

VEHICLE DETAIL

VIN: 1FMYU03193K [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: CHROME YELLOW
 Year: 2003 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 2/7/2003
 GCWR: Vehicle Build Date: 2/5/2003
 PEP Code: 310B

Selling Dealers Name: JEROME-DUNCAN, INC.
 Selling Dealers P & A Code: 03025 Selling Dealers Sales Code: F48048
 Selling Dealers Main Phone: 810-268-7500 Selling Dealers Service Phone: 586-268-7500

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 3 K C 3 5 6 1 2 1 0 3 7 P 6 C 2 0 9 A 0 4 3 4 7 A E M 4 9 6 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 3 2 6 5 5 8 S G B B N 4 8 E 4 3 0 L 0 V B Z 2 2 3 C 4 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 9 5 2 3 1 0 B 9 1 4 M I L
 1 2 3 4 5 6 7 8 9 160



4/15/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	I	C1	04814	F24414

Dealer Name:	AUTOWAY FORD		
Dealer Address:	3400 14TH STREET WEST BRADENTON FL 34205		
Dealer Main Phone:	941-747-3711	Dealer Service Phone:	941-747-4411

Position	Employee Name
CUST RELATIONS MGR	DEBBIE JOHNSON
DEALER/PARTNER	BRAD ST PIERRE
GENERAL MANAGER	DORIS GORMLEY
PARTS MANAGER	JOSE DIAZ
PARTS & SERVICE DIRECTOR	THOMAS BAUGHMAN
SALES MANAGER	STEPHEN PARDUE
SALES MANAGER	TROY BROWN
SALES MANAGER	TROY CHAMBERS
SALES MANAGER	SCOTT R BRIGGS
SALES MANAGER	GARY M HALLOWS
SERVICE MANAGER	DANIEL WHITE

Service Hours	7:30 A.M. - 6:00 P.M.
Directions	
Trained	Y
Additional Information	





Consumer Affairs

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

February 02, 2005

*Sent Via Mail

[REDACTED]
Plano, TX [REDACTED]

Re: 2002 Ford Escape
VIN#-1FMYU03112K [REDACTED]

Dear [REDACTED]

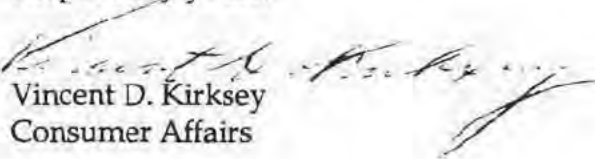
Thank you for contacting us regarding your vehicle concerns.

We sincerely regret the circumstances you described. However, our records show that your vehicle is beyond the regular manufacturer's warranty with no additional coverage or recalls/programs pertaining to your vehicle concern. Based on this information, we are 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.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Customer Info

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

[REDACTED]
2/2/2005

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU03112K [REDACTED]	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			

[REDACTED]

2/2/2005

VEHICLE DETAIL

VIN: 1FMYU03112K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: EBONY SOLID C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 11/3/2001
 GCWR: Vehicle Build Date: 10/18/2001
 PEP Code: 310A

Selling Dealers Name: DOUG STANLEY FORD
 Selling Dealers P & A Code: 02635 Selling Dealers Sales Code: F52015
 Selling Dealers Main Phone: 972-223-8050 Selling Dealers Service Phone: 972-223-8050

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 3 2 K A 9 3 4 9 5 1 0 3 3 7 6 C 2 2 0 J 6 3 6 3 5 J 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 3 2 X 5 5 8 S 3 A B N 5 2 A 0 1 5 E 3 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 1 L 8 3 1 0 A 9 1 4 T X
 1 2 3 4 5 6 7 8 9 160



2/2/2005

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	A	A3	02531	F52509
Dealer Name:		BOB TOMES FORD, INC.			
Dealer Address:		960 S CENTRAL EXPRESSWAY MCKINNEY TX 75070			
Dealer Main Phone:		214-544-5000	Dealer Service Phone:		214-544-5123

Position	Employee Name
DEALER/PARTNER	Barbara Tomes
DEALER/PARTNER	ROBERT B TOMES
PARTS MANAGER	STEVEN G FARIES
PARTS & SERVICE DIRECTOR	AL SURLS
SALES MANAGER	BILL B COOPER
SALES MANAGER	ZACH ALIA
SALES MANAGER	W. E FOWLER
SERVICE MANAGER	DOYLE W THOMPSON

2/2/2005

ESP / Recall Information

VIN: 1FMYU03112K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2001 NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: DOUG STANLEY FORD
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2006-11-03
 Expiration Miles: 75,000
 Plan Year: 2001
 Purchase Type: N
 Options:

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

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

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

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

Number	Type	Description	Status	Status Date	Dealer Code
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	2004-04-30	02635USAF52015
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		



3 12 15 5 5 8 . .

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	
IFMYU03112K [REDACTED]	MI		T/M	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	18-10-01	03-11-01	152015	USA	8	*	7F24	*	17664	*	S06	V15	W03	42
AWS Claim Key:	1699300	Doc #:	01748002		Trx Code:		E83	Labor Hrs:	8	Labor Cost:	58.4	Material Cost:	0	Total Cost:	58.4									
Dir Cd-Sub Cd:	11442-*	Name:	DAVID MCDAVID'S PLANO LINCOLN MERCURY, INC.				Ph:	972-9645000	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 20-JUN-2002		DIST(Mile): 14589							
Cust Comments:	W05 CUST SAYS WASHER FLUID FOR WINDSHIELD IS INOP																							
Tech Comments:	WASHER INOP AND WASHER FLUID COMMING OUT FROM BEHIND RT SIDE INNER FENDER WELL.NEC TO R&R INNER FENDER WELL																							

IFMYU03112K [REDACTED]	MI		T/M	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	18-10-01	03-11-01	152015	USA	25	+	6R0J	YL8Z	7861203	BAA	S10	V21	H19	28
AWS Claim Key:	8923609	Doc #:	185619A		Trx Code:		0711D	Labor Hrs:	.7	Labor Cost:	45.66	Material Cost:	43.3	Total Cost:	88.96									
Dir Cd-Sub Cd:	02635-*	Name:	DOUG STANLEY FORD				Ph:	972-2238050	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 22-NOV-2003		DIST(Mile): 65397							
Cust Comments:	ABS LIGHT COMES ON MOST OF THE TIME.																							
Tech Comments:	65399 DRIVERS SIDE SEAT BELT BUCKLE PRETENSIONER VERIFIED CONCERN AND PERFORMED AIR BAG DIAGNOSIS. RECEIVED DTC B1877 FOR DRIVERS SIDE PRETENSIONER CKT OPEN. PERFORMED PINPOINT TEST AND FOUND DRIVERS SEAT BELT BUCKLE PRETENSIONER OPEN INTERNALLY. REPLACED DRIVERS SIDE POWER SEAT BELT BUCKLE PRETENSIONER AND CLEARED CODES. RETESTED AND VERIFIED REPAIR.																							

IFMYU03112K [REDACTED]	MI		T/M	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	18-10-01	03-11-01	152015	USA	25	*	5G02	3L8Z	3078	AB	S05	V39	N50	30
AWS Claim Key:	8987130	Doc #:	185619C		Trx Code:		0711D	Labor Hrs:	4.3	Labor Cost:	280.5	Material Cost:	273.13	Total Cost:	693.63									
Dir Cd-Sub Cd:	02635-*	Name:	DOUG STANLEY FORD				Ph:	972-2238050	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 22-NOV-2003		DIST(Mile): 65397							
Cust Comments:	CLUNK POP IN FRONT END OVER BUMPS. PER ROBERT S.																							
Tech Comments:	65405 FRT STRUTS AND LOWER CONTROL ARM BUSHINGS TEST DROVE VARIFIED CONCERN. PERFORMED NVH DIAGNOSIS, FOUND BOTH FRT LOWER CONTROL ARM BUSHINGS CRACKED. REPLACED BOTH LOWER CONTROL ARMS. TEST DROVE POP NOISE GONE, CLUNK NOISE COMMING FROM FRT STRUTS. REPLACED BOTH FRT STRUTS. ON REMOVAL, SWAY BAR LINKS DAMAGED. REPLACED BOTH FRT SWAY BAR LINKS. TEST DROVE BOTH																							

IFMYU03112K [REDACTED]	MI		T/M	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	18-10-01	03-11-01	152015	USA	25	*	2E06	*	9E307	*	S11	V43	D03	42
AWS Claim Key:	8923610	Doc #:	185619H		Trx Code:		0711D	Labor Hrs:	.6	Labor Cost:	39.14	Material Cost:	0	Total Cost:	39.14									
Dir Cd-Sub Cd:	02635-*	Name:	DOUG STANLEY FORD				Ph:	972-2238050	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 22-NOV-2003		DIST(Mile): 65397							
Cust Comments:	ENG. AT TIMES IS SLOW TO START.																							

Tech Comments: 65399 FEC TEST, RECEIVED PASS CODES KOEO & KOER. DCL DISPLAY SHOWS ALL INPUTS & OUTPUTS WITHIN SPECS. FUEL PRESSURE & LEAK DOWN TEST PASSES AT 65 PSI KOEO & 65 PSI KOER. UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME

IFMYU03112K [REDACTED] MI T/M1 T/F T/WE T/EF T/A AJ T/DJ T/LD 18-10-01 03-11-01 152015 USA 25 * 7C05 F5TZ 14N089 B S09 V77 L26 42
AWS Claim Key: 8958583 **Doc #:** 1856191 **Trx Code:** 0711D **Labor Hrs:** .4 **Labor Cost:** 26.09 **Material Cost:** 7.91 **Total Cost:** 34
Dir Cd-Sub Cd: 02635-* **Name:** DOUG STANLEY FORD **Ph:** 972-2238050 **St:** TX **City Cd:** USA **Reg Cd:** NA **Repr Date:** 22-NOV-2003 **DIST(Mile):** 65397
Cust Comments: FRONT FOG LIGHTS HAVE NEVER WORKED.
Tech Comments: 65399 FOG LAMP RELAY MALFUNCTIONING VERIFIED CONCERN AND PERFORMED B C E PINPOINT TEST. FOUND FOG LAMP RELAY INOPERATIVE. REPLACE D FOG LAMP RELAY AND RETESTED. VERIFIED REPAIR.

IFMYU03112K [REDACTED] MI T/M1 T/F T/WE T/EF T/A AJ T/DJ T/LD 18-10-01 03-11-01 152015 USA 28 * 7W01 1L2Z 15052 AA S09 V17 A87 46
AWS Claim Key: 8972621 **Doc #:** 189975A **Trx Code:** 0711D **Labor Hrs:** .7 **Labor Cost:** 45.67 **Material Cost:** 7.52 **Total Cost:** 53.19
Dir Cd-Sub Cd: 02635-* **Name:** DOUG STANLEY FORD **Ph:** 972-2238050 **St:** TX **City Cd:** USA **Reg Cd:** NA **Repr Date:** 30-JAN-2004 **DIST(Mile):** 74730
Cust Comments: CIG. LIGHTER INOPER.
Tech Comments: 74730 CIGARETTE LIGHTER ELEMENT SHORTED TO GROUND VERIFIED CONCERN AND PERFORMED GENERAL WIRING PINPOINT TEST. FOUND FUSE BLOWN AND CIGARETTE LIGHT ELEMENT SHORTED TO GROUND. REPLACED BLOWN FUSE AND CIGARETTE LIGHT ELEMENT. RETESTED AND VERIFIED REPAIR.

IFMYU03112K [REDACTED] MI T/M1 T/F T/WE T/EF T/A AJ T/DJ T/LD 18-10-01 03-11-01 152015 USA 28 * 7C05 F5TZ 14N089 B S09 V77 L26 42
AWS Claim Key: 8987131 **Doc #:** 189975C **Trx Code:** SPW **Labor Hrs:** .6 **Labor Cost:** 39.14 **Material Cost:** 8.69 **Total Cost:** 47.83
Dir Cd-Sub Cd: 02635-* **Name:** DOUG STANLEY FORD **Ph:** 972-2238050 **St:** TX **City Cd:** USA **Reg Cd:** NA **Repr Date:** 30-JAN-2004 **DIST(Mile):** 74730
Cust Comments: C S HEAD LIGHTS STAY ON AT TIMES ALSO WILL NOT COME ON AT TIMES WHEN VEH IS COLD SEE ROBERT S. FOR MORE INFO.
Tech Comments: 74730 HEADLIGHT REALY MALFUNCTIONING VERIFIED CONCERN AND PERFORMED B C E SELF TEST. RECEIVED PASS CODES. PERFORMED B C E PINPOINT TEST AND FOUND HEADLAMP RELAY INTERMITTENTLY MALFUNCTIONING REPLACED HEAD LIGHT RELAY AND R TESTED. VERIFIED REPAIR.

IFMYU03112K [REDACTED] MI T/M1 T/F T/WE T/EF T/A AJ T/DJ T/LD 18-10-01 03-11-01 152015 USA 31 * * * * SXX V00 * *
AWS Claim Key: 10171373 **Doc #:** 195969C **Trx Code:** 04S13 **Labor Hrs:** .4 **Labor Cost:** 26.09 **Material Cost:** 0 **Total Cost:** 26.09
Dir Cd-Sub Cd: 02635-* **Name:** DOUG STANLEY FORD **Ph:** 972-2238050 **St:** TX **City Cd:** USA **Reg Cd:** NA **Repr Date:** 30-APR-2004 **DIST(Mile):** 87439
Cust Comments: 04S13 RECALL
Tech Comments: PERFORM RECALL

Any comments? You can contact

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU03112K [REDACTED]
 Model Year: 2002
 Veh Type: T
 Inv. Dealer: 02635
 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: 120496086
 Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Body Cab Style: - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
 Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 18-OCT-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 152015 -
 Country: USA - ##### Selling Dir SUProv: TX
 Buyer SUProv: TX
 Arrival Date: 24-OCT-2001 Red Carpet Lease: *
 Sale Date: 03-NOV-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 03-NOV-2001 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 27-OCT-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 U032KA9349510337 6 C 2 20J6363 5J E 496 63 5 3 2X5 5 8S3ABN 52A015E 3 UA 223 4 3 2 11
 FMY118 310A 9147X 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(PsngR Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	2M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000ZX -	Tire Manufacturer:	AP -
Delivery Type:	0	Tire Brand:	08453 -
Driveshaft Code:	D	Tire Size:	D3J1J - 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:

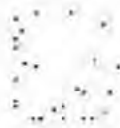
LF: A3084532901 RF: A3084532901
 LR: A3084532901 RR: A3084532901
 LJ: * RI: *

SPARE: HY8A1R83801 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	* - *
ESP Coverage(Miles):	075	Emission Cert Type:	5
ESP Coverage(Time):	060	Emission Decal Suffix:	JJZ
ESP Plan Year:	2001	Engine Family:	2FMXT0301F7
ESP Signature Date:	03-NOV-2001		

Any comments? You can contact



webmaster



All Action Details for Issue

Print

VIN: 1FMYU03112K [REDACTED] Year: 2002 Model: ESCAPE Case: 354941964
 Name: [REDACTED] Owner Status: Original WSD: 2001-11-03
 Symptom Desc: NOISE ACCESSORY DRIVE 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 - FIRE
 Dealer: 02531 BOB TOMES FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 100000 MI Comm Type: PHONE
 Analyst Name: MCLEOD KIESHIA Analyst: KMCLEOD4
 Action Date: 01/31/2005 Action Time: 13.08.26.902 Action Data: No

Comments CUSTOMER SAID: _VEH CAUGHT ON FIRE ON JULY 14/04, IT STARTED MAKING CLICKING NOISE AND SMOKING _ENGINE HAD CAUGHT ON FIRE_ SHE BOUGHT NEW ENGINE AND WAS INSTALLED BY NON FORD DLR_ CUST STATES THAT VEH WAS INVOLVED IN AN ACCIDENT WITH ANOTHER VEH _CUST STATES THAT SHE HAD RECEIVED A RECALL 04S25 _CUST MAIN REASON FOR CALLING IS THAT SHE IS ALLEGING THAT THERE IS A DEFECT WITH THE VEH CAUSE THE FIRE IN THE ENGINE AND THE ACCIDENT_ SAY THAT SHE WANTS FORD TO PAY FOR THE REPLACEMENT OF THE ENGINE THAT HAD CAUGHT ON FIRE ,THAT SHE HAD TO PAY FOR.DEALER SAID: BOB TOMES FORD INC. 950 SOUTH CENTRAL EXPRESSWAYMCKINNEY, TX 75070DISTANCE: 10.90 MILES TEL: (214) 544-5000FAX: (214) 544-5161CRC 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 THAT THE INFO WILL BE SENT THE ABOVE DEPT ,INSTEAD OF A SUP,AS A SUP WILL NOT BE ABLE TO REVIEW HER REQUEST OF ALLEGING DEFECT WITH THE VEH.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 02531 BOB TOMES FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 100000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
 Action Date: 02/02/2005 Action Time: 08.03.58.085 Action Data: No

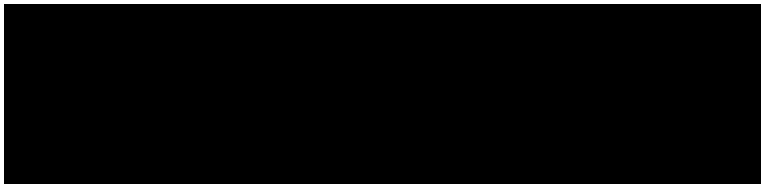
Comments ***LPA COMMENTS***LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING HER VEHICLE FIRE WAS CAUSED BY A PRODUCT DEFECT. THE CUSTOMER HAD A FIRE OCCUR IN HER ENGINE COMPARTMENT, AND HAD TO REPLACE THE ENTIRE ENGINE. NO INJURIES WERE SUSTAINED, AND NO INSURANCE COMPANY INVOLVEMENT. THE VEHICLE HAS SINCE BEEN REPAIRED.*THE CUSTOMER IS REQUESTING FMC REIMBURSE HER THE COST OF REPAIRS BECAUSE SHE BELIEVES HER CONCERN MAY BE RELATED TO RECALL-04S25, A DEFECT IN THE ACCELERATION CABLE.

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 02531 BOB TOMES FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 100000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
 Action Date: 02/02/2005 Action Time: 08.07.13.589 Action Data: No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE, AND FOUND THE CUSTOMER'S VEHICLE IS BEYOND THE REGULAR WARRANTY WITH NO ADDITIONAL COVERAGE AVAILABLE ON THE VEHICLE OR RECALLS/PROGRAMS PERTAINING TO THE CUSTOMER'S ALLEGED FIRE. BASED ON THIS INFORMATION, WE

2/2/2005

WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION. LPA HAS SENT A LETTER INFORMING THE CUSTOMER OF FMC FINDINGS.





Consumer Affairs

January 11, 2005

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

*Sent Via Mail

[REDACTED]
New Rochelle, NY [REDACTED]

Re: 2003 Ford Escape
VIN#-1FMYU93193K [REDACTED]

Dear [REDACTED]

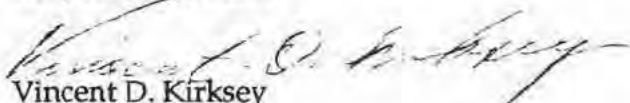
Thank you contacting us regarding your vehicle concerns.

Ford Motor Company has reviewed your vehicle claim. We generally require a vehicle inspection to occur before determining if the alleged concern caused your accident. Unfortunately, because your vehicle was totaled during the accident, we will be unable to conduct a thorough investigation.

We ask that you contact the insurance company for possible assistance. If they feel we are liable for the accident they will file a subrogation claim against us regarding the matter. No further assistance will provided at this time.

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Customer Info

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

[REDACTED] 1/11/2005

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU93193K [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			

[REDACTED] 1/11/2005

VEHICLE DETAIL

VIN: 1FMYU93193K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: SATIN SILVER C/C
 Year: 2003 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 7/30/2003
 GCWR: Vehicle Build Date: 2/14/2003
 PEP Code: 400B

Selling Dealers Name: SMITH CAIRNS FORD OF MT. KISCO
 Selling Dealers P & A Code: 03864 Selling Dealers Sales Code: F13118
 Selling Dealers Main Phone: 914-666-0500 Selling Dealers Service Phone: 914-666-0500

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 C 5 4 1 7 8 1 0 3 3 7 P 4 2 2 3 A 2 0 5 3 9 A E 2 4 6 9 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 3 2 X 5 5 8 S 3 B B N 1 3 C 1 1 8 L 0 T L 2 2 3 4 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 9 8 4 4 0 0 B 9 1 4 N Y L
 1 2 3 4 5 6 7 8 9 160



1/11/2005


Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	C	E2	03864	F13118

Dealer Name:	SMITH CAIRNS FORD OF MT. KISCO		
Dealer Address:	271 NORTH BEDFORD ROAD MOUNT KISCO NY 10549		
Dealer Main Phone:	914-666-0500	Dealer Service Phone:	914-666-0500

Position	Employee Name
PARTS MANAGER	PETER P MATSCUKIS
PARTS MANAGER	JAMES GRONOWSKI
SALES MANAGER	RICHARD A PERRY
SERVICE MANAGER	lou belfiore
SERVICE MANAGER	PETER NALBANTIAN
SERVICE MANAGER	FRANK PORCARO


 1/11/2005

ESP / Recall Information

VIN: 1FMYU93193K [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		



1/11/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU93193K [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 V6 G*NAAO
Inv. Dealer: 03864	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: 14-FEB-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113118 -
 Country: USA - ##### Selling Dir St/Prov: NY
 Buyer St/Prov: NY

Arrival Date: 28-MAR-2003 Red Carpet Lease: *
 Sale Date: 30-JUL-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 30-JUL-2003 Modified Vehicle: *
 Orig Warranty Date: 30-JUL-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U933KC54L781D337P 4 2 23A2053 9A E 2 469 63 5 3 2X5 5 863B8N 13C118L 0 TL 223 4 3 1
 1FMY984 400B 914NY 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(Pasngr Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A	Paint: PNUPI - SATIN SIL VER 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

PE12-019 001984 LP



1FMYU93193K [REDACTED]

1/11/2005

Calibration Code:	3M11D30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000NC -	Tire Brand:	AJ - MICHELIN
Delivery Type:	2	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 4530303 RF: A308 4530203
 LR: A308 4530303 RR: A308 4530203
 LI: * RI: *
 SPARE: HY8A 1R80103

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_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)			
1FMYU93193K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	14-FEB-2003	30-JUL-2003	113118	USA	13	6V01	011102	*	H03100	*	G02	01	23764			
AWS Claim Key:		7109961	Trx Code:		E84	Labor Hrs:		0																
Dir Cd-Sub Cd:		03864 - *	Name:			SMITH CAIRNS FORD OF MT. KISCO			Ph:	914-2411000		St:	NY	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	29-JUL-2004		Doc #:	177293A
Cust Comments:		CUST.STATES WINDSHIELD STRESS CRACKED																						

PE12-019 001986 LP

[REDACTED] -1FMYU93193K [REDACTED]

All Action Details for Issue

Print

VIN: 1FMYU93193K [REDACTED] Year: 2003 Model: ESCAPE Case: 1478610105
 Name: [REDACTED] Owner Status: Original WSD: 2003-07-30
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL WARM Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03864 SMITH CAIRNS FORD OF MT. KISCO Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: ELAINE LEE- CAMPBELL Analyst: ELEECAMP
 Action Date: 01/10/2005 Action Time: 13.17.41.493 Action Data: Yes

Comments CUSTOMER SAID: ...HER SON WAS DRIVING , ...THERE WAS SNOW ON THE GROUNDVEHICLE KEPT ON ACCELERATION , CUSTOMER HIT THE BRAKE AND THE VEHICLE RAN INTO A TREE.....SON WAS NOT HURT , JUST PAINS. NO MEDICAL ATTENTION.THERE WAS A RECALL ON THE ACCELERATORCUSTOMER DID NOT GET A LETTER.....CUSTOMER THINKS FORD IS LIABLE.DATE OF ACCIDENT DEC 26, 2004.....LOCATION OF ACCIDENT ROUTE 22 , ARMONK NY....POLICE WAS NOT CONTACTED....INSURANCE WAS CONTACTED AND CUSTOMER WAS TOLD TO CALL FORD....VEHICLE WAS TOTALED.DEALER SAID: THERE WAS A RECALL ON THE ACCELERATORCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT....ADVISED CUSTOMER ON RECALL LETTER 04S25

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 03864 SMITH CAIRNS FORD OF MT. KISCO Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 30000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 01/11/2005 Action Time: 08.43.02.903 Action Data: Yes

Comments ***LPA COMMENTS***LPA MADE AN OUTBOUND CALL TO THE CUSTOMER BUT THEY WERE UNAVAILABLE. THE CUSTOMER IS ALLEGING HER SON LOST CONTROL OF THE VEHICLE DUE TO A SUDDEN ACCELERATION CONCERN THAT CAUSED HER SON TO HIT A TREE TOTALING THE VEHICLE. THE CUSTOMER'S SON DID NOT SUSTAINED ANY INJURIES JUST MINOR BRUISES. THE CUSTOMER CONTACT HER INSURANCE COMPANY REGARDING THE MATTER WHO IS REFERRING THE CUSTOMER BACK TO FMC DUE TO AN ACCELERATION CABLE RECALL. *THE CUSTOMER IS REQUESTING FMC INVESTIGATE THE MATTER, AND PROVIDE ASSISTANCE ACCORDINGLY.

Data Element Name	Data Value
CONTACT PERSON	ANNA RUBICCO


Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
 Dealer: 03864 SMITH CAIRNS FORD OF MT. KISCO Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 30000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 01/11/2005 Action Time: Action Data: No

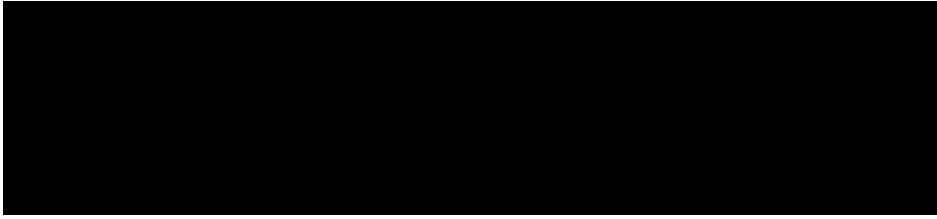


1/11/2005

09.10.18.792

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE CUSTOMER'S REQUEST. FMC REQUIRES AN INSPECTION TO OCCUR BEFORE A DECISION CAN BE MADE. HOWEVER, BECAUSE WE CAN'T PERFORM AN THOROUGH INVESTIGATION, WE CAN'T DETERMINE IF THE ALLEGED CONCERN CAUSED THE ACCIDENT. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND ASK THE CUSTOMER TO RE-CONTACT THEIR INSURANCE CARRIER FOR POSSIBLE ASSISTANCE. NO FURTHER ASSISTANCE IS NEEDED AT THIS TIME.

 1/11/2005



CONSUMER™ LEGAL SERVICES, P.C.

ATTORNEYS AND COUNSELORS



www.lemonauto.com

July 27, 2004

30928 FORD ROAD
GARDEN CITY, MI 48135
(734) 261-4700
FAX: (734) 261-4737

RONALD J. BUIZ
CHRISTOPHER M. LUVASZ
STEVEN S. TOTII
MARK P. ROMANO
STEVEN G. STANCROFF
TROY T. GORMAN
CHRISTOPHER A. WINKLER
MATTHEW W. DILIZENNE
KARL P. HEIL
BRIAN M. PERKINS

Eileen M. Pawelek
FCSD - Consumer Affairs
Suite 353, MD 3NE-B
16800 Executive Plaza Drive
Dearborn, MI 48126

RE: [REDACTED] by Ford Motor Company, et al

Dear Ms. Pawelek:

Pursuant to our recent telephone conversation, this letter confirms that the above matter has been settled on behalf of all Defendants for the following:

1. Ford Motor Company will repurchase Plaintiff's 2003 Ford Escape. Ford Motor Company will pay Plaintiff \$15,413.26 for damages;
2. Ford Motor Company will pay Consumer Legal Services \$2,500.00 for attorney fees and costs;
3. Ford Motor Company will pay the balance of Plaintiff's loan contract with Compass Bank, and terminate the same. The payoff as of today is \$14,297.40;
4. Plaintiff will deliver his 2003 Ford Escape to a representative of Ford Motor Company and sign any necessary documents required by Ford Motor Company at a mutually convenient location;
5. No adverse credit will be reported from this transaction;

921 28TH STREET S.E.
GRAND RAPIDS, MI 49508
(616) 452-2000
FAX: (616) 452-2021

4680 W. HOUGHTON LAKE DRIVE
HOUGHTON LAKE, MI 48629
(989) 366-1006
FAX: (989) 366-4005

G-6044 S. SAGINAW ST.
GRAND BLANC, MI 48439
(810) 603-2676
FAX: (810) 603-2677

JUL 27 2004 16:35

123456789

PAGE: 01

Eileen Pawelek
July 27, 2004
Page Two

If any of the above settlement provisions do not comport with your understanding of the same, please contact me at the above number.

I appreciate your professional cooperation and courtesies in resolving this matter.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.



Troy T. Gorman

TTG/dlg

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
19	07/26	10:31	123456789	EC-S	00:46"	003	049	OK



*Sent Via Fax

July 26, 2004

Troy Gorman
 Consumer Legal Services
 30928 Ford Road
 Garden City MI 48135
 Fax: 734-261-4737

RE: [REDACTED]
 Refund Figures

Dear Mr. Gorman:

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.

Please note: your client financed a \$1,500.00 non-Ford extended service contract along with the price of the vehicle; therefore, \$1,500.00 has been deducted from the refund at this time as we do not directly refund customers for non-Ford extended service contracts. However, your client should contact the selling dealer to inquire about a refund in accordance with the terms of the contract.

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

Respectfully yours,

Eileen M. Pawelek
 Consumer Affairs



*Sent Via Fax

July 26, 2004

Troy Gorman
Consumer Legal Services
30928 Ford Road
Garden City MI 48135
Fax: 734-261-4737

RE: [REDACTED]
Refund Figures

Dear Mr. Gorman:

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.

Please note: your client financed a \$1,500.00 non-Ford extended service contract along with the price of the vehicle; therefore, \$1,500.00 has been deducted from the refund at this time as we do not directly refund customers for non-Ford extended service contracts. However, your client should contact the selling dealer to inquire about a refund in accordance with the terms of the contract.

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

07/22/2004 02:58 PM

REFUND WORKSHEET (With Interest)

Page : 1
RAVINR44

Customer name: [REDACTED]

VIN: 1FMCU0318 3K [REDACTED]

SECTION 1: Lien/Lease Information

Lienholder: COMPASS BANK
 Address: 2327 CENTER POINT PARKWAY
BIRMINGHAM AL 35215
 Phone: (800)822-5127
 Account Number: [REDACTED]
 Payment Amount: \$389.45
 # of Payments: x 20
 Extra paid by customer: + \$0.00
 Total(\$) of payments made: \$7,789.00 (a)
 Lienholder payoff: \$14,297.40 (d)
 Good Until: 08/19/04

SECTION 2: Aftermarket Items/Misc. Purchase Charges

(See Page 2 for details)
 Total: \$510.00 (c)

SECTION 3: Misc. Deduction (Late charges, disability etc.) (b)

(See Page 2 for details)
 Total: \$1,500.00 (e)

SECTION 4: Other Expenses (Sales Tax, License etc.)

(See Page 2 for details)
 Total: \$0.00 (f)

SECTION 5: Refund Calculation

Total(\$) of payments made:		<u>\$7,789.00 (a)</u>	
Down Payment (includes trade-in):	+	<u>\$9,483.17</u>	
Lease Rebate:	-	<u>\$500.00</u>	
Aftermarket Items/Misc. Purchase Charges:	+	<u>\$510.00 (c)</u>	
Less Misc. Deduction:	-	<u>\$1,500.00 (e)</u>	
Less Mileage Charge: $(\$25,995 * (1,703 \text{ Mi} / 120,000 \text{ Mi}))$	-	<u>\$388.91</u>	
Mileage Waived: (formula used)	+	<u>\$0.00</u>	
MV Fees owed to State: DMV Fees Amount:	-	<u>\$0.00</u>	
Other Expenses:	+	<u>\$0.00 (f)</u>	
Refund to Customer:	=	<u>\$15,413.26</u>	
Lienholder payoff:	+	<u>\$14,297.40 (d)</u>	
Attorney Fees:	+	<u>\$2,500.00</u>	
Total Payout:	=	<u>\$32,210.66</u>	

Customer's refund reduced by:
\$1,500.00 Non-Ford ESP

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. If \$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 * 34116 W 12 Mile Rd, Farmington Hills, MI 48331

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

Refund Breakdown Calculated by: NTHOMAS JWL 07/25/04 Prof ID: _____

07/22/2004 02:58 PM

REFUND WORKSHEET (With Interest)

Page : 2
RAVINR44

Customer name: [REDACTED]

VIN: 1FMCU0318 3K [REDACTED]

SECTION 2: Aftermarket Items/Misc. Purchase Charges	
1) Registration (2003 - 2004)	\$510.00
Total:	\$510.00 (c)
SECTION 3: Misc. Deduction (Late charges, disability etc.)	
1) Non-Ford ESP	\$1,500.00
Total:	\$1,500.00 (e)
SECTION 4: Other Expenses (Sales Tax, License etc.)	
Total:	\$0.00 (f)

AUTO 11/10/2003 TO 11/10/2004 11 [REDACTED]

REGISTRATION CARD FROM

1FMCU03183K [REDACTED] FORD

UT 00/00/2002 FY 2003

11/06/2003 120 G \$510 1900

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[REDACTED]
MONROVIA CA [REDACTED]

COMPASS BK.
PO BX 830939
BIRMINGHAM


R0030
L0466

AL 35203
R12110320034003


STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

X 3491663

Dealer Number _____ Contract Number 32384 R.O.S. Number 6747338 Stock Number F23167

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code):  MONROVIA LOS ANGELES CA 91701	Creditor - Seller (Name and Address): TUTTLE CLICK FORD, INC. 43 AUTO CENTER DR IRVINE CA 92618
--	--

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
NEW	2003	FORD ESCAPE SUV	8	1FMCU03183M 	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount that credit will cost you	Amount Financed The amount of credit provided to you or on your behalf	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
5.40 %	\$ 2943.97(1)	20423.13	23367.00	\$ 3403.17(2)
(1) means an estimate (2) 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	389.45	Monthly, Beginning 12/14/2003
One Final Payment	389.45	11/14/2007

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

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

	Term	Premium
\$ <u>11.00</u> Comp. Fire & Theft		Mo. \$ <u>N/A</u>
\$ <u>11.00</u> Collision		Mo. \$ <u>N/A</u>
Medical Payments \$ <u>N/A</u> Mo. \$ <u>N/A</u>		Mo. \$ <u>N/A</u>
Property Damage \$ <u>N/A</u> Mo. \$ <u>N/A</u>		Mo. \$ <u>N/A</u>
Medical \$ <u>N/A</u> Mo. \$ <u>N/A</u>		Mo. \$ <u>N/A</u>
Total Vehicle Insurance Premiums		\$ <u>0.00</u> (1)

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 to obtain.

Buyer
 Co-Buyer
 Seller

ITEMIZATION OF THE AMOUNT FINANCED

- Total Cash Price** 25995.00
 - A Cash Price of Motor Vehicle and Accessories \$ 25995.00(A)
 - 1. Cash Price Vehicle \$ 25500.00
 - 2. Cash Price Accessories \$ 495.00
 - B Document Preparation Fee (not a governmental fee) \$ 45.00(B)
 - C Smog Fee Paid to Seller \$ N/A(C)
 - D Sales Tax (on A + B + C) \$ 2148.30(D)
 - E Luxury Tax \$ N/A(E)
 - F Service Contract (optional) \$ 1500.00(F)
 - G ~~Prepaid Credit or Lease Balance paid by Seller to~~ \$ N/A(G)

(See downpayment and trade-in calculation)

- H Other (to whom paid) \$ N/A(H)

Total Cash Price (A through H) 29688.30
 \$ 29688.30 (1)

- Amounts Paid to Public Officials**
 - A License Fees ESTIMATED \$ 213.00(A)
 - B Registrar/Transfer/Titling Fees \$ N/A(B)
 - C Smog Impact Fee \$ N/A(C)
 - D Other CALIFORNIA FIRE FEE \$ 5.00(D)
 - E Other \$ N/A(E)

Total Official Fees (A through E) \$ 218.00 (2)
- Amount Paid to Insurance Companies**
 (Total premiums from Statement of Insurance column a + b) \$ N/A (3)
- Smog Certification Fee Paid to State** \$ N/A (4)
- Buyer's Title** \$ 29906.30 (5)

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

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	<u>N/A</u>		\$ <u>N/A</u>
Credit Disability	<u>N/A</u>	Mo.	\$ <u>N/A</u>
Total Credit Insurance Premiums			\$ <u>N/A</u> (1)

Insurance Company Name _____
 Home Office Address _____

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 INSURANCE MAY NOT COVER CONDI.

4. **Setup** Carriacation Fee Paid to State \$ _____ (4)

5. **Subleta** (1 through 4) \$ 29946.30 (5)

6. **Total Downpayment**

A. Gross Trade-in Yr 1998 Make Ford \$ 6700.00 (A)

Model GRAN Color Blue

VIN 1G2WPS2K3UE

B. Less Prior Credit or Lease Balance \$ 2716.33 (B)

C. Net Trade-In (A less B) (Indicate if a negative number) \$ 3983.17 (C) → 5760.17

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

E. Manufacturer's Rebate \$ 500.00 (E)

F. Other \$ N/A (F)

G. Cash \$ 5000.00 (G)

Total Downpayment (C through G) \$ 9483.17 (6)

(If negative enter zero on line 5 and enter the amount less than zero as a positive number on line 1G above)

7. **Amount Financed (5 less 6)** \$ 20423.13 (7)

*Seller may keep part of these amounts.

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 Disabilities Not Covered" in your policy for details)

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 entire 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 _____

Buyer _____

SERVICE CONTRACT (Optional) You want to purchase a service contract written with the following obligator for the term shown below for the price shown in item 1F.

Company PARTNERS

Term _____

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 you and we must sign it. No oral changes are binding.

X _____ X _____

Buyer Initials Co-Buyer Initials

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 \$ _____ Finance Charge \$ _____

Total \$ _____ Payable in _____

Installments of \$ _____

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: _____

NOTICE OF RESCISSION RIGHTS
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the _____ and Seller is unable to assign this contract to a _____

Buyer _____ Co-Buyer X _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____ Year _____

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 ON THE VEHICLE.

FOR AD _____

THE BU _____

AMAGE TO YOUR VEHICLE. YOU SHOULD CONTACT YOUR INSURANCE AGENT. LIABILITY TERMS AND CONDITIONS

S/S 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 _____ or payment terms unless you agree in writing to the change. You do not have to agree to any change _____ the seller to make a unilateral change.

Buyer Signature X _____ 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 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 _____ Co-Buyer Signature X _____ 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 _____

A. Gross Trade-in Yr 1998 Make GM \$ 6700.00 (A)
 Model GRAN Odom 43114
 VIN 1G2MP52K1J1
 B. Less Prior Credit or Lease Balance \$ 2716.83 (B)
 C. Net Trade-in (A less B) (indicate if a negative number) \$ 3983.17 (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ 500.00 (E)
 F. Other \$ N/A (F)
 G. Cash \$ 5000.00 (G)
 Total Downpayment (C through G) \$ 8483.17 (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) \$ 20423.13 (7)
 *Seller may keep part of these amounts.

DOCTOR, OR CHIROPRACTOR IN THE
 LAST
 Not C
 Date _____
 Co-Buyer Signature _____
 Age _____

OPTIONAL GAP CONTRACT A gap contract (deficiency 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 _____
 Buyer _____

SERVICE CONTRACT (Optional) You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.
 Company _____
 Term _____
 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 you and we must sign it. No oral changes are binding.
 X _____ Buyer Initials
 X _____ Co-Buyer Initials

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 N/A installments of \$ 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

NOTICE OF RESCISSION RIGHTS If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back of this contract apply. If Seller is unable to assign this contract to the Buyer, the Seller shall be responsible for the debt to the Buyer.
 Buyer _____ Co-Buyer X _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year _____ 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.
 OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT FOR THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
 S/S X _____ 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 change the payment terms unless you agree in writing to the change. You do not have to agree to any change the seller makes a unilateral change.
 Buyer Signature X _____ 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 seller if you can prove such as fraud.
 Buyer Signature X _____ Co-Buyer Signature X _____
 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 _____ Date 11/09/2002 TITLE-CLERK-HUD, INC. VIN HGK

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.

FORM NO. 1000-100
 CUSTOMER/BUYER INFORMATION COPY

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 28-JUN-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
IFMCU03183K [REDACTED]	MI	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	07-10-02	09-11-02	171069	USA	4	*	2E03 2L8Z	9E926	AB	S11	V44	D50	41
AWS Claim Key:	546424	Doc #:	07312101	Trx Code:	S07	Labor Hrs:	.4	Labor Cost:	29.24	Material Cost:	104.69	Total Cost:	133.93									
Dir Cd-Sub Cd:	02677-*	Name:	ADVANTAGE FORD	Ph:	626-3599689	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-FEB-2003	DIST(Mile):	1703							
Cust Comments:	CUST STATES ACCEL PEDAL STICKS																					
Tech Comments:	FOUND STICKING THROTTLE BODY. REPLACED THROTTLE BODY. RETEST. NORMAL. 02 13 8.85 12.61.																					

IFMCU03183K [REDACTED]	MI	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	07-10-02	09-11-02	171069	USA	8	*	2E03 2L8Z	9E926	AB	S11	V44	D50	41
AWS Claim Key:	1609466	Doc #:	08236601	Trx Code:	E91	Labor Hrs:	.4	Labor Cost:	30.27	Material Cost:	104.69	Total Cost:	134.96									
Dir Cd-Sub Cd:	02677-*	Name:	ADVANTAGE FORD	Ph:	626-3599689	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	23-JUN-2003	DIST(Mile):	6563							
Cust Comments:	CUST STATES ACCEL PEDAL STICKS																					
Tech Comments:	INSPECTED VEHICLE. DIAGNOSED AND REPLACED THROTTLE BODY ASSEMBLY. RETEST. NORMAL. 06 25 756 1701.																					

IFMCU03183K [REDACTED]	MI	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	07-10-02	09-11-02	171069	USA	16	*	6U03 3L8Z	78502C22	AAA	S06	V09	J04	42
AWS Claim Key:	4590564	Doc #:	09984801	Trx Code:	E84	Labor Hrs:	2.6	Labor Cost:	196.74	Material Cost:	1075.61	Total Cost:	1272.35									
Dir Cd-Sub Cd:	02677-*	Name:	ADVANTAGE FORD	Ph:	626-3599689	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-FEB-2004	DIST(Mile):	10613							
Cust Comments:	CUSTOMER STATES SUNROOF DOES NOT OPEN OR CLOSE, SOP IS IN ADVISE																					
Tech Comments:	PERFORMED WDS TEST. NO CODES. PERFORMED PINPOINT. REST RELATED CIRCUITS. NORMAL. REMOVED HEADLINEER. REPLACED SUNROOF ASSEMBLY																					

IFMCU03183K [REDACTED]	MI	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	07-10-02	09-11-02	171069	USA	16	*	6H02 YL8Z	7821547	BAA	S05	V39	G09	07
AWS Claim Key:	4573061	Doc #:	09984802	Trx Code:	E84	Labor Hrs:	1	Labor Cost:	75.67	Material Cost:	44.59	Total Cost:	120.26									
Dir Cd-Sub Cd:	02677-*	Name:	ADVANTAGE FORD	Ph:	626-3599689	St:	CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-FEB-2004	DIST(Mile):	10613							
Cust Comments:	CUSTOMER STATES DRIVERS WINDOW MAKES A CLUNKING THUMP NOISE WHEN GOING UP SOP IS IN ADVISE																					
Tech Comments:	REPLACED DRIVER SIDE WINDOW RUN. RETEST. NORMAL. 02 18 716 1619.																					

IFMCU03183K [REDACTED]	MI	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	07-10-	09-11-02	171069	USA	16	*	2E03 2L8Z	9E926	AB	S11	V44	D50	41
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PE12-019 002000 LP

02
AWS Claim Key: 4573064 **Doc #:** 09984803 **Trx Code:** S07 **Labor Hrs:** 4 **Labor Cost:** 30.27 **Material Cost:** 104.69 **Total Cost:** 134.96
Dir Cd-Sub Cd: 02677-* **Name:** ADVANTAGE FORD **Ph:** 626-3599689 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 17-FEB-2004 **DIST(Mile):** 10613
Cust Comments: CUSTOMER STATES ON ACCELERATION GAS PEDAL STICKS SOP IS IN ADVISE
Tech Comments: REPLACED THROTTLE BODY RETEST NORMAL. 02 18 716 1619.

IFMCU03183K [REDACTED] MI T/M T/F * T/EF T/A AJ T/DJ T/LD 07-10-02 09-11-02 171069 USA 19 * 5T01 YL8Z 9A758 AD S11 V44 D50 41
AWS Claim Key: 5987359 **Doc #:** 10595301 **Trx Code:** E84 **Labor Hrs:** 4 **Labor Cost:** 30.27 **Material Cost:** 34.17 **Total Cost:** 64.44
Dir Cd-Sub Cd: 02677-* **Name:** ADVANTAGE FORD **Ph:** 626-3599689 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-MAY-2004 **DIST(Mile):** 11991
Cust Comments: CUSTOMER STATES THAT ACCL PEDEL IS NOT SMOTH IT FEELS LIKE IT STICKS
Tech Comments: CHECKED AND REPLACED ACCELERATOR CABLE, ROUGH

IFMCU03183K [REDACTED] MI T/M T/F * T/EF T/A AJ T/DJ T/LD 07-10-02 09-11-02 171069 USA 19 * 6H01 * 5423208 * S05 V39 G09 33
AWS Claim Key: 5987360 **Doc #:** 10595302 **Trx Code:** E84 **Labor Hrs:** 5 **Labor Cost:** 37.84 **Material Cost:** 0 **Total Cost:** 37.84
Dir Cd-Sub Cd: 02677-* **Name:** ADVANTAGE FORD **Ph:** 626-3599689 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-MAY-2004 **DIST(Mile):** 11991
Cust Comments: CUSTOMER SATTES THAT LEFT FRONT WINDOW MAKES A CLUNK NOISE WHEN GOING ALL THE WAY UP
Tech Comments: REMOVED DRIVER DOOR PANEL. TIGHTENED LOOSE WINDOW REGULATOR TO WINDOW MOUNTING BOLTS. REINSTALLED PANEL.

IFMCU03183K [REDACTED] MI T/M T/F * T/EF T/A AJ T/DJ T/LD 07-10-02 09-11-02 171069 USA 19 * 1F06 1L8Z 8A080 BB S09 V83 G29 42
AWS Claim Key: 5987361 **Doc #:** 10595303 **Trx Code:** E84 **Labor Hrs:** 8 **Labor Cost:** 60.54 **Material Cost:** 61.35 **Total Cost:** 121.89
Dir Cd-Sub Cd: 02677-* **Name:** ADVANTAGE FORD **Ph:** 626-3599689 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-MAY-2004 **DIST(Mile):** 11991
Cust Comments: CUSTOMER SATTES THAT LOW COOLENT LIGHT COMES ON AT START UP IN AM
Tech Comments: TESTED COOLANT SENSOR. REPLACED SENSOR AND BOTTLE. CORRECTED COOLANT LEVEL AFTER REPAIR.

IFMCU03183K [REDACTED] MI T/M T/F * T/EF T/A AJ T/DJ T/LD 07-10-02 09-11-02 171069 USA 19 * 7H06 * FREON * S09 V79 C02 82
AWS Claim Key: 5987362 **Doc #:** 10595304 **Trx Code:** E83 **Labor Hrs:** 6 **Labor Cost:** 45.4 **Material Cost:** 0 **Total Cost:** 45.4
Dir Cd-Sub Cd: 02677-* **Name:** ADVANTAGE FORD **Ph:** 626-3599689 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-MAY-2004 **DIST(Mile):** 11991
Cust Comments: CUSTOMER SATTES THAT A C DOES NOT BLOW THAT COLD
Tech Comments: CHECKED TEMPERATURE AT VENT REGISTER, 38 DEG F AT 82 DEG F AMBIENT TEMPERATURE. TESTED AC PRESSURES, 250 HIGH AND 28

Any comments? You can contact

DEALER 71D 069 | VIN 1FMCU03183K

SUGGESTED RETAIL PRICE AMOUNT

U03C ESCAPE XLT PREMIUM 4X2	23565.00	21819.00
2003 MODEL YEAR		
P5 ASPEN GREEN CLEARCOAT METALLIC		
NH MED PEBBLE S/BUCK LTH SURF		
KEY STANDARD EQUIPMENT		
.ORDER CODE 320A		
.4-WHEEL ANTILOCK BRAKE SYSTEM		
.POWER MOONROOF WITH SHADE		
.LEATHER COMFORT GROUP		
.POWER GROUP		
.CONVENIENCE GROUP		
OPTIONAL EQUIPMENT		
991 .3.0L DURATEC V6 ENGINE	NC	NC
444 .4-SPEED AUTOMATIC O/D TRANS	NC	NC
163 .P235/70/RX16 A/S OWL TIRES	NC	NC
153 FRONT LICENSE PLATE BRACKET	NC	NC
422 CALIFORNIA EMISSIONS SYSTEM	NC	NC
474 XLT APPEARANCE PACKAGE	900.00	810.00
.STEP BARS - DARK SHADOW GRAY		
.16" BRIGHT MACH ALUM WHEELS		
.A-GLOSS WHEEL LIP		
536 TRAILER TOWING, CLASS II	350.00	316.00
588 MACH AM/FM STER W/6-CD IN-DASH	505.00	454.00
67A SIDE AIR BAGS	345.00	310.00
TOTAL VEHICLE & OPTIONS	25665.00	23709.00
DESTINATION & DELIVERY	565.00	565.00
SCHEDULE A (MEMO)	.00	
TOTAL FOR VEHICLE	26230.00	
09 U.S. GAL GAS FACTORY		15.84
CA NEW MTR VEHICLE BOARD FEES		.65
PRICED DORA		
BATCH-ID 2J27200328 N RB 2X		
PRICE LEVEL 315300U03		
VIN: 1FMCU03183KA80917		
SHIPPING WEIGHT 3186 LBS.		

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

FDAF/LMDA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS APPROX. FINANCING COST FOR DEALER ACCOUNT	MEMO. INVOICE LESS HOLDBACK & FIN. COST	A & D PLAN
175.00	24465.49	770.00	140.00	23555.49	23407.49
					X PLAN
					24493.78

770.00 63.00 1890.00 .65 707.00 21679.00

SOLD TO

Tuttle-Click Ford 71D069
43 Auto Center Drive
Irvine CA 92618

TO 76 STATE
2 6 CA

CK27

SHIP TO (IF OTHER THAN ABOVE)

DATE INV. PREPARED 09 27 02 ITEM NUMBER 71-2984 TRIM NH 08 TRANSIT

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO.

FINAL ASSEMBLY POINT

FINAL COMPANY AND/OR BANK

1FMCU03183 KANSAS CITY Ford Motor Credit 000001
3KA80917 1F U03 20020927 020927 2J272 N 315 71D069

2

2465.49 KUI

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY

DEALER'S COPY

FINANCE-330-4206A(035)

JUL 12 2004 14:22 FR CONSUMER AFFAIRS 013 845 6002 TO 017342614707 1:02/02

"I authorize Compass Bank to release the payment history and loan balance for my 2001 E-150 to Ford Motor Company in order to process said refund/replacement transaction"

(X) [Redacted] Account # [Redacted]

Lending Institution: 800-822-5127 Last four digits: 4556 9662

We will also pay you \$2,500 in attorney fees. You may reach me by phone at (313) 845-6002 or by fax at (313) 845-6002.

Respectfully yours,

William H. [Signature]

William H. [Name]
Consumer Affairs

IN (1st 2, last 8): 1F3K [REDACTED] 2003 ESCAPE U03 4DR 4X2 XL7

Total: 794.56

Page 1 of 1

el	Pgm Num	Status	Payee Id	Payment Date	Amount
-	203	Paid	F71069 05556	11/25/02	294.56
-	1182	Paid	F71069 05556	11/15/02	500.00
-	8423	Paid	F71069 05556	11/15/02 Counter	

1=Help F3=Claim History Menu F7=Prev F9=Next F10=Standing F12=Return
o display details, select payment with an "X" and press <ENTER> FDZZP78

07/20/04 07:25:15
Dealer: F71069
P & A: 05556

Vehicle: 1F3KA [REDACTED] 2003 ESCAPE U03 4DR 4X2 XLT
Program: 1182 Repair Customer Cash ("NOT" Compatible w/APR)
Mile: 16 Escape 10/1-12/6

Payment Amount: 500.00 Claiming Dealer: F71069
Payment Date: 11/15/02 Claim Receipt Date: 11/11/02
Payment Status: Paid

User Id: QC05556

Agency Id: F71069 05556
Agency: Tuttle-Click Ford
43 Auto Center Drive
Irvine CA 92618 2

Item(s) remain selected for viewing
F1=Help F3=Claim History Menu F10=Program Specific Detail F11=Contract Inquiry
F12=Return
Press <ENTER> to continue processing FDZZP78

OPHOAD *In-House Mode* Claim Detail - Common

>

Vehicle: 1F3K [REDACTED] 2003 ESCAPE U03 4DR 4X2 XLT
Program: 203 Ford Blue Oval - 2003
Title: 6 Escape

Payment Amount: 294.56
Payment Date: 11/26/02
Payment Status: Paid

Claiming Dealer: F71069
Claim Receipt Date: 11/12/02

Agency Id: F71069 05556
Agency: Tuttle-Click Ford
43 Auto Center Drive
Irvine CA 92618 2

User Id: C70MPBGP

Item(s) remain selected for viewing
F1=Help F3=Claim History Menu F10=Program Specific Detail F11=Contract Inquiry
F12=Return
Press <ENTER> to continue processing

FDZZP78

07/20/04 07:25:11
Dealer: F71069
P & A: 05556

07/20/04 07:25:17
Dealer: F71069
P & A: 05556

Vehicle: 1F3K [REDACTED] 2003 ESCAPE U03 4DR 4X2 KLT
Program: 8423 Sports Spectacular Dealer Travel Contest
File: 1 Base Program

Payment Amount: Counter Claiming Dealer: F71069
Payment Date: 11/15/02 Claim Receipt Date: 11/12/02
Payment Status: Paid

User Id: C70MPBGP

License Id: F71069 05556
License: Tuttle-Click Ford
43 Auto Center Drive
Irvine CA 92618 2

> more item(s) remain selected for viewing
L=Help F3=Claim History Menu F10=Program Specific Detail F11=Contract Inquiry
F12=Return
end of data
FDZZP78

JUN 07, 2004 19:03 Ruettger

6263576631

Page 2

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

Order Number _____ Contract Number 22391 F.O.S. Number 0747200 Stock Number FD31071

Buyer and Co-Buyer Name and Address (Including County and Zip Code):
 [Redacted]
 CREDITOR - SELLER (Name and Address):
TOTILE CLICK FORD, INC.
 43 AUTO CENTER DR
 IRVINE CA 92616

ou, 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
NEW	2003	FORD ESCAPE SUV	8	1FMCU03183[Redacted]	<input type="checkbox"/> personal, family or household <input checked="" 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
5.40%	\$ 2,212.00(e)	\$ 2,212.00	\$ 2,212.00	\$ 2,212.00

(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	384.45	Monthly, Beginning 12/14/2003
One Final Payment	384.45	11/14/2007

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.

ITEMIZATION OF THE AMOUNT FINANCED

- Total Cash Price
 - A. Cash Price of Motor Vehicle and Accessories \$ 25995.00(A)
 - 1. Cash Price Vehicle \$ 25500.00
 - 2. Cash Price Accessories \$ 495.00
 - B. Document Preparation Fee (not a governmental fee) \$ 45.00(B)
 - C. Smog Fee Paid to Seller \$ N/A(C)
 - D. Sales Tax (on A + B + C) \$ 2142.30(D)
 - E. Luxury Tax \$ N/A(E)
 - F. Service Contract (optional)* \$ 1500.00(F)
 - G. Prior Credit or Lease Balance paid by Seller to [Redacted] \$ N/A(G)
 - (see downpayment and trade-in calculation)
 - H. Other (to whom paid)* [Redacted] \$ N/A(H)
 - For [Redacted]
 - Total Cash Price (A through H) \$ 29638.30(I)
- Amounts Paid to Public Officials
 - A. License Fees ESTIMATED \$ 213.00(A)
 - B. Registration/Transfer/Titling Fees \$ N/A(B)
 - C. Smog Impact Fee \$ N/A(C)
 - D. Other CALIFORNIA TIRE FEE \$ 5.00(D)
 - E. Other [Redacted] \$ N/A(E)
 - Total Official Fees (A through E) \$ [Redacted] (2)
- Amount Paid to Insurance Companies
 - (Total premiums from Statement of Insurance column) \$ [Redacted] (3)
 - A. Smog Certification Fee Paid to State \$ [Redacted] (4)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

Term	Premium
\$ [Redacted] Ded. Comp., Fire & Theft	Mo. \$ [Redacted]
\$ [Redacted] Ded. Collision	Mo. \$ [Redacted]
Bodily Injury \$ [Redacted] Limits	Mo. \$ [Redacted]
Property Damage \$ [Redacted] Limits	Mo. \$ [Redacted]
Medical	Mo. \$ [Redacted]
	Mo. \$ [Redacted]
Total Vehicle Insurance Premiums	\$ [Redacted]

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. It is not required. You may choose who is responsible to obtain [Redacted]

Buyer [Redacted]
 Co-Buyer [Redacted]
 Seller [Redacted]

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

Application for Optional Credit Insurance

Credit Life Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Term	Exp.	Premium
Credit Life 3 Mos.	\$ [Redacted]	[Redacted]
Credit Disability 3 Mos.	\$ [Redacted]	[Redacted]
Total Credit Insurance Premiums	\$ [Redacted]	[Redacted]

Insurance Company Name _____

Home Office Address _____

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**

JUN 07, 2004 19:04

Page 3

A. Gross Trade-in Yr 1992 Make [redacted] \$ 6700 (A)
 Model [redacted] Order [redacted]
 VIN 1G2MP5243UE [redacted]

B. Less Prior Credit or Leases Balance \$ 2714.82 (B)
 C. Net Trade-in (A less B) (Indicate if a negative number) \$ 3985.17 (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ 500.00 (E)
 F. Other \$ N/A (F)
 G. Cash \$ 5000.00 (G)
 Total Downpayment (C through G) \$ 9485.17 (G)
 (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) \$ 20423.12 (7)
 *Seller may keep part of these amounts.

DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered") [redacted]

Date [redacted]

Date _____
 Co-Buyer Signature _____
 Age _____

OPTIONAL GAP CONTRACT A gap contract (definitely 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.)

Buyer X [redacted]

SERVICE CONTRACT (Optional) You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.

Company [redacted]
 Term [redacted]
 Buyer X [redacted]

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and both you and we must sign it. No oral changes are binding.

X [redacted] Buyer Initials
 X [redacted] Co-Buyer Initials

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 N/A
 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

NOTICE OF RESCISSION RIGHTS
 If Buyer rescinds this contract, the Buyer's obligations of the Rescission Rights section on this contract shall be null and void if Seller is unable to assign this contract to a third party.

Buyer X [redacted]
 Co-Buyer X [redacted]

OPTION: You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before _____, Year _____ 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 APPROXIMATE FULL COVERAGE THIS CONTRACT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] 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 state consumer protection agency. After this contract is signed, you may request a change in payment terms unless you agree in writing to the change. You do not have the right to demand a refund or a replacement vehicle unless you agree in writing to the change. You do not have the right to demand a refund or a replacement vehicle unless you agree in writing to the change.

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

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 seller's consent, 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 X [redacted] Co-Buyer Signature X [redacted] 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.

Seller Signature X [redacted] Date _____ By _____ Title _____

FORM NO. 100-100-100
 YOUR SIGNATURE AND PRINTED NAME ARE REQUIRED FOR THIS CONTRACT. THE SELLER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO THE CONDITION OF THE VEHICLE. CONTACT YOUR OWN INSURANCE COMPANY.

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
24	06/28	14:21	123456789	EC-S	00:31"	002	167	OK



*Sent Via Fax

June 28, 2004

Troy Gorman
 Consumer Legal Services, P.C.
 30928 Ford Road
 Garden City MI 48135
 Fax: 734-261-4737

RE: [REDACTED]
 Refund or Replacement Offer

Dear Mr. Gorman:

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 the refund or replacement vehicle accordingly (please note, the ESP only applies to the replacement offer). In addition, please fax the following documents to me so that I may process the transaction:

- Sales contract
- Finance contract (only necessary if the customer arranged their own financing)
- Current vehicle registration
- Receipts for any unrecoverable items you wish to have considered for reimbursement
- Loan account information (please have your client sign the loan information release below and return to me via fax)



*Sent Via Fax

June 28, 2004

Troy Gorman
Consumer Legal Services, P.C.
30928 Ford Road
Garden City MI 48135
Fax: 734-261-4737

RE: [REDACTED]
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- **Sales contract**
- **Finance contract (only necessary if the customer arranged their own financing)**
- **Current vehicle registration**
- **Receipts for any unrecoverable items you wish to have considered for reimbursement**
- **Loan account information (please have your client sign the loan information release below and return to me via fax)**

"I authorize _____ to release the payment history and loan balance for my 2001 F-150 to Ford Motor Company in order to process said refund/replacement transaction".

(X) _____ Acct# _____

Lending Institution's Phone# _____ Last four digits of SS# _____

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,



Eileen M. Pawelek
Consumer Affairs



webmaster

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMCU03183K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Body Shell:	*
Model Year:	2003	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	*
Veh Type:	T	Drive Code:	T/A - 2 WHL L/H FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer:	05556	Body Cab Style:	- [N/A]	Transmission:	T/DJ - 4 SPD AUTO TRANS NAAO CD4E
Vehicle Status Code:	800	Version/Series:	T/EF - FORD SERIES		

Trace Eng Serial No:
 -----1-----2-----3-----4-----5-----6-----7-----8

614609087

Trace Trans Serial No:

3L8PGA7122160865

BUILD INFORMATION:

Region:	NA - #####	Plant:	AJ - KANSAS CITY PLANT BUILD
Country:	* - #####	Prod Date:	07-OCT-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171069 -*
 Country: USA - ##### Selling Dlr St/Prov: CA
 Buyer St/Prov: CA

Arrival Date: 21-OCT-2002 Red Carpet Lease: *
 Sale Date: 09-NOV-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 09-NOV-2002 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 09-NOV-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U033KA0091710337PL C 2 05J2984 KH E 2M496463 N63 785 5 4E3A2N 71D069 3V P5 NH3C4 3 5 11
 EMC8M6 M 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:	PNSHT - ASPEN GREEN 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]	Suspn Tandem Axle:	
Color(Trim):	000BY -	Tire Manufacturer:	AJ -
Delivery Type:	0	Tire Brand:	08453_ -
Driveshaft Code:	D	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF:	A308453_3502	RF:	A308453_3502
LR:	A308453_3502	RR:	A308453_3502
LI:	*	RI:	*

SPARE: T714BAH_2602 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/BJ - T/BJ
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	KMD
ESP Plan Year:	* Engine Family:	3FMXT0301F7
ESP Signature Date:		

Any comments? You can contact



webmaster



CONSUMER LEGAL SERVICES, P.C.

Ronald J. Bolz
 Christopher M. Lovasz
 Steven S. Toth
 Mark Romano
 Steven G. Stancroff
 Troy T. Gorman
 Christopher A. Winkler
 Matthew W. Delezenne
 Karl P. Heil
 Brian M. Perkins

30928 Ford Road
 Garden City, MI 48135
 Telephone (734) 261-4700
 Facsimile (734) 261-4737

DATE: July 13, 2004

ATTN: Eileen Pawelek

FAX NUMBER: (313)-845-6002

FROM: Troy T. Gorman, Esq.

Number of Pages (including the cover sheet): 6.

COMMENT: [REDACTED] v. Ford Motor Company. Pursuant to your letter of June 28, 2004, my client is prepared to accept Ford's offer of a refund. The vehicle is financed through Compass Bank, account#0410000 122 0500. Compass Bank may be reached at (800) 822-5127. My client's SS# is: [REDACTED]. Also, included please find a copy of the Retail Installment Contract, Vehicle Registration, and signed authorization to obtain the loan information. Please contact me immediately if you require additional information. Please call with any questions. Thank you.

This fax was transmitted on July 13, 2004 by Troy

THIS COMMUNICATION CONTAINS CONFIDENTIAL INFORMATION WHICH IS INTENDED ONLY FOR THE USE OF THE ADDRESSEE. IT MAY ALSO CONTAIN (AND IF LABELED "PRIVILEGED AND CONFIDENTIAL" DOES CONTAIN) INFORMATION THAT IS PROTECTED BY ATTORNEY-CLIENT PRIVILEGE OR THE WORK PRODUCT DOCTRINE. COPYING OR DISTRIBUTION OF THIS COMMUNICATION BY PERSONS OTHER THAN THE ADDRESSEE IS PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS BY UNITED STATES MAIL.

**CONSUMER
LEGAL
SERVICES, P.C.**
ATTORNEYS AND COUNSELORS

M. NICHOLAS NITA
STEVE B. MIKHON
RONALD J. BOLZ*
CHRISTOPHER M. LOVASZ**
STEVEN S. TOH**

* Licensed in IL, IN, MO, OH and WI
** Licensed in MI and WI only



www.lemonauto.com

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LOS ANGELES, CA 90025
(310) 477-1474
FAX: (310) 477-1424
E-MAIL: cls@lemonauto.com

4 JUN 15 11:00

June 14, 2004

VIA CERTIFIED MAIL & RETURN RECEIPT

Cheri Leich
FCSD - Consumer Affairs
16800 Executive Plaza Drive
Suite 3N-333
Dearborn, MI 48126-4207
Mail Drop 3NE-B

Re: **2003 Ford Escape SUV (VIN#: 1FMCU03183K** [REDACTED]

Dear Ms. Leich:

Please be advised that this law office, Consumer Legal Services, P.C., represents [REDACTED] regarding the purchase of a 2003 Ford Escape. This firm will refrain from filing suit in an effort to resolve this matter prior to litigation. In order to assist you in evaluating this matter, the following is a detailed repair summary relative to Mr. Ruetters' vehicle (see enclosed copies of repair orders):

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
2/12/03	1703	73121	<u>ENGINE</u> Acceleration pedal sticks. Found sticking throttle body, replaced throttle body.
6/23/03	6563	82366	<u>ENGINE</u> Acceleration pedal sticks. Inspected, diagnosed and replaced throttle body assembly.
2/17/04	10613	99848	<u>ENGINE</u> Acceleration pedal sticks. Replaced throttle body.
			<u>ELECTRICAL</u> the sun roof does not open or close. Performed WDS test, no codes, performed pin point test, test related circuits, normal. Removed head liner. Replaced sun roof assembly, reinstalled related parts. Re-test.

June 14, 2004
Ford Motor Company
Re: 2003 Ford Escape
Page 2

ELECTRICAL Drivers window makes a clunking thump noise when going up. Replaced driver side window run. Retest. Normal.

5/10/04 11991 105953

ENGINE The acceleration pedal is not smooth it feels like it sticks. Checked and replaced accelerator cable. Rough.

ELECTRICAL The left front window makes a clunk noise when going all the way up. Removed driver door panel, tightened loose window regulator to window mounting bolts, reinstalled panel.

ELECTRICAL The Low Coolant Light comes on at start up in AM. Tested coolant sensor, replaced sensor and bottle, corrected coolant level after repair.

AIR CONDITIONING the A/C does not blow that cold. Checked temperature at vent registered 38 degrees f 82 deg f. Ambient temperature. Tested A/C pressure 250 high and 28 low. Air conditioning system operation normal at this time.

██████████ has submitted the 2003 Ford Escape for vehicle defects on at least **four (4)** occasions. The limited written warranty provides that Ford Motor Company or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Ford's inability to repair this vehicle after four attempts is a violation of both the Song-Beverly Warranty Act and the Consumer Legal Remedies Act. As such, ██████████ respectfully requests that Ford Motor Company **repurchase the 2003 Ford Escape and pay his attorney fees and costs.**

More specifically, please take notice that pursuant to California Civil Code §1782(a)(1) the above acts and omissions on your behalf violate California Civil Code §§1770(a)(2) Misrepresenting the source, sponsorship, approval, or certification of goods or services;(7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another; and (16) Representing that the subject of a transaction has been supplied in accordance with a

June 14, 2004
Ford Motor Company
Re: 2003 Ford Escape
Page 3

previous representation when it has not.

Therefore, pursuant to California Civil Code §1782(a)(2) my client demands that you correct, repair, replace, or otherwise rectify said violations of California Civil Code §1770 by repurchasing the vehicle.

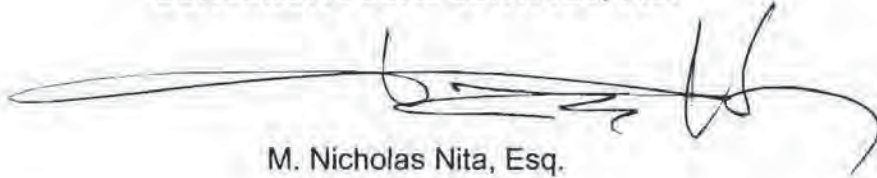
Please be further advised that all communication regarding this matter must be directed to my office.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Very Truly Yours,

CONSUMER LEGAL SERVICES, P.C.

A handwritten signature in black ink, appearing to read 'M. Nicholas Nita', with a long horizontal flourish extending to the left.

M. Nicholas Nita, Esq.

MNN:xm
Enclosures

JUN 07, 2004 19:05 Ruetters

6263576631

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HAZARDOUS WASTE DISPOSAL: AS A RESULT OF FEDERAL AND STATE MANDATE... MANAGEMENT REGULATIONS, A SMALL FOUNT WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE OPERATED BY THE REPAIR OF YOUR VEHICLE.

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING... CHARGES REQUIRED AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

Customer information form including fields for CUSTOMER NO. (10851), NAME (RICK A LOPEZ), DOB (7/3/78), REG NO (3758), and ADDRESS (MORROVIA, CA).

LABOR: #1 01FOZ A/C-ELECTRICAL... TECH(S): 7327... WARRANTY... PARTS: QTY 1, PP-NUMBER 2L8Z-9E926-AB, DESCRIPTION BDY ASY-AIR, UNIT PRICE 0.00.

Summary table with columns for ORIGINAL ESTIMATE, AUTHORIZED ADD'L REPAIRS, TOTAL, and WARRANTY.

TOTALS: TOTAL LABOR 0.00, TOTAL PARTS 0.00, TOTAL MISC CHG 0.00, TOTAL TAX 0.00, TOTAL INVOICE \$ 0.00.

Signature and acknowledgment section with fields for SIGNATURE, DATE, and CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF.

OUR GOAL IS 100% CUSTOMER SATISFACTION !!



Additional logos for Ford and Lincoln Mercury, and a table for tracking parts and labor.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

JUN 07, 2004 19:06 Ruetters

6263576631

Page 6



YOUR WASTE DISPOSAL AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, A SMALL FEE WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE ORIGINATED BY THE REPAIRS OF YOUR VEHICLE.

THE UNDERIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

SIGNATURE

DATE

TRAFFIC NO. 10851	ADVISOR RICK A LOPEZ	TRAFFIC NO. 7362	TRAFFIC NO. 3256	BOOKING DATE 06/25/03	BOOKING NO. FOCS82366
LABOR RATE		LABOR RATE 6,563		OFFER	STOCK NO.
YEAR / MAKE / MODEL 03/FORD TRUCK/ESCAPE/4 DOOR UTILITY		DELIVERY DATE		DELIVERY MILES	
VEHICLE I.D. NO. 1 FMCU03183K		SELLER/ DEALER NO.		PRODUCTION DATE	
P.T.E. NO.		P.O.		R.O. DATE 06/23/03	
COMMENTS					

1 CHARGES

1. 04F02 DRIVEABILITY-TUNE UP TECH(S) 7145
CUST STATES ACCEL PEDAL STICKS
INSPECTED VEHICLE, DIAGNOSED AND REPLACED THROTTLE BODY
ASSEMBLY. RETEST. NORMAL. 06 25 756 1701.

WTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	2LBZ-9E926-AB	BOY ASY-AIR		0.00
TOTAL - PARTS					0.00

1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

2 CHARGES

1. 04F02 ROTATE 4/5 LUG NUTS TECH(S) 7160
ROTATE TIRES AND INSPECT BRAKES. CORRECT TIRE AIR PRESSURE.
ROTATED TIRES AND INSPECTED BRAKES. CORRECTED TIRE AIR
PRESSURE.
BOX FRONT AND REAR BRAKE LININGS REMAIN.

WTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			LABOR	29.95	
TOTALS				29.95	

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 29.95



ORIGINAL ESTIMATE \$	INCLUDES HAZARDOUS WASTE DISPOSAL	ESTIMATES DO NOT INCLUDE SALES TAX																														
AUTHORIZED ADD'L REPAIRS \$	ADD'L REPAIRS ORDERED BY	IN PERSON																														
AUTHORIZED ADD'L REPAIRS \$	DRIVER'S LIC. NO. OR I.D.	PHONE NO.																														
TOTAL \$	DATE	TIME																														
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.																																
SIGNATURE X _____ DATE _____																																
CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF																																
<table border="1"> <tr> <th>NO.</th> <th>DESCRIPTION</th> <th>AMOUNT</th> <th>DATE</th> <th>INITIALS</th> </tr> <tr> <td>01</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>02</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>03</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>04</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>05</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>			NO.	DESCRIPTION	AMOUNT	DATE	INITIALS	01					02					03					04					05				
NO.	DESCRIPTION	AMOUNT	DATE	INITIALS																												
01																																
02																																
03																																
04																																
05																																
CROSS REFERENCE																																
ACKNOWLEDGEMENT																																



SERVICE HOURS: MONDAY-FRIDAY 7:00 AM - 8:00 PM

JUN 07, 2004 19:07 Ruetters

6253576631

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HAZARDOUS WASTE DISPOSAL: AS A RESULT OF FEDERAL AND STATE (MARPOL) MANAGEMENT REGULATIONS, A SMALL FEE WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE.

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

SIGNATURE

DATE

Customer information form including VIN (10851), Name (RICK A LOPEZ), License (7362), VIN (3256), Date (06/25/03), Invoice No. (FOCS82366), and Vehicle Description (03/FORD TRUCK/ESCAPE/4 DOOR UTILITY).

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints.

TOTAL LABOR... 29.95
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00
TOTAL INVOICE \$ 29.95

ORIGINAL ESTIMATE \$
AUTHORIZED ADDL REPAIRS \$
AUTHORIZED ADDL REPAIRS \$
TOTAL \$

INCLUDE HAZARDOUS WASTE DISPOSAL ESTIMATES DO NOT INCLUDE SALES TAX
ADDL REPAIRS OK'D BY IN PERSON PHONED
DRIVERS LIC. NO. ON LD.

ACKNOWLEDGE NOTICE AND ORAL AWARD OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE
SIGNATURE X DATE

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

Table with columns: Year, Make, Model, Mileage, Labor, Parts, Taxes, Total. Rows for 03, 04, 05, 06, 07.

CHOOSE REFERENCE SERVICE CENTER BY MAIL WITH RETAILER
ACCEPTED MAIL SERVICE TIME ESTIMATE VOLVO HIRE-UP 1101



SERVICE HOURS: MONDAY-FRIDAY 7:00 AM - 6:00 PM

CUSTOMER SIGNATURE



NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

JUN 07, 2004 19:07 Ruettgers

6263576631

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HAZARDOUS WASTE DISPOSAL: AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, A SMALL CHARGE WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE.

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING REC. CHARGED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

SIGNATURE

DATE

10851	ADVISOR LEOPOLDO HERNANDEZ 7396	DOB NO. 7037	REPAIR DATE 02/18/04	INVOICE NO. FOCS99848
	LEAD RATE	WEIGHT 10,613	COLOR 7	BOOK NO.
MONROVIA, CA	YEAR / MAKE / MODEL 03 / FORD / TRUCK/ESCAPE/4 DOOR UTILITY	DELIVERY DATE	DELIVERY FEE	
	VEHICLE I.D. NO. 1 F M C U 0 3 1 8 3 K	SELLING DEALER NO.	PRODUCTION DATE	
	P. O. NO.	P. O. NO.	R. O. DATE 02/17/04	

JOB# 1 CHARGES

LABOR
1 01FO202 A/C-ELECT CONCERN TECH(S):7402
CUSTOMER STATES SUNROOF DOES NOT OPEN ON CLOSE, SOP IS IN ADVISE.
PERFORMED WDS TEST, NO CODES, PERFORMED P.P.T. TEST, TEST RELATED CIRCUITS, NORMAL, REMOVED HEADLINER, REPLACED SUNROOF ASSEMBLY, REINSTALLED RELATED PARTS, RETEST, NORMAL, 02 10 716 1610.

ORIGINAL ESTIMATE	\$
AUTHORIZED ADD'L REPAIRS	\$
AUTHORIZED ADD'L REPAIRS	\$
TOTAL	\$
INCLUDES HAZARDOUS WASTE DISPOSAL	ESTIMATES DO NOT INCLUDE SALES TAX
ADD'L REPAIRS OK'D BY	BY PERSON
DRIVERS LIC. NO. OR I.D.	
DATE	TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	3L8Z-795021-22-AAA	DRV ASSY RF		0.00
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

LABOR
2 01FO203 A/C-ELECT CONCERN TECH(S):7402
CUSTOMER STATES DRIVERS WINDOW MAKES A CLUNKING/THUMP NOISE WHEN GOING UP SOP IS IN ADVISE
REPLACED DRIVER SIDE WINDOW RUN, RETEST, NORMAL, 02 18 716 1619.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.	
SIGNATURE X	DATE
CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF	
DATE	TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	VL8Z-70115-17-AAA	DRN DR AL FP		0.00
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

LABOR
3 01FO204 A/C-ELECT CONCERN TECH(S):7402
CUSTOMER STATES ON ACCELERATION GAS PEDAL STICKS SOP IS IN ADVISE
REPLACED THROTTLE BODY, RETEST, NORMAL, 02 18 716 1619.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	2L8Z-9E926-AB	BOV ASY-AIR		0.00
				TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00



SERVICE HOURS: MONDAY-FRIDAY 7:00 AM - 6:00 PM

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

JUN 07, 2004 19:08 Ruetters

6263576631

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HAZARDOUS WASTE DISPOSAL, AS A RESULT OF FEDERAL AND STATE ENVIRONMENTAL MANAGEMENT REGULATIONS, A SMALL FEE WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS TO YOUR VEHICLE. HAZARDOUS WASTE ITEMS ARE OIL, OIL FILTERS, FLUIDS, EQUIPMENT, TYPED PARTS, AIR FILTERS, AIRBAGS, GASOLINE, ANTIFREEZE. THIS AMOUNT HAS BEEN INCLUDED IN YOUR ORIGINAL ESTIMATE.



THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

SIGNATURE

DATE

CHECK NO. 10851	NAME LEOPOLDO HERNANDEZ	LTAG NO. 7396	7037	DATE 02/18/04	INVOICE NO. FOCS99848
LABOR RATE	RELEASE 10,613	COLOR	STOCK NO.		
VEHICLE MAKE / MODEL 03/FORD TRUCK/ESCAPE/4 DOOR UTILITY	DELIVERY DATE	DELIVERY MILE			
VEHICLE ID. NO. 1FMCU03183K	SELLING DEALER NO.	PRODUCTION DATE			
P. I. E. NO.	P. O. NO.	R. 02/17/04			
REMARKS					

******* WARNING *******
 Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles. Including but not limited to, fuel, oil, batteries, brakes and wheel balancing weights. When you service, clean or maintain your motor vehicle, you will be exposed to listed chemicals contained in oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your motor vehicle, we will return used components to you upon request. Used components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

TOTAL LABOR 0.00
 TOTAL PARTS 0.00
 TOTAL SUBLET 0.00
 TOTAL G.O.G. 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC. 0.00
 TOTAL TAX 0.00
TOTAL INVOICE \$ 0.00

ORIGINAL ESTIMATE \$
 AUTHORIZED ADDL. REPAIRS \$
 AUTHORIZED ADDL. REPAIRS \$
 TOTAL \$
 INCLUDES HAZARDOUS WASTE DISPOSAL ESTIMATES DO NOT INCLUDE SALES TAX
 ADDL. REPAIRS IN PERSON
 PAID BY

CUSTOMER SIGNATURE

DRIVER'S LIC. NO.
 EXP. DATE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

SIGNATURE X DATE

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF

DATE	AMOUNT	REMARKS	INITIALS

SEARCHED INDEXED
 SERIALIZED FILED
 FEB 18 2004
 LINCOLN MERCURY 11514



SERVICE HOURS:
 MONDAY-FRIDAY
 7:00 AM - 6:00 PM

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

JUN 07, 2004 19:09 Ruettgers

6263576631

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LOCAL WASTE DISPOSAL AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, A SMALL FEE WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE...

THE UNDERSIGNED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

SIGNATURE

DATE

FILED stamp

Customer information form including name (JAMES MOORE), address (MONROVIA, CA), phone (7435 3065), and vehicle details (03/FORD TRUCK/ESCAPE/4 DOOR UTILITY).

Job # 1 CHARGES: DRIVEABILITY - TUNE UP. CUSTOMER STATES THAT ACCEL PEDAL IS NOT SMOOTH IT FEELS LIKE IT STICKS. CHECKED AND REPLACED ACCELERATOR CABLE, ROUGH.

Table with columns for ORIGINAL ESTIMATE, AUTHORIZED ADD'L REPAIRS, and TOTAL. Values are \$0, \$0, and \$0 respectively.

Job # 1 TOTALS: 0.00. Job # 2 CHARGES: A/C-ELECTRICAL. CUSTOMER SATTES THAT LEFT FRONT WINDOW MAKES A CLUNK NOISE WHEN GOING ALL THE WAY UP...

Table with columns for ORIGINAL ESTIMATE, AUTHORIZED ADD'L REPAIRS, and TOTAL. Values are \$0, \$0, and \$0 respectively.

Job # 2 TOTALS: 0.00. Job # 3 CHARGES: HEAVY LINE. CUSTOMER SATTES THAT LOW COOLENT LIGHT COMES ON AT START UP IN AM...

Table with columns for ORIGINAL ESTIMATE, AUTHORIZED ADD'L REPAIRS, and TOTAL. Values are \$0, \$0, and \$0 respectively.

Job # 3 TOTALS: 0.00. Job # 4 CHARGES: A/C-ELECT CONCERN. CUSTOMER SATTES THAT A/C DOES NOT BLOW THAT COLD...

Table with columns for ORIGINAL ESTIMATE, AUTHORIZED ADD'L REPAIRS, and TOTAL. Values are \$0, \$0, and \$0 respectively.



SERVICE HOURS: MONDAY-FRIDAY 7:00 AM - 6:00 PM

JUN 07, 2004 19:10 Ruetzger

6263576631

Page 1



HAZARDOUS WASTE DISPOSAL AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS A SMALL CHARGE WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE.

THE UNEMPLOYED HAS BEEN ADVISED AND MADE AWARE OF THE FOLLOWING RECOMMENDED REPAIRS AND DID NOT WANT TO HAVE THE REPAIRS DONE AT THIS TIME.

Customer information form including fields for Customer No (10851), Advisor (James Moore), TRG No (3063), Invoice Date (05/12/04), Invoice No (FOCS105953), Labor Rate (11.99), Year/Make/Model (03/FORD TRUCK/ESCAPE/4 DOOR UTILITY), Vehicle I.D. No (1 F M C U 0 3 1 8 3), and R.C. No.

JOB# 4 TOTALS... JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL... TECHNICIAN CERTIFICATION... JOSE A. MORENO 2935

***** WARNING ***** Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

Summary table with columns for Labor, Parts, Sublet, G.O.G., Misc Chg, Misc Disc, Tax, and Total Invoice (\$ 0.00). Includes checkboxes for hazardous waste disposal and sales tax.

CUSTOMER SIGNATURE area with a large, faint signature and a background image of a car.

Table with columns for No, Repair Code, Estimate No, Approved, and Date. Includes sections for Cross Reference and Approved Invoice.



SERVICE HOURS: MONDAY-FRIDAY 7:00 AM - 6:00 PM

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
13FOZ012	12000 MILE SERVICE	MI	0.00	13FOZ010	10000 MILE SERVICE	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/17/04	99848	10613	7396	7402	W	01FOZ02	A/C-ELECT CONCERN
				7402	W	01FOZ03	A/C-ELECT CONCERN
				7402	W	01FOZ04	A/C-ELECT CONCERN
02/03/04	98767	10449	7396	7387	C	00FOZ1PF	LUBE, OIL, FILTER
				7387	C	00FOZ230P	TIRE ROTATE 4/5 LUG
				7387	C	00FOZ299P	MULTI-POINT INSPECT

SALESPERSON NO.

S E R V I C E

STATE REG# 3

VEHICLE ID NO. 1FMCU03183K	YEAR/MAKE/MODEL 03/FORD TRUCK/ESCAPE/4 DOOR UTILITY	PRODUCTION DATE	STOCK NO.	INVOICE NO. 05953
CUSTOMER NO. 10851	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILE	SALES DEALER NO. 05/10/04
COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILE	TRD NO. 3063
MONROVIA, CA	TURBO	MY/MC	ANT COND.	P.B.
	FOZZ	Y	Y	Y
	TRMIS	MILEAGE	ADVISOR NO.	ADVISOR
		11,991	7435	JAMES MOORE

BY AUTHORIZING THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND LABOR THAT YOU ARE RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR APPLICES LEFT IN VEHICLE IN CASE OF FIRE THEFT OR ANY OTHER CAUSE OR FOR ANY DAMAGE CAUSED BY UNRELIABILITY OF PARTS OR DELAYS IN PARTS SUPPLYMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED OR FINANCIAL INSTRUMENTS ON BUSINESS FOR THE PURPOSES OF TESTING AND REPAIRS. AN OFFICE MECHANIC'S LAMP IS HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREOF. STORAGE WILL BE CHARGED FORTY-EIGHT HOURS AFTER REPAIRS ARE COMPLETED IN THE EVENT LEGAL ACTION IS NECESSARY TO ENFORCE THIS CONTRACT. I WILL PAY REASONABLE ATTORNEY'S FEES AND COURT COSTS.

APPOINTMENT: **05:18pm 05/10/04 06:00pm**

CUSTOMER ACKNOWLEDGES RECEIPT

ORIGINAL CUSTOMER ESTIMATE: TOTAL

- X
- 1 **W 04FOZ DRIVEABILITY-TUNE UP**
CUSTOMER STATES THAT ACCL PEDEL IS NOT SMOTH IT FEELS LIKE IT STICKS
- 2 **W * 01FOZ A/C-ELECTRICAL**
CUSTOMER SATTES THAT LEFT FRONT WINDOW MAKES A CLUNK NOISE WHEN GOING ALL THE WAY UP
- 3 **W 06FOZ HEAVY LINE**
CUSTOMER SATTES THAT LOW COOLENT LIGHT COMES ON AT START UP IN AM
- 4 **W * 01FOZ02 A/C-ELECT CONCERN**
CUSTOMER SATTES THAT A/C DOES NOT BLOW THAT COLD

HAZARDOUS WASTE DISPOSAL: AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, THERE WILL BE A CHARGE FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE. HAZARDOUS WASTE ITEMS ARE: OIL, OIL FILTERS, SOLVENTS, TYRES, BATTERIES, ASBESTOS, GASOLINE, ANTI-FREEZE, ETC. THIS AMOUNT HAS BEEN INCLUDED IN YOUR ORIGINAL ESTIMATE.

ORIGINAL ESTIMATED PRICE	HAZARDOUS WASTE ESTIMATE
\$	\$

This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up. ESTIMATES DO NOT INCLUDE SALES TAX.

REVISED ESTIMATE	REVISED ESTIMATE	NO
\$	\$	
TIME	DATE	CONTACTED BY
		BY PHONE <input type="checkbox"/>
		IN PERSON <input type="checkbox"/>
NAME OF PERSON CONTACTED		

REVISED ESTIMATE	REVISED ESTIMATE	NO
\$	\$	
TIME	DATE	CONTACTED BY
		BY PHONE <input type="checkbox"/>
		IN PERSON <input type="checkbox"/>
NAME OF PERSON CONTACTED		

"BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY."



Sent Via U.S. Mail

August 22, 2005

[REDACTED]
Limerick, PA [REDACTED]

RE: 2003 Escape [REDACTED]
VIN: 1FMYU92153K [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 JohnKennedy Ford. 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

Customer Info

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

Tuesday

[REDACTED]
[REDACTED]
[REDACTED]

Update This Information In Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	B	D1	01330	F16421
Dealer Name:		JOHN KENNEDY FORD-LINCOLN-MERCURY, INC.			
Dealer Address:		3189 WEST RIDGE PIKE POTTSTOWN PA 19464			
Dealer Main Phone:		610-495-7172	Dealer Service Phone:		610-495-7172

Position	Employee Name
GENERAL MANAGER	RICHARD W SWENSON
PARTS MANAGER	TIMOTHY S O'MALLEY
SALES MANAGER	JOHN H MACHEN
SERVICE MANAGER	DEBBIE WAGNER

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

OASIS RESULT:
1FMYU92153K1

See bottom of the OASIS result for contact ID 06/29/2005 16:57:43

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VEHICLE INFORMATION

VEHICLE DESCRIPTION
2003 ESCAPE
TRANSMISSION
CD4E AUTO TRANSAXLE

BODY STYLE
4 DR XLS MPV 4X4
AXLE CODE
69

ENGINE
3.0L EFI DOHC
ENGINE CALIBRATION
3M11A30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE
02/12/2003

BUILD DATE
10/24/2002

SALE MILEAGE

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

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU92153K1

ESP / Recall Information

VIN: 1FMYU92153K [REDACTED]

No ESP Information for this VIN

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

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

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

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: IFMYU92153K	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 N.
Inv. Dealer: 03952	Body Cab Style: T/WE -5 DOOR LIGHT TRUCK	Transmission: T/DJ - 4 SPD AUTO TRANS NA
	Version/Series: T/EF - FORD SERIES	

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 24-OCT-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 11642I -*
 Country: USA - ##### Selling Dlr St/Prov: PA
 Buyer St/Prov: PA

Arrival Date: 01-NOV-2002 Red Carpet Lease: *
 Sale Date: 12-FEB-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 12-FEB-2003 Modified Vehicle: *
 Orig Warranty Date: 12-FEB-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U923KB23167103 7P6 4 2 03K3215 OJ M 2 469 7A 5 3 26 5 853A N 16B405 4 TL W2X 3 1
 LFMV5H0 220A 914PA 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: PNUPJ - SATIN SILVER C/C
Brake Code: * - [N/A]	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service): * - [N/A]	Radio: MH - AM/FM STR/CSTE/CD/CLK
Calibration Code: 3M11A30A	Sound System: AA -LESS UPGRADED SOUND SYSTEM
Color(Accent): * - [N/A]	Susp Tandem Axle:
Color(Trim): 000NC - MEDIUM/DARK FLINT	Tire Brand: AN - UNIROYAL
Delivery Type: 0	Tire Size: D3GT1 - P225/70R 15 OWL A-S
Driveshaft Code: D	Traction Control: * - [N/A]
Front Seat: T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:
Fuel Type: AF -UNLEADED FUEL CAPABILITY	

TIRE DOT INFORMATION:

LF: ACUU460_3702 RF: ACUU460_3702
 LR: ACUU460_3702 RR: ACUU460_3702
 LI: * RI: *
 SPARE: T714BAH_3702

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_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)					
IFMYU92153K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	24-OCT-2002	12-FEB-2003	116421	USA	0	2D01	03XXXX	F63Z	9J459	AA	E29	46	23					
AWS Claim Key:		436233	Trx Code:		S07	Labor Hrs:		0.8																		
Dir Cd-Sub Cd:		01330 - *	Name:				JOHN KENNEDY FORD-LINCOLN-MERCURY, INC.		Ph:		610-4957172	St:		PA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		09-JAN-2003	Doc #:		15045601
Cust Comments:		1 CUST STATES BUCKING & MISSING																								
Tech Comments:		1 COMPUTER, PINPOINT & PID MONITOR TESTS REPLACE EVR & RETEST CHECKS GOOD																								
IFMYU92153K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	24-OCT-2002	12-FEB-2003	116421	USA	16	6R09	012006	*	14B321	*	S39	42	15195					
AWS Claim Key:		6343672	Trx Code:		E84	Labor Hrs:		0.6																		
Dir Cd-Sub Cd:		01330 - *	Name:				JOHN KENNEDY FORD-LINCOLN-MERCURY, INC.		Ph:		610-4957172	St:		PA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		02-JUN-2004	Doc #:		17183901
Cust Comments:		CUST STATES AIR BAG LIGHT FLASHING																								
Tech Comments:		1 PERFORMED AIR BAG DIAGNOSIS FOUND CODE B1877 PERFORMED SSM 03 20 11 RESTED OK AT THIS TIME																								

VEHICLE DETAIL

VIN: 1FMYU92153K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: SATIN SILVER C/C
 Year: 2003 Calibration: 3M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 2/12/2003
 GCWR: Vehicle Build Date: 10/24/2002
 PEP Code: 220A

Selling Dealers Name: JOHN KENNEDY FORD-LINCOLN-MERCURY, INC.
 Selling Dealers P & A Code: 01330 Selling Dealers Sales Code: F16421
 Selling Dealers Main Phone: 610-495-7172 Selling Dealers Service Phone: 610-495-7172

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 9 2 3 K B 2 3 1 6 7 1 0 3 7 P 6 4 2 0 3 K 3 2 1 5 O J M 2 4 6 9 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 1 6 B 4 0 5 4 T L 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 5 H 0 2 2 0 A 9 1 4 P 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
16-PHILADELPHIA	16-PHILADELPHIA	F	A3	01273	F16474
Dealer Name:		FRED BEANSFORD OF BOYERTOWN, INC.			
Dealer Address:		525 ROUTE 100 NORTH BOYERTOWN PA 19512			
Dealer Main Phone:		610-367-2081	Dealer Service Phone:		610-367-2081

Position	Employee Name
DEALER/PARTNER	DENNIS B MALLOY
PARTS MANAGER	DAVID RHOADS
SALES MANAGER	ROBERT C FLYNN
SALES MANAGER	IAN P KREINER
SALES MANAGER	ROBERT M HNAT
SERVICE MANAGER	MARK MALIZZI

VIN FSA Details	
VIN:	1FMYU92153K [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:	24-Oct-2002
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	12-Feb-2003
Vehicle Type Description:	TRUCK	Sale Date:	12-Feb-2003
VDM Vehicle Status:	800	Engine Tag Code:	1G752AB
Emissions:	2		

Vehicle Conditions				
Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

Current Owner			
Business Name:	[REDACTED]		
Owner Name:	[REDACTED]		
Address 1:	[REDACTED]		
Address 2:	[REDACTED]		
Address 3:	[REDACTED]		
Address 4:	[REDACTED]		
City:	LINFIELD	Phone #:	
State/Province:	Pennsylvania	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	05-Apr-2004	Vendor Applied Date:	15-Apr-2004
Vendor Match Code Description:	1-BOTH NAME AND ADDRESS MATCH		
N&A Source:	POLK	GCamp Applied Date:	05-Jan-2005
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			
Original Owner			
Business Name:	[REDACTED]		
Owner Name:	[REDACTED]		

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

Owner Effective Date: 14-Feb-2003 Vendor Applied Date: 14-Feb-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	03952	USA	F16405		John Kennedy Ford, Inc.
Ship-To					NOT AVAILABLE
Stocking	01330	USA	F16421		John Kennedy Ford-Lincoln-Mercury, Inc.
Selling	01330	USA	F16421		John Kennedy Ford-Lincoln-Mercury, Inc.

FSA Details

VIN: 1FMYU92153K [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
01330	USA	F16421		John Kennedy Ford-Lincoln-Mercury, Inc.

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	Y	07-Dec-2004
Display Eligibility	Y	07-Dec-2004
Original Mail Eligibility	N	10-Jan-2005
Follow up Mail	Y	10-Jan-2005

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

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - FOLLOW-	11-May-2005
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
Description			VIN/FSA Vehicle Status		Date	
OPEN - LAUNCHED				Open		07-Dec-2004
Confirmed						07-Dec-2004

VIN FSA Mail History	
Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...	Global FSA:00010252
Release: OWNER LETTER Release Date: 10-Jan-2005 Mail Date: 14-Jan-2005 to 17-Jan-2005 Restricted Address: No Address: [REDACTED] LINFIELD, PA [REDACTED] UNITED STATES Resp. Dealer: 01330USAF16421- Fleet Acct: Fleet Mgmt Loc: N&A Source: POLK Owner Effective Date: 05-Apr-2004 Note:	
Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...	Global FSA:00010252
Release: FPOSTCARD Release Date: 11-May-2005 Mail Date: 17-May-2005 to 19-May-2005 Restricted Address: No Address: [REDACTED] LINFIELD, PA [REDACTED] UNITED STATES Resp. Dealer: 01330USAF16421- Fleet Acct: Fleet Mgmt Loc: N&A Source: POLK Owner Effective Date: 05-Apr-2004 Note:	

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

VIN FSA Details

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

FSA Details

00010252	3.0L LHD ACCELERATOR CABLE REPLACEMENT
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Vehicle Details

Model Year:	2003	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	24-Oct-2002
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	12-Feb-2003
Vehicle Type Description:	TRUCK	Sale Date:	12-Feb-2003
VDM Vehicle Status:	800	Engine Tag Code:	1G752AB
Emissions:	2		

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

Current Owner

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

Owner Effective Date: 05-Apr-2004 Vendor Applied Date: 15-Apr-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: [REDACTED]

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

Original Owner

Business Name: [REDACTED]
 Owner Name: [REDACTED]

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

Owner Effective Date: 14-Feb-2003 Vendor Applied Date: 14-Feb-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	03952	USA	F16405		John Kennedy Ford, Inc.
Ship-To					NOT AVAILABLE
Stocking	01330	USA	F16421		John Kennedy Ford-Lincoln-Mercury, Inc.
Selling	01330	USA	F16421		John Kennedy Ford-Lincoln-Mercury, Inc.

FSA Details

VIN: 1FMYU92153H [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	Responsible Dealer	Description
01330	USA	F16421		John Kennedy Ford-Lincoln-Mercury, Inc.	

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	07-Dec-2004	
Display Eligibility	Y	07-Dec-2004	
Original Mail Eligibility	N	10-Jan-2005	
Follow up Mail	Y	10-Jan-2005	

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

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - FOLLOW-	11-May-2005
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:04525-3.0L 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 style="margin-left: 100px;">LINFIELD, PA</p> <p style="margin-left: 100px;">[REDACTED] UNITED STATES</p> <p>Resp. Dealer: 01330USAF16421-</p> <p>Fleet Acct:</p> <p>Fleet Mgmt Loc:</p> <p>N&A Source: POLK</p> <p>Owner Effective Date: 05-Apr-2004</p> <p>Note:</p>						
Local FSA:04525-3.0L LHD ACCELERATOR CABLE REP...				Global FSA:00010252		
<p>Release: FPOSTCARD</p> <p>Release Date: 11-May-2005</p> <p>Mail Date: 17-May-2005 to 19-May-2005</p> <p>Restricted Address: No</p> <p>Address: [REDACTED]</p> <p style="margin-left: 100px;">LINFIELD, PA</p> <p style="margin-left: 100px;">[REDACTED] UNITED STATES</p> <p>Resp. Dealer: 01330USAF16421-</p> <p>Fleet Acct:</p> <p>Fleet Mgmt Loc:</p> <p>N&A Source: POLK</p> <p>Owner Effective Date: 05-Apr-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





Consumer Affairs

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

Sent Via U S Mail

February 11, 2005

[Redacted]
Los Lunas, NM [Redacted]

RE: 2003 Escape
VIN: 1FMYU93133K [Redacted]

Dear [Redacted]

Thank you for contacting us regarding your 2003 Escape.

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

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

Sincerely,

T. Roquemore
Consumer Affairs



Action Detail

VIN: 1FMYU93133K [REDACTED] Year: 2003 Model: ESCAPE Case: 521923504
Name: [REDACTED] Owner Status: Original WSD: 2002-12-06
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: BRAD FRANCIS FORD
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 04149
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Odometer: 45000 MI Comm Type: MAIL
Action Date: 02/11/2005 Action Time: 15:24:49:037 Action Data: No
Analyst Name: TANYA ROQUEMORE (TROQUEMO) Analyst: TROQUEMO

COMMENTS: LPA SENDING PREVIOUS INSURANCE INVOLVED LETTER.

[REDACTED] 2/11/2005



Consumer Affairs

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

Sent Via U S Mail

February 11, 2005

[REDACTED]
[REDACTED]
Los Lunas, NM [REDACTED]

RE: 2003 Escape
VIN: 1FMYU93133K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 Escape.

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

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

Sincerely,

COPY

T. Roquemore
Consumer Affairs



All Action Details for Issue

Print

VIN: 1FMYU93133K [REDACTED] Year: 2003 Model: ESCAPE Case: 521923504
 Name: [REDACTED] Owner Status: Original WSD: 2002-12-06
 Symptom Desc: SERVICE BRAKE INOP//INEFFECTIVE 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: 04149 BRAD FRANCIS FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 45000 MI Comm Type: PHONE
 Analyst Name: ALICIA SIBBLIES Analyst: ASIBBLIE
 Action Date: 02/09/2005 Action Time: 13.33.48.934 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
EVONNE		SANCHEZ		SPOUSE

Comments CUSTOMER SAID: IN DEC SHE RECEIVED RECALL NOTICE ON THE ESCAPE FOR THE ACCELERATOR CABLE SHE HAD IT REPLACED AT THE DLR DEC 22/04SHE WAS INVOLVED IN AN ACCIDENT 2/9/05ACCIDENT OCCURED 111 LOMAS NW ALBERQUERQUE NEW MEXICOIN COUNTY BERNALILLOSHE WAS APPLYING THE BRAKE AND THE VEH CONTINUING THE ACCIDENT IN THE PARKING LOTTHERE WAS NO INJURIES POLICE WAS NOTIFIED SHE HAD TO GO INTO THE STATION AND FILE A REPORT TODAYSHE NOTIFIED THE INSURANCE CO..SHE HAVE APPT WITH THE CLAIMS OFFICE TO HAVE THE VEH INSPECTEDDEALER SAID: BRAD FRANCIS FORD 499 EMILIO LOPEZ ROAD NWLOS LUNAS, NM 87031 TEL: (505) 866-3100CRC 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

*This Comp. Involved
Recall already performed*

2/10/2005

All Action Details for Issue

Print

VIN: 1FMYU93133K [REDACTED] Year: 2003 Model: ESCAPE Case: 521923504
 Name: [REDACTED] Owner Status: Original WSD: 2002-12-06
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: RECALL/ONP - VEHICLE INVOLVEMENT Secondary Phone: [REDACTED]
 Issue Type: 03 CONCERN Issue Status: CLOSED
 Initial Customer Contact: 12/22/2004

Action: ADVISE CUST OF FSA/CSP; DOCUMENT CAMPAIGN NUMBER
 Dealer: 04149 BRAD FRANCIS FORD Origin Desc: US INQUIRY CASE BASE
 Odometer: 40000 MI Comm Type: PHONE
 Analyst Name: Analyst: RQUDDUS
 Action Date: 12/15/2004 Action Time: 14.29.52.038 Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
EVONNE		SANCHEZ	5056200463	SPOUSE

Comments CUSTOMER SAID: DAUGHTER TOLD HER THAT SHE HEARD ABOUT A RECALL RELATED TO ESCAPES
 CUST SEEKS VERIFICATOIN NO CURRENT CONCERN WITH THE VEHDEALER SAID: BRAD FRANCIS FORD499
 EMILIO LOPEZ ROAD NWLOS LUNAS, NM 87031 TEL: (505) 866-3100NONECRC ADVISED: PLEASE ADVISE THE
 CUSTOMER OF THE INFORMATION FOUND IN THE CUSTOMER LETTER OR THE SEARCH ENGINE Q&A. PLEASE
 DOCUMENT ANY INFORMATION YOU PROVIDE TO THE CUSTOMER.

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

Action: FORD COVERED REPAIR MADE - RECALL
 Dealer: 04149 BRAD FRANCIS FORD Origin Desc: DEALER
 Odometer: 40000 MI Comm Type: VISIT
 Analyst Name: MARCOS GABALDON Analyst: M-GABALD
 Action Date: 01/10/2005 Action Time: 18.00.28.498 Action Data: No

Comments PERFORMED RECALL ON RO 172950 12-22-04



... 2/10/2005

Customer Info

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



2/10/2005

VEHICLE DETAIL

VIN: 1FMYU93133K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: REDFIRE
 Year: 2003 Calibration: 3M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 12/6/2002
 GCWR: Vehicle Build Date: 11/13/2002
 PEP Code: 410A

Selling Dealers Name: BRAD FRANCIS FORD
 Selling Dealers P & A Code: 04149 Selling Dealers Sales Code: F56497
 Selling Dealers Main Phone: 505-864-4414 Selling Dealers Service Phone: 505-866-3100

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 4 6 1 9 9 1 0 3 3 5 P 6 4 2 1 8 K 2 5 4 1 A K E 4 6 9 S 6 4
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 6 3 2 6 5 6 8 R 3 A B N 5 6 E 4 9 7 4 G 2 2 2 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 3 R 2 4 1 0 A 9 1 4 N M A
 1 2 3 4 5 6 7 8 9 160



2/10/2005

				Vehicle List			
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info		
1FMYU93133K [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis	Warranty History	
		Open Issues Exist					



... 2/10/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
56-DENVER	56-DENVER	E	C2	04149	F56497

Dealer Name: BRAD FRANCIS FORD
Dealer Address: 499 EMILIO LOPEZ ROAD NW
 LOS LUNAS NM 87031
Dealer Main Phone: 505-864-4414 **Dealer Service Phone:** 505-866-3100

Position	Employee Name
CUST RELATIONS MGR	Claudia Ezell
GENERAL MANAGER	BRAD FRANCIS
PARTS MANAGER	ANDREW J SALAZAR
PARTS MANAGER	ERIC D SANCHEZ
SALES MANAGER	GEORGE L RAMSEY
SALES MANAGER	MICHAEL BRENNAN
SALES MANAGER	CHRISTOPHER L JOHNSON
SALES MANAGER	TERRY DOORIS
SALES MANAGER	MICHAEL RAAFF
SERVICE MANAGER	MARCOS V GABALDON

Service Hours 7:00 A.M. - 7:00 P.M.
Directions
Trained Y
Additional Information TOWING: 505-864-4414

2/10/2005

ESP / Recall Information

VIN: 1FMYU93133K [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	2004-12-22	04149USAL55584

[REDACTED] 2/10/2005

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU93133K [REDACTED]
 Model Year: 2003
 Veh Type: T
 Inv. Dealer: 04149
 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-----9-----10-----
 E1311 011102670220087 16 754 AB

Trace Trans Serial No:

3L8PHAR123091121

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 13-NOV-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 156497 - *
 Country: USA - ##### Selling Dlr St/Prov: NM
 Buyer St/Prov: NM
 Arrival Date: 22-NOV-2002 Red Carpet Lease: *
 Sale Date: 06-DEC-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 06-DEC-2002 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 06-DEC-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----
 U933KB4619910335E6 4 2 14K2541 AK 2 469S64 563 265 6 RR3ABN 56E497 4 G2 213 4 1 2 11
 FMY3R2 410A 914NM A B1

PE12-019 002057 LP



INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psngr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PN3AB - REDFIRE
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MH - AM/FM STR/CSTE/CD/CLK
Calibration Code:	3M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000NC - MEDIUM/DARK FLINT	Tire Manufacturer:	AG - Goodyear
Delivery Type:	0	Tire Brand:	08DYER - Wrangler SR-A 104T
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: 4B08DYER4002 RF: 4B08DYER4002
 LR: 4B08DYER4002 RR: 4B08DYER4002
 LI: * RI: *
 SPARE: HY8AIR8_4102 DOT Plant Manufacturer: 4B - GOODYEAR CANADA , INC. , NAPANEE , ONTARIO

ESP INFORMATION: EMISSIONS INFORMATION:

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

Any comments? You can contact



webmaster



STANDARD CLAIMS LIST

AWS Online Report

Run Date: 10-FEB-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
1FMYU93133K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	13-11-02	06-12-02	156497	USA	10	*	7M01	*	18806	*	S09	V81	A04	42
AWS Claim Key:	2481875	Doc #:	163700A	Trx Code:	E83	Labor Hrs:	6	Labor Cost:	38.86	Material Cost:	0	Total Cost:	38.86										
Dir Cd-Sub Cd:	04149-*	Name:	BRAD FRANCIS FORD		Ph:	505-8644414	St:	NM	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	11-SEP-2003	DIST (Mile):	18016							
Cust Comments:	INSTALL SPECIAL ORDERED RADIO TO REPLACE UNIT THAT FADES OUT. SEE TOM FIRST																						
Tech Comments:	18016 REMOVED RADIO AND SENT OUT FOR REPAIR REINSTALLED AFTER REPAIR																						
1FMYU93133K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	13-11-02	06-12-02	156497	USA	10	*	7M01	*	18C868	*	S09	V81	A07	42
AWS Claim Key:	3030206	Doc #:	30697609	Trx Code:	E83	Labor Hrs:	0	Labor Cost:	0	Material Cost:	147.57	Total Cost:	147.57										
Dir Cd-Sub Cd:	67701-*	Name:	VISTEON AFTERMARKET-U.S.		Ph:	*-*	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	12-SEP-2003	DIST (Mile):	14060							
Tech Comments:	REQUESTING DEALER'S P/A CODE 04149																						
1FMYU93133K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	13-11-02	06-12-02	156497	USA	25	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	8937733	Doc #:	172950A	Trx Code:	04S25	Labor Hrs:	4	Labor Cost:	26.48	Material Cost:	14.81	Total Cost:	41.29										
Dir Cd-Sub Cd:	04149-*	Name:	BRAD FRANCIS FORD		Ph:	505-8644414	St:	NM	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	22-DEC-2004	DIST (Mile):	44618							
Cust Comments:	RECALL NO 04S25																						
Tech Comments:	RECALL 04S25 COMPLETE																						

Any comments? You can contact



webmaster





Consumer Affairs

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

January 21, 2005

*Sent Via Mail

[REDACTED]
Roselle Park, NY [REDACTED]

Re: 2002 Ford Escape
VIN#-1FMYU03182K [REDACTED]

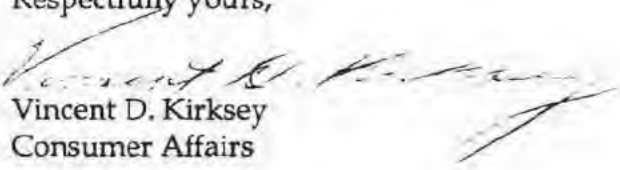
Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

We have reviewed your vehicle claim. Information provided by you indicated that the insurance company is currently investigating your vehicle concern. 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 ask that you continue working with your insurance company to resolve the matter.

We appreciate the time taken to bring this concern to our attention.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Customer Info

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



1/21/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU03182K [REDACTED]	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History

Open Issues Exist

[REDACTED]

1/21/2005

VEHICLE DETAIL

VIN: 1FMYU03182K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: EBONY SOLID C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 12/10/2001
 GCWR: Vehicle Build Date: 11/26/2001
 PEP Code: 320A

Selling Dealers Name: PARKWAY FORD, INC.
 Selling Dealers P & A Code: 01422 Selling Dealers Sales Code: F13050
 Selling Dealers Main Phone: 908-245-6100 Selling Dealers Service Phone: 908-245-2656

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 3 2 K B 3 7 4 9 2 1 0 3 3 7 6 C 1 2 5 K L 0 1 1 H K E M 4 9 6 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 3 2 X 5 5 4 S 3 A B N 1 3 K 0 5 0 L 4 U A N 2 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 8 M 3 3 2 0 A 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	K	F3	01422	F13050

Dealer Name:	PARKWAY FORD, INC.		
Dealer Address:	158 EAST WESTFIELD AVENUE ROSELLE PARK NJ 07204		
Dealer Main Phone:	908-245-6100	Dealer Service Phone:	908-245-2656

Position	Employee Name
GENERAL MANAGER	YUCEL CENGIZ
PARTS MANAGER	PATRICK REEVES
PARTS & SERVICE DIRECTOR	RENEE FERNANDEZ
PARTS & SERVICE DIRECTOR	JAMES DESIMONE
SALES MANAGER	ROOSEVELT MORENCY
SALES MANAGER	chet devito
SALES MANAGER	JOSEPH A CATENA
SERVICE MANAGER	DOUGLAS M MONACO

1/21/2005

ESP / Recall Information

VIN: 1FMYU03182K [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-04-28	01422USAF13050
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/21/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU03182K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	168437086
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:	01422	Body Cab Style:	T/WE -5 DOOR LIGHT TRUCK	Transmission:	T/DJ - 4 SPD AUTO TRANS NAAO CD4E
		Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 26-NOV-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113050 -
 Country: USA - ##### Selling Dlr St/Prov: NJ
 Buyer St/Prov: NJ

Arrival Date: 03-DEC-2001 Red Carpet Lease: *
 Sale Date: 10-DEC-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 10-DEC-2001 Modified Vehicle: *
 Orig Warranty Date: 10-DEC-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U032KB3749210337 6 C 1 25RL011 HK E M496 63 N 3 2K5 5 4S3A3N 13K050L 4 UA N23 4 3 2 1
 1FMY8M3 320A 14NJ 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:	PNJAA - EBONY SOLID C/C
Brake Code:	FEAAB -4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER

PE12-019 002067 LP

[REDACTED] -1FMYU03182K [REDACTED]

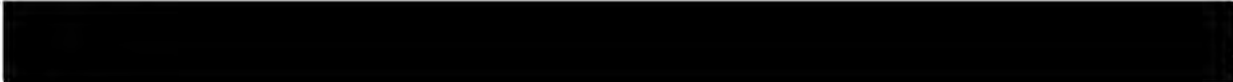
Calibration Code:	2M11A30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000ZX -	Tire Brand:	AP - CONTINENTAL
Delivery Type:	0	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF -UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: A3084533901 RF: A3084533901
 LR: A3084533901 RR: A3084533901
 LI: * RI: *
 SPARE: HY8A1R84401

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:		



Standard Claims List For Model Year 2002

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FMYU03182K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	26-NOV-2001	10-DEC-2001	113050	USA	21	1F03	030304	B7A	8287	A	G29	42	13623
AWS Claim Key:		7007401	Trx Code: E84		Labor Hrs: 0.9																
Dir Cd-Sub Cd:		01422 - *	Name: FORD WORLD OF ROSELLE PARK		Ph: 908-2456100	St: NJ	Ctry Cd:		USA		Reg Cd:	NA	Repr Date: 19-AUG-2003		Doc #: 117522A						
1FMYU03182K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	26-NOV-2001	10-DEC-2001	113050	USA	21	1H03	030804	2F1Z	9J460	AA	E29	42	13623
AWS Claim Key:		7007402	Trx Code: S07		Labor Hrs: 0.3																
Dir Cd-Sub Cd:		01422 - *	Name: FORD WORLD OF ROSELLE PARK		Ph: 908-2456100	St: NJ	Ctry Cd:		USA		Reg Cd:	NA	Repr Date: 19-AUG-2003		Doc #: 117522B						
Cust Comments:		CHECK ENGINE LIGHT IS ON WRITTEN UP ON LINE A																			
Tech Comments:		TESTED CODE P0402,REPLACED DPFE AS PER TSB 03 06 01,RETESTED OK																			
1FMYU03182K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	26-NOV-2001	10-DEC-2001	113050	USA	26	6J02	011405	2L8Z	78264A00	EAA	L07	42	16541
AWS Claim Key:		8823662	Trx Code: E84		Labor Hrs: 0.7																
Dir Cd-Sub Cd:		01422 - *	Name: FORD WORLD OF ROSELLE PARK		Ph: 908-2456100	St: NJ	Ctry Cd:		USA		Reg Cd:	NA	Repr Date: 02-JAN-2004		Doc #: 120277A						
Cust Comments:		CUST STATES RIGHT REAR DOOR DOES NOT OPEN CHECK AND REPORT SOP																			
Tech Comments:		VERIFIED CONCERN RIGHT REAR DOOR DOES NOT OPEN REQUIRED TO FORCE OFF TIRM PANEL TO ACCESS DOOR LATCHFOUND LATCH NOT OPERATING FORCE REMOVED LATCH TO OPEN DOOR REPLACED LATCH ASY REPLACED DOOR TIRM PANEL RETESTED OK																			
1FMYU03182K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	26-NOV-2001	10-DEC-2001	113050	USA	30	*	*	*	*	*	*	*	19068
AWS Claim Key:		9942650	Trx Code: 04S13		Labor Hrs: 0.4																
Dir Cd-Sub Cd:		01422 - *	Name: FORD WORLD OF ROSELLE PARK		Ph: 908-2456100	St: NJ	Ctry Cd:		USA		Reg Cd:	NA	Repr Date: 28-APR-2004		Doc #: 122503A						
Cust Comments:		PCM RE CALIBRATION																			
Tech Comments:		PERFROEMD RECALL 04S13 RE FLASHED PCM																			

PE12-019 002069 LP

All Action Details for Issue

Print

VIN: 1FMYU03182K [REDACTED] Year: 2002 Model: ESCAPE Case: 1548310205
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-12-10
 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: 01422 PARKWAY FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 25000 MI Comm Type: PHONE
 Analyst Name: MARGARET ARSENAULT Analyst: MARSENAU
 Action Date: 01/20/2005 Action Time: 15.13.50.678 Action Data: Yes

Comments CUSTOMER SAID: ON JAN 7 VEH WAS INVOLVED IN AN ACCIDENT. HAPPENED ON WEST GRAND, ROSELLE PARK. POLICE REPORT FILED IN UNION COUNTY. INSURANCE COMPANY CLAIM FILED. A LOT OF DAMAGE TO FRONT OF VEH. AIRBAGS DEPLOYED. VEH IS REPAIRABLE. VEH CURRENTLY AT CUST HOME. WHEN TURNED ON HEATER THERE WAS A BURNING SMELL AND CLICKING NOISE. WHEN PULLED INTO PARKING LOT AND WAS GOING TO PUT INTO PARK VEH JERKED AND WENT INTO A BRICK WALL. CUST RECEIVED RECALL A WEEK LATER. CUST FEELS THAT RECALL IS WHAT HAPPENED IN ACCIDENT. CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 01422 PARKWAY FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 25000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
 Action Date: 01/21/2005 Action Time: 10.54.35.448 Action Data: No

Comments ***LPA COMMENTS***LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER BELIEVES HIS CONCERN IS RELATED TO RECALL-04S25, A DEFECTIVE ACCELERATION CABLE. THE CUSTOMER WAS PULLING INTO A PARKING LOT WHEN HIS VEHICLE JERK FORWARD CAUSING HIM TO HIT A WALL. THE ENTIRE FRONT-END WAS DAMAGED, BUT NO INJURIES WERE SUSTAINED. THE INSURANCE COMPANY HAS BEEN CONTACTED, AND IS INVESTIGATING THE MATTER. *THE CUSTOMER IS REQUESTING FMC INVESTIGATE THE MATTER, AND PROVIDE ASSISTANCE.


Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 01422 PARKWAY FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 25000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
 Action Date: 01/21/2005 Action Time: 10.57.17.198 Action Data: No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE CUSTOMER'S CONCERN. INFORMATION PROVIDED BY THE CUSTOMER INDICATED THAT HIS INSURANCE CARRIER IS ALREADY INVOLVED WITH THE MATTER. ONCE THE INSURANCE COMPANY BECOMES INVOLVED, WE GENERALLY REQUIRE THEM TO FILE SUBROGATION AGAINST US IF THEY FEEL WE ARE LIABLE. BASED ON THIS INFORMATION, WE WILL NOT PROVIDE ASSISTANCE



1/21/2005

IN THE MATTER, AND ASK THE CUSTOMER TO CONTINUE CONSULTING HIS INSURANCE COMPANY REGARDING THE MATTER.



1/21/2005



Action Detail

VIN: 1FMYU04122K [REDACTED] Year: 2002 Model: ESCAPE Case: 1675333484
Name [REDACTED] Owner Status: Original WSD: 2002-01-03
Symptom Desc: SURGE ACCELERATION HOT ENGINE Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: PAHL-GOODHUE FORD
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 07831
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Odometer: 60000 MI Comm Type: OTHER
Action Date: 12/15/2004 Action Time: 15:31:35.787 Action Data: No
Analyst Name: PACE, GENNIFER (G.) Analyst: GPACE5

COMMENTS: CASE CLOSED ON 12/15/04. CUSTOMER'S INSURANCE COMPANY ALREADY INVOLVED. ADVISED CUSTOMER TO CONTINUE TO WORK WITH THE INSURANCE COMPANY AND EXPLAINED THE SUBROGATION PROCESS.

[REDACTED] 12/15/2004

copy

Sent Via US Mail

December 15, 2004

[REDACTED]
Oroville, CA [REDACTED]

Re: 2002 Ford Escape
VIN: 1FMYU04122K [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Gennifer Pace
Consumer Affairs

Customer Info

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



12/14/2004



Description	Release Date
RELEASED TO APPROPRIATE SOURCE - ORIGINA	22-Apr-2004

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

Consumer Affairs	VIN/FSA Vehicle Status		PO Box 6248, MD 3NE-8 Dearborn, MI 48126 USA		
	Description	Reason	Date		
	OPEN - LAUNCHED	Open	19-Apr-2004		
	Confirmed		14-Apr-2004		

VIN FSA Mail History	
<input checked="" type="checkbox"/>	Local FSA:02M01-XTUBE-MOUNTED EGR PRESSURE SEN... Global FSA:00000511
Release:	OOWNER LETTER
Release Date:	22-Apr-2004
Mail Date:	
Restricted Address:	No
Address:	[REDACTED] OROVILLE,CA [REDACTED] UNITED STATES
Resp. Dealer:	07773USAF72464-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	31-Jan-2002
Note:	

Local FSA: 04S13 - POWERTRAIN CONTROL MODULE RE-CALIBRATION	VIN: 1fmyu04122k [REDACTED]	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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
07773	USA	F72464		Gridley Country Ford-Mercury

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	11-May-2004	
Display Eligibility	N	11-May-2004	
Original Mail Eligibility	N	11-May-2004	
Follow up Mail	N	11-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

Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	PO Box	City	State	Zip
CLOSE - REPAIRED	11-May-2004	27-Apr-2004	UNITED STATES	07831US [REDACTED]	004583	B	Dearborn, MI	48126	USA	26.87 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	11-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: OWNER LETTER
 Release Date: 16-Apr-2004
 Mail Date: 21-Apr-2004 to 23-Apr-2004
 Restricted Address: No
 Address: [REDACTED]
 [REDACTED] OROVILLE, CA [REDACTED] UNITED STATES
 Resp. Dealer: 07773USAF72464-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 31-Jan-2002
 Note:

VIN: 1fmyu04122k [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
07773	USA	F72464		Gridley Country Ford-Mercury


Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	Y	07-Dec-2004
Display Eligibility	Y	07-Dec-2004

Original Mail Eligibility Follow up Mail				07-Dec-2004				
VIN/FSA Vehicle Condition								
Code	Vehicle Condition	Begin Date	End Date	Source				
Description			Release Date					
Consumer Affairs			PO Box 6248, MD 3NE, F Dearborn, MI 48126 USA					
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								

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

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12/15/2004 

VIN FSA Details	
VIN:	1fmyu04122k [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
00010104	2001-2003 ESCAPE - KCAP(10105 IS TRIBUTE ONLY)
00010252	3.0L LHD ACCELERATOR CABLE REPLACEMENT

Vehicle Details

Model Year:	2002	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	07-Dec-2001
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	03-Jan-2002
Vehicle Type Description:	TRUCK	Sale Date:	03-Jan-2002
VDM Vehicle Status:	800	Engine Tag Code:	1G754AB
Emissions:	2		

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:	OROVILLE		
State/Province:	California	Phone #:	
ZIP/Postal Code:	[REDACTED]	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	31-Jan-2002	Vendor Applied Date:	26-Feb-2002
Vendor Match Code Description:	1-BOTH NAME AND ADDRESS MATCH		
N&A Source:	POLK	GCamp Applied Date:	01-Apr-2004
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	
Company Car:			

12/15/2004



Business Name:
 Owner Name:
 Address 1:
 Address 2:
 Address 3:
 Address 4:
 Consumer Affairs
 City: OROVILLE
 State/Province: California
 ZIP/Postal Code:
 Country: UNITED STATES
 Phone #:
 E-Mail:
 PO Box 6248, MD 3NE-B
 Dearborn, MI 48126 USA
 Owner Effective Date: 04-Jan-2002 Vendor Applied Date: 04-Jan-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	07773	USA	F72464		Gridley Country Ford-Mercury
Ship-To					NOT AVAILABLE
Stocking	07773	USA	F72464		Gridley Country Ford-Mercury
Selling	07773	USA	F72464		Gridley Country Ford-Mercury

FSA Details

VIN: 1fmyu04122k

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): Supplement Code:
 + 0 - TARGET SEGMENT 04-SUPP TO ADD 02 AND 03 MYS TO PROGRAM
 - AA -

Responsible Dealer					
P&A Code	GEO Sales	Sales Code	Sub Code	Description	
07773	USA	F72464		Gridley Country Ford-Mercury	

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	Y	14-Apr-2004
Display Eligibility	Y	19-Apr-2004
Original Mail Eligibility	N	22-Apr-2004
Follow up Mail	Y	22-Apr-2004

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



12/15/2004

**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

12/15/2004

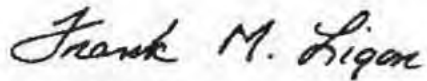
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

Customer Notification Letter

QUESTIONS?

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

Sincerely,



Frank M. Ligon

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



12/15/2004

Action Detail

VIN: 1FMYL04122K [REDACTED] Year: 2002 Model: ESCAPE Case: 1675333484
 Name: [REDACTED] Owner Status: Original WSD:
 Symptom Desc: SURGE ACCELERATION HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: PAHL-GOODHUE FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 07831
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 16000 MI Comm Type: PHONE
 Action Date: 12/13/2004 Action Time: 18:45:33:297 Action Data: Yes
 Analyst Name: SOLANO ARIEL Analyst: ASOLANO1

COMMENTS: CUSTOMER SAID: DATE OF ACCIDENT DEC 9TH 2004-I FEEL THAT THE PROBLEM WITH THE RECALL 04S25 IS WHAT CAUSED MY WIFE'S ACCIDENT-OLIVE HIGHWAY IN OROVILLE CALIFORNIA-NO POLICE REPORT WAS FILED-NO REPORT INFORMATION -CLAIM WAS FILED WITH INSURANCE COMPANY -STATUS OF CLAIM IS PENDING ADJUSTER HAS ALREADY BEEN OUT TO SEE THE VEH -NOT SURE IF VEH IS REPAIRABLE-I WANT MY VEH REPAIRED AND I WANT TO KNOW IF FORD CAN TAKE CARE OF THIS REPAIR SINCE WE FEEL IT WAS PROBABLY CAUSED MY THE RECALL SO THAT MY INSURANCE DOES NOT HAVE TO BE AFFECTEDCRC 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

*Accident occurred
 a: 12/8/04
 Ins. Co. involved? Yes.
 Ins. Co. has not sent
 Med. Attention p/r to
 go the next.
 Adj. came out on Mon 13th Dec.
 VEH. currenty at car time
 Cust. feels Recall 04S25
 caused accident.
 Cust's husband states wife was attempting
 to slow down and took foot off accelerator
 and then ended another val.
 No Police Report - Report was not file
 60,000 Ntlge.*



12/14/2004

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU04122K [REDACTED]	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

Open Issues Exist

[REDACTED] 12/14/2004


Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	72-SAN FRANCISCO	U	D3	07831	F72452

Dealer Name:	PAHL-GOODHUE FORD				
Dealer Address:	1726 MONTGOMERY OROVILLE CA 95965				
Dealer Main Phone:	530-533-3313	Dealer Service Phone:	000-000-0000		

Position	Employee Name
DEALER/PARTNER	CHRIS A GOODHUE
PARTS MANAGER	BILL DALKE
SERVICE MANAGER	BRUCE WREN

Service Hours	8 AM - 5 PM MONDAY THRU FRIDAY
Directions	
Trained	Y
Additional Information	LSG ENROLLED


 12/14/2004

ESP / Recall Information

VIN: 1FMYU04122K [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-04-27	07831USAF72452
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 12/14/2004

ANALYTICAL WARRANTY SYSTEM

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Standard Claims List For Model Year 2002

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)				
IFMYU04122K [REDACTED]	T/MI	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	07-DEC-2001	03-JAN-2002	172464	USA	13	7H08	120402	YL8Z	18519	AA	C07	33	29120				
AWS Claim Key:		4013095	Trx Code:		E83	Labor Hrs:		2	Labor Cost:		13.26	Material Cost:		4.68	Total Cost:		17.94								
Dir Cd-Sub Cd:		07773-*	Name:		GRIDLEY COUNTRY FORD-MERCURY			Ph:		530-8464724	St:		CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		31-DEC-2002	Doc #:		52144001
Cust Comments:		HEATER KNOB IS LOOSE																							
Tech Comments:		INSTALLED KNOB.																							
IFMYU04122K [REDACTED]	T/MI	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	07-DEC-2001	03-JAN-2002	172464	USA	29	*	*	*	*	*	*	*	*	56643			
AWS Claim Key:		10106285	Trx Code:		04S13	Labor Hrs:		4	Labor Cost:		26.87	Material Cost:		0	Total Cost:		26.87								
Dir Cd-Sub Cd:		07831-*	Name:		PAHL-GOODHUE FORD			Ph:		530-5333313	St:		CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		27-APR-2004	Doc #:		00458301
Cust Comments:		RECALL 04S13																							
Tech Comments:		T37 PERFORM REPROGRAM PER RECALL 04S13																							

Any comments?

PE12-019 002087 LP

[REDACTED] IFMYU04122K [REDACTED]

12/14/2004

Server Name : AWS Adhoc

ANALYTICAL WARRANTY SYSTEM

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

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMYU04122K [REDACTED]	Veh Line:	T/MI - ESCAPE (U204) [2001]	Body Shell:	*
Model Year:	2002	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	193211087
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:	07773	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:	07-DEC-2001

SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	172464 - *
Country:	USA - #####	Selling Dir St/Prov:	CA
		Buyer St/Prov:	CA
Arrival Date:	31-DEC-2001	Red Carpet Lease:	*
Sale Date:	03-JAN-2002	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	03-JAN-2002	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	03-JAN-2002	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

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



0042KR529871033\ 6 4 1 0811235 OK E 7M469 63 V63 285 5 453ABM 72P464L IV CX N23 4 1 2 11
 FMY2S5 420A 914CA 63

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: C	GVW Class Code: Y
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: * - [N/A]	Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type: * - [N/A]	Mirror(Psngr Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A	Paint: PNSPW - DARK SHADOW GREY CC
Brake Code: FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service): * - [N/A]	Radio: MJ - AM/FM STRO/CD CHANGER/CLK
Calibration Code: 2M11A30A	Sound System: AE - AUDIOPHILE SOUND SYSTEM
Color(Accent): * - [N/A]	Suspn Tandem Axle:
Color(Trim): 000ZX -	Tire Manufacturer: AD -
Delivery Type: 0	Tire Brand: UU44W -
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: A3UU44W4401 RF: A3UU44W4401
 LR: A3UU44W4401 RR: A3UU44W4401
 LI: * RI: *
 SPARE: HY8A1R84601 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

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

Any comments?





Consumer Affairs

September 03, 2003

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

*Sent Via Mail

[REDACTED]

Mineola, NY [REDACTED]

Re: 2002 Ford Escape
VIN#-1FMCU04112K [REDACTED]

Dear [REDACTED]

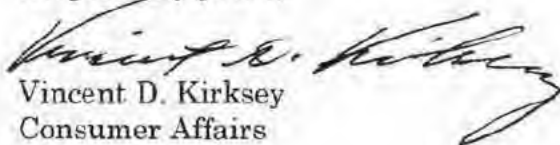
Thank you for contacting us regarding your vehicle concern.

We sincerely regret the circumstances you described, however, a situation such as this is, typically handled by your insurance carrier. We asked 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.

Furthermore, information provided by dealership indicated that two other vehicles sustained damages during the accident. Because multiple vehicles are involved in your vehicle claim, we will be unable to honor your request for assistance, and propose no further action.

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



From: dcpform@ford.com
Sent: Monday, August 25, 2003 2:44 PM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Country Ford Ltd
Requesting Dealer: country Ford Ltd
Contact Person: Steven Alu
Telephone: 516-735-7406
Email Address: service@Countryfordltd.com
PA Code: 03856
Region: 13
City: Levittown
State: NY
Fax Number: 516-579-4577
WSD: 11/13/01
Vehicle Year: 2002
Vehicle Model: Escape
Vehicle VIN: 1FMCU04112K [REDACTED]
Mileage: 10000
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Mineola
State: NY
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 13
Date of Incident: 081803
County in which incident occurred: Nassau
Is Alleging Defect: Y
Alleging defect detail: customer stated vehicle surged forward.
Police Report Filed: Y
Police Report detail: Sixth precinct Nassau County Police Department - Accident report #06-2709
Insurance Company Contacted: Y
Insurance Company Advice: to have owner forward papers to dealership
Insurance Company Contact Information: Allstate Att: Thomas Rascall 219 Mineola Blvd.
 Mineola, NY 11501 516-747-4444
Coach Builder: not applicable
Coach Builder State: AK
Resolution Sought Detail: vehicle has defect according to customer and wants repair made.
Comments: Dealership did not know whether manufacturer would want us to take vehicle in for inspection - will wait for response from rep.

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

8/26/03

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] MINEOLA NY 1 [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

[REDACTED] 8/28/03

Date	Origin	Description	Action List
08/28/03	CALGFD	OPEN LEGAL CONTACT - PRODUCT LIABILITY	



08-28/08/28/03

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FMCU04112K [REDACTED]	2002	ESCAPE	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
		Open Issues Exist			



VEHICLE DETAIL

VIN: 1FMCU04112K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: OXFORD WHITE SOLID C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 11/13/2001
 GCWR: Vehicle Build Date: 10/26/2001
 PEP Code: 420A

Selling Dealers Name: COUNTRY FORD LTD

Selling Dealers P & A Code: 03856

Selling Dealers Sales Code: F13082

Selling Dealers Main Phone: 516-579-4591 Selling Dealers Service Phone: 516-735-7406

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 4 2 K B 0 1 9 2 7 1 0 3 3 7 6 4 2 2 7 J 1 0 1 6 DF 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 3 2 X 5 5 4 S 3 A 2 N 1 3 B 0 8 2 E 3 Y Z N 2 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M C 1 S 9 4 2 0 A 9 1 4 N Y
 1 2 3 4 5 6 7 8 9 160

[REDACTED] =1FMCU8/28/03

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	B	A1	03856	F13082

Dealer Name: COUNTRY FORD LTD
 Dealer Address: 210 GARDINERS AVE
 LEVITTOWN NY 11756

Dealer Main Phone: 516-579-4591

Dealer Service Phone: 516-735-7406

Position	Employee Name
CUST RELATIONS MGR	DIANE SCHAUDEL
DEALER/PARTNER	DAVID JACOBY
PARTS MANAGER	STEPHEN ALU
PARTS MANAGER	JOHN MUNRO
SALES MANAGER	MAURICE BRAVER
SALES MANAGER	MICHAEL W DUFF
SALES MANAGER	FREDERICK SCOPO
SERVICE MANAGER	TOM P LEAVEY

8/28/03

ESP / Recall Information

VIN: 1FMCU04112K [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

[REDACTED] 1FMCU04112K [REDACTED] 8/28/03

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMCU04112K [REDACTED] **Veh Line:** T/M1 - ESCAPE (U204) [2001] **Eng Serial No:** 137159087
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: 03856 **Body Cab Style:** T/WE - 5 DOOR LIGHT TRUCK **Transmission:** T/DJ - 4 SPD AUTO TRANS NAAO CD4E
Version/Series: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - ##### **Plant:** AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### **Prod Date:** 26-OCT-2001

SALE INFORMATION:

Region: NA - ##### **Selling Dealer:** 113082-*
Country: USA - ##### **Selling Dlr St/Prov:** NY
 Buyer St/Prov: NY
Arrival Date: 02-NOV-2001 **Red Carpet Lease:** *
Sale Date: 13-NOV-2001 **Fleet/Retail/Co. Lease:** R
Warranty Start Date: 13-NOV-2001 **Modified Vehicle:** *
Orig Warranty Date: 13-NOV-2001 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U042KB0192710337 6 4 2 27J1016 DF E 2M469 63 N63 2X5 5 4S3A2N 13B082E 3 YZ N23 4 3 2 1

 1FMC189 420A 914NY 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:** PNYW3 - OXFORD WHITE SOLID C/C

PE12-019 002099 LP

Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	2M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000ZX -	Tire Brand:	AJ - MICHELIN
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:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

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



All Action Details for Issue

Print

VIN: 1FMCU04112K [REDACTED] Year: 2002 Model: ESCAPE Case: 1343812403
 Name: [REDACTED] Owner Status: Original WSD: 2001-11-13
 Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 03856 COUNTRY FORD LTD Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 10000 MI Comm Type: EMAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 08/28/2003 Action Time: 09.33.00.808 Action Data: No

Comments *****PRODUCT LIABILITY***** EMAIL RECEIVED 8-25-03. DEALER CONTACT:
 STEVEN ALU. CUSTOMER ALLEGES VEHICLE SURGED FORWARD CAUSING ACCIDENT. CUSTOMER REQUESTS
 CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 03856 COUNTRY FORD LTD Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 10000 MI Comm Type: PHONE PREVENTION
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 08/29/2003 Action Time: 15.09.13.392 Action Data: Yes

Comments ***LPA COMMENTS*** LPA SPOKE WITH THE S/M REGARDING THE CUSTOMER'S CONCERN, THE
 DEALERSHIP SAYS THE CUSTOMER IS ALLEGING A DEFECT CAUSED THEIR ACCIDENT. THE CUSTOMER HAS
 POSSESSION OF THE VEHICLE, AND THE INSURANCE COMPANY WAS NOT CONTACTED. NO INJURIES WERE
 SUSTAINED DURING THE ACCIDENT. * THE CUSTOMER IS REQUESTING FMC INVESTIGATE THE MATTER.

Data Element Name	Data Value
CONTACT PERSON	STEVEN ALU

Action: INFORMATION CALL/FAX WITH DEALER
 Dealer: 03856 COUNTRY FORD LTD Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 10000 MI Comm Type: PHONE PREVENTION
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 09/04/2003 Action Time: 09.15.05.216 Action Data: No

Comments ***LPA COMMENTS*** LPA SPOKE WITH THE S/M REGARDING THE CUSTOMER'S VEHICLE. THE S/M
 SAYS THEY INSPECTED THE VEHICLE, AND DID FIND A STALLING WITH THE CUSTOMER'S VEHICLE. THE S/M
 FEELS THE CUSTOMER'S VEHICLE STALLED, AND SHE PANIC RESTARTED THE VEHICLE AND THEN IT LUNGED
 FORWARD STRIKING TWO OTHER VEHICLES. NO INJURIES WERE SUSTAINED, AND ALL INSURANCE COMPANIES
 WERE CONTACTED. * THE CUSTOMER IS REQUESTING FMC REPAIR HER VEHICLE, AND THE OTHER VEHICLE
 INVOLVED.

ST 9/3/03

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 03856 COUNTRY FORD LTD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 10000 MI

Comm Type: MAIL

Analyst Name: KIRKSEY, VINCE (V.)

Analyst: VKIRKSE1

Action Date: 09/04/2003

Action Time: 09.30.08.740

Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE DEALERSHIP INDICATED THAT TWO OR THREE OTHER VEHICLES WERE INVOLVED IN THE CUSTOMER'S ACCIDENT. BECAUSE OTHER VEHICLE ARE INVOLVED, WE ASK THE CUSTOMER TO CONTINUE WORKING WITH THEIR INSURANCE CARRIER TO RESOLVE THE MATTER. IF THE INSURANCE COMPANY FEELS FMC IS LIABLE THEY WILL FILE A SUBROGATION CLAIM AGAINST US. NO FURTHER ACTION IS NEEDED AT THIS TIME.

9/3/03



CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
23	05/28	14:40	15862682273	EC--S	00'17"	001	155	OK

Ford Customer Service Division
 Suite 349, MD 3N339
 Dearborn, MI 48126-4207
 Phone: 313-845-5870
 Fax: 313-845-5002



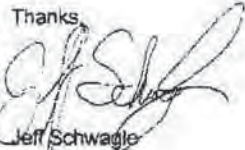
Fax

To: Jody	From: Jeff Schwagle
Fax: (586) 268-2273	Date: May 28, 2004
Phone: (586) 977-7190	Pages: 1
Re: Approval Code - Sawicki	CC:

Urgent For Review Please Comment Please Reply Please Recycle

*Comments: Jody,

Please use approval code J01BR. The program code for this repair will be P53. Please call if you have any questions.

Thanks,

 Jeff Schwagle
 Consumer Affairs

Ford Customer Service Division
Suite 349, MD 3N339
Dearborn, MI 48126-4207
Phone: 313-845-5670
Fax: 313-845-6002

**Ford Motor Company –
Litigation Prevention**

Fax

To: Jody **From:** Jeff Schwagle
Fax: (586) 268-2273 **Date:** May 28, 2004
Phone: (586) 977-7190 **Pages:** 1
Re: Approval Code – Sawicki **CC:**

Urgent For Review Please Comment Please Reply Please Recycle

•Comments: Jody,

Please use approval code J01BR. The program code for this repair will be P53. Please call if you have any questions.

Thanks,


Jeff Schwagle

Consumer Affairs

FA
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JEROME-DUNCAN FORD
BODY SHOP

8000 Ford Country Lane
Sterling Hgts. Mi. 48313

Phone (810) 977-7190 Fax (810) 268-2273

Number of Pages
Including cover sheet

Attention: JEFF



From: Jodie

- Urgent
- Please call office
- Please fax back response

Message: Here is the invoice we
spoke about. Any questions
please feel free to call me !!

Thank You!



JEROME DUNCAN

FOWB211434

FOWB211434

VAN DYKE @ 17 1/2 MILE
8000 FORD COUNTRY LANE
STERLING HEIGHTS, MI 48313
PHONE (586) 977-7190 * FAX (586) 268-2273
Internet address: www.jeromeduncan.com
E-mail: jford@jeromeduncan.com
State Reg # F101798



313-845-6002



01011FOWB211434

Customer No: 114411, Advisor: DANIEL NAGORSEN, 8366, Invoice Date: 05/28/04, Invoice No: FOWB211434, Mileage: 2,938, Color: REDFIRE PEA, Stock No: 400258, Year/Make/Model: 04/FORD TRUCK/ESCAPE/4DR WGN 2WD XLS, Delivery Date: 10/20/03, Delivery Mile: 18, Vehicle ID No: 1FMYU02184D, Selling Dealer No: [redacted], Production Date: [redacted], P.O. No: [redacted], H.O. Date: 12/12/03, Mileage Out: [redacted]

DCS AUDIT SLIP

DCS DATA FILE: FDLMPF.472

RO NUMBER: 211434 REPAIR NUMBER: 01 REPAIR TYPE: 1
CAUSAL PART FOUND FLAG: N

VIN: 1FMYU02184D
REPAIR DATE: 05/28/2004
DISTANCE: 2938 LICENSE STATE: MI
DISTANCE INDICATOR: M DRIVER COMPANY NAME:
DRIVER NAME/CARD ID#:
SERVICE WRITER ID: 5455 VEH LICENSE:
DISCOUNT PCT:

PROGRAM CODE: P53 CUSTOMER PARTICIPATION: .00
CUSTOMER CONCERN CODE: A99 DEALER PARTICIPATION: .00
CONDITION/DEFECT CODE: B2

APPROVAL CODE 1:
APPROVAL CODE 2:

Table with columns: LINE NO., PART NUMBER, PREFIX, BASE/FINIS, SUFFIX, QTY, PRICE, CAUSAL, EXCLUDE, PART, MARKUP, CORE, AMOUNT, INV NO. Row 001: MISC, .00, .00, X, .00

Table with columns: LINE NO., CODE, DAYS, HOURS, INVOICE #, AMOUNT. Row 01: REFUND, 000, .0, 211434, 5,294.68

CUSTOMER COMMENTS:
CUSTOMER STATES OPERATOR STUCK CAUSING VEHICLE TO BE INVOLVED IN ACCIDENT. I
INSPECTOR WAS OUT AND JEFF SWEIGEL APPROVE

INSPECTOR WAS OUT AND JEFF SWEIGEL APPROV
TECH/DR WRITER COMMENTS:
BPN 9A758 REPR: REFIN: FRT: BMR: REPL: HULPS: AIM: REPR: INR: FEND: REPL: RT: FEND: REPL: IN
R: SKIRT: ALIGN: SUSP: OH: RT: FRT: SUSP: REPL: RT: FRT: WHL: HUB: RT: WHL: BRNG: RT: FRT: KNUC: LH
R: CONT: ARM: AXEL: SHFT: WS: RESERV: REPR: RUNN: BRD: BLEND: FRT: DR: LT: DR: R: AND: I: BLT: MOGS
MIRRORS: HWLS: REPR: LR: DR: REFIN: REPL: MLDG: HNDL: REPR: LT: QRT: PNL: REFIN: REFIN: FUEL: D
R: REPR: TALGT: REFIN: REPL: LT: TLMP: REPR: RR: CVR: REPR: FRAME: CHECK: FRT: CRADLE:

DIAGNOSTIC CODES(Y/N)? N

Summary table: TOTAL PARTS: .00, PARTIAL PARTS INDICATOR: .00, TOTAL LABOR: .00, PARTIAL LABOR INDICATOR: .00, TOTAL MISC EXPENSES: 5,294.68, CUSTOMER PARTICIPATION: .00, DEALER PARTICIPATION: .00, TOTAL REPAIR: 5,294.68, PARTIAL REPAIR INDICATOR: .00, PARTIAL REPAIR MESSAGE: .00

Insurance CO, Attention Cashier, Deductible, Retention, Other Amount, Releases, Signatures, Terms are based on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS: That the undersigned does hereby constitute and appoint JEROME DUNCAN INC. my (our) true and lawful attorney to sign name, place and stand of the undersigned on any insurance checks or drafts issued by insurance company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE. Signed: [Signature]

DCS20218 1/28 The Reynolds and Reynolds Company ERF-LSIVE 02/15/04 (R/C)

BODY SHOP INVOICE



JEROME DUNCAN

FOWB211434

FOWB211434

VAN DYKE @ 17 1/2 MILE
8000 FORD COUNTRY LANE
STERLING HEIGHTS, MI 48313
PHONE (586) 877-7190 • FAX (586) 268-2273



01011FOWB211434

Customer information form including fields for CUSTOMER NO (114411), ADVISOR (DANIEL NAGORSEN), TAG NO (8724), INVOICE DATE (05/28/04), INVOICE NO (FOWB211434), LABOR RATE, MILEAGE (2,938), COLOR (REDFIRE PEA), STOCK NO (400258), YEAR/MAKE/MODEL (04/FORD TRUCK/ESCAPE/4DR WGN 2WD XLS), DELIVERY DATE (10/20/03), DELIVERY MILES (18), VEHICLE ID NO (1FMYU02184D), RETAIL DEALER NO, PRODUCTION DATE, P.O. NO, and INVOICE DATE (12/12/03).

LABOR table with columns: JOB# (1 88FOZ), TECH#, DATE, REPAIR, BODY, PER, EST, HOURS, ACT, TIME, DESCRIPTION, and a total of 3031.96 hours.

CUSTOMER STATES ACCELERATOR STUCK CAUSING VEHICLE TO BE INVOLVED IN ACCIDENT. INSPECTOR WAS OUT AND JEFF SWEIGEL APPROVE... AUTHORIZED PER: JEFF SWEIGEL AT FORD MOTOR... REPL REFINISH: FRT: BUMP; REPR HEADLAMPS; ATM; REPR INR: FENDER; RT: REPR RT: FENDER; REPR INR: SKIRT; ALIGN: SUSPENSION; O/H: RT: FRT: SU SPENSION; REPR RT: FRT: WHL: HUB; RT: WHL: BEARING; RT: FRT: KNUCKLE; L NR: CONT: ARM; AXEL; SHAFT; W/S: RESERVOIR; REPR: RUNN: BRD: BLEND; FRT: DOOR; BLEND: LT: DOOR; R: AND: I: BELT; MLDG: R: AND: I: MIRRORS: R: AND: I: DOOR: HNDLS: REPR: LT: REAR: DOOR: AND: REFIN: REPR: MLDG: REPR: HNDL: REPR: LT: QRT: PNL: REFINISH: QRT: PNL: REFIN: FUEG: DOOR: REPR: TAILGATE; REFINISH: TAILGATE; REPR: LT: TAILLAMP; REPR: REAR: BUMP; CVR: REPR: R: FRAME; CHECK: FRT: CRADDLE;

PARTS table with columns: QTY, FP, NUMBER, DESCRIPTION, U/COST, E/COST, U/PRICE, and a total of 1595.33.

SUBLET and MISC tables. SUBLET table includes PO# (89170), VEND (13292), INV DATE (12/12/03), and DESCRIPTION (TOW IN) with a total of 350.00. MISC table includes CODE (PM) and DESCRIPTION (PAINT AND MATERIAL) with a total of 317.39.

Insurance and signature section including fields for INSURANCE CO., APPROVED BY, CLAIMING, ATTENTION CASHIER, SIGNATURES, and a POWER OF ATTORNEY section signed by Daniel Nagorsen.

BODY SHOP INVOICE



JEROME DUNCAN

VAN DYKE @ 17 1/2 MILE
8000 FORD COUNTRY LANE
STERLING HEIGHTS, MI 48313
PHONE (586) 977-7190 + FAX (586) 268-2273
Internet address: www.jeromeduncan.com
E-mail: jdford@jeromeduncan.com
State Reg # F101796

FOWB211434



FOWB211434



01011FOWB211434

Customer information table including fields for CUSTOMER NO (114411), AUVOSH (DANIEL NAGORSEN), LAB RATE (2,938), INVOICE DATE (05/28/04), INVOICE NO (FOWB211434), LABOR RATE, MILEAGE (2,938), COLOR (REDFIRE PEA), STOCK NO (400258), YEAR / MAKE / MODEL (04/FORD TRUCK/ESCAPE/4DR WGN 2WD XLS), DELIVERY DATE (10/20/03), DELIVERY MILES (18), VEHICLE I.D. NO (1 F M Y U 0 2 1 8 4), SKILLING LEVEL NO, PRODUCTION PART, F.T.E. NO, P.O. NO, H.O. DATE (12/12/03), BUSINESS PHONE, COMMENTS, MILEAGE OUT.

Job# 1 TOTALS table with columns for LABOR (3031.96), PARTS (1595.33), SUBJECT (350.00), MISC (317.39), and JOB# 1 JOURNAL PREFIX FOWB JOB# 1 TOTAL (5294.68).

COMMENTS: TOW IN NO INFO PER JEFF SCHWAGLE- FORD CONSUMER AFFAIRS TO GIVE APPROVAL CODE UPON COMPLETION... TECHNICAL CERTIFICATION: 7395 KEVIN A GOEBEL M155362 R/O TAX 0.00 R/O TOTALS 5294.68

WARRANTY CLAIM DETAIL TOTALS table with columns for CLAIM# (211434-01), TOTAL (5294.68), and CLAIM TOTALS (5294.68).

APPROVED BY SIGNATURE: [Signature]
Comments: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER... POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS...

Insurance and signature section including fields for INSURANCE CO, APPROVED BY, CLAIM NO, ATTENTION CASHIER, DEDUCTIBLE, SETTLEMENT, SIGNATURES, and terms of warranty.

013292

A C TOWING, INC.

2126 Menick - DETROIT, MI 48208
Phone (313) 895-9585 • FAX (313) 556-9798
24 Hour Towing • All Accounts Are Welcome
No Statement Sent • Payment Due on Delivery

2930

TOWING REPORT

Name		Date	
[Redacted]		12-12-03	
Address		City	
[Redacted]		[Redacted]	
Insurance Company		Insurance Plan	
[Redacted]		[Redacted]	
Business Phone	Year	Make	Model
[Redacted]	03	Ford	Drop Box
Mileage		[Redacted]	
CALL NO.	TOWED FROM		
[Redacted]	Holtbrook		
TYPE OF CALL	St Aubin		
EXTRA MAN	TOWED TO		
[Redacted]	18 mi		
MILEAGE START	U. Dyke		
REMARKS	<input type="checkbox"/> START <input type="checkbox"/> WRECK <input type="checkbox"/> BATTERY <input type="checkbox"/> TOW <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> CARRIER <input type="checkbox"/> GAS <input type="checkbox"/> FLAT BED <input type="checkbox"/> LOCKOUT <input type="checkbox"/> INSURED		
TOWING CHARGE		75.00	
STORAGE CHARGE		[Redacted]	
MECHANIC SIGNATURE		LABOR 75.00	
X [Signature]		[Redacted]	
AUTHORIZED SIGNATURE		SUB TOTAL	
X [Signature]		[Redacted]	
TOTAL		350.00	

NOTE: A Inc., Caldwell, ID 83805-8902 • CALL TOLL FREE 1-800-835-9261 • Item No. 1113

Keller, Kristian (P.)

From: dcpform@ford.com
Sent: Monday, January 26, 2004 4:38 PM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

215
611-222-4
5-18
10:29

Dealer Request For Consumer Affairs Review

Dealership Name: Jerome-Dunca
Requesting Dealer: same
Contact Person: tom whitley
Telephone: 586-274-1509
Email Address: NA
PA Code: 03025
Region: 48
City: Sterling Heights
State: MI
Fax Number: 586-268-2273
WSD: 10-20-03
Vehicle Year: 2004
Vehicle Model: escape
Vehicle VIN: 1FMYU0218 [REDACTED]
Mileage: 2938
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: SHELBY TWP.
State: MI
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 99
Incident Involves: Accident
Date of Incident: 12/12/2004
County in which incident occurred: WAYNE
Is Alleging Defect: Y
Police Report Filed: Y
Police Report detail: DON'T KNOW
Insurance Company Contacted: Y
Insurance Company Advice: FARMERS
Insurance Company Contact Information: N/A
Coach Builder State: AK
Resolution Sought Detail: WE WERE TOLD WHEN CALLING THAT GAS PEDAL SOMEHOW CAUSED ACCIDENT/ TOLD US TO CALL HIS LAWYER.
Comments: NO RESPONSE TO PHONE CALLS OR MESSAGES SINCE 12-12-04

attempted to call
cust. 1:13 on 4/23
not able to leave message

LM 3:22 on 4/22
LM 10:29 on 4/22

spoke to cust.
2:21 on 4/22 advised
him to bring signed
and notarized release
to dr, call Tom Whitley
for appt.

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

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
14	05/17	14:45	15862682273	EC--S	00'19"	001	143	OK

Ford Customer Service Division
 Suite 349, MD 3N339
 Dearborn, MI 48126-4207
 Phone: 313-345-5670
 Fax: 313-845-6002

**Ford Motor Company -
 Litigation Prevention**

Fax

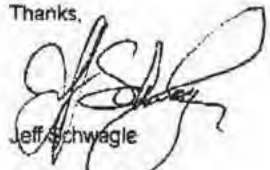
To: Jodie **From:** Jeff Schwagle
Fax: ⁵⁸⁶(810) 268-2273 **Date:** May 17, 2004
Phone: (810) 977-7190 **Pages:** 1
Re: [REDACTED] **CC:**

Urgent For Review Please Comment Please Reply Please Recycle

•Comments: Jodie,

I have received the copy of the release signed by [REDACTED] Please proceed with repairs to the vehicle. Upon completion, I will need you to fax me a copy of the RO, with the RO#, the line # and the total dollar amount clearly noted. I will send you back a P53 approval code for the repairs.

Thanks,



Jeff Schwagle

Consumer Affairs

Ford Customer Service Division
Suite 349, MD 3N339
Dearborn, MI 48126-4207
Phone: 313-845-5670
Fax: 313-845-6002

**Ford Motor Company –
Litigation Prevention**

Fax

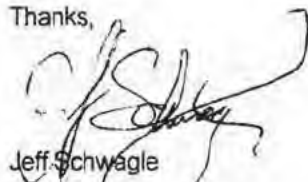
To: Jodie
From: Jeff Schwagle
Fax: ⁵⁸⁶(810) 268-2273
Date: May 17, 2004
Phone: (810) 977-7190
Pages: 1
Re: [REDACTED]
CC:

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

•Comments: Jodie,

I have received the copy of the release signed by [REDACTED]. Please proceed with repairs to the vehicle. Upon completion, I will need you to fax me a copy of the RO, with the RO#, the line # and the total dollar amount clearly noted. I will send you back a P53 approval code for the repairs.

Thanks,



Jeff Schwagle
Consumer Affairs

F
A
X

JEROME-DUNCAN FORD
BODY SHOP

8000 Ford Country Lane,
Sterling Hgts. Mi. 48313

Phone (810) 977-7190 Fax (810) 268-2273

Number of Pages
Including cover sheet

3

Attention: JEFF



From: Jodie

- Urgent
- Please call office
- Please fax back response

Message: HERE IS THE PAPERWORK
WE SPOKE ABOUT REGARDING
[REDACTED]

THANK YOU!!

C
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GENERAL RELEASE OF ALL CLAIMS

Regarding VIN #1FMYU021841 [REDACTED] I, [REDACTED] for the sole consideration of damages related to an alleged unintended acceleration, hereby release and discharge Ford Motor Company "Ford" and Jerome Duncan, Inc. (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 alleged non-conformity 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 17th day of MAY, 2004.

[Redacted Signature]

SHELBY TWP MI
Address

[Redacted]

[Redacted]

[Redacted]
STERLING HTS MI
Address

(Please Affix Seal above)

Subscribed and sworn to before me this
17th day of MAY, 2004

Diane M. Kari
(Notary Public)

12-1-2005
(Commission Expiration Date)

DIANE M. KARI
NOTARY PUBLIC MACOMB CO., MI
MY COMMISSION EXPIRES Dec 1, 2005

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
10	05/05	14:30	248 457 7001	EC--S	00'26"	002	173	OK

Ford Customer Service Division
 Suite 349, MD 3N339
 Dearborn, MI 48128-4207
 Phone: 313-845-5670
 Fax: 313-845-6002

**Ford Motor Company -
 Litigation Prevention**

Fax

To: Larry W. Bennett	From: Jeff Schwagie
Fax: (248) 457-7001	Date: May 5, 2004
Phone: (248) 457-7000	Pages: 2
Re: [REDACTED]	CC:

Urgent For Review Please Comment Please Reply Please Recycle

-Comments:

Ford Customer Service Division
Suite 349, MD 3N339
Dearborn, MI 48126-4207
Phone: 313-845-5670
Fax: 313-845-6002

**Ford Motor Company –
Litigation Prevention**

Fax

To: Larry W. Bennett **From:** Jeff Schwagle

Fax: (248) 457-7001 **Date:** May 5, 2004

Phone: (248) 457-7000 **Pages:** 2

Re: [REDACTED] **CC:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

•Comments:



Consumer Affairs

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

Sent via Fax

May 5, 2004

Mr. Larry W. Bennett
Tenth Floor Columbia Center
101 West Big Beaver Road
Troy, MI 48084-5280

RE: [REDACTED]
2004 Ford Escape
VIN: 1FMYU02184D [REDACTED]

Dear Mr. Bennett:

The document in question does not release Ford Motor Company from its responsibility under the terms of the warranty; Ford will continue to honor its obligations in that regard. In addition, the release pertains to this specific incident only and any claims arising from it. While we regret your client's dissatisfaction in this matter, we are unable to alter the release as you requested. Therefore, if your client is not willing to sign the document in its current form, we are unable to be of further assistance in this matter.

