

PE12-033

FORD

1/18/2013

APPENDIX C

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Appendix C

**2000 through 2003 Ford Taurus and Mercury Sable
Broken Speed Control Cable Collar Preventing the Throttle from Returning to Idle**

OWNER REPORTS

As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as FMC360, or prior to September 2012, a database known as CuDL (Customer Data Link). Records that were entered into the earlier MORS II system were microfilmed. The records in MORS III/CuDL are imaged and stored electronically. Records that were originated in the MORS III/CuDL database have been migrated to the new FMC360 database, as well as MORS II records that were contained within the MORS III/CuDL database.

The CRC assigns to each vehicle-related contact report a "symptom code" or category that generally characterizes the nature of the customer contact or vehicle concern, as described by the owner. The CRC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Ford's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although owner contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis. In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the electronic images related to these contacts because of the largely duplicative nature of the information contained in the images, as well as the time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the FMC360 system. To the extent that those documents exist, they are characterized in the comments of MORS III and FMC360 contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

In September 2012, a new symptom coding system for owner reporting was launched concurrent with the transition to the FMC360 database. This is the same coding system that was launched in July 2011 for the CQIS database that contains field reports. All reports migrated from the MORS III/CuDL database in to the FMC360 database have been re-coded using the new coding system.

In responding to this information request, Ford electronically searched both CuDL and the FMC360 database using the following criteria:

Model Year: 2000 through 2003

Subject Vehicle: Ford Taurus and Mercury Sable vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1999 through November 28, 2012 (the date of this inquiry)

Types of Contacts: All, including suspended data, canceled contacts and inquiries

FMC360 Case Classifications:

Level 1	Level 2	Level 3	Level 4
Dealer – Vehicle Concern	Legal		
Vehicle Concern	Legal		
Feedback	Product	Negative	Vehicle Safety/Quality

FMC360 Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Drivers Aides and Information	222XXX	Speed Control, All
Start/Run/Move	443XXX	Unintended Movement, All
Start/Run/Move	4451XX	Pedals, Accelerator, All
Driving Performance	5515XX	Idle Quality, Fast, All
Driving Performance	5518XX	Idle Quality, Slow Return, All
Driving Performance	558XXX	Engine Surge, All
Driving Performance	559XXX	Unintended Accel, All
Stop/Steer/Ride	660328	Stopping, Pedal Feel, Excessive Effort

MORS III Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Driveability	610XXX	Buck/Jerk, All
Driveability	612XXX	Surge, All