Respectfully yours,

Jeff Schwagle
Consumer Affairs



DETROIT • LANSING • TROY

John B. Aifs
Michael M. Antovski
Andrew T. Baran
Mary Elizabeth Barnes
Larry W. Bennett
Peter J. Bill
David A. Binkley
Basil M. Briggs
Robert A. Bryant
Thomas P. Cavanaugh
Kenneth B. Chapie
John C. Clark
Douglas C. Dann
Randall A. Denha

Joseph F. Dillon
Julius H. Giarmarco
Kalman G. Goren
Gilbert Gugli
Bruce W. Halley
William H. Henitage, III
Stephen J. Hitchcock
William D. Hodgman
William L. Hooth
William H. Horton
Elise V. Iahrate
Paula Johnson-Bacon
Kaveh Kashief
Daniel J. Kelly

J. Claibourne Kelly
Bary L. King
Salvatore J. LaMendola
Adam Levitsky
Roy A. Luttmann
George J. Mager, Jr.
Thomas J. McGraw
Brian J. McMahon
George D. Mercer
Charles Milne
Bradley S. Mitsell
Carl Mitsell
Thomas J. Mohan
G. Gus Morris

Timothy J. Mullins
Kevin M. Nalu
Christopher J. Nelson
Timothy R. Noonan
Joseph F. Page, III
Ryan Lee Perry
Dennis M. Rauss
Robert Q. Romanelli
Kenneth J. Sachs
Michelle T. Thrasher
Thomas L. Treppa
Paul G. Wakefield
Sean M. Walsh
David B. Walters

Linda M. Watson
Matthew S. Weaver
Robert B. Webster
Richard A. Wojewoda
Marsha M. Woods
James P. Zavell

Of Counsel
Gilbert C. Cox, Jr.

April 29, 2004

Mr. Jeff Schwagle
Ford Motor Company
Ford Customer Service Division
Suite 349, MD 3N339
Dearborn, MI 48126-4207

Re: **Our Client:** [REDACTED]
VIN # 1FMYU02184D [REDACTED]
2004 Ford Escape

Dear Mr. Schwagle:

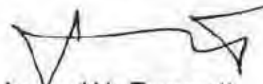
My client is agreeable to signing a Release for the events related to this particular incident, but is not agreeable to signing the Release you drafted. Your proposed release is onerous and over broad in that it would include matters which have nothing to do with the existing situation.

Please redraft the Release to include the repair of the vehicle and a release related solely to this specific incident. The Release should not include, as it currently does, any claim which may arise from other defects in the vehicle not yet known of and/or any additional problems related to this specific defect.

In other words, for your repair of the car, all claims against Ford related to personal and property injury from the loss of control of the vehicle will be released.

Your prompt attention to this letter will be appreciated.

Very truly yours,


Larry W. Bennett

LWB/las
cc: [REDACTED]

4
MAY - 3
2004



GENERAL RELEASE OF ALL CLAIMS

Regarding VIN #1FMYU02184D [REDACTED] I, [REDACTED] for the sole consideration of damages related to an alleged unintended acceleration, hereby release and discharge Ford Motor Company "Ford" and Jerome Duncan, Inc. (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 alleged non-conformity 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 _____, _____.

Address

Witness

Address

(Please Affix Seal above)

Subscribed and sworn to before me this
_____ day of _____, 2004

(Notary Public)

(Commission Expiration Date)

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	03025	F48048

Dealer Name: JEROME-DUNCAN, INC.
Dealer Address: 8000 FORD COUNTRY LN
 STERLING HEIGHTS MI 48313
Dealer Main Phone: 810-268-7500 **Dealer Service Phone:** 586-268-7500

Position	Employee Name
CUST RELATIONS MGR	FLORENCE L POLIZZI
DEALER/PARTNER	RICHARD DUNCAN
DEALER/PARTNER	GAIL DUNCAN
GENERAL MANAGER	SCOTT L REAS
PARTS MANAGER	DANTON GOULET
PARTS & SERVICE DIRECTOR	KENNETH D NAGORSEN
SALES MANAGER	VITO GRANATA
SALES MANAGER	PAUL SHAMO
SALES MANAGER	JOHN CASSISA
SALES MANAGER	DONALD ROSS
SALES MANAGER	GERALD M ARROWOOD
SALES MANAGER	SCOTT W KERR
SALES MANAGER	ROBERT L KRAEMER
SALES MANAGER	CHARLES SAAD
SALES MANAGER	KENNETH A HAGAR
SALES MANAGER	CHARLES SAAD
SALES MANAGER	DAVID ROBERTS
SERVICE MANAGER	PATRICIA S CEMBERLIN
SERVICE MANAGER	SHAREEK ASGARALLY

1/27/04

All Action Details for Issue

Print

VIN: 1FMYU02184D [REDACTED] Year: 2004 Model: ESCAPE Case: 610680264
 Name: [REDACTED] Owner Status: Original WSD: 2003-10-20
 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: 03025 JEROME-DUNCAN, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD

Odometer: 2938 MI

Comm Type: EMAIL

Analyst Name: LEICH, CHERIE

Analyst: CLEICH

Action Date: 01/26/2004

Action Time: 16.57.42.267

Action Data: No

spoke to attorney who is now representing customer 2:26 pm 4/15 advised offer to repair damages related

Comments *****PRODUCT LIABILITY***** EMAIL RECEIVED 1-26-04. DEALER CONTACT: TOM WHITLEY. CUSTOMER ALLEGES GAS PEDAL SOMEHOW CAUSED ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 03025 JEROME-DUNCAN, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 2938 MI

Comm Type: PHONE

Analyst Name: SCHWAGLE, JEFF (J.)

Analyst: JSCHWAGL

Action Date: 01/27/2004

Action Time: 10.59.40.082

Action Data: Yes

to alleged defect

Comments *** LPA COMMENTS *** - LPA CONTACTED DEALERSHIP AND ACKNOWLEDGED RECEIPT OF COMPLAINT

Data Element Name	Data Value
CONTACT PERSON	TOM WHITLEY

attempted to call cust. 4:07 4/21 No answer, no voice mail

Action: FINAL CASE DISPOSITION

Dealer: 03025 JEROME-DUNCAN, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 2938 MI

Comm Type: PHONE

Analyst Name: SCHWAGLE, JEFF (J.)

Analyst: JSCHWAGL

Action Date: 01/27/2004

Action Time: 11.02.22.827

Action Data: No

spoke to cust. 10:22 4/22

Comments *** LPA COMMENTS *** - DEALERSHIP INDICATES THAT THE CUSTOMER DROPPED THE VEHICLE OFF ABOUT A MONTH AGO, AND HAS REFUSED TO SIGN OFF ON HAVING THE VEHICLE INSPECTED - DEALERSHIP INDICATES THAT NO CLAIM HAS BEEN FILED WITH INSURANCE COMPANY - DEALERSHIP INDICATES THAT CUSTOMER HAS REFUSED TO RETURN THEIR PHONE CALLS OR REPLY TO THEIR CORRESPONDANCE - LPA NOTED THAT SINCE THE CUSTOMER WILL NOT ALLOW AN INSPECTION OF THE VEHICLE, NO DETERMINATION CAN BE MADE REGARDING ALLEGED DEFECTS - LPA RECOMMENDS NO FURTHER ACTION AT THIS TIME

Action: REQUEST FOR VEHICLE INSPECTION - OTHER

Dealer: 03025 JEROME-DUNCAN, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 2938 MI

Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

Action Date: 03/16/2004

Action Time: 10.15.55.235

Action Data: No

Comments *** LPA COMMENTS *** - CUSTOMER AGREED TO ALLOW INSPECTION OF VEHICLE - DEALERSHIP MADE ARRANGEMENTS FOR FQE INSPECTION

Action: RECEIVE VEHICLE INSPECTION BACK

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Dealer: 03025 JEROME-DUNCAN, INC.

Odometer: 2938 MI

Comm Type: EMAIL

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

Action Date: 03/16/2004

Action Time: 10.17.01.711

Action Data: Yes

Comments *** LPA COMMENTS *** - LPA RECEIVED RESULTS OF FQE INSPECTION

Data Element Name	Data Value
FSE	YES
DEALER	NO

Action: OFFER

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Dealer: 03025 JEROME-DUNCAN, INC.

Odometer: 2938 MI

Comm Type: MAIL

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

Action Date: 03/16/2004

Action Time: 10.18.55.488

Action Data: Yes

Comments *** LPA COMMENTS *** - LPA FAXED RELEASE AUTHORIZING REPAIRS RELATED TO THE ALLEGED ACCELERATION CONCERN TO DEALERSHIP AND MAILED COPY TO THE CUSTOMER

Data Element Name	Data Value
PROJECTED \$ AMOUNT	4204

Action: CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Dealer: 03025 JEROME-DUNCAN, INC.

Odometer: 2938 MI

Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

Action Date: 04/02/2004

Action Time: 10.42.16.901

Action Data: Yes

Comments *** LPA COMMENTS *** - NO RESPONSE TO OFFER FROM CUSTOMER - LPA RECOMMENDS NO FURTHER ACTION PENDING FURTHER CONTACT FROM CUSTOMER

Data Element Name	Data Value
-------------------	------------

ANSWER Y/N

YES

JEROME-DUNCAN

COLLISION

FACSIMILE TRANSMITTAL SHEET

TO: <u>Jeff Schwagle</u>	FROM: <u>Tom Whitley</u>
COMPANY: <u>Jerome Duncan</u>	DATE: <u>3-30-04</u>
FAX NUMBER: <u>586-268-2273</u>	TOTAL NO. OF PAGES INCLUDING COVER: <u>2</u>
PHONE NUMBER: <u>586-274-1509</u>	SENDER'S REFERENCE NUMBER:
RE:	YOUR REFERENCE NUMBER:

URGENT
 FOR REVIEW
 PLEASE COMMENT
 PLEASE REPLY
 PLEASE RECYCLE

NOTES/COMMENTS:

LA Nancy Stoken
11 3/21
reiterated offer
11 3/21

PHONE 1-586-268-7500, FAX NUMBER 1-586-268-2273

COX HODGMAN & GIARMARCO, P.C.

Tenth Floor Columbia Center
101 West Big Beaver Road
Troy, Michigan 48066-5280

(248) 457-7000

Fax (248) 457-7011

E-mail chg@chglaw.com

Website www.chglaw.com

Attorneys and Counselors at Law

DETROIT - LANSING - TROY

- | | | | | |
|-----------------------|-------------------------|------------------------|-----------------------|---------------------|
| John B. Alia | Joseph P. Dillon | Paula Johnson-Bacon | Carl Missett | Thomas L. Trezon |
| Michael M. Antovsky | Shawn P. Dyzenski | Karen Kashi | Thomas J. Moran | Paul G. Wakefield |
| Andrew T. Baran | Tonic M. Franzese | Daniel J. Kelly | G. Gus Morris | Stacy M. Walsh |
| Mary Elizabeth Berman | Julius H. Giarmarco | J. Calbourne Kelly | Timothy J. Mullins | David B. Walters |
| Larry W. Bennett | Kelmar G. Gerun | Barry L. King | Kevin M. Nalu | Linda M. Watson |
| Peter J. Bill | Gilbert Gugni | Salvatore J. LaMendola | Christopher J. Nelson | Matthew S. Weisler |
| David A. Burkey | Bruce W. Hatley | Adam Lewicki | Timothy P. Noonan | Robert D. Wetliar |
| Edell M. Biggs | Keith P. Hartzell | Roy A. Luttmann | Joseph P. Page, III | Mark E. Wilson |
| Rozan A. Byrni | William H. Heritage, II | George J. Nager, Jr. | Ryan Law Perry | Ronald A. Wozniak |
| Thomas P. Cavanaugh | Stephen J. Hitchcock | Thomas J. McGraw | Dennis M. Rausa | Marsha M. Woods |
| Kenneth B. Chapie | William D. Hoogman | Brian J. McMahon | Robert D. Romaneli | James P. Zittel |
| John C. Clark | William L. Moon | George D. Mercei | Shannon J. Shays | |
| Douglas C. Dahn | William H. Norton | Charles Minto | David P. Sutherland | |
| Randall A. Denha | Elsa V. Iakane | Bradley S. Missett | Michelle T. Thresher | Clifford S. Gilbert |

February 12, 2004

Mr. Thomas Whitley
Jerome Duncan Ford
8000 Ford Country Lane
Sterling Heights, MI 48313

Re: 2004 Ford Escape
Accelerator Safety Issue

Dear Mr. Whitley:

I represent [redacted] with respect to problems arising from a safety defect in his 2004 Ford Escape, VIN #1FMYU02184D [redacted]

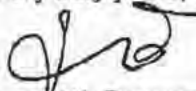
While [redacted] daughter was driving this vehicle on an expressway, the accelerator pedal could no longer be controlled and remained in an open and high speed position. The driver of the vehicle was required to exit the expressway and was only able to bring the vehicle to a halt after it collided with various items causing property damage and damage to the vehicle.

We have had the vehicle inspected by an automotive expert. The expert informs me that a clip holding a vacuum line failed and the line became entangled with the return throttle spring preventing its movement. It would appear this is a serious safety defect that needs to be addressed by Ford Motor.

Quite clearly, the damage to [redacted] vehicle was the direct result of a defect in the car. [redacted] should not be required to make an insurance claim nor make any payment with respect to the repair of the vehicle. By this letter, we are demanding prompt repair of the vehicle at no cost to [redacted]. At the current time, a loaner is not necessary but that may change in the future, depending on the length of time it takes to repair the vehicle.

Please advise me promptly as to whether or not you will agree to the terms of this letter.

Very truly yours,


Larry W. Bennett

LWB/las
cc: [redacted]

313-845-5670
JLB
Schwasie

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
30	03/30 14:09	1 248 457 7001	EC-S	00'40"	003	097	OK

Ford Customer Service Division
 Suite 349, MD 3N339
 Dearborn, MI 48126-4207
 Phone: 313-845-5670
 Fax: 313-845-8002

**Ford Motor Company -
 Litigation Prevention**

Fax

To: Larry Bennett	From: Jeff Schwagle
Fax: (248) 457-7001	Date: March 30, 2004
Phone: (248) 457-7000	Pages: 3
Re: Christopher Sawicki	CC:

Urgent For Review Please Comment Please Reply Please Recycle

•Comments: Following is the release form for repairs to be made to Mr. Sawicki's vehicle in relation to an accident that was alleged to have been caused by an unintended acceleration.

Ford Customer Service Division
Suite 349, MD 3N339
Dearborn, MI 48126-4207
Phone: 313-845-5670
Fax: 313-845-6002

**Ford Motor Company –
Litigation Prevention**

Fax

To: Larry Bennett **From:** Jeff Schwagle
Fax: (248) 457-7001 **Date:** March 30, 2004
Phone: (248) 457-7000 **Pages:** 3
Re: Christopher Sawicki **CC:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

•Comments: Following is the release form for repairs to be made to [REDACTED] vehicle in relation to an accident that was alleged to have been caused by an unintended acceleration.

Ford Customer Service Division
Suite 349, MD 3N339
Dearborn, MI 48126-4207
Phone: 313-845-5670
Fax: 313-845-6002

**Ford Motor Company –
Litigation Prevention**

Fax

To: Tom Whitley **From:** Jeff Schwagle
Fax: (586) 268-2273 **Date:** March 16, 2004
Phone: (586) 274-1509 **Pages:** 1
Re: [REDACTED] **CC:**

Urgent For Review Please Comment Please Reply Please Recycle

•Comments: Tom,

This letter is a confirmation that the release form for [REDACTED] vehicle has been sent directly to the customer. Please fax the signed and notarized form to my attention prior to doing any repairs to this vehicle.

Thanks,



Jeff Schwagle

Consumer Affairs

JEROME-DUNCAN

COLLISION

FACSIMILE TRANSMITTAL SHEET

TO: <u>Jeff Schwagle</u>	FROM: <u>Tom Whitley</u>
COMPANY: <u>Jerome Duncan</u>	DATE: <u>3-9-04</u>
FAX NUMBER: <u>586-268-2273</u>	TOTAL NO. OF PAGES INCLUDING COVER: <u>3</u>
PHONE NUMBER: <u>586-274-1509</u>	SENDER'S REFERENCE NUMBER:
RE:	YOUR REFERENCE NUMBER:

URGENT
 FOR REVIEW
 PLEASE COMMENT
 PLEASE REPLY
 PLEASE RECYCLE

NOTES/COMMENTS:

1586-274-1509 *14*
spoke to Tom
3/10 4:13
cust. wants
copy of report
LM 3/11 10:04

PHONE 1-586-268-7500..FAX NUMBER 1-586-268-2273

Customer Info

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

[REDACTED] 1/27/04

Ford Customer Service Division
Suite 349, MD 3N339
Dearborn, MI 48126-4207
Phone: 313-845-5670
Fax: 313-845-6002

**Ford Motor Company –
Litigation Prevention**

Fax

To: Tom Whitley **From:** Jeff Schwagle
Fax: (586) 268-2273 **Date:** March 11, 2004
Phone: (586) 274-1509 **Pages:** 3
Re: [REDACTED] **CC:**

Urgent For Review Please Comment Please Reply Please Recycle

•Comments: Tom,

Please have the customer sign and notarize this and fax it back to my attention prior to any repairs.

Thanks,



Jeff Schwagle

Consumer Affairs

JEROME DUNCAN FORD COLLISION CENTER
 8000 FORD COUNTRY LANE
 STERLING HEIGHTS, MI 48313
 PHONE: (810) 977-7190 FAX: (810) 268-2273
 F-101798

CD LOG NO 12328-1 DATE 03/09/04

SHOP: JEROME DUNCAN FORD INSP DATE: 03/09/04
 ADDRESS: 8000 FORD COUNTRY LANE CONTACT: TOM WHITLEY
 B381522206 REG# F101798 PHONE 1: (586) 977-7190
 CITY STATE: STERLING HTS, MI FAX: (586) 268-2273
 ZIP: 48313-

OWNER: [REDACTED] HOME PHONE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE: SHELBY TWP, MI
 ZIP: [REDACTED]

LIC#: STATE: VIN: 1FMYU02184D [REDACTED]
 BODY COLOR: MILEAGE: 2,938
 CONDITION: ACCTNG CTL#:

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

POSSIBLE HIDDEN DAMAGES AFTER TEAR DOWN

2004 FORD ESCAPE XLS 4DOOR WAGON 6CYL GASOLINE 3.0
 CODE: P7103B/D OPTNS C/240

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES
 AUTOMATIC TRANS

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
P	0047		COVER, FRONT BUMPER	YL8Z17757CAB	263.17			1.3	1
L	0110	07	PNL ASSEMBLY, INR FN RT REPAIR					1.0*	1
E	0104		FENDER, FRONT RT YL8Z16005BA		227.42			2.4	1
L	0104	13	FENDER, FRONT RT REFINISH					3.8	4
E	0106		SKIIRT, INNER FENDER RT YL8Z16102BA		26.70			INC	1
N	0974		SUSPENSION ALIGN, FRT ADDNL LABOR OPERA					1.2	2
N	0982		FRONT SUSPENSION O/ RT ADDNL LABOR OPERA					4.0	2
F	0667		HUB, FRONT WHEEL RT YL8Z1104AB		233.78			INC	2
E	0672		BEARING, FRONT WHEEL RT YL8Z1215AA		50.28			INC	2
E	0657		KNUCKLE, STEERING R/F 2L8Z3K185BA		81.65			INC	2

2004 FORD ESCAPE XLS 4DOOR WAGON

E	0654	ARM, LOWER CONTROL R/F	3L8Z3078AB	64.67	INC 2
E	0677	SHAFT ASSEMBLY, AXLE R/F	YL8Z3A428CA	325.52	0.3 2
E	0173	RESERVOIR, W/S WASHER	YL8Z17618AA	45.82	0.3 1
L	0289	PNL, REAR DOOR OUTER LT	REPAIR		1.0*1
L	0289	PNL, REAR DOOR OUTER LT	REFINISH		2.2 4
E	0291 01	HANDLE, RR DOOR OUTE	LT 3L8Z7822404EAD	20.77	0.6 1
I	0389	PANEL, QUARTER	LT REPAIR		6.0*1
L	0389	PANEL, QUARTER	LT REFINISH		2.5 4
I	0429	DOOR, FUEL FILLER	LT REFINISH		0.4 4
I	0479	SHELL, TAILGATE	REPAIR		0.5*1
E	0533	TAILLAMP ASSEMBLY	LT YL8Z13405DA	121.72	0.2 1
E	0566 01	COVER, REAR BUMPER	YL8Z17B807EAB	255.83	1.2 1
I		FRAME MASH	REPAIR		2.0*1*
I		FRONT CRADDLE	CHECK		1*

24 ITEMS

MC MESSAGE(S)

01 CALL DEALER FOR EXACT PART NUMBER / PRICE

07 STRUCTURAL PART AS IDENTIFIED BY I-CAR

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS	1,717.33
PAINT MATERIAL	133.50
PARTS & MATERIAL TOTAL	1,850.83

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	76.18	6.0	10.5	1,256.97
2-MECH/ELEC	76.18	0.3	5.2	418.99
3-FRAME	45.00			
4-REFINISH	76.18	8.9		678.00
5-PAINT MATERIAL	15.00			
LABOR TOTAL				2,353.96
SHEET REPAIRS				
TOWING				
STORAGE				
GROSS TOTAL				4,204.79
NET TOTAL				4,204.79

ADP SHOPLINK UA740 ES CD LOG 12328-1 DATE 03/09/04 10:24:57AM R6.35 CD 01/04
 HOST LOG
 (C) 1998 - 2003 ADP CLAIMS SOLUTIONS GROUP, INC.

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

THIS IS AN ADP "FAST START" ESTIMATE. PLEASE CALL YOUR LOCAL DEALER TO CONFIRM PART NUMBERS AND PRICES.

Schwagle, Jeff (J.)

From: Bersuder, Lee (L.C.)
Sent: Thursday, March 04, 2004 12:51 PM
To: Schwagle, Jeff (J.)
Cc: Colarossi, Anthony (A.)
Subject: FW: 2004 Escape Vehicle Investigation Jerome Duncan Ford

FYI

Lee Bersuder

Field Quality Engineering Supervisor
FCSD-Service Engineering Operations
1700 Fairlane Drive-Cube 264
Allen Park, Michigan 48101
313-317-6320; Fax: 313-621-4017
E-Mail: lbersude@ford.com

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

From: Colarossi, Anthony (A.)
Sent: Sunday, February 22, 2004 3:25 PM
To: Bersuder, Lee (L.C.); Lovelace, Maria (M.E.)
Subject: 2004 Escape Vehicle Investigation Jerome Duncan Ford

Lee/Maria,

I have attached the WORD document for the vehicle investigation you assigned to me. Also a video and photos of the vehicle are included. I have also issued a CQIS report 4BTAO004 for the transaxle vent tube not being retained in its holding bracket. Photos have been loaded into GCQIS too. The transaxle vent tube was not retained in its retention bracket on this vehicle and it had the potential to get caught in the throttle body mechanism thus holding it open.

Tony Colarossi

Field Quality Engineer - Michigan
FCSD - Service Engineering Operations
DSCII 1800 Fairlane Dr.
Dearborn, Michigan 48101
(313) 598-6384 Cell
(313) 581-4535 FAX

On Wednesday, February 18, 2004, at the request of Field Quality Engineer (FQE) Supervisor Lee Bersuder, FQE Tony Colarossi visited Jerome Duncan Ford in Sterling Heights, Michigan to perform a vehicle investigation on a 2004 Escape, which was in the Body Shop. FQE meet Mark Rothery Bodyshop Manager and Tom Whitley Assistant Bodyshop Manager. FQE and Tom Whitley reviewed the subject vehicle that was in a fenced in lot near the Bodyshop. FQE was informed that the plaintiff's lawyer had sent the dealership a letter (dated 2/12/04) concerning the alleged safety defect and also noted that the plaintiffs "automotive expert" has already reviewed the vehicle.

Vehicle Information:

- 2004 Escape XLS 4x2
- 1FMYU02184D [REDACTED]
- 2,938 Miles
- Vehicle Build 8/13/03
- Service history – 10/27/03 Radio repair.

Customer Issue:

- Alleged stuck throttle, which resulted in damage to property and vehicle.

Exterior Observations:

- Left rear of vehicle had bluish colored streaks on the paint starting from the left rear door handle to rear bumper fascia.
- Left rear quarter glass had bluish colored streaks too.
- Passenger front door had window part way open and a plastic cover taped over glass opening.
- Right front bumper fascia and sheet metal near right wheel well opening damaged.
- Right front wheel appeared to have excessive negative Camber (top of wheel tipping inboard when viewed from front of vehicle).
- Dried dirt/mud observed on both front tire sidewalls.
- Right side running board out of alignment behind right front wheel.

Interior Observations:

- Drivers and passenger footwall had a rubber/carpet floor mat over the production carpet floor mat.
- No interference observed with the rubber/carpet floor mat and accelerator pedal.
- Interior was very neat and clean.

Underhood Observations:

- Found rubber vent hose from transaxle was not located in its bracket under the clean air intake tube to the throttle body.

Under hood Observations: (Con't)

- Transaxle rubber vent tube would get caught intermittently under the throttle body mechanism and not allow the throttle plate to return to the closed (idle) position.
- Transaxle rubber vent tube had witness marks on it where the throttle body mechanism had rubbed against it along with a cut from rubbing against the camshaft pulley.

Underbody Observations:

- Assistant Body shop manager tired to move the vehicle into the garage but it would not engage into reverse or forward gears. A grinding noise was heard. Could not lift vehicle on hoist for complete underbody examination.
- Observed right front axle half shaft hanging down from under the body. It had broken away from the transaxle.

Summary:

- Physical damage to right side front bumper fascia and sheet metal near right front wheel well opening.
- Bluish colored streaks on sheet metal on left rear side of vehicle starting near the left rear passenger door handle extending randomly to the rear bumper fascia. Bluish markings on left rear quarter glass.
- Right front passenger door window partially open and covered with a piece of plastic.
- Excessive negative camber on right front wheel.
- Broken right front axle half shaft.
- Rubber vent tube from transaxle not positioned in its retention bracket that is under the clean air tube inlet to the throttle body.
- Rubber vent tube from transaxle intermittently gets caught under the throttle body mechanism preventing it from closing (going to idle) after the accelerator pedal is released.
- With engine off simulated throttle openings with the transaxle vent tube unretained caused it to get stuck in the throttle body mechanism intermittently. The throttle would be stuck approximately $\frac{1}{4}$ to $\frac{1}{2}$ throttle position. Cycling the throttle (hitting the accelerator pedal) would almost always release the stuck throttle.
- Pictures included.
- CQIS report # 4BTAO004 issued.

Tony Colarossi
Ford FQE – Michigan
313-598-6384
2/20/04

Schwagle, Jeff (J.)

From: Sukockas, Angela (A.)
Sent: Thursday, March 04, 2004 8:50 AM
To: Schwagle, Jeff (J.)
Subject: RE: ford escape

Hi Jeff--Actually, you and I have spoken regarding this vehicle since January. I'm not sure of the exact date at this point in time, but it was a couple of weeks ago. At that time, the dealership was supposed to contact the customer and I thought Lit Prev was sending an inspector.

What do you need the dealership to do at this point? Please call my cellular 313-575-1844, as I am heading out the door right now.

Thank you!!

Angela Sukockas
Zone B2 Manager
Metro Detroit North
Detroit Region - FCSD
313-621-7592
afergus6@ford.com

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

From: Schwagle, Jeff (J.)
Sent: Thursday, March 04, 2004 8:46 AM
To: Sukockas, Angela (A.)
Subject: RE: ford escape

Angela,

The dealer sent in a request for review on 1/26 at 4:38PM. I contacted them at 10:58 on 1/27 and spoke to Tom Whitley. At that point, I was advised that the customer had retained a lawyer and that they were refusing to allow the dealership to inspect the vehicle. The dealer request for review indicated that they had been leaving messages and calling the customer since 12/12 without any response. Because they indicated that the customer was unwilling to have the vehicle inspected, we would not be able to assist the customer. Without being able to assess any possible liability for the accident, there isn't much that we can do. That was the last time I've heard from the dealership, and I did advise them that we would not be able to repair the vehicle until it was determined whether the accident was caused by a vehicle defect.

Jeff Schwagle
Legal Analyst
Phone: (313) 845-5670

3/8/04

Fax: (313) 845-5668

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

From: Sukockas, Angela (A.)
Sent: Thursday, March 04, 2004 6:54 AM
To: Schwagle, Jeff (J.)
Cc: 'markr@jeromeduncan.com'
Subject: FW: ford escape

Hi Jeff,

Do you have the status on the customer/VIN below? Was the customer sent a letter?

Please advise so my Body Shop Manager is aware of how to proceed. Thanks!!

Angela Sukockas
Zone B2 Manager
Metro Detroit North
Detroit Region - FCSD
313-621-7592
afergus6@ford.com

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

From: Mark Rothery [mailto:markr@jeromeduncan.com]
Sent: Wednesday, March 03, 2004 11:21 AM
To: Ceccoli, Karen (K.L.)
Cc: markr@jeromeduncanollision.com
Subject: ford escape

AFTER WE TALKED YESTERDAY (3-2-04) ABOUT THE WRECKER ,SOMETHING ELSE CAME TO MIND.

██████████004 FORD ESCAPE. VIN 1FMYU02184D. ██████████

I MADE OUT THE ANTI- LITIGATION REPORT AND HAD TONY COLAROSSO FROM FORD HERE LOOKING AT THE VEHICLE

TWICE BUT HAVE HEARD NOTHING FROM FORD. RE: THE GAS PEDDLE STICKING AND WHAT TO DO WITH THIS CUSTOMER.

THE TRUCK HAS BEEN HERE SINCE DEC. 12 2003. THE CUSTOMER WILL NOT COME IN TO SIGN ANYTHING, AND HIS ATTORNEY

MAILED US A LETTER DEMANDING WE FIX THE TRUCK. PLEASE ADVISE ME. THANKS ,MARK ROTHERY.

3/8/04

All Action Details for Issue

Print

VIN: 1FMYU02184D [REDACTED] Year: 2004 Model: ESCAPE Case: 610680264
 Name: [REDACTED] Owner Status: Original WSD: 2003-10-20
 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: 03025 JEROME-DUNCAN, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 2938 MI Comm Type: EMAIL PREVENTION-FD
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 01/26/2004 Action Time: 16.57.42.267 Action Data: No

Comments *****PRODUCT LIABILITY***** EMAIL RECEIVED 1-26-04, DEALER CONTACT, TOM WHITLEY. CUSTOMER ALLEGES GAS PEDAL SOMEHOW CAUSED ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 03025 JEROME-DUNCAN, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 2938 MI Comm Type: PHONE PREVENTION
 Analyst Name: SCHWAGLE,JEFF (J.) Analyst: JSCHWAGL
 Action Date: 01/27/2004 Action Time: 10.59.40.082 Action Data: Yes

Comments *** LPA COMMENTS *** - LPA CONTACTED DEALERSHIP AND ACKNOWLEDGED RECEIPT OF COMPLAINT

Data Element Name	Data Value
-----	-----
CONTACT PERSON	TOM WHITLEY

Action: FINAL CASE DISPOSITION
 Dealer: 03025 JEROME-DUNCAN, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 2938 MI Comm Type: PHONE PREVENTION
 Analyst Name: SCHWAGLE,JEFF (J.) Analyst: JSCHWAGL
 Action Date: 01/27/2004 Action Time: 11.02.22.827 Action Data: No

Comments *** LPA COMMENTS *** - DEALERSHIP INDICATES THAT THE CUSTOMER DROPPED THE VEHICLE OFF ABOUT A MONTH AGO, AND HAS REFUSED TO SIGN OFF ON HAVING THE VEHICLE INSPECTED - DEALERSHIP INDICATES THAT NO CLAIM HAS BEEN FILED WITH INSURANCE COMPANY - DEALERSHIP INDICATES THAT CUSTOMER HAS REFUSED TO RETURN THEIR PHONE CALLS OR REPLY TO THEIR CORRESPONDANCE - LPA NOTED THAT SINCE THE CUSTOMER WILL NOT ALLOW AN INSPECTION OF THE VEHICLE, NO DETERMINATION CAN BE MADE REGARDING ALLEGED DEFECTS - LPA RECOMMENDS NO FURTHER ACTION AT THIS TIME



All Action Details for Issue

Print



VIN: 1FMYU02184D [REDACTED] Year: 2004 Model: ESCAPE Case: 610680264
 Name: [REDACTED] Owner Status: Original WSD: 2003-10-20
 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: 03025 JEROME-DUNCAN, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION
 PREVENTION-FD
 Odometer: 2938 MI Comm Type: EMAIL
 Analyst Name: Analyst: CLEICH
 LEICH,CHERIE
 Action Date: 01/26/2004 Action Time: 16.57.42.267 Action Data: No

Comments *****PRODUCT LIABILITY***** EMAIL RECEIVED 1-26-04. DEALER CONTACT:
 TOM WHITLEY. CUSTOMER ALLEGES GAS PEDAL SOMEHOW CAUSED ACCIDENT. CUSTOMER REQUESTS
 CONTACT FROM FORD REPRESENTATIVE.

10-56
 1/27

Dealer has vehicle
 has been there a month
 no claim filed whatsoever
 customer wants to sign
 paper is allowed at
 to inspect vehicle
 cust has attorney
 but they aren't
 sending anything in



VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
5LMEU78H73Z [REDACTED]	2003	AVIATOR	X PLAN RTL	Original Owner	Oasis Warranty History
 1FTFE24H6RH [REDACTED]	1994	ECONOLINE	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
 4M2DV11WXR [REDACTED]	1994	VILLAGER	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
1FMYU02184D [REDACTED]	2004	ESCAPE	X PLAN RTL	Original Owner	Oasis Warranty History



ESP/Recall Information

VIN: 1FMYU02184D [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

[REDACTED] -1FMYU02184D [REDACTED] [REDACTED]

1/27/04

OASIS RESULT:

1FMYU02184D

01/27/2004
10:53:07

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VEHICLE INFORMATION

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

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 10/20/2003	BUILD DATE 08/13/2003	SALE MILEAGE
--	---------------------------------	---------------------

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

10/27/2003 **DEALER:** Visteon Aftermarket-U.S.

WARRANTY CLAIM NUMBER: 794498

ODOMETER: 000495M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
18C815	RECEIVER-ELECT CMPCT	000		42	DOES NOT OPERATE PRO
V110		001			

REQUESTING DEALER'S P/A CODE 03025

10/27/2003 **DEALER:** Jerome-Duncan, Inc.

WARRANTY CLAIM NUMBER: 204960

ODOMETER: 000495M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
18806	CHASSIS RADIO	000	18805B	42	DOES NOT OPERATE PRO
		000	18805C		

18806 A16 42 SENT RADIO FOR REPAIR 10-27-03 REINSTALLED AFTER REPAIRS

END OF OASIS REPORT FOR 1FMYU02184D

cccd2x

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU02184D [REDACTED] Vch Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-04] Eng Serial No: 803009998086
 Model Year: 2004 Market Derived: T/F - Body Shell: *
 Veh Type: I Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI
 Inv. Dealer: 03025 Body Cab Style: T/W5 - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS
 Version/Series: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: BH - OHIO ASSEMBLY PT BUILD
 Country: * - ##### Prod Date: 13-AUG-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148048 - *
 Country: USA - ##### Selling Dir St/Prov: MI
 Buyer St/Prov: MI
 Arrival Date: 21-AUG-2003 Red Carpet Lease: *
 Sale Date: 20-OCT-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 20-OCT-2003 Modified Vehicle: *
 Orig Warranty Date: 20-OCT-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 0024DA052E0103 7F6 P E 10G0577 /G R 496 70 5 3 28 5 853R N 48A048E 2 G2 W3A 3 1
 1FMY808 1E0A 914M1 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: PN3AB - REDFIRE
Brake Code: * - [N/A]	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service): * - [N/A]	Radio: AZ - ELETR AM/FM STRO/DISC/CLK
Calibration Code: 3M11D30A	Sound System: AA - LESS UPGRADED SOUND SYSTEM
Color(Accent): * - [N/A]	Susp Tandem Axle:
Color(Trim): 000NC -	Tire Brand: AD - GENERAL
Delivery Type: X	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	



1/27/04

TIRE DOT INFORMATION:

LF: ACUU_4602403 RF: ACUU_4602403
LR: ACUU_4602503 RR: ACUU_4602503
LI: * RI: *
SPARE: T714_BAH2303

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:		



1/27/04

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Warranty Date: 10/27/03
 Note: All Claims are in US Dollars

YIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
	[REDACTED]	MI	T/M	T/F	T/WE	T/EF	T/A	BH	T/DJ	T/LD	13-08-03	20-10-03 148048	USA	1	*	7M01	*	18806	*	S09	V81	A16	42
AWS Claim Key:		90315	Doc #:	20496001		Trx Code:	1	Labor Hrs:	6	Labor Cost:	45.7	Material Cost:	0	Total Cost:	45.7								
Dir Cd-Sub Cd:		03025	Name:	JEROME-DUNCAN, INC.		Ph:	586-2687500	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-OCT-2003		DIST(Mile):	495					
Cust Comments:		CD PLAYER DOES NOT EJECT CDS. DISPLAT READS NO CD WHEN CD WAS INSTALLED																					
Tech Comments:		18806 A16 42 SENT RADIO FOR REPAIR 10 27 03 REINSTALLED AFTER REPAIRS																					
	[REDACTED]	MI	T/M	T/F	T/WE	T/EF	T/A	BH	T/DJ	T/LD	13-08-03	20-10-03 148048	USA	1	*	7M01	*	18C815	*	S09	V81	A07	42
AWS Claim Key:		162619	Doc #:	79449809		Trx Code:	2	Labor Hrs:	0	Labor Cost:	0	Material Cost:	225.83	Total Cost:	225.83								
Dir Cd-Sub Cd:		67701	Name:	VISTEON AFTERMARKET-U.S.		Ph:	*-*	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-OCT-2003		DIST(Mile):	495					
Tech Comments:		REQUESTING DEALER'S P/A CODE 03025																					

Any comments? You can contact



webmaster

VEHICLE DETAIL

VIN: 1FMYU02184D [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: REDFIRE
 Year: 2004 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 10/20/2003
 GCWR: Vehicle Build Date: 8/13/2003
 PEP Code: 120A

Selling Dealers Name: JEROME-DUNCAN, INC.
 Selling Dealers P & A Code: 03025 Selling Dealers Sales Code: F48048
 Selling Dealers Main Phone: 810-268-7500 Selling Dealers Service Phone: 586-268-7500

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 2 4 D A 0 5 2 5 8 1 0 3 7 P 6 C 2 1 0 G 0 5 7 7 7 G E 4 9 6 7 J
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 3 2 Z 5 8 5 3 B N 4 8 A 0 4 8 E 2 G 2 W 2 A 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 8 2 8 1 2 0 A 9 1 4 M I A
 1 2 3 4 5 6 7 8 9 160



1FMYU1/27/04

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
03/11	10:51	15862682273	EC-S	00'43"	003	232	OK

Ford Customer Service Division
 Suite 349, MD 3N339
 Dearborn, MI 48128-4207
 Phone: 313-845-5670
 Fax: 313-845-6002



Fax

To: Tom Whitley	From: Jeff Schwagle
Fax: (586) 268-2273	Date: March 11, 2004
Phone: (586) 274-1509	Pages: 3
Re: [REDACTED]	CC:

Urgent For Review Please Comment Please Reply Please Recycle

Comments: Tom,

Please have the customer sign and notarize this and fax it back to my attention prior to any repairs.

Thanks,

Jeff Schwagle

Consumer Affairs

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
13	03/16	10:19	15062682273	EC--S	00'18"	001	142	OK

Ford Customer Service Division
 Suite 349, MD 3N339
 Dearborn, MI 48126-4207
 Phone: 313-845-6670
 Fax: 313-845-6002



Fax

To: Tom Whitley **From:** Jeff Schwagle

Fax: (586) 268-2273 **Date:** March 16, 2004

Phone: (586) 274-1509 **Pages:** 1

Re: [REDACTED] **CC:**

Urgent For Review Please Comment Please Reply Please Recycle

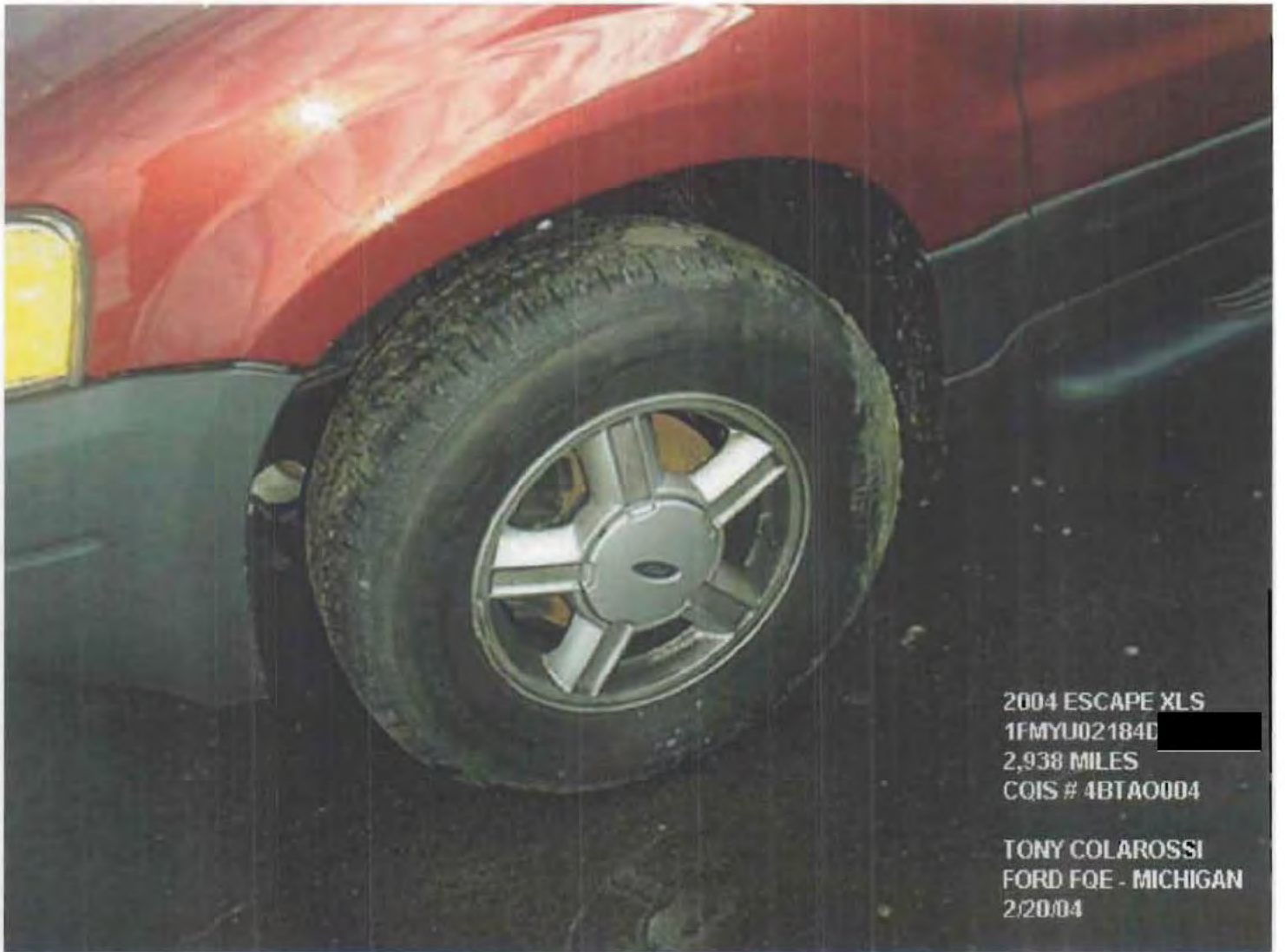
•Comments: Torn,

This letter is a confirmation that the release form for [REDACTED] vehicle has been sent directly to the customer. Please fax the signed and notarized form to my attention prior to doing any repairs to this vehicle.

Thanks,

Jeff Schwagle

Consumer Affairs



2004 ESCAPE XLS
1FMYU02184E [REDACTED]
2,938 MILES
COIS # 4BTA0004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04







ESCAPE XLS
2.0L I4 184D [REDACTED]
2,038 MILES
COIS # 4BTA0004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04



2004 ESCAPE XLS
1FMYU02184D [REDACTED]
2,938 MILES
CQIS # 4BTA0004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04



FORD ESCAPE XLS
VIN# 1D2184D [REDACTED]
10,388 MILES
EQIS # 4BTA0004
TONY COLAROSSO
FORD FQE - MICHIGAN
02/04



2004 ESCAPE XLS
1FMYU02184D [REDACTED]
2,938 MILES
CQIS # 4BTA0004

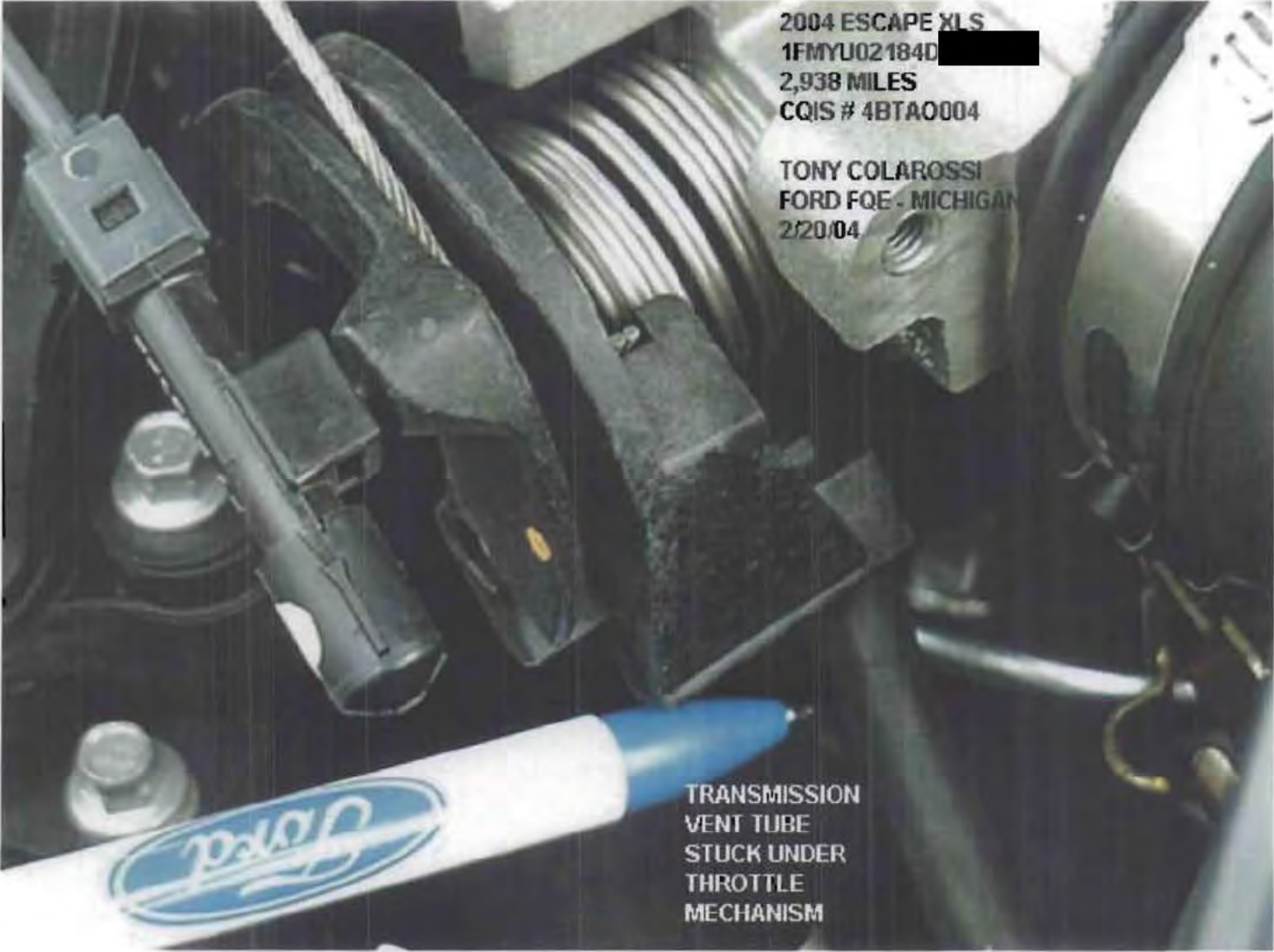
TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04



2004 ESCAPE XLS
1FMYU021840 [REDACTED]
2,938 MILES
COIS # 4BTA0004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04


TRANSMISSION
VENT TUBE
PROPERLY
LOCATED & RETAINED



2004 ESCAPE XLS
1FMYU02184D [REDACTED]
2,938 MILES
CQIS # 4BTA0004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04

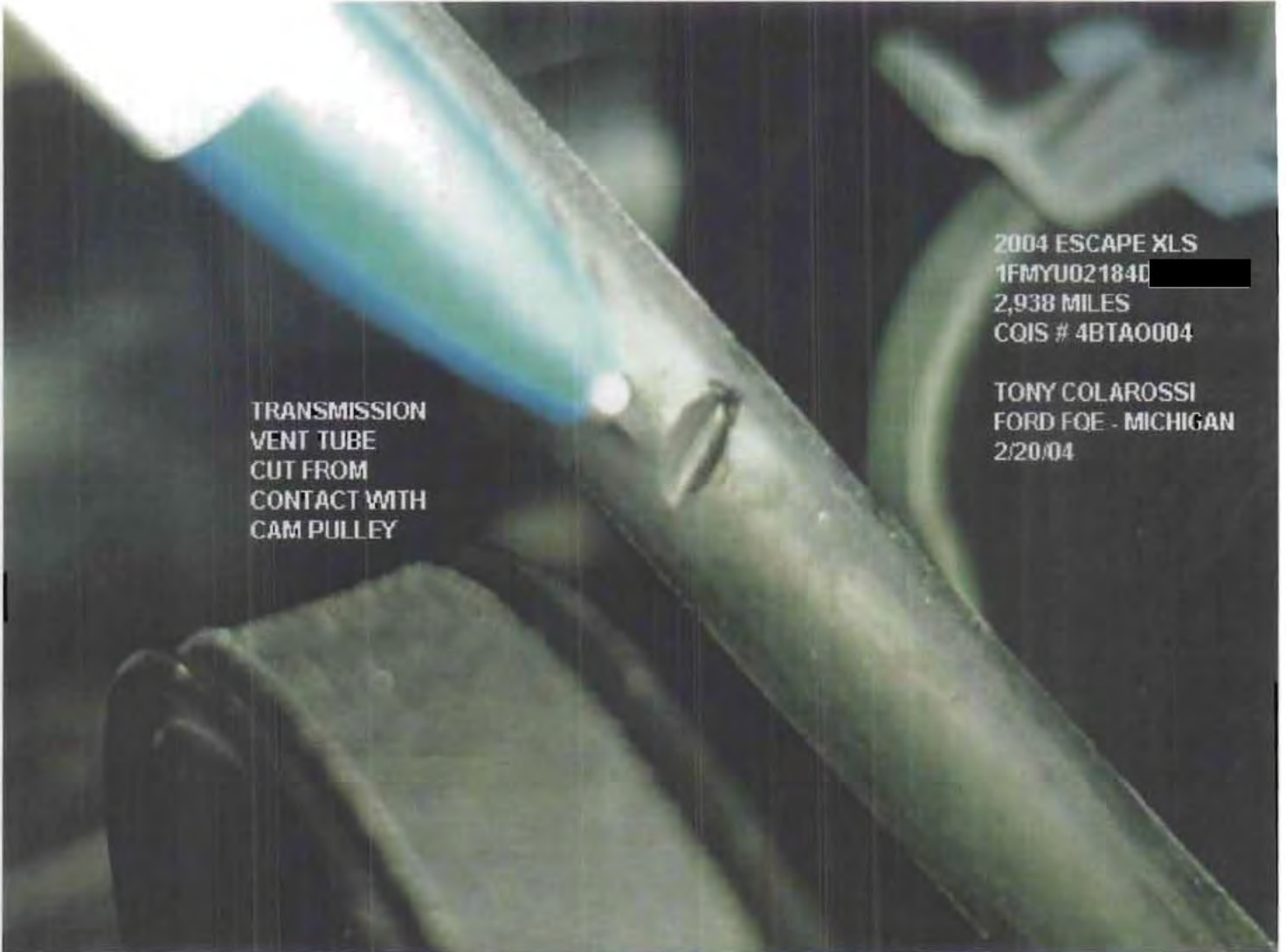
TRANSMISSION
VENT TUBE
STUCK UNDER
THROTTLE
MECHANISM

A close-up photograph of a vehicle's engine compartment. A metal vent tube is shown, which has been cut from contact with a cam pulley. A green marker is visible on the tube. A timing belt is also visible in the foreground.

2004 ESCAPE XLS
1FMYU02184D
2,938 MILES
COIS # 4BTA0004

TONY COLAROSSO
FORD FOE - MICHIGAN
2/20/04

TRANSMISSION
VENT TUBE
CUT FROM
CONTACT WITH
CAM PULLEY

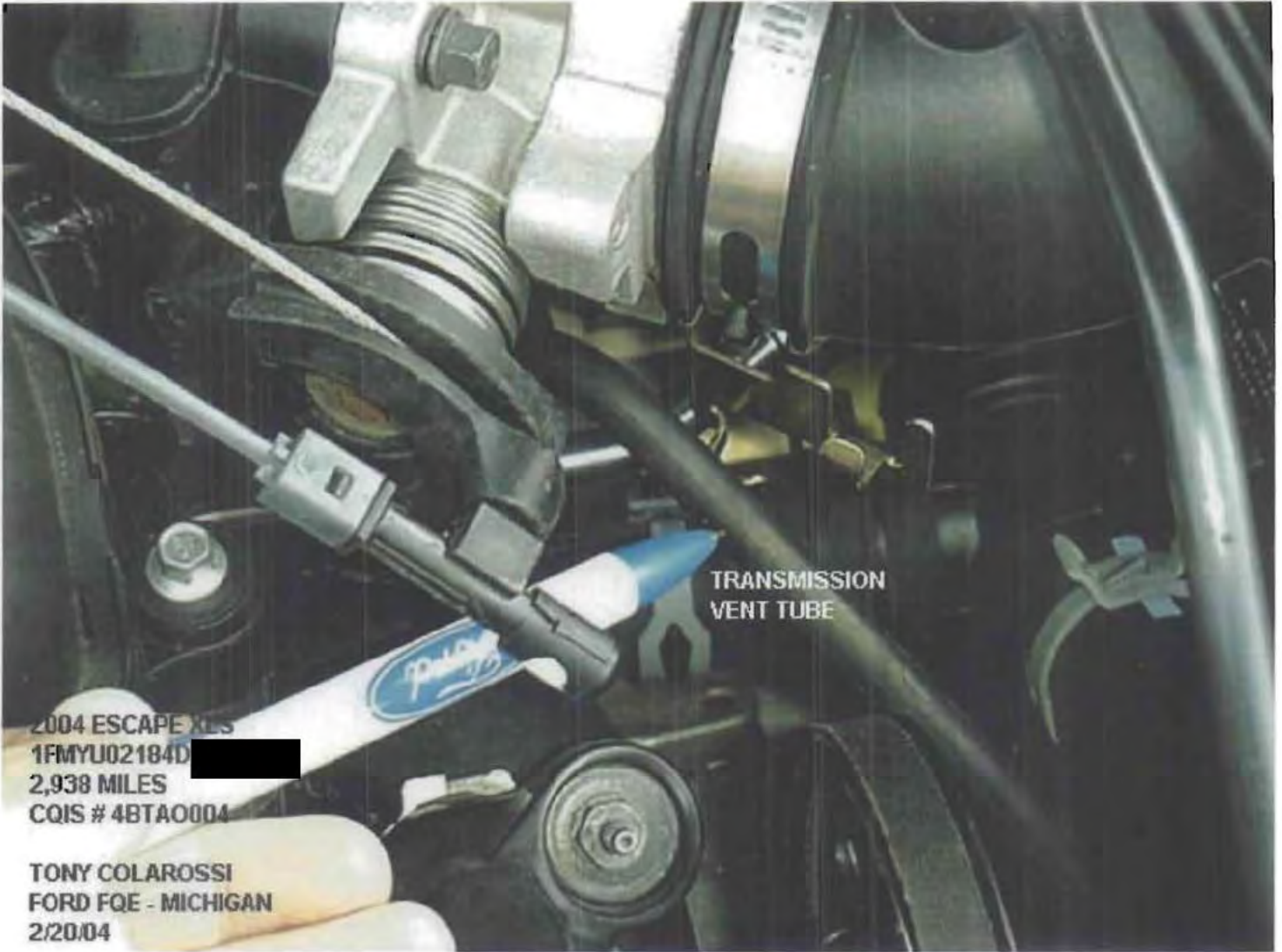


TRANSMISSION
VENT TUBE
CUT FROM
CONTACT WITH
CAM PULLEY

2004 ESCAPE XLS
1FMYU02184E [REDACTED]
2,938 MILES
COIS # 4BTA0004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04





TRANSMISSION
VENT TUBE

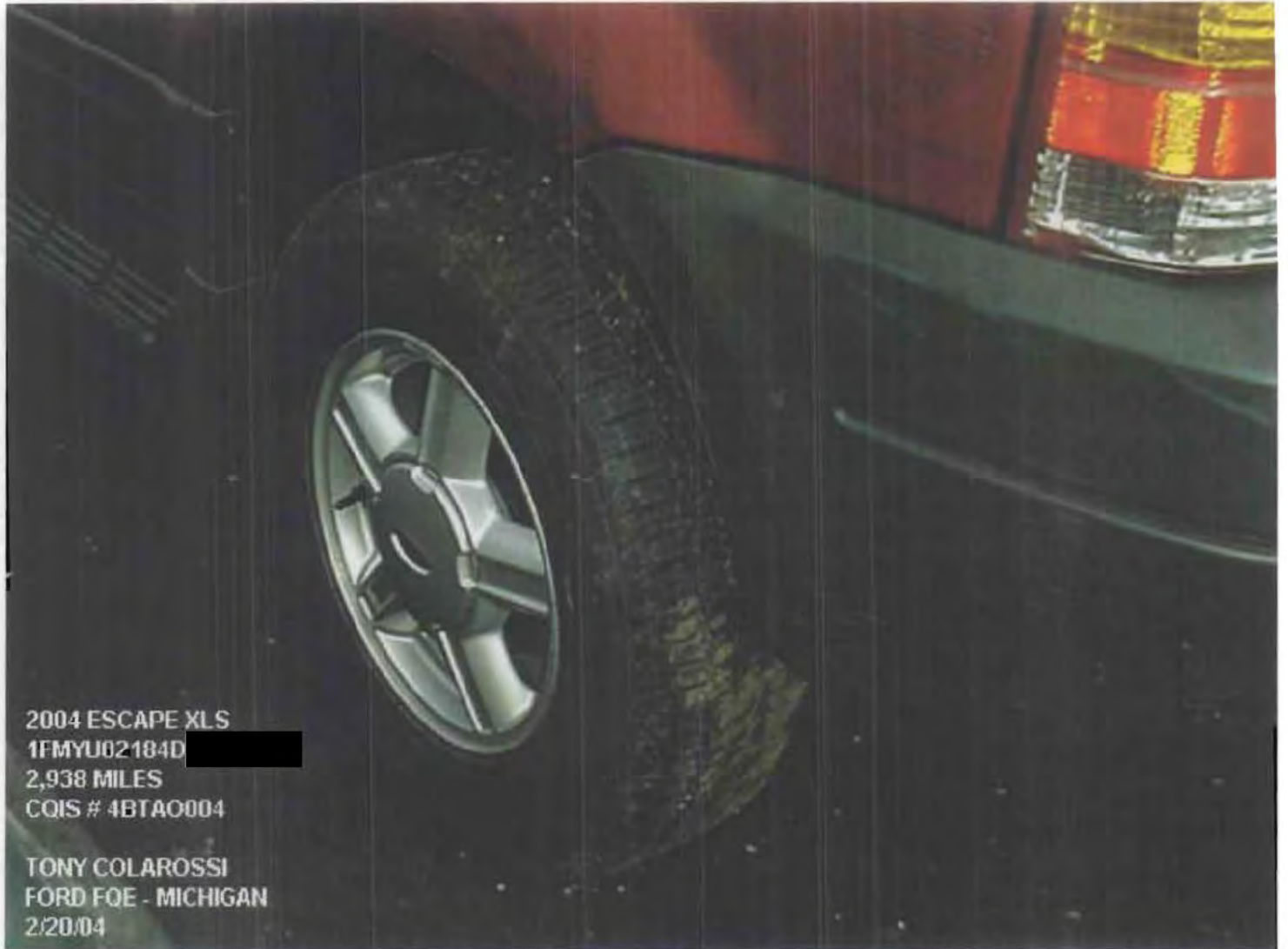
2004 ESCAPE XLS
1FMYU02184D
2,938 MILES
CQIS # 4BTA0004

TONY COLAROSS
FORD FQE - MICHIGAN
2/20/04



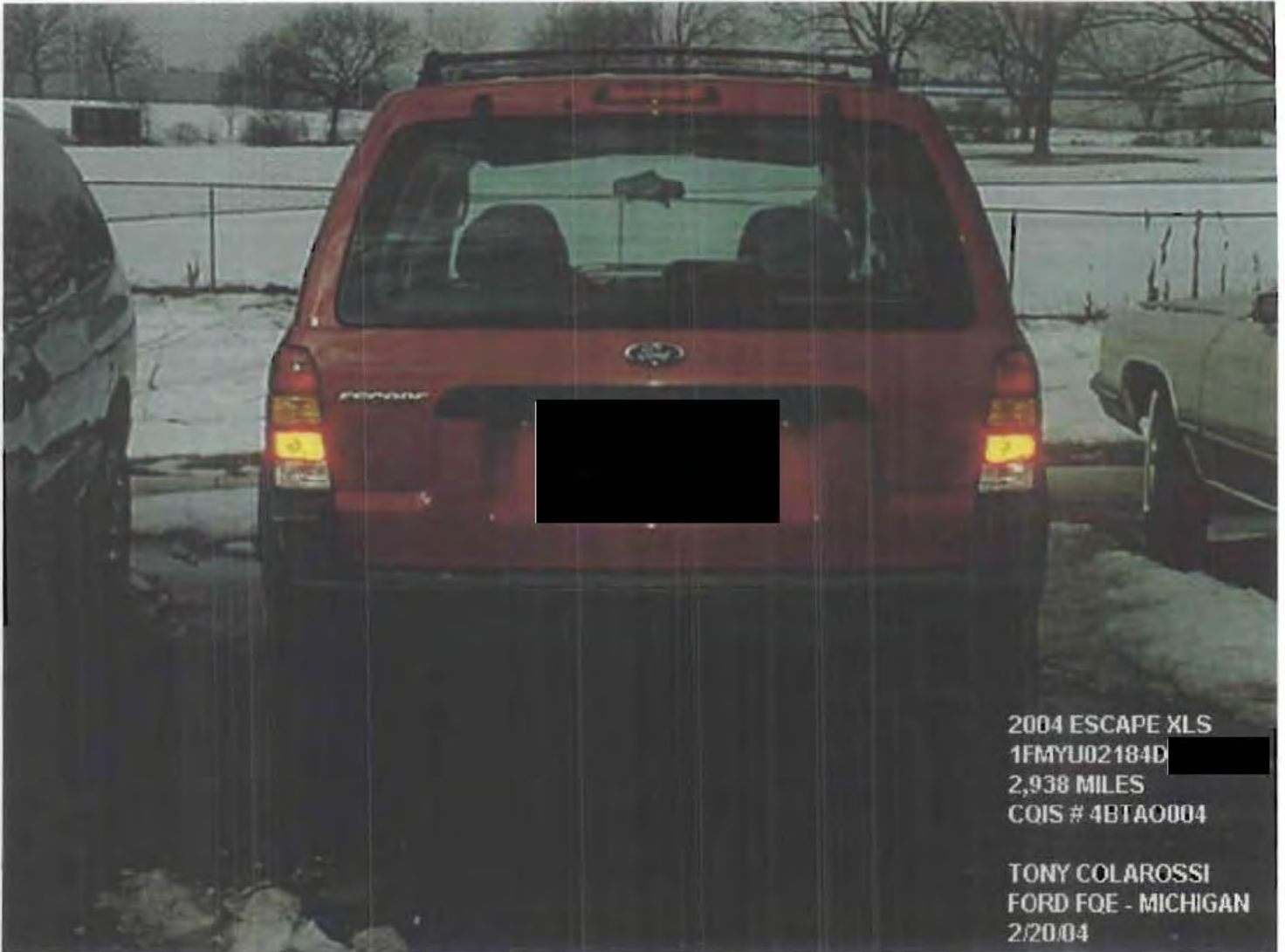
2004 ESCAPE XLS
1FMYU02184D
2,938 MILES
COIS # 4BTAO004

TONY COLAROSS
FORD FOE - MICHIGAN
2/20/04



2004 ESCAPE XLS
1FMYU02184D [REDACTED]
2,938 MILES
COIS # 4BTAO004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04



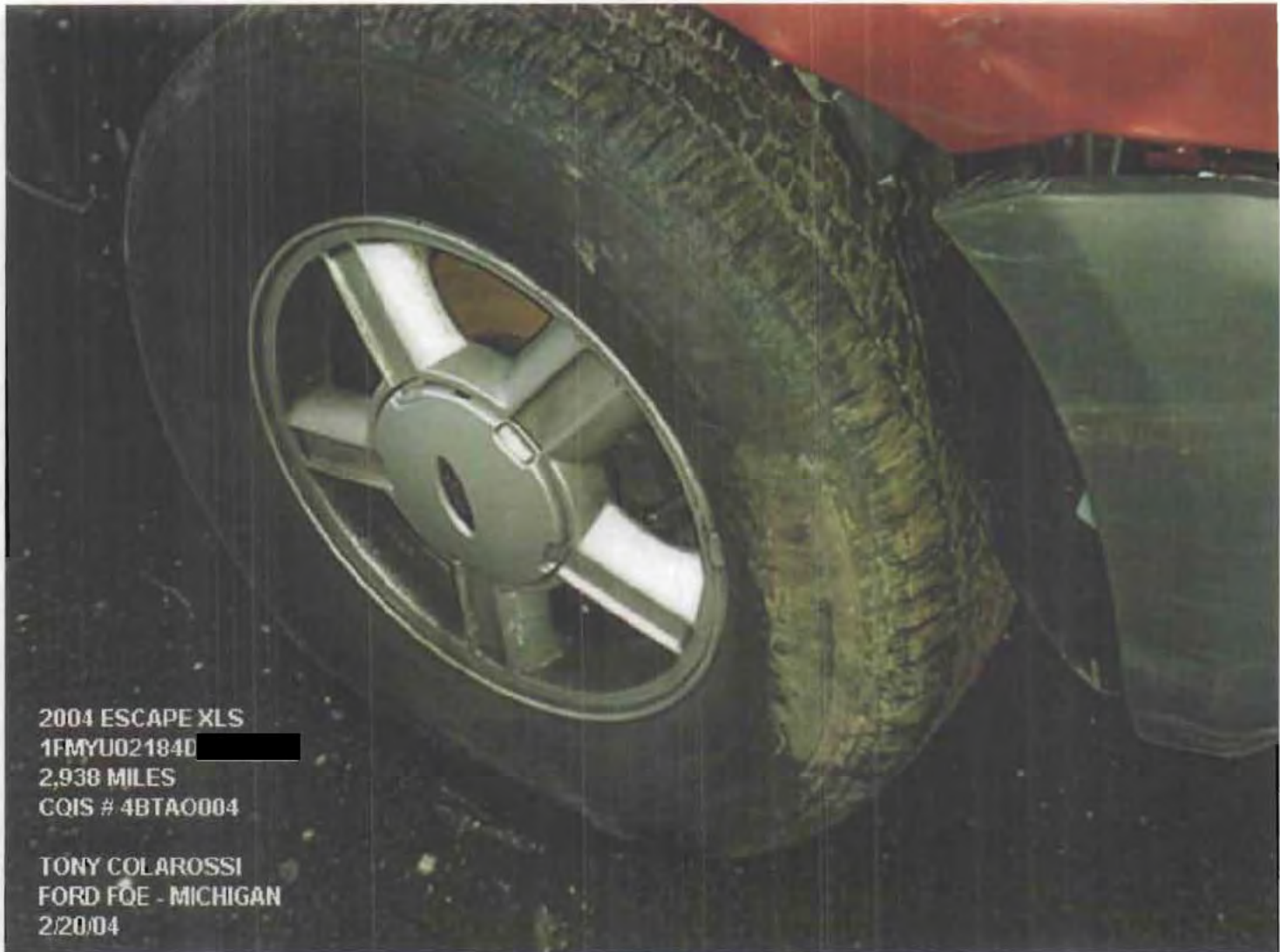
2004 ESCAPE XLS
1FMYU02184D [REDACTED]
2,938 MILES
COIS # 4BTA0004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04



2004 ESCAPE
1FMYUR2100
2,938 MILES
CQIS # 4BTAL00

TONY COLAROSS
FORD FQE - MICHIGAN
2/20/04



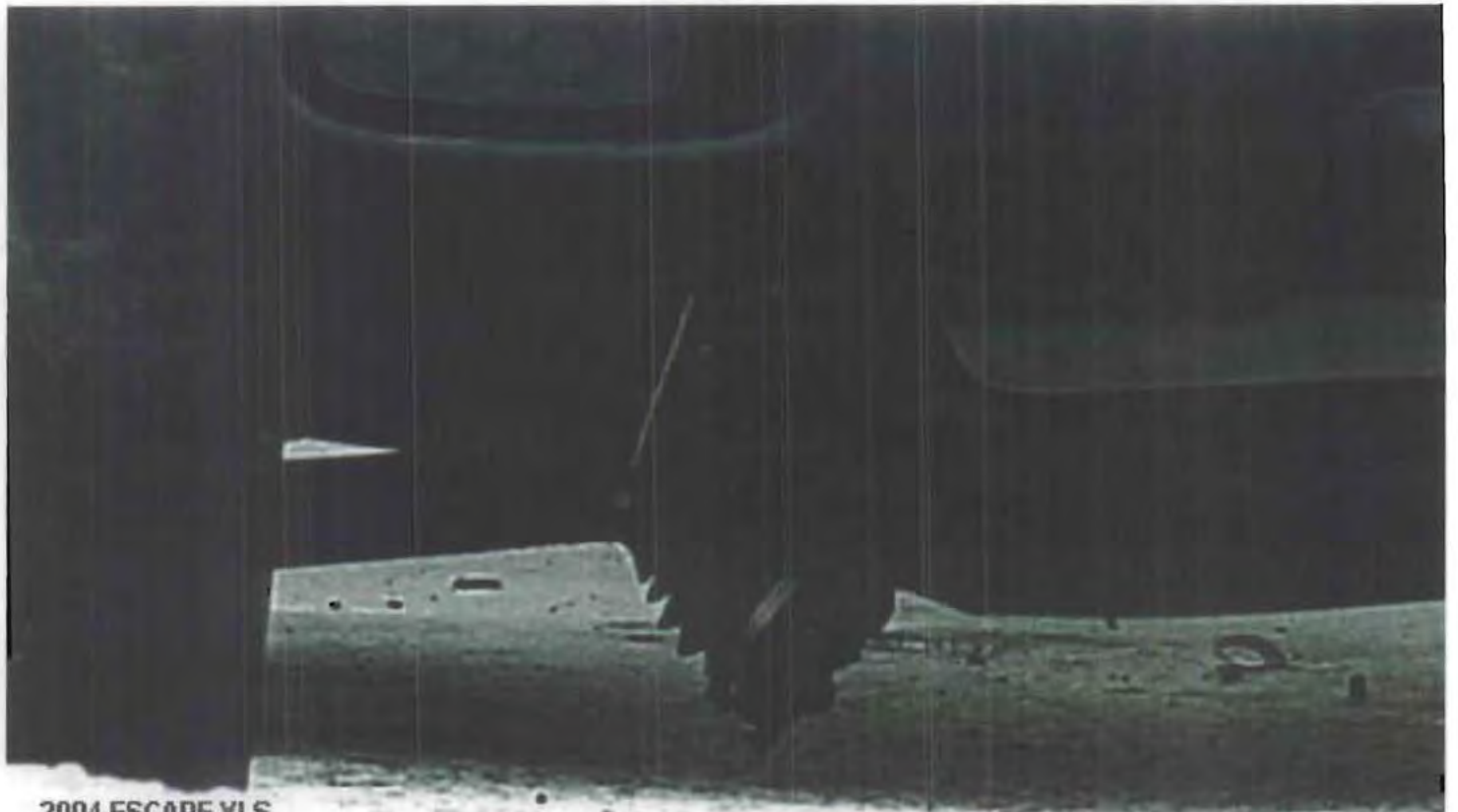
2004 ESCAPE XLS
1FMYU021840 [REDACTED]
2,938 MILES
COIS # 4BTA0004

TONY COLAROSSO
FORD F&E - MICHIGAN
2/20/04



2004 1840 [REDACTED]
1840 MILES
COIS # 4BTAO004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04



2004 ESCAPE XLS
1FMYU02184D [REDACTED]
2,938 MILES
CQIS # 4BTA0004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04



2004 ESCAPE XLS
1FMYU02184D [REDACTED]
2,938 MILES
CQIS # 4BTA0004

TONY COLARO
FORD FQE - MICHIGAN
2/20/04

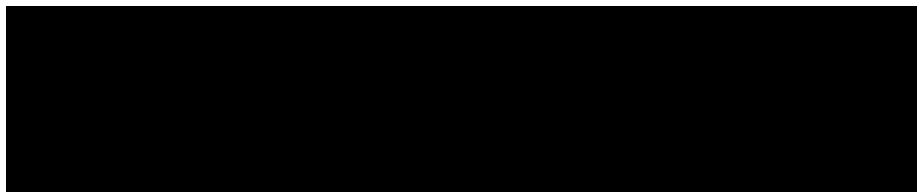


2004 ESCAPE XLS
1FMYU02184D [REDACTED]
2,938 MILES
CQIS # 4BTA0004

TONY COLAROSSO
FORD FQE - MICHIGAN
2/20/04



2004 ESCAPE XLS
1E5YU02184D [REDACTED]
2,938 MILES
COIS# 4BTA0004
TONY COLAROSSO
FORD EQE - MICHIGAN
2/20/04



Action Detail

VIN: 1FMYU92103K [REDACTED] Year: 2003 Model: ESCAPE Case: 469500255
Name [REDACTED] Owner Status: Subsequent WSD: 2003-04-12
Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: PACIFIC COAST FORD, INC.
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 08519
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Odometer: 27000 MI Comm Type: OTHER
Action Date: 01/27/2005 Action Time: 15:50:57:937 Action Data: No
Analyst Name: PACE, GENNIFER (G.) Analyst: GSPACE5

COMMENTS: CASE CLOSED ON 1/27/05. CUSTOMER'S INSURANCE COMPANY ALREADY INVOLVED. LPA ADVISED CUSTOMER TO CONTINUE TO WORK WITH THE INSURANCE COMPANY AND EXPLAINED THE SUBROGATION PROCESS.

[REDACTED] 1/27/2005

Copy

Sent Via US Mail

January 31, 2005

[REDACTED]

Kent, WA [REDACTED]

Re: 2003 Ford Escape
VIN: 1FMYU92103K [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,

Gennifer Pace
Consumer Affairs

Action Detail

VIN: 1FMYU92103K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 469500255
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2003-04-12	
Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: PACIFIC COAST FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 08519	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 27000 MI	Comm Type: PHONE		
Action Date: 01/25/2005	Action Time: 13:02:29:803	Action Data: Yes	
Analyst Name: DONALDS RICK	Analyst: RDONAL13		

COMMENTS: CUSTOMER SAID: - A WEEK AGO LAST SAT. THE VEH WAS INVOLVED IN AN ACCIDENT.- PULLED OUT OF THE PARKING SPOT. PUT THE VEH INTO DRIVE AND THE VEH SURGED AHEAD AND INTO A POST.- HE FIRST THOUGHT THAT HE HIT SOME BLACK ICE.- IT WAS LATE SO HE JUST DROVE THE VEH HOME AND THE NEXT MORNING HE CONTACTED HIS INSURANCE COMPANY.- THEY ADVISED HIM TO TAKE HIS VEH TO A COLLISION CENTER- THE VEH IS CURRENTLY BEING REPAIRED.- HAS JUST RECIEVED THE RECALL LETTER FOR THE ACCELERATOR CABLE AND FEELS THAT THIS WAS THE REASON FOR THE ACCIDENT. DEALER SAID: - NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

*Accident
 Occured: 1/15/05
 Insured: No
 Ins. Co. Insured yes
 Veh. Currently @ Repair shop*



1/27/2005

Customer Info

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



... 1/27/2005

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU92103K [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
		Open Issues Exist			

[REDACTED] 1/27/2005


Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
74-NORTHWEST	74-NORTH WEST	A	A3	08519	F74004

Dealer Name: PACIFIC COAST FORD, INC.
Dealer Address: 33207 PACIFIC HWY SOUTH
 FEDERAL WAY WA 98003
Dealer Main Phone: 253-838-6600 **Dealer Service Phone:** 253-838-6600

Position	Employee Name
DEALER/PARTNER	Floyd D Little
GENERAL MANAGER	Scott D Hogue
PARTS MANAGER	Mike D Crawford
SALES MANAGER	Patrick J Richmond
SERVICE MANAGER	Brian R Crane

Service Hours MON-FRI 7:30-6:00P.M. SAT 8:00-5:00 P.M.
Directions
Trained Y
Additional Information FAX 253-835-7911


 1/27/2005

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 27-JAN-2005

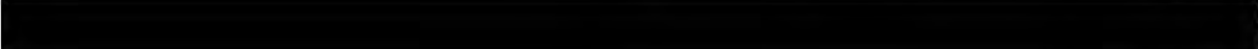
Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
-----	--------	---------	---------	----------	------------	------------	----------	----------	---------	-----------	-----------	----------------	----------	-----	-----	-----	------	------	------	-----	-----	-----	----

Any comments? You can contact



webmaster



Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU92103K [REDACTED]
 Model Year: 2003
 Veh Type: T
 Inv. Dealer: 08619
 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 140303056487086 1G 752 AB

Trace Trans Serial No:

A4221 12030330710645 3L8P 7000 P 81

BUILD INFORMATION:

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

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 174541 - *
 Country: USA - ##### Selling Dir St/Prov: AK
 Buyer St/Prov: MO
 Arrival Date: 01-APR-2003 Red Carpet Lease: *
 Sale Date: 12-APR-2003 Fleet/Retail/Co. Lease: F
 Warranty Start Date: 12-APR-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 04-APR-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 U923KD075931033 P 4 3E27BA09G DB E 469 7J 3 AZE 5 85G NF74D541L 0 ATL WZ 3 11
 FMY039 2 A220B 14WA L 80M16ER001 7J

PE12-019 002184 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(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:	AZ - ELETR AM/FM STRO/DISC/CLK
Calibration Code:	3M11D30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspa Tandem Axle:	
Color(Trim):	000NC -	Tire Manufacturer:	AD - General
Delivery Type:	4	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_BAH4902 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



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] 1/27/2005



January 24, 2005

Ford Motor Company
Mr. Frank M. Ligon
Director of
Service Engineering Operations
P.O. Box 6251
Dearborn, Michigan 48121

CONSUMER AFFAIRS
SECTION

5 FEB -1 P3:42

Dear Mr. Ligon:

Hello! After receiving your letter of recall on 2003 Ford Escapes last Friday, I realized there have been times when my car suddenly takes off on its own. As I am driving down the road, it suddenly accelerates, as if just going faster by itself. I have made an appointment to get this fixed next week.

Last fall, I had an accident while driving down the road at 40 mph, when I couldn't get the car to stop in time. There have been many times when it feels as if the car is late in kicking in, and lunges faster even though I am trying to maintain a constant speed. I have an excellent driving record and have never hit someone from behind. I felt as if I couldn't control the car. I am not a fast driver, nor do I follow cars closely. You can look at my insurance information attached. I really feel uncomfortable with the inconsistent speed of my Escape. I see that since there is a recall and you admit that the car may accelerate on its own, mine has been doing this.

I feel that I should be entitled to the \$300 deductible that I had to pay for a new bumper when I bumped a car – since the Escape accelerates by itself! I expect to receive my \$300 back as soon as possible.

Also, my Ford Escape has been to the dealer 3 times now because there have been many, many times that the car won't turn over and start. This problem has existed since the first month I owned the car. I sat in the car last Wednesday at 10:00 at night trying to start the car for 20 minutes. I was on the phone calling someone to come and pick me up, when while on the phone I kept trying and finally the car did start. I am getting really tired of this and never know when this will happen again. The dealer can't find anything wrong with it, but clearly there is a problem. I asked if I should go to another dealer and was told they all have the same equipment. I am a teacher and single mother and my NEW CAR should start every time. The next time this happens and I'm sitting again for 15-20 minutes trying to start the car you will be contacted to begin Lemon Law proceedings. You can look up the history on the car. All work has been done at the dealer.

Thank you,

P.S. My grandfather is planning on buying a brand new Ford this summer for my college son from Jack at Pearson Ford. If I have trouble with Ford Motor Company, we won't be buying a Ford. That's for sure. At this point, I am sorry I ever bought an Escape. It is not a trustworthy car. Vin # 1FMYU03153K [REDACTED]



AUTOMOBILE POLICY DECLARATION PAGE
 WHEN ATTACHED TO THE PERSONAL AUTO POLICY, THESE DECLARATIONS COMPLETE THE POLICY AND REPRESENT THE CURRENT STATUS OF YOUR COVERAGES AND LIMITS OF LIABILITY ACCORDING TO OUR RECORDS.

AMENDED DECLARATION
 EFFECTIVE DATE 11/08/03

POLICY NUMBER	POLICY PERIOD 12:01 A.M. STANDARD TIME		REASON FOR AMENDMENT - CHANGE OF LOSS PAYEE
AP 1187961	FROM 10/27/03	TO 04/27/04	

NAMED INSURED AND ADDRESS	LOSS PAYEE AND ADDRESS (SEE REVERSE SIDE)
[REDACTED] SAN DIEGO CA	VEH 1 SAN DIEGO MEDICAL FCU 8889 RIO SAN DIEGO DR 100 SAN DIEGO CA 92108 21590200

DESCRIPTION OF THE AUTOMOBILE(S)						
CAR	YEAR	MAKE	MODEL	ID NUMBER	CLASS	COMMENTS (SEE OVER)
1	2003		ESCAPE XLT	C27667	02910214121	GOOD DRIVER DISCOUNT

COVERAGES	LIMIT OF LIABILITY				PREMIUM (IN DOLLARS)			
	COVERAGE IS PROVIDED WHERE A PREMIUM AND A LIMIT OF LIABILITY ARE SHOWN FOR THE COVERAGE							
A. BODILY INJURY **INCLUDES \$0.50 PER VEHICLE FRAUD FEE	\$	50,000 EACH PERSON	\$	100,000 EACH ACCIDENT	CAR 1	CAR 2	CAR 3	CAR 4
B. PROPERTY DAMAGE	\$	50,000 EACH ACCIDENT			100			
C. MEDICAL PAYMENTS	\$	5,000 EACH PERSON			66			
D. UNINSURED MOTORIST	\$	50,000 EACH PERSON	\$	100,000 EACH ACCIDENT	24			
E. DAMAGE TO YOUR CAR					14			
ACTUAL CASH VALUE LESS DEDUCTIBLE								
F. COMPREHENSIVE	\$	250 DED	\$		42			
G. COLLISION	\$	300 DED	\$		173			
H. UNINSURED MOTORIST - PD		DED WAIVE			4			
I. ADDITIONAL EQUIPMENT	\$	1,000 TOTAL	\$					
J. FIRST \$1000 IS AUTOMATICALLY INCLUDED WITH COMPREHENSIVE OR COLLISION. ADDITIONAL COVERAGE IS OPTIONAL.	\$	0 INCL	\$					
K. ADD'L	\$	0 ADD'L	\$					
L. TOWING & LABOR	\$	\$50 EACH DISABLEMENT		Automatically Included	INCL			
M. RENTAL REIMBURSEMENT		\$25 per day		\$750 Maximum	21			
GROUP 07 DISCOUNT								
					TOTAL CAR 1, 2, 3, 4	444		

ENDORSEMENT(S) APPLICABLE	TOTAL TERM PREMIUM	444.00
TCE-78 01/99		
	<i>[Signature]</i>	11/11/03
	PRESIDENT	DATE

IMPORTANT NOTICE : YOUR POLICY MAY BE SUBJECT TO THE FOLLOWING FEES
 Late Payment: \$5.00 Check Returned Unpaid: \$10.00 Policy Cancellation: \$50.00

Please review this document carefully. It confirms your requested policy changes.
 FOR CUSTOMER CARE CALL 1-800-443-3100 OR VISIT OUR WEB SITE AT 21st.COM

** Known Drivers of your Vehicles - STATEMENT OF ACCOUNT FOR POLICY 1187961 -

ADDITIONAL PREMIUM	\$.00
PRIOR BALANCE	\$	345.00
OUTSTANDING BALANCE	\$	345.00
AMOUNT DUE	\$.00

FUTURE INSTALLMENTS DUE:
 *\$ 115.00 DUE 11/27/03 \$ 115.00 DUE 12/27/03
 *\$ 115.00 DUE 01/27/04



TCU-4 (07/03)

* INCLUDES \$4 PER PAYMENT SERVICE CHARGE

Visit 21st.com to make policy changes, pay your premium, and more! Register today!
 21st Century Insurance Company 6301 Owensmouth Avenue Woodland Hills, California 91367

21ST CENTURY INSURANCE COMPANY
SAN DIEGO
DIVISION CLAIM OFFICE
9325 SKY PARK COURT
SUITE 100
SAN DIEGO, CA 92123
(858)637-9070 Fax: (858)569-0599

ESTIMATE OF RECORD

Written by: CHRISTY LAU #768 11/12/2003 03:51 PM
Adjuster:

Insured: [REDACTED] Claim: [REDACTED]
Owner: [REDACTED] Policy #AP [REDACTED]
Address: [REDACTED] Date of Loss: 11/08/2003 at 03:00 PM
SAN DIEGO, CA Type of Loss: Coll insp & pay
Other: [REDACTED] Point of Impact: 12. Front
Day: (000)000-0000x0001

Inspect PEARSON FORD Day: (619)521-2460x0000
Location: 4300 EL CAJON BLVD OTHER
SAN DIEGO, CA 92105-0000

Repair PEARSON FORD Business: (619)521-2460
Facility: 4300 EL CAJON Days to Repair
SAN DIEGO, CA 92105 License #

2003 FORD ESCAPE 4X2 XLT 6-3.0L-FI 4D UTV SILVER Int:GREY
VIN: 1FMYU03153K [REDACTED] Lic: [REDACTED] CA Prod Date: Odometer: UNK
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Intermittent Wipers Keyless Entry
Theft Deterrent/Alarm Rear Wiper Dual Mirrors
Privacy Glass Luggage/Roof Rack Fog Lamps
Clear Coat Paint Power Steering Power Brakes
Power Windows Power Locks Power Driver Seat
Power Mirrors AM Radio FM Radio
Stereo Search/Seek Anti-Lock Brakes (4)
Driver Air Bag Passenger Air Bag Cloth Seats
Bucket Seats Recline/Lounge Seats Rear Step Bumper
Automatic Transmission Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		GRILLE					
2		O/H front bumper				1.7	
3	Repl	Grille XLT	1		129.78		Incl.
4		FRONT BUMPER					
5	Repl	Bumper cover XLT, w/o wheel opng mldg dark platinum	1		274.07		Incl.
6	Repl	Reinforcement	1		69.25		Incl.
7#	Subl	LABOR RATE CONCESSIONS @\$38.00 PAINT/BODY	1		10.20 X		

ESTIMATE OF RECORD

2003 FORD ESCAPE 4X2 XLT 6-3.0L-FI 4D UTV SILVER Int:GREY

NO.	OP.	DESCRIPTION	QTY EXT.	PRICE LABOR	PAINT
Subtotals ==>			483.30	1.7	0.0
		Parts			473.10
		Body Labor	1.7 hrs @ \$ 32.00/hr		54.40
		Sublet/Misc.			10.20
SUBTOTAL					\$ 537.70
Sales Tax			\$ 473.10 @ 7.7500%		36.67
TOTAL COST OF REPAIRS					\$ 574.37
ADJUSTMENTS:					
Deductible					300.00
TOTAL ADJUSTMENTS					\$ 300.00
NET COST OF REPAIRS					\$ 274.37

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART A=APPROXIMATE PRICE LABOR TYPES: B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS PATHWAYS: ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NAGS=NATIONAL AUTO GLASS SPECIFICATIONS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFIN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ SYMBOLS: #=MANUAL LINE ENTRY *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED] **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE. MQVP=MANUFACTURER'S QUALIFICATION AND VALIDATION PROGRAM.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2MK01 Database Date 10/2003 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (-) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.



Sent Via U.S. Mail

February 3, 2005

[REDACTED]
Apollo, PA [REDACTED]

Re: 2002 Ford Escape
VIN: 1FMYU04172K [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

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	E	B2	04362	F44415

Dealer Name: LUTHER FORD LINCOLN
 MERCURY
 Dealer Address: 1470 OAKLAND AVENUE
 INDIANA PA 15701
 Dealer Main Phone: ~~412-349-6000~~ Dealer Service Phone: 412-349-6000

Position	Employee Name
DEALER/PARTNER	MARIO L LUTHER
PARTS MANAGER	THOMAS R BERKEY II
SALES MANAGER	ROBERT W BUCHNER
SALES MANAGER	AUGUST J POMPELIA
SALES MANAGER	DAVID A DOVE
SERVICE MANAGER	GEORGE M BEATTY



2/1/2005

All Action Details for Issue

Print

VIN: 1FMYU04172K [REDACTED] Year: 2002 Model: ESCAPE Case: 1402870275
 Name: [REDACTED] Owner Status: Original WSD: 2001-09-13
 Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE FRONT 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: 07414 GLENN BUSHFORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: JACKSON TAMEKA Analyst: TJACKS60
 Action Date: 01/27/2005 Action Time: 11.11.26.500 Action Data: Yes

No Injury!

Comments CUSTOMER SAID: -CUSTOMER HAD AN ACCIDENT ON JAN 17TH -SHE WAS AT A STOP LIGHT...WHEN ACCEL. IN STOP AND GO TRAFFIC-WHEN CUSTOMER APPLIED THE BRAKES AND FRONT BRAKES DID NOT STOP THE VEHICLE-INSURANCE COMPANY HAS BEEN CONTACTED -INSURANCE CARRIER HAVE GIVEN THE CUSTOMER AN ESTIMATE -VEHICLE IS IN THE CUSTOMERS -VEHICLE DAMAGES-BUCKLED HOOD, GRILL WAS CRACKED, FENDER DAMAGE, SAFETY COLLISION BAR WAS BENT, MOLDING AROUND THE HEAD LIGHT WAS CRACKED-DEALER SAID: GLENN BUSH FORD INC.ROUTE 56APOLLO, PA 15613TEL: (724) 478-4113FAX: (724) 478-5232DISTANCE: 1.52 MILESCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.-FOR INTERNAL USE ONLY-MONDAY AND TUES. 1PM CUST. WOULD BE LEAVING WORK -SHE IS REQUESTING THAT CONSUMER AFFAIRS CALL HER AT THAT TIME

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 07414 GLENN BUSHFORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: JACKSON TAMEKA Analyst: TJACKS60
 Action Date: 01/27/2005 Action Time: 11.17.16.328 Action Data: Yes

Comments CUSTOMER SAID: -CUSTOMER HAD AN ACCIDENT ON JAN 17TH -SHE WAS AT A STOP LIGHT...WHEN ACCEL. IN STOP AND GO TRAFFIC-WHEN CUSTOMER APPLIED THE BRAKES AND FRONT BRAKES DID NOT STOP THE VEHICLE-INSURANCE COMPANY HAS BEEN CONTACTED -INSURANCE CARRIER HAS GIVEN THE CUSTOMER AN ESTIMATE -VEHICLE IS IN THE CUSTOMERS POSSESSION -VEHICLE DAMAGES-BUCKLED HOOD, GRILL WAS CRACKED, FENDER DAMAGE, SAFETY COLLISION BAR WAS BENT, MOLDING AROUND THE HEAD LIGHT WAS CRACKED-RECENTLY RECEIVED A RECALL FOR THE ACCELERATOR PEDAL -CUSTOMER FEELS THAT THE ACCIDENT MAY HAVE BEEN RELATED TO THE RECALL -SEEKING TO FIND OUT WHAT RECOURSE SHE HAS THROUGH FORD-DEALER SAID: GLENN BUSH FORD INC.ROUTE 56APOLLO, PA 15613TEL: (724) 478-4113FAX: (724) 478-5232DISTANCE: 1.52 MILESCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.-FOR INTERNAL USE ONLY-MONDAY AND TUES. 1PM CUST. WOULD BE LEAVING WORK -SHE IS REQUESTING THAT CONSUMER AFFAIRS CALL HER AT THAT TIME-INITIAL CONTACT WAS INCOMPLETE -THIS IS A DUPLICATE CONTACT FOR THE SAME ISSUE -PLS. DISREGARD THE PREVIOUSLY DOCUMENTED CONTACT

Data Element Name	Data Value
FIRE/ACCIDENT	A



1/27/2005

Customer Info

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

[REDACTED]

1/27/2005

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYLJ04172K [REDACTED]	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			



1/27/2005

ESP / Recall Information

VIN: 1FMYU04172K [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-05-17	04362USAL18488
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/27/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 27-JAN-2005

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
IFMYU04172K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	23-08-01	13-09-01	144415	USA	3	*	7C05	FOAZ	14N089	A	S11	V42	D21	28
AWS Claim Key:	432250	Doc #:	13494701	Trx Code:			S07	Labor Hrs:	1.3	Labor Cost:		66.26	Material Cost:	3.89	Total Cost:	70.15							
Dlr Cd-Sub Cd:	04362.*	Name:	LUTHER FORD LINCOLN MERCURY	Ph:	724-3496000	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	07-DEC-2001	DIST(Mile):	5443								
Cust Comments:	CUST SAYS THE VEHICLE STALLED IN SLOW TRAFFIC																						
Tech Comments:	TEST DROVE OK,CHECKED FOR TSBS AND SSMS CHECKED GROUND FOR IAC,IAW, SSM,OK REPLACED EEC RELAY																						
IFMYU04172K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	23-08-01	13-09-01	144415	USA	5	*	7W04	F8DZ	15K601	AB	S09	V17	A85	42
AWS Claim Key:	648098	Doc #:	13558201	Trx Code:				Labor Hrs:	.2	Labor Cost:		10.19	Material Cost:	49	Total Cost:	59.19							
Dlr Cd-Sub Cd:	04362.*	Name:	LUTHER FORD LINCOLN MERCURY	Ph:	724-3496000	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-FEB-2002	DIST(Mile):	8981								
Cust Comments:	CUST SAYS REMOTE WILL NOT OPERATE PROPERLY TILL RIGHT ON TOP OF VEHICLE																						
Tech Comments:	REPLACED REMOTE AND PROGRAMMED																						
IFMYU04172K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	23-08-01	13-09-01	144415	USA	18	*	7F17	YL8Z	17508	AB	S10	V21	H19	28
AWS Claim Key:	5266574	Doc #:	11439101	Trx Code:			E83	Labor Hrs:	1.2	Labor Cost:		62.51	Material Cost:	125.99	Total Cost:	188.5							
Dlr Cd-Sub Cd:	04362.*	Name:	LUTHER FORD LINCOLN MERCURY	Ph:	724-3496000	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	06-FEB-2003	DIST(Mile):	29154								
Cust Comments:	CUST STATES THE REAR WIPER IS INOP																						
Tech Comments:	VERIFIED THE CONCERN PERFORMED PINPOINT TESTING ON THE MOTOR AND SWITC																						
IFMYU04172K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	23-08-01	13-09-01	144415	USA	33	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	10439006	Doc #:	12736101	Trx Code:			04S13	Labor Hrs:	.4	Labor Cost:		21.56	Material Cost:	0	Total Cost:	21.56							
Dlr Cd-Sub Cd:	04362.*	Name:	LUTHER FORD LINCOLN MERCURY	Ph:	724-3496000	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	17-MAY-2004	DIST(Mile):	46175								
Cust Comments:	CUSTOMER REQUESTS RECALL 04S13																						
Tech Comments:	RECALIBRATE PCM AS PER RECALL																						

PE12-019 002199 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	E	B3	07414	F44466

Dealer Name: GLENN BUSHFORD, INC.
Dealer Address: ROUTE 56
 APOLLO PA 15613
Dealer Main Phone: 724-478-4113 **Dealer Service Phone:** 724-478-4113

Position	Employee Name
DEALER/PARTNER	ROGER A BUSH
GENERAL MANAGER	KENNETH R BUSH
PARTS MANAGER	RUSSELL W CROCKER
SALES MANAGER	GARY L LONG
SERVICE MANAGER	EDWARD A GOULD

Luther Ford



1/27/2005





Consumer Affairs

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

Sent Via US Mail

November 21, 2005

[REDACTED]
College Station, TX [REDACTED]

RE: 2004 Escape
VIN: 1FMCU94184K [REDACTED]

Dear [REDACTED]

Varsity Ford LM contacted our office regarding your vehicle concern.

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,

Wannetta Hill

Wannetta Hill
Consumer Affairs



Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SW-SOUTHWEST	52-DALLAS	G	C1	04283	F52768

Dealer Name: VARSITY FORD LINCOLN MERCURY, INC.
Dealer Address: 1351 EARL RUDDER FREEWAY SOUTH
 COLLEGE STATION TX 77845
Dealer Main Phone: 979-779-0664

Position	Employee Name
PARTS MANAGER	JAMES D MCGILL
PARTS & SERVICE DIRECTOR	WESTON D SPENCER
SALES MANAGER	Clint E Simmons
SALES MANAGER	JAMES KEESE

Service Hours 7:00 AM - 6:00 PM MON-FRI.
Directions
Trained Y
Additional Information LSG ENROLLED TOWING: 409-822-6043; FAX NO. 409-822-7358

Ford Confidential

11/21/2005

Customer Info

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

Ford Confidential



11/21/2005

Action Detail

Print Action Detail

VIN: 1EMCU94184K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 410003225
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2003-12-26	
Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: VARSITY FORD LINCOLN MERCURY, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 04283	
Odometer: 20024 MI	Comm Type: EMAIL		
Action Date: 11/18/2005	Action Time: 11:23:20:400	Action Data: Yes	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY*****EMAIL RECEIVED 11-17-05.DEALER CONTACT: RUSTY SPENCER. CUSTOMER ALLEGES THROTTLE HUNG WIDE OPEN AND CAUSED AN ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Update Issue Close Issue

OASIS Warranty History ESP/Recall

[REDACTED] 11/21/2005

ESP / Recall Information

VIN: 1FMCU94184K [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	2005-01-26	04283USAF52768
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	CLOSE - REPAIRED	2005-04-18	04283USAF52768

[REDACTED] 11/21/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMCU94184K [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 NA V6 G*NAAO
 Inv. Dealer: 01185 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

E1311 140503918051087 1G 754 AB

Trace Trans Serial No:

A4231 30050331501290 3L8P 7000 HC 81

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 10-JUN-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 152414 -*
 Country: USA - ##### Selling Dlr St/Prov: TX
 Buyer St/Prov: TX

Arrival Date: 16-JUN-2003 Red Carpet Lease: *
 Sale Date: 26-DEC-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 26-DEC-2003 Modified Vehicle: *
 Orig Warranty Date: 26-DEC-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U944KA16B3410339P 4 2 16E2917 GE E M469 56 N65B 285 5S4E3B2K S2W666E 2 CX 5B3C4 3 5 1
 1FMC8B0 600A 140K A

INSTALLED OPTION INFORMATION:

[REDACTED] =1FMCU94184K [REDACTED]

11/21/2005

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:	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:	3M11D30A	Sound System:	AE - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp'n Tandem Axle:	
Color(Trim):	000ZH - EBONY	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: A308_4531903 RF: A308_4531903
 LR: A308_4531903 RR: A308_4531903
 LI: * RI: *
 SPARE: T814_BAH0503

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

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)			
1FMCU94184K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	10-JUN-2003	26-DEC-2003	152414	USA	14	*	*	*	*	*	*	*	12752			
AWS Claim Key:		3439781	Trx Code:		04S25	Labor Hrs:		0.4																
Dlr Cd-Sub Cd:		04283 - *	Name:			VARSITY FORD LINCOLN MERCURY, INC.			Ph:	979-7790664		St:	TX	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	26-JAN-2005		Doc #:	226904B
Cust Comments:		ACCELERATOR CABLE RECALL#04S25																						
Tech Comments:		PERFORM 04S25 FSA																						
1FMCU94184K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	10-JUN-2003	26-DEC-2003	152414	USA	15	6R0J	011001	*	7861202	*	S39	X2	13548			
AWS Claim Key:		4131249	Trx Code:		E84	Labor Hrs:		1.9																
Dlr Cd-Sub Cd:		04283 - *	Name:			VARSITY FORD LINCOLN MERCURY, INC.			Ph:	979-7790664		St:	TX	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	04-MAR-2005		Doc #:	229245A
Cust Comments:		AIRBAG LIGHT FLASHES OR STAYS SOLID AT TIMES																						
Tech Comments:		AIRBAG DIAGNOSIS. REPAIRED AS PER TSB 04 24 04																						
1FMCU94184K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	10-JUN-2003	26-DEC-2003	152414	USA	16	*	*	*	*	*	*	*	15446			
AWS Claim Key:		4838222	Trx Code:		04C09	Labor Hrs:		0.5																
Dlr Cd-Sub Cd:		04283 - *	Name:			VARSITY FORD LINCOLN MERCURY, INC.			Ph:	979-7790664		St:	TX	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	18-APR-2005		Doc #:	231961A
Cust Comments:		04C09 LATCH RECALL																						
Tech Comments:		PERFORMED RECALL 04C09																						

PE12-019 002210 LP

[REDACTED] = 1FMCU94184K [REDACTED]

11/21/2005

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Thursday, November 17, 2005 10:41 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: VARSITY FORD L-M
Requesting Dealer: VARSITY FORD L-M
Contact Person: RUSTY SPENCER
Telephone: 979-694-2022
Email Address: weston.spencer@varsityfordtexas.com
PA Code: 04283
Region: SOUTHWEST
City: BRYAN
Dealer State: TX
Fax Number: 979-696-0222
WSD: 12/26/2003
Vehicle Year: 2004
Vehicle Model: ESCAPE
Vehicle VIN: 1FMCU94184K [REDACTED]
Mileage: 20024
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: COLLEGE STATION
State: Texas
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 52 - Southwest
Incident Involves: Accident
Date of Incident: 11/12/2005
County in which incident occurred: BRAZOS
Is Alleging Defect: Yes
Alleging defect detail: PROBLEM WITH SPEED CONTROL CABLE, PART #YL8Z-9C734-EA. THROTTLE HUNG WIDE OPEN. VEHICLE HIT ANOTHER VEHICLE FROM BEHIND. MINOR DAMAGE RESULTING.
Police Report Filed: Yes
Police Report detail: CITY OF COLLEGE STATION, TX
Insurance Company Contacted: Y
Insurance Company Advice: NONE AS OF NOW
Insurance Company Contact Information: FARM BUREAU DWIGHT 972-434-7340 CLAIM #532537
Coach Builder State: AK - Alaska
Resolution Sought Detail: REPAIR OF COLLISION DAMAGE TO BOTH VEHICLES

11/17/2005





Consumer Affairs

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

March 4, 2005

[Redacted]
Hollywood, FL

Re: 2002 Ford Escape

Dear [Redacted]

We acknowledge your recent contact to Ford Motor Company. Your concern has been directed to this Office for further handling. In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

1. Please provide a copy of each of the following documents and check the box indicating that each item is attached.
 - A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
 - Medical records for each person alleged injured from all treating physicians/facilities
 - Medical bills for each person alleged injured from all treating physicians/facilities.
 - Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
 - Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
 - Repair estimate or repair order

OR

 - Total loss worksheet with copies of draft payments
 - Complete service history for vehicle including tune ups and oil changes.

2. For each person alleged injured provide the following: (If there are additional names continue on back.)

Name: _____	Name: _____
Address: _____	Address: _____
Spouse's Name: _____	Spouse's Name: _____
DOB: _____	DOB: _____
Soc Security#: _____	Soc Security#: _____
Occupation: _____	Occupation: _____
Injury: _____	Injury: _____



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

Consumer Affairs

4. Has the alleged defective vehicle/part been repaired or replaced? Yes No PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

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

6. Has an insurance company been advised of this incident? Yes No
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

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

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

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 15 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Should you decide to pursue a claim against Ford Motor Company, please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

Cassandra Jones-McBryde
Legal Analyst



Close an Issue

VIN: 1FMYU03152K/ [REDACTED] Year: 2002 Model: ESCAPE WSD: 2001-09-30
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] HOLLYWOOD, FL [REDACTED]

Case Number: 1525070255 Issue Type: 07-LEGAL
Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptom: SURGE AT CRUISE ALL ENGINE TEMP
Dealer: F24014 - WORLD FORD/PEMB

Comm Type: OTHER
Action Category: CLOSING COMMENTS - MISCELLANEOUS
Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION(C)
Current Odometer Reading: 1 MI
Odometer Reading: 1 MI

Caller Information if different from vehicle owner

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

Comments: lpa left message for customer on # provided. lpa sending letter asking for more information regarding injury claim

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

<<BACK CANCEL FINISH>>

Customer Info

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

Address: [REDACTED] HOLLYWOOD FL [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU03152K [REDACTED] Vch Line: T/M1 - ESCAPE (U204) [2001] Eng Serial No: 011286086
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: 04903 Body Cab Style: T/WE -5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
Version/Series: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 02-AUG-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124002 -*
Country: USA - ##### Selling Dir St/Prov: FL
Buyer St/Prov: FL
Arrival Date: 10-SEP-2001 Red Carpet Lease: *
Sale Date: 30-SEP-2001 Fleet/Retail/Co. Lease: R
Warranty Start Date: 30-SEP-2001 Modified Vehicle: *
Orig Warranty Date: 30-SEP-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U032KA0772110337 6 C 2 15FA008 BF G M496 63 N 3 2X5 5 4S3ABN 24R002E 2 PX NH3 4 3 2 1
1FMY5M4 320A 714FL 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: PNPDW - DARK HIGHLAND GREEN C/C

Brake Code:	FEAAB -4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* -[N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	0M11A30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000HH - MED DK PARCHMENT	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: A3084532801 RF: A3084532801
LR: A3084532801 RR: A3084532801
LI: * RI: *
SPARE: HY8A1R82801

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* . *
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	JMF
ESP Plan Year:	* Engine Family:	2FMXT0301F6
ESP Signature Date:		

Standard Claims List For Model Year 2002

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FMYU03152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	4	5001	110201	YL8Z	3504	JBRM	L68	D1	3029
AWS Claim Key:		610883	Trx Code:		1	Labor Hrs:		3.7													
Dir Cd-Sub Cd:		04903 - *	Name: MAROONE FORD OF MIAMI			Ph: 305-5576500		St: FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 10-JAN-2002		Doc #: 447784D				
Cust Comments:		L68 CUST. STATES P S LEAKING FLUID ALSO MAKING NOISE																			
Tech Comments:		POWERSTEERING FLUID LEAKING,COMING FROM RACK & PINION,REPLACED LEAKING RACK & PINION,PURGE AIR FROM SYSTEM, VEHICLE NEED TO BE ALIGN DUE TO RACKPINION CHECK CAMBER,CASTER AND TOE ADJUST CAMBER CASTER AND TOE TO SPECIFICATION																			
1FMYU03152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	6	6P07	011106	YL8Z	7842146	AA	T90	D7	4672
AWS Claim Key:		924761	Trx Code:		1	Labor Hrs:		0.2													
Dir Cd-Sub Cd:		04903 - *	Name: MAROONE FORD OF MIAMI			Ph: 305-5576500		St: FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 14-MAR-2002		Doc #: 452773B				
Cust Comments:		CUST STATES, TAIL GATE GLASS EXTERIOR SCEW COVER RUSTED, INSTALL SOP																			
Tech Comments:		REPLACE RUSTED BRACKET																			
1FMYU03152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	8	1H03	030804	YF1Z	9J460	AC	D21	42	6762
AWS Claim Key:		1484195	Trx Code:		507	Labor Hrs:		0.8													
Dir Cd-Sub Cd:		04903 - *	Name: MAROONE FORD OF MIAMI			Ph: 305-5576500		St: FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 21-MAY-2002		Doc #: 458117B				
Cust Comments:		E29 CUST STATES, ENGINE STALLED WHILE DRIVING, AND CHECK ENGINE LIGHT STAYS ON, ADVISE																			
Tech Comments:		WDS TEST, EEC TEST, DCL ROADTEST 4 MILES, PINPOINTTEST DPFE VOLTAGE;OUT OF SPECS, AND REPLACED DPFE SENSOR AND RETESTED																			
1FMYU03152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	13	6M02	0105XX *		5413229 *		T90	33	12608
AWS Claim Key:		3090446	Trx Code:		E84	Labor Hrs:		0.2													
Dir Cd-Sub Cd:		04903 - *	Name: MAROONE FORD OF MIAMI			Ph: 305-5576500		St: FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 10-OCT-2002		Doc #: 470191E				
Cust Comments:		CUST STATES, LEFT REAR DOR SCUFF PLATE LOOSE																			
Tech Comments:		ADJUST SCUF MOUDLING LOOSE.																			

1FMYU03152K	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	14	3A11	070100	*	7000	*	P59	42	13713
AWS Claim Key:	3594143	Trx Code:	E84	Labor Hrs:	1.3																	
Dir Cd-Sub Cd:	04903	*	Name:	MAROONE FORD OF MIAMI	Ph:	305-5576500	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	13-NOV-2002	Doc #:	473383B						
Cust Comments:	CUST STATES, TRANS BOGS DOWN AND KICKS WHILED SHIFTING INTO SECOND																					
Tech Comments:	ELECT TRANSM DIAG,PASS CODES RECIEVED,FLUID CHECK LEVEL OK,CONDITION OK,ROADTEST 8 MILES,SHIFTING PROPERLY AT TIMES OF ROADTEST.																					
1FMYU03152K	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	14	7H09	120303	*	19860	*	C02	D1	13713
AWS Claim Key:	3594144	Trx Code:	E83	Labor Hrs:	0.8																	
Dir Cd-Sub Cd:	04903	*	Name:	MAROONE FORD OF MIAMI	Ph:	305-5576500	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	13-NOV-2002	Doc #:	473383F						
Cust Comments:	CUST CALLED, AC NOT COOLING ENOUGH																					
Tech Comments:	PRESSURE AC SYSTEM LOW 22 HIGH 130,ORING LEAKING AT EVAPORATOR CONNECTION,REPLACED ORING RECHARGE AC SYSTEM																					
1FMYU03152K	██████	/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	18	3A08	070100	YL8Z	7902	BCRM	P59	42	17776
AWS Claim Key:	5020045	Trx Code:	E84	Labor Hrs:	6.8																	
Dir Cd-Sub Cd:	04903	*	Name:	MAROONE FORD OF MIAMI	Ph:	305-5576500	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	17-MAR-2003	Doc #:	484085B						
Cust Comments:	CUST STATES, TRANS SLIPS AT TIMES WHILE SHIFTING INTO OVERDRIVE AT TIMES ON TAKE OFF																					
Tech Comments:	PERFORM TRANSM ELECTRICAL DIAGNOSIS, PASSED CODES.REMOVE AND INSTALL TRANSMISSION. REPLACE TORQUE C ONVERTER, TEST DROVE AFTER REPAIR, TORQUE CONVERTER CHATTERS ON LOCK UP																					
1FMYU03152K	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	22	6J06	011405	2L8Z	7843150	AA	G09	42	23510
AWS Claim Key:	6635678	Trx Code:	E84	Labor Hrs:	0.2																	
Dir Cd-Sub Cd:	04903	*	Name:	MAROONE FORD OF MIAMI	Ph:	305-5576500	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	15-JUL-2003	Doc #:	494422B						
Cust Comments:	CUST STATES, REAR GLASS RATTLES WHEN DRIVING OVER BUMPS, INSTALL SOP																					
Tech Comments:	REPLACE TAILGATE LATCH COMING APART.																					
1FMYU03152K	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	22	7S02	170104	YL8Z	15A214	AAA	L26	46	23510
AWS Claim Key:	6635679	Trx Code:	E83	Labor Hrs:	0.3																	
Dir Cd-Sub Cd:	04903	*	Name:	MAROONE FORD OF MIAMI	Ph:	305-5576500	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	15-JUL-2003	Doc #:	494422C						
Cust Comments:	CUST STATES, FOG LAMPS INOP																					
Tech Comments:	REPLACE FOG LIHT SWITCH SHORTED.																					

1FMYU03152K	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	25	6P07	010301	*	5420124	*	T90	42	26140	
AWS Claim Key:		7733172	Trx Code:		E84	Labor Hrs:		0.2														
Dir Cd-Sub Cd:		04903	Name:		MAROONE FORD OF MIAMI	Ph:		305-5576500	St:	FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		07-OCT-2003	Doc #:		501638C
Cust Comments: T90 CUST. STATES FRONT PASSENGER SIDE & DRIVER SIDE DOOR RUBBER STOPPER CAME OFF																						
Tech Comments: VERIFIED CONCENR,INSTALLED RUBBER STOPPER ON FRONTLEFT AND RIGHT DOORS																						
1FMYU03152K	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	26	7P01	110501	*	13K359	*	W04	X2	26641	
AWS Claim Key:		8013379	Trx Code:		E83	Labor Hrs:		0.8														
Dir Cd-Sub Cd:		04903	Name:		MAROONE FORD OF MIAMI	Ph:		305-5576500	St:	FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		23-OCT-2003	Doc #:		503017D
Cust Comments: CUST STATES VEH REAR WINDSHIELD WIPER WASHER INOP																						
Tech Comments: COLUMN STEERING DIAGNOSIS, REPAIR CONNECTOR WASHERSWITCH TO MULTIFUNCTION,C2081 CKT488 DG. POOR CONNECTION																						
1FMYU03152K	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	26	6N09	010804	YL8Z	7855106	AAB	B66	81	26799	
AWS Claim Key:		7920225	Trx Code:		E84	Labor Hrs:		0.5														
Dir Cd-Sub Cd:		04903	Name:		MAROONE FORD OF MIAMI	Ph:		305-5576500	St:	FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		27-OCT-2003	Doc #:		503243B
Cust Comments: CUST STATES VEH LAGAUGE RACK IS FADE IT																						
Tech Comments: REPLACE FRONT ROOF RACK CROSS MEMBER FADING																						
1FMYU03152K	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	26	5I01	110204	*	3A674	*	N58	42	26799	
AWS Claim Key:		7920226	Trx Code:		E84	Labor Hrs:		0.6														
Dir Cd-Sub Cd:		04903	Name:		MAROONE FORD OF MIAMI	Ph:		305-5576500	St:	FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		27-OCT-2003	Doc #:		503243F
Cust Comments: CUT STATES VEH HAS SQUELING NOISE WHILE TURNING STEERING LEFT RIGHT WHILE STANDING																						
Tech Comments: NOISE IN STEERING WHEN TURNING,DIAG NOISE IN STEERING WHEEL WHEN TURNING,FLUSH POWERSTEERING SYSTEM DUE TO CONTAMINATION																						
1FMYU03152K	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	32	*	*	*	*	*	*	*	30257	
AWS Claim Key:		10012619	Trx Code:		04513	Labor Hrs:		0.4														
Dir Cd-Sub Cd:		03691	Name:		BOB THOMAS FORD INC	Ph:		203-2817500	St:	CT	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		30-APR-2004	Doc #:		06413401
Tech Comments: FLASH AND REPROGRAM PCM PER RECALL Q																						

PE12-019 002221 LP

1FMYU03152K	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	32	7S22	1801XX *	14526 *	L26	B4	30257	
AWS Claim Key:		10012618	Trx Code:		507	Labor Hrs:		0.9												
Dir Cd-Sub Cd:		03691 - *	Name:			BOB THOMAS FORD INC	Ph:		203-2817500	St:CT	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:30-APR-2004		Doc #:06413402	
Tech Comments: COND CODE B4 BASIC 14526 INSPECT VEHICLE FOR CONCERN. FUSE F2,15 BLOWN.REMOVE AND REPLACE LF KICK PANEL,SILL TRIM																				
1FMYU03152K	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	32	7M01	150102 *	18805 *	A16	42	30257	
AWS Claim Key:		9969665	Trx Code:		E83	Labor Hrs:		0.6												
Dir Cd-Sub Cd:		03691 - *	Name:			BOB THOMAS FORD INC	Ph:		203-2817500	St:CT	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:30-APR-2004		Doc #:06413403	
Tech Comments: COND CODE42 BASIC 18805 INSPECT FOR CONCERN.REMOVE AND REPLACE RADIO FOR REPAIR TEST OPERATION OK																				
1FMYU03152K	/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-AUG-2001	30-SEP-2001	124002	USA	32	7M01	150101 *	18C815 *	A07	42	30257	
AWS Claim Key:		10401483	Trx Code:		E83	Labor Hrs:		0												
Dir Cd-Sub Cd:		67701 - *	Name:			VISTEON AFTERMARKET-U.S.	Ph:		*.*	St:MI	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:30-APR-2004		Doc #:31367408	
Tech Comments: REQUESTING DEALER'S P/A CODE 03691																				

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	2004-04-30	03691USAF13200
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	B	A2	04977	F24014

Dealer Name:	WORLD FORD/PEMBROKE PINES	
Dealer Address:	8655 PINES BOULEVARD PEMBROKE PINES FL 33024	
Dealer Main Phone:	954-443-7000	Dealer Service Phone: 954-443-7100

Position	Employee Name
CUST RELATIONS MGR	YVETTE MOLINARY
GENERAL MANAGER	THOMAS H JENSON
PARTS MANAGER	DAVE GOLDENSTEIN
PARTS MANAGER	PHILIP J HAYWARD
PARTS & SERVICE DIRECTOR	JAMES R DAVIS
SALES MANAGER	DENNIS GUILMETTE
SALES MANAGER	ROBERT EVANS
SALES MANAGER	MICHAEL A O'BRIEN
SALES MANAGER	Alvaro Rodriguez
SALES MANAGER	EUGENE TOLOMEO
SALES MANAGER	Christopher Hayek
SALES MANAGER	MARC A RILEY
SALES MANAGER	joseph trimble

Service Hours 7:00A.M. -7:00 P.M. M-F 7:00 A.M. - 4:00 P.M. SA

Directions

Trained Y

Additional Information *REFER PAINT AND BODY ISSUES TO ANDY SAPP BODY SHOP MGR.

Update an Issue

VIN: 1FMYU03152K [REDACTED] Year: 2002 Model: ESCAPE WSD: 2001-09-30
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] HOLLYWOOD FL [REDACTED]

Case Number: 1525070255 Issue Type: 07-LEGAL
Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptom: SURGE AT CRUISE ALL ENGINE TEMP
Dealer: F24014 - WORLD FORD/PEMB

Comm Type: OTHER Current Odometer Reading: 1 MI
Action Category: MISCELLANEOUS Odometer Reading: 1 MI
Action: UPDATE CONTACT STATUS

Caller information if different from vehicle owner

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

Comments: Ipa spoke to customer. vehicle is with daughter in
conneticut. Ipa advised that the recall needs to be
performed. customer is certain that the accident had in dec
was a result of the recall. she is possibly pursuing an injury
claim. Ipa sending letter requesting more information. also
including address for subrogation referral regarding

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

<<BACK CANCEL FINISH>>



Close an Issue

VIN: 1FMYU031X3K [REDACTED] Year: 2003 Model: ESCAPE WSD: 2002-10-17
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] WOODRIDGE IL [REDACTED]

Case Number: 557721114 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT
Symptom: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP
Dealer: F41060 - JOE MADDEN FORD

Comm Type: MAIL Current Odometer Reading: 15004 MI
Action Category: DENY ASSISTANCE Odometer Reading: 15004 MI
Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER(C)

Caller information if different from vehicle owner

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

Comments: Dealership could not verify a concern. Customer's insurance company has given the dealership permission to do body repairs. No further action is needed.

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

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

Print Dealer Detail Print All Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
41-CHICAGO	41-CHICAGO	D	D1	03886	F41060

Dealer Name:	JOE MADDEN FORD		
Dealer Address:	2150 WEST OGDEN AVENUE DOWNERS GROVE IL 60515		
Dealer Main Phone:	630-968-0488	Dealer Service Phone:	630-968-0488

Position	Employee Name
PARTS MANAGER	CHRISTOPHER TEMPLIN
PARTS MANAGER	PAUL SPORA
PARTS MANAGER	RICHARD SWENSON
PARTS & SERVICE DIRECTOR	JAMES WACKERLIN
SALES MANAGER	DONALD L WAWCZAK
SALES MANAGER	ERIC A SOTO
SALES MANAGER	JAMES E MUISENGA JR
SERVICE MANAGER	DAVID J TALBOT
SERVICE MANAGER	JOHN P BENAC
SERVICE MANAGER	WILLIAM R WEBB

Action Detail

VIN: 1FMYU031X3K [REDACTED]	Year: 2003	Model: ESCAPE	Print Action Detail
Name: [REDACTED]	Owner Status: Original	WSD: 2002-10-17	Case: 557721114
Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: JOE MADDEN FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD	Comm Type: MAIL	P & A Code: 03886	
Odometer: 15004 MI	Action Time: 10:25:05:520	Action Data: No	
Action Date: 04/22/2004	Analyst: CJACKS84		
Analyst Name: JACKSON, CELESTE (C.)			

COMMENTS: *****PRODUCT LIABILITY***** DATE STAMPED 04-21-04 DEALER CONTACT: CUSTOMER ALLEGES ENGINE IDLE/RPM WOULD NOT LOWER CAUSED CUSTOMER TO HIT STOPPED VEHICLE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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

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

Server Name : AWS Production 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)
-----	-------------	--------------	-------------	---------------	---------------	-----------	-----------	-----------	--------------	--------------	-------------------	-------------	-----	-----	--------	------	------	------	-----	----	-----------------

ESP / Recall information

VIN: 1FMYU031X3K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
Plan Type: USA 2002 NEW 60/60,000 PREMIUMCARE W/ROADSIDE ASSIST.
Selling Dealer: ROMINES MOTOR CO., INC.
Deductible: 50
Rental: 28
Towing Allowance:

Status: Active
Expiration Date: 2007-10-17
Expiration Miles: 60,000
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

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Wednesday, April 21, 2004 4:09 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Joe Madden Ford
Requesting Dealer: William Webb
Contact Person: WILLIAM WEBB
Telephone: 6309680488
Email Address: WEBBW@AUTONATION.COM
PA Code: 03886
Region: 41
City: Downers Grove
State: IL
Fax Number: 630-968-8775
WSD: 10/17/02
Vehicle Year: 2003
Vehicle Model: ESCAPE
Vehicle VIN: 1FMYU031X3K [REDACTED]
Mileage: 15004
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: WOODRIDGE
State: IL
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: MIDWEST
Incident Involves: Accident
Date of Incident: 04/20/2004
County in which incident occurred: USA
Is Alleging Defect: Y
Alleging defect detail: Engine idle/RPM would not lower, caused customer to hit stopped vehicle.
Police Report Filed: Y
Police Report detail: Downers Grove, IL
Insurance Company Contacted: Y
Insurance Company Advice: State Farm gave dealer auth to repair. customer does not want ins co to be used.
Insurance Company Contact Information: State Farm 888-309-8607
Coach Builder: no
Coach Builder State: AK
Resolution Sought Detail: Body damage to front bumper repaired at no charge to customer
Comments: Dealer has inspected & tested vehicle, idle concern was nit verified, and no problems were detected during diagnosis. Customer is currently driving vehicle

4 APR 22 P 3:36

4/21/04

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

4/21/04



Sent Via US Mail

January 20, 2005

[REDACTED]
Whitmore Lake, MI [REDACTED]

RE: 2004 Ford Escape
VIN: 1FMYU931X4D [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Jeff Schwagle
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU931X4D [REDACTED] Year: 2004 Model: ESCAPE Case: 1545890195
 Name: [REDACTED] Owner Status: Original WSD: 2003-11-18
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02964 GENE BUTMAN FORD SLS INC Origin Desc: US CONCERN CASE BASE
 Odometer: 10 MI Comm Type: PHONE
 Analyst Name: SUGIJOTO RATNA Analyst: RSUGIJOT
 Action Date: 01/19/2005 Action Time: 15.09.48.250 Action Data: Yes

Comments CUSTOMER SAID: - CUST RECENTLY RECEIVED A RECALL LETTER RE THE THROTTLE- THE VEH WAS INVOLVED IN AN ACCIDENT ON SAT JAN 16TH, 05- THE VEH SWERVED TO THE LEFT AND THE ACCELERATOR DID NOT COME OFF. CUST HIT A TREE. CUST FEELS THIS IS RELATED TO THE RECALL. - CUST SEEKS TO BE PROVIDED WITH A LOANER SO SHE CAN GO TO WORK ON MONDAY. - NO INJURIES WERE SUSTAINED. - THE INSURANCE CO IS STILL WORKING ON THE MATTER AND THEY ARE NOT ABLE TO PROVIDE CUST WITH ANY INFO AS THEIR COMPUTER SYSTEMS ARE DOWN AT THE MOMENT. - CUST WILL CONTACT AN ATTORNEY REGARDING THIS MATTER. DEALER SAID: GENE BUTMAN FORD SALES INC 2105 WASHTENAW AVENUE YPSILANTI, MI 48197CRC 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: 02964 GENE BUTMAN FORD SLS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 10 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL (J.)
 Action Date: 01/20/2005 Action Time: 15.04.17.795 Action Data: Yes


Comments *** LPA COMMENTS ***- LPA CONTACTED CUSTOMER AND ACKNOWLEDGED RECEIPT OF COMPLAINT

Data Element Name	Data Value
CONTACT PERSON	DEBORAH SMITH

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 02964 GENE BUTMAN FORD SLS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 10 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL (J.)
 Action Date: 01/20/2005 Action Time: 15.05.33.289 Action Data: No

Comments *** LPA COMMENTS ***- CUSTOMER INDICATES INSURANCE COMPANY IS INVESTIGATING AND HAS TOTALLED THE VEHICLE- LPA ADVISED THAT THE INSURANCE COMPANY CAN SUBROGATE FORD MOTOR COMPANY IF THEY CHOOSE- LPA RECOMMENDS NO FURTHER ACTION

1/20/2005

 1/20/2005

All Action Details for Issue

Print

VIN: 1FMYU931X4D [REDACTED] Year: 2004 Model: ESCAPE Case: 1545890195
 Name: [REDACTED] Owner Status: Original WSD: 2003-11-18
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02964 GENE BUTMAN FORD SLS INC Origin Desc: US CONCERN CASE BASE
 Odometer: 10 MI Comm Type: PHONE
 Analyst Name: SUGIJOTO RATNA Analyst: RSUGIJOT
 Action Date: 01/19/2005 Action Time: 15.09.48.250 Action Data: Yes

Comments CUSTOMER SAID: - CUST RECENTLY RECEIVED A RECALL LETTER RE THE THROTTLE- THE VEH WAS INVOLVED IN AN ACCIDENT ON SAT JAN 16TH, 05- THE VEH SWERVED TO THE LEFT AND THE ACCELERATOR DID NOT COME OFF. CUST HIT A TREE. CUST FEELS THIS IS RELATED TO THE RECALL - CUST SEEKS TO BE PROVIDED WITH A LOANER SO SHE CAN GO TO WORK ON MONDAY. - NO INJURIES WERE SUSTAINED. - THE INSURANCE CO IS STILL WORKING ON THE MATTER AND THEY ARE NOT ABLE TO PROVIDE CUST WITH ANY INFO AS THEIR COMPUTER SYSTEMS ARE DOWN AT THE MOMENT. - CUST WILL CONTACT AN ATTORNEY REGARDING THIS MATTER. DEALER SAID: GENE BUTMAN FORD SALES INC 2105 WASHTENAW AVENUE YPSILANTI, MI 48197 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

*1/20 3:00 PM
 vehicle totalled*

[REDACTED] 1/20/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] WHITMORE LAKE MI [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
1FMYU931X4D [REDACTED]	2004 ESCAPE	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
<input type="checkbox"/> 1FMZU73EX1Z [REDACTED]	2001 EXPLORER	RCL LEASED TO AN INDIVIDUAL	Original Owner	Oasis Warranty History
<input type="checkbox"/> 1FTZR15X7WT [REDACTED]	998 RANGER	RCL LEASED TO AN INDIVIDUAL	Subsequent Owner	Oasis Warranty History



1/20/2005

OASIS RESULT:

1FMYU931X4D [REDACTED]

See bottom of the OASIS result for contact ID

01/20/2005
07:55:33

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2004 ESCAPE	BODY STYLE 4 DR XLT MPV 4X4	ENGINE 3.0L EFI DOHC
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 69	ENGINE CALIBRATION 3M11D30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 11/18/2003	BUILD DATE 11/04/2003	SALE MILEAGE 00035
--	---------------------------------	------------------------------

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

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT

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

EXTENDED COVERAGES

0709 - USA 2004 NEW 36/48,000 PREMIUMCARE W/ROADSIDE ASSIST
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: [REDACTED]
OPTIONS:
EXPIRATION DATE: 11/18/2006
DISTANCE: 48,000
RENTAL: 28 UP TO 10 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 02964
ESP CONTRACT START DATE: 11/18/2003

REPAIR HISTORY

06/22/2004

DEALER: Gene Butman Ford Sls Inc

WARRANTY CLAIM NUMBER: 066302

ODOMETER: 010483M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
7820125	DOOR ASY-FRONT	000	20124A	07	IMPROPERLY ADJUSTED/
YL8Z 7810177DAB	MLDG BODY ROCKER	001	16038A		

1/20/2005

LEFT DOOR OUT OF ALIGNMENT CAUSING MOULDING TO HIT LEFT FENDER ALIGN LEFT FRONT DOOR HINGES AND REPLACE LEWER MOULDING WITH A NEW PART

06/22/2004

DEALER: Gene Butman Ford Sls Inc

WARRANTY CLAIM NUMBER: 066302

ODOMETER: 010483M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
16005	FENDER ASY FRONT	000	MT16005A	07	IMPROPERLY ADJUSTED/
YL8Z 16A039DAB	MLDG FRT FDR SD	001	B		

LEFT FENDER OUT OF ALIGNMENT AND MOULDING LOOSE DUE TO LEFT FRONT DOOR HITTING MOULDING AND FENDER REPLACE LEFT FENDER MOULDING WITH A NEW PART ALIGN LEFT FENDER ASSY.

01/20/2004

DEALER: Gene Butman Ford Sls Inc

WARRANTY CLAIM NUMBER: 059777

ODOMETER: 003505M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
TWC01	TIRE DEFECT WARRANTY	000	MT4462AL1	42	DOES NOT OPERATE PRO
YL8Z 3A427DA	SHAFT & JOINT ASY LH	001	4462AL		
9002 15470130000	SFT SPR WHL W/NH ACT	002	1007AFT		

REPLACED BOTH FRT TIRES, NEW DOT A308 453 5203, OLD A308 453 4103. 12-32 OLD, 1 3-32 NEW, RADIAL PULL, EXCESSIVE TIRE RUN

END OF OASIS REPORT FOR 1FMYU931X4D

1/20/2005

ESP / Recall Information

VIN: 1FMYU931X4D [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2004 NEW 36/48,000 PREMIUMCARE W/ROADSIDE ASSIST
 Selling Dealer: GENE BUTMAN FORD SLS INC
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2006-11-18
 Expiration Miles: 48,000
 Plan Year: 2004
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

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

[REDACTED] 1/20/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU931X4D [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	003143209086
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
Inv. Dealer:	02964	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: 04-NOV-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148439 - *
 Country: USA - ##### Selling Dlr St/Prov: MI
 Buyer St/Prov: MI

Arrival Date: 08-NOV-2003 Red Carpet Lease: I
 Sale Date: 18-NOV-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 18-NOV-2003 Modified Vehicle: *
 Orig Warranty Date: 18-NOV-2003 Acquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 0934DA1491810337E 4 2 18J0288 PJ R 469 63 5 3 2X5 5 RS3BBN 48E439E 3V L2 223 4 3 I
 1FMYX88 400A 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:	PNKLU - TRUE BLUE PEARL C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	3M11D30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000NC -	Tire Brand:	AP - CONTINENTAL
Delivery Type:	P	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_4534103 RF: A308_4534103
 LR: A308_4534103 RR: A308_4534103
 LI: * RI: *
 SPARE: T715UBAH2503

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:		



1/20/2005

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)	
1FMYU931X4D [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	BH	T/DJ	T/LD	04-NOV-2003	18-NOV-2003	148439	USA	2	5G05	040001	*	FRONT	*	H25	W6	3189	
AWS Claim Key:		298235	Trx Code:		1	Labor Hrs:		1.5														
Dir Cd-Sub Cd:		02964 - *	Name:		GENE BUTMAN FORD SLS INC			Ph:	734-4828581	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-JAN-2004	Doc #:	05953301			
Cust Comments:		PULLS LEFT WHILE DRIVING HAVE TO HOLD WHEEL TO RIGHT TO GO STRAIGHT																				
Tech Comments:		MEASURED CAMBER,CASTER,REAR CAMBER,FRT AND REAR TOE,ADJUSTED REAR TOE,REMOVE AND ROTATE RT FRT CAMBER CASTER PLATE,RESER																				
1FMYU931X4D [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	BH	T/DJ	T/LD	04-NOV-2003	18-NOV-2003	148439	USA	3	5K06	040402	*	TWC01	*	TB8	42	3505	
AWS Claim Key:		333753	Trx Code:		1	Labor Hrs:		1.5														
Dir Cd-Sub Cd:		02964 - *	Name:		GENE BUTMAN FORD SLS INC			Ph:	734-4828581	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	20-JAN-2004	Doc #:	05977701			
Cust Comments:		CUST STATES THE VEH PULLS TO THE LFT AND THERE IS A VIBE IN THE STEERING WHEEL AT 70 AND ABOVE																				
Tech Comments:		REPLACED BOTH FRT TIRES,NEW DOT A308 453 5203,OLD A308 453 4103. 12 32 OLD,13 32 NEW,RADIAL PULL,EXESSEIVE TIRE RUN																				
1FMYU931X4D [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	BH	T/DJ	T/LD	04-NOV-2003	18-NOV-2003	148439	USA	8	6P05	010301	*	7820125	*	B02	07	10483	
AWS Claim Key:		1211744	Trx Code:		1	Labor Hrs:		0.8														
Dir Cd-Sub Cd:		02964 - *	Name:		GENE BUTMAN FORD SLS INC			Ph:	734-4828581	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	22-JUN-2004	Doc #:	06630201			
Cust Comments:		LEFT FRT DOOR MOULDING IS COMING OFF																				
Tech Comments:		LEFT DOOR OUT OF ALIGNMENT CAUSING MOULDING TO HIT LEFT FENDER ALIGN LEFT FRONT DOOR HINGES AND REPLACE LEWER MOULDING WITH A NEW PART																				
1FMYU931X4D [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	BH	T/DJ	T/LD	04-NOV-2003	18-NOV-2003	148439	USA	8	6O05	010203	*	16005	*	B02	07	10483	
AWS Claim Key:		1211743	Trx Code:		1	Labor Hrs:		0.8														
Dir Cd-Sub Cd:		02964 - *	Name:		GENE BUTMAN FORD SLS INC			Ph:	734-4828581	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	22-JUN-2004	Doc #:	06630202			
Cust Comments:		LEFT FENDER SIDE MOULDING IS LOOSE																				
Tech Comments:		LEFT FENDER OUT OF ALIGNMENT AND MOULDING LOOSE DUE TO LEFT FRONT DOOR HITTING MOULDING AND FENDER REPLACE LEFT FENDER MOULDING WITH A NEW PART ALIGN LEFT FENDER ASSY.																				

PE12-019 002246 LP

[REDACTED] - 1FMYU931X4D [REDACTED]

VEHICLE DETAIL

VIN: 1FMYU931X4D [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: 2004 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 11/18/2003
 GCWR: Vehicle Build Date: 11/4/2003
 PEP Code: 400A

Selling Dealers Name: GENE BUTMAN FORD SLS INC
 Selling Dealers P & A Code: 02964 Selling Dealers Sales Code: F48439
 Selling Dealers Main Phone: 313-482-8581 Selling Dealers Service Phone: 313-482-7837

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 D A 1 4 9 1 8 1 0 3 3 7 P 4 2 1 8 J 0 2 8 8 F 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 3 2 X 5 5 8 S 3 B B N 4 8 E 4 3 9 E 3 V L 2 2 2 3 4 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y X 8 8 4 0 0 A 9 1 4 M I A
 1 2 3 4 5 6 7 8 9 160



1/20/2005

Update This Information In Stars

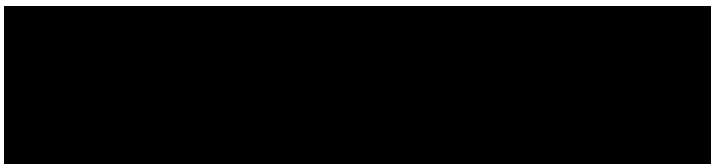
Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
48-DETROIT	48-DETROIT	E	A3	02964	F48439

Dealer Name:	GENE BUTMAN FORD SLS INC	
Dealer Address:	2105 WASHTENAW AVE YPSILANTI MI 48197	
Dealer Main Phone:	313-482-8581	Dealer Service Phone: 313-482-7837

Position	Employee Name
DEALER/PARTNER	KENNETH R BUTMAN
PARTS MANAGER	MARK A SMALLWOOD
SALES MANAGER	MYLES P KEARNEY
SALES MANAGER	TODD P WHITE
SERVICE MANAGER	MARK D SHEPHERD

1/20/2005





Consumer Affairs

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

Sent Via U.S. Mail

October 7, 2005

[Redacted]

Louisville, KY [Redacted]

RE: 2001 Escape
VIN: 1FMYU03191K [Redacted]

Dear [Redacted]

Thank you for contacting us regarding your 2001 Escape.

We sincerely regret any inconveniences that you have experienced regarding your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no recalls or owner notification programs on your 2001 Escape. Recalls and owner notification programs are Vehicle Identification Number (VIN) and year specific. We regret that we are unable to be of assistance in this matter.

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 they choose to pursue this matter.

Thank you for the opportunity to review this matter.

Respectfully yours,

Ke'Nisha Dunlap
Consumer Affairs

5 OCT 27 AM 9:29

CONSUMER AFFAIRS
SECTION



Sent Via U.S. Mail

October 7, 2005

[REDACTED]
Louisville, KY [REDACTED]

RE: 2001 Escape
VIN: 1FMYU03191K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2001 Escape.

We sincerely regret any inconveniences that you have experienced regarding your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no recalls or owner notification programs on your 2001 Escape. Recalls and owner notification programs are Vehicle Identification Number (VIN) and year specific. We regret that we are unable to be of assistance in this matter.

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 they choose to pursue this matter.

Thank you for the opportunity to review this matter.

Respectfully yours,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU03191K [REDACTED] Year: 2001 Model: ESCAPE Case: 518562625
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-10-31
 Symptom Desc: AUTO TRANS NO ENGAGEMENT 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: 05659 STAR FORD AT OXMOOR Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: CLARKE ALICIA Analyst: ACLARK17
 Action Date: 09/19/2005 Action Time: 14.24.15.163 Action Data: Yes

Comments CUSTOMER SAID: UNSURE OF MILEAGE 400 SWING LN, LOUISVILLE, KY 40207-INSURANCE COMPANY CANCELLED MY INSURANCE-VEH ACCELERATED TO FAST-DATE OF ACCIDENT: JUNE 27-NO ONE WAS HURTNO POLICE WAS ON THE SCENE -WANTS TO KNOW IF A RECALL WILL COVER THIS REPAIR-WANTS TO KNOW IF THERE IS A RECALL -INSURANCE COMPANY CANCELLED MY INSURANCE-SEEKING FOR FORD TO COVER THE REPAIRDEALER SAID: STAR FORD AT OXMOOR 100 OXMOOR LANELOUISVILLE, KY 40222 TEL: (502) 426-2500CRC 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: 05659 STAR FORD AT OXMOOR Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 10/07/2005 Action Time: 12.58.50.122 Action Data: No

Comments ACK

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 05659 STAR FORD AT OXMOOR Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 10/07/2005 Action Time: 12.59.32.822 Action Data: No

Comments NO ASSISTANCE. CUSTOMER'S VEHICLE IS BEYOND WARRANTY, THERE ARE NO RELATED RECALLS, AND NO RELATED REPAIR HISTORY. LPA MAILED CLOSING CORRESPONDENCE REFLECTING SAME. CASE FILED.

Ford Confidential

[REDACTED] 10/7/2005

Customer Info

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

Ford Confidential



.. 10/7/2005

ESP / Recall Information

VIN: 1FMYU03191K [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00L12	LABEL/LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
00S49	SAFETY RECALL	WINDSHIELD WIPER MODULE	CLOSE - INSPECT	2000-12-22	05695USAF47660
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - REPAIRED	2005-07-22	05659USAF47020
03S10	SAFETY RECALL	SEATBELT BUCKLE COVER	CLOSE - REPAIRED	2004-05-11	05695USAF47022
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-05-11	05695USAF47022

[REDACTED] 10/7/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU03191K [REDACTED] Vch Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [0]-06] Eng Serial No: 643043087
 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: 05695 Body Cab Style: T/WE -5 DOOR LIGHT TRUCK Transmission: T/DJ -4 SPD AUTO TRANS NA
 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: 20-OCT-2000

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147022 -*
 Country: USA - ##### Selling Dir SU/Prov: KY
 Buyer St/Prov: KY
 Arrival Date: 27-OCT-2000 Red Carpet Lease: *
 Sale Date: 31-OCT-2000 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 31-OCT-2000 Modified Vehicle: *
 Orig Warranty Date: 31-OCT-2000 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U031KF3245610337P6 E 2 16KC108 DJ E M496 63 N63 285 5 4S3AEN 47F022 3 LD A MH364 3 2 1
 1FMY9 7 2 914KY E 80M20ZG544 1

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(Psng Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNLDB - MEDIUM WEDGEWOOD 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]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AC - FIRESTONE
Delivery Type:	X	Tire Size:	D3J1J - P235/70R-16 OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		



10/7/2005

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B
ESP Coverage(Miles): * Emission Cert Type: 5
ESP Coverage(Time): * Emission Decal Suffix: HMA
ESP Plan Year: * Engine Family: IFMXT0301F6
ESP Signature Date:

Standard Claims List For Model Year 2001

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)
IFMYU03191K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	20-OCT-2000	31-OCT-2000	147022	USA	2	*	*	*	*	*	*	*	867
AWS Claim Key:		430785	Trx Code:		00S49	Labor Hrs:		0.4													
Dir Cd-Sub Cd:		05695 - *	Name: BILL COLLINS FORD INC			Ph: 502-4599550		St: KY	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 22-DEC-2000		Doc #: 21536501					
IFMYU03191K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	20-OCT-2000	31-OCT-2000	147022	USA	25	1F06	030302	1L8Z	8A080	BB	G29	42	14449
AWS Claim Key:		11468273	Trx Code:		E84	Labor Hrs:		1													
Dir Cd-Sub Cd:		05695 - *	Name: BILL COLLINS FORD INC			Ph: 502-4599550		St: KY	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 30-OCT-2002		Doc #: 29796801					
Cust Comments:		CUSTOMER STATES LOW COOLANT LIGHT IS ON																			
Tech Comments:		TEST AND REPLACE COOLANT TANK																			
IFMYU03191K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	20-OCT-2000	31-OCT-2000	147022	USA	43	1H03	*	*	*	*	*	*	24588
AWS Claim Key:		18255829	Trx Code:		02M01	Labor Hrs:		0.4													
Dir Cd-Sub Cd:		05695 - *	Name: BILL COLLINS FORD INC			Ph: 502-4599550		St: KY	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 11-MAY-2004		Doc #: 36084501					
Cust Comments:		CHECK ENGINE LIGHT ON																			
Tech Comments:		02M01 RECALL, EEC TEST P0401, REPLACE DPFE SENSOR																			
IFMYU03191K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	20-OCT-2000	31-OCT-2000	147022	USA	43	*	*	*	*	*	*	*	24588
AWS Claim Key:		18255828	Trx Code:		04S13	Labor Hrs:		0.4													
Dir Cd-Sub Cd:		05695 - *	Name: BILL COLLINS FORD INC			Ph: 502-4599550		St: KY	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 11-MAY-2004		Doc #: 36084502					
Cust Comments:		04S13 POWERTRAIN CONTROL MODUAL RE CALIBRATION																			
Tech Comments:		1 REPROGRAM PCM																			
IFMYU03191K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	20-OCT-2000	31-OCT-2000	147022	USA	43	*	*	*	*	*	*	*	24588
AWS Claim Key:		18255827	Trx Code:		03S10	Labor Hrs:		0.4													

PE12-019 002257 LP



IFMYU03191K [REDACTED]

10/7/2005

Dir Cd-Sub Cd:	05695 - *	Name:	BILL COLLINS FORD INC	Ph:	502-4599550	St:	KY	Ctry Cd:		USA Reg Cd:	NA	Repr Date:	11-MAY-2004	Doc #:	36084503						
Cust Comments:	03S10 SEATBELT BUCKLE COVER																				
Tech Comments:	1 COMPLETE RECALL																				
IFMYU03191K	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	20-OCT-2000	31-OCT-2000	147022	USA	58	1H03 *	*	*	*	*	*	31543
AWS Claim Key:	20153763	Trx Code:	02M01	Labor Hrs:	0.4																
Dir Cd-Sub Cd:	05659 - *	Name:	STAR FORD AT OXMOOR	Ph:	502-4262500	St:	KY	Ctry Cd:		USA Reg Cd:	NA	Repr Date:	22-JUL-2005	Doc #:	344845D						
Cust Comments:	GPERFORM RECALL																				
Tech Comments:	31543 C W PREFORMED RECALL 02M01																				

PE12-019 002258 LP



IFMYU03191K ████████

10/7/2005

VEHICLE DETAIL

VIN: 1FMYU03191K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: MEDIUM WEDGEWOOD C/C
 Year: 2001 Calibration: 0M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 00000 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 10/31/2000
 GCWR: Vehicle Build Date: 10/20/2000
 PEP Code:

Selling Dealers Name: BILL COLLINS FORD INC

Selling Dealers P & A Code: 05695

Selling Dealers Sales Code: F47022

Selling Dealers Main Phone: 502-459-9550 Selling Dealers Service Phone: 502-459-9550

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 F 3 2 4 5 6 1 0 3 3 7 P 6 E 2 1 6 K C 1 0 8 DJ E M 4 9 6 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 6 3 2 8 5 5 4 S 3 A B N 4 7 F 0 2 2 3 L D A M H 3 6 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 9 7 2 9 1 4 K Y E 8 0 M 2 0 Z G 6 4
 1 2 3 4 5 6 7 8 9 160
 4

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[REDACTED] 10/7/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	F	D1	05659	F47020

Dealer Name: STAR FORD AT OXMOOR
Dealer Address: 100 OXMOOR LANE
 LOUISVILLE KY 40222
Dealer Main Phone: 502-426-2500

Position	Employee Name
CUST RELATIONS MGR	CHRYSTAL L BAKER
GENERAL MANAGER	WESLEY W SPENCE
PARTS MANAGER	DAVID R KENNEDY
SALES MANAGER	DAVID PEGRAM
SALES MANAGER	JAMES SNELLING
SALES MANAGER	LARRY SCOTT
SALES MANAGER	BARRY E PRIDDY
SALES MANAGER	KENNETH ROGERS
SERVICE MANAGER	CLYDE O MIZELL
SERVICE MANAGER	SCOTT NALE

Service Hours OPEN MON THRU FRI 7:00-7:00 SAT 8:00 - 5:00

Directions

Trained Y

Additional Information SERVICE DIRECTOR RICK SOARDS

Ford Confidential

10/7/2005

PE12-019 002260 LP



COF

SENT VIA US MAIL

April 18, 2005

[REDACTED]

New London, OH [REDACTED]

RE: 2004 Escape

VIN: 1FMYU93114D [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 Don Tester Ford. We have been informed that after carefully inspecting your vehicle, the dealer was 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 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,

Ke'Nisha Dunlap
Consumer Affairs

Don Tester Ford-Lincoln-Mercury, Inc.

2800 Route 250 South, P.O. Box 189
Norwalk, OH 44857
Phone: (419) 668-8233
Fax: (419) 663-3362
www.dontesterflm.com

#12



NO. 04115	VIN 1FMYU93114D	YEAR 2004	MAKE FORD	MODEL ESCAPE	COLOR G2RED	RES. (419)	DATE 04/06/05
MILES OUT 31856	EXPIRES 01/01/04	NEW LONDON OH	FRONT	BACK	WHEELS BARNEY	TIME 05:44	PRICE 00:00

- (1) 4C09 LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING *Replaced per Receipt* (W) 15
- (2) VEHICLE IDLE SEEMED TO SUDDENLY PICK WAY UP AND VEHICLE LUNGED AHEAD FROM A STOP *EEC tested - PCM - PAS. ABS - PAS* (W) .9
- RCM - B1731 - Accel threshold exceeded*
- B1932 - Drive axle bnlc
 - B1733 - Pass axle bnlc
 - B17877 - Oxins swirl belt protective
 - B1891 - Pass belt belt protective
- Install new Rcm and input sensors per shop manual page 501-208-11*

04115

1.4 TOTAL

In Body Shop

ESTIMATE
BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES.

INITIAL YOUR CHOICE

WRITTEN ESTIMATE

ORAL ESTIMATE

NO ESTIMATE

Original Estimate \$ _____

CUSTOMER ACCEPTANCE

Authorized Additions \$ _____

Date _____

Time _____

By _____

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer. DISCARD

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this product. The products sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

R.O.	DATE	MILES	TECH	TYPE	DESCRIPTION
02103A	01/25/2005	29212	03	W	RECALL 04S25 - ACCEL
102689	08/23/2004	15063		W	THROTTLE BODY - AIR IN
102656	08/23/2004	15025		C	MISC. SHOP CHARGES
102656	08/23/2004	15025		I	WASH VEHICLE
102656	08/23/2004	15025		C	REPAIR PER ESTIMATE

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 04115	TIME	OFF
	1.4	#2	.5	78.1
STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 04115	TIME	OFF
	12	#1	.7	77.8
				76.9

Labor Rate 66.65
Page 1 of 1
04115 Job 04115

I hereby agree that you are in control of or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize any person to assume any liability in connection with the sale of this product. The products sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

X

Don Tester Ford Lincoln-Mercury, In

Norwalk, OH 44857
(419) 668-8233

NO	04115	1 F M Y U 9 3 1 1 4 D			DATE	04/06/05
YEAR	2004	FORD	MODEL	ESCAPE	COLOR	G2RED
WORLD #	31856	31858	FIRST USE	01/01/04	NEW LONDON OH	
TIME						05:44
CLASS						04/07/05
PRICE					(419) -	BARNEY

(1) 04C09 LIFTGATE LATCH RELEASE ROD AND HANDLE A
 LY RETURN SPRING
 VERIFY VEHICLE FOR RECALL PERFORM RECALL
 LETTER
 (Tech:12)

04C09C	A	5	11.00	33.33
(F)5L8Z7843400A (HANDLE - LATCH)		1	2.57	3.60
Program Code 04C09				
Total Labor			11.00	33.33
Total Parts			2.57	3.60
Total Repair (Warranty)				36.93

(2) VEHICLE IDLE SEEMED TO SUDDENLY PICK WAY UP A
 HICLE LUNGD AHEAD FROM A STOP
 RUN EEC TEST PCM PASSED AND ABS TEST AND CHEC
 KED DIAGNOSISED VEHICL ONLY AND SEND BACK TO
 BODY SHOP
 (Tech:12)

2219D	42	A	7	15.40	46.66
12650D		A	2	4.40	13.33
Total Labor				19.80	59.99
Total Repair (Warranty)					59.99

	--C/P--	--W/C--	--INT--	-Total-	Margin
Labor Time	0	14	0	14	
Total Labor	.00	93.32	.00	93.32	67.0%
Total Parts	.00	3.60	.00	3.60	28.6%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	96.92	.00	96.92	65.6%

	WT	MT	CUSTOMER
	93.32	.00	Labor
	3.60	.00	Parts
	.00	.00	Sublet
		.00	Warr Deduct
	.00	.00	Shop Supplies
	.00	.00	Oil/Grease
		.00	Less Disc.
	96.92	.00	Total
	.00	.00	Tax
	.00	.00	Tax2
	.00	.00	Tire Tax
	96.92	.00	TOTAL (CHRG)

Page 1 of 1

Printed 2 time(s)

04115

Job 04115

R/O HISTORY

Attn: Kenisha

I am faxing you a copy of work order with Technician notes and a copy of the final repair order.

Thank you

Barney Be

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Friday, April 15, 2005 9:18 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Don Tester Ford
Requesting Dealer: Don Tester Ford
Contact Person: Barney Bacon
Telephone: 4196688233
Email Address: r-bacon@dealeremail.com
PA Code: 02335
Region: Pittsburg
City: Norwalk
Dealer State: OH
Fax Number: 419-663-3362
WSD: 2/20/2004
Vehicle Year: 2004
Vehicle Model: Escape
Vehicle VIN: 1FMYU93114D [REDACTED]
Mileage: 31856
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: New London
State: Ohio
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 44 - Pittsburgh
Incident Involves: Accident
Date of Incident: 04/04/2005
County in which incident occurred: Huron
Is Alleging Defect: Yes
Police Report Filed: Yes
Police Report detail: State Patrol
Insurance Company Contacted: Y
Insurance Company Advice: contacted by insurance co on 4-13 asking if we found anything with vehicle-advised insurance co, we were unable to verify concern, found no data codes stored to verify concern
Insurance Company Contact Information: State Farm Insurance adjuster is team 5 at 888-816-6938
Coach Builder State: AK - Alaska

2141 - 2 of 2 + 5011
 = 123 - 3 - 3 - 3
 Air bag det + ...

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

4/15/2005

All Action Details for Issue

Print

VIN: 1FMYU93114D [REDACTED] Year: 2004 Model: ESCAPE Case: 382941055
 Name: [REDACTED] Owner Status: Original WSD: 2004-02-20
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
 Dealer: 02335 DON TESTERFORD L-M INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 31856 MI Comm Type: EMAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 04/15/2005 Action Time: 10.38.14.022 Action Data: Yes

Comments -----PRODUCT LIABILITY-----EMAIL RECEIVED 4-15-05. DEALER CONTACT: BARNEY BACON. CUSTOMER ALLEGES WHILE SITTING AT STOP SIGN, VEHICLE SURGED CAUSING HIM TO HIT ANOTHER VEHICLE. AIR BAGS DEPLOYED.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	LFONSECA

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 02335 DON TESTERFORD L-M INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 31856 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 04/18/2005 Action Time: 12.54.25.822 Action Data: No

Comments LPA CONTACTED DLR CONTACT BARNEY BACON. BARNEY STATED THAT ACCIDENT WAS ON 4/4/05, CUSTOMER BROUGHT THE VEHICLE TO THE DLR AND THE SVC DEPT WAS NOT ABLE TO VERIFY CUSTOMER'S CONCERN. LPA REQUESTED A COPY OF THE REPAIR ORDER.

Action: INFORMATIONAL CALL/FAX
 Dealer: 02335 DON TESTERFORD L-M INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 31856 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 04/18/2005 Action Time: 13.48.32.197 Action Data: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH MS. SPONAGLE. CUSTOMER STATED THAT SHE CONTACTED HER INSURANCE THE DAY AFTER THE ACCIDENT. THE VEHICLE IS CURRENTLY AT DON TESTERFORD IN THE BODY SHOP. NO INJURIES.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 02335 DON TESTERFORD L-M INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION



4/18/2005

Odometer: 31856 MI
Analyst Name: DUNLAP,
KENISHA


Comm Type: PHONE
Analyst: KDUNLAP

Action Date: 04/18/2005

Action Time:
13.49.34.920

Action Data: No

Comments LPA RECEIVED REPAIR ORDER FROM DLR STATING THAT THEY WERE NOT ABLE TO CONFIRM CUSTOMER'S CONCERN. LPA CONTACTED CUSTOMER TO ADVISE OF SAME AND ADVISED THAT SHE CONTINUE TO WORK WITH HER INSURANCE COMPANY AND OF SUBROGATION. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

 4/18/2005

Customer Info

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



... 4/18/2005

ESP / Recall Information

VIN: 1FMYU93114D [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
Plan Type: USA 2004 NEW 48/75,000 PREMIUMCARE W/ROADSIDE ASSIST
Selling Dealer: MIKE BASS FORD, INC.
Deductible: 50
Rental: 28
Towing Allowance: -

Status: Active
Expiration Date: 2008-02-20
Expiration Miles: 75,000
Plan Year: 2004
Purchase Type: N
Options:

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

Cancel Date:
Refund Percent:
Dealer Credited:

Process Date:
Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-01-25	02335USAF44305
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	CLOSE - REPAIRED	2005-04-06	02335USAF44305



4/18/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU93114D [REDACTED]	Veh Line: T/M1 - ESCAPE (U204) [2001]	Eng Serial No: 703989177086
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
Inv. Dealer: 02235	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:** 30-JUL-2003

SALE INFORMATION:

Region: NA - ##### **Selling Dealer:** 144605 -
Country: USA - ##### **Selling Dir St/Prov:** OH
Buyer SU/Prov: OH

Arrival Date: 02-OCT-2003 **Red Carpet Lease:** *
Sale Date: 20-FEB-2004 **Fleet/Retail/Co. Lease:** R
Warranty Start Date: 20-FEB-2004 **Modified Vehicle:** *
Orig Warranty Date: 20-FEB-2004 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U934DA0397010337B6 4 2 03GM002 2G E 469 63 5 3 2X5 5 8S3B8N 44J605E 2 G2 223 4 3 1
1FMY187 400A 9140R 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: PN3AB - REDFIRE
Brake Code: * - [N/A]	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service): * - [N/A]	Radio: FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code: 3M1 ID30A	Sound System: AA -LESS UPGRADED SOUND SYSTEM
Color(Accent): * - [N/A]	Suspa Tandem Axle:
Color(Trim): 000NC - MEDIUM/DARK FLINT	Tire Brand: AP - CONTINENTAL
Delivery Type: 0	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	

TIRE DOT INFORMATION:

LF: A308_453???? **RF:** A308_4531903
LR: A308_4531903 **RR:** A308_4531903
LI: * **RI:** *
SPARE: T71SUBAH5002

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	DGABJ - DGABJ
ESP Coverage(Miles):	075	Emission Cert Type:	5
ESP Coverage(Time):	048	Emission Decal Suffix:	LOD
ESP Plan Year:	2004	Engine Family:	4FMXT0302FE
ESP Signature Date:	20-FEB-2004		

 4/18/2005

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	CP3C_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)		
1FMYU93114D [REDACTED]	/M1	T/F	T/WE	T/EF	T/F	BH	T/DJ	T/LD	30-JUL-2003	20-FEB-2004	144605	USA	7	2E03	030402	2L8Z	9E926	AB	D36	42	15062		
AWS Claim Key:		1663684	Trx Code:		S07	Labor Hrs:		0.4															
Dir Cd-Sub Cd:		02335 - *	Name:		DON TESTER FORD LINCOLN-MERCURY, INC.			Ph:	419-6688233	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		23-AUG-2004	Doc #:				102689A
Cust Comments:		ACCELERATOR PEDAL STICKS																					
Tech Comments:		VERIFIED CONCERN AND REPLACED THROTTLE BODY AND RETESTED. ALL O OK																					
1FMYU93114D [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	BH	T/DJ	T/LD	30-JUL-2003	20-FEB-2004	144605	USA	12	*	*	*	*	*	*	*	29212		
AWS Claim Key:		3379577	Trx Code:		04S25	Labor Hrs:		0.4															
Dir Cd-Sub Cd:		02335 - *	Name:		DON TESTER FORD LINCOLN-MERCURY, INC.			Ph:	419-6688233	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		25-JAN-2005	Doc #:				00210301
Cust Comments:		RECALL 04S25 ACCEEL CABLE REPLACEMENT																					
Tech Comments:		VERIFIED VEHICLE FOR RECALL AND INSTALL C PER RECALL LETTER																					
1FMYU93114D [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	BH	T/DJ	T/LD	30-JUL-2003	20-FEB-2004	144605	USA	14	*	*	*	*	*	*	*	31856		
AWS Claim Key:		4678398	Trx Code:		04C09	Labor Hrs:		0.5															
Dir Cd-Sub Cd:		02335 - *	Name:		DON TESTER FORD LINCOLN-MERCURY, INC.			Ph:	419-6688233	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		06-APR-2005	Doc #:				00411501
Cust Comments:		04C09 LIFTGATE LATCH RELEASE ROD AND HANDLE A																					
Tech Comments:		LY RETURN SPRING VERIFY VEHICLE FOR RECALL PERFORM RECALL LETTER																					
1FMYU93114D [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	BH	T/DJ	T/LD	30-JUL-2003	20-FEB-2004	144605	USA	14	7T03	060900	*	ASKID	*	D10	42	31856		
AWS Claim Key:		4697534	Trx Code:		E83	Labor Hrs:		0.7															
Dir Cd-Sub Cd:		02335 - *	Name:		DON TESTER FORD LINCOLN-MERCURY, INC.			Ph:	419-6688233	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		06-APR-2005	Doc #:				00411502
Cust Comments:		VEHICLE IDLE SEEMED TO SUDDENLY PICK WAY UP A																					
Tech Comments:		HICLE LUNGD AHEAD FROM A STOP RUN EEC TEST PCM PASSED AND ABS TEST AND CHEC KED DIAGNOSISED VEHICL ONLY AND SEND BACK TO BODY SHOP																					

PE12-019 002273 LP

[REDACTED] =1FMYU93114D [REDACTED]

VEHICLE DETAIL

VIN: 1FMYU93114D [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: REDFIRE
 Year: 2004 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 2/20/2004
 GCWR: Vehicle Build Date: 7/30/2003
 PEP Code: 400A

Selling Dealers Name: MIKE BASS FORD, INC.
 Selling Dealers P & A Code: 02235 Selling Dealers Sales Code: F44605
 Selling Dealers Main Phone: 440-934-6591 Selling Dealers Service Phone: 440-934-3673

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 9 3 4 D A 0 3 9 7 0 1 0 3 3 7 P 6 4 2 0 3 G M 0 0 2 2 G 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 3 2 X 5 5 8 S 3 B B N 4 4 J 6 0 5 E 2 G 2 2 2 3 4 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 1 8 7 4 0 0 A 9 1 4 O H A
 1 2 3 4 5 6 7 8 9 160



4/18/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Salas Code
44-PITTSBURGH	44-PITTSBURGH	J	D3	02335	F44305

Dealer Name: DON TESTERFORD L-M INC
Dealer Address: 2800 ROUTE 250 SOUTH
 NORWALK OH 44857
Dealer Main Phone: 419-668-8233 **Dealer Service Phone:** 419-668-8233

Position	Employee Name
DEALER/PARTNER	DONALD E TESTER
DEALER/PARTNER	SCOTT E TESTER
PARTS MANAGER	PAUL BANSEK
SALES MANAGER	THOMAS W HASSEE

Service Hours MON - FRI 8:00 AM - 5:00 PM
Directions
Trained Y
Additional Information LSG ENROLLED



copy

Sent Via U.S. Mail

February 3, 2005

[REDACTED]
Killen, AL [REDACTED]

Re: 2004 Escape
VIN: 1FMYU02184D [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2004 Escape.

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

Subrogation claims are handled by Ford's Office of the General Counsel. Correspondence should be sent directly to:

Ford Motor Company
Office of the General Counsel
Parklane Towers West
3 Parklane Blvd., Suite 400
Dearborn, MI 48126
Attention: Shawn Norton
Fax: (313) 322-1450

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

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU02184D [REDACTED] Year: 2004 Model: ESCAPE Case: 707820075
 Name: [REDACTED] Owner Status: Original WSD: 2004-03-15
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
 Dealer: 01691 LONG-LEWISFORD OF THE SHOALS Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 11600 MI Comm Type: FAX
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 02/02/2005 Action Time: 11.23.54.853 Action Data: No

Comments *****PRODUCT LIABILITY*****FAX RECEIVED 2-2-05. DEALER CONTACT: TRICIA LANE. CUSTOMER ALLEGES VEHICLE SURGED CAUSING ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 01691 LONG-LEWISFORD OF THE SHOALS Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 11600 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/02/2005 Action Time: 15.21.20.466 Action Data: No

Comments LPA CONTACTED DLR CONTACT TRICIA LANE. TRICIA STATED THAT THE ACCIDENT OCCURRED ON 10/27/04. CUSTOMER HAS CONTACTED HER INSURANCE COMPANY AND A REPAIR ESTIMATE HAS BEEN MADE, BUT THE REPAIRS HAVE NOT BEEN COMPLETED. CUSTOMER IS INCLUDED IN RECALL 04S25 AND THE RECALL WAS REPAIRED ON 1/6/05. THE PART IS NO LONGER AVAILABLE FOR INSPECTION.

Action: INFORMATIONAL CALL/FAX
 Dealer: 01691 LONG-LEWISFORD OF THE SHOALS Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 11600 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/02/2005 Action Time: 15.23.24.318 Action Data: No

Comments LPA CONTACTED CUSTOMER. THERE WAS NO ANSWER. THE PHONE JUST RANG. LPA WILL ATTEMPT TO CONTACT AGAIN.

Action: INFORMATIONAL CALL/FAX
 Dealer: 01691 LONG-LEWISFORD OF THE SHOALS Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 11600 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Time:

[REDACTED] 2/3/2005

Action Date: 02/03/2005 10.18.53.035 **Action Data:** No

Comments LPA RECEIVED A RETURN CALL FROM MR. STAGGS. HE STATED THAT THE VEHICLE IS CURRENTLY AT HIS HOME. RECALL 04S25 WAS COMPLETED ON 1/6/05. THE ACCIDENT OCURRED ON 10/27/04 BEFORE THE RECALL WAS RELEASED. CUSTOMER STATED THAT HE CONTACTED HIS INSURANCE COMPANY, BUT HAS NOT HAD THE REPAIRS COMPLETED.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Dealer: 01691 LONG-LEWISFORD OF THE SHOALS **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 11600 MI **Comm Type:** PHONE
Analyst Name: DUNLAP, KENISHA **Analyst:** KDUNLAP
Action Date: 02/03/2005 **Action Time:** 10.20.48.441 **Action Data:** No

Comments LPA ADVISED CUSTOMER TO CONTINUE TO WORK WITH INSURANCE AS THE RECALL HAS BEEN COMPLETED AND THE OLD PART IS NO LONGER AVAILABLE FOR INSPECTION. LPA ADVISED CUSTOMER TO CONTACT HIS INSURANCE COMPANY REGARDING A SUBROGATION CLAIM BASED ON 04S25. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

[REDACTED] 2/3/2005

ESP / Recall Information

VIN: 1FMYU02184DA22397

Contract: 1 of 1

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

Purchaser: XXXXXXXXXX
 Plan Type: USA 2004 NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSIST
 Selling Dealer: LONG-LEWISFORD OF THE SHOALS
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-03-15
 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
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-01-06	01691USAF21111
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		

 2/2/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: **(Related Claims)**

VIN:	1FMYU02184D	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	104212592086
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:	01691	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: 13-JAN-2004

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121111 - *
 Country: USA - ##### Selling Dlr St/Prov: AL
 Buyer St/Prov: AL

Arrival Date: 21-JAN-2004 Red Carpet Lease: *
 Sale Date: 15-MAR-2004 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 15-MAR-2004 Modified Vehicle: *
 Orig Warranty Date: 16-FEB-2004 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U024DA2239710337P6 C 2 09K8070 7K B 496 7J 5 3 22 5 95GB N 21D11E 4 G2 W2A 3 1
 1FMY821 120A 14AL 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:	PN3AB - REDFIRE
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	AZ - ELETR AM/FM STRO/DISC/CLK
Calibration Code:	3M11D30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000NC -	Tire Brand:	AD - GENERAL
Delivery Type:	X	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_4604603 RF: ACUU_4604703
 LR: ACUU_4603403 RR: ACUU_4604603
 LI: * RI: *
 SPARE: T714_BAH2903

2/2/2005

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	DGABJ - DGABJ
ESP Coverage(Miles):	075	Emission Cert Type:	5
ESP Coverage(Time):	060	Emission Decal Suffix:	LRR
ESP Plan Year:	2004	Engine Family:	4FMXT0301FE
ESP Signature Date:	15-MAR-2004		

2/2/2005

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)
1FMYU02184D [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	BH	T/DJ	T/LD	13-JAN-2004	15-MAR-2004	121111	USA	10	6H01	011103	*	7823209	*	G09	41	11224
AWS Claim Key:		3149167	Trx Code:		1	Labor Hrs:		0.5													
Dir Cd-Sub Cd:		01691 - *	Name:		LONG-LEWIS FORD OF THE SHOALS		Ph:	256-3867800	St: AL	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 06-JAN-2005		Doc #: 25191503				
Cust Comments:		DR SIDE FRT GLASS SQUEAKS WHEN ROLLING UP BEFORE GETS TO TOP																			
Tech Comments:		LUBED WINDOW REGULATOR																			
1FMYU02184D [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	BH	T/DJ	T/LD	13-JAN-2004	15-MAR-2004	121111	USA	10	*	*	*	*	*	*	*	11224
AWS Claim Key:		3149168	Trx Code:		04S25	Labor Hrs:		0.4													
Dir Cd-Sub Cd:		01691 - *	Name:		LONG-LEWIS FORD OF THE SHOALS		Ph:	256-3867800	St: AL	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 06-JAN-2005		Doc #: 25191505				
Cust Comments:		RECALL 04S25																			
Tech Comments:		PERFORMED RECALL																			

PE12-019 002284 LP

VEHICLE DETAIL

VIN: 1FMYU02184D [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: REDFIRE
 Year: 2004 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 3/15/2004
 GCWR: Vehicle Build Date: 1/13/2004
 PEP Code: 120A

Selling Dealers Name: LONG-LEWISFORD OF THE SHOALS
 Selling Dealers P & A Code: 01691 Selling Dealers Sales Code: F21111
 Selling Dealers Main Phone: 205-386-7800 Selling Dealers Service Phone: 205-386-7800

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



2/2/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	D	H1	01691	F21111

Dealer Name:	LONG-LEWISFORD OF THE SHOALS	
Dealer Address:	2800 WOODWARD AVE MUSCLE SHOALS AL 35661	
Dealer Main Phone:	205-386-7800	Dealer Service Phone: 205-386-7800

Position	Employee Name
CUST RELATIONS MGR	PATRICIA J LANE
DEALER/PARTNER	TODD C OUELLETTE
PARTS MANAGER	ROGER THOMPSON
PARTS MANAGER	PERRY L IVY, JR.
SALES MANAGER	EDWARD A BLACKBURN
SALES MANAGER	DONALD DANLEY
SALES MANAGER	CHRISTOPHER L CANTRELL
SALES MANAGER	GORDON D COBB
SALES MANAGER	BRYAN T COOK
SALES MANAGER	CHRIS JAMES
SALES MANAGER	DAVID N CLARK
SALES MANAGER	David Balazsy
SALES MANAGER	ERIC S WARE
SERVICE MANAGER	MICHAEL FOWLER
SERVICE MANAGER	RANDY JOHNSON

See 3

Service Hours	7:30 - 5:30 M-F FAX#: 205 381-0079
Directions	
Trained	Y
Additional Information	LSG ENROLLED TOWING#205-383-1015

2/2/2005

WELCOME PATRICIA LANE!

Logout



FMCDealer.com



BRAND: FORD ROLE: ↓ SERVICE DEPT FORD REGION: ATLANTA FCSO REGION:
 HOME SITE DIRECTORY HELP CONTACT US ID & PASSWORD DEA
 YOU ARE HERE SERVICE DEPT HOME FORMS FRIDAY, JANUARY 21, 2005

SEARCH ENTIRE SITE

UPS TRACKING

Reference Number:

Destination Zip Code:

FEDEX TRACKING

Carton Number (TCN):

FORMS

[Dealer Request For Consumer Affairs Review](#)

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

Dealer Request For Consumer Affairs Review

Note: this form is for RETAIL vehicles ONLY

Fleet vehicles need to be referred to the North American Fleet Service Office @ 800-343-5338

Pursuant to the W&P Manual, the Service manager is required to complete a Dealer Request for Consumer Affairs Review form if he/she suspects legal action such as, alleged accidents or fires, may be taken. This form includes customer and vehicle information as well as a description of the customer's allegations.

Note: All fields are required and must be filled in accordingly before submitting this form!

NOTE: You also have the option of printing this form and then faxing the fully completed form to 313-845-5868 or 313-845-5555

DETAILS OF INCIDENT:

Dealership Name: Long Lewis Ford of the S
 Requesting Dealer: Long Lewis Ford of Shoals
 Contact Person: Tricia Lane
 Phone Number: 2563867800
 Email Address: triciajlane@yahoo.com
 P & A Code: 01691
 Region: Atlanta
 City: Muscle Shoals
 State: AL - Alabama
 Fax Number: 2562481362

CUSTOMER/VEHICLE INFORMATION:

WSD: 03/15/2004
 Vehicle Year: 2004
 Vehicle Model: Escape
 Vehicle VIN: 1FMYU02184D
 Mileage: 11600
 Customer Name: [REDACTED]
 Street Address: [REDACTED]
 City: Killen
 State: AL - Alabama
 Zip Code: [REDACTED]
 Home Phone: [REDACTED]



1/21/2005

Portal: Communities

Work Phone:

[Redacted]

Region:

21 - Atlanta

DEALER INFORMATION:

Note: DO NOT PUT THE VEHICLE IN STORAGE WITHOUT THE APPROVAL OF THE LITIGATION PREVENTION DEPARTMENT
NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM

Incident Involves:

Accident Fire Injury Medical Attention Sought

Date of Incident:

10/27/2004

County in which incident occurred:

Lauderdale

Is customer alleging a component defect CAUSED the incident:

Yes No

If yes, what type & details:

Accelerator Cable - Currently Under Recall # 04S25

If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap

Was a police report filed:

Yes No

If yes, where

Has the insurance company been contacted.

Yes No

What did the insurance company advise?

They have approved for repairs to be done. Customer

Name and phone number of owner's insurance company & agent's name:

State Farm Ins
Billy Ray Roberson
(256) 766-1703

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

N/A

City:

State:

~~AK - Alaska~~

Zip Code:

RESOLUTION THAT CUSTOMER IS SEEKING:

Customer is seeking repairs for damage or \$250 insurance deductible to be paid.

COMMENTS:

Submit

[Redacted]

1/21/2005

2800 Woodward Avenue
Muscle Shoals, AL 35661
Phone (256) 388-7800
Fax (256) 381-0079
www.longlewisford.com



Fax

To: Kenisha Dunlap **From:** Tricia Lane

Fax: (313) 845-5668 **Pages:** 3 (including cover)

Phone: **Date:** February 2, 2005

Re: Request for Consumer Affairs Review **cc:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

• **Comments:**

If you have any questions, feel free to contact me. I can be reached toll free; (800) 832-2233 ext 269 or by email - triciailane@yahoo.com.

Thanks!



COPY

SENT VIA US MAIL

February 10, 2005

[REDACTED]
Madison, AL [REDACTED]

RE: 2002 Escape
VIN: 1FMYU03102K [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 Eddie Preuitt Ford. We have been informed that after carefully inspecting your vehicle, the dealer was 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 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,

Ke'Nisha Dunlap
Consumer Affairs



EDDIE PREUITT FORD, INC.

U. S. Highway 31 North P. O. Box 697 HARTSELLE, ALABAMA 35640
Phone 773-2578 Fax 773-2532 1-800-354-0113

Faxed (313) 845-5668

February 10, 2005

Ford Customer Service Division
Attention: Ke'Nisha Dunlap
Suite 349, MD3N331
Dearborn, MI 48126-4207

Re: 2002 Escape Vin# 1FMYU03102K [REDACTED]
[REDACTED]/Customer

Dear Ms. Dunlap:

After completing inspection of accelerator cable we were not able to determine if the cable had ever mal-functioned or not.

In my opinion it is impossible to determine if a cable is intermittley sticking, unless it sticks permanently.

Cordially yours,

Alton Preuitt
Service Manager

cc

All Action Details for Issue

Print

VIN: 1FMYU03102K [REDACTED] Year: 2002 Model: ESCAPE Case: 1476370335
 Name: [REDACTED] Owner Status: Original WSD: 2001-10-06
 Symptom Desc: SERVICE BRAKE PEDAL HIGH EFFORTS 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: 05960 EDDIE PREUITT FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 38000 MI Comm Type: PHONE
 Analyst Name: CHRISTIE CURLINE Analyst: CCHRIS25
 Action Date: 02/02/2005 Action Time: 13.13.56.282 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
PHILLIP		STOVALL		SPOUSE

Comments CUSTOMER SAID: MY WIFE WAS GOING TO WORK BEFORE 8:00 WHILE TURNING INTO A SPACE THE VEH ACCELERATED AND SHE RAN INTO THE CONCRETE WALL THIS HAPPENED 1/21/2004 HOOD BUMPER AND FENDER ARE DAMAGED. I HAD TAKEN THE DLR TO THE DLR WHO STATES FORD IS UNABLE TO FIX IT CONTACT THE INSURANCE COMPLY JUST RECEIVED A RECALL LETTER FOR SAME ACCELERATION CONCERN AS WELL. SEEKING TO HAVE FORD FIX MY VEH.DEALER SAID: TOLD TO CONTACT 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.CUST IS AWARE OF THE ACCELERATOR RECALL. EDDIE PREUITT FORD INC710 HIGHWAY 31 NORTHHARTSELLE, AL 35640TEL: (256) 773-2578

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 05960 EDDIE PREUITT FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 38000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/03/2005 Action Time: 08.32.53.114 Action Data: No

Comments LPA CONTACTED DLR CONTACT ALTON PREUITT. MR. PREUITT STATED THAT THE VEHICLE IS STILL AT THE DLR. THE INSURANCE COMPANY IS SOMEWHAT INVOLVED. MR. PREUITT ALSO STATED THAT THE ACCELERATOR PEDAL WAS NO LONGER HUNG.

Action: REQUEST FOR VEHICLE INSPECTION - DEALER
 Dealer: 05960 EDDIE PREUITT FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 38000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/03/2005 Action Time: 08.34.03.533 Action Data: No



2/10/2005

Comments LPA REQUESTED A VEHICLE INSPECTION FROM ALTON PREUITT TO DETERMINE IF RECALL 04S25 WAS THE CAUSE OF CUSTOMER'S ACCIDENT. LPA WILL AWAIT INSPECTION BEFORE CONTACTING CUSTOMER.

Action: INFORMATIONAL CALL/FAX

Dealer: 05960 EDDIE PREUITT FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 38000 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 02/09/2005

Action Time: 09.04.34.915

Action Data: No

Comments LPA CONTACTED DLR REGARDING INSPECTION. DLR STATED THAT HE LOOKED AT VEHICLE AND COULDN'T TELL EITHER WAY IF CUSTOMER'S ACCIDENT WAS RELATED TO RECALL 04S25. LPA REQUESTED DLR'S FINDINGS IN WRITING. CUSTOMER'S INSURANCE COMPANY HAS PICKED VEHICLE UP FROM DLR.

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER

Dealer: 05960 EDDIE PREUITT FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 38000 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 02/10/2005

Action Time: 10.38.19.198

Action Data: No

Comments LPA RECEIVED LETTER FROM DLR SVC MGR. DLR WAS UNABLE TO CONFIRM WHETHER 04S25 WAS CAUSE OF CUSTOMER'S ACCIDENT. LPA CONTACTED CUSTOMER TO ADVISE OF SAME. LPA REFERRED TO INSURANCE COMPANY AND ADVISED OF SUBROGATION. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

2/10/2005

Customer Info

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



2/3/2005

ESP / Recall Information

VIN: 1FMYU03102H [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-06-09	05960USAF21716
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

1

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU03102K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	040770086
Model Year:	2002	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/A - 2 WHL L/H FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA
Inv. Dealer:	05960	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:** 23-AUG-2001

SALE INFORMATION:

Region: NA - ##### **Selling Dealer:** 121716 - *
Country: USA - ##### **Selling Dlr St/Prov:** AL
Buyer St/Prov: AL

Arrival Date: 05-SEP-2001 **Red Carpet Lease:** *
Sale Date: 06-OCT-2001 **Fleet/Retail/Co. Lease:** R
Warranty Start Date: 06-OCT-2001 **Modified Vehicle:** *
Orig Warranty Date: 06-OCT-2001 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

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

U032KA2533410337 6 C 2 28FA001 PF G 496 63 5 3 2X5 5 8S3ABN 21D716E 2 TL 223 4 3 2 1
 1FMY0L6 310A 714AL 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psngr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	* - [N/A]
Brake Code:	FEAAB -4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	0M11A30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000ZX -	Tire Brand:	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: A3084532801 **RF:** A3084532801
LR: A3084532801 **RR:** A3084532801
LI: * **RI:** *
SPARE: HY8A1R82901

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* . *
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	JMF
ESP Plan Year:	* Engine Family:	2FMXT0301F6
ESP Signature Date:		

Standard Claims List For Model Year 2002

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FMYU03102K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	23-AUG-2001	06-OCT-2001	121716	USA	24	6F89	000615	*	NPF	*	R10	82	24000
AWS Claim Key:		7328686	Trx Code:		E84	Labor Hrs:		0.5													
Dir Cd-Sub Cd:		05960 - *	Name:			EDDIE PREUITT FORD INC	Ph:		256-7732578	St: AL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 08-SEP-2003		Doc #: 099426A		
Cust Comments:		CUSTOMER STATES RIGHT PASSENGER FRONT FLOOR BOARD REQUENTLY EXHIBITS WET SOAKED CARPETING SEEMS TO FOLLOW TIMES OF AIR CONDITIONING USAGE																			
Tech Comments:		WATER TEST SEVERAL TIMES CKD TO SEE IF WATER COMING FROM AC NO LEAKS FOUND AT THIS TIME																			
1FMYU03102K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	23-AUG-2001	06-OCT-2001	121716	USA	24	5S88	000615	*	NPF	*	L69	82	24000
AWS Claim Key:		7328687	Trx Code:		E84	Labor Hrs:		0.5													
Dir Cd-Sub Cd:		05960 - *	Name:			EDDIE PREUITT FORD INC	Ph:		256-7732578	St: AL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 08-SEP-2003		Doc #: 099426C		
Cust Comments:		CUSTOMER STATES GAS GAUGE FAILED TO PROPERLY READ WHEN LOW ON GAS WARNING LIGHT DOES NOT APPEAR																			
Tech Comments:		CKD FUEL GAUGE WORKING PROPERLY INFORMED CUSTOMER LOW FUEL LIGHT WOULD NOT COME ON UNTIL LESS THAN 3 GALLONS LEFT IN TANK NO PROBLEM FOUND AT THIS TIME																			
1FMYU03102K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	23-AUG-2001	06-OCT-2001	121716	USA	26	7H08	120402	YL8Z	18519	AA	C20	01	25552
AWS Claim Key:		8047678	Trx Code:		E83	Labor Hrs:		0.2													
Dir Cd-Sub Cd:		05960 - *	Name:			EDDIE PREUITT FORD INC	Ph:		256-7732578	St: AL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 10-NOV-2003		Doc #: 100657A		
Cust Comments:		CUSTOMER STATES KNOB FOR TEMP WILL NOT STAY ON																			
Tech Comments:		CKD VEH TEMP KNOB WILL NOT STAY ON INSIDE OF KNOB CRACKED NEC TO REPLACE RETEST TO VERIFY REPAIRS																			
1FMYU03102K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	23-AUG-2001	06-OCT-2001	121716	USA	33	*	*	*	*	*	*	*	32027
AWS Claim Key:		10535822	Trx Code:		04S13	Labor Hrs:		0.4													
Dir Cd-Sub Cd:		05960 - *	Name:			EDDIE PREUITT FORD INC	Ph:		256-7732578	St: AL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 09-JUN-2004		Doc #: 104603A		
Cust Comments:		RECALL 04S13 POWERTRAIN CONTROL MODULE RE CALIBRATION																			
Tech Comments:		NEC TO REPROGRAM PCM AS PER RECALL 04S13 INSTRUCTIONS																			

PE12-019 002299 LP

[REDACTED] - 1FMYU03102K [REDACTED]

1FMYU03102K	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	23-AUG-2001	06-OCT-2001	121716	USA	35	6F89	000615	*	NPF	*	R10	82	33021
AWS Claim Key:	11292259	Trx Code:	E84	Labor Hrs:	2																	
Dlr Cd-Sub Cd:	05960 - *	Name:	EDDIE PREUITT FORD INC				Ph:	256-7732578		St:	AL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	09-AUG-2004	Doc #:	105724A			
Cust Comments:	CK WATER LEAKING IN PASS FLOOR BOARD																					
Tech Comments:	CKD VEH FOR WATER LEAK WATER TEST VEH NO LEAKS FOUND RAN THRU CAR WASH NO LEAKS FOUND LEFT VEH OUTSIDE DURING RAIN NO LEAK FOUND RAN SSMS UNABLE TO DUPLICATE CONCERN AT THIS TIME																					

PE12-019 002300 LP

VEHICLE DETAIL

VIN: 1FMYU03102K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: SATIN SILVER C/C
 Year: 2002 Calibration: 0M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 10/6/2001
 GCWR: Vehicle Build Date: 8/23/2001
 PEP Code: 310A

Selling Dealers Name: EDDIE PREUITT FORD INC
 Selling Dealers P & A Code: 05960 Selling Dealers Sales Code: F21716
 Selling Dealers Main Phone: 205-773-2578 Selling Dealers Service Phone: 205-773-7242

Vehicle Order Image

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



2/3/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	D	H1	05960	F21716

Dealer Name:	EDDIE PREUITT FORD INC				
Dealer Address:	710 HIGHWAY 31 NORTH HARTSELLE AL 35640				
Dealer Main Phone:	256	305-773-2578	Dealer Service Phone:	205-773-7242	

Position	Employee Name
DEALER/PARTNER	EDDIE H PREUITT
PARTS MANAGER	TIMOTHY C BECK
SALES MANAGER	CHARTER L NICHOLSON

Service Hours 7:30 TO 5:00 M-F FAX (205) 773-2532

Directions

Trained Y

Additional Information OFC MGR: MAVERINE GARNER **SELECT DEALER REGION**

2/3/2005

Photograph Showing an Escape 2002-2004 3.0L
Accelerator Cable with a Liner Walk Condition



Cable Liner is visible here. It should never be outside the cable housing like this.

Accelerator Pedal Connects Here.

2/17/2003

DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGE	COND	STATUS
02/07	11:06	2567730802	EC-S	01'03"	002	115	OK

Ford Customer Service Division
 Suite 349, MD 3N331
 Dearborn, MI 48126-4207
 Phone: 313-845-5681
 Fax: 313-845-5688

**Ford Motor Company -
 Litigation Prevention**

Fax

To: Alton Preuitt	From: Ke'Nisha Dunlap
Fax: 256-773-5740	Date: February 7, 2005
Phone:	Pages: 2
Re: 2002 Escape	CC:

Urgent For Review Please Comment Please Reply Please Recycle

-Comments:

Alton,

Attached is the photograph related to FSA 04S25. Once you complete your inspection on [REDACTED] vehicle, please send me a copy of your inspection results. Thank you.

If you have any questions, please feel free to call me at 313-845-5681.

Ford Customer Service Division
Suite 349, MD 3N331
Dearborn, MI 48126-4207
Phone: 313-845-5681
Fax: 313-845-5668

**Ford Motor Company –
Litigation Prevention**

Fax

To: Alton Preuitt **From:** Ke'Nisha Dunlap
Fax: 256-773-5740 **Date:** February 7, 2005
Phone: **Pages:** 2
Re: 2002 Escape **CC:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

•Comments:

Alton,

Attached is the photograph related to FSA 04S25. Once you complete your inspection on [REDACTED] vehicle, please send me a copy of your inspection results. Thank you.

If you have any questions, please feel free to call me at 313-845-5681.

VIN FSA Details	
VIN:	1fmyu03102k [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
00010104	2001-2003 ESCAPE - KCAP(10105 IS TRIBUTE ONLY)
00010252	3.0L LHD ACCELERATOR CABLE REPLACEMENT

Vehicle Details

Model Year:	2002	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	23-Aug-2001
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	06-Oct-2001
Vehicle Type Description:	TRUCK	Sale Date:	06-Oct-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:	[REDACTED]		
Owner Name:	[REDACTED]		
Address 1:	[REDACTED]		
Address 2:	[REDACTED]		
Address 3:	[REDACTED]		
Address 4:	[REDACTED]		
City:	MADISON		
State/Province:	Alabama	Phone #:	
ZIP/Postal Code:	[REDACTED]	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	20-Sep-2004	Vendor Applied Date:	09-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:			

2/3/2005

Original Owner

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

Owner Effective Date: 08-Oct-2001 Vendor Applied Date: 08-Oct-2001
 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	05960	USA	F21716		Eddie Preuitt Ford Inc
Ship-To					NOT AVAILABLE
Stocking	05960	USA	F21716		Eddie Preuitt Ford Inc
Selling	05960	USA	F21716		Eddie Preuitt Ford Inc

FSA Details

VIN: 1fmyu03102k [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: 0000511

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

Supplement Code:
 04-SUPP TO ADD 02 AND 03 MYS TO PROGRAM

P&A Code	GEO Sales	Sales Code	Sub Code	Description
05960	USA	F21716		Eddie Preuitt Ford Inc

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	Y	14-Apr-2004
Display Eligibility	Y	19-Apr-2004
Original Mail Eligibility	N	22-Apr-2004
Follow up Mail	Y	22-Apr-2004

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

Description		Release Date						
RELEASED TO APPROPRIATE SOURCE - ORIGINA		22-Apr-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	19-Apr-2004						
Confirmed		14-Apr-2004						
VIN FSA Mail History								
Local FSA:02M01-xTUBE-MOUNTED EGR PRESSURE SEN...						Global FSA:00000511		
Release:	OWNER LETTER							
Release Date:	22-Apr-2004							
Mail Date:								
Restricted Address:	No							
Address:	[REDACTED]							
	MADISON, AL							
	UNITED STATES							
Resp. Dealer:	05960USAF21716-							
Fleet Acct:								
Fleet Mgmt Loc:								
N&A Source:	POLK							
Owner Effective Date:	11-Sep-2003							
Note:								

VIN: 1fmyu031021 [REDACTED]	
Local FSA: 04S13 - POWERTRAIN CONTROL MODULE RE-CALIBRATION	Global FSA: 00010104

Hub: FORD NORTH AMERICA		Country: UNITED STATES		
Segment / VIN Group(s):			Supplement Code:	
+ 0 - TARGETING SEGMENT			00- Original	
- BB - 2001-2003Escape V6-KCAP-Recal				
Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
05960	USA	F21716		Eddie Preuitt Ford Inc
Eligibility Indicators				
Type	Indicator	Updated		
Repair Eligibility	N	15-Jun-2004		
Display Eligibility	N	15-Jun-2004		
Original Mail Eligibility	N	15-Jun-2004		
Follow up Mail	N	15-Jun-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

Status	System Date	Repair Date	Repair				Cost Source
			Country	Dealer Code	Claim #	Option/Labor Code	
CLOSE - REPAIRED	16-Jun-2004	09-Jun-2004	UNITED STATES	05960USAF21716	104603	B	23.73 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	16-Jun-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]
	MADISON AL
	[REDACTED] UNITED STATES
Resp. Dealer:	05960USAF21716-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	11-Sep-2003
Note:	

VIN: 1fmyu03102k [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
05960	USA	F21716		Eddie Preuitt Ford Inc
Eligibility Indicators				
Type	Indicator		Updated	
Repair Eligibility	Y		07-Dec-2004	
Display Eligibility	Y		07-Dec-2004	



2/3/2005

Original Mail Eligibility	N	10-Jan-2005
Follow up Mail	Y	10-Jan-2005

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

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

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

VIN/FSA Vehicle Status			
Description	Reason	Date	
OPEN - LAUNCHED	Open	07-Dec-2004	
Confirmed		07-Dec-2004	

VIN FSA Mail History	
Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...	Global FSA:00010252
Release:	OOWNER LETTER
Release Date:	10-Jan-2005
Mail Date:	
Restricted Address:	No
Address:	[REDACTED] ✓
	MADISON,AL
	[REDACTED] UNITED STATES
Resp. Dealer:	05960USAF21716-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	20-Sep-2004
Note:	

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

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2/3/2005

**SAFETY RECALL
04S25**

**All 2002 through 2004 Model Year Left
Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines - Accelerator
Cable Replacement**



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

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

December 2004

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

SUBJECT: Safety Recall 04S25:
All 2002 through 2004 Model Year Left Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines
Accelerator Cable Replacement

AFFECTED VEHICLES

All 2002 through 2004 model year LHD Escape vehicles equipped with 3.0L engines and built at the Kansas City and Ohio Assembly Plants from Job #1 2002 through Job Last 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 09, 2004.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible for the accelerator cable liner to migrate out of the accelerator cable conduit. If the liner migrates out of the conduit, the liner may prevent the throttle from returning to the idle position and may result in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to replace the accelerator cable with a newly designed cable, which will be available to the dealers the week of 12/06/2004. This must be performed on all of the affected vehicles in your new vehicle inventory as well as vehicles that have been delivered to customers.

PLEASE NOTE:

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

ATTACHMENTS



104 2/1/2005

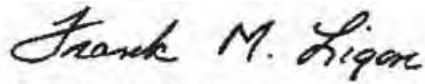
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

Customer Notification Letter

QUESTIONS?

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

Sincerely,



Frank M. Ligon

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



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 Eddie Preitt P&A 05960 Region & State Atlanta, GA.

Contact Person Attaw Preitt Phone # (256) 773-2528

CUSTOMER/VEHICLE INFORMATION:

New or Used New WSD 10/6/01 Year/Model 2002 Escape

VIN 1FMY403102K Mileage 38915

Customer Name _____

Address _____

City Madison County MADISON State AL Zip code: _____

Home Phone _____ Work Phone (____) _____

DETAILS of INCIDENT:

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

Medical Attention Sought: N

Date of Incident _____

Is customer alleging a component defect caused the incident? N If yes, what type & details Recall 04525, while parking in work Parking Lot, Acc Pedal Hung And car crashed into concrete wall & undergarbles

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

Has the Insurance Company been contacted? N What did the insurance company advise? Collect From Dealership

Owner's Insurance Company AL State Agent's Name Mike Hellbrand
Insurance Company Phone Number (256) 350-7800

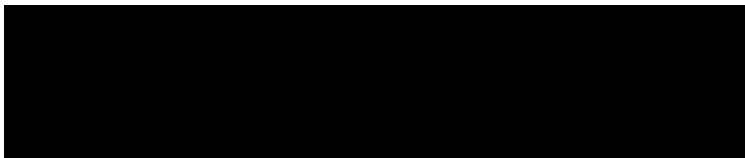
If the vehicle is a conversion unit, who is the coach builder? _____

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

Car to be repaired

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? N PAGES: None
Fax to: (313) 845-5668, or (313) 845-5555
PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED



COPY

October 7, 2003

[REDACTED]

Roanoke, AL [REDACTED]

RE: 2003 Escape

VIN: 1FMYU03113K [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

Your concern has been thoroughly reviewed by the service manager at Sunny King Ford. Because the service manager was not able to verify a manufacturer's defect, Ford Motor Company is unable to offer you assistance at this time.

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

Thank you for the opportunity to review this concern.

Respectfully yours,

Celeste M. Jackson
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU03113K [REDACTED] Year: 2003 Model: ESCAPE Case: 646282653
 Name [REDACTED] Owner Status: Original WSD: 2003-01-02
 Symptom Desc: SERVICE BRAKE INOP/INEFFECT FRONT AND REAR Primary Phone [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 00311 PRESTRIDGE FORD-MERCURY INC Origin Desc: US CONCERN CASE BASE
 Odometer: 14000 MI Comm Type: PHONE
 Analyst Name: ROSA ECHEVERRIA Analyst: RECHEVER
 Action Date: 09/22/2003 Action Time: 17.56.33.399 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
RICKY		STRIBLIN		SPOUSE

Comments CUSTOMER SAYS: - THE CUST STATES THAT HE IS CALLING ABOUT THE AN ACCIDENT WITH THE VEH - STATES THAT WHEN THE VEH WAS OUT IN DRIVE THE VEH ACCELERATED AND THEN WHEN TRYING TO APPLY THE BRAKES IT DID NOT WORK AND THE VEH WAS DRIVEN INTO A BLOCK WALL AT THE BACK OF A RESTAURANT - THE ACCIDENT OCCURRED ON THE 18TH OF SEPTEMBER AT APPROXIMATLEY 1:00 PM EST IN CAROLL COUNTY - THERE WAS A POLICE REPORT FILED AND THE FINDINGS WHERE THE BRAKES FAILED - THE POLICE CASE NUMBER IS 20039008 AND THE POLICE OFFER THAT REPOR THE NUMBER R. SMITH BADGE 607 - CONTACTED THE INSURANCE COMPANY WHO ADVISED THAT HE SHOULD CONTACT FMC - THE VEH IS AT THE BODY SHOP BILL HERRING'S TOWING - THERE WHERE NO MAJOR INJURIES INURRED - ALLEGING THAT FMC IS RESPONSIBLE FOR THE ACCIDENT - PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT - INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 00311 PRESTRIDGE FORD-MERCURY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 14000 MI Comm Type: PHONE
 Analyst Name: SMITH,ERIKA (E.L.) Analyst: ESMITH68
 Action Date: 09/23/2003 Action Time: 16.26.34.262 Action Data: Yes

Comments CONTACTED CUST

PE12-019 002316 LP



Data Element Name

Data Value

CONTACT PERSON

CUST

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 00311 PRESTRIDGE FORD-MERCURY INC
Odometer: 14000 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 09/24/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 12.47.27.149

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: Yes

Comments LPA COMMENTS: SPOKE WITH CUSTOMER WILL ENTER COMMENTS.

Data Element Name

Data Value

CONTACT PERSON

DONNA STRIBLIN

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER
Dealer: 00311 PRESTRIDGE FORD-MERCURY INC
Odometer: 14000 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 09/24/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 14.09.17.156

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

Comments LPA COMMENTS: CUSTOMER RE-STATED ALLEGED CONCERN AS RECORDED IN PREVIOUS COMMENTS. ALLEGES THAT HER KNEES WERE SORE, BUT NOW ONLY THE LEFT ONE IS. STATES THAT IT IS NOTHING SERIOUS. ALLEGES THAT SHE PUT BOTH OF HER FEET ON THE BRAKES, BUT THEY DID NOT RESPOND. STATES THAT THE VEHICLE IS CURRENTLY AT BILL HERRING'S TOWING AND THAT THEY DO NOT WANT THEIR INSURANCE COMPANY TO HANDLE THEIR ALLEGED CONCERN. STATES THAT SHE DOES NOT FEEL SAFE DRIVES THE VEHICLE ANYMORE. CUSTOMER WILL HAVE THE VEHICLE TOWED TO SUNNY KING FORD FOR INSPECTION.

Action: TRANSFER ISSUE
Dealer: 00210 SUNNY KING FORD
Odometer: 14000 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 09/24/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 14.10.17.489

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

Comments LPA COMMENTS: CUSTOMER TOWING VEHICLE TO SUNNY KING FORD P&A 00210.

Action: REQUEST FOR VEHICLE INSPECTION - DEALER
Dealer: 00210 SUNNY KING FORD
Odometer: 14000 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 09/24/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 14.54.09.288

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

PE12-019 002317 LP



Comments LPA COMMENTS: VIA FAX.

Action: UPDATE/ADDCO CASE
Dealer: 00210 SUNNY KING FORD
Odometer: 14000 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 10/02/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 15.32.43.519

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

Comments LPA COMMENTS: VEHICLE IS AT THE DEALERSHIP NOW AND DEALER CONTACT RON TRICKEY IS PREPARING INSPECTION REPORT.

Action: INFORMATION CALL/FAX WITH DEALER
Dealer: 00210 SUNNY KING FORD
Odometer: 14000 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 10/06/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 09.12.50.108

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

Comments LPA COMMENTS: SPOKE WITH RICKY AND HE STATED THAT HE WILL FAX REPORT TODAY. ADVISED CUSTOMER.

Action: RECEIVE VEHICLE INSPECTION BACK
Dealer: 00210 SUNNY KING FORD
Odometer: 14000 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 10/07/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 12.20.19.216

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: Yes

Comments LPA COMMENTS: EEC TEST WAS PERFORMED, NO CODES, IDLE SYSTEM WORKED NORMALLY. VEHICLE HAS SEVERAL FLUID LEAKS DUE TO THE IMPACT DAMAGE LIMITING TEST DRIVE.

Data Element Name	Data Value
FSE DEALER	YES

Action: REFER TO INSURANCE CARRIER-NO FORD PRODUCT DEFECT FOUND
Dealer: 00210 SUNNY KING FORD
Odometer: 14000 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 10/07/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 12.22.28.703

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

Comments LPA COMMENTS: ADVISED CUSTOMER OF INSPECTION REPORT AND EXPLAINED SUBROGATION. CUSTOMER STATED THAT SHE WOULD HAVE SOMEONE PICK UP THE VEHICLE. LPA ADVISED DEALER CONTACT RON TRICKEY.

PE12-019 002318 LP



Customer Info

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

ESP / Recall Information

VIN: 1FMYU03113K [REDACTED]

Contract: 1 Of

Status: Active

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

Purchaser: [REDACTED]

Expiration Date: 2008-01-02

Plan Type: USA 2002 NEW 60/100,000 PREMIUMCARE W/ROADSIDE ASSIST.

Plan Year: 2002

Expiration Miles: 100,000

Selling Dealer: SUNNY KING FORD

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

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

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

No Recall Information for this VIN

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU03113K [REDACTED] Vch Line: T/M1 - ESCAPE (U204) [2001] Eng Serial No: *
 Model Year: 2003 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
 Vch Type: T Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Inv. Dealer: 00210 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: 02-DEC-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121406 - *
 Country: USA - ##### Selling Dlr St/Prov: AL
 Buyer St/Prov: AL
 Arrival Date: 12-DEC-2002 Red Carpet Lease: *
 Sale Date: 02-JAN-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 02-JAN-2003 Modified Vehicle: *
 Orig Warranty Date: 02-JAN-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U0336864936103 7F C A 31KA199 YK E M496 63 5 3 263 5 853A8N 21C405 4 ACZ 2H3C4 3 1
 1FMY114 310A 14AL A 63

INSTALLED OPTION INFORMATION:

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

Battery Amp Rating:	A	Paint:	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]	Suspn Tandem Axle:	
Color(Trim):	000BY -	Tire Brand:	AJ - MICHELIN
Delivery Type:	A	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF - UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: A308 4534302 RF: A308 4534302
 LR: A308 4534302 RR: HY8A 1R84302
 LI: * RI: *
 SPARE: HY8A 1R84402

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	T/BJ - T/BJ
ESP Coverage(Miles):	100	Emission Cert Type:	5
ESP Coverage(Time):	060	Emission Decal Suffix:	KMD
ESP Plan Year:	2002	Engine Family:	3FMXT0301F7
ESP Signature Date:	02-JAN-2003		



Standard Claims List For Model Year 2003

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)		
1FMYU03113K [REDACTED]	/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	02-DEC-2002	02-JAN-2003	121406	USA	6	6F34	010702	YL8Z	7825324	AA	T90	33	9286		
AWS Claim Key:		1575959	Trx Code:		1	Labor Hrs:		2															
Dir Cd-Sub Cd:		00210-*	Name:			SUNNY KING FORD			Ph:	256-8315300	St:	AL	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		23-JUN-2003	Doc #:		18143601
Cust Comments:		CUST STATES SEAL COMING OFF PASSENGER REAR DOOR,PARTS IN.																					
Tech Comments:		REPLACED WEATHERSTRIP																					

PE12-019 002323 LP

[REDACTED] 1FMYU03113K [REDACTED]

9/23/03

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	C	A3	00210	F21406
Dealer Name:		SUNNY KING FORD			
Dealer Address:		1507 S QUINTARD AVE ANNISTON AL 36201			
Dealer Main Phone:		205 -831-5300	Dealer Service Phone:		⁸⁵¹⁶ 205-831-5300

Position	Employee Name
DEALER/PARTNER	PATRICIA M KING
GENERAL MANAGER	EDDIE HOLSOMBECK
PARTS MANAGER	TIM C EVANS
SALES MANAGER	KEVIN S STEWART
SALES MANAGER	GAIL H ADKINS
SALES MANAGER	GREG L NICHOLSON
SALES MANAGER	RICKY C PATE
SERVICE MANAGER	RON TRICKEY

Service Hours 7:30 - 5:00 M-F FAX# ⁷⁵⁶205 831 2332

Directions

Trained Y

Additional Information LSG ENROLLED BSM - DAVID BURAGGE



KING MOTOR CO., INC. d/b/a



P.O. BOX 1288 PHONE (256) 831-5300
1507 SOUTH QUINTARD AVENUE
ANNISTON, ALABAMA 36202



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
21FOZ3	BAL TIRES	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/23/03	181436	9286	787	388	W	10FOZ	LIGHT LINE
06/11/03	181030	8645	316	663	C	01FOZ1P	CHANGE OIL & FILTER
				663	C	01FOZ7	ROTATE TIRES
				663	C	01FOZ99P	MULTI-POINT INSPECT
				235	I	10FOZ	LIGHT LINE
04/03/03	178366	1213	316	388	I	01FOZ1P	CHANGE OIL & FILTER

SALESPERSON NO. 63 CRAIG L GRAHAM SERVICE STATE REG# 3

TERMS	VEHICLE ID NO. 1FMYU03113K	YEAR/MAKE/MODEL 03/FORD TRUCK/ESCAPE/XLT 4X2	PRODUCTION DATE YT3281	STOCK NO. 185061	LICENSE NO.	R.O. NO.
<input type="checkbox"/> CASH		CUSTOMER NO. 29933	SERVICE CONTRACT ESP PREMIUM CAR	DELIVERY DATE 01/02/03	DELIVERY MILES 21	SELLING DEALER NO. 09/24/03
<input type="checkbox"/> CREDIT CARD		COLOR GOLD ASH/MED PARC	CONTRACT NO.	EXPIRATION DATE 01/02/08	EXPIRATION MILES 100,000	MILE NO. 3604
<input type="checkbox"/> CHECK (PRIOR APPROVAL)	RESID. ROANOKE, AL	TURBO NAK	FOZZ	AIR COND.	P.S.	TRANS
SAVE PARTS		MILEAGE 14,335	ADVISOR NO. 316	ADVISOR REBECCA L TURNER	I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.	
<input type="checkbox"/> Yes	TIME RECEIVED 02:30pm	DATE/TIME PROMISED 09/24/03 05:30pm	PRIORITY 3	I have read, understand and accept all provisions of the warranty statement covering Genuine Ford Service Parts. Subject to terms and conditions on reverse side.		
<input checked="" type="checkbox"/> No	APPOINTMENT	LABOR RATE	X _____			

JOB	1	W 12FOZ CUST. STATES CK IDLE CONTROL	EEC SYSTEM	THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE MOTOR MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIRED FOR PERFORMANCE OF SPECIFIC VEHICLE REPAIRS WHICH MAY BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.
CLOSED				

Service Advisor: 316

Customer Number: 29933 Name: [REDACTED]

1FMY003113K [REDACTED] 09/24/2003 15:29:30

2003 ESCAPE 4 DR XLT MPV 4X2

3.0L EFI DOMC 3M11A30A CD4E AUTO TRANSAXLE AXLE CD: 96

*WARRANTY START DATE 01/02/2003 BUILD DATE 12/02/2002 START ODOM 21

NO CAMPAIGN MESSAGE(S) FOUND

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

*EXTENDED COVERAGES

711 USA 2002 NEW 60/100,000 PREMIUMCARE W/ROADSIDE ASSIST.

STANDARD DEDUCTIBLE: 50 USD

OWNER NAME: [REDACTED]

OPTIONS:

EXPIRATION DATE: 01/02/2008 DISTANCE: 100,000

RENTAL: 28 USD UP TO 10 DAYS TOWING: 0 USD

CONTRACT SOLD BY: USA 00210

ESP CONTRACT START DATE: 01/02/2003

DEALER: Sunny King Ford REPAIR DATE: 06/23/2003

WARRANTY CLAIM NUMBER: 181436 ODOMETER: 9286 N

REPLACED WEATHERSTRIP

CONDITION CODE AND DESC = 33 LOOSE

PART NUMBER PART DESCRIPTION QTY LABOR OP

VL8Z 7825324AA W/STR-RR DOOR 001 25324A

KING MOTOR CO., INC. d/b/a



P.O. BOX 1288 PHONE (256) 831-5300
1507 SOUTH QUINTARD AVENUE
ANNISTON, ALABAMA 36202



THIS SERVICE UTILIZES THE HOURS PUBLISHED IN THE MOTOR MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIRED FOR PERFORMANCE OF SPECIFIC VEHICLE REPAIRS WHICH MAY BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE

FOIS185061

CUSTOMER NO. 29933	ADVISOR REBECCA L TURNER	TAG NO. 316 3604	INVOICE DATE 10/03/03	INVOICE NO. FOIS185061
	LABOR RATE	LICENSE NO.	COLOR GOLD ASH/ME	STOCK NO. YT3281
		MILEAGE 14,335	DELIVERY DATE 01/02/03	DELIVERY MILES 21
YEAR / MAKE / MODEL 03/FORD TRUCK/ESCAPE/XLT 4X2	VEHICLE I.D. NO. 1 F M Y U 0 3 1 1 3 K	SELLING DEALER NO.	PRODUCTION DATE	
ROANOKE, AL	F. T. E. NO.	P. O. NO.	R. O. DATE 09/24/03	
COMMENTS				

LABOR & PARTS
JOB # 1 12FOZ EEC SYSTEM HOURS: 545 TECH(S): 545 0.00
CUST. STATES CK IDLE CONTROL
PERFORM EEC TEST, NO CODES. IDLE SYSTEM WORKED NORMALLY
DURING SHORT TEST DRIVE, VEHICLE HAS SEVERAL FLUID LEAKS
DUE TO IMPACT DAMAGE LIMITING TEST DRIVE

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

CONTROL# YT3281	ACCOUNT#	AMOUNT..	TOTAL LABOR...	0.00
			TOTAL PARTS...	0.00
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC. CHG.	0.00
			TOTAL MISC. DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

APPROVED BY SIGNATURE _____

Visible Damage Report

Name: [Redacted] Date: 10 6 03
 Address: [Redacted] City: RAINOKE State: AL Zip: [Redacted] Phone: [Redacted]
 Year: 03 Make: FORD Model: ESCAPE XLT VIN No: 1FMYU03113K [Redacted]
 Color: Gold MT Prod. Date: _____ Trim: _____ Mileage: 14335 License No.: [Redacted]
 Ins. Co.: _____ File No.: _____ Claim No.: _____
 Appraiser: _____ Lic. No.: _____ Phone: _____ Written By: DAVID BURBAE

Line No	Re-pair	Re-place	DESCRIPTION OF DAMAGE	LABOR	PARTS	PAINT	SUB / NET
1	✓		REAR BUMPER COVER 17906 A	.6	21490		
2	✓		Rain FOLGEMENT	1WC	6670		
3	✓		ALSOILIES	1WC	2422		
4	✓		RT REAR BUMPER KIT (1)		586		
5	✓		LIFT GATE P42	50		1.8	
6	✓		REAR BODY PNL M-TIME	2.5		1.0	
7							
8	✓		DRIVERS AIR BAG 14056 OBT Both	1.2	54978		
9	✓		PSNGR AIR BAG		62475		
10	*		DASH, INSTRUMENT PNL OPEN		OPEN		
11							
12	✓		FRONT BUMPER COVER 17752 A	.7	23072		
13	✓		Rain FOLGEMENT M-TIME	.4	5217		
14	✓		LICENSE BRKT M-TIME	.2	1970		
15	✓		LICENSE BRKT PLATE HOLDER M-TIME	.2	1602		
16	✓		GRILL 8200 A	.7	10902		
17	✓		EMBLEM		1677		
18	✓		LT H.L. 13007 CL	.8	13674		
19	✓		RM H.L. 13007 A	.2			
20	✓		Hand P9	1.0	29475	2.6	
21	✓		Hand latch M-TIME	.2	2846		
22	✓		Hand Latch Lever		865		
23	✓		RADIATOR CORE SUPPORT UPPER TIE BAR	7.3	14650	1.5	
24	✓		RADIATOR CORE SUPPORT LOWER TIE BAR	7.3	8998		
25	✓		RT BUMPER MOUNT BRACKET	1WC	6224		
26	✓		LT BUMPER MOUNT BRACKET	1WC	6227		
27	✓		RADIATOR 9025A	1.2	29502		
28	✓		AC CONDENSER M-TIME	1.0	19259		
29	✓		RADIATOR FAN SHROUD ASSY M-TIME	.7	21224		
30	✓		AC ACCUMULATOR M-TIME	.4	10674		

TOTALS:

Estimated By: _____

**SUNNY KING FORD • HONDA
 TOYOTA • MITSUBISHI**

1507 South Quintard Avenue • Anniston, Alabama 36201
 Phone 835-5548 • Wats # 1-800-947-7001

This damage report is based upon our detailed inspection of your vehicle and does not include repairs other than itemized above. Occasionally additional damage will be discovered once the work is opened up, and additional repairs will be required.

Labor	Hrs @	\$ 5836	\$
FRONT	Hrs @	\$ 40W	\$
Paint	Hrs @	\$ 5836	\$
Parts Cost		\$	
Less Discount	% \$		
Equals Net Parts Cost		\$	
Sublet		\$	
Hazard Waste		\$ 3.50	
Wrecker & Storage		\$	
Materials		\$	
Tax	% ()	\$	
		Grand Total	\$

Visible Damage Report

Name: [REDACTED] Date: 10 6 03
 Address: _____ City: _____ State: _____ Zip: _____ Phone: [REDACTED]
 Year: 03 Make: FORD Model: ESCAPE XLT VIN No.: K
 Color: GOLD MT Prod. Date: _____ Trim: _____ Mileage: 14 335 License No.: [REDACTED]
 Ins. Co.: _____ File No.: _____ Claim No.: _____
 Appraiser: _____ Lic. No.: _____ Phone: _____ Written By: _____

Line No.	Re-pair	Re-place	DESCRIPTION OF DAMAGE	LABOR	PARTS	PAINT	SUB / NET
1			AC Line To CONDENSER m-TIME	4	4150		
2			AC Line To EVAPORATOR m-TIME	4	2803		
3			AC FT Upper mtr BRKT m-TIME	2	855		
4			AC FT Upper mtr BRKT m-TIME	2	508		
5							
6			WIND SHIELD 03100A	20	20090		
7			WIND SHIELD mtr 03144A	20			
8			Reinish Rt fender P.10			1.5	
9			Reinish Lt fender P.10			1.5	
10							
11							
12			HOOD ID LABELS 745A8653A	0.1	156		
13			ID Label 345A19A2864A	0.1	156		
14			ID LABEL 307E9C485 KMD	0.1	156		
15			ID LABEL 745A19D992-CD	0.1	156		
16			4W ALIGN 3001 AIT	10			
17			FREON-oil		3200		
18			1 PARLON anti FREEZE		1000		
19			WINDSHIELD URETHANE KIT		2500		
20			CORROSION PROTECTION		500		
21			WELD THROUGH PRIMER		500		
22			Roostops m-TIME	4	250		
23			Power Steering FLUID		600		
24							
25			MASK FOR INTERIOR JAMS m-TIME	1.0			
26			Color SAND & BUFF FINISH m-TIME	1.5			
27							
28							
29							
30			HAZARD WASTE		350		

TOTALS:

Estimated By: _____

**SUNNY KING FORD • HONDA
 TOYOTA • MITSUBISHI**
 1507 South Quintard Avenue • Anniston, Alabama 36201
 Phone 835-5548 • Wats # 1-800-947-7001

This damage report is based upon our detailed inspection of your vehicle and does not include repairs other than itemized above. Occasionally additional damage will be discovered once the work is opened up, and additional repairs will be required.

Labor _____ Hrs @ \$ _____	\$ _____
FRAME _____ Hrs @ \$ 40.00	\$ _____
Paint _____ Hrs @ \$ _____	\$ _____
Parts Cost \$ _____	\$ _____
Less Discount _____ % \$ _____	\$ _____
Equals Net Parts Cost _____	\$ _____
Sublet _____	\$ _____
Hazard Waste _____	\$ 350
Wrecker & Storage _____	\$ _____
Materials _____	\$ _____
Tax _____ % () \$ _____	\$ _____
Grand Total \$	\$ _____

Visible Damage Report

Name [REDACTED] Date 10 6 03
 Address _____ City _____ State _____ Zip _____ Phone _____
 Year 03 Make FORD Model Escape XLT VIN No. K
 Color Blue Prod. Date _____ Trm _____ Mileage 14,335 License No. [REDACTED]
 Ins. Co _____ File No _____ Claim No _____
 Appraiser _____ Lic. No. _____ Phone _____ Written By _____

Line No.	Re- pair	Re- place	DESCRIPTION OF DAMAGE	LABOR	PARTS	PAINT	SUB / NET
1			Set up FRAME MACHINE	3.0F			
2							
3			Pull RT FRT FRAME RAIL m-TIME	4.0F			
4			DRESSUP RT FRAME RAIL AFTER Pull m-TIME	1.5			
5							
6			Pull LT FRT FRAME RAIL m-TIME	6.0F			
7			DRESSUP LT FRT FRAME RAIL AFTER Pull m-TIME	3.0			
8							
9							
10			P107			1.5	
11							
12							
13							
14							
15							
16							
17							
18			* NOTE: MAY HAVE HIDDEN ADDITIONAL DAMAGE OPEN				
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							

TOTALS:

Estimated By:

**SUNNY KING FORD • HONDA
TOYOTA • MITSUBISHI**

1507 South Quintard Avenue • Anniston, Alabama 36201
Phone 835-5548 - Wats # 1-800-947-7001

This damage report is based upon our detailed inspection of your vehicle and does not include repairs other than itemized above. Occasionally additional damage will be discovered once the work is opened up, and additional repairs will be required.

Labor	36.7 Hrs @ \$5836	\$214181
FRAME	13.0 Hrs @ \$40.00	\$520.00
Paint	10.4 Hrs @ \$5836	\$60694
Parts Cost	\$ _____	
Less Discount	_____%\$ _____	
Equals Net Parts Cost		\$ 3925.26
Sublet		\$ _____
Hazard Waste		\$ -3.00
Wrecker & Storage		\$ _____
Materials		\$ 214.76
Tax	\$17409.27	\$ _____
Grand Total		\$740927

OXFORD OFFICE SUPPLIES & THE PRINT SHOP - (256) 835-0155

OCT 07 2003 09:51

256 831 9272 Page 3 of 2 PAGE.08

Jackson, Celeste (C.)

From: MarkLinnst@aol.com
Sent: Tuesday, October 07, 2003 9:27 AM
To: cjacks84@ford.com
Subject: From: Sunny King Ford Service Department



STRIBLINS.ZIP













CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
28	04/05	10:46	8033270433	EC-S	00'21"	001	165	OK



SENT VIA FAX

April 5, 2005

F. Craig Wilkerson, Jr
 Wilkerson and Lewis, L.L.C.
 223 East Main Street, Suite 403
 Rock Hill, SC 11583

RE: [REDACTED]

Dear Mr. Wilkerson, Jr.:

This letter is in response to your letter dated February 3, 2005 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Your client's concern has been thoroughly reviewed by the service department at Harrelson Ford. We have been informed that after carefully inspecting the vehicle, they were unable to verify any manufacturer's defects with the 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,

Catherine Papalia-Reid
 Consumer Affairs



SENT VIA FAX

April 5, 2005

F. Craig Wilkerson, Jr.
Wilkerson and Lewis, L.L.C.
223 East Main Street, Suite 403
Rock Hill, SC 11583

RE: [REDACTED]

Dear Mr. Wilkerson, Jr.:

This letter is in response to your letter dated February 3, 2005 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Your client's concern has been thoroughly reviewed by the service department at Harrelson Ford. We have been informed that after carefully inspecting the vehicle, they were unable to verify any manufacturer's defects with the 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,

A handwritten signature in cursive script that reads "Catherine Papalia-Reid".

Catherine Papalia-Reid
Consumer Affairs

WILKERSON AND LEWIS, L.L.C.

ATTORNEYS AND COUNSELORS AT LAW

223 East Main Street, Suite 405

Post Office Drawer 11583

Rock Hill, SC 29731

Office (803) 324-2086 FEB 10 P 2:47

Fax (803) 324-0056

F. Craig Wilkerson, Jr. (SC, GA)
E. Stacy Lewis (SC, TN)
Grady E. McMehan
Elizabeth Hope Rainey

Of Counsel
Ann McCrowey Mickle *
H. Asby Fulmer, III

* Former South Carolina Workers Comp Commissioner

February 3, 2005

VIA CERTIFIED MAIL ONLY TO:

Ford Motor Company
Attention: Frank M. Ligon
P.O. Box 1904
Dearborn, MI 48121

Harrelson Ford
6500 South Boulevard
Charlotte, NC 28217

Re: My Client: [REDACTED]
Car Make/Model: 2005 Ford Escape
Car's VIN#: 1FMYU02133K [REDACTED]

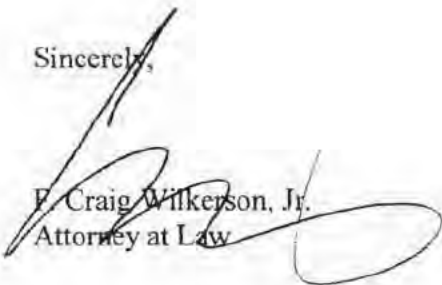
To Whom it May Concern:

I wanted to make you aware that this vehicle has experienced a failure with the accelerator cable and the owner of the vehicle, [REDACTED] took the car to Harrelson Ford in Charlotte, North Carolina to have the accelerator replaced. At that time, Harrelson Ford refused to replace the accelerator or the other parts.

I would ask that you please give my office a call upon receipt of this correspondence to discuss this matter in further detail. You may reach me at 1 (803) 324-2086. Thank you for your consideration in this matter and I look forward to hearing from you.

With best regards, I am,

Sincerely,


F. Craig Wilkerson, Jr.
Attorney at Law

FCWjr/aw

PE12-019 002340 LP

All Action Details for Issue

Print

VIN: 1FMYU02133K [REDACTED] Year: 2003 Model: ESCAPE Case: 475380115
 Name: [REDACTED] Owner Status: Original WSD: 2003-09-29
 Symptom Desc: SURGE AT CRUISE HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Dealer: 01071 HARRELSON FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 19800 MI Comm Type: PHONE
 Analyst Name: CASTELLANO ELIZABETH Analyst: ECASTEL3
 Action Date: 01/11/2005 Action Time: 13.12.18.721 Action Data: No

Comments CUSTOMER SAID: -I STEPPED ON MY BRAKES AND THE VEH NOT STOP -I HIT A WALL AND CAUSED DAMAGE TO THE FRONT OF THE VEH AND THE ACCELERATOR PEDAL IS STUCK -THE RADIATOR GOT DAMAGED AND IT IS LEAKING COOLANT -I HIT MY NOSE AND IT GOT BRUISED AND WAS VERY SWOLEN -I CONTACTED MY INSURANCE COMPANY -THE INSURANCE COMPANY STATED THAT THERE IS A RECALL ON THE VEH FOR THIS ISSUE AND FORD SHOULD BE RESPONSIBLE FOR THE REPAIR -THE VEH IS WITH ME -THE DATE OF THE ACCIDENT WAS SEP.04.04-A DEFECT DID CAUSE THE ACCIDENT -THE LOCATION OF THE VEH WAS THAT I WAS PULLING INTO A PARKING LOT OF A RESTERAUNT THE VEH JUST SPED UP AND I HIT THE RESTERAUNT WALL AND WE DAMAGED IT -THE RESTERAUNT GOT THEIR MONEY FROM THE INSURANCE COMPANY FOR THE DAMAGE BUT THE INSURANCE FEELS THEY SHOULDN'T HAVR PAID THAT -THERE WAS POLICE REPORT FILED -I AM UNSURE OF THE FINDING OF THE REPORT -I DO NOT HAVE THE POLICE REPORT # WITH ME NOW BUT I CAN GET IT, THE CITY THE ACCIDENT OCCURED IN WAS FORT MILL -A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY -THE STATUS OF THE CLAIM IS THAT I SHOULD CALL FORD TO SEE WHAT THEY WILL DO -THE VEH IS REPAIRABLE-I HAVE CONTACTED THE FORD DLRSHIP AND SPOKE TO MICKEY AND THEY HAVE THE PARTS TO REPAIR THE VEH -CUST SEEKS INFODEALER SAID: -NONECRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01071 HARRELSON FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 19800 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 01/11/2005 Action Time: 15.18.08.926 Action Data: Yes

Comments LPA CONTACTED CUSTOMER. THERE WAS NO ANSWER. LPA LEFT A MESSAGE REQUESTING A RETURN CALL. LPA WILL AWAIT RETURN CALL TO PROCEED.

Data Element Name	Data Value
CONTACT PERSON	ANSWERING MACHINE

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER
 Dealer: 01071 HARRELSON FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 19800 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 01/12/2005 Action Time: 09.50.41.769 Action Data: No



1/24/2005

Comments LPA CONTACTED CUSTOMER ON BOTH CONTACT NUMBERS. CUSTOMER WAS NOT AVAILABLE. LPA LEFT MESSAGES ON THE VOICEMAIL. LPA AWAITING A RETURN CALL.

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER

Dealer: 01071 HARRELSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 19800 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 01/13/2005

Action Time: 09.48.44.111

Action Data: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH MS. TAYLOR. CUSTOMER STATED THAT SHE HAD AN ACCIDENT BACK ON SEPTEMBER 4 AND BELIEVES THAT THE ACCIDENT WAS THE RESULT OF RECALL 04S25. THE VEHICLE HAS YET TO BE INSPECTED. IN ADDITION, CUSTOMER HAS INJURIES TO HER NOSE AND TO HER LEG.

Action: REQUEST FOR VEHICLE INSPECTION - DEALER

Dealer: 01071 HARRELSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 19800 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 01/13/2005

Action Time: 09.49.20.356

Action Data: No

Comments LPA REQUESTED A VEHICLE INSPECTION FROM DLR SVC DIRECTOR TOM RIVERS.

Action: RECEIVE VEHICLE INSPECTION BACK

Dealer: 01071 HARRELSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 19800 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 01/24/2005

Action Time: 09.22.08.428

Action Data: Yes

Comments LPA RECEIVED VEHICLE INSPECTION FROM TOM RIVERS AT HARRELSON FORD. TOM WAS *UNABLE TO DUPLICATE THROTTLE STICKING OR THROTTLE CABLE STICKING BEFORE OR AFTER THROTTLE CABLE RECALL WAS PERFORMED.* IN OTHER WORDS, TOM COULD NOT CONFIRM NOR DENY CUSTOMER'S ALLEGATION.

Data Element Name

Data Value

FSE

YES

DEALER

YES

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER

Dealer: 01071 HARRELSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 19800 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 01/24/2005

Action Time: 09.23.54.609

Action Data: No

1/24/2005

Comments LPA CONTACTED CUSTOMER AND ADVISED OF DEALER'S FINDINGS. LPA REFERRED CUSTOMER TO HER INSURANCE COMPANY. CUSTOMER REQUESTED THAT CLOSING CORRESPONDENCE BE FAXED TO HER ATTORNEY. LPA FAXED A COPY TO CUSTOMER'S ATTORNEY AND MAILED THE ORIGINAL TO CUSTOMER. NOTHING FURTHER. CASE FILED.

Action: UPDATE CONTACT STATUS

Dealer: 01071 HARRELSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 19800 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA


Analyst: KDUNLAP

Action Date: 01/24/2005

Action Time: 09.30.34.679

Action Data: No

Comments LPA CONTACTED CUSTOMER TO ADVISE THAT NO CORRESPONDENCE WOULD BE FAXED TO HER ATTORNEY. CLOSING CORRESPONDENCE WILL BE MAILED TO CUSTOMER AND SHE CAN FORWARD IT TO HER ATTORNEY.

 1/24/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 22-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
1FMYU02133K	██████	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	22-05-03	29-09-03	121279	USA	16	*	*	*	*	SXX	V00	*	*
AWS Claim Key:		9289675	Doc #: 02781240		Trx Code:		04S25	Labor Hrs:		.4	Labor Cost:		28.35	Material Cost:		15.55	Total Cost:		43.9				
Dir Cd-Sub Cd:		01071-	Name: HARRELSON FORD, INC.				Ph:	704-5522760	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 20-JAN-2005		DIST (Mile): 20886						
Cust Comments:		04S25 3.0L LHD ACCELERATOR CABLE REPLACEMENT																					
Tech Comments:		NOTE: TECHNICIAN 186 WAS UNABLE TO DUPLICATE THROTTLE STICKING OR THROTTLE CABLE STICKING BEFORE OR AFTER THROTTLE CABLE RECALL WAS PERFORMED RONALD LISK SHOP FOREMAN																					

Any comments? You can contact



webmaster

All Action Details for Issue

Print

VIN: 1FMYU02133K [REDACTED] Year: 2003 Model: ESCAPE Case: 475380115
 Name: [REDACTED] Owner Status: Original WSD: 2003-09-29
 Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 01071 HARRELSON FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 20886 MI Comm Type: MAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 02/14/2005 Action Time: 08.44.01.179 Action Data: Yes

Comments *****ATTORNEY DEMAND*****DATE STAMPED 2-10-05. ATTORNEY ALLEGES HIS CLIENT EXPERIENCED A FAILURE WITH THE ACCELERATOR CABLE. ATTORNEY STATES FORD HAS REFUSED TO REPLACE THE ACCELERATOR OR THE OTHER PARTS.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	WILKERSON AND LEWIS
ATTORNEY NAME	F. CRAIG WILKERSON, JR.
ATTORNEY PHONE NUMBER	8033242080
ANALYST ID	ESMITH68

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY

Dealer: 01071 HARRELSON FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 20886 MI Comm Type: OTHER
 Analyst Name: SMITH,ERIKA (E.L.) Analyst: ESMITH68
 Action Date: 02/18/2005 Action Time: 09.17.40.991 Action Data: No

Comments SENT ACK LETTER

All Action Details for Issue

Print

VIN: 1FMYU02133K [REDACTED] Year: 2003 Model: ESCAPE Case: 475380115
 Name: [REDACTED] Owner Status: Original WSD: 2003-09-29
 Symptom Desc: SURGE AT CRUISE HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Dealer: 01071 HARRELSON FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 19800 MI Comm Type: PHONE
 Analyst Name: CASTELLANO ELIZABETH Analyst: ECASTEL3
 Action Date: 01/11/2005 Action Time: 13.12.18.721 Action Data: No

Comments CUSTOMER SAID: -I STEPPED ON MY BRAKES AND THE VEH NOT STOP -I HIT A WALL AND CAUSED DAMAGE TO THE FRONT OF THE VEH AND THE ACCELERATOR PEDAL IS STUCK -THE RADIATOR GOT DAMAGED AND IT IS LEAKING COOLANT -I HIT MY NOSE AND IT GOT BRUISED AND WAS VERY SWOLEN -I CONTACTED MY INSURANCE COMPANY -THE INSURANCE COMPANY STATED THAT THERE IS A RECALL ON THE VEH FOR THIS ISSUE AND FORD SHOULD BE RESPONSIBLE FOR THE REPAIR -THE VEH IS WITH ME -THE DATE OF THE ACCIDENT WAS SEP.04.04-A DEFECT DID CAUSE THE ACCIDENT -THE LOCATION OF THE VEH WAS THAT I WAS PULLING INTO A PARKING LOT OF A RESTERAUNT THE VEH JUST SPED UP AND I HIT THE RESTERAUNT WALL AND WE DAMAGED IT -THE RESTERAUNT GOT THEIR MONEY FROM THE INSURANCE COMPANY FOR THE DAMAGE BUT THE INSURANCE FEELS THEY SHOULDN'T HAVR PAID THAT -THERE WAS POLICE REPORT FILED -I AM UNSURE OF THE FINDING OF THE REPORT -I DO NOT HAVE THE POLICE REPORT # WITH ME NOW BUT I CAN GET IT, THE CITY THE ACCIDENT OCCURED IN WAS FORT MILL -A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY -THE STATUS OF THE CLAIM IS THAT I SHOULD CALL FORD TO SEE WHAT THEY WILL DO -THE VEH IS REPAIRABLE-I HAVE CONTACTED THE FORD DLRSHIP AND SPOKE TO MICKEY AND THEY HAVE THE PARTS TO REPAIR THE VEH -CUST SEEKS INFO DEALER SAID: -NONECRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01071 HARRELSON FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 19800 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 01/11/2005 Action Time: 15.18.08.926 Action Data: Yes

Comments LPA CONTACTED CUSTOMER. THERE WAS NO ANSWER. LPA LEFT A MESSAGE REQUESTING A RETURN CALL. LPA WILL AWAIT RETURN CALL TO PROCEED.

Data Element Name	Data Value
CONTACT PERSON	ANSWERING MACHINE

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER
 Dealer: 01071 HARRELSON FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 19800 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 01/12/2005 Action Time: 09.50.41.769 Action Data: No



2/22/2005

Comments LPA CONTACTED CUSTOMER ON BOTH CONTACT NUMBERS. CUSTOMER WAS NOT AVAILABLE. LPA LEFT MESSAGES ON THE VOICEMAIL. LPA AWAITING A RETURN CALL.

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER

Dealer: 01071 HARRELSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 19800 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 01/13/2005

Action Time: 09.48.44.111

Action Data: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH MS. TAYLOR. CUSTOMER STATED THAT SHE HAD AN ACCIDENT BACK ON SEPTEMBER 4 AND BELIEVES THAT THE ACCIDENT WAS THE RESULT OF RECALL 04S25. THE VEHICLE HAS YET TO BE INSPECTED. IN ADDITION, CUSTOMER HAS INJURIES TO HER NOSE AND TO HER LEG.

Action: REQUEST FOR VEHICLE INSPECTION - DEALER

Dealer: 01071 HARRELSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 19800 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 01/13/2005

Action Time: 09.49.20.356

Action Data: No

Comments LPA REQUESTED A VEHICLE INSPECTION FROM DLR SVC DIRECTOR TOM RIVERS.

Action: RECEIVE VEHICLE INSPECTION BACK

Dealer: 01071 HARRELSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 19800 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 01/24/2005

Action Time: 09.22.08.428

Action Data: Yes

Comments LPA RECEIVED VEHICLE INSPECTION FROM TOM RIVERS AT HARRELSON FORD. TOM WAS "UNABLE TO DUPLICATE THROTTLE STICKING OR THROTTLE CABLE STICKING BEFORE OR AFTER THROTTLE CABLE RECALL WAS PERFORMED." IN OTHER WORDS, TOM COULD NOT CONFIRM NOR DENY CUSTOMER'S ALLEGATION.

<u>Data Element Name</u>	<u>Data Value</u>
FSE	YES
DEALER	YES

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER

Dealer: 01071 HARRELSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 19800 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 01/24/2005

Action Time: 09.23.54.609

Action Data: No

2/22/2005

Comments LPA CONTACTED CUSTOMER AND ADVISED OF DEALER'S FINDINGS. LPA REFERRED CUSTOMER TO HER INSURANCE COMPANY. CUSTOMER REQUESTED THAT CLOSING CORRESPONDENCE BE FAXED TO HER ATTORNEY. LPA FAXED A COPY TO CUSTOMER'S ATTORNEY AND MAILED THE ORIGINAL TO CUSTOMER. NOTHING FURTHER. CASE FILED.

Action: UPDATE CONTACT STATUS

Dealer: 01071 HARRELSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 19800 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA


Analyst: KDUNLAP

Action Date: 01/24/2005

Action Time: 09.30.34.679

Action Data: No

Comments LPA CONTACTED CUSTOMER TO ADVISE THAT NO CORRESPONDENCE WOULD BE FAXED TO HER ATTORNEY. CLOSING CORRESPONDENCE WILL BE MAILED TO CUSTOMER AND SHE CAN FORWARD IT TO HER ATTORNEY.



2/22/2005

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
2/18/2005 ACKNOWLED	ERIN E TAYLOR LEGAL - OTHER ATTORNEY DEMAND	1FMYU02133K [REDACTED] 475380115	2003 ESCAPE	07
1/24/2005 CLOSED	ERIN E TAYLOR LEGAL - ALLEGED - NON-SERIOUS INJURY	1FMYU02133K [REDACTED] 475380115	2003 ESCAPE	07

[REDACTED] 2/22/2005

Smith, Erika (E.L.)

From: Smith, Erika (E.L.)
Sent: Tuesday, February 22, 2005 1:10 PM
To: Sundstrom, Kathryn (K.)
Subject: Open LP Case-Taylor

Hello. My name is Erika Smith and I am the analyst handling this case. Please look over the case and let me know of any information that you can provide. If there are any problems or questions, please contact me.

VIN: 1FMYU02133K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 475380115
Name: [REDACTED]	Owner Status: Original	WSD: 2003-09-29	
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: HARRELSON FORD INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 01071	
Odometer: 20886 MI	Comm Type: MAIL		
Action Date: 02/14/2005	Action Time: 08:44:01:180	Action Data: <u>Yes</u>	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****ATTORNEY DEMAND*****DATE STAMPED 2-10-05. ATTORNEY ALLEGES HIS CLIENT EXPERIENCED A FAILURE WITH THE ACCELERATOR CABLE. ATTORNEY STATES FORD HAS REFUSED TO REPLACE THE ACCELERATOR OR THE OTHER PARTS.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Thank you for your time. I look forward to hearing from you soon.

Have a great day!

Respectfully,

Erika Smith

Ford Motor Company
Consumer Affairs-Litigation Prevention
PH: (313) 845-5515
FX: (313) 845-5668

DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGE	CODE	STATUS
05	02-18	11:22	8033270433	EC-43	02'27"	002	071 CI

Facsimile Cover Sheet

TO: F. Craig Wilkerson, Jr.

COMPANY: Wilkerson & Lewis, LLC

PHONE: 803-324-2086

FAX: 803-324-0056

RE: 

FROM: ERIKA SMITH

COMPANY:FORD MOTOR COMPANY

PHONE: (313) 845-5515

FAX: (313) 845-5668

**NUMBER OF PAGES: 2
(INCLUDING COVER SHEET)**



Consumer Affairs

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

February 18, 2005

F. Craig Wilkerson, Jr.
Wilkerson & Lewis, LLC
223 East Main Street, Suite 403
P. O. Box 11583
Rock Hill, SC 29731

RE: [REDACTED]
2003 Escape
VIN: 1FMYU02133K [REDACTED]

Dear Mr. Wilkerson:

I am in receipt of your letter dated February 3, 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) 845-5515 or by fax at (313) 845-5668.

Respectfully yours,

Erika Smith
Consumer Affairs



Facsimile Cover Sheet

TO: F. Craig Wilkerson, Jr.

COMPANY: Wilkerson & Lewis, LLC

PHONE: 803-324-2086

FAX: 803-324-0056

RE: 

FROM: ERIKA SMITH

COMPANY:FORD MOTOR COMPANY

PHONE: (313) 845-5515

FAX: (313) 845-5668

**NUMBER OF PAGES: 2
(INCLUDING COVER SHEET)**

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	J	C1	01071	F21213

Dealer Name:	HARRELSON FORD INC				
Dealer Address:	6500 SOUTH BOULEVARD CHARLOTTE NC 28217				
Dealer Main Phone:	704-552-2760	Dealer Service Phone:	704-552-2760		

Position	Employee Name
CUST RELATIONS MGR	MISTY L HARRELSON
DEALER/PARTNER	LOUIS F HARRELSON
PARTS MANAGER	DONNA J GRAHAM
PARTS MANAGER	MICHAEL B MCKINNEY
PARTS & SERVICE DIRECTOR	THOMAS W RIVERS
SALES MANAGER	RICHARD E PAGE
SALES MANAGER	walton d dixon
SALES MANAGER	WILLIAM M LEWIS
SALES MANAGER	JAMES D HAYES
SERVICE MANAGER	DONALD G MILNE

Kathryn Sundstrom
ksundstr

704 393 4923



2/22/2005

Customer Info

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

OASIS RESULT:

1FMYU02133K [REDACTED]

See bottom of the OASIS result for contact ID 02/22/2005
13:06:38

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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 09/29/2003	BUILD DATE 05/22/2003	SALE MILEAGE 00002
--	---------------------------------	------------------------------

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

01/20/2005

DEALER: Harrelson Ford, Inc.

WARRANTY CLAIM NUMBER: 027812

ODOMETER: 020886M

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

NOTE: TECHNICIAN 186 WAS UNABLE TO DUPLICATE THROTTLE STICKING OR THROTTLE CABLE STICKING BEFORE OR AFTER THROTTLE CABLE RECALL WAS PERFORMED RONALD LISK - SHOP FOREMAN

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU02133K [REDACTED]



ESP / Recall Information

VIN: 1FMYU02133K [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-01-20	01071USAF21213



2/22/2005

SENT VIA US MAIL

January 24, 2005

[REDACTED]
[REDACTED]
Rock Hill, SC [REDACTED]

RE: 2003 Escape
VIN: 1FMYU02133K [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 Harrelson Ford. We have been informed that after carefully inspecting your vehicle, the dealer was unable to verify any manufacturer's defect with your vehicle.

Our experience has shown that these types of situations are typically handled by insurance companies. We suggest that 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,

Ke'Nisha Dunlap
Consumer Affairs

Customer Info

003-324-0056

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

[REDACTED]

... 1/11/2005

ESP / Recall Information

VIN: 1FMYU02133K [REDACTED]

No ESP Information for this VIN

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

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

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



1/11/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU02133K [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:	01015	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: 22-MAY-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121279 - *
 Country: USA - ##### Selling Dir St/Prov: SC
 Buyer St/Prov: SC

Arrival Date: 29-MAY-2003 Red Carpet Lease: *
 Sale Date: 29-SEP-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 29-SEP-2003 Modified Vehicle: *
 Orig Warranty Date: 29-SEP-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0023KE11264103 7P C 2 24DA074 ND G 496 7J 5 3 22 V 853B N 21J279L 1 UA W2A 3 1
 1FMY327 120B 9143C L

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	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]	Susp Tandem Axle:	
Color(Trim):	000NC -	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D3GTQ - P225/70R 15 BSW A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF -UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: ACUU_4601803 RF: ACUU_4601803
 LR: ACUU_4601803 RR: ACUU_4601803
 LI: * RI: *
 SPARE: T714_BAH0503

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/BJ - T/BJ
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	KMD
ESP Plan Year:	* Engine Family:	3FMXT0301F7
ESP Signature Date:		

Can't find VIN Code =

Standard Claims List For Model Year 2003

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	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: 1FMYU02133K [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: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 9/29/2003
 GCWR: Vehicle Build Date: 5/22/2003
 PEP Code: 120B

Selling Dealers Name: FORT MILL FORD
 Selling Dealers P & A Code: 01015 Selling Dealers Sales Code: F21279
 Selling Dealers Main Phone: 803-547-5454 Selling Dealers Service Phone: 803-547-5454

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 2 3 K E 1 1 2 6 4 1 0 3 7 P C 2 2 4 D A 0 7 4 HD G 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 3 B N 2 1 J 2 7 9 L 1 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 3 2 7 1 2 0 B 9 1 4 S C L
 1 2 3 4 5 6 7 8 9 160



1/11/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	J	C1	01071	F21213

Dealer Name:	HARRELSON FORD INC		
Dealer Address:	6500 SOUTH BOULEVARD CHARLOTTE NC 28217		
Dealer Main Phone:	704-552-2760	Dealer Service Phone:	704-552-2760

Position	Employee Name
CUST RELATIONS MGR	MISTY L HARRELSON
DEALER/PARTNER	LOUIS F HARRELSON
PARTS MANAGER	DONNA J GRAHAM
PARTS MANAGER	MICHAEL B MCKINNEY
PARTS & SERVICE DIRECTOR	THOMAS W RIVERS ✓
SALES MANAGER	RICHARD E PAGE
SALES MANAGER	walton d dixon
SALES MANAGER	WILLIAM M LEWIS
SALES MANAGER	JAMES D HAYES
SERVICE MANAGER	DONALD G MILNE

Service Hours	7:00 A.M. TO 7:00 P.M.
Directions	ON SOUTH BLVD BETWEEN ARCHDALE & ARROWOOD ROADS
Trained	Y
Additional Information	LSG ENROLLED

1/11/2005

HARRELSON FORD



6500 SOUTH BOULEVARD
CHARLOTTE, NORTH CAROLINA 28217
(704) 552-2760



P & A CODE: 01271		CHECK (✓) APPROPRIATE BOX		MATERIAL	
<input type="checkbox"/> CLAIM REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT			
\$ PARTS	\$ LABOR	\$ TOTAL	RATE QTY		

ON BEHALF OF BUYING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. CLAIMS DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO ADVICE FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REQUIRES OR REQUIRES UNDER 7.5 GPM AND BEING CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. REPAIRS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 12 YEAR FROM THE DATE OF BUYER'S NOTICE TO THE BUYING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

DISCLAIMER OF WARRANTY: The only warranties applying to this product are those which may be offered by the manufacturer. The seller does not assume any responsibility for any damage to vehicle or accident in vehicle in part of the, then or any other claim against you or any dealer or person by unauthorized person or dealer in parts performed by the dealer or component. I hereby state you agree your employee permission to operate the vehicle to be described on dealer's license or otherwise for the purpose of sale by order of Ford. All persons handling it are hereby acknowledged on below vehicle to ensure the amount of repair thereon.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby certify the repair work described on this to be done along with the necessary materials and supplies you are not responsible for loss or damage to vehicle or accident in vehicle in part of the, then or any other claim against you or any dealer or person by unauthorized person or dealer in parts performed by the dealer or component. I hereby state you agree your employee permission to operate the vehicle to be described on dealer's license or otherwise for the purpose of sale by order of Ford. All persons handling it are hereby acknowledged on below vehicle to ensure the amount of repair thereon.

CUSTOMER SIGNATURE: _____

INVOICE TO: [REDACTED]

ACCOUNT OWNER INFORMATION -- DIVISION: 27119

FOR OFFICE USE

TAG: 0200 BUYER: BOB LINTON, M INVOICE: PHOTO 2008 NO

TAX RULES: MVA# INVOICE# 01/01/08 10121435

TOYOTA 04 0000000000 01/01/08

DATE: 01/01/08 TIME: 01/01/08

CONCERN #1 TRUCK 3.0L L4D ACCELERATOR CABLE REPLACEMENT

OPERATION	TECH	HOURS	AMOUNT
043000	151	1.4	22.00

RECALL

REPLACE ACCELERATOR CABLE

NOTE: ENGINE COVER PLATE IN REAR OF VEHICLE - 1000 HOUR LATERAL WAVE

NOTE: TECH INSPECTOR 126 498 UNABLE TO REPLICATE THROTTLE STICKING OR THROTTLE CABLE STICKING BECAUSE OF ASYLE THROTTLE CABLE RECALL WAS PERFORMED

PART NUMBER	QTY	PRICE	TOTAL
84 434-0001	1	22.00	22.00

FACTORY: 0000000000 0000000000

CONCERN #1 0000000000 0000000000

00-01-070075000

SUBTOTAL

PARTS	22.00
MECHANICAL LABOR CHARGE	22.00
TOTAL CHARGE FOR CONCERN	44.00

GRAND TOTALS

PARTS	15.00
MECHANICAL LABOR CHARGE	29.00
TOTAL CHARGE	44.00

PAYMENT DISTRIBUTION FOR INVOICE

TOTAL CHARGE 44.00

REG. LIABILITY 00.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BOB LINTON @ 01/01/08

VIN FSA Details	
VIN:	1FMYU02133K [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:	22-May-2003	
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	29-Sep-2003	
Vehicle Type Description:	TRUCK	Sale Date:	29-Sep-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:	[REDACTED]			
Owner Name:	[REDACTED]			
Address 1:	[REDACTED]			
Address 2:	[REDACTED]			
Address 3:	[REDACTED]			
Address 4:	[REDACTED]			
City:	ROCK HILL	Phone #:		
State/Province:	South Carolina	E-Mail:		
ZIP/Postal Code:	[REDACTED]			
Country:	UNITED STATES			
Owner Effective Date:	01-Mar-2004	Vendor Applied Date:	26-Apr-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:	E TAYLOR			



1/11/2005

Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3: [REDACTED]
 Address 4: [REDACTED]
 City: ROCK HILL
 State/Province: South Carolina Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail: [REDACTED]
 Country: UNITED STATES

Owner Effective Date: 23-Oct-2003 Vendor Applied Date: 23-Oct-2003

N&A Source: NAVIS GCamp Applied Date: 28-Jun-2004
 Mail Status: Active Mail Suppression Date:

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

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	01015	USA	F21279		Fort Mill Ford
Ship-To					NOT AVAILABLE
Stocking	01015	USA	F21279		Fort Mill Ford
Selling	01015	USA	F21279		Fort Mill Ford

FSA Details

VIN: 1FMYU02133K [REDACTED]

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

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

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

P&A Code	GEO Sales	Responsible Dealer	Sales Code	Sub Code	Description
01015	USA		F21279		Fort Mill Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	07-Dec-2004	
Display Eligibility	Y	07-Dec-2004	
Original Mail Eligibility	N	10-Jan-2005	
Follow up Mail	Y	10-Jan-2005	

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

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - ORIGINA	10-Jan-2005
EXTERNAL NAME AND ADDRESS APPLIED	05-Jan-2005
EXTERNAL NAME AND ADDRESS APPLIED	03-Jan-2005
EXTERNAL NAME AND ADDRESS APPLIED	28-Jun-2004

Repair						
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code Cost Source
VIN/FSA Vehicle Status						
Description		Reason		Date		
OPEN - LAUNCHED		Open		07-Dec-2004		
Confirmed				07-Dec-2004		
VIN FSA Mail History						
Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...				Global FSA:00010252		
Release:		OOWNER LETTER				
Release Date:		10-Jan-2005				
Mail Date:						
Restricted Address:		No				
Address:		<div style="background-color: black; width: 150px; height: 20px; margin-bottom: 5px;"></div> ROCK HILL, SC <div style="background-color: black; width: 80px; height: 15px; display: inline-block;"></div> UNITED STATES				
Resp. Dealer:		01015USAF21279-				
Fleet Acct:						
Fleet Mgmt Loc:						
N&A Source:		POLK				
Owner Effective Date:		01-Mar-2004				
Note:						

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

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**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

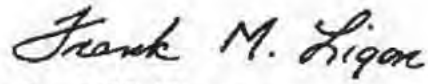
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

Customer Notification Letter

QUESTIONS?

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

Sincerely,



Frank M. Ligon

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



1/11/2005



COPY

Sent Via U.S. Mail

May 11, 2005

[REDACTED]
North Port, FL [REDACTED]

Re: 2003 Escape
VIN: 1FMYU02193K [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.

It should be noted, you need to have Recall 04S25, Accelerator Cable Replacement, performed. Please return your Escape to your Ford or Lincoln-Mercury dealer for repair. This will be done free of charge.

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

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FMYU02193K [REDACTED] Year: 2003 Model: ESCAPE Case: 1367031305
 Name: [REDACTED] Owner Status: Original WSD: 2002-11-25
 Symptom Desc: SERVICE BRAKE LOCK-UP/GRAB FRONT 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: 04926 DON GASGARTH'S CHARLOTTE COUNTY FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 26000 MI Comm Type: PHONE
 Analyst Name: MICHELLE VELLA Analyst: MVELLA5
 Action Date: 05/10/2005 Action Time: 10.11.43.991 Action Data: No

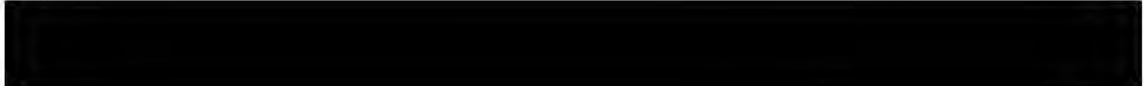
Comments CUSTOMER SAID: THERE IS A RECALL ON THE ACCELERATOR PEDAL I WAS INVOLVED IN AN ACCIDENT 1.5 YRS AGO BECAUSE THE ACCELERATOR PEDAL GOT STUCK WE HAVE NOW RECEIVED A RECALL FOR THE ACCELERATOR PEDAL WE ARE NOW BEING SUED BY THE OTHER VEH DRIVER AND WE FEEL FORD IS RESPONSIBLE DUE TO THE RECALL-I HAD REAR ENDED THE OTHER VEH AS THE VEH JERKED AHEAD AND THE ACCELERATOR PEDAL GOT STUCK, VEH WAS TRAVELLING 3 MPH-THE ACCIDENT OCCURED SEPT/04-I WAS NOT INJURED HOWEVER THE OTHER VEH DRIVER IS NOW COMPLAINING OF LOWER BACK PAIN WE RECEIVED A LETTER FROM THIS PERSON WHO IS SUIING US-THE INSURANCE COMPANY HAS PAID FOR THE VEH REPAIRS DEALER SAID: DON GASGARTH'S CHARLOTTE COUNTY FORD 3156 TAMiami TRAILPORT CHARLOTTE, FL 33952 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: 04926 DON GASGARTH'S CHARLOTTE COUNTY FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 26000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 05/11/2005 Action Time: 11.03.57.543 Action Data: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH [REDACTED] CUSTOMER STATED THAT HER VEHICLE ACCIDENT WAS IN SEPTEMBER OF 2004. THE VEHICLE HAS ALREADY BEEN REPAIRED BY HER INSURANCE COMPANY. CUSTOMER STATED THAT THE OTHER DRIVER INVOLVED IN THE ACCIDENT IS SUEING THE CUSTOMER COMPLAINING OF LOWER BACK PAIN.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 04926 DON GASGARTH'S CHARLOTTE COUNTY FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 26000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 05/11/2005 Action Time: 11.06.28.191 Action Data: No

Comments LPA ADVISED CUSTOMER TO CONTINUE WORKING WITH HER INSURANCE COMPANY AND ADVISED OF SUBROGATION. OUR CUSTOMER IS NOT INJURED. THE OTHER DRIVER IS ALLEGING LOWER BACK PAIN. LPA ADVISED CUSTOMER TO CONTACT HER INSURANCE COMPANY AND ADVISE THEM OF THE ACCELERATOR CABLE RECALL WHICH SHE BELIEVES WAS THE CAUSE OF HER VEHICLE ACCIDENT. CLOSING CORRESPONDENCE MAILED. CASE FILED.



5/11/2005

Customer Info

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

[REDACTED]

5/11/2005

ESP / Recall Information

VIN: 1FMYU02193K [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] 5/11/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU02193K	Veh Line: TM1 - 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/A - 2 WHL L/H FRONT DRIVE	Engine: T/LD - MOD 3.0L DOHC EFI N
Inv. Dealer: 00571	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-SEP-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 144072 -*
 Country: USA - ##### Selling Dir St/Prov: OH
 Buyer St/Prov: OH

Arrival Date: 03-OCT-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-----
 U023KA7296310237P C 2 30H0714 9G E 2 496 7A 5 3 26 5 853A N 44W090 3 C2 WUA 3 1
 1FMY9C5 120A 914NY 7A

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: C	GVW Class Code: Y
Audio Disk: *- [N/A]	Instrumentation: *- [N/A]
Axle Ratio: *- [N/A]	Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type: *- [N/A]	Mirror(Psng Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A	Paint: PN3BB - GOLD ASH METALLIC
Brake Code: *- [N/A]	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service): *- [N/A]	Radio: MH - AM/FM STR/CSTE/CD/CLK
Calibration Code: 3M11A30A	Sound System: AA -LESS UPGRADED SOUND SYSTEM
Color(Accent): *- [N/A]	Suspn Tandem Axle:
Color(Trim): 000BY - MEDIUM PEBBLE	Tire Brand: AN - UNIROYAL
Delivery Type: 0	Tire Size: D3GT1 - P225/70R 15 OWL A-S
Driveshaft Code: D	Traction Control: *- [N/A]
Front Seat: T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:
Fuel Type: AF -UNLEADED FUEL CAPABILITY	

TIRE DOT INFORMATION:

LF: ACUU460_3202 RF: ACUU460_3202
 LR: ACUU460_3202 RR: ACUU460_3202
 LI: * RI: *
 SPARE: T714BAH_3102

5/11/2005

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:		



5/11/2005

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)		
1FMYU02193K [REDACTED]	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	26-SEP-2002	25-NOV-2002	144072	USA	9	1G01	030305	F8RZ	8575	BA	E29	42	7864		
AWS Claim Key:		2093129	Trx Code:		S07	Labor Hrs:		1.7															
Dir Cd-Sub Cd:		02773	Name:		MARK THOMAS FORD, INC.			Ph:	330-6381010		St:	OH	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	07-AUG-2003		Doc #:	052075C
Cust Comments:		THE CHECK ENGINE LIGHT IS ON																					
Tech Comments:		CODE TEST, PINPOINT TEST, DATA LOGGER ROAD TEST, T STAT STICKING, REPLACE T SATAT AND GASKET																					
1FMYU02193K [REDACTED]	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	26-SEP-2002	25-NOV-2002	144072	USA	9	7D08	170101	*	13007	*	L22	07	7864		
AWS Claim Key:		2060220	Trx Code:		2	Labor Hrs:		0.2															
Dir Cd-Sub Cd:		02773	Name:		MARK THOMAS FORD, INC.			Ph:	330-6381010		St:	OH	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	07-AUG-2003		Doc #:	052075D
Cust Comments:		THE CUSTOMER STATES THE HEADLIGHTS ARE TOO LOW REAIM THEM																					
Tech Comments:		TOO LOW REALIGN HEADLAMPS																					
1FMYU02193K [REDACTED]	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	26-SEP-2002	25-NOV-2002	144072	USA	9	5Y02	060202	*	2200	*	N17	42	7864		
AWS Claim Key:		2060221	Trx Code:		2	Labor Hrs:		0.8															
Dir Cd-Sub Cd:		02773	Name:		MARK THOMAS FORD, INC.			Ph:	330-6381010		St:	OH	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	07-AUG-2003		Doc #:	052075E
Cust Comments:		THE CUSTOMER STATES THE REAR WHEELS ARE MAKING A NOISE WHEN STOPPING																					
Tech Comments:		ADJUSTED INSPECT AND CLEAN AND ADJ REAR BRAKES																					
1FMYU02193K [REDACTED]	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	26-SEP-2002	25-NOV-2002	144072	USA	12	1H03	030804	*	9D475	*	E29	01	9257		
AWS Claim Key:		3141274	Trx Code:		S07	Labor Hrs:		1.5															
Dir Cd-Sub Cd:		02773	Name:		MARK THOMAS FORD, INC.			Ph:	330-6381010		St:	OH	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	30-OCT-2003		Doc #:	053817A
Cust Comments:		CONCERN:CK ENGINE LIGHT IS ON																					
Tech Comments:		CODE TEST, PINPOINT TEST, PIDS MONITOR TEST, REPAIR VACUUM LINE TO EGR VALVE, RETEST,ROADTEST																					
1FMYU02193KA72963	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	26-SEP-2002	25-NOV-2002	144072	USA	12	1G01	030305	F8RZ	8575	BA	C03	42	9257		

PE12-019 002379 LP



1FMYU02193K [REDACTED]

5/11/2005

AWS Claim Key:	3120372	Trx Code:	E91	Labor Hrs:	0.7										
Dir Cd-Sub Cd:	02773 - *	Name:	MARK THOMAS FORD, INC.	Ph:	330-6381010	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	30-OCT-2003	Doc #:	053817B
Cust Comments:	CONCERNTEMP GAUGE NORMALLY READS REAL LOW COMES UP WHEN AT A STOP,LACK OF HEAT														
Tech Comments:	TEST AND REPLACE THERMOSTAT, SERVICE PART WARRANTY														
1FMYU02193K		T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	26-SEP-2002	25-NOV-2002	144072	USA	12	1G02 03XXXX XS2Z 8501 CF E23 01 9276
AWS Claim Key:	3236324	Trx Code:	2	Labor Hrs:	0.9										
Dir Cd-Sub Cd:	02773 - *	Name:	MARK THOMAS FORD, INC.	Ph:	330-6381010	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	31-OCT-2003	Doc #:	053845A
Cust Comments:	CONCERN:TECH REPLACED T.STAT BECAUSE IT WAS STUCK OPEN WITH A PIECE OF THE WATERPUMP														
Tech Comments:	R AND I BATT, AND TRAY FOR ACCESS, REPLACE WATER PPUMP														

PE12-019 002380 LP

[REDACTED] =1FMYU02193K [REDACTED]

VEHICLE DETAIL

VIN: 1FMYU02193K [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: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 11/25/2002
 GCWR: Vehicle Build Date: 9/26/2002
 PEP Code: 120A

Selling Dealers Name: MARK THOMAS FORD, INC.
 Selling Dealers P & A Code: 02773 Selling Dealers Sales Code: F44072
 Selling Dealers Main Phone: 330-638-1010 Selling Dealers Service Phone: 330-638-1010

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 2 3 K A 7 2 9 6 3 1 0 3 3 7 P C 2 3 0 H 0 7 1 4 9 G 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 4 4 W 0 9 0 3 C 2 W H A 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 9 C 5 1 2 0 A 9 1 4 N Y
 1 2 3 4 5 6 7 8 9 160



5/11/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	I	C1	04926	F24512

Dealer Name:	DON GASGARTH'S CHARLOTTE COUNTY FORD	
Dealer Address:	3156 TAMiami TRAIL PORT CHARLOTTE FL 33952	
Dealer Main Phone:	941-625-6141	Dealer Service Phone: 941-625-6141

Position	Employee Name
DEALER/PARTNER	DONALD J GASGARTH
GENERAL MANAGER	KIMBERLY K GASGARTH
PARTS MANAGER	ROBERT O HESSLER
PARTS & SERVICE DIRECTOR	JIMMIE L DOYAL JR
SALES MANAGER	RONALD A DIPAOLO
SALES MANAGER	DONALD CARNEY
SALES MANAGER	TOM TURBIVILLE
SALES MANAGER	BILL ROSSI
SERVICE MANAGER	SCOTT A WALKER

Service Hours	7 AM - 7 PM MON-FRI 8 AM - 1 PM SAT
Directions	
Trained	Y
Additional Information	TRUCK SALES MGR: JOHN MACDONALD FAX# SLS 941-627-0583 /S

5/11/2005

VIN FSA Details	
VIN:	1FMYU02193K [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:	26-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:	2			
Vehicle Conditions				
Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

Current Owner			
Business Name:	[REDACTED]		
Owner Name:	[REDACTED]		
Address 1:	[REDACTED]		
Address 2:	[REDACTED]		
Address 3:	[REDACTED]		
Address 4:	[REDACTED]		
City:	VIENNA		
State/Province:	Ohio	Phone #:	
ZIP/Postal Code:	[REDACTED]	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	27-Oct-2004	Vendor Applied Date:	08-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:	P THOMAS		



5/11/2005

Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3:
 Address 4:
 City: VIENNA
 State/Province: Ohio Phone #: 3308569588
 ZIP/Postal Code: [REDACTED] E-Mail:
 Country: UNITED STATES

Owner Effective Date: 27-Nov-2002 Vendor Applied Date: 27-Nov-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	00571	USA	F44090		Mastel Ford-Lincoln-Mercury
Ship-To					NOT AVAILABLE
Stocking	02773	USA	F44072		Mark Thomas Ford, Inc.
Selling	02773	USA	F44072		Mark Thomas Ford, Inc.

FSA Details

VIN: 1FMYU02193K [REDACTED]

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

Global FSA: 00010252

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

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

00- Original

Responsible Dealer

P&A Code	GEO Sales	Sales Code	Sub Code	Description
02773	USA	F44072		Mark Thomas 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

5/11/2005

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
VIN/FSA Vehicle Status							
Description		Reason		Date			
OPEN - LAUNCHED		Open		07-Dec-2004			
Confirmed				07-Dec-2004			
VIN FSA Mail History							
Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...				Global FSA:00010252			
Release:		OOWNER LETTER					
Release Date:		10-Jan-2005					
Mail Date:		14-Jan-2005 to 17-Jan-2005					
Restricted Address:		No					
Address:		[REDACTED]					
		VIENNA, OH					
		[REDACTED] UNITED STATES					
Resp. Dealer:		02773USAF44072-					
Fleet Acct:							
Fleet Mgmt Loc:							
N&A Source:		POLK					
Owner Effective Date:		27-Oct-2004					
Note:							

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

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5/11/2005



Action Detail

VIN: 1FMCU04152K [REDACTED]	Year: 2002	Model: ESCAPE	Case: 531680485
Name: [REDACTED]	Owner Status: Original	WSD: 2002-05-20	
Symptom Desc: SERVICE BRAKE INOP/INEFFECT FRONT AND REAR		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: PHIL LONG FORD, LLC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 03140	
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER			
Odometer: 50000 MI	Comm Type: INTERNET		
Action Date: 03/01/2005	Action Time: 13:44:58:887	Action Data: No	
Analyst Name: TANYA ROQUEMORE (TROQUEMO)	Analyst: TROQUEMO		

COMMENTS: SENDING REFER TO INSURANCE COMPANY LETTER. CLOSING CASE.

[REDACTED] 3/1/2005



Consumer Affairs

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

Sent Via U.S. Mail

March 1, 2005

[REDACTED]
Peyton, CO [REDACTED]

Re: 2002 Escape
VIN: 1FMCU04152K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

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

We appreciate the opportunity to review your request.

Sincerely,

COPY

Tanya Roquemore
Consumer Affairs



All Action Details for Issue

Print

VIN: 1FMCU04152K [REDACTED] Year: 2002 Model: ESCAPE Case: 531680485
 Name: [REDACTED] Owner Status: Original WSD: 2002-05-20
 Symptom Desc: SERVICE BRAKE INOP//INEFFECT FRONT AND REAR Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03140 PHIL LONG FORD, LLC Origin Desc: US CONCERN CASE BASE
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: STONE SHELLY Analyst: SSTONE22
 Action Date: 02/17/2005 Action Time: 14.46.08.170 Action Data: Yes

Caller Information If Different From Vehicle Owner:

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

Comments CUSTOMER SAID: THERE IS MAJOR STRUCTURAL DAMAGE TO CUST HOUSEVEHICLE WOULD NOT STOP AND WENT INTO HOUSE CUST WAS DRIVING THE VEHICLE VEHICLE WOULD NOT STOP AND WENT INTO THE HOUSE AND CAUSED STRUCTURAL DAMAGE - CANNOT GET INTO THE FRONT DOORDECK IS RUINED ETC GAS PEDAL ON VEHICLE JUST STAYED DOWN AND WOULD NOT COME UP - COULD NOT STOP THE VEHICLE AND CRASHED INTO HOUSE CUST NOT SURE OF DATE OF ACCIDENT AS SHE WAS TAKEN TO HOSPITALCUST SAID THAT HER CURRENT MEDICAL CONDITION DID NOT CONTRIBUTE TO THE ACCIDENT NO POLICE REPORT MADEAN AMBULANCE TOOK CUST TO HOSPITAL RECEIVED A LETTER THAT THE THROTTLE STICKS 04S25 ACCELATOR CABLE - TWO OR THREE DAYS AFTER ACCIDENT HAVE NOT CONTACTED INSURANCE COMPANY BECAUSE RECEIVED SAFETY RECALL 04S25 WHICH SAYS IT IS FORDS FAULT VEHICLE MAY BE REPAIRABLE I WAS STUCK IN THE VEHICLE FOR 4 HOURS TILL MY HUSBAND CAME HOMEI AM AFRAID OF DRIVING THIS VEHICLE-NO LONGER WANT IT NEED THE HOUSE REPAIRED LEG WAS CUT - HAS HEALED WANT FORD TO TAKE THE VEHICLE BACK AND REPLACE ITAND REPAIR HOUSEDEALER SAID: PHIL LONG FORD - MOTOR CITY 1212 MOTOR CITY DRIVECOLORADO SPRINGS, CO 80906TEL: (719) 575-7000CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.CALL MRS AT 7197490412CALL CUST IN AFTERNOON ONLY AFTER NOON

Data Element Name	Data Value
FIRE/ACCIDENT	A

*Cust. making appt for recall/inspect
 John Woody - SM - no cable problems found during inspection
 vehicle has been picked up*



2/22/2005



Customer Info

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

[REDACTED]

.. 2/22/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMCU04152K [REDACTED]	2002	ESCAPE	SALE TO INDIVIDUAL UNDER THE X PLAN F & N	Original Owner	Oasis Warranty History
1FTPX14514N [REDACTED]	2004	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
 1FTZR45E53T [REDACTED]	2003	RANGER	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
 1FTZR15E91P [REDACTED]	2001	RANGER	RCL LEASED TO AN INDIVIDUAL	Original Owner	Oasis Warranty History



2/22/2005

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:** TRUE BLUE PEARL C/C
Year: 2002 **Calibration:** 2M11A30A
Pay Load: **Max Towing Weight:**
GVWR: 04520 **Axle Ratio:**
WheelBase: 103 **Warranty Start Date:** 5/20/2002
GCWR: **Vehicle Build Date:** 3/20/2002
PEP Code: 420A

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 0 4 2 K C 8 3 7 3 1 1 0 3 3 7 6 4 2 2 1 B 6 3 2 3 EB E M 4 6 9 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 6 3 2 X 5 5 4 S 3 A 2 N 5 6 D 2 0 0 L 0 L 2 NH 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M C 5 S 8 4 2 0 A 9 1 4 C O
 1 2 3 4 5 6 7 8 9 160

[REDACTED] 2/22/2005

ESP / Recall Information

VIN: 1FMCU04152K [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-08-31	03134USAF56201
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 2/22/2005

Dealer Information

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

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

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

*Bob Brown
Sales Manager*

Service Hours 7:00 AM - 6:00 PM
Directions
Trained Y
Additional Information ENROLLED TOWING; 719-596-6067 RANDY'S TOWING HVY TRK S

2/22/2005

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMCU04152K [REDACTED]
 Model Year: 2002
 Veh Type: T
 Inv. Dealer: 03140
 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: 335128087
 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-----9

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 20-MAR-2002

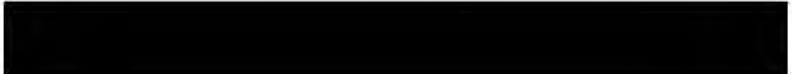
SALE INFORMATION:

Region: NA - ##### Selling Dealer: 156200 - *
 Country: USA - ##### Selling Dir St/Prov: CO
 Buyer St/Prov: CO
 Arrival Date: 25-MAR-2002 Red Carpet Lease: *
 Sale Date: 20-MAY-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 20-MAY-2002 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 20-MAY-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 0042KC8373110337 6 4 2 21B6323 EB E M46P 63 N63 2X5 5 4S3A2N 56D200L 0 12 NH3 4 3 2 11
 FMC5S8 420A 914C0 63

PE12-019 002395 LP



INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psngr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNKLU - TRUE BLUE PEARL C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	2M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspa Tandem Axle:	
Color(Trim):	000HH -	Tire Manufacturer:	AP - Continental
Delivery Type:	X	Tire Brand:	08_453 - ContiTrac SUV 104T
Driveshaft Code:	D	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF: A308_4530802 RF: A308_4530802
 LR: A308_4530802 RR: A308_4530802
 LI: * RI: *
 SPARE: HY8A1R81002 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON , ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

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

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 22-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
1FMCU04152K [REDACTED]	M1	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	20-03-02	20-05-02	156200	USA	0	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:		1057011	Doc #: 57492901	Trx Code: TDK			Labor Hrs: 4.7	Labor Cost: 312.04		Material Cost: 66.08		Total Cost: 378.12											
Dir Cd-Sub Cd:		03140-*	Name: PHIL LONG FORD, LLC	Ph: 719-6336661			St: CO	Ctry Cd: USA		Reg Cd: NA		Repr Date: 05-APR-2002		DIST (Mile): 4									
Cust Comments:		ROOF SCRATCHED ON LEFT SIDE MIDDLE IN TRANSPORT																					
Tech Comments:		HADLEY B TIME R AND I ROOF RACK PREP REF CC ROOF COMPLETE																					
1FMCU04152K [REDACTED]	M1	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	20-03-02	20-05-02	156200	USA	14	*	6N01	*	7820878	*	S07	V75	B63	42
AWS Claim Key:		6481233	Doc #: 34578401	Trx Code: E84			Labor Hrs: 2	Labor Cost: 15.37		Material Cost: 0		Total Cost: 15.37											
Dir Cd-Sub Cd:		03134-*	Name: PHIL LONG FORD OF CHAPEL HILLS	Ph: 719-5722200			St: CO	Ctry Cd: USA		Reg Cd: NA		Repr Date: 07-JUL-2003		DIST (Mile): 27201									
Cust Comments:		CUSTOMER STATES INSIDE DOOR PASSANGER SIDE MONLING IS LOOSE																					
Tech Comments:		I VERIFIED WEATHERSTRIP WILL NOT STAY UP. FORD RECOMMENDS GLUEING IT UP. REMOVE WEATHERSTRIP, APPLY W S YELLOW GLUE.																					
1FMCU04152K [REDACTED]	M1	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	20-03-02	20-05-02	156200	USA	14	*	7S22	F2UZ	14526	P	S09	V17	A87	42
AWS Claim Key:		6481232	Doc #: 34578402	Trx Code: S07			Labor Hrs: 7	Labor Cost: 53.8		Material Cost: 1.43		Total Cost: 55.23											
Dir Cd-Sub Cd:		03134-*	Name: PHIL LONG FORD OF CHAPEL HILLS	Ph: 719-5722200			St: CO	Ctry Cd: USA		Reg Cd: NA		Repr Date: 07-JUL-2003		DIST (Mile): 27201									
Cust Comments:		CUSTOMER STATES BOTH CIGAR LITERS DONT WORK																					
Tech Comments:		POWER POINT (LOWER) OPERATES CORRECTLY. CIG LIGHTER (UPPER) IS INOP. PERFORM DIAGNOSTICS WITH NGS. NO CODES. OP#																					
1FMCU04152K [REDACTED]	M1	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	20-03-02	20-05-02	156200	USA	28	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:		11418598	Doc #: 38650701	Trx Code: 04S13			Labor Hrs: 4	Labor Cost: 31.42		Material Cost: 0		Total Cost: 31.42											
Dir Cd-Sub Cd:		03134-*	Name: PHIL LONG FORD OF CHAPEL HILLS	Ph: 719-5722200			St: CO	Ctry Cd: USA		Reg Cd: NA		Repr Date: 31-AUG-2004		DIST (Mile): 43383									
Cust Comments:		CUST STATES PERFROM RECALL PCM CALIB																					
Tech Comments:		REPROGRAM PCM PER FSA.																					

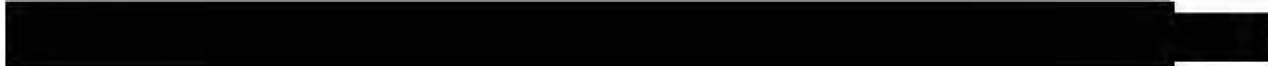
PE12-019 002397 LP

Any comments? You can contact



webmaster

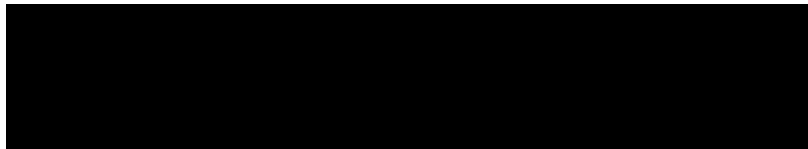
PE12-019 002398 LP



=1FMCU04152K



2/22/2005





Consumer Affairs

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

August 11, 2006

[Redacted]
Lansdale, PA [Redacted]

RE: 2004 Escape
VIN: 1FMCU93134K [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?

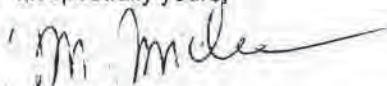
Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

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,



Marcel Miclea
Consumer Affairs

Action Detail

VIN: 1FMCU93134K [REDACTED] Year: 2004 Model: ESCAPE Case: 1420912226
 Name: [REDACTED] Owner Status: Subsequent WSD: 2004-02-20
 Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: GEO M YOCUM INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 01300
 Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Odometer: 15500 MI Comm Type: PHONE
 Action Date: 08/10/2006 Action Time: 11:57:05:730 Action Data: No
 Analyst Name: CHEESEMAN DOREEN Analyst: CDOREEN

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: - CUST BOYFRIEND [REDACTED] STATES HIS FIANCEE GETTING MARRIED IN (3) WEEKS - JACLYN TRACKIM GOT IN ACCIDENT - STATING ABOUT THE SPEED CONTROL CABLE RECALL PREVENT THROTTLE FROM WORKING - DID CONTACT INSURANCE COMPANY - INSURANCE CO TOLD THEM NOT TO TALK TO ANYONE - CRC STATED THAT IS FINE WONT DOCUMENT IT - HE STATED NO IT WOULD BE OK ----- 8-9-06 - CUST [REDACTED] DRIVING BRAKES DIDN'T WORK - APPLIED PRESSURE TO BRAKES - DRIVING TWO MINUTES FROM BOYFRIENDS HOUSE - COMING TO STOP SIGN - BRAKES DIDN'T WORK AT ALL - WENT THRU STOP SIGN COLLIDED WITH ANOTHER VEH ----- HIT A VEH - OTHER VEH WENT INTO TELEPHONE POLE [REDACTED] WENT TO HOSPITAL - SHE IS OUT OF HOSPITAL - OUT FOR NOW - PAIN IN BACK ARM CHEST AREA - BOYFRIEND WAS AT THE SCENE OF THE ACCIDENT DOWN THE STREET FROM HOUSE ----- [REDACTED] VEH AT COLLISION PLACE RIGHT NOW - ADJUSTER DIDN'T GO OUT THERE YET TO LOOK AT IT - MOTOR PUSHED INTO THE DASH BOARD ----- CUST STATES POLICE DEPT CAME OUT LANSDALE BOROUGH ----- OTHER VEH (1) LADY IN VEH SHE WAS INJURED - AMBULANCE TOOK HER TO HOSPITAL ----- DEALER SAID: GEO M YOCUM INC323 EAST MAIN STREET LANSDALE, PA 19446 TEL: (215) 855-1153 FAX: (215) 855-4148 CRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN CONTACT WITHIN 10 BUSINESS DAYS.- CRC ADVISED THE ABOVE - & VERIFIED HOME ADDRESS ON FILE ----- CRC ADVISED NO RECALLS ON VEH

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[REDACTED] 8/11/2006

Customer Info

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

Ford Confidential



... 8/11/2006


Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
MA-MID ATLANTIC	16-PHILADELPHIA	I	A1	01300	F16419

Dealer Name:	GEO M YOCUM INC
Dealer Address:	323 EAST MAIN STREET LANSDALE PA 19446
Dealer Main Phone:	215-855-1153

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

Ford Confidential


 8/11/2006

ESP / Recall Information

VIN: 1FMCU93134K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2005 NEW 72/60,000 EXTRACARE W/ROADSIDE ASSIST
 Selling Dealer: GEO M YOCUM INC
 Deductible:
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2010-02-20
 Expiration Miles: 60,000
 Plan Year: 2005
 Purchase Type: N
 Options: \$0, DEDUCT.

-----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
03L17	LABEL/LITERATURE PROGRAM	SMOG EMISSIONS INFORMATION - APPLIES ONLY TO IN-STOCK VEHICLES - DO NOT PERFORM ON SOLD VE	CLOSE - EXPIRED		
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-01-21	01300USAF16419
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	CLOSE - REPAIRED	2005-04-12	01300USAF16419

[REDACTED] 8/11/2006

OASIS RESULT:08/11/2006
09:43:22**1FMCU93134K** [REDACTED]

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2004 ESCAPE	BODY STYLE 4 DR XLT MPV 4X4	ENGINE 3.0L EFI DOHC
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 69	ENGINE CALIBRATION 3M11D30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 02/20/2004	BUILD DATE 10/29/2003	SALE MILEAGE
--	---------------------------------	---------------------

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
BEFORE REPLACING HEADLINER (-7851944-), PLEASE REFER TO TSB 05-08-03

WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT
 CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT
 VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0701 - USA 2005 NEW 72/60,000 EXTRACARE W/ROADSIDE ASSIST
 STANDARD DEDUCTIBLE: 0 USD
 OWNER NAME: [REDACTED]
 OPTIONS: \$0, DEDUCT.
 EXPIRATION DATE: 02/20/2010
 DISTANCE: 60,000
 RENTAL: 28 UP TO 10 DAYS
 TOWING: 0 USD
 CONTRACT SOLD BY: USA 01300
 ESP CONTRACT START DATE: 02/20/2004

REPAIR HISTORY

12/27/2005

DEALER: Geo. M. Yocum, Inc.

WARRANTY CLAIM NUMBER: 032901

ODOMETER: 012935M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC

[REDACTED] /11/2006

2L8Z 9E926AB	BODY ASY-AIR CHARGE	001	9926A	41	STICKS/BINDS/GRABS
--------------	---------------------	-----	-------	----	--------------------

BINDS THROTTLE BODY - AIR INTAKE - REPLACE

12/27/2005

DEALER: Geo. M. Yocum, Inc.

WARRANTY CLAIM NUMBER: 032901

ODOMETER: 012935M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5421596	RUN-FRONT DOOR GLASS	000	23943A	41	STICKS/BINDS/GRABS
		000	23943A2		

BINDS TRIM PANEL - FRONT DOOR - REMOVE AND INSTAL L

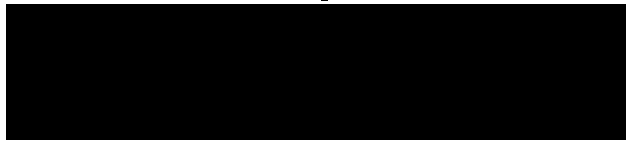
[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMCU93134K [REDACTED]

Report Applies to Country Code: USA



8/11/2006



Action Detail

VIN: 1FMCU02164K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 579700474
Name: [REDACTED]	Owner Status: Original	WSD: 2003-12-31	
Symptom Desc: WINDOW/GLASS WINDSHIELD BREAKS/BROKEN		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: POWER FORDGARDEN GROVE	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01442	
Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP			
Odometer: 14700 MI	Comm Type: PHONE		
Action Date: 01/19/2005	Action Time: 17:09:29:643	Action Data: No	
Analyst Name: MCKENZIE NORMA	Analyst: NMCKENZ4		

COMMENTS: CUSTOMER SAID: VEH WAS INVOLVED IN ACCIDENT IN AUGUST WHEN HE STOP IN A CAR PARK THE VEH JUMP AND HIT THE WALL HI INSURANCE COMPANY PAY FOR PROPERTY DAMAGE HE PAY \$1000:00 DOLLARS FOR DEDUCTIBLE --- INSURANCE REPAIR THE VEH -DASH WAS REPLACE /WINDSHIELD /BODY OF THE VEH HIS AIR BAG COVER IS STILL LOOSE HE RECEIVE A RECALL ON HIS VEH ==O4S25 --03L17==04C09 HE NEED TO KNOW IF THE ACCIDENT HAPPEN BECAUSE OF THE RECALL THAT IS NOW ON THE VEH. SEEKING TO KNOW WHAT STEP HE SHOULD TAKE DEALER SAID: NONE CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. CSR ADVISE OF THE ABOVE INFORMATION

[REDACTED] 1/20/2005

ESP / Recall Information

VIN: 1FMCU02164K [REDACTED]

Contract: 1 of 1

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

Purchaser [REDACTED]
 Plan Type: USA 2004 NEW 72/75,000 EXTRACARE W/ROADSIDE ASSIST
 Selling Dealer: POWER FORDGARDEN GROVE
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Cancel
 Expiration Date: 2009-12-31
 Expiration Miles: 75,000
 Plan Year: 2004
 Purchase Type: N
 Options:

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

Cancel Date: 2004-01-08
 Refund Percent:
 Dealer Credited: 01442

Process Date: 2004-01-25
 Dealer Received Date: 2004-01-08

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

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

Number	Type	Description	Status	Status Date	Dealer Code
03L17	LABEL/LITERATURE PROGRAM	SMOG EMISSIONS INFORMATION - APPLIES ONLY TO IN-STOCK VEHICLES - DO NOT PERFORM ON SOLD VE	OPEN - LAUNCHED		
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-01-04	05414USAF71057
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/20/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMCU02164K [REDACTED]	2004	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

Open Issues Exist



1/20/2005


Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
71-LOS ANGELES	71-LOS ANGELES	D	E1	01442	F71092

Dealer Name:	POWER FORDGARDEN GROVE	
Dealer Address:	9222 TRASK AVENUE GARDEN GROVE CA 92844	
Dealer Main Phone:	714-891-4141	Dealer Service Phone: 714-891-4141

Position	Employee Name
GENERAL MANAGER	CHRISTOPHER R PREKUP
PARTS MANAGER	GARY L SNAVELY
SALES MANAGER	WILLIAM D WARNE
SALES MANAGER	STEVE CATANIA
SALES MANAGER	MIKE FIELD
SERVICE MANAGER	FLOYD T LEACH

Service Hours	7 AM - 7 PM M-F SAT 8 AM 4 PM
Directions	
Trained	Y
Additional Information	LSG ENROLLED TOWING: 714-668-9766 J & R TOWING


 1/20/2005

Server Name : AWS Adhoc

ANALYTICAL WARRANTY SYSTEM

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Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: IFMCU02164K [REDACTED]
 Model Year: 2004
 Vch Type: T
 Inv. Dealer: 01442
 Vehicle Status Code: 800

(Related Claims)

Vch Line: T/M1 - ESCAPE (U204) [2001] Body Shell: *
 Market Derived: T/F - FORD DIVISION DERIVATIVE Navis Eng Serial No: +
 Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Body Cab Style: - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
 Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

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

E1331 200603960048086 1G 752 AB

Trace Trans Serial No:

A4231 16060331671218 3L82 7000 GC 7L

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 24-JUN-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171092 - *
 Country: USA - ##### Selling Dlr St/Prov: CA
 Buyer St/Prov: CA
 Arrival Date: 07-JUL-2003 Red Carpet Lease: *
 Sale Date: 31-DEC-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 31-DEC-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 31-DEC-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U024KA2543410337P C 2 2959240 7E E 2 496 7J 5 3 2E 5 853BAN 71D092E 2V CX WZA 3 11



FMC622 12GA 914CA A

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psngr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNSPW - DARK SHADOW GREY CC
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	AZ - ELETR AM/FM STRO/DISC/CLK
Calibration Code:	3M11D30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000NC -	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_4602203 RF: ACUU_4602203
 LR: ACUU_4602203 RR: ACUU_4602203
 LI: * RI: *
 SPARE: T714_BAH1903 DOT Plant Manufacturer: AC - GENERAL TIRE CO. ; CHARLOTTE ; NORTH CAROLINA ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

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

Any comments?

PE12-019 002414 LP



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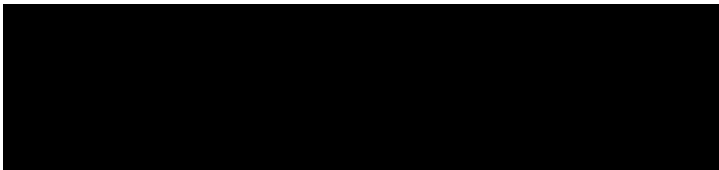
Standard Claims List For Model Year 2004

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)
1FMCU02164K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	24-JUN-2003	31-DEC-2003	171092	USA	3	2C01	030603	YS8Z	11002	AARM	D02	42	2878
AWS Claim Key:		638385	Trx Code:		1	Labor Hrs:		1	Labor Cost:		84.88	Material Cost:		151.62	Total Cost:		236.5				
Dir Cd-Sub Cd:		01442-*	Name:			POWER FORD GARDEN GROVE			Ph:	714-8914141	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-MAR-2004	Doc #:		13098901
Cust Comments:		D02 CUSTOMER STATES THAT THERE IS A LOUD GRINDING NOISE WHEN TRY TO START AND THE CAR DOES NOT START 36 36 3525																			
Tech Comments:		1 DIAGNOSED STARING SYSTEM. REPLACED STARTER																			
1FMCU02164K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	24-JUN-2003	31-DEC-2003	171092	USA	13	6F18	010702	*	7820708	*	R31	42	14552
AWS Claim Key:		3154339	Trx Code:		E84	Labor Hrs:		2	Labor Cost:		16.59	Material Cost:		0	Total Cost:		16.59				
Dir Cd-Sub Cd:		05414-*	Name:			POWER FORD TUSTIN			Ph:	714-8323300	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-JAN-2005	Doc #:		11462704
Cust Comments:		CUSTOMER STATES LEFT FRONT DOOR RUBBER SEALER COMING OFF 3 36 6188 B43																			
Tech Comments:		RESEAL RUBBER SEAL																			
1FMCU02164K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	24-JUN-2003	31-DEC-2003	171092	USA	13	*	*	*	*	*	*	*	14552
AWS Claim Key:		3154340	Trx Code:		04S25	Labor Hrs:		4	Labor Cost:		33.18	Material Cost:		15.55	Total Cost:		48.73				
Dir Cd-Sub Cd:		05414-*	Name:			POWER FORD TUSTIN			Ph:	714-8323300	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-JAN-2005	Doc #:		11462707
Cust Comments:		RECALL ON LHD ACCELERATOR CABLE 04S25 A99 6188																			
Tech Comments:		RECALL PERFORMED RECALL 04S25 REPLACED CABLE																			

Any comments?

PE12-019 002415 LP



Action Detail

VIN: 1FMYU03182K [REDACTED] Year: 2002 Model: ESCAPE Case: 1299750685
Name: [REDACTED] Owner Status: Original WSD: 2002-05-20
Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT Secondary Phone:
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: MEL TURNER'S CROWN FORD, INC.
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 00334
Action Desc: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW
Odometer: 57250 MI Comm Type: PHONE
Action Date: 03/14/2005 Action Time: 09:42:36:250 Action Data: No
Analyst Name: TANYA ROQUEMORE (TROQUEMO) Analyst: TROQUEMO

COMMENTS: LPA SPOKE WITH CUSTOMER AND INFORMED HIM OF NO ASSISTANCE BASED ON REVIEW. SENDING UNABLE TO OFFER ASSISTANCE LETTER.

[REDACTED]

3/14/2005



Consumer Affairs

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

SENT VIA U.S. Mail

March 14, 2005

[REDACTED]
Fort Worth, TX [REDACTED]

RE: 2002 Escape
VIN: 1FMYU03182K [REDACTED]

Dear [REDACTED]

This letter is in response to your letter dated February 9, 2005 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,

Tanya Roquemore
Consumer Affairs

COPY



[REDACTED]
Fort Worth, Texas [REDACTED]

28 Feb 05

FORD
P. O. Box 6251
Dearborn, Michigan 48212-6251

TO: Whom It May Concefn

1. Per our telecom early in Feb 05, referencing your letter dated January 2005, National Traffic and Motor Vehicle Safety Act. My daughter ([REDACTED]) had an accident in our 2002 Ford Escape, Vehicle ID #1FMYU03182K [REDACTED] 04525.

2. Enclosed are copies of two reports: Attachment 1, Warrensburg Missouri Police's Accident Report and Attachment 2, My daughter's analysis of how shen preceive the accident happened. Aslo, my daughter attached pictures showing the area surrounding the accident.

Sincerely

[REDACTED]
[REDACTED]

3 Atch

1. Warrensburg's Police Report
2. Blanche's Report w/pictures
3. Crown" Ford Repair Costs

5 MAR -9 PM2:29

CONSUMER AFFAIRS
SECTION

330 E. YOUNG • PO BOX 577
WARRENSBURG, MO 64083
(800) 747-7111

SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM
PARTS DEPT HOURS:
MONDAY THRU FRIDAY 8:00 AM TO 5:30 PM
SATURDAY 8:00 AM TO 2:00 PM

WE HONOR:
VISA • MASTERCARD
AMERICAN EXPRESS • DISCOVER
FREE COUNTRY SHUTTLE SERVICE



RECOMMENDED REPAIRS	PROGRAM CODE(S)
ORIGINAL ESTIMATE \$	REPAIR 1
AUTHORIZED ADD'L REPAIRS \$	REPAIR 2
AUTHORIZED ADD'L REPAIRS \$	REPAIR 3
TOTAL \$	APPROVAL CODE OR NO. / COMMITMENT CODE

INVOICE TO: [REDACTED] **DRIVER/OWNER INFORMATION -- INVOICE# D35503**

CELL: [REDACTED] HOME: [REDACTED] NO: [REDACTED] WORK: [REDACTED] CELL: [REDACTED] HOME: [REDACTED] HT: [REDACTED]

TAQ# 9999 ADM 118 PARKING INVOICE# PREL IN BOO D KC VIN 1FMYU31828 [REDACTED] LICENSE NUMBER: TX [REDACTED]
 100 WILSON YOUNG INVOICE# 10/08/2003 11:09:54 02 FORD ESCAPE XLT FWD 4DR SPTUTY [REDACTED]
 ODOMETER INK 20012 DIST: UFA DATES IN SERVICE: 052002 PRODUCTION: 121701

OPERATION	TECH	AMOUNT	
BOO	871	68.00	
SELL		105.95	
LB	274.07	274.07	
SUBTOTAL		380.02	
PARTS LAB-BODY SHOP		68.00	
TOTAL CHARGE FOR CONCERN		448.02	
CONCERN 52# REPLACE FRONT BUMPER COVER AND BUSHINGS CORRECTION R AND S FOD LAMP			
OPERATION BOO		871	
SUBTOTAL		16.00	
LAB-BODY SHOP		16.00	
TOTAL CHARGE FOR CONCERN		16.00	
GRAND TOTALS			
SUMMARY OF CHARGES FOR INVOICE D35503		PAYMENT DISTRIBUTION FOR INVOICE D35503	
PARTS	380.02	TOTAL CHARGE	491.46
LAB-BODY SHOP	68.00	CASH DUE	491.46
SALES TAX	27.46		
TOTAL CHARGE	475.48		
ATTENTION OTHER REPAIRS ON THIS VEHICLE:			
DATE OPENED NO	INVOICE NO		
10/08/03	35611	CLB - 10/08/03 (P1)	



WE HONOR:
 VISA * MASTERCARD
 AMERICAN EXPRESS * DISCOVER
 FREE COURTESY SHUTTLE SERVICE



330 E. YOUNG • PO BOX 577
 WARRENSBURG, MO 64093
 (660) 747-7111

SERVICE DEPARTMENT HOURS:
 MONDAY THRU FRIDAY 7:00 AM TO 6:00 PM
 SATURDAY 8:00 AM TO 2:00 PM
PARTS DEPT HOURS:
 MONDAY THRU FRIDAY 8:00 AM TO 5:30 PM
 SATURDAY 8:00 AM TO 2:00 PM

RECOMMENDED REPAIRS		PROGRAM CODE(S)	
ORIGINAL ESTIMATE \$		REPAIR 1	
AUTHORIZED ADD'L REPAIRS \$	ADD'L REPAIRS OK'D BY _____ A PERSON PHONED _____	SERVICE INSTALLED PARTS	
AUTHORIZED ADD'L REPAIRS \$	DRIVERS LG. NO. OR / C _____ PHONE NO. _____	DATE INSTALLED	
TOTAL \$	DATE _____ TIME _____	MO DAY YR	
ACKNOWLEDGE NOTICE AND DRA. APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE		ADDED MILEAGE	
X _____ DATE _____		OMIT TENTHS	
		CROSS REFERENCE TO	
		REPAIR 2	MICRO REFERENCE NUMBER
		REPAIR 3	APPROVAL CODE OR NO. COMMITMENT CODE

INVOICE # [REDACTED] CUSTOMER INFORMATION [REDACTED] [REDACTED]

FOR OFFICE USE [REDACTED] VEHICLE INFORMATION [REDACTED]

TAG: 2009 KIA NIS PARSONS, INVOICE# 10/08/2003 11009.94 00 00 ESCAPE LICENSE # [REDACTED]

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MATTHEW PATRICK
 THANK YOU FOR YOUR BUSINESS AND HAVE A GREAT DAY!!
 PLEASE RATE OUR SERVICE YOUR SAT. ORB. EXCELLENT X

WHERE DO WE SIGN? [REDACTED]

SIGNATURE: [REDACTED]

PAGE [REDACTED]
 LAST PAGE


PAID

OCT 7 - 2003

BY: [Signature]

CROWN FORD LINEOLY MERCURY
800 E YOUNG
WARRENSBURG OH 64698

ADDRESS: OCTOBER 30, 2008 @ 12:10PM

CATEGORY ID . . . : 790143997
MERCHANT ID . . . : 88778315800101
CARD TYPE . . . : VISA
CARD NUMBER . . . : 
EXPIRATION . . . : 0808
SERVICE NUM . . . : 4855503
AUTH CODE . . . : 99999 @ 80808
BALANCE DATE . . . : 1008
TOTAL AMOUNT . . . : 491.42 (SALE)



THANK YOU
HAVE A NICE DAY

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

RETAIN THIS COPY FOR YOUR RECORDS
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

February 9, 2005

Driver of Vehicle: [REDACTED]

Personal Statement:

I woke up that morning and got ready to go to church. I proceeded to leave the parking lot in my car and made an immediate left onto Washington St. I continued proceeding up the hill when all of the sudden my car took off really fast. Out of my control, the car drove up on the side walk, struck a street sign, and the next thing I noticed the car came to a complete halt. I then proceeded to make an immediate left into the same parking lot from which I had just previously left. I could see where the street sign had severely damaged the bumper of my car, breaking the fog lamp (passenger side of vehicle). The street sign had been pulled completely out of the cement. As you can see from the pictures, and the diagram provided by the police report, the distance from the parking lot – to the street sign – back to the parking lot is very short. Everything is in close proximity to each other. I then called my friend [REDACTED] (serves as my witness), and she told me to call the police to report the accident.

When the police arrived they couldn't believe that I had just driven out of the parking lot. The officer assumed that maybe I had been drinking, and that's how I ran over the street sign. Since I was in my church clothes on the way to church and obviously dressed in my Sunday best, the officer decided to throw out that assumption. The officer then proceeded to ask me if I was sure that I came out of that particular parking lot. He mentioned that the street signs were made so that they could only bend. He stated that I had to have come from farther down the street, and had to have been going at least 70 to 80 miles per hour in order to completely remove the pole from the cement like that. I pointed to my apartment and provided proof that I resided there, thus he had to conclude that I did indeed come out of that parking lot.

The officers still couldn't believe that the car took off like that, but how would they know to even say that –that was indeed what caused the car to speed up out of control. The unexplained speed of my vehicle obviously was fast and forceful enough to pull the street sign out of the cement. I'm grateful that this recall has surfaced because it now explains exactly what happened. The police report was obviously written so that the traffic incident could be explained and would make sense.

Thank you,

[REDACTED]
Fort Worth, Texas

Cell: [REDACTED]

Email: [REDACTED]

WARRENSBURG POLICE DEPARTMENT MO 0510300

SPACE USED FOR BARCODE

LEFT THE SCENE, ACCIDENT CLASSIFICATION, NUMBER INJURED, NUMBER KILLED, 2003-03961, 04-13-03, 1020, 1028, 1032, 04-13-03

2 - LOCATION, Johnson, WARRENSBURG, NIA, NIA, EST WASHINGTON, 75 FEET, 25, NIA, NIA, NIA, NIA

GIVE OWNER'S NAME AND ADDRESS, DESCRIPTION OF PROPERTY, AND DAMAGE. NO PARKING SIGN AND POLE BELONGING TO THE CITY OF WARRENSBURG LOCATED ON THE EAST SIDE OF WASHINGTON

4. DRIVER, TX, 1. OPERATOR CLASS, ALLSTATE, 4/31

VEHICLE, 2002, FORD, ESCAPE, BROWN, 2003, IFMYU03182K, 1

1, DAMAGE, 18 - Undercarriage, 19 - Windshield, 20 - Burned, 21 - Towed Unit, 22 - Cargo, NIA

8. DRIVER, NIA, ADDRESS, DRIVERS LICENSE NUMBER, STATE, TYPE OF LICENSE, 1. OPERATOR CLASS, 3. PERMIT, 5. MC ONLY, MC ENDORSEMENT

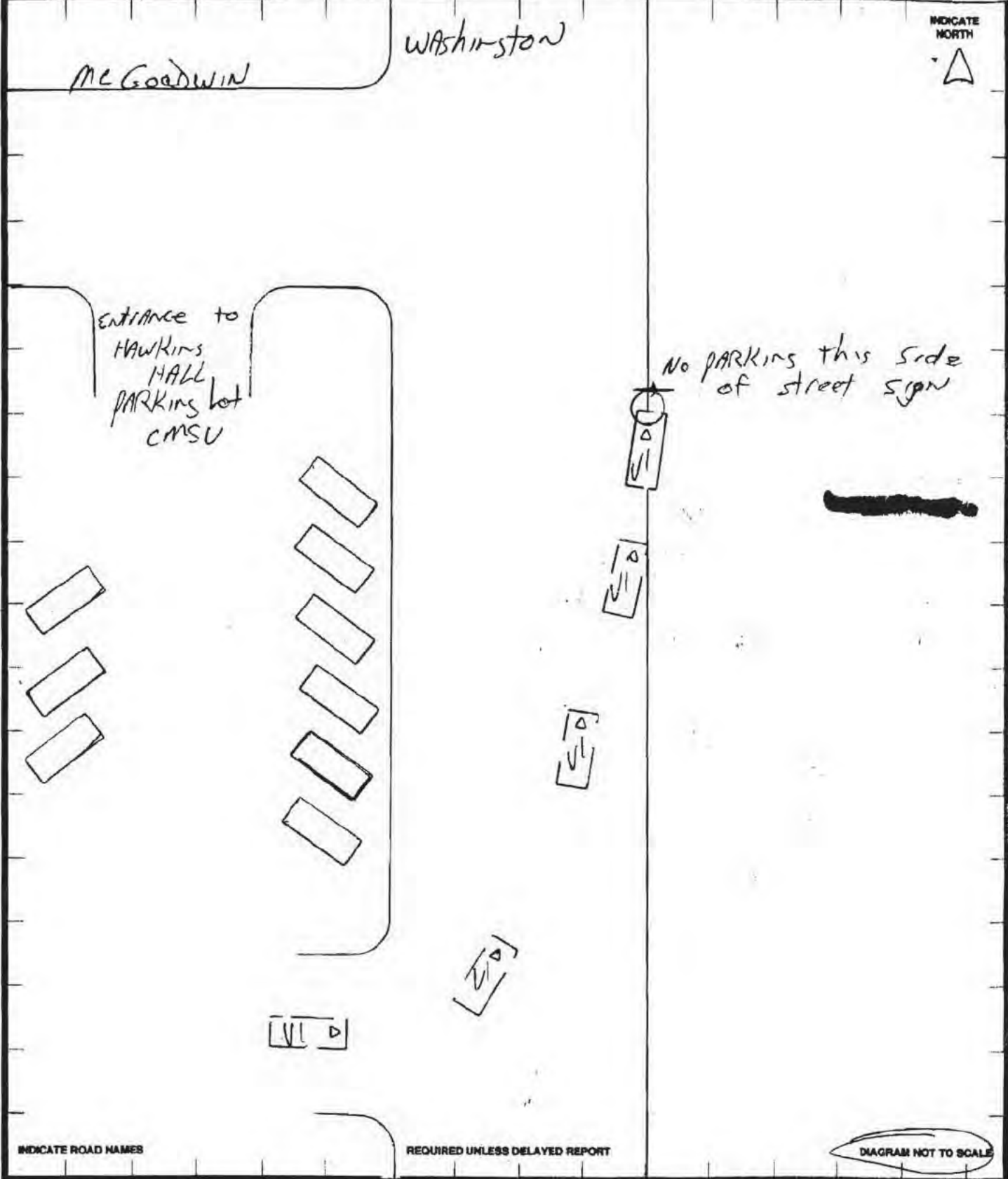
VEHICLE, YEAR, MAKE, MODEL, COLOR, YEAR, TOTAL NO. OF OCCUPANTS, VEHICLE OWNER NAME, ADDRESS, SAME AS DRIVER

2, DAMAGE, 18 - Undercarriage, 19 - Windshield, 20 - Burned, 21 - Towed Unit, 22 - Cargo, TOWED FROM, TOW CO. INFORMATION

6 - WITNESS, NONE IDENTIFIED, NAME OF WITNESS, ADDRESS, TELEPHONE NO., ATCH 1

V1 N E S W V2 N E S W V3 N E S W V4 N E S W

Est. Speed - Fatals Only
V1 V2 V3 V4



8. EVIDENTIARY PHOTOS TAKEN
 YES NO BY WHOM AVAILABLE FROM

RECONSTRUCTION - Includes Narrative, Diagram, & Photo(s)
 YES NO BY WHOM

SEAT LOCATION	INJURY	TRANSPORTED (Medical Treatment)	EJECTION	AIR BAG FRONT	AIR BAG SIDE	SAFETY DEVICES	
XX - Not Known P - Pedestrian B - Bicycle M - Motorcycle OE - Occupant - Enclosed Load Area OU - Occupant - Unenclosed Load Area CP - Commercial Passenger SV - Other (Explain in Remarks)	1. Fatal 2. Disabling 3. Evident - Not Disabling 4. Probable - Not Apparent 5. None Apparent 6. Unknown	1. No 2. EMS 3. Other 4. Unknown	1. NA 2. No 3. Partially 4. Totally 5. Unknown	1. None / NA 2. Deployed 3. Not Deployed	1. None / NA 2. Deployed 3. Not Deployed	1. None 2. Not Used 3. Shoulder Belt Only 4. Lap Belt Only 5. Shoulder and Lap Belt 6. Child Restraint	7. Helmet Used 8. Helmet Not Used 9. Use Unknown

10 - DRIVERS		DATE OF BIRTH MM-DD-YYYY	SEX	VEH. NO.	SEAT LOC.	INJ.	TRANS- PORT	EJEC- TION	AIR BAG F S	SAF DEV	TELEPHONE NO.	
<input type="checkbox"/> NA	DRIVER 1 - SAME ADDRESS AS ABOVE			F	1	FL	5	1	2	3	5	
<input type="checkbox"/> NA	DRIVER 2 - SAME ADDRESS AS ABOVE				2							

11 - OTHER OCCUPANTS & PEDESTRIANS		DATE OF BIRTH MM-DD-YYYY	SEX	VEH. NO.	SEAT LOC.	INJ.	TRANS- PORT	EJEC- TION	AIR BAG F S	SAF DEV	TELEPHONE NO.
<input type="checkbox"/> SAD											
<input type="checkbox"/> SAD											
<input type="checkbox"/> SAD											
<input type="checkbox"/> SAD											
<input type="checkbox"/> SAD											

V1 V2

1. Passenger Car

2. Station Wagon

3. Sport Utility Vehicle

4. Limousine (8-15 for hire)

5. Van (3 or less with driver)

6. Small Bus (9-15 with driver)

7. Bus (16 or more with driver)

8. School Bus (less than 15 with driver)

9. School Bus (16 or more with driver)

10. Motorcycle

11. ATV

12. Motorized Bicycle

13. Pedalcycle

14. Motor Home / Camper

15. Farm Implements

16. Construction Equipment

17. Other Transport Device

18. Unknown

19. Pick-up

20. Single-unit Truck: 2 axes, 6 tires

21. Single-unit Truck: 3 or more axes

A. Vehicle Pulling Another Unit(s) 1-21 only

22. Truck Tractor With No Units

23. Truck Tractor With One Unit

24. Truck Tractor With Two Units

25. Truck Tractor With Three Units

26. Other Heavy Truck

GCWV Rating (not licensed weight) 19-26 only

Less than or equal to 10,000 lbs.

10,001 - 26,000 lbs.

Greater than 26,000 lbs.

13. EMERGENCY VEHICLE INVOLVEMENT

V1 V2 NA

1. Police

2. Fire

3. Ambulance

4. Other (must check "A")

A. Emergency Vehicle on Emergency Run

14. HAZARDOUS MATERIALS NA

V1 V2

Placard Displayed

1. Gases in Bulk

2. Solids in Bulk

3. Liquids in Bulk

4. Explosives

5. None

A. Hazardous Materials' Cargo Released / Spilled

15. ACCIDENT TYPE

1. On Roadway

2. Off Roadway

COLLISION INVOLVING

1. Animal

2. Pedalcycle

3. Fixed Object

4. Other Object

5. Pedestrian

6. Train

7. MV in Transport

8. MV on Other Roadway

9. Parked MV

NON-COLLISION

10. Overturning

11. Other Non-Collision

TWO VEHICLE COLLISION

60. Head On

61. Rear End

62. Sideswipe - Meeting

63. Sideswipe - Passing

64. Angle

65. Backed Into

67. Other

V1 V2

1. Normal

2. Accident Ahead

3. Congestion Ahead

16. VEHICLE DAMAGE / COLLISION CODES

1. Going Straight	20. Ran Off Road - Right
2. Overtaking	21. Ran Off Road - Left
3. Making Right Turn	22. Overturn / Rollover
4. Right Turn on Red	23. Fire / Explosion
5. Making Left Turn	24. Immersion
6. Making U Turn	25. Jackknife
7. Skidding / Sliding	26. Cargo Loss / Shift
8. Slowing / Stopping	27. Equipment Failure
9. Start in Traffic	28. Separation of Units
10. Start From Parked	29. Returned to Road
11. Backing	30. Collision Inv. Pedestrian
12. Stopped in Traffic	31. Collision Inv. Pedalcycle
13. Parked	32. Collision Inv. Train
14. Changing Lanes	33. Collision Inv. Animal (enter code - explain)
15. Avoiding	34. Collision Inv. MV in Transport
16. Crossover Median	35. Collision Inv. Parked Motor Vehicle
17. Crossover Centerline	36. Collision Inv. Fixed Object (enter code - explain)
18. Crossing Road	37. Collision Inv. Other Object (explain)
19. Airborne	38. Other - Non Collision

V1 Unknown

01 / 36

33. Animal Code _____

36. Fixed Object Code _____ / _____ / _____

V2 Unknown

N/A

33. Animal Code _____

36. Fixed Object Code _____ / _____ / _____

Animal, Fixed Object, and Inattention Codes explained in narrative.

<p>V1 V2</p> <p><input type="checkbox"/> <input type="checkbox"/> 1. Vehicle Defects (explain)</p> <p><input type="checkbox"/> <input type="checkbox"/> 2. Traffic Control Inoperable or Missing</p> <p><input type="checkbox"/> <input type="checkbox"/> 3. Improperly Stopped on Roadway</p> <p><input type="checkbox"/> <input type="checkbox"/> 4. Speed - Exceeded Limit</p> <p><input type="checkbox"/> <input type="checkbox"/> 5. Too Fast for Conditions</p> <p><input type="checkbox"/> <input type="checkbox"/> 6. Improper Passing</p> <p><input type="checkbox"/> <input type="checkbox"/> 7. Violation Signal / Sign</p> <p><input type="checkbox"/> <input type="checkbox"/> 8. Wrong Side (not passing)</p> <p><input type="checkbox"/> <input type="checkbox"/> 9. Following Too Close</p> <p><input type="checkbox"/> <input type="checkbox"/> 10. Improper Signal</p> <p><input type="checkbox"/> <input type="checkbox"/> 11. Improper Backing</p> <p><input type="checkbox"/> <input type="checkbox"/> 12. Improper Turn</p> <p><input type="checkbox"/> <input type="checkbox"/> 13. Improper Lane Usage / Change</p> <p><input type="checkbox"/> <input type="checkbox"/> 14. Wrong Way (One-Way)</p> <p><input type="checkbox"/> <input type="checkbox"/> 15. Improper Start From Park</p> <p>P1 P2</p> <p><input type="checkbox"/> <input type="checkbox"/> 16. Improperly Parked</p> <p><input type="checkbox"/> <input type="checkbox"/> 17. Failed to Yield</p> <p><input type="checkbox"/> <input type="checkbox"/> 18. Alcohol</p> <p><input type="checkbox"/> <input type="checkbox"/> 19. Drugs</p> <p><input type="checkbox"/> <input type="checkbox"/> 20. Physical Impairment (explain)</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> 21. Inattention (explain)</p> <p>P1 _____ P2 _____ V1 <u>9</u> V2 _____</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 22. None</p>	<p>19. PEDESTRIAN INVOLVEMENT</p> <p>P1 P2 <input checked="" type="checkbox"/> NA</p> <p><input type="checkbox"/> <input type="checkbox"/> 1. At Intersection</p> <p><input type="checkbox"/> <input type="checkbox"/> 2. Not At Intersection</p> <p>CROSSING ROAD</p> <p><input type="checkbox"/> <input type="checkbox"/> 3. With Signal</p> <p><input type="checkbox"/> <input type="checkbox"/> 4. Against Signal</p> <p><input type="checkbox"/> <input type="checkbox"/> 5. No Signal</p> <p><input type="checkbox"/> <input type="checkbox"/> 6. Diagonally</p> <p><input type="checkbox"/> <input type="checkbox"/> 7. Within Crosswalk</p> <p><input type="checkbox"/> <input type="checkbox"/> 8. Within Marked Crosswalk</p> <p><input type="checkbox"/> <input type="checkbox"/> 9. Behind / In Front of Parked Car</p> <p><input type="checkbox"/> <input type="checkbox"/> 10. With Traffic</p> <p><input type="checkbox"/> <input type="checkbox"/> 11. Against Traffic</p> <p><input type="checkbox"/> <input type="checkbox"/> 12. Getting On / Off Vehicle</p> <p><input type="checkbox"/> <input type="checkbox"/> 13. Standing / Lying / Sitting on Road</p> <p><input type="checkbox"/> <input type="checkbox"/> 14. Pushing / Working on Vehicle</p> <p><input type="checkbox"/> <input type="checkbox"/> 15. Other Working</p> <p><input type="checkbox"/> <input type="checkbox"/> 16. Playing on Road</p> <p><input type="checkbox"/> <input type="checkbox"/> 17. Off Roadway</p> <p>26. ROAD SURFACE</p> <p><input type="checkbox"/> 1. Concrete <input type="checkbox"/> 3. Brick <input type="checkbox"/> 5. Dirt / Sand</p> <p><input checked="" type="checkbox"/> 2. Asphalt <input type="checkbox"/> 4. Gravel <input type="checkbox"/> 6. Multi-Surface</p>	<p>20. VISION OBSCURED</p> <p>V1 V2</p> <p><input type="checkbox"/> <input type="checkbox"/> 1. Windshield</p> <p><input type="checkbox"/> <input type="checkbox"/> 2. Load on Vehicle</p> <p><input type="checkbox"/> <input type="checkbox"/> 3. Trees / Brush</p> <p><input type="checkbox"/> <input type="checkbox"/> 4. Building</p> <p><input type="checkbox"/> <input type="checkbox"/> 5. Embankment</p> <p><input type="checkbox"/> <input type="checkbox"/> 6. Signboards</p> <p><input type="checkbox"/> <input type="checkbox"/> 7. Hillcrest</p> <p><input type="checkbox"/> <input type="checkbox"/> 8. Parked Cars</p> <p><input type="checkbox"/> <input type="checkbox"/> 9. Moving Cars</p> <p><input type="checkbox"/> <input type="checkbox"/> 10. Glare</p> <p><input type="checkbox"/> <input type="checkbox"/> 11. Other (explain)</p> <p><input checked="" type="checkbox"/> <input checked="" type="checkbox"/> 12. Not Obscured</p>	<p>22. ROAD CHARACTER</p> <p>ALIGNMENT</p> <p><input checked="" type="checkbox"/> 1. Straight</p> <p><input type="checkbox"/> 2. Curve</p> <p>PROFILE</p> <p><input checked="" type="checkbox"/> 1. Level</p> <p><input type="checkbox"/> 2. Grade</p> <p><input type="checkbox"/> 3. Hillcrest</p> <p>24. WEATHER CONDITION</p> <p><input checked="" type="checkbox"/> 1. Clear</p> <p><input type="checkbox"/> 2. Cloudy</p> <p><input type="checkbox"/> 3. Rain</p> <p><input type="checkbox"/> 4. Snow</p> <p><input type="checkbox"/> 5. Sleet</p> <p><input type="checkbox"/> 6. Freezing (temp.)</p> <p><input type="checkbox"/> 7. Fog / Mist</p> <p><input type="checkbox"/> 8. Indeterminate (explain)</p>	<p>27 - COMMERCIAL MOTOR VEHICLE (Complete for each commercial vehicle involved.)</p> <p>A. CRITERIA</p> <p>Answer the following to determine if this section should be completed.</p> <p>1. Does this accident involve any of the following:</p> <p>1. a person fatally injured; or</p> <p>2. a person transported for medical attention; or</p> <p>3. a vehicle towed from the scene of the accident.</p> <p><input type="checkbox"/> NO - DO NOT COMPLETE</p> <p><input type="checkbox"/> YES - GO TO NUMBER 2</p> <p>2. Examine each vehicle to determine if it is a commercial vehicle based on the following:</p> <p>1. a truck with GVWR of more than 10,000 lbs. and engaged in commerce; or</p> <p>2. a bus or school bus (9 or more including driver); or</p> <p>3. a vehicle with a hazardous materials placard</p> <p><input type="checkbox"/> NO - DO NOT COMPLETE</p> <p><input type="checkbox"/> YES - COMPLETE SECTIONS B - E</p>
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<p>B. CARRIER ID NUMBER</p> <p>V1 ICC NO. MC _____ USDOT NO. _____</p> <p>V2 ICC NO. MC _____ USDOT NO. _____</p> <p>C. HAZARDOUS MATERIAL PLACARD NUMBER <input type="checkbox"/> NA</p> <p>V1 4-Digit Placard Number _____ Number From Bottom of Diamond _____</p> <p>V2 4-Digit Placard Number _____ Number From Bottom of Diamond _____</p> <p>D. TRAFFICWAY</p> <p><input type="checkbox"/> 1. Two-Way; No Divided</p> <p><input type="checkbox"/> 2. Two-Way; Divided; Unprotected Median</p> <p><input type="checkbox"/> 3. Two-Way; Divided; Positive Median Barrier</p> <p><input type="checkbox"/> 4. One-Way; No Divided</p>	<p>E. CARGO BODY TYPE</p> <p>V1 V2</p> <p><input type="checkbox"/> <input type="checkbox"/> 1. Enclosed Box</p> <p><input type="checkbox"/> <input type="checkbox"/> 2. Cargo Tank</p> <p><input type="checkbox"/> <input type="checkbox"/> 3. Flatbed</p> <p><input type="checkbox"/> <input type="checkbox"/> 4. Dump</p> <p><input type="checkbox"/> <input type="checkbox"/> 5. Concrete Mixer</p> <p><input type="checkbox"/> <input type="checkbox"/> 6. Auto Transporter</p> <p><input type="checkbox"/> <input type="checkbox"/> 7. Garbage / Refuse</p> <p><input type="checkbox"/> <input type="checkbox"/> 8. Grain, Chip, Gravel</p> <p><input type="checkbox"/> <input type="checkbox"/> 9. Pole Trailer</p> <p><input type="checkbox"/> <input type="checkbox"/> 10. Other</p>
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28 - NARRATIVE / STATEMENTS (If additional room is necessary, attach a separate sheet.)

Accident occurred AS V1 ran onto the curb on her right side and struck a NO PARKING sign. DI stated she left the private drive and looked down. When she looked back up she was unable to avoid striking the sign. V1 received damage to the right front corner of the vehicle and to the under carriage. No injuries were reported.

<p><i>[Signature]</i></p>	<p>100</p>	<p>ARM 115 N/A</p>	<p>N/A</p>
<p>REVIEWING OFFICER 2 SIGNATURE</p>			<p>DSN / BADGE NO.</p>

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 10-MAR-2005

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SHL1 CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD	
IFMYU03182K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	17-12-01	20-05-02	152009	USA	1	*	7C05	F5TZ	14N089	B	S09	V17	A85	42	
AWS Claim Key:	1507421	Doc #:	23014101	Trx Code:	S07	Labor Hrs:	8	Labor Cost:	53.2	Material Cost:	6.37	Total Cost:	59.57											
Dir Cd-Sub Cd:	02511-*	Name:	NICHOLS FORD		Ph:	817-5353673		St:	TX	Ctry Cd:	USA		Reg Cd:	NA	Repr Date:	29-MAY-2002		DIST(Mile):	1073					
Cust Comments:	CUST STATES ELECTRICAL ACCES DO NOT COME ON UNTIL ABOUT 5 MINUTES AFTER START UP																							
Tech Comments:	BODY CHASSIS ELECTRICAL DIAGNOSIS RETRIVED DTC B1359 IGNITION RUN ACC CIRCUIT FAILURE PINPOINT TEST 1																							
IFMYU03182K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	17-12-01	20-05-02	152009	USA	3	*	7F01	YL8Z	17526	AB	S06	V15	W05	01	
AWS Claim Key:	2128575	Doc #:	23635101	Trx Code:	1	Labor Hrs:	2	Labor Cost:	13.59	Material Cost:	23.18	Total Cost:	36.77											
Dir Cd-Sub Cd:	02511-*	Name:	NICHOLS FORD		Ph:	817-5353673		St:	TX	Ctry Cd:	USA		Reg Cd:	NA	Repr Date:	03-AUG-2002		DIST(Mile):	5188					
Cust Comments:	W05 CUSTOMER STATES SPRING CAME OFF OF WIPER ARM SOP IN FROM 7 27 02																							
Tech Comments:	REPLACE RIGHT FRONT ARM SPRING BROKEN																							
IFMYU03182K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	17-12-01	20-05-02	152009	USA	25	*	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:	10094507	Doc #:	03966651	Trx Code:	04S13	Labor Hrs:	4	Labor Cost:	24.15	Material Cost:	0	Total Cost:	24.15											
Dir Cd-Sub Cd:	00334-*	Name:	MEL TURNER'S CROWN FORD, INC.		Ph:	660-7477111		St:	MO	Ctry Cd:	USA		Reg Cd:	NA	Repr Date:	10-MAY-2004		DIST (Mile):	41163					
Cust Comments:	RECALL 04S13 PCM RECALIBRATE																							
Tech Comments:	RECALL RECALIBRATED PCM PER RECALL																							
IFMYU03182K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	17-12-01	20-05-02	152009	USA	34	*	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:	12758092	Doc #:	04475751	Trx Code:	04S25	Labor Hrs:	4	Labor Cost:	24.68	Material Cost:	15.55	Total Cost:	40.23											
Dir Cd-Sub Cd:	00334-*	Name:	MEL TURNER'S CROWN FORD, INC.		Ph:	660-7477111		St:	MO	Ctry Cd:	USA		Reg Cd:	NA	Repr Date:	09-FEB-2005		DIST (Mile):	57250					
Cust Comments:	RECALL RECEIVED																							
Tech Comments:	RECALL 04S25 3.0L LHD ACCELERATOR CABLE REPLACEMENT																							

Any comments? You can contact

All Action Details for Issue

Print

VIN: 1FMYU03182K [REDACTED] Year: 2002 Model: ESCAPE Case: 1299750685
 Name: [REDACTED] Owner Status: Original WSD: 2002-05-20
 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 - ACCIDENT
 Dealer: 00334 MEL TURNER'S CROWN FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 57250 MI Comm Type: MAIL PREVENTION-FD
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 03/09/2005 Action Time: 08.19.35.268 Action Data: Yes

Comments *****PRODUCT LIABILITY*****DATE STAMPED 3-9-05. CUSTOMER ALLEGES
 AFTER EXISTING A PARKING LOT THE VEHICLE BEGAN TO SURGE, CAUSING HIS DAUGHTER TO HIT A STREET
 SIGN.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	TROQUEMO

Spoke w/ SM - unable to determine cause of accident.

[REDACTED] /10/2005

Customer Info

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



... 3/10/2005

Vehicle List				
VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMYU03182K [REDACTED]	2002 ESCAPE Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
1FMYU22E3XU [REDACTED]	1999 EXPLORER No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History

[REDACTED] 3/10/2005

VEHICLE DETAIL

VIN: 1FMYU03182K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: DARK HIGHLAND GREEN C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 5/20/2002
 GCWR: Vehicle Build Date: 12/17/2001
 PEP Code: 300A

Selling Dealers Name: NICHOLS FORD
 Selling Dealers P & A Code: 02511 Selling Dealers Sales Code: F52009
 Selling Dealers Main Phone: 817-535-3673 Selling Dealers Service Phone: 817-535-3673

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 3 2 K B 5 3 7 0 8 1 0 3 3 7 C 2 0 8 L 0 9 0 5 8 L 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 8 5 5 8 5 3 A B N 5 2 D 0 0 9 L 4 P X 2 H 3 4 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 8 K 5 3 0 0 A 9 1 4 T X
 1 2 3 4 5 6 7 8 9 160



3/10/2005

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: IFMYU03182K [REDACTED]
 Model Year: 2002
 Veh Type: T
 Inv. Dealer: 02511
 Vehicle Status Code: 800

(Related Claims)

Veh Line: T/M1 - ESCAPE (U204) [2001]
 Market Derived: T/F - FORD DIVISION DERIVATIVE
 Drive Code: T/A - 2 WHL L/H FRONT DRIVE
 Body Cab Style: - 5 DOOR LIGHT TRUCK
 Version/Series: T/EF - FORD SERIES
 Body Shell: *
 Navis Eng Serial No: 207168086
 Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E

Trace Eng Serial No:

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

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 17-DEC-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 152009 - *
 Country: USA - ##### Selling Dir St/Prov: TX
 Buyer St/Prov: TX
 Arrival Date: 23-DEC-2001 Red Carpet Lease: *
 Sale Date: 20-MAY-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 20-MAY-2002 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 20-MAY-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 U032KD5370810337 C 2 08L0905 84 E 496 7A 5 1 285 5 853ABN S20009L 4 FX 2H3 4 3 11
 FMY8K5 300A 914TX 7A

PE12-019 002433 LP



INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psngr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNPDW - DARK HIGHLAND GREEN C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MJ - AM/FM STRO/CD CHANGER/CLK
Calibration Code:	2M11A30A	Sound System:	AE - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspa Tandem Axle:	
Color(Trim):	000HH - MED DK PARCHMENT	Tire Manufacturer:	AD -
Delivery Type:	0	Tire Brand:	UU44W -
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: A3UU44W???? RF: A3UU44W????
 LR: A3UU44W???? RR: A3UU44W????
 LI: * RI: *
 SPARE: HY89(R9410) DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

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

Any comments? You can contact



webmaster

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
53-KANSAS CITY	53-KANSAS CITY	K	A2	00334	F53475

Dealer Name: MEL TURNER'S CROWN FORD, INC.
Dealer Address: BUSINESS LOOP 50 WARRENSBURG MO 64093
Dealer Main Phone: 660-747-7111 **Dealer Service Phone:** ~~660~~747-7111

Position	Employee Name
DEALER/PARTNER	MELVIN TURNER
GENERAL MANAGER	RAYMOND B ZAMASTIL
PARTS MANAGER <i>S.M.</i>	PAT MCDERMOTT
SALES MANAGER	PAM M POWELL

Service Hours 7 A.M. - 6:00 P.M. M-F
Directions
Trained Y
Additional Information OFFICE MGR:BARBARA MATHEWS

3/10/2005



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: 1234567890 [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

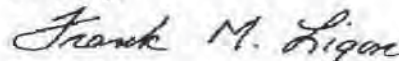
If you wish to contact us through the Internet, our address is:

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

VIN FSA Details	
VIN:	1FMYU03182K [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
00010104	2001-2003 ESCAPE - KCAP(10105 IS TRIBUTE ONLY)
00010252	3.0L LHD ACCELERATOR CABLE REPLACEMENT

Vehicle Details

Model Year:	2002	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	17-Dec-2001
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	20-May-2002
Vehicle Type Description:	TRUCK	Sale Date:	20-May-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:	FORT WORTH	Phone #:	
State/Province:	Texas	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	01-Aug-2004	Vendor Applied Date:	25-Aug-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:			

3/10/2005

Original Owner

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

Owner Effective Date: 21-May-2002 Vendor Applied Date: 21-May-2002

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

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	02511	USA	F52009		Nichols Ford
Ship-To					NOT AVAILABLE
Stocking	02511	USA	F52009		Nichols Ford
Selling	02511	USA	F52009		Nichols Ford

FSA Details

VIN: 1FMYU03182K [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: 04-SUPP TO ADD 02 AND 03 MYS TO PROGRAM

P&A Code	GEO Sales	Responsible Dealer Sales Code	Sub Code	Description
02511	USA	F52009		Nichols Ford

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	Y	14-Apr-2004
Display Eligibility	Y	19-Apr-2004
Original Mail Eligibility	N	22-Apr-2004
Follow up Mail	Y	22-Apr-2004

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



3/10/2005

Description		Release Date
RELEASED TO APPROPRIATE SOURCE - ORIGINA		22-Apr-2004

Repair																		
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code Cost Source												
<table border="1"> <thead> <tr> <th colspan="3">VIN/FSA Vehicle Status</th> </tr> <tr> <th>Description</th> <th>Reason</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>OPEN - LAUNCHED</td> <td>Open</td> <td>19-Apr-2004</td> </tr> <tr> <td>Confirmed</td> <td></td> <td>14-Apr-2004</td> </tr> </tbody> </table>							VIN/FSA Vehicle Status			Description	Reason	Date	OPEN - LAUNCHED	Open	19-Apr-2004	Confirmed		14-Apr-2004
VIN/FSA Vehicle Status																		
Description	Reason	Date																
OPEN - LAUNCHED	Open	19-Apr-2004																
Confirmed		14-Apr-2004																

VIN FSA Mail History	
Local FSA:02M01-κTUBE-MOUNTED EGR PRESSURE SEN...	Global FSA:00000511
Release:	OOWNER LETTER
Release Date:	22-Apr-2004
Mail Date:	
Restricted Address:	No
Address:	[REDACTED] FORT WORTH, TX [REDACTED] UNITED STATES
Resp. Dealer:	02511USAF52009-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	01-Aug-2003
Note:	

VIN: 1FMYU03182M [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 - BB - 2001-2003Escape V6-KCAP-Recal	00- Original																								
<table border="1"> <thead> <tr> <th colspan="5">Responsible Dealer</th> </tr> <tr> <th>P&A Code</th> <th>GEO Sales</th> <th>Sales Code</th> <th>Sub Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>02511</td> <td>USA</td> <td>F52009</td> <td></td> <td>Nichols Ford</td> </tr> </tbody> </table>		Responsible Dealer					P&A Code	GEO Sales	Sales Code	Sub Code	Description	02511	USA	F52009		Nichols Ford									
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Eligibility Indicators																									
Type	Indicator	Updated																							
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VIN/FSA Vehicle Condition																									
Code	Vehicle Condition	Begin Date	End Date	Source																					



3/10/2005

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	11-May-2004	10-May-2004	UNITED STATES	00334USAF53475	039666	B	24.15 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	11-May-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] FORT WORTH, TX [REDACTED] UNITED STATES
Resp. Dealer:	02511USAF52009-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	01-Aug-2003
Note:	

VIN: 1FMYU03182K [REDACTED]	
Local FSA: 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT	Global FSA: 00010252

Hub: FORD NORTH AMERICA Country: UNITED STATES				
Segment / VIN Group(s):	Supplement Code:			
+ 0 - TARGETING SEGMENT - AA - 02-04 Escape 3.0L LHD	00- Original			
Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
02511	USA	F52009		Nichols Ford
Eligibility Indicators				
Type	Indicator	Updated		
Repair Eligibility	N	11-Feb-2005		
Display Eligibility	N	11-Feb-2005		



3/10/2005

Original Mail Eligibility	N	11-Feb-2005						
Follow up Mail	N	11-Feb-2005						
VIN/FSA Vehicle Condition								
Code	Vehicle Condition	Begin Date	End Date	Source				
Description			Release Date					
RELEASED TO APPROPRIATE SOURCE - ORIGINA			10-Jan-2005					
EXTERNAL NAME AND ADDRESS APPLIED			05-Jan-2005					
Repair								
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost	Source
CLOSE - REPAIRED	11-Feb-2005	09-Feb-2005	UNITED STATES	00334USAF53475	044757	B	40.23	GACES
VIN/FSA Vehicle Status				Date				
Description	Reason	Date						
CLOSE - REPAIRED	Close	11-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:	OWNER LETTER							
Release Date:	10-Jan-2005							
Mail Date:								
Restricted Address:	No							
Address:	<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> FORT WORTH, TX <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> UNITED STATES							
Resp. Dealer:	02511USAF52009-							
Fleet Acct:								
Fleet Mgmt Loc:								
N&A Source:	POLK							
Owner Effective Date:	01-Aug-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

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3/10/2005

①



Leaving the parking lot on my way to church

②



I made an immediate left onto Washington Street.

③



Proceeded up the hill.

④



My car took off really fast mid way to the top of the hill.

⑤



The "No Parking" sign was on the Right Hand Side of Washington Street.

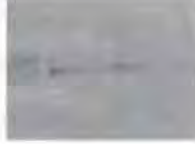
⑥



Shows that the street sign was yanked completely out of the ground. The underneath (passenger side) of my bumper was severely damaged.



Showing the distance from the road and the street sign.



Street sign no longer in the ground.



I then made another immediate left back into the same parking lot from which I left.



Parked my car and waited for the police to arrive.



Showing the actual distance from the bottom of the lot to the middle.



Showing the middle of Washington street.



And now this is the end of Washington street where I made my 2nd left back into the parking lot.



①



②



3



4



5



6



Ford Motor Company

Consumer Affairs

Sent Via U.S. Mail

April 9, 2003

[REDACTED]
Columbus, OH [REDACTED]

Re: 2002 Escape
VIN: 1FMYU0412K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2002 Escape.

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

We appreciate the opportunity to review your request.

Sincerely,

LT
Lakesia Turner
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 Ricart Ford P&A 02185 Region & State Cinn. / Ohio

Contact Person Ron Tackett Phone # (614) 836-6250

Registered under Brad

CUSTOMER/VEHICLE INFORMATION:

New or Used New WSD 08/03/02 Year/Model 2002 ESCAPE

VIN LFM410411245 Mileage 7,500

Customer Name [REDACTED]

Address [REDACTED]

City Columbus County Franklin State OH Zip code [REDACTED]

Home Phone [REDACTED] Work Phone [REDACTED]

DETAILS of INCIDENT:

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

Medical Attention Sought: N

Date of Incident April 10, 2003

Is customer alleging a component defect caused the incident? N If yes, what type & details UNINTENDED Acceleration

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

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

Owner's Insurance Company Cincinnati Insurance Agent's Name Perunich Average
Insurance Company Phone Number (_____) _____

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

RESOLUTION that CUSTOMER is SEEKING:

Repair of vehicle

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

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Thu, Apr 17, 2003 10:04 AM

Subject: Re: 2002 / Ford / Escape Recall Information
Date: Friday, April 11, 2003 11:16 AM
From: Ford Division <crcforddiv@customersupportctr.com>
Reply-To: Ford Division <crcforddiv@customersupportctr.com>
To: [REDACTED]

Dear [REDACTED]

Thank you for your message of 04/10/03 regarding your 2002 Ford Escape. We appreciate the time you have taken to write us requesting recall information for this vehicle.

The circumstances that you have outlined in your original e-mail have been given careful consideration.

Our records indicate that on 04/10/03, you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry.

If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Allan
Ford Motor Company
Customer Relationship Center

Original Message Follows:

Title: Mrs.
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: Columbus
State: OH
ZIP: [REDACTED]
EMail Address: [REDACTED]
Vehicle Owner: Yes
Telephone Number: [REDACTED]

Model Year: 2002
Brand: Ford
Model: Escape
VIN Number: 1FMYU04112K [REDACTED]
Mileage: 7254

Category of Query/Concern: Recall Information
Site Escalating From: ford
Description of Issue/Concern: I was pulling into a parking space and stopped then decided I needed to pull forward slightly, when I pushed the accelerator the car lunged forward. I went over the sidewalk and into a lamppost. I pushed the accelerator gently and I then lunged forward. This same thing happened to a friend at work going over a cement parking block and into a small cement pillar. Have you heard of this accelerator problem from others?

Service Manager
Thu, Apr 10, 2003 4:05 PM

Subject: Ford Motor Company - Ford Acknowledgement

Date: Thursday, April 10, 2003 11:36 AM

From: Ford Division <crcforddiv@customersupportctr.com>

Reply-To: Ford Division <crcforddiv@customersupportctr.com>

To: [REDACTED]

Thank you for contacting Ford Division.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: KMM2130400C0KM
Case ID: 721472

Sincerely,
Ford Division
Customer Relationship Center

→ Ron Jack
John Bennett
1-800-241-36,
Roadside Assistance
330

Customer Info

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

Address: [REDACTED] COLUMBUS OH [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email: [REDACTED]



VIN

1FMEU15H4SL [REDACTED]

1FMYU04112K [REDACTED]

Year

1995

No Open Issues

2002

Open Issues Exist

Model

BRONCO

ESCAPE

Vehicle List

Sales Type

INDIVIDUAL RTL

A/Z PLAN RTL

Owner Status

Subsequent Owner

Original Owner

Vehicle Info

Oasis

Warranty History

Oasis

Warranty History

VEHICLE DETAIL

VIN: 1FMEU15H4S [REDACTED] Engine: 5.8L OHV EFI NA V8 GAS*NP
 Make: FORD Transmission: 4 SPD AUTO TR-NAAO E4OD(4R100A)
 Model: BRONCO Paint Code/Color: LT SANTA FE C/C
 Year: 1995 Calibration: 564BR10A
 Pay Load: Max Towing Weight:
 GVWR: 06300 Axle Ratio:
 WheelBase: 105 Warranty Start Date: 5/25/1995
 GCWR: Vehicle Build Date: 2/21/1995
 PEP Code: 686A

Selling Dealers Name: LEADERSHIP FORD
 Selling Dealers P & A Code: 02490 Selling Dealers Sales Code: F52006
 Selling Dealers Main Phone: 214-361-8100 Selling Dealers Service Phone: 214-361-8100

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 1 5 S L B 0 7 1 5 8 1 0 5 5 6 4 3 2 2 0 B 0 7 0 3 8 M E M E H 9 7 W
 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
 Q N 5 3 W K 9 D 1 A 4 2 9 W 4 5 2 A 0 0 5 E 0 L A X D U X K 7 4 4 4 H 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 E 4 6 3 6 8 6 A 9 H E
 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
47-CINCINNATI	47-CINCINNATI		B1	02185	F47035

Dealer Name: RICART FORD INC
Dealer Address: 4255 S HAMILTON RD
 COLUMBUS OH 43227

Dealer Main Phone: 614-836-5321 **Dealer Service Phone:** 614-836-6300

Position	Employee Name
DEALER/PARTNER	FRED RICART
DEALER/PARTNER	RHETT RICART
GENERAL MANAGER	ERNEST HYATT
GENERAL MANAGER	GREGORY M DRYDEN
PARTS MANAGER	RICHARD PELLETIER
PARTS & SERVICE DIRECTOR	DONALD L ANDRES
SALES MANAGER	ROBERT MCCARTHY
SALES MANAGER	ROBERT CONRAD
SALES MANAGER	MARK E WATSON
SALES MANAGER	TED E FRANKLIN
SALES MANAGER	CHARLES MCGEE
SALES MANAGER	RAPHEAL E UDONKUKU
SALES MANAGER	GLEN FOSTER
SALES MANAGER	G. WILLIAM ZIEGLER
SALES MANAGER	JON LANGFORD
SALES MANAGER	AARON MADRY III
SALES MANAGER	KIMBERLY L FOSTER
SALES MANAGER	SHANE SELF
SALES MANAGER	STEVE ANTHONY
SALES MANAGER	GARY BLANK
SALES MANAGER	ROGER STRAIGHT
SALES MANAGER	LARRY LESTER
SALES MANAGER	MICHAEL SCHROEDER
SALES MANAGER	DAVID PENROD
SERVICE MANAGER	RONALD E TACKETT
SERVICE MANAGER	DAN W BRYAN
SERVICE MANAGER	CRAIG BARGER

PE12-019 002455 LP

Action Detail

VIN: 1FMYU04112K [REDACTED]
Name: [REDACTED]
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP
Reason Desc: LEGAL - ACCIDENT
Issue Type: 07 LEGAL
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Odometer: 7500 MI
Action Date: 04/24/2003
Analyst Name: CHERIE LEICH

Year: 2002
Owner Status: Original

Issue Status: INVESTIGATION

Comm Type: FAX
Action Time: 09:47:48:877
Analyst: CLEICH

Model: ESCAPE
WSD: 2002-08-03
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]
Dealer: RICART FORD INC
P & A Code: 02185

Case: 371281003

Action Data: No

COMMENTS: *****PRODUCT LIABILITY***** FAX RECEIVED 4-23-03 DEALER CONTACT: RON TACKETT CUSTOMER ALLEGES WHILE PULLING INTO A PARKING SPACE, THE VEHICLE SURGED FORWARDED HITTING A LAMP POST. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU04112K [REDACTED] Veh Line: T/M - ESCAPE/TRIBUTE/MARINER LHD (01-04) Eng Serial No: 301164087
 Model Year: 2002 Market Derived: T/F - 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: 02185 Body Cab Style: T/WE - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
 Version/Series: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 21-FEB-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147035 - *
 Country: USA - ##### Selling Dir St/Prov: OH
 Buyer St/Prov: OH
 Arrival Date: 27-FEB-2002 Red Carpet Lease: *
 Sale Date: 03-AUG-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 03-AUG-2002 Modified Vehicle: *
 Orig Warranty Date: 03-AUG-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U042KC4087910T37 4 2 25AA316 TA G M469 63 N63 2X5 5 4S3ABN 471D35L 0 UR NH3 4 3 2 1
 1FMY1S4 440A 9140H 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



VEHICLE INFORMATION REPORT

Battery Amp Rating:	A	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	2M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000HH -	Tire Brand:	AJ - MICHELIN
Delivery Type:	A	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF - UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: A308_4530502 RF: A308_4530502
LR: A308_4530502 RR: A308_4530502
LI: * RI: *
SPARE: HY8AIR80602

ESP INFORMATION: EMISSIONS INFORMATION:

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

Standard Claims List For Model Year 2002

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	Cpsc_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FMYU04112K		/MI	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	21-FEB-2002	03-AUG-2002	147035	USA	1	5G05	040001	*	FRONT	*	H25	W6	716
AWS Claim Key:		2473954	Trx Code:		1	Labor Hrs:		1.1														
Dir Cd-Sub Cd:		02185.*	Name: RICART FORD INC			Ph: 614-8365321		St: OH		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 19-AUG-2002		Doc #: 834429B		
Cust Comments:		CUSTOMER STATES THAT THE VEHILCE IS PULLING TO THE LEFT																				
Tech Comments:		716 FOUND FRONT AND REAR ALIGNMENT OUT OF SPECS. WARRANTY 2967 INSPECTED ALIGNMENT AND FOUND THE REAR TOE OUT ON THE LEFT SIDE. ADJUSTED TO SPEC. THEN CENTERED THE STEERING WHEEL AND SET FRONT TOE. 2002 ESCAPE 4X4																				

ESP Recall Information

VIN: 1FMYU04112K [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

[REDACTED] 1FMYU04112K [REDACTED]

5/9/03

OASIS RESULT:
1FMYU04112K [REDACTED]

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▶ **VEHICLE INFORMATION**

VEHICLE DESCRIPTION 2002 ESCAPE	BODY STYLE 4 DR XLT MPV 4X4	ENGINE 3.0L EFI DOHC	ENGINE CALIBRATION 2M11A30A
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 69		

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 08/03/2002	BUILD DATE 02/21/2002	SALE MILEAGE 00022
--	---------------------------------	------------------------------

▶ **WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
THIS VEHICLE HAS AN OPEN CRED LEGAL CONTACT

▶ **FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

▶ **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

▶ **REPAIR HISTORY**

08/19/2002 DEALER: Ricart Ford Inc

WARRANTY CLAIM NUMBER: 834429

ODOMETER: 000716M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
FRONT	FRONT END ALIGNMENT	000	3001A	W6	WHEEL ALIGNMENT OUT
		000	MT3001A6F		

716 FOUND FRONT AND REAR ALIGNMENT OUT OF SPECS. WARRANTY 2967 INSPECTED ALIGNMENT AND FOUND THE REAR TOE OUT ON THE LEFT SIDE. ADJUSTED TO SPEC. THE N CENTERED THE STEERING WHEEL AND SET FRONT TOE. 2002 ESCAPE 4X4

1FMYU04112K [REDACTED]

END OF OASIS REPORT FOR 1FMYU04112K [REDACTED]

<http://service.tso.ford.com/vdirs/spubs/newoasis/oareq.asp?vin=1FMYU04112K> [REDACTED]

5/9/03



Sent Via U.S. Mail

January 24, 2005

[REDACTED]
Clarksville, PA [REDACTED]

Re: 2002 Ford Escape
VIN: 1FMCU04172K [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.

There is an outstanding recall on your vehicle, please take your vehicle to any authorized Ford or Lincoln-Mercury dealership so they may perform the repair.

We appreciate the opportunity to review your request.

Sincerely,

Ruth Davis
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FMCU04172K [REDACTED] Year: 2002 Model: ESCAPE Case: 1430290245
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-09-21
 Symptom Desc: SURGE ACCELERATION HOT ENGINE 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: 09595 SOLOMON FORD, LLC Origin Desc: US CONCERN CASE BASE
 Odometer: 41000 MI Comm Type: PHONE
 Analyst Name: ELAINE LEE- CAMPBELL Analyst: ELEECAMP
 Action Date: 01/24/2005 Action Time: 11.57.08.196 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: ...VEHICLE MET IN AN ACCIDENT YESTERDAY...HUSBAND WAS TURNING AROUND WHEN THE VEHICLE WENT FROM DRIVE TO REVERSE...THE VEHICLE STARTED GOING BACK AND THEN SURGED.VEHICLE HIT A BRIDGE.CUSTOMER HEARD THERE WAS A RECALL ON THE FUELCUSTOMER THINKS FORD IS LIABLE.VEHICLE WAS PURCHASED FROM AN INDEPENDENT FACILITY IN AUG 2004. ...SHE PURCHASED AN INDEPENDENT FACILITY ESP AT TIME OF VEHICLE SALE.....WHEN SHE JUST BOUGHT THE VEHICLE SHE NOTICED IN REVERSE VEHICLE WAS STALLING AND IDLING HIGH.....AT THE TIME SHE CALLED A FORD DEALER BUT THEY WOULD NOT HONOR THE NON FORD ESP (API)....CUSTOMER WAS TOLD SHE WOULD HAVE TO PAY FOR THE REPAIR AND THEN SEEK REFUND UNDER HER ESP.....SHE CALLED A DIFFERENT FORD DEALER AND WAS TOLD SHE HAD TO LEAVE THE VEHICLE UNTIL THEY CAN VERIFY THE CONCERN.....CUSTOMER HAD NO OTHER TRANSPORTATION SO SHE COULD NOT LEAVE THE VEHICLE.VEHICLE WAS NEVER DIAGNOSED BY THE FORD DEALER.NOW THE VEHICLE MET IN THE ACCIDENT.....CUSTOMER IS SOAR FROM THE ACCIDENT BUT NO INJURY.DATE OF ACCIDENT JAN 23, 2004...LOCATION OF ACCIDENT PITTGAS RD IN PA...POLICE WAS NOT CONTACTEDINSURANCE WAS CONTACTED AND IS INVESTIGATING.....VEHICLE WILL COST A LOT TO REPAIR.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



1/24/2005

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	44-PITTSBURGH	E	A5	09595	F44436

Dealer Name: SOLOMON FORD, LLC
Dealer Address: 500 NATIONAL PIKE WEST
BROWNSVILLE PA 15417
Dealer Main Phone: 724-377-0123 Dealer Service Phone: 724-785-5500

Position	Employee Name
DEALER/PARTNER	Norman g Solomon
GENERAL MANAGER	Bruce m Solomon
PARTS MANAGER	ROBERT GUIDO
SALES MANAGER	BRENT HAMMERLING
SERVICE MANAGER	STANLEY WELSH



1/24/2005

Customer Info

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



1/24/2005

Vehicle List						
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info	
1FMCU04172K [REDACTED]	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis	Warranty History
		Open Issues Exist				



1/24/2005

ESP / Recall Information

VIN: 1FMCU04172K [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	2004-04-06	07407USAF44543
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/24/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 24-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
IFMCU04172K [REDACTED]	M1	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-08-01	21-09-01	4B2352	CAN	28	*	2E03	1L8Z	9F715	AA	S11	V40	D13	42
AWS Claim Key:	8583291	Doc #:	163639A	Trx Code:	S07			Labor Hrs:	.5	Labor Cost:	27.65	Material Cost:	57.08	Total Cost:	84.73								
Dir Cd-Sub Cd:	07407-*	Name:	CAMPUS FORD LINCOLN MERCURY, INC.			Ph:	304-2964477	St:	WV	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	19-DEC-2003		DIST (Mile):	26108					
Cust Comments:	CUST STATES VECH WANTS TO SHUT OFF FIRST START COLD UNTIL TEMP GAUGE SHOWS WARM																						
Tech Comments:	REPLACE IAC REPROGRAM PCM																						
IFMCU04172K [REDACTED]	M1	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-08-01	21-09-01	4B2352	CAN	28	*	5E01	*	2780	*	S10	V21	H04	07
AWS Claim Key:	8583292	Doc #:	163639B	Trx Code:	E84			Labor Hrs:	.2	Labor Cost:	11.06	Material Cost:	0	Total Cost:	11.06								
Dir Cd-Sub Cd:	07407-*	Name:	CAMPUS FORD LINCOLN MERCURY, INC.			Ph:	304-2964477	St:	WV	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	19-DEC-2003		DIST (Mile):	26108					
Cust Comments:	CUST STATES PARKING BRAKE SEEMS VERY LOOSE DOES NOT SEEM TO BE WORKING																						
Tech Comments:	VERIFY CONCERN ADJ EMER BRAKE RECHECK																						
IFMCU04172K [REDACTED]	M1	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-08-01	21-09-01	4B2352	CAN	30	*	7S22	*	14A068	*	S09	V77	L29	X2
AWS Claim Key:	9275178	Doc #:	165232A	Trx Code:	E83			Labor Hrs:	1.5	Labor Cost:	82.94	Material Cost:	0	Total Cost:	82.94								
Dir Cd-Sub Cd:	07407-*	Name:	CAMPUS FORD LINCOLN MERCURY, INC.			Ph:	304-2964477	St:	WV	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-FEB-2004		DIST (Mile):	27737					
Cust Comments:	CUSTOMER STATES BOTH LOW BEAMS INOP HIGH BEAM INDICATOR ON DASH INOP																						
Tech Comments:	TRACE LOW BEAM CIRCUIT WIRING TO POOR HARNESS CONNECTION AT FUSE PANEL REPAIR																						
IFMCU04172K [REDACTED]	M1	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-08-01	21-09-01	4B2352	CAN	31	*	1G03	F5RZ	8620	A	S11	V44	E19	30
AWS Claim Key:	9686900	Doc #:	166146A	Trx Code:	E84			Labor Hrs:	3	Labor Cost:	16.59	Material Cost:	6.47	Total Cost:	23.06								
Dir Cd-Sub Cd:	07407-*	Name:	CAMPUS FORD LINCOLN MERCURY, INC.			Ph:	304-2964477	St:	WV	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	01-APR-2004		DIST (Mile):	28569					
Cust Comments:	CUST STATES AFTER DRIVING WHEN WRM GETTING SQUEEK FROM WATERPUMP TENSIONER																						
Tech Comments:	VERIFY CONCERN FOUND IRREGULAR WEAR PATTERN IN BELT REPLACE WATERPUMP BELT RECHECK																						
IFMCU04172KA00570	M1	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-08-	21-09-01	4B2352	CAN	31	*	1G02	XS2Z	8501	CF	S11	V49	N11	D1

PE12-019 002470 LP

01
 AWS Claim Key: 9792354 Doc#: 166249A Trx Code: E84 Labor Hrs: .9 Labor Cost: 49.76 Material Cost: 125.87 Total Cost: 175.63
 Dir Cd-Sub Cd: 07407-* Name: CAMPUS FORD LINCOLN MERCURY, INC. Ph: 304-2964477 St: WV Ctry Cd: USA Reg Cd: NA Repr Date:06-APR-2004 DIST (Mile):28748
 Cust Comments: CUSTOMER STATES GETTING SQUEALING NOISE FROM UNDER ENG HOOD AFTER WRM
 Tech Comments: WAPTER PUMP LEAKING FROM WEEP HOLE REPLACE PUMP

IFMCU04172K [REDACTED] MI T/MI T/F T/WE T/EF T/F AJ T/DJ T/LD 01-08-01 21-09-01 4B2352 CAN 31 * * * * SXX V09 * *
 AWS Claim Key: 9792355 Doc#: 166249B Trx Code: 04S13 Labor Hrs: .4 Labor Cost: 22.12 Material Cost: 0 Total Cost: 22.12
 Dir Cd-Sub Cd: 07407-* Name: CAMPUS FORD LINCOLN MERCURY, INC. Ph: 304-2964477 St: WV Ctry Cd: USA Reg Cd: NA Repr Date:06-APR-2004 DIST (Mile):28748
 Cust Comments: RECALL 04S13 PCM
 Tech Comments: UPDATE THE PCM CALIBRATION

IFMCU04172K [REDACTED] MI T/MI T/F T/WE T/EF T/F AJ T/DJ T/LD 01-08-01 21-09-01 4B2352 CAN 32 * |H03 4U7Z 9J460 AA S11 V44 E29 42
 AWS Claim Key: 10124183 Doc#: 167065A Trx Code: E84 Labor Hrs: .4 Labor Cost: 22.12 Material Cost: 18.76 Total Cost: 40.88
 Dir Cd-Sub Cd: 07407-* Name: CAMPUS FORD LINCOLN MERCURY, INC. Ph: 304-2964477 St: WV Ctry Cd: USA Reg Cd: NA Repr Date:06-MAY-2004 DIST (Mile):29668
 Cust Comments: CK ENG LITE ON
 Tech Comments: DIAG CK FIND CODE P0401 SPFE SENSOR FAULTY REPLACEDPFE SENSOR RETEST OK

Any comments? You can contact



webmaster



Action Detail

VIN: 1FMYU02114K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 1556510275
Name: [REDACTED]	Owner Status: Original	WSD: 2004-04-08	
Symptom Desc: SLW RET-IDLE TEMP ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: JC JOHNSON FORD L-M INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 06550	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 16000 MI	Comm Type: MAIL		
Action Date: 01/31/2005	Action Time: 09:19:49:030	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND LETTER DENYING REQUEST. INSURANCE ALREADY INVOLVED.

[REDACTED] 1/31/2005

SENT VIA U.S. Mail

January 31, 2005

[REDACTED]
Minden, LA [REDACTED]

RE: 2004 Escape

VIN: 1FMYU02114K [REDACTED]

Dear [REDACTED]

This letter is in response to your call to our Ford Customer Relationship Center on January 27, 2005 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,

Lourdes Fonseca-Nearon
Consumer Affairs

Customer Info

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



1/31/2005

Update This Information In Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
23-MEMPHIS	23-MEMPHIS	G	D3	06550	F23515
Dealer Name:		JC JOHNSO N FORD L-M INC			
Dealer Address:		405 INDUSTRIAL DRIVE MINDEN LA 71055			
Dealer Main Phone:		318-377-8694	Dealer Service Phone:		318-377-8697

Position	Employee Name
DEALER/PARTNER	RICHARD W JOHNSON
PARTS MANAGER	MIKE D OLSON
SALES MANAGER	GARY D ELLIOTT
SERVICE MANAGER	BILL MOORE



1/31/2005

OASIS RESULT:**1FMYU02114K [REDACTED]**See bottom of the OASIS result for
contact ID01/31/2005
08:57:33

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2004 ESCAPE

TRANSMISSION

CD4E AUTO TRANSAXLE

BODY STYLE

4 DR XLS MPV 4X2

AXLE CODE

96

ENGINE

3.0L EFI DOHC

ENGINE CALIBRATION

3M11D30A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

04/08/2004

BUILD DATE

08/27/2003

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 1FMYU02114K [REDACTED]

ESP / Recall Information

VIN: 1FMYU02114K [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] 1/31/2005

Action Detail

VIN: 1FMYU02114K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 1556510275
Name: [REDACTED]	Owner Status: Original	WSD: 2004-04-08	
Symptom Desc: SLW RET-IDLE TEMP ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: JC JOHNSON FORD L-M INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 06550	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 16000 MI	Comm Type: PHONE		
Action Date: 01/27/2005	Action Time: 15:27:31:197	Action Data: Yes	
Analyst Name: ALVAREZ WALTER	Analyst: WALVARES		

COMMENTS: CUSTOMER SAID: CUST CALLING BECAUSE HE HAD AN ACCIDENT WHICH THE CUST BELIEVES WAS CAUSED BY DEFFECT ON THE VEH AS PER RECALL LETTE 04S25, CUST INDICATES THE VEH DID NOT RETURN TO IDLE POSITION WHEN CUST REMOVED THE FOOT FROM THE GAS PEDAL CAUSING THE VEH TO KEEP GOING INTO THE WALL (VEH GOT INTO THE WALL ABOUT 6 INCHES)CUST CALLING BECAUSE CUST WANTS FORD TO COMPENSATE FINANCIALLY SINCE CUST BELIEVES DEFFECT ON THE VEH CAUSED THE ACCIDENT-INSURANCE CO TOOK CARE OF COMPENSATING FOR REPARATION OF THE HOUSE WHICH WAS DAMAMGED , AND DLRSHIP HAS OFFERED TO PAY FOR THE DEDUCTIBLE FOR THE INSURANCE ,BUT CUST STATES THAT IS NOT ENOUGH COMPENSATION SINCE DRIVER (CUST 'S WIFE) SUFFERED TREMENDOUSLY EMOTIONALLY AND THE WHOLE FAMILY SUFFERED AS A CONSEQUENCE OF THE ACCIDENTACCIDENT TOOK PLACE DEC31ST 2004, CUT CLAIMS ACCIDENT CAUSE BY DEFFECTIVE ACCELERATOR CABLE AS PER RECALL 04S25, VEH AT HOME , NO POLICE REPORT FILED, INSURANCE CLAIM WITH VENTURE INSURANCE (3183777379) INSURANCE PAID FOR THE HOUSE REPAIRS, VEH IS REPAIRABLE, CUST RECEIVED CHEQUE FROM INSURANCE CO FOR HOUSE REPAIRSCRC 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.

[REDACTED] 1/31/2005



Sent Via U.S. Mail

October 25, 2007

[REDACTED]
Madison, TN [REDACTED]

RE: 2003 Escape
VIN: 1FMYU93153K [REDACTED]
Case # 1629792967

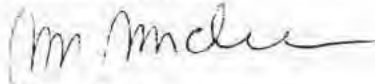
Dear [REDACTED]

This is in response to your contact with Ford's Customer Relationship Center.

We sincerely regret any inconveniences that you have experienced with your vehicle. Our review indicates that there are no open recalls or owner notification programs pertaining to your vehicle. Unfortunately, we are unable to offer assistance beyond the warranty period.

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.

Respectfully yours,



Marcel Miclea
Consumer Affairs

Action Detail

VIN: 1FMYU93153K [REDACTED] Year: 2003 Model: ESCAPE Case: 1629792967
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-10-24
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: TOWN AND COUNTRY FORD-NASHVILLE
 Origin Desc: US CONCERN CASE BASE P & A Code: 05734
 Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Odometer: 1 MI Comm Type: PHONE
 Action Date: 10/23/2007 Action Time: 17:29:39:867 Action Data: No
 Analyst Name: CHENERY DAWN Analyst: DCHENERY

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: =1.NHTCS CASE #04V574000 OFF AUTO LEMON LAW ATTONORYS WEB SITE STATES THAT UNEXCEPTED I NINCRESE ENGINE IDLE SPEED MAY INCREASE STOPING DISTANCE AND MAY RESULT IN A VEH CRASH =DUE TO VEH SPEED CONTROL CABLE =SON IS CALLING TO LET US KNOW THAT HIS MOTHER WAS JUST IN AN ACCIDENT =10-23-07 DATE OF ACCIDENT=CUST THINKS IT MAY BE DUE TO VEH SPEED CONTROL CABLE=AS FAR AS INJURIES NO INFO YET=LOCATION OF VEH AT TIME OF ACCIDENT WAS AT PARKING GARAGE =POLICE REPORT FILED=AS FAR AS A POLICE REPORT,INSUR CLAIM,IF VEH IS REPAIRABLE,IS TO SOON TO GET =WHAT CUST IS SEEKING IS THIS THE FAULT OF THE VEHDEALER SAID: =NONECRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN CONTACT WITHIN 10 BUSINESS DAYS.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.=ADV CUST TO CALL BACK IN WHEN THE INFO WE NEED IS AVAIL TO COMPLETE DOCUMENTATION

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[REDACTED]

10/24/2007

Customer Info

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

Ford Confidential



10/24/2007

Update This Information In Stars


Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
C3-MEMPHIS	23-MEMPHIS	D	A04	05734	F23040

Dealer Name:	TOWN AND COUNTRY FORD-NASHVILLE
Dealer Address:	101 ANDERSON LANE MADISON TN 37115
Dealer Main Phone:	615-865-1280

Position	Employee Name
CUST RELATIONS MGR	Ancela M Stewart
DEALER/PARTNER	Robert C McCracken II
PARTS MANAGER	William J Rice Jr.
SALES MANAGER	Jeffrey W Bianchi
SALES MANAGER	James D Stewart Jr
SALES MANAGER	Fred D Williams Jr
SALES MANAGER	Scott A Andrejski
SERVICE MANAGER	Jacob M Hooper

Ford Confidential


 10/24/2007

PE12-019 002484 LP

ESP / Recall Information

VIN: 1FMYU93153K [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	05734USAF23040
07S51	SAFETY RECALL	PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION	CLOSE - INSPECT REPA	2007-04-16	05734

[REDACTED] 10/24/2007

OASIS RESULT:

1FMYU93153K

10/24/2007
10:16:20
FCXWS446

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2003 ESCAPE	BODY STYLE 4 DR XLT MPV 4X4	ENGINE 3.0L DURATEC-VE(VE6)
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 69	ENGINE CALIBRATION 3M11A30A

WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

ARN MESSAGES

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 10/24/2002	BUILD DATE 10/09/2002	SALE MILEAGE
--	---------------------------------	---------------------

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

WARRANTY REPAIR HISTORY

04/16/2007

DEALER: Town and Country Ford, Inc.

WARRANTY CLAIM NUMBER: 096126

ODOMETER: 069033M

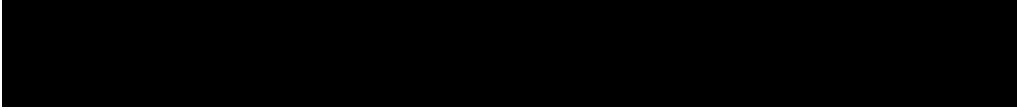
PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	07S51D		

07S51 SE AT SEALS AND APPLY ELECTRICAL GREASE TO ABS CONN CAVITY.

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU93153K

Report Applies to Country Code: USA



COPY

Sent Via U.S. Mail

February 1, 2005

[REDACTED]
Eutawville, SC [REDACTED]

RE: 2001 Escape
VIN: 1FMYU01191K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2001 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.

Subrogation claims are handled by Ford's Office of the General Counsel. Correspondence should be sent directly to:

Ford Motor Company
Office of the General Counsel
Parklane Towers West
3 Parklane Blvd., Suite 400
Dearborn, MI 48126
Attention: Shawn Norton
Fax: (313) 322-1450

We appreciate the opportunity to review your request.

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU01191K [REDACTED] Year: 2001 Model: ESCAPE Case: 322420315
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-05-04
 Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Dealer: 01051 AL BILTON FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 62000 MI Comm Type: PHONE
 Analyst Name: DILLON LLOYDS Analyst: LDILLON1
 Action Date: 01/31/2005 Action Time: 09.07.23.088 Action Data: No

Comments CUSTOMER SAID: -JAN 12/2005 VEH WAS INVOLVED IN AN ACCIDENT-VEH PEDAL STICK AND CUST WAS NOT ABEL TO BRAKED; VEH WENT THRU A [REDACTED] PLAYGROUND, HIT DOW A FENCE AND BROKE A STUDENT LEG-CUST COULD NOT MANAGE TO STOP VEH.. VEH WAS TRAVELING AT ABOUT 30 MPH WHEN THIS OCCURRED-CUST TRIED TO STOP SIGN BUT VEH WENT STRAIGHT THRU A FENCE-CUST FILE A POLICE REPORT AND INSURANCE WAS NOTIFIED-UNTIL NOW CUST CAN NOT GET ANY RESPONSE FROM INSURANCE CO-CURRENTLY VEH IS AT HOLLY HILL POLICE STATION-A STUDENT AT [REDACTED] SUFFER A BROKEN LEG AD WAS HOSPITALIZED FOR SIX DAY. STUDENT IS NOW RECOVERING AT HOME-CUST CALLING TO FILE A CLAIM WITH FORD; FEEL IT IS A DEFECT WITH VEH THAT RESULT IN THIS ACCIDENT (ALSO AIR BAG DID NOT DEPLOYED-VEH WINDSHIELD GOT CRACK, THERE IS DAMAGES TO THE FRONT RIGHT SIDE AND SMALL DAMAGE TO LEFT CLOSE; TO GAS TANK AREADEALER SAID: 7621 OLD STATE ROADHOLLY HILL, SC 29059TEL: (803) 496-3150FAX: (803) 496-9593DISTANCE: 4.00 MILESCRC 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: 01051 AL BILTON FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 62000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/01/2005 Action Time: 14.28.01.703 Action Data: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH MS. WASHINGTON. CUSTOMER STATED THAT THE VEHICLE IS CURRENTLY AT THE HOLLY HILL POLICE DEPARTMENT. THE VEHICLE HAS NOT BEEN INSPECTED. LPA ADVISED CUSTOMER THAT HER VEHICLE IS NOT INCLUDED IN ANY RECALLS, THERE IS NO RELATED REPAIR HISTORY, AND THE VEHICLE IS BEYOND WARRANTY. AS SUCH, LPA ADVISED THAT NO ASSISTANCE WOULD BE OFFERED. LPA ADVISED CUSTOMER TO CONTACT HER INSURANCE COMPANY AND OF SUBROGATION.

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
 Dealer: 01051 AL BILTON FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 62000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/01/2005 Action Time: 14.29.22.158 Action Data: No

Comments CUSTOMER WAS NOT INJURED IN THE ACCIDENT, BUT DID INJURE A YOUNG CHILD. TO DATE, THE CHILD NOR HIS FAMILY HAVE NOT CONTACTED FORD. LPA MAILED CLOSING CORRESPONDENCE. NOTHING



2/1/2005

FURTHER. CASE FILED.



2/1/2005

Customer Info

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

[REDACTED]

2/1/2005

ESP / Recall Information

VIN: 1FMYU01191K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2001 NEW 72/48,000 EXTRACARE W/ROADSIDE ASSISTANCE
 Selling Dealer: PALMETTO FORD INC
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2007-05-04
 Expiration Miles: 48,000
 Plan Year: 2001
 Purchase Type: T
 Options: \$100,DED.

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
03S10	SAFETY RECALL	SEATBELT BUCKLE COVER	CLOSE - REPAIRED	2004-08-31	01051USAF21323
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-08-31	01051USAF21323

[REDACTED] 2/1/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU01191K	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	769760086
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 NA
Inv. Dealer:	01018	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: 30-JAN-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121290.*
 Country: USA - ##### Selling Dir St/Prov: SC
 Buyer St/Prov: SC

Arrival Date: 09-FEB-2001 Red Carpet Lease: +
 Sale Date: 04-MAY-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 04-MAY-2001 Modified Vehicle: *
 Orig Warranty Date: 04-MAY-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

V011KA5873710337E6 H 2 05AA041 TM G 496 7A 5 3 26 5 853A N 21N246 0 Y2 A YHA 3 1
 1FMY9 1 914SC E Y 55

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [N/A]	Mirror(Psng Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR PREMIUM AM/FM STRO/CSTE
Calibration Code:	0M11A30A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AB - ANY BRAND
Delivery Type:	0	Tire Size:	D3GT1 - P225/70R 15 OWL A-S
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 INFORMATION:

ESP Code:	F	Emission Code:	T/B - T/B
ESP Coverage(Miles):	048	Emission Cert Type:	5
ESP Coverage(Time):	072	Emission Decal Suffix:	HMA
ESP Plan Year:	2001	Engine Family:	1FMXT0301F6
ESP Signature Date:	30-AUG-2001		

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)			
1FMYU01191K	██████	T/MI	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	30-JAN-2001	04-MAY-2001	121290	USA	17	1H03	030804	2F1Z	9J460	AA	E29	28	9979		
AWS Claim Key:		11175797	Trx Code:		S07	Labor Hrs:		1.2																
Dir Cd-Sub Cd:		01125 - *	Name:		PALMETTO FORD, INC.			Ph:	843-5713673		St:SC	Ctry Cd:		USA		Reg Cd:	NA		Repr Date:		10-SEP-2002		Doc #:	00540051
Cust Comments:		CHECK ENGINE LIGHT IS ON.																						
Tech Comments:		RAN NGS TEST DTC P0402 EGR EXCESSIVE FLOW RAN PINPOINT TEST FOUND DPFE SENSOR BAD R AND R SENSOR RETEST AND CLEAR CODES																						
1FMYU01191K	██████	T/MI	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	30-JAN-2001	04-MAY-2001	121290	USA	41	*	*	*	*	*	*	*	49155		
AWS Claim Key:		18962478	Trx Code:		03S10	Labor Hrs:		0.4																
Dir Cd-Sub Cd:		01051 - *	Name:		AL BILTON FORD, INC.			Ph:	803-4963150		St:SC	Ctry Cd:		USA		Reg Cd:	NA		Repr Date:		31-AUG-2004		Doc #:	0185581
Cust Comments:		RECALL 03S10																						
Tech Comments:		REPLACE COVER SEAT BELT BUCKLE																						
1FMYU01191K	██████	T/MI	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	30-JAN-2001	04-MAY-2001	121290	USA	41	*	*	*	*	*	*	*	49155		
AWS Claim Key:		18962479	Trx Code:		04S13	Labor Hrs:		0.4																
Dir Cd-Sub Cd:		01051 - *	Name:		AL BILTON FORD, INC.			Ph:	803-4963150		St:SC	Ctry Cd:		USA		Reg Cd:	NA		Repr Date:		31-AUG-2004		Doc #:	0185582
Cust Comments:		RECALL 04S13																						
Tech Comments:		POWER TRAIN CONTROL MODULE REPROGRAM PCM																						

PE12-019 002495 LP

VEHICLE DETAIL

VIN: 1FMYU01191K [REDACTED]	Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: OXFORD WHITE SOLID C/C
Year: 2001	Calibration: 0M11A30A
Pay Load:	Max Towing Weight:
GVWR: 04200	Axle Ratio:
WheelBase: 103	Warranty Start Date: 5/4/2001
GCWR:	Vehicle Build Date: 1/30/2001
PEP Code:	

Selling Dealers Name: PALMETTO FORD INC
 Selling Dealers P & A Code: 01125 Selling Dealers Sales Code: F21290
 Selling Dealers Main Phone: 803-571-3673 Selling Dealers Service Phone: 803-571-3673

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 12 3 4 5 6 7 8 9 20 12 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 1 K A 5 8 7 3 7 1 0 3 3 7 P 6 H 2 0 5 A A 0 4 1 T M 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 6 5 8 5 3 A N 2 1 N 2 4 6 0 Y Z A Y H A 3 1 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F M Y 9 1 9 1 4 S C E Y
1 2 3 4 5 6 7 8 9 160
    
```


Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	21-ATLANTA	W	B1	01051	F21323

Dealer Name:	AL BILTON FORD INC		
Dealer Address:	7621 OLD STATE ROAD HOLLY HILL SC 29059		
Dealer Main Phone:	803-496-3150	Dealer Service Phone:	803-496-3150

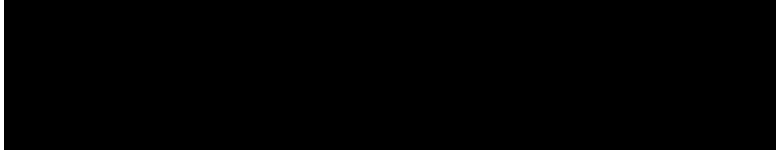
Position	Employee Name
DEALER/PARTNER	ALLEN M BILTON
PARTS MANAGER	BILLY R CHUBB
SERVICE MANAGER	JOHN L HINNANT

Service Hours 8:AM - 6PM - M-FRI, FAX 803 496 9593

Directions

Trained Y

Additional Information OFC MGR: BETTY BARRS / BSM MGR: RICHARD BOWMAN



Action Detail

VIN: 1FMCU94114K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 1417590695
Name: [REDACTED]	Owner Status: Original	WSD: 2003-09-28	
Symptom Desc: SURGE ACCELERATION HOT ENGINE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: THOMASON FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 08575	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 9000 MI	Comm Type: OTHER		
Action Date: 03/15/2005	Action Time: 14:26:02.273	Action Data: No	
Analyst Name: PACE,GENNIFER (G.)	Analyst: GPACE5		

COMMENTS: CASE CLOSED ON 3/10/05. CUSTOMER INSURANCE COMPANY ALREADY INVOLVED.

[REDACTED] 3/15/2005

Action Detail

VIN: 1FMCU94114K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 1417590695
Name: [REDACTED]	Owner Status: Original	WSD: 2003-09-28	
Symptom Desc: SURGE ACCELERATION HOT ENGINE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: THOMASON FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 08575	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 9000 MI	Comm Type: PHONE		
Action Date: 03/10/2005	Action Time: 11:35:59:023	Action Data: Yes	
Analyst Name: ABBOTT LA TANYA	Analyst: LABBOTT4		

COMMENTS: CUSTOMER SAID: -ACCIDENT HAPPENED AT MAR 5, 2005 -WHEN TRYING TO GO INTO A PARKING LOT, THE JUMP FORWARD AND HIT A POLE BEAM -NO INJURIES -INSURANCE COMPANY SAID TO CALL FORD BEFORE THEY INVESTIGATED -NO REPORT WAS NOT FILED -THE VEH IS CURRENTLY AT OAK GROVE AUTO BODY -THE VEH IS REPAIRABLE-CUST BELIEVES THAT THE ACCIDENT IS RELATED TO THE RECALL FOR THE ACCELERATOR CABLE-CUST WOULD TO REPORT THE INCIDENT TO FORDDEALER 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.

*Accident
March 5, 2005
No. Co. Involved
@ Oak Grove Auto Body
- Fata Farm - Ins. Agent
Bill Johnson*

3/14/2005

Customer Info

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

[REDACTED] 3/14/2005

VIN		Year Model		Vehicle List	Owner Status	Vehicle Info
1FMCU94114K	[REDACTED]	2004	ESCAPE	SALES TYPE RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
			Open Issues Exist			

[REDACTED] 3/14/2005

ESP / Recall Information

VIN: 1FMCU94114K [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] 3/14/2005


Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
74-NORTHWEST	74-NORTH WEST	C	B1	08575	F74023

Dealer Name: THOMASON FORD
Dealer Address: 19405 SE MCLOUGHLIN BLVD.
 GLADSTONE OR 97027
Dealer Main Phone: 503-655-3355 **Dealer Service Phone:** 503-655-3355

Position	Employee Name
DEALER/PARTNER	JOHN STAMM
DEALER/PARTNER	RAYBORN RON
GENERAL MANAGER	JAMIE JOHNSON
GENERAL MANAGER	RYAN V RUMMERFIELD
PARTS MANAGER	ROBERT E EVANS
SALES MANAGER	DAVID VILLALPANDO
SALES MANAGER	BRAD CABA
SALES MANAGER	Dan Sorden
SERVICE MANAGER	MELISSA CORCILIOUS

Service Hours 7AM - 12AM MON - FRI / 8AM-4:30PM SAT
Directions
Trained Y
Additional Information LSG ENROLLED DANA HINZMAN-BODY SHOP MANAGER


 3/14/2005

Server Name : AWS Adhoc

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Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMCU94114K [REDACTED]
Model Year: 2004
Veh Type: T
Inv. Dealer: 08575
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 040803007182087 1G 754 AB

Trace Trans Serial No:

A4221 28070332090346 3L8P 7000 MD 81

BUILD INFORMATION:

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

Plant: AJ - KANSAS CITY PLANT BUILD
Prod Date: 08-AUG-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 174023 - *
Country: USA - ##### Selling Dir St/Prov: OR
Buyer St/Prov: OR

Arrival Date: 21-AUG-2003 Red Carpet Lease: *
Sale Date: 28-SEP-2003 Fleet/Retail/Co. Lease: R
Warranty Start Date: 28-SEP-2003 Modified Vehicle: * Vehicle Count Flag:
Orig Warranty Date: 28-SEP-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
U944KA4325810337P 4 2 10GG432 2G E M469 56 N63 285 5 4E3B2N 74C023E 2 UA 5B3C4 3 5 11

PE12-019 002505 LP



ENCIB9 600A 9140R A

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	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:	3MI1D30A	Sound System:	AE - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000ZH - EBONY	Tire Manufacturer:	AP - Continental
Delivery Type:	0	Tire Brand:	08_453 - ContiTrac SUV 104T
Driveshaft Code:	D	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AE - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF: A308_4532503 RF: A308_4532403
 LR: A308_4532503 RR: A308_4532403
 LI: * RI: *
SPARE: T715UBAH4902 **DOT Plant Manufacturer:** A3 - GENERAL TIRE & RUBBER CO , MOUNT VERNON , ILLINOIS , UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	DGABJ - DGABJ
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	LOD
ESP Plan Year:	* Engine Family:	4FMXT0302FE
ESP Signature Date:		

Any comments?

PE12-019 002506 LP



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Standard Claims List For Model Year 2004

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)	
IFMCU94114K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	08-AUG-2003	28-SEP-2003	174023	USA	1	5C01	050101	FITZ	4635	C	N18	07	430	
AWS Claim Key:		59971	Trx Code:		1	Labor Hrs:		9	Labor Cost:		67.69	Material Cost:		21.48	Total Cost:		89.17					
Dir Cd-Sub Cd:		08575-*	Name:			THOMASON FORD	Ph:		503-6553355	St:		OR	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		13-OCT-2003	Doc #: 88141301
Cust Comments:		CUSTOMER STATES HAS A NOISE ON TURNING OR BACKING UP																				
Tech Comments:		ROAD TESTED WITH CUSTOMER FOUND NOISE COMING FROM UNDER THE VEHICLE RAISED ON HOIST AND HAD TECH 6922 RUN STEERING																				
IFMCU94114K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	08-AUG-2003	28-SEP-2003	174023	USA	12	5V01	060202	YL8Z	1107	BA	B65	42	6428	
AWS Claim Key:		1929974	Trx Code:		1	Labor Hrs:		5	Labor Cost:		38.43	Material Cost:		5.93	Total Cost:		44.36					
Dir Cd-Sub Cd:		08575-*	Name:			THOMASON FORD	Ph:		503-6553355	St:		OR	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		20-SEP-2004	Doc #: 98407905
Cust Comments:		REPLACE LEFT REAR STUD AND LUG NUT																				
Tech Comments:		INSPECTED FOUND LEFT REAR WHEEL STUD STRIPPED REPLACED STUD AND NUT																				

Any comments?



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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)			
IFMYU02153K	██████	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	03-OCT-2002	10-JAN-2003	171205	USA	2	5S01	100101	*	9002	*	D35	42	1618		
AWS Claim Key:		626256	Trx Code:		S07	Labor Hrs:		0.2																
Dir Cd-Sub Cd:		20402	Name:		JIM CLICK FORD, INC.			Ph:	602-7472000		St:	AZ		Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	27-FEB-2003		Doc #:	55710201
Cust Comments:		D35 CUSTOMER STATES IN TOWN DRIVING AVERAGING 11 MPG OR LESS ADVISE																						
Tech Comments:		PERFORM FUEL ECONOMY TEST AT 45 MPH AVG 19.2 MILES PER GALLO NO PROBLEM FOUND																						
IFMYU02153K	██████	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	03-OCT-2002	10-JAN-2003	171205	USA	25	*	*	*	*	*	*	*	26203		
AWS Claim Key:		9460513	Trx Code:		04S25	Labor Hrs:		0.4																
Dir Cd-Sub Cd:		20402	Name:		JIM CLICK FORD, INC.			Ph:	602-7472000		St:	AZ		Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	27-JAN-2005		Doc #:	94456901
Cust Comments:		A99 RECALL ACCELERATOR CABLE 04S25																						
Tech Comments:		REPLACE CABLE PER FSA																						

All Action Details for Issue

Print

VIN: 1FMYU02153K [REDACTED] Year: 2003 Model: ESCAPE Case: 1603250215
 Name: [REDACTED] Owner Status: Original WSD: 2003-01-10
 Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE FRONT 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: 20402 JIM CLICK FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 26000 MI Comm Type: PHONE
 Analyst Name: MICHELLE VELLA Analyst: MVELLA5
 Action Date: 01/21/2005 Action Time: 16.45.25.045 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 WOULD LIKE TO MAKE AN APPOINTMENT TO HAVE THE ACCELERATOR CABLERECALL COMPLETEDTHE VEH WAS INVOLVED IN AN ACCIDENT A COUPLE OF WEEKS AGO AND I FEEL THAT IT WAS RELATED TO THIS RECALL-THE VEH WOULD NOT BRAKE AND IT KEPT REVERSING INTO A BUSH-THE VEH SURGES FORWARDNO INJURIESPOLICE REPORT WAS NOT FILED-INSURANCE COMPANY WAS NOT CONTACTEDVEH IS REPAIRABLEDEALER SAID: JIM CLICK FORD 6420 E 22ND STREETTUCSON, AZ 85710CRC 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: 20402 JIM CLICK FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 26000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 01/26/2005 Action Time: 15.19.22.434 Action Data: No

Comments LPA ATTEMPTED TO CONTACT THE CUSTOMER LPA LEFT A VOICEMAIL MSG

Action: CLOSING COMMENTS - CUSTOMER UNRESPONSIVE/UNABLE TO BE CONTACTED
 Dealer: 20402 JIM CLICK FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 26000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 03/02/2005 Action Time: 14.56.20.023 Action Data: No

Comments LPA SENT NEED MORE INFO LETTER TODAY

COPY

Sent Via U S Mail

[REDACTED]
Tucson, AZ [REDACTED]

RE: 2003 Ford Escape
VIN: 1FMYU02153K [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) 845-5547 as soon as possible between the hours of 9:00a.m. and 5:30p.m. Eastern Standard Time.

Respectfully yours,

Valma Sanders
Consumer Affairs

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] TUCSON AZ [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
1FMYU02153K [REDACTED]	2003 ESCAPE	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
[REDACTED] 3FAKP1138YR [REDACTED]	2000 ESCORT	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
[REDACTED] 1FAPP36XXPK [REDACTED]	1993 TEMPO	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	No Oasis No Warranty History

OASIS RESULT:

1FMYU02153K [REDACTED]

See bottom of the OASIS result for contact ID

03/02/2005
14:57:58

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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 01/10/2003	BUILD DATE 10/03/2002	SALE MILEAGE 00366
--	---------------------------------	------------------------------

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

01/27/2005

DEALER: Jim Click Ford, Inc.

WARRANTY CLAIM NUMBER: 944569

ODOMETER: 026203M

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

1 REPLACE CABLE PER FSA

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU02153K [REDACTED]

ESP / Recall Information

VIN: 1FMYU02153K [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	2005-01-27	20402USAF71205

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU02153K [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: 20402 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: 03-OCT-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171205 - *
 Country: USA - ##### Selling Dir St/Prov: AZ
 Buyer St/Prov: AZ
 Arrival Date: 14-OCT-2002 Red Carpet Lease: *
 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-----
 U023KA90764103 P C 2 17J3702 B J E 496 7J 3 26 5 E3G N 71M205 3 P5 WH 3 I
 1FMY5C7 120A 914A2 7J

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNSHT - ASPEN GREEN METALLIC
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]	Susp Tandem Axle:	
Color(Trim):	000BY - MEDIUM PEBBLE	Tire Brand:	AN - UNIROYAL
Delivery Type:	A	Tire Size:	D3GTQ - P225/70R 15 BSW A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF -UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: ACUU460_2302 RF: ACUU460_2302
 LR: ACUU460_2302 RR: ACUU460_2302
 LI: * RI: *
 SPARE: T714BAH_3202

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:		

VEHICLE DETAIL

VIN: 1FMYU02153K [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:** ASPEN GREEN METALLIC
Year: 2003 **Calibration:** 3M11A30A
Pay Load: **Max Towing Weight:**
GVWR: 04380 **Axle Ratio:**
WheelBase: 103 **Warranty Start Date:** 1/10/2003
GCWR: **Vehicle Build Date:** 10/3/2002
PEP Code: 120A

Selling Dealers Name: JIM CLICK FORD, INC.

Selling Dealers P & A Code: 20402

Selling Dealers Sales Code: F71205

Selling Dealers Main Phone: 520-747-2000 **Selling Dealers Service Phone:** 520-570-7306

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 2 3 K A 9 0 7 6 4 1 0 3 P C 2 1 2 J 3 7 0 2 B J 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
 3 2 6 5 8 3 G N 7 1 H 2 0 5 3 P 5 W H 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 5 C 7 1 2 0 A 9 1 4 A Z
 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	G	G2	20402	F71205

Dealer Name:	JIM CLICK FORD, INC.		
Dealer Address:	6420 E 22ND STREET TUCSON AZ 85710		
Dealer Main Phone:	520-747-2000	Dealer Service Phone:	520-570-7306

Position	Employee Name
CUST RELATIONS MGR	MARY JO SCHIAVONE
DEALER/PARTNER	JAMES CLICK
GENERAL MANAGER	SAM KHAYAT
PARTS MANAGER	JOHN SMITH
PARTS & SERVICE DIRECTOR	PETER J CATES
SALES MANAGER	ALEX CRUZ
SALES MANAGER	WILLIAM KLAER
SALES MANAGER	SCOTT GAULT
SALES MANAGER	AHMAD KOUSSA
SALES MANAGER	JAMES NEWTON
SALES MANAGER	STEVE SMITH



Close an Issue

VIN: 1FMYU03114K [REDACTED] Year: 2004 Model: ESCAPE WSD: 2004-04-21
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] TAMPA FL [REDACTED]

Case Number: 582580245 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: EXT TRIM/ACCESSORY BUMPER/FACIA APPEARANCE
Dealer: F24222 - BRANDON FORD

Comm Type: OTHER Current Odometer Reading: 19000 MI
Action Category: CLOSING COMMENTS - MISCELLANEOUS Odometer Reading: 19000 MI
Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION(C)

Caller Information if different from vehicle owner

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

customer has not responded to letter sent

Comments:

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

Customer Info

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

Address: [REDACTED] TAMPA FL [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU03114K [REDACTED] Veh Line: T/M1 - ESCAPE (U204) [2001] Eng Serial No: 103181966086
Model Year: 2004 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
Veh Type: T Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 04963 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: 08-DEC-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124222 -*
Country: USA - ##### Selling Dir St/Prov: FL
Buyer St/Prov: FL
Arrival Date: 19-DEC-2003 Red Carpet Lease: *
Sale Date: 21-APR-2004 Fleet/Retail/Co. Lease: R
Warranty Start Date: 21-APR-2004 Modified Vehicle: *
Orig Warranty Date: 21-APR-2004 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U034KB61R77103 7P6 C 2 09K4102 6K E 496463 N 3 2X5 5 4E3BBN 24C222E 4 TL N23 4 3 5 1
1FMY15L 310A 914FL A

INSTALLED OPTION INFORMATION:

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

Brake Code:	* -[N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* -[N/A]	Radio:	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:	* - [N/A]
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: ACUU_4603703 RF: A308_4534803
LR: A308_4534803 RR: A308_4534803
LI: * Ri: *
SPARE: T714_BAH3703

ESP INFORMATION: EMISSIONS INFORMATION:

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

Standard Claims List For Model Year 2004

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)			
1FMYU03114H	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	08-DEC-2003	21-APR-2004	124222	USA	10	*	*	*	*	*	*	*	19305		
AWS Claim Key:		3589901	Trx Code:		04525	Labor Hrs:		0.4																
Dlr Cd-Sub Cd:		04963	Name:		BRANDON FORD			Ph:	813-2463673		St:	FL		Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	27-JAN-2005		Doc #:	02446240
Cust Comments:		04525 3.0L LHD ACCELERATOR CABLE REPLACEMENT																						
Tech Comments:		MC CAMPAIGN 04525 COMPLETE																						

ESP / Recall Information

VIN: 1FMYU03114K [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	2005-01-27	04963USAF24222
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	C	D2	04963	F24222

Dealer Name:	BRANDON FORD		Dealer Service Phone:	813-246-3333
Dealer Address:	9090 ADAMO DRIVE			
	TAMPA FL 33619			
Dealer Main Phone:	813-246-3673			

Position	Employee Name
DEALER/PARTNER	PAUL LEVINE
PARTS MANAGER	TIMOTHY M MILES
SALES MANAGER	PATRICK A STRICKLAND
SALES MANAGER	STEVEN D HAMMOND
SALES MANAGER	GLEN J MCCALL
SALES MANAGER	FRED B POWER
SALES MANAGER	FERNIE COOPER
SALES MANAGER	BROOKSYE D HALL JR
SALES MANAGER	THOMAS MYERS
SALES MANAGER	RYAN DULL
SALES MANAGER	JERRY L JACKS
SALES MANAGER	JAMES B FLEMING
SERVICE MANAGER	ERIC R SLADE
SERVICE MANAGER	DONNIE A MILLER

Service Hours	7:00 AM - 6:00 PM MONDAY-FRIDAY 8-4 SATURDAY
Directions	CORNER OF HWY 60 AND 301
Trained	Y
Additional Information	BODY SHOP MANAGER DAVID GRIFFITH STEPPS TO

▪



Consumer Affairs

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

**Sent via U.S. Mail*

January 27, 2005

[REDACTED]
Tampa, FL [REDACTED]

RE: 2004 Ford Escape

Dear [REDACTED]

We have been unable to contact you by phone to obtain additional information to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 248 -1109 as soon as possible between the hours of 8 a.m. and 4 p.m. Eastern Time.

If we do not hear from you within 10 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs



Action Detail *denied*

VIN: 1FMCU04181K [REDACTED] Year: 2001 Model: ESCAPE Case: 1557812795
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-03-30
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: BRIAN HOSKINS FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 01239
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 60000 MI Comm Type: PHONE
 Action Date: 10/06/2005 Action Time: 15:29:40:810 Action Data: Yes
 Analyst Name: PAUL REHANA Analyst: PREHANA

COMMENTS: CUSTOMER SAID: - AT WORK WHILE SITTING IN PARKING SPACE IDLING VEH JUST SURGED FORWARD WHILE IN PARK- WHEN VEH TOOK OFF IT HAD HOPPED CURB AND SURGED ALL THE WAY ACROSS THE STREET- CUST TOOK VEH TO BRIAN HOSKINS FORD WHO ASKED CUST TO GO AN INDEPENDANT DOWN THE STREET- FRONT PASSENGER TIRE IS RUBBING AGAINST FRONT BUMPER- CUST WENT TO INDEPENDANT BODY SHOP - CUST HAD PURCHASED NON FORD ESP WHO DENIED COVERAGE- CUST WAS ADVISED TO CALL HIS INSURANCE- NOONE BELIEVES CUST- DATE OF ACCIDENT WAS OCT 06/05- POLICE REPORT WAS NOT FILED- VEH IS CURRENTLY AT AN INDEPENDANT COLLISION CENTER THAT DLR SENT HIM TO- CUST HAS NOT CONTACTED INSURANCE AS OF YET- VEH IS REPAIRABLE FEELS FORD IS LIABLE AND IS SEEKING COVERAGE OF REPAIRS DEALER SAID: BRIAN HOSKINS FORD 2601 EAST LINCOLN HIGHWAY COATESVILLE, PA 19320 TEL: (610) 384-4242 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.

Ford Confidential

[REDACTED] 11/7/2005

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
10/7/2005	ISAAC WILLIAMSON	1FMCU04181K [REDACTED]	2001 ESCAPE	02
CLOSED	CAC RELATED - F/M CSR FOLLOWING CONTACT	1557812795		
10/6/2005	ISAAC WILLIAMSON	1FMCU04181K [REDACTED]	2001 ESCAPE	07
OPEN	LEGAL - ACCIDENT / FIRE	1557812795		

Ford Confidential



11/7/2005

Customer Info

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

Ford Confidential



11/7/2005

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	A	C1	01239	F16401
Dealer Name:		BRIAN HOSKINS FORD			
Dealer Address:		2601 EAST LINCOLN HIGHWAY COATESVILLE PA 19320			
Dealer Main Phone:		610-384-4242			

Position	Employee Name
DEALER/PARTNER	BRIAN J HOSKINS
PARTS MANAGER	ROBERT MOORE
PARTS & SERVICE DIRECTOR	LORRI A THOMPSON
SALES MANAGER	ED KOVATCH
SALES MANAGER	WILLIAM H TARTER

Ford Confidential

11/7/2005

ESP / Recall Information

VIN: 1FMCU04181K [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - REPAIRED	2003-02-18	01239USAF16401
03S10	SAFETY RECALL	SEATBELT BUCKLE COVER	CLOSE - REPAIRED	2004-03-26	01239USAF16401
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-05-12	01239USAF16401

[REDACTED] 11/7/2005

OASIS RESULT:

1FMCU04181K [REDACTED]

See bottom of the OASIS result for
contact ID11/07/2005
13:27:11

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 ESCAPE	BODY STYLE 4 DR XLT MPV 4X4	ENGINE 3.0L EFI DOHC
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 69	ENGINE CALIBRATION 0M11A30A

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 03/30/2001	BUILD DATE 03/19/2001	SALE MILEAGE 00007
--	---------------------------------	------------------------------

▶ 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
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

▶ OUTSTANDING FIELD SERVICE ACTIONS02M01

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

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMCU04181K [REDACTED]

Report Applies to Country Code: [USA](#)

[REDACTED] 11/7/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMCU04181K [REDACTED] Veh Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Eng Serial No: 834520087
 Model Year: 2001 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
 Veh Type: T Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Inv. Dealer: 01239 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: 19-MAR-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: [1640] -*
 Country: USA - ##### Selling Dir St/Prov: PA
 Buyer St/Prov: PA
 Arrival Date: 29-MAR-2001 Red Carpet Lease: *
 Sale Date: 30-MAR-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 30-MAR-2001 Modified Vehicle: *
 Orig Warranty Date: 30-MAR-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1 2 3 4 5 6 7 8 9
 U041KB0276510337P V 1 01C1204 RB E 2M469 63 N61 285 5 4S3A2N 16A401 0. EL. A MH364 3 2 1.
 1FMC08 9 914PA F 58

INSTALLED OPTION INFORMATION:

PE12-019 002536 LP

[REDACTED] 1FMCU04181K [REDACTED]

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [N/A]	Mirror(Psngt Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNFJA - MED. TOREADOR C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR. PREM AM/FM STRO/CSTE/CLK
Calibration Code:	0M11A30A	Sound System:	AE - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AB - ANY BRAND
Delivery Type:	0	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF: W2 8AWM???? RF: W2 8AWM1001
 LR: W2 8AWM???? RR: W2 8AWM1001
 LI: * RI: *
 SPARE: HY8AIR80701

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/C - T/C
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	HKS
ESP Plan Year:	* Engine Family:	1FMXT0301F6
ESP Signature Date:		



Standard Claims List For Model Year 2001

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)	
1FMCL04181K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-MAR-2001	30-MAR-2001	116401	USA	21	1F03	030304	*	8287	*	F99	01	24888	
AWS Claim Key:		13281109	Trx Code:		E84	Labor Hrs:		0.6														
Dlr Cd-Sub Cd:		01239 - *	Name:			BRIAN HOSKINS FORD			Ph:	610-3844242	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	06-DEC-2002	Doc #:	01162701		
Cust Comments:		CUST STATES LOW COOLANT LIGHT IS ON																				
Tech Comments:		PERFORMED COOLANT CHECK REP CLAMP																				
1FMCU04181K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-MAR-2001	30-MAR-2001	116401	USA	24	1H03	*	*	*	*	*	*	29526	
AWS Claim Key:		12974890	Trx Code:		02M01	Labor Hrs:		0.3														
Dlr Cd-Sub Cd:		01239 - *	Name:			BRIAN HOSKINS FORD			Ph:	610-3844242	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-FEB-2003	Doc #:	014476A		
Cust Comments:		CUSTOMER STATES-CHECK ENGINE LIGHT ON (02M01)?																				
Tech Comments:		REPLACED DPFE SENSOR																				
1FMCL04181K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-MAR-2001	30-MAR-2001	116401	USA	24	1F06	030302	1L8Z	8A080	BB	G29	42	29526	
AWS Claim Key:		12974891	Trx Code:		E84	Labor Hrs:		0.8														
Dlr Cd-Sub Cd:		01239 - *	Name:			BRIAN HOSKINS FORD			Ph:	610-3844242	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-FEB-2003	Doc #:	014476B		
Cust Comments:		CUSTOMER STATES:INSTALL SOP FOR LOW COOLANT LIGHT ON																				
Tech Comments:		REPLACED COOLANT BOTTLE																				
1FMCL04181K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-MAR-2001	30-MAR-2001	116401	USA	24	6R01	012001	1L8Z	78611B09	AAA	S15	41	29526	
AWS Claim Key:		12974892	Trx Code:		E84	Labor Hrs:		1.4														
Dlr Cd-Sub Cd:		01239 - *	Name:			BRIAN HOSKINS FORD			Ph:	610-3844242	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-FEB-2003	Doc #:	014476C		
Cust Comments:		CUSTOMER STATES:INSTALL SOP SEAT BELT																				
Tech Comments:		REPLACED SEAT BELT ASSY																				

PE12-019 002538 LP



1FMCU04181K [REDACTED]

11/7/2005

IFMCU04181K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-MAR-2001	30-MAR-2001	116401	USA	37	6R01	012001	1L8Z	78611B09	AAC	S39	42	46338	
AWS Claim Key:		17717619	Trx Code:		E81	Labor Hrs:		1.4														
Dir Cd-Sub Cd:		01239 - *	Name:			BRIAN HOSKINS FORD			Ph:	610-3844242	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		26-MAR-2004	Doc #:		026144A
Cust Comments:		CUSTOMER STATES SEAT BELT KEEPS CHIMING (SOP HERE)																				
Tech Comments:		DIAGNOIS AND REPL SEAT BELT																				
IFMCU04181K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-MAR-2001	30-MAR-2001	116401	USA	37	*	*	*	*	*	*	*	46338	
AWS Claim Key:		17690466	Trx Code:		03S10	Labor Hrs:		0.4														
Dir Cd-Sub Cd:		01239 - *	Name:			BRIAN HOSKINS FORD			Ph:	610-3844242	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		26-MAR-2004	Doc #:		026144C
Cust Comments:		PERFORM RECALL																				
Tech Comments:		PERFORM RECALL 03S10																				
IFMCU04181K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-MAR-2001	30-MAR-2001	116401	USA	38	6R01	012001	1L8Z	78611B09	AAA	S25	41	48494	
AWS Claim Key:		18141700	Trx Code:		E81	Labor Hrs:		1.4														
Dir Cd-Sub Cd:		01239 - *	Name:			BRIAN HOSKINS FORD			Ph:	610-3844242	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		12-MAY-2004	Doc #:		027490A
Cust Comments:		INSTALL SOP																				
Tech Comments:		REPLACED SEAT BELT ASSEMBLY																				
IFMCU04181K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-MAR-2001	30-MAR-2001	116401	USA	38	*	*	*	*	*	*	*	48494	
AWS Claim Key:		18141701	Trx Code:		04S13	Labor Hrs:		0.4														
Dir Cd-Sub Cd:		01239 - *	Name:			BRIAN HOSKINS FORD			Ph:	610-3844242	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		12-MAY-2004	Doc #:		027490B
Cust Comments:		PERFORM RECALL																				
Tech Comments:		PERFORMED RECALL 04S13																				

PE12-019 002539 LP





VIN FSA Details

VIN: 1FMCU04181K [REDACTED] <input type="button" value="Q"/>	FSA Status: Launched <input type="button" value="GO"/>
Brand: FORD	Manufacturing Country: USA

- GCamp Links**
- Dealer Transfer
 - FSNP Setup
 - Interface Details
 - Launch & Release History
 - Update N&A
-
- Manually Close FSA
 - Global FSA Setup
 - Claims Control Setup

Printer Friendly

Vehicle Details	Jump to:	Owner Details	Dealer Details
		FSA Counts	

FSA Details

00000511 - TUBE-MOUNTED EGR PRESSURE SENSOR (9J450) - ADDITIONAL COVERAGE 01 YEARS OR 24,000 MILES NOTE: SEE DEALER BULLETIN 02M01 FOR 2002 2.0L (ZETEC) FOC 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:	19-Mar-2001
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	30-Mar-2001
Vehicle Type Description:	TRUCK	Sale Date:	30-Mar-2001
VDM Vehicle Status:	800	Engine Tag Code:	1G754AB

- Other Links**
- External Links





COPY

Sent Via U.S. Mail

January 27, 2005

[REDACTED]
Grantville, GA [REDACTED]

Re: 2002 Escape
VIN: 1FMYU03152K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2002 Escape.

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

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

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU03152K [REDACTED] Year: 2002 Model: ESCAPE Case: 1439630265
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-04-04
 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 - ACCIDENT
 Dealer: 00529 GENE EVANSTEAM FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 74868 MI Comm Type: EMAIL
 Analyst Name: LEICH, CHERIE Analyst: CLEICH
 Action Date: 01/26/2005 Action Time: 12.12.43.344 Action Data: No

Comments *****PRODUCT LIABILITY***** EMAIL RECEIVED 1-24-05. CUSTOMER ALLEGES THE ACCELERATOR WAS HARD TO PUSH AND THE VEHICLE TOOK OFF AND RAN INTO THE BACK OF ANOTHER VEHICLE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 00529 GENE EVANSTEAM FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 74868 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 01/27/2005 Action Time: 11.02.16.324 Action Data: No

Comments LPA CONTACTED DLR CONTACT WAYNE QUATTLEBAUM. WAYNE STATED THAT VEHICLE WAS AT DLR ON 1/24/05. DLR PERFORMED THE RECALL, BUT DID NOT INSPECT VEHICLE TO DETERMINE IF THE RECALL WAS RELATED TO CUSTOMER'S ACCIDENT. CUSTOMER'S INSURANCE IS INVOLVED. THEY SETTLED WITH THE OTHER PERSON THAT CUSTOMER HIT, BUT HAS NOT REPAIRED CUSTOMER'S VEHICLE. WAYNE STATED THAT CUSTOMER NEEDS A NEW BUMPER.

Action: INFORMATIONAL CALL/FAX
 Dealer: 00529 GENE EVANSTEAM FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 74868 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 01/27/2005 Action Time: 11.57.24.927 Action Data: No


Comments LPA CONTACTED CUSTOMER. CUSTOMER STATED THAT ACCIDENT OCCURRED ON 12/13/04. CUSTOMER TOOK THE VEHICLE TO THE DEALER AFTER THE ACCIDENT. CUSTOMER HAS HAD A HISTORY OF THE ACCELERATOR STICKING. THE VEHICLE WAS AT THE DLR IN NOVEMBER OF 2003 FOR AN ACCELERATOR STICKING CONCERN. THERE WERE NO INJURIES. CUSTOMER'S INSURANCE WAS CONTACTED. THEY SETTLED WITH THE OTHER DRIVER, HOWEVER CUSTOMER DID NOT WANT THEM TO REPAIR HER VEHICLE BECAUSE OF THE \$250 DEDUCTIBLE.

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
 Origin Desc: CONSUMER AFFAIRS - LITIGATION

[REDACTED] 1/27/2005

Dealer: 00529 GENE EVANSTEAM FORD PREVENTION
Odometer: 74868 MI Comm Type: PHONE
Analyst Name: DUNLAP, Analyst: KDUNLAP
KENISHA
Action Date: 01/27/2005 Action Time: Action Data: No
11.58.37.329

Comments LPA ADVISED CUSTOMER TO CONTINUE TO WORK WITH HER INSURANCE AS THE RECALL, 04S25, WAS NOT CONFIRMED/DENIED AS THE CAUSE OF HER ACCIDENT. LPA ADVISED OF SUBROGATION. CLOSING CORRESPONDENCE MAILED. NOTHING FURTHER. CASE FILED.

 1/27/2005

Customer Info

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

[REDACTED]

... 1/27/2005

ESP / Recall Information

VIN: 1FMYU03152K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
Plan Type: USA 2002 NEW 60/100,000 PREMIUMCARE W/ROADSIDE ASSIST.
Selling Dealer: GENE EVANSTEAM FORD
Deductible: 50
Rental: 28
Towing Allowance:

Status: Active
Expiration Date: 2007-04-04
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 - REPAIRED	2004-06-22	00529USAF21024
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		



1/26/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU03152K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	279782086
Model Year:	2002	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/A - 2 WHL L/H FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA
Inv. Dealer:	00529	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: 19-FEB-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121024 - *
 Country: USA - ##### Selling Dir SUProv: GA
 Buyer SUProv: GA

Arrival Date: 26-FEB-2002 Red Carpet Lease: *
 Sale Date: 04-APR-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 04-APR-2002 Modified Vehicle: *
 Orig Warranty Date: 04-APR-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U032RC3936410337 6 C 2 24A4471 NA E M496 63 5 3 2X5 5 8S3ABN 21A024L 0 YZ 223 4 3 2 1
 1FMY5L4 310A 914GA 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(Pasngr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	FEAAB -4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	2M11A30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000ZX -	Tire Brand:	AP - CONTINENTAL
Delivery Type:	X	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		

TIRE DOT INFORMATION:

LF: A308_4530502 RF: A308_4530502
 LR: A308_4530502 RR: A308_4530502
 LI: * RI: *
 SPARE: HY8AIR80602

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	* - *
ESP Coverage(Miles):	100	Emission Cert Type:	5
ESP Coverage(Time):	060	Emission Decal Suffix:	JJZ
ESP Plan Year:	2002	Engine Family:	2FMXT0301F7
ESP Signature Date:	18-SEP-2003		

Standard Claims List For Model Year 2002

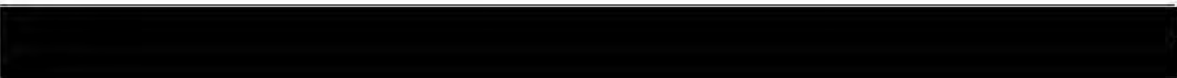
VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FMYU03152K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-FEB-2002	04-APR-2002	121024	USA	14	6C03	010503	*	7851916	*	R09	68	24419	
AWS Claim Key:		6774947	Trx Code:		E84	Labor Hrs:		2.1														
Dir Cd-Sub Cd:		00529 - *	Name: GENE EVANS TEAM FORD			Ph: 770-9649801		St: GA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 08-MAY-2003		Doc #: 06326751						
Cust Comments:		CUSTOMER COULD NOT GET SUNROOF TO CLOSE COMPLETELY AND LINER WET																				
Tech Comments:		ACCESSED AND ADJUSTED SUNROOF DRIED HEADLINER																				
1FMYU03152K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-FEB-2002	04-APR-2002	121024	USA	18	6C06	010503	YL8Z	78519A70	DAB	A85	42	34058	
AWS Claim Key:		7674068	Trx Code:		E84	Labor Hrs:		0.6														
Dir Cd-Sub Cd:		00529 - *	Name: GENE EVANS TEAM FORD			Ph: 770-9649801		St: GA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 18-SEP-2003		Doc #: 07607152						
Cust Comments:		CHECK SUNROOF SWITCH IS INOP. AT TIMES																				
Tech Comments:		SUNROOF SWITCH REPL SUNROOF SWITCH																				
1FMYU03152K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-FEB-2002	04-APR-2002	121024	USA	20	1F06	030302	1L8Z	8A080	BB	E40	42	38983	
AWS Claim Key:		8086307	Trx Code:		0711D	Labor Hrs:		0.8														
Dir Cd-Sub Cd:		00529 - *	Name: GENE EVANS TEAM FORD			Ph: 770-9649801		St: GA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 15-NOV-2003		Doc #: 08172751						
Cust Comments:		CK LOW COOLANT LIGHT STAYS ON AND JUG IS FULL																				
Tech Comments:		COOLANT RESERVOIR SWITCH COOLING SYSTEM PRESSURE TEST DIAGNOSIS																				
1FMYU03152K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-FEB-2002	04-APR-2002	121024	USA	20	2E03	030402	2L8Z	9E926	AB	T90	41	38983	
AWS Claim Key:		8086308	Trx Code:		0711D	Labor Hrs:		1.2														
Dir Cd-Sub Cd:		00529 - *	Name: GENE EVANS TEAM FORD			Ph: 770-9649801		St: GA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 15-NOV-2003		Doc #: 08172754						
Cust Comments:		CK GAS PEDAL STICKS WHEN YOU ACCEL FROM A STOP																				
Tech Comments:		THROTTLE BODY EEC (QUICK TEST) DIAGNOSIS																				
1FMYU03152K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-FEB-2002	04-APR-2002	121024	USA	28	*	*	*	*	*	*	*	56134	

PE12-019 002549 LP

[REDACTED] 1FMYU03152K [REDACTED]

AWS Claim Key: 10734698		Trx Code: 04S13		Labor Hrs: 0.4												
Dir Cd-Sub Cd:	00529 - *	Name:	GENE EVANS TEAM FORD	Ph:	770-9649801	St:	GA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:	22-JUN-2004	Doc #:	01328551
Cust Comments:		RECALL 04S13POWERTRAIN CONTROL MODULE														
Tech Comments:		RECALL PERFORMED RECALL														
IFMYU03152K	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-FEB-2002	04-APR-2002	121024	USA	33	7S20 180103 *	14631 * G07 X1 72614
AWS Claim Key: 12232106		Trx Code: 0711D		Labor Hrs: 1.5												
Dir Cd-Sub Cd:	00529 - *	Name:	GENE EVANS TEAM FORD	Ph:	770-9649801	St:	GA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:	02-DEC-2004	Doc #:	02922051
Cust Comments:		CUSTOMER STATES ALL WINDOWS INOP ONLY DRIVER SIDE WORKING														
Tech Comments:		WIRING HARNESS WIRING ASSEMBLY REPAIR														
IFMYU03152K	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-FEB-2002	04-APR-2002	121024	USA	33	7H08 120402 YL&Z 18519 AA T55 01 72614	
AWS Claim Key: 12232107		Trx Code: 0711D		Labor Hrs: 0.4												
Dir Cd-Sub Cd:	00529 - *	Name:	GENE EVANS TEAM FORD	Ph:	770-9649801	St:	GA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:	02-DEC-2004	Doc #:	02922053
Cust Comments:		CUSTOMER STATES HEAT CONTROL KNOB FREE WHEELS														
Tech Comments:		KNOB REPLACED TEMPERATURE CONTROL KNOB														
IFMYU03152K	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-FEB-2002	04-APR-2002	121024	USA	33	7M72 150108 *	18D806 * A16 41 72614
AWS Claim Key: 12232108		Trx Code: 0711D		Labor Hrs: 0												
Dir Cd-Sub Cd:	00529 - *	Name:	GENE EVANS TEAM FORD	Ph:	770-9649801	St:	GA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:	02-DEC-2004	Doc #:	02922057
Cust Comments:		CUSTOMER STATES CD PLAYER SOMETIMES WILL NOT EJECT														
Tech Comments:		OSL OUTSIDE LABOR														

PE12-019 002550 LP



VEHICLE DETAIL

VIN: 1FMYU03152K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: OXFORD WHITE SOLID C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 4/4/2002
 GCWR: Vehicle Build Date: 2/19/2002
 PEP Code: 310A

Selling Dealers Name: GENE EVANSTEAM FORD
 Selling Dealers P & A Code: 00529 Selling Dealers Sales Code: F21024
 Selling Dealers Main Phone: 770-964-9801 Selling Dealers Service Phone: 770-964-9801

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 3 2 K C 3 9 3 6 4 1 0 3 3 7 6 C 2 2 4 A 4 4 7 1 N A E M 4 9 6 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 3 2 X 5 5 8 S 3 A B N 2 1 A 0 2 4 L 0 Y Z 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 5 L 4 3 1 0 A 9 1 4 G A
 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	A	A1	00529	F21024

Dealer Name:	GENE EVANSTEAM FORD		
Dealer Address:	4355 JONESBORO RD UNION CITY GA 30291		
Dealer Main Phone:	770-964-9801	Dealer Service Phone:	770-964-9801

Position	Employee Name
PARTS MANAGER	DAVID D DINGESS
PARTS MANAGER	JOHN HUTTO
PARTS MANAGER	WILLIAM L MCGRAIN
SALES MANAGER	WILLIAM H MILLER JR.
SALES MANAGER	DONALD J EVANS
SALES MANAGER	DANIEL GRIFFIN
SALES MANAGER	JEFFREY G STUBBS
SALES MANAGER	CAROLE L HARRIS
SALES MANAGER	ROBERT WINIARCZYK
SALES MANAGER	MICHAEL A NEROWSKI
SALES MANAGER	RICHARD C DICKINSON
SERVICE MANAGER	JACK J DANISON
SERVICE MANAGER	WAYNE QUATTLEBAUM

Service Hours 7:00 AM - 8:00 PM M-F; SAT. 8:00 - 4:30

Directions

Trained Y

Additional Information

1/26/2005

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Monday, January 24, 2005 5:26 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: gene evans ford
Requesting Dealer: gene evans ford
Contact Person: wayne quattlebaum
Telephone: 770-964-9801
Email Address: quattlebaumw@autonation.com
PA Code: 00529
Region: atlanta
City: union city
Dealer State: GA
Fax Number: 770-969-7149
WSD: 04-04-2002
Vehicle Year: 2002
Vehicle Model: escape
Vehicle VIN: 1fmyu03152k [REDACTED]
Mileage: 74868
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: newnan
State: Georgia
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: 111-111-1111
Customer Region: 21 - Atlanta
Incident Involves: Accident
Date of Incident: 12/13/2004
County in which incident occurred: fayette
Is Alleging Defect: Yes
Alleging defect detail: customer states the accelerator was hard to push and the vehicle took off and ran into the back of another vehicle.
Police Report Filed: No
Insurance Company Contacted: Y
Insurance Company Advice: the insurance co. has repaired the other vehicle but not the escape.
Insurance Company Contact Information: allstate--770-253-1429. claim number--40869361862gk
Coach Builder State: AK - Alaska
Resolution Sought Detail: recall 04s25 was done today. the customer wants her vehicle repaired due to the recall on the accelerator cable. customer would like a call from ford consumer affairs.

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

1/25/2005

**SAFETY RECALL
04S25**

**All 2002 through 2004 Model Year Left
Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines - Accelerator
Cable Replacement**



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

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

December 2004

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

SUBJECT: Safety Recall 04S25:
All 2002 through 2004 Model Year Left Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines
Accelerator Cable Replacement

AFFECTED VEHICLES

All 2002 through 2004 model year LHD Escape vehicles equipped with 3.0L engines and built at the Kansas City and Ohio Assembly Plants from Job #1 2002 through Job Last 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 09, 2004.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible for the accelerator cable liner to migrate out of the accelerator cable conduit. If the liner migrates out of the conduit, the liner may prevent the throttle from returning to the idle position and may result in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to replace the accelerator cable with a newly designed cable, which will be available to the dealers the week of 12/06/2004. This must be performed on all of the affected vehicles in your new vehicle inventory as well as vehicles that have been delivered to customers.

PLEASE NOTE:

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

ATTACHMENTS



1/26/2005

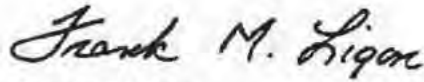
Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

Customer Notification Letter

QUESTIONS?


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

Sincerely,



Frank M. Ligon

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



1/26/2005

VIN FSA Details	
VIN:	1fmyu03152k [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
00010104	2001-2003 ESCAPE - KCAP(10105 IS TRIBUTE ONLY)
00010252	3.0L LHD ACCELERATOR CABLE REPLACEMENT

Vehicle Details

Model Year:	2002	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	19-Feb-2002
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	04-Apr-2002
Vehicle Type Description:	TRUCK	Sale Date:	04-Apr-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:	GRANTVILLE		
State/Province:	Georgia	Phone #:	
ZIP/Postal Code:	[REDACTED]	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	16-Aug-2004	Vendor Applied Date:	04-Sep-2004
Vendor Match Code Description:	2-NAME MATCHES, ADDRESS DOES N		
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:			

1/26/2005

Original Owner

Business Name: [REDACTED]
 Owner Name: [REDACTED]
 Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3:
 Address 4:
 City: FAYETTEVILLE
 State/Province: Georgia Phone #: 7704612819
 ZIP/Postal Code: [REDACTED] E-Mail:
 Country: UNITED STATES

Owner Effective Date: 08-Apr-2002 Vendor Applied Date: 08-Apr-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	00529	USA	F21024		Gene Evans Team Ford
Ship-To					NOT AVAILABLE
Stocking	00529	USA	F21024		Gene Evans Team Ford
Selling	00529	USA	F21024		Gene Evans Team Ford

FSA Details

VIN: 1fmyu03152k [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: 0000511

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

Supplement Code: 04-SUPP TO ADD 02 AND 03 MYS TO PROGRAM

P&A Code	GEO Sales	Sales Code	Sub Code	Description
00529	USA	F21024		Gene Evans Team Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	14-Apr-2004	
Display Eligibility	Y	19-Apr-2004	
Original Mail Eligibility	N	22-Apr-2004	
Follow up Mail	Y	22-Apr-2004	

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



1/26/2005

Description		Release Date
RELEASED TO APPROPRIATE SOURCE - ORIGINA		22-Apr-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		19-Apr-2004
Confirmed							14-Apr-2004

VIN FSA Mail History	
Local FSA:02M01-xTUBE-MOUNTED EGR PRESSURE SEN...	Global FSA:00000511
Release:	OOWNER LETTER
Release Date:	22-Apr-2004
Mail Date:	
Restricted Address:	No
Address:	[REDACTED]
	NEWNAN,GA
	[REDACTED] UNITED STATES
Resp. Dealer:	00529USAF21024-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	11-Aug-2003
Note:	

VIN: 1fmyu03152k[REDACTED]				
Local FSA: 04S13 - POWERTRAIN CONTROL MODULE RE-CALIBRATION	Global FSA: 00010104			
Hub: FORD NORTH AMERICA Country: UNITED STATES				
Segment / VIN Group(s):	Supplement Code:			
+ 0 - TARGETING SEGMENT	00- Original			
- BB - 2001-2003Escape V6-KCAP-Recal				
Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
00529	USA	F21024		Gene Evans Team Ford
Eligibility Indicators				
Type		Indicator		Updated
Repair Eligibility		N		01-Jul-2004
Display Eligibility		N		01-Jul-2004
Original Mail Eligibility		N		01-Jul-2004
Follow up Mail		N		01-Jul-2004
VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source



1/26/2005

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

Status	System Date	Repair Date	Repair				Option/Labor Code	Cost	Source
			Country	Dealer Code	Claim #				
CLOSE - REPAIRED	01-Jul-2004	22-Jun-2004	UNITED STATES	00529USAF21024	013285	B	31.31	GACES	

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	01-Jul-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]
	NEWNAN,GA
	[REDACTED] UNITED STATES
Resp. Dealer:	00529USAF21024-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	11-Aug-2003
Note:	

VIN: 1fmyu03152k [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
00529	USA	F21024	
Description: Gene Evans Team Ford			

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	Y	07-Dec-2004
Display Eligibility	Y	07-Dec-2004

1/26/2005

Original Mail Eligibility	N	10-Jan-2005
Follow up Mail	Y	10-Jan-2005

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source
	Description		Release Date	
	RELEASED TO APPROPRIATE SOURCE - ORIGINA		10-Jan-2005	
	EXTERNAL NAME AND ADDRESS APPLIED		05-Jan-2005	

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

VIN/FSA Vehicle Status			
Description	Reason	Date	
OPEN - LAUNCHED	Open	07-Dec-2004	
Confirmed		07-Dec-2004	

VIN FSA Mail History	
Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...	Global FSA:00010252
Release:	OOWNER LETTER
Release Date:	10-Jan-2005
Mail Date:	
Restricted Address:	No
Address:	[REDACTED]
	GRANTVILLE, GA
	[REDACTED] UNITED STATES
Resp. Dealer:	00529USAF21024-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	16-Aug-2004
Note:	

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

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1/26/2005

PE12-019 002560 LP



Close an Issue

VIN: 1FMYU03133K [REDACTED] Year: 2003 Model: ESCAPE WSD: 2003-09-13
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] CHICAGO IL [REDACTED]

Case Number: 588160205 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: SURGE AT CRUISE ALL ENGINE TEMP
Dealer: F41030 - JOE RIZZA FORD,

Comm Type: OTHER Current Odometer Reading: 25000 MI
Action Category: CLOSING COMMENTS - REFER TO INS. CARRIER - Odometer Reading: 25000 MI
Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED(C)

Caller information if different from vehicle owner
First Name:
Middle Initial:
Last Name:
Relationship: Select One
Phone:

Insurance company is involved, dealer will perform recall.
No further action is needed.

Comments:

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>



2/10/2005

Action Detail

Print Action Detail

VIN: 1FMYU03133K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 588160205
Name: [REDACTED]	Owner Status: Original	WSD: 2003-09-13	
Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: JOE RIZZA FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01571	
Odometer: 25000 MI	Comm Type: PHONE		
Action Date: 02/04/2005	Action Time: 16:28:10:503	Action Data: No	
Analyst Name: LEONARD SSONKO	Analyst: LSSONKO		

COMMENTS: CUSTOMER SAID: =CUST SAYS THAT NO ONE HAS CALLED HER BACK ABOUT HER CLAIM THAT THE RECALL MAY HAVE HAD DIRECT IMPACT ON THE ACCIDENT THAT SHE GOT INTO. THE DLRSHIP WILL NOT FIX THE PART IN QUESTION UNDER WARRANTY AND THEIR REASON FOR NOT WORKING ON IT IS BECAUSE HER ISSUE IS NOW A LEGAL MATTER AND THEY NEEDS FORDS APPROVAL. CUST SAYS THAT SHE DOESN'T HAVE TRANSPORTATION AND CANNOT KEEP WAITING FOR FORD TO MAKE A DECISION. THE DLRSHIP GAVE CUST A FORM TO FILL OUT AND FAX TO CONSUMER AFFAIRS ON THIS ISSUE. CUST HAS DONE SO BUT SHE HAS NOT HEARD ANYTHING BACK FROM CONSUMER AFFAIRS YET DEALER SAID: =DLRSHIP SAYS THEY ARE WAITING FOR FORD TO APPROVE REPAIRS AND IF THEY TOUCH VEH THEY MAY BE TAMPERING WITH THE INVESTIGATION. 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.=OBC TO DLRSHIP SPOKE TO LARRY TABB IN SERVICE. LARRY SAID THAT CUST INSURANCE COMPANY IS PERSUING LEGAL ACTION AGAINST FORD AND IT LOOK CLEAR TO HIM THAT THEY ARE GOING TO ATTEMPT TO SUBROGATE FORD FOR THE COST OF THESE REPAIRS. HIS DLRSHIP CANNOT TOUCH THE VEH UNTIL FORD TELLS THEM HOW TO PROCEED BECAUSE IF THEY DO RECALL ON VEH THEN THIS WILL TAMPER WITH FORDS INVESTIGATION OF THE VEH IF AN INSPECTOR IS CALLED OUT TO LOOK AT THE VEH. DLRSHIP WILL NOT TAKE ANY ACTION UNTIL THEY HEAR FROM FORD. ONLY THE BODY WORK HAS BEEN DONE ON THE VEH.

Update Issue Close Issue

OASIS Warranty History ESP/Recall

[REDACTED] 2/7/2005

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

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

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
41-CHICAGO	41-CHICAGO	A	D1	01571	F41030

Dealer Name:	JOE RIZZA FORD, INC.		
Dealer Address:	2100 S HARLEM AVE N RIVERSIDE IL 60546		
Dealer Main Phone:	708-442-7000	Dealer Service Phone:	708-442-7007

Position	Employee Name
PARTS MANAGER	Rudy Reinhardt
SALES MANAGER	FRANK TORRES
SALES MANAGER	Pat Dazzo
SALES MANAGER	William Truhlar
SERVICE MANAGER	DAVID DYKEMA
SERVICE MANAGER	LEONARD J SMITH

2/7/2005

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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



2/7/2005

Update an Issue

VIN: 1FMYU03133K [REDACTED] Year: 2003 Model: ESCAPE WSD: 2003-09-13
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] CHICAGO IL [REDACTED]

Case Number: 588160205 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: SURGE AT CRUISE ALL ENGINE TEMP
Dealer: F41030 - JOE RIZZA FORD,

Comm Type: OTHER Current Odometer Reading: 25000 MI
Action Category: REQUEST FOR VEHICLE INSPECTION Odometer Reading: 25000 MI
Action: REQUEST FOR VEHICLE INSPECTION - FSE(N)

Caller information if different from vehicle owner

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

LPA has requested inspection by FSE.

Comments:

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

[REDACTED] 2/9/2005

ESP / Recall Information

VIN: 1FMYU03133K [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] 2/8/2005

Standard Claims List For Model Year 2003

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)		
1FMYU03133K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	13-MAY-2003	13-SEP-2003	147059	USA	1	3M09	080100	*	7007	*	N59	07	931		
AWS Claim Key:		2752535	Trx Code:		1	Labor Hrs:		0.9															
Dir Cd-Sub Cd:		04634	Name:		MIKE RAISOR FORD		Ph:		765-4479444	St:	IN	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		02-OCT-2003	Doc #:		06316751
Cust Comments:		C S HAS A WHISTLE NOISE ON ACELL																					
Tech Comments:		CHECK AND REPOSITION TRANS SHIELD AND DROVE TESTED																					
1FMYU03133K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	13-MAY-2003	13-SEP-2003	147059	USA	10	5J03	040302	*	18125	*	H45	42	1768		
AWS Claim Key:		6659368	Trx Code:		E84	Labor Hrs:		0.7															
Dir Cd-Sub Cd:		04634	Name:		MIKE RAISOR FORD		Ph:		765-4479444	St:	IN	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		01-JUL-2004	Doc #:		08511651
Cust Comments:		BOTH REAR SHOCKS ARE LEAKING																					
Tech Comments:		SHOCK ABSORBER REAR REPLACE																					

PE12-019 002568 LP

[REDACTED] =1FMYU03133K [REDACTED]

ATT Marcy



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 J. E. Hays Ford P&A 01571 Region & State Chicago / IL

Contact Person LARRY TABB Phone # (708) 526-0514

CUSTOMER/VEHICLE INFORMATION:

New or Used NEW WSD SEPT '04 Year/Model 2003

VIN 1FMYUB3L33K Mileage 25449

Customer Name [REDACTED]

Address [REDACTED]

City CHICAGO County COOK State IL Zip code [REDACTED]

Cell Home Phone [REDACTED] Work Phone [REDACTED]

DETAILS of INCIDENT:

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

Medical Attention Sought: N

Date of Incident December 9, 2004

Is customer alleging a component defect caused the incident? N If yes, what type & details Accelerator cable - car did not decelerate when foot taken off accelerator → accident

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

Has the Insurance Company been contacted? N What did the insurance company advise? To contact Ford + assess.

Owner's Insurance Company GENERAL CASUALTY Agent's Name KELLY SPALETTA

Insurance Company Phone Number (317) 722-3838

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

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

If component in question caused or contributed to accident I want repairs + medical expenses paid for by Ford. (see attached)

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

Fax to: (313) 845-5688, (313) 845-5669 or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

MEMORANDUM

TO: FORD MOTOR COMPANY CONSUMER AFFAIRS
FROM: MARCIA WORLEY
SUBJECT: RESOLUTION OF INCIDENT
DATE: 2/4/2005

The resolution I seek is that if the component in question (the accelerator cable) caused or contributed to my accident that Ford would cover the expenses related to the vehicle crash, medical expenses and the devaluation of the car as a result of the accident. If Ford would prefer, I would accept a full refund for the purchase price of the vehicle. Thank you.



CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHD#	STATUS
30	04/12	08:40	7187031170	EC--S	00'38"	002	049	OK



Facsimile Cover Sheet

Fax Number: (718) 703-1170

To: Josie Nwaigwe

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: 04/12/2005

Number of Pages 2 (including the cover)

Re:

2003 Ford Escape
VIN#-1FMCU94133K

Additional Comments:

Vincent D. Kirksey



Consumer Affairs

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

Sent Via Facsimile

April 12, 2005

Ms. Josie Nwaigwe
Attorney at Law
2135 Caton Avenue, Suite 5
Brooklyn, NY 11226

Re: [REDACTED]
2003 Ford Escape
VIN#-1FMCU94133K [REDACTED]

Dear Ms. Nwaigwe:

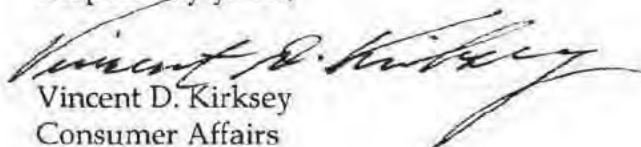
This letter is in response to your letter dated March 31, 2005 regarding the above-mentioned client.

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

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.

Thank you for the opportunity to review this concern.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs





Facsimile Cover Sheet

Fax Number: (718) 703-1170

To: Josie Nwaigwe

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: 04/12/2005

Number of Pages 2 (including the cover)

Re [REDACTED]
2003 Ford Escape
VIN#-1FMCU94133K [REDACTED]

Additional Comments:

Vincent D. Kirksey

LAW OFFICE OF JOSIE NWAIGWE

2135 CATON AVENUE, SUITE 5
BROOKLYN, NEW YORK 11226
TE: (718) 703-3200 . FAX: (718) 703-1170

March 31, 2005

Attn: Vincent D. Kirksey
Ford Motor Company, Consumer Affairs
16800 Executive Plaza Drive, MD#3NE-B
Suite 339; Dearborn, MI 48126-4207

Re: [REDACTED]
2003 Ford Escape
VIN# FMCU94133K [REDACTED]

Dear Mr. Kirksey:

Please note that I met with my client yesterday to discuss your letter dated 3/8/05. Mr. [REDACTED] was only able to provide me with a copy of the repair estimate for the November/04 accident. This I have enclosed for your consideration together with the copy of the police incident report

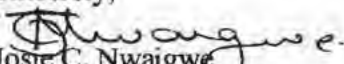
He informed me that he is not aware that any body was seriously injured as a result of this accident. He also did not take any pictures of the damage to his vehicle. However, I urge you to refer to the copy of the repair estimates prepared by **Davino,s Auto Body, Inc.**, which details areas of damage to his car.

[REDACTED] still owns his car but he informs me that since this accident, the car has given him one problem or another.

The accident according to [REDACTED] was caused when he suddenly hit a car stopped at a traffic sign, even though he braked a good distance behind the car. Instead of his car stopping, the engine accelerated unexpectedly and hit the car in the front thereby causing the accident on November 21, 2004.

I hope that above information will assist you to make a determination on this matter. Hope to hear from you soon.

Sincerely,


Josie C. Nwaigwe

APR - 8 10 53
CONSUMER AFFAIRS
SECTION

11/29/2004 at 09:27 AM
32093

331AZ375417N3310101

2003
Ford
ES CAPE

212033. AFCA - NO HOME GROUP
1000
Bureau of Record
Building VII
P.O. Box 4780
Syracuse, NY 13221-4780
(800)357-8999 Fax: (315)449-8939

ESTIMATE OF REPAIRS

Written by: RONALD CHILA #18706362 11/29/2004 09:27 AM
Adjuster: PAUL SPIES (800)357-8999x8884 X

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
BROOKLYN, NY [REDACTED]
Tel: (212)866-1655

Class # [REDACTED]
Policy #NY [REDACTED]
Date of Loss: 11/21/2004 at 08:00 AM
Type of Loss: Collision
Point of Impact: 12 Front

Repair Facility: DAVINO'S A/B
Location: 1812 ATLANTIC AVE.
BKLY'N, NY 11233-0900

Other: (7) -2003
REPAIR SHOP

Repair Facility: DAVINO'S A/B

Days to Complete: [REDACTED]

2003 FORD ESCAPE SX4 LIMITED 3.0L I-571 4C [REDACTED]
VIN: 1FMCU8E7940000000 [REDACTED]

Estimate #: 12909

Katie
8715

11/25/2004 at 09:27 AM
 32093

3-1A2375433N3310701

ESTIMATE OF RECORD

2004 FORD ESCAPE 4M1... 4D UTV BLUE INT-TAN

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Theft Deterrent/Alarm	Rear Wiper	Dual Mirrors
Privacy Glass	Roof Console	Luggage/Roof Rack
Electric Steel Sunroof	fog Lamps	Clear Coat Paint
Power Steering	Power Brake	Power Windows
Power Locks	Power Driver Seat	Power Mirrors
AM Radio	FM Radio	Steering
CD Player	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	Front Side Impact Air Bag	Leather Seats
Bucket Seats	Heated Seats	Recline/Lounge Seats
Rear Step Bumper	Automatic Transmission	4 Wheel Drive
Overdrive	Aluminum/Alloy Wheels	

NO.	QTY	DESCRIPTION	UNIT	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		Oil & seal & w/ 5			1.7	
3		Repl bumper cover Limited warranty	1	575.55	Incl.	2.0
4		Add for Clear Coat				0.3
5		Add for fog lamps			0.2	
6		Add for moldings			0.2	
7		Repl RR Wheel w/tyr wheel part	1	49.42	0.3	0.4
8		Repl LH Wheel w/tyr wheel part	1	60.22	0.3	0.4
9		repl R AIR HORN	1	10.75	Incl.	
10		Repl License Bracket Bracket only	1	20.25	0.2	
11		repl RR Mirror Bracket	1	10.02		
12		Repl RR Mirror Bracket	1	10.02		
13		Repl License Bracket plate holder	1	10.08	0.2	
14		GROUP				
15		repl grille - 4M1 Limited	1	100.50	Incl.	
16		Repl bumper	1	13.60	Incl.	
17		FRONT LAMPS				
18		Oil seal & w/ 5			7.3	

STATEMENT OF REPAIRS

2003 FORD ESCAPE 4X4 LIMITED 6-3.0L-FI 4D SUV BLUE Int:TAN

NO.	QTY	DESCRIPTION	EXT. PRICE	LABOR	PAINT
19**	1	Repl A/W RT Headlamp assy	145.00	Incl.	
20		RT Headlamp		0.5	
21**	1	Repl A/W LT Headlamp assy	145.00	Incl.	
22	1	Repl RT Headlamp assy bolt	1.95		
23	1	Repl LT Headlamp assy bolt	1.95		
24	1	Repl RT Headlamp assy nut	1.52		
25	1	Repl LT Headlamp assy nut	1.52		
26	1	Repl RT Headlamp bulb	14.02	Incl.	
27	1	Repl LT headlamp bulb	14.02	Incl.	
28	1	Repl RT Marker lamp bulb	4.35	Incl.	
29	1	Repl LT Marker lamp bulb	4.35	Incl.	
30	1	Repl RT Fog lamp	114.63	Incl.	
31	1	Repl LT Fog lamp	114.63	Incl.	
32	1	Repl RT Fog lamp bulb	14.12	Incl.	
33	1	Repl LT Fog lamp bulb	14.12	Incl.	
34		CHASSIS			
35		Refinish Components			1.5
36	1	Repl Upper tie bar	182.85	s Incl.	Incl.
37	1	Repl Lower tie bar	89.12	s Incl.	Incl.
38		Evacuate & recharge		1.4	
39		Refrigerant recovery		0.4	
40		Add for auto trans		0.2	
41		Add for AC option		0.4	
42	1	Repl Center support	19.57	Incl.	Incl.
43	1	Repl RT Upper knock bracket	57.23	Incl.	
44	1	Repl LT bumper mount	55.78	Incl.	
45	1	Repl RT Side brace	21.49		
46	1	Repl LT Side brace	20.48		
47	1	Repl RT Support	11.55		
48	1	Repl LT Support	11.55		
49	1	Repl Radiator assy	325.22	n Incl.	
50		Repl Reservoir	61.98	n	0.4
51	1	Repl Fan assy J. 1.0	200.44	n Incl.	
52	1	Repl Serpentine belt w/PC	30.31	n	0.5

at 0:42 AM

0004 SQD ESCAPE 494 LIMITED 6-3-01-91 40 QTY EST 1001101

SCHEDULE OF RECORD

0004 SQD ESCAPE 494 LIMITED 6-3-01-91 40 QTY EST 1001101

QTY	DESCRIPTION	EXT.	PRICE	LABOR	PAINT
	Tensioner no. 2	1	108.10		
	Repl Water cooler	1	123.97	m	1.0
	AIR CONDITIOING & HEATER				
	Repl Condenser	1	372.62	m	1.0
	Repl Seal lower	1	1.90		
	Repl Accumulator	1	100.00	m	0.3
59	Repl AC line	1	42.47	m	Incl.
60	Repl AC hose	1	62.80	m	Incl.
6	deduct for Overlap				Incl.
6	HOOD				
63	Repl Hood	1	361.86	1.8	2.0
64	Add for Clear Coat				1.1
65	Add for Undercoat(Complete)				1.5
66	Repl Latch	1	35.48		Incl.
67	Repl PI Hinge	1	12.50		0.3
68	ENGINE				
69*	Rpr RT Fender w/wheel opening molding			2.5	1.8
70	Overlap Major Adj. Panel				-0.4
71	Add for Clear Coat				0.3
72*	Rpr LT Fender w/wheel opening molding			2.5	1.8
73	Overlap Major Adj. Panel				-0.4
74	Add for Clear Coat				0.3
75	R&I RT Lower molding w/wheel opening molding dark platinum			0.4	
76	R&I LT Lower molding w/wheel opening molding dark platinum			0.4	
77	ENGINE				
78	Repl RT Motor mount w/auto trans	1	33.27	m	0.8
79	Repl LT Motor mount w/auto trans	1	33.27	m	0.8
80	Repl Rear support w/auto trans	1	25.30		0.5
81	Repl Inlet tube	1	30.63		0.3
82*	Repl LKQ Trans assy +25%	1	1875.00	m	10.5

11/29/2004 at 09:27 AM
32093

331AZ375433N3310101

ESTIMATE OF RECORD

2003 FORD ESCAPE 4X4 LIMITED 5-0-0L-FI 4D UTV BLUE Int:TAN

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
83		RESTRAINT SYSTEMS				
84	Repl	Driver air bag black	1	566.61	a Incl.	
85		System diagnosis pinpoint test			m	1.1
86	Repl	Clockspring	1	48.56	m	1.1
87	Repl	Pasngx air bag pebble	1	643.87	m	0.8
88	Repl	Diagnostic unit w/sensor w/side air bag	1	160.34	m	0.6
89		INSTRUMENT PANEL				
90	Repl	Glove box assy pebble	1	196.27		0.4
91	R&I	R&I instrument panel				5.5
92*	Rpr	Instrument panel pebble				2.0
93		STEERING COLUMN				
94*	Repl	MO R&I steering column +25%	1	375.00	m	1.5
95#	Join	TINT/BLEND				1.5
96#	Repl	CAF COVER	1	5.00		0.3
97#	Rpr	DER BATTERY				0.3
98#	Repl	SEAM SEALER	1	20.00	T	
99#	Repl	FREON	1	55.00	T	
100#	Repl	ANTI - FREEZE	1	10.00	T	
101#	Repl	BLACK ADDITIVE	1	14.00	T	
102#	Rpr	FOUR WHEEL ALIGNMENT				2.5
103#	Rpr	WET SAND - BUFF				1.5
104#	Repl	TOWING	1	80.00		
105#	Repl	UNDERCOATING	1	12.00		
106#	Rpr	SET-UP & MEASURE				2.5
107#	Rpr	UNI-BODY REPAIR				12.0
108#		H&L WASTE	1	3.00		
Subtotal =>				8293.72	68.5	16.7

11/29/2004 at 09:27 AM
32093

33183375433N3310161

ESTIMATE OF RECORD

2003 FORD ESCAPE 4X4 LIMITED 6-3.0L FI 4D UTV BLUE Int:TAN

Estimate Notes:

11-24-04 R/F WITH SHOP JERRY FOR INCLD.ON APPRAISAL. SHOP HAS D.O.P.T FAXED IT TO YOU. SOLID FRT IMPACT. TRANS MISSION CASSING CRACKED. ALLIANCE AUTO HAS L/K/Q TRANS 718-372-6800.

Parts		8194.72
Body Labor	68.5 hrs @ \$ 40.00/hr	2740.00
Paint Labor	16.7 hrs @ \$ 40.00/hr	668.00
Paint Supplies	16.7 hrs @ \$ 18.00/hr	300.60
Sublet/Misc.		99.00

SUBTOTAL		\$12002.32
Sales Tax	\$12002.32 @ 8.6250%	1036.20

TOTAL COST OF REPAIRS		\$13038.52
ADJUSTMENTS:		
Deductible		1000.00

TOTAL ADJUSTMENTS		\$ 1000.00
NET COST OF REPAIRS		\$12038.52

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OF AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATE CLAIM FOR EACH VIOLATION.

11/19/2004 at 09:27 AM
32032

331AZ37543EN3310101

INTENTIONS OF RECORD
2003 FORD ESCAPE 4x4 LIMITED 5-3.0L-PFI 4D UTV BLUE INTERIOR

THE PREPARATION OF THIS ESTIMATE MAY HAVE BEEN BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THERE ARE WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS. THESE WARRANTIES ARE PROVIDED BY THE MANUFACTURER AND/OR DISTRIBUTOR OF THE PARTS RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DEZNR01 Database Date 10/2004, CCC Data Date 10/2004, and the parts selected are OEM-parts manufactured by the vehicle's Original Equipment Manufacturer. OEM parts are available at OE/Vehicle Dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) does include NATE not-included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AH, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as UTY, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some parts that are described as Recon. may be Ok Surplus parts or other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the sponsor or estimator.

CCC Pathways - A product of CCC Information Services Inc.

11/29/2004 at 09:27 AM
32093

331A2375433N3310101

ESTIMATE OF RECORD

2003 FORD ESCAPE 4X4 LIMITED 6-3.0L-FI 4D UTV BLUE Int:TAN

ALTEBNATE PARTS SUPPLIERS

19 A/W RT Headlamp assy	Part No. AY744	Price \$145.00
21 A/W LT Headlamp assy	Part No. AY745	Price \$145.00

DNK Dorcas & Kalam	(800) 433-6522
810 S. BROADWAY	(516) 349-1500
HICKSVILLE, NY 11801	

DNK Dorcas & Kalam	(800) 229-2365
261 NORMAN AVE.	(718) 329-0910
BROOKLYN, NY 11222	

DNK Dorcas & Kalam	(800) 640-0351
116 LUDLOW STREET	(914) 968-0021
YONKERS, NY 10705	

Page 01 of 01 Pages

New York State Department of Motor Vehicles
POLICE ACCIDENT REPORT (NYC) NY-104AN (7/01)

ATT. PAUL SPIES

Princt 088
Accident No. 1488

Report Number

AMENDED REPORT

Accident Date: 1/21/2004
Day of Week: SUN
Mileage: 0250
No. of Vehicles: 02
Injured: 0
No. Killed: 0
Not Investigated at Scene:
Accident Reconstructed:
Let Scene:
Police Photos:

VEHICLE 1 - Driver: [Redacted] License ID Number: [Redacted] Driver Name: [Redacted]
VEHICLE 2 - Driver: [Redacted] License ID Number: [Redacted] Driver Name: [Redacted]

City of Town: NEW YORK NY State: NY City of Town: BROOKLYN NY State: NY

Date of Birth: 10/11/73 Unlicensed: No. of Occurrences: 01 Public Property Damaged:
Date of Birth: 03/31/68 Unlicensed: No. of Occurrences: 01 Public Property Damaged:

City of Town: NEW YORK NY State: NY City of Town: BROOKLYN NY State: NY

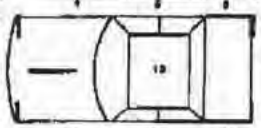
State of Reg: NY Vehicle Year & Make: 2003 NISSA 4DRSD 1999 State of Reg: NY Vehicle Year & Make: 2003 FORD SUBN 190

Ticket/Arrest Number(s):
Violation Section(s):

VEHICLE DAMAGE CODES
VEHICLE 1: Box 1 - Point of Impact: 88, Box 2 - Most Damage: 795
VEHICLE 2: Box 1 - Point of Impact: 22, Box 2 - Most Damage: 315



VEHICLE DAMAGE CODING:
1-13. SEE DIAGRAM ON RIGHT.
14. UNDERCARRIAGE 17. DEMOLISHED
15. TRAILER 18. NO DAMAGE
16. OVERTURNED 19. OTHER



Cost of repairs to any one vehicle will be more than \$1000.
 Unknown/Unable to Determine Yes No

Reference Marker: [Grid]
Coordinates (if available):
Place Where Accident Occurred: BRONX KINGS NEW YORK QUEENS RICHMOND
Road on which accident occurred: W 130th ST ON PARK AVE.
at 1) intersecting street: N. PORTLAND AVE.
or 2) Feet Miles

Accident Description/Officer's Notes:
@ TIPLO DRIV. OF VEH 1 STATES THAT HE WAS STOPPED AT STEADY RED TRAFFIC DEVICE WHEN VEH 2 STRUCK HIM FROM BEHIND. DRIVER OF VEH. 2 STATES HE HIT VEH 1. PD. HE AGREED W/ STATEMENT OF DRIV. VEH 2. PD. DID NOT WITNESS ACCIDENT. BOTH AIRBAGS DEPLOYED IN VEH 2.

Table with columns for names of all involved and date of death only. Includes names CAREY, LAMAR and WRIGHT, MICHAEL.

Officer's Rank and Signature: PO. KM. O'HARA
Print Name: KELLY M. O'HARA
Tax ID No.: 931821
NCIC No.: 03030
Princt: 088
Post/Sector: I
Date/Time Reviewed: 1/26/04

AUTHORIZATION TO TOW

D.C.A. #1068190



DAVINO'S AUTO BODY, Inc.

1812 Atlantic Avenue • Brooklyn, NY 11233

Office: (718) 221-2003 • Fax: (718) 221-2045

Name (Person in Charge or Owner) or Police Officer & Badge No.		Date
Street		Tow
City, State & Zip		Phone
Year, Make & Model of Vehicle		State Vehicle License Plate No.
TOW VEHICLE		
Tow Truck Driver's Name		Tow I.D. License #
D.C.A. Medalion #		D.M.V. License #
VEHICLE WAS TOWED		DISTANCE TOWED
FROM:		Mileage From
TO:		Mileage To
CHARGES		Total Distance Towed
FEE for towing and first calendar day of storage for a vehicle registered at or below 10,000 pounds. \$80.00. If above 10,000 pounds and less than 15,001 pounds the fee is \$125.00.		\$
\$4.00 Each Mile Or Part Thereof if towed to other than Tow Company's storage facility.		\$
Storage: \$15 per day for second and third calendar days of storage and \$17 for the fourth calendar day and each day thereafter. Storage rate does not apply to commercial vehicles exceeding 5,000 pounds.		\$
A towing company may charge an additional amount not to exceed \$25.00 for the positioning of such vehicle for removal from such storage facilities by the tow truck of another towing company that is capable of towing three or more vehicles simultaneously.		\$
REQUIRED TOLLS (TO BE PAID BY PERSON IN CHARGE)		\$
TOWING OUTSIDE CITY LIMITS: TO BE AGREED UPON BEFORE TOW IS PERFORMED.		\$
OTHER CHARGES		\$
		SUBTOTAL
METHOD OF PAYMENT <input type="checkbox"/> Cash <input type="checkbox"/> Credit Card		NEW YORK CITY SALES TAX @ 8-1/4%
PAY THIS AMOUNT		Total Charges (including Tolls, If Any)

I DIRECT THAT THE VEHICLE BE TOWED TO THE FOLLOWING LOCATION:

Unless you have directed otherwise above, your vehicle will be towed to:
DAVINO'S AUTO BODY, Inc. • 1812 Atlantic Avenue • Brooklyn, NY 11233

NOTICE TO THE CONSUMER

YOU ARE SIGNING AN AUTHORIZATION FOR TOWING AND, WHERE APPLICABLE, FOR THE STORAGE OF THIS VEHICLE. THIS IS NOT AN AUTHORIZATION TO REPAIR. YOU HAVE THE RIGHT TO HAVE THE VEHICLE REPAIRED AT THE FACILITY OF YOUR CHOICE. ALL THE RATES TO BE CHARGED MUST BE COMPLETED BEFORE YOU SIGN. THE ACTUAL CHARGES DUE MAY BE FILLED IN AT THE COMPLETION OF THE TOW. YOU HAVE THE RIGHT TO HAVE YOUR VEHICLE TOWED TO A LAWFUL LOCATION OF YOUR CHOICE WITHIN NEW YORK CITY. DO NOT SIGN AN AUTHORIZATION FORM WITH ANY BLANK SPACES FOR INFORMATION TO BE COMPLETED BEFORE THE VEHICLE IS TOWED. YOU ARE ENTITLED TO A COPY OF THE FORM UPON SIGNING IT.

I authorize the towing and, where applicable, the storage of the above vehicle to the location as specified above.

If you have any complaint concerning the charges for towing or about towing services notify: Department of Consumer Affairs, Consumer Services Division, 42 Broadway, New York, NY 10004, (212) 487-4444.

Signature of Owner or Person in Charge

PLEASE SEE CONSUMER'S BILL OF RIGHTS ON THE BACK OF THIS AUTHORIZATION FORM.

To Reorder call PIP Printing (718) 829-1433 • 3018 East Tremont Avenue • Bronx, New York 10481

©2002 FJM, Inc. d/b/a PIP Printing

LAW OFFICE OF JOSIE NWAIGWE

2135 CATON AVENUE, SUITE 5
BROOKLYN, NEW YORK 11226
TE: (718) 703-3200 . FAX: (718) 703-1170

March 14, 2005

VIA FACSIMILE: 313 845-5668

LAW OFFICE OF JOSIE C. NWAIGWE

2135 CATON AVENUE, ROOM 5
BROOKLYN, NEW YORK 11226
TEL (718) 703-3200
FAX (718) 703-1170

FAX

TO: Vincent Dikirsay FROM: Josie

ATTN: PAGE: 1

FAX: 313 845-5668 DATE: 3/14/05

RE: [REDACTED]

CARRIER NEW FROM FAX

Re: Vin# - FMCV94133 [REDACTED]

Ms find attached

LAW OFFICE OF JOSIE NWAIGWE

*2135 CATON AVENUE, SUITE 5
BROOKLYN, NEW YORK 11226
TE: (718) 703-3200 . FAX: (718) 703-1170*

March 14, 2005

VIA FACSIMILE: 313 845-5668

FORD CONSUMAR AFFAIRS
Attn: Vincent D. Kirksey

Re: [REDACTED]
2003 Ford Escape
VIN#-FMCU94133K [REDACTED]

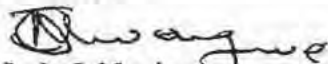
Dear Mr. Kirksey:

I acknowledge your faxed letter dated March 8, 2005. I have relayed your requests to [REDACTED] and he is gathering all information to be forwarded to you. However, the ten business days stated in your letter are very restrictive. Therefore, I am asking for thirty days (30) to forward any available information to you.

I will forward your requests as soon as I have them within the next thirty days (30).

Thank you for your prompt response in reviewing this claim.

Sincerely,


Josie C. Nwaigwe

DATE	TIME	TO/FROM	NOTE	MIN/SEC	PAGE	VMON	CD	MLP
03-08	09:39	703-1170	EC-117	00:28	2	CTR	0	



Facsimile Cover Sheet

Fax Number: (718) 703-1170

To: Josie Nwaigwe

From: Vincent D. Kirksey

Location: Ford Motor Company Consumer Affairs

Address: 16000 E. Warren Plaza Drive, MD4 (NE-E)
Suite 320, Dearborn, MI 48126-4207

Fax number: (313) 917-5600

Date: 03/11/2005

Number of Pages: 2 (including the cover)

Re: [REDACTED]
2003 Ford Escape
VIN#-1FMCU94133K [REDACTED]

Additional Comments:

Vincent D. Kirksey



Consumer Affairs

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

Sent Via US Facsimile

March 08, 2005

Ms. Josie Nwaigwe
Attorney At Law
2135 Caton Avenue, Suite 5
Brooklyn, NY 11226

RE: [REDACTED]
2003 Ford Escape
VIN#-1FMCU94133K [REDACTED]

Dear Ms. Nwaigwe:

We have been advised of your client's pursuit of reimbursement due to an alleged accident in which they were 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 report
2. A complete description of the incident, including a description of your product concern.
3. The name, age and address of any person (s) 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 copy of all repair estimates.

Please send the requested information and documents to the address below within ten (10) business days from receipt of this letter. If we do not hear from you within this time frame, we will assume that you no longer wish to pursue this matter on behalf of your client and our file (s) will closed. If you need to contact me or have additional information to submit, I may be reached by fax at (313) 845-5668.

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

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs





Facsimile Cover Sheet

Fax Number: (718) 703-1170

To: Josie Nwaigwe

From: Vincent D. Kirksey

Location: Ford Motor Company, Consumer Affairs

Address: [REDACTED]
[REDACTED] Dearborn, MI [REDACTED]

Fax number: [REDACTED]

Date: 03/11/2005

Number of Pages 2 (including the cover)

Re: [REDACTED]
2003 Ford Escape
VIN#-1FMCU94133K [REDACTED]

Additional Comments:

Vincent D. Kirksey

DATE TIME TO FROM MODE TIME SEC P. LOCK STATUS
25 03/03 08:41 7187231173 80-48 00:06 002 172 OK



Facsimile Cover Sheet

Fax Number: (313) 441-1111

To: Josie Nwunwa

From: Vincent D. Kirksey
Location: Ford Motor Company Consumer Affairs

Address: [REDACTED]
[REDACTED] Dearborn, MI [REDACTED]

Fax number: (313) 845-5668

Date: 03/03/2005

Number of Pages 2 (including the cover)

Re: [REDACTED]
2003 Ford Escape
VIN#-1FMCU94153K [REDACTED]

Additional Comments:

Vincent D. Kirksey



Consumer Affairs

March 03, 2005

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

*Sent Via Facsimile

Ms. Josie Nwaigwe
Attorney At Law
2135 Caton Avenue, Suite 5
Brooklyn, NY 11226

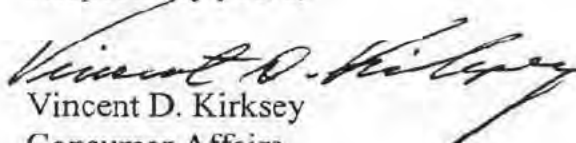
Re: [REDACTED]
2003 Ford Escape
VIN#-1FMCU94133K [REDACTED]

Dear Ms. Nwaigwe:

I am in receipt of your letter dated February 17, 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, please fax me @ (313) 845-5668.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs





Facsimile Cover Sheet

Fax Number: (718) 703-1170

To: Josie Nwaigwe

From: Vincent D. Kirksey

Location: Ford Motor Company, Consumer Affairs

Address:

Dearborn, MI

Fax number: (313) 845-5668

Date: 03/03/2005

Number of Pages 2 (including the cover)

Re:

2003 Ford Escape

VIN#-1FMCU94133K

Additional Comments:

Vincent D. Kirksey

LAW OFFICE OF JOSIE NWAIGWE

*2135 CATON AVENUE, SUITE 5
BROOKLYN, NEW YORK 11226
TE: (718) 703-3200 . FAX: (718) 703-1170*

February 17, 2005

Ford Motor Company
Attn: Refund Department
P.O. Box 6251
Dearborn, Michigan 48121-6251

Re: [REDACTED]
Accident due to the Accelerator Cable Problem.

Please be advised that this office has been retained by the above-named to pursue a claim for reimbursement arising out of an accident which occurred on 11/21/2004 as a result of the throttle problem indicated above.

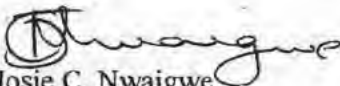
Attached is a copy of the police incident report and the towing company for your record. He also hit someone in December 2003, and at that time could not understand why. He is looking for the police accident report for this first incident, and I will forward it to you as soon as he gets hold of it.

[REDACTED] informs me that he could not explain why he suddenly hit these cars in front of him at the time of the accidents until he received this letter stating this problem with the throttle.

He is therefore requesting to be compensated reasonably in the amount of \$15,000.00 to cover for the cost of the repairs to his car.

Thank you for your prompt attention to this matter.

Sincerely,


Josie C. Nwaigwe



F. M. Lyon
Ford Motor Company
P.O. Box 1904
Oscoda Michigan 48121

F0027507 0112
[Barcode]

2003 Escape
Vehicle ID #: 1FMCU94133K [redacted] 04S25

January 2005

[redacted]
[redacted]
BROOKLYN, NY [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.



PGM: CS35750B
PAGE: 01

REPORT DATE: 03/03/2005 08:15:04

CONSUMER AFFAIRS
VIN/CUSTOMER REPORT
VIN: 1FMCU94133K [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
GVWR: AAZBY04520
WHEEL BASE:
AXLE: AXLE RTO:
VOD: 02/19/2003 VPD: 03/11/2003 VSD: 05/21/2003 VAD: 03/19/2003 WSD: 05/21/2003
DEMO:
SALE STATUS: SALE TYPE: RETAIL SALE TO PRIVATE INDIVIDUAL DELIV
TYPE:
OWNER STATUS: ORIGINAL OPEN ISSUES: Y

ORIGINAL OWNER: [REDACTED]
 BROOKLYN, NY [REDACTED]

CURRENT OWNER : [REDACTED]
 BROOKLYN, NY [REDACTED]
[REDACTED]

VEHICLE LIST OF CURRENT OWNER:

1FMCU94133K [REDACTED]	2003	ESCAPE	ORIGINAL
1FAFP34391W [REDACTED]	2001	FOCUS	SUBSEQUENT

PE12-019 002596 LP

PGM: CS35750B
PAGE: 02

REPORT DATE: 03/03/2005 08:15:04

CONSUMER AFFAIRS
ISSUE LIST REPORT
VIN: 1FMCU94133K [REDACTED]

LAST HANDLING DATE: 03/02/2005
CASE NUMBER: 1521370615 STATUS: OPEN ISSUE TYPE: 07
NAME: [REDACTED]
REASON: LEGAL - OTHER ATTORNEY DEMAND

PGM: CS35750B
PAGE: 03

REPORT DATE: 03/03/2005 08:15:04

CONSUMER AFFAIRS
ACTION LIST REPORT
VIN: 1FMCU94133K [REDACTED]

CASE NUMBER: 1521370615 LAST HANDLING DATE: 03/02/2005 ISSUE TYPE: 07
LEGAL

ACTION DATE: 03/02/2005 ACTION ID: LP203 ANALYST: CLEICH
ACTION DESCRIPTION: OPEN LEGAL CONTACT - ATTORNEY DEMAND
COMMENTS:

*****ATTORNEY
DEMAND*****DATE STAMPED 3-2-05.
ATTORNEY ALLEGES CLIENT WAS INVOLVED IN AN ACCIDENT DUE TO
VEHICLE SURGE. CITES
RECALL 04S25.ATTORNEY DEMANDS CONTACT FROM FORD
REPRESENTATIVE.

PGM: CS35750B
PAGE: 04

REPORT DATE: 03/03/2005 08:15:04

CONSUMER AFFAIRS
DEALER REPORT
VIN: 1FMCU94133K [REDACTED]

SELLING DEALER:

P&A CODE: 01770 - BOUND BROOK FORD, INC.
SALES CODE: F13059 SERVICE REGION: 13 SALES REGION: 13
MARKET: F3
ADDRESS: 427 WEST UNION AVENUE
BOUND, NJ 08805
COUNTRY: USA MAIN PHONE: 732-356-2000 SERVICE PHONE: 732-356-
2000

DEALER/PARTNER	DALE F HARRIS
PARTS MANAGER	DANIEL H GERLACH
PARTS MANAGER	CHARLES L STEPHENS
PARTS & SERVICE DIRECTOR	ANTHONY F POMO
SALES MANAGER	SEYMOUR JOHNSON
SALES MANAGER	EDWARD L TAYLOR JR
SALES MANAGER	FRANK J AVERSA

SERVICE DEALER:

P&A CODE: 03635 - PREMIER FORD INC

SALES CODE: F13011 SERVICE REGION: 13 SALES REGION: 13
MARKET: E1
ADDRESS: 5001 GLENWOOD ROAD
 BROOKLYN, NY 11234
COUNTRY: USA MAIN PHONE: 718-258-7200 SERVICE PHONE: 718-859-5200

DEALER/PARTNER	CHARLES CHALOM
PARTS MANAGER	JOSEPH A NORRIS
PARTS MANAGER	SALVATORE MARCHESE
SALES MANAGER	ALAN ABRAMSON
SALES MANAGER	ADEMOLA O OKUWA
SALES MANAGER	ALFONSO P VALOROSO
SERVICE MANAGER	Louis Senatore

PGM: CS35750E
PAGE: 05

REPORT DATE: 03/03/2005 08:15:04

CONSUMER AFFAIRS
ESP/RECALL REPORT
VIN: 1FMCU94133K [REDACTED]

CONTRACT: 1
STATUS: ACTIVE

-----ESP PURCHASE DETAILS-----

PURCHASER: [REDACTED] PURCH TYPE: N
EXPIRATION DATE: 2009-05-21 EXPIRATION MILES: 60000
TOWING:
PLAN YEAR: 2002 PLAN TYPE: USA 2002 NEW 72/60,000 EXTRACARE
W/ROADSIDE ASSISTANCE
SELL DEALER: 01770 - BOUND BROOK FORD, INC. RENTAL: 28
DEDUCTIBLE: 50
OPTIONS:

-----RECALL INFORMATION-----

NUMBER	TYPE	-----FIELD SERVICE ACTION-----		STATUS
		DESCRIPTION	STATUS	
DATE	DEALER	CODE		
04S25		SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED

PGM: CS35750B
PAGE: 05

REPORT DATE: 03/03/2005 08:15:04

CONSUMER AFFAIRS
ERROR REPORT

NO CQIS INFORMATION WAS FOUND FOR THIS REQUEST

VIN: 1FMCU94133K [REDACTED] CASE NO: 0000000000 ORIGIN: CALGL
ISSUE TYPES: 07 REPORT TYPE:
010203040506070809
EMAIL ADDRESS: [REDACTED]

ESP / Recall Information

VIN: 1FMCU94133K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2002 NEW 72/60,000 EXTRACARE W/ROADSIDE ASSISTANCE
 Selling Dealer: BOUND BROOK FORD, INC.
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-05-21
 Expiration Miles: 60,000
 Plan Year: 2002
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

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



3/3/2005

OASIS RESULT:

1FMCU94133K [REDACTED]

See bottom of the OASIS result for contact ID

03/03/2005
08:06:08

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION
2003 ESCAPE

BODY STYLE
4 DR LIMITED MPV 4X4

ENGINE
3.0L EFI DOHC

TRANSMISSION
CD4E AUTO TRANSAXLE

AXLE CODE
69

ENGINE CALIBRATION
3M11D30A

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE
05/21/2003

BUILD DATE
03/11/2003

SALE MILEAGE
00015

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

▶ OUTSTANDING FIELD SERVICE ACTIONS

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT

▶ EXTENDED COVERAGES

0758 - USA 2002 NEW 72/60,000 EXTRACARE W/ROADSIDE ASSISTANCE
STANDARD DEDUCTIBLE: 50 USD

OWNER NAME: [REDACTED]

OPTIONS:
EXPIRATION DATE: 05/21/2009
DISTANCE: 60,000
RENTAL: 28 UP TO 10 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 01770

PE12-019 002603 LP

[REDACTED]

1FMCU94133K [REDACTED]

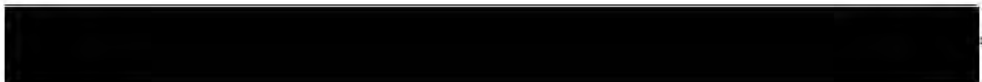
ESP CONTRACT START DATE: 05/21/2003 THE ROAD HAZARD TIRE COVERAGE BENEFIT EXTENDED TO ELIGIBLE FORD MOTOR COMPANY VEHICLES IS ONLY IN EFFECT DURING THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

 **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMCU94133K [REDACTED]



IFMCU94133K[REDACTED].TXT
CONSUMER AFFAIRS
WARRANTY REPORT
VIN:IFMCU94133K[REDACTED]

REPAIR DATE:8/4/2003 MILEAGE:3414 MARKET DERIVED:T/F - FORD DIVISION
DERIVATIVE
REPAIR ORDER NUMBER:86444509 CLAIM NUMBER:[REDACTED]
BODY/CAB TYPE:T/WE - 5 DOOR LIGHT TRUCK
VEHICLE LINE:T/M1 - ESCAPE (U204) [2001]
DRIVE TYPE:T/F - 4 WHL L/H FULL TIME DRIVE VERSION/SERIES:T/EF - FORD SERIES

DLR PACODE:67701 DLR NAME:VISTEON AFTERMARKET-U.S.
DLR STATE:MI DLR COUNTRY:USA DLR REGION:NA DLR PHONE:*-*

CUST CONCERN CODE:A07 - OTHER AUDIO TROUBLES
CONDITION CODE:42 - DOES NOT OPERATE PROPERLY

CUSTOMER COMMENTS:

TECHNICIAN COMMENTS:
REQUESTING DEALER'S P/A CODE 03635

LABOR HRS: 0 LABOR COST:0
MATERIAL COST: 225.83 TOTAL COST: 225.83

CAUSAL FLAG	FULL PART NUMBER	PART	EXTD	PART			
	PREF	BASE	SUFF	CPSC	QTY	AMOUNT	DESCRIPTION
Y	*	18C815	*	150108	0	0	RECEIVER-ELECT CMPCT DISC
RADIO							
N	*	VI10	*	150108	1	225.83	

REPAIR DATE:8/4/2003 MILEAGE:3414 MARKET DERIVED:T/F - FORD DIVISION
DERIVATIVE
REPAIR ORDER NUMBER:04494551 CLAIM NUMBER:[REDACTED]
BODY/CAB TYPE:T/WE - 5 DOOR LIGHT TRUCK
VEHICLE LINE:T/M1 - ESCAPE (U204) [2001]
DRIVE TYPE:T/F - 4 WHL L/H FULL TIME DRIVE VERSION/SERIES:T/EF - FORD SERIES

DLR PACODE:03635 DLR NAME:PREMIER FORD, INC.
DLR STATE:NY DLR COUNTRY:USA DLR REGION:NA DLR PHONE:718-2587200

CUST CONCERN CODE:A16 - CD PLAYER TROUBLES
CONDITION CODE:42 - DOES NOT OPERATE PROPERLY

CUSTOMER COMMENTS:
C S PLAYER INOP DISPLAYS ERROR

TECHNICIAN COMMENTS:
VERIFIED CUST CONCERN DEFECTIVE RADIO REMOVE FOR REPAIR OR EXCHANGE

LABOR OP CODE	LABOR OP COST	LABOR OP DESCRIPTION
18805B	28.55	RADIO REMOVE
18805C	28.55	RADIO - AFTER REPAIR INSTALL

LABOR HRS: 0.6 LABOR COST:57.1
MATERIAL COST: 0 TOTAL COST: 57.1

CAUSAL	FULL PART NUMBER	PART	EXTD	PART
--------	------------------	------	------	------

FLAG		PREF	BASE	1FMCU94133K [REDACTED].TXT SUFF	CPSC	QTY	AMOUNT DESCRIPTION
Y	*	18806	*	150101	0	0	CHASSIS RADIO

DEALER 13K 059 | VIN 1FMCU94133K [REDACTED]

	SUGGESTED RETAIL PRICE	AMOUNT
U944 ESCAPE LIMITED 4X4	27085.00	25023.00
NJ COST SURCHARGE		125.00
TOTAL BASE VEHICLE		25148.00
2003 MODEL YEAR		
L2 TRUE BLUE CLEARCOAT METALLIC		
5H MED PEBBLE BUCK PREM LTH SURF		
KEY STANDARD EQUIPMENT		
.ORDER CODE 600B		
.4-WHEEL ANTILOCK BRAKE SYSTEM		
.LEATHER COMFORT GROUP		
.SIDE AIR BAGS		
.CONVENIENCE GROUP		
.HEATED FRONT SEATS		
OPTIONAL EQUIPMENT		
991 .3.0L DURATEC V6 ENGINE	NC	NC
444 .4-SPEED AUTOMATIC O/D TRANS	NC	NC
T56 .P235/70RX16 BSW	NC	NC
JOB #2 ORDER		
153 FRONT LICENSE PLATE BRACKET	NC	NC
422 CALIFORNIA EMISSIONS SYSTEM	NC	NC
43M POWER MOONROOF WITH SHADE	585.00	527.00
MINI-OH CONSOLE W/BIN & MAP LT		
TOTAL VEHICLE & OPTIONS	27670.00	25675.00
DESTINATION & DELIVERY	590.00	590.00
TOTAL FOR VEHICLE	28260.00	
09 U.S. GAL GAS FACTORY		15.84
PRICED DORA		
BATCH-ID M173019146 D 6B XT		
SCHEDULE-B LEVEL 00000		
PRICE LEVEL 360300A1Z		
KEY CODES FE/FA 1344X FB		
VIN: 1FMCU94133K [REDACTED]		
SHIPPING WEIGHT 3351 LBS.		

A NEW INVOICE IS BEING GENERATED TO REFLECT THE INCREASED ADMINISTRATIVE FEE

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

FDA/FMDA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS APPROX FINANCING COST FOR DEALER ACCOUNT	MEMO: INVOICE LESS HOLDBACK & FIN COST	A & D PLAN
235.00	26,515.84	831.00	140.00	25,544.84	25384.84
					X PLAN
831.00	18.00	527.00	.00	813.00	25008.00

SOLD TO

Bound Brook Ford, Inc. 13K059
427 West Union Avenue
Bound Brook NJ 08805

T.O. 76 STATE
2 NJ

CK41

SHIP TO (IF OTHER THAN ABOVE)

13059

DATE INV. PREPARED ITEM NUMBER TRIM TRANSIT
03 03 03 13-S820 5H 10

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION

FINAL ASSEMBLY POINT

FINAL COMPANY AND/OR BANK

1FMCU94133K [REDACTED]
3KC97603 1F

U94 20030327 030303 M173 D 360 13K059
THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY

000001

2 26515.84 KUI
DEALER'S COPY

FINANCE 320-42064(6/95)

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 07-MAR-2005

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

VIN	AWS	WERS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD	
	VL	VL	DER	CAB	SERIES	TYPE	CD	CD	COD	DATE	DATE	DEALER	CNT											
1FMCU194133K [REDACTED]	MI	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	11-03-03	21-05-03	113059	USA	3	*	7M01	*	18806	*	S09	V81	A16	42	
AWS Claim Key:	2156381	Doc #:	04494551	Trx Code:			2	Labor Hrs:	.6	Labor Cost:			57.1	Material Cost:	0	Total Cost:		57.1						
Dlr Cd-Sub Cd:	03635.*	Name:	PREMIER FORD, INC.				Ph:	718-2587200		St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-AUG-2003			DIST(Mile):	3414			
Cust Comments:	C S PLAYER INOP DISPLAYS ERROR																							
Tech Comments:	VERIFIED CUST CONCERN DEFECTIVE RADIO REMOVE FOR REPAIR OR EXCHANGE																							

1FMCU94133K [REDACTED]	MI	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	11-03-03	21-05-03	113059	USA	3	*	7M01	*	18C815	*	S09	V81	A07	42	
AWS Claim Key:	2511727	Doc #:	86444509	Trx Code:			2	Labor Hrs:	0	Labor Cost:			0	Material Cost:	225.83	Total Cost:		225.83						
Dlr Cd-Sub Cd:	67701.*	Name:	VISTEON AFTERMARKET-U.S.				Ph:	*.*		St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-AUG-2003			DIST(Mile):	3414			
Tech Comments:	REQUESTING DEALER'S P/A CODE 03635																							

Any comments? You can contact



webmaster

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMCU94133K [REDACTED]
 Model Year: 2003
 Veh Type: T
 Inv. Dealer: 01770
 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 060303822963086 1G 752 AB

Trace Trans Serial No:

A4221 04030330630279 3L8P 7000 HB 81

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 11-MAR-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113059 - *
 Country: USA - ##### Selling Dir St/Prov: NJ
 Buyer St/Prov: NY

Arrival Date: 19-MAR-2003 Red Carpet Lease: *
 Sale Date: 21-MAY-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 21-MAY-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 21-MAY-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U943KC9760310337E 4 2 20BS820 JB E 2M469 56 N 5B 285 5 4E3B2N 13K059L 0 L2 5R3C4 3 5 11
 FMC308 600B 914NJ L 56

PE12-019 002609 LP



INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: C	GVW Class Code: C
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: * - [N/A]	Mirror(Driver Side): 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: 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: 3M1 ID30A	Sound System: AE - AUDIOPHILE SOUND SYSTEM
Color(Accent): * - [N/A]	Suspn Tandem Axle:
Color(Trim): 000BY - MEDIUM PEBBLE	Tire Manufacturer: AP - Continental
Delivery Type: 2	Tire Brand: 08_453 - ContiTrac SUV 104T
Driveshaft Code: D	Tire Size: D3JUJ - P235/70R-16 OWL A-S
Front Seat: T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control: * - [N/A]
Fuel Type: AF - UNLEADED FUEL CAPABILITY	Wheel Base:

TIRE DOT INFORMATION:

LF: A308_4530803 RF: A308_4530803
 LR: A308_4530803 RR: A308_4530803
 LI: * RI: *
 SPARE: HY8A_1R80403 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO , MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: F	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: 21-MAY-2003	

Any comments? You can contact



webmaster

PE12-019 002610 LP

3/7/2005

All Action Details for Issue

Print

VIN: 1FMCU94133K [REDACTED] Year: 2003 Model: ESCAPE Case: 1521370615
 Name: [REDACTED] Owner Status: Original WSD: 2003-05-21
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 03635 PREMIER FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: LEICH, CHERIE Analyst: CLEICH
 Action Date: 03/02/2005 Action Time: 14.28.57.354 Action Data: Yes

Comments *****ATTORNEY DEMAND*****DATE STAMPED 3-2-05. ATTORNEY ALLEGES CLIENT WAS INVOLVED IN AN ACCIDENT DUE TO VEHICLE SURGE. CITES RECALL 04S25 ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	LAW OFFICE OF JOSIE NWAIGWE
ATTORNEY NAME	JOSIE C. NWAIGWE
ATTORNEY PHONE NUMBER	7187033200
ANALYST ID	VKIRKSE1

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY

Dealer: 03635 PREMIER FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 22000 MI Comm Type: FAX
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
 Action Date: 03/03/2005 Action Time: 08.25.49.116 Action Data: No

Comments ***LPA COMMENTS***LPA HAS SENT AN ACKNOWLEDGEMENT LETTER TO THE ATTORNEY ON BEHALF OF THEIR CLIENT.

Action: INFORMATIONAL CALL/FAX

Dealer: 03635 PREMIER FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 22000 MI Comm Type: FAX
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
 Action Date: 03/08/2005 Action Time: 08.23.38.434 Action Data: No

Comments ***LPA COMMENTS***LPA HAS SENT A LETTER TO THE ATTORNEY REQUESTING ADDITIONAL DOCUMENTS REGARDING THEIR CLIENT'S ALLEGED ACCIDENT.

Action: UPDATE CONTACT STATUS

Dealer: 03635 PREMIER FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION

[REDACTED] 3/31/2005

PREVENTION

Odometer: 22000 MI

Comm Type: FAX

Analyst Name: KIRKSEY, VINCE
(V.)

Analyst: VKIRKSE1

Action Date: 03/17/2005

Action Time:
11.19.04.554

Action Data: No

Comments ***LPA COMMENTS***THE ATTORNEY CLIENT'S IS IN THE PROCESS OF GATHERING ALL THE DOCUMENTS NEEDED FOR US TO CONDUCT AN INSPECTION. THE ATTORNEY HAS REQUESTED AN ADDITIONAL 30-DAYS FOR THE CLIENT TO GET THE NECESSARY INFORMATION.

Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION

Dealer: 03635 PREMIER FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 22000 MI

Comm Type: OTHER

Analyst Name: KIRKSEY, VINCE
(V.)

Analyst: VKIRKSE1

Action Date: 03/31/2005

Action Time:
09.27.56.961

Action Data: No

Comments ***LPA COMMENTS***LPA HAS NOT HEARD FROM THE CUSTOMER'S ATTORNEY REGARDING AN ALLEGED INJURY CLAIM. ONCE THE DOCUMENTS HAVE BEEN RECEIVED, LPA WILL EVALUATE THE ALLEGED CLAIM.



3/31/2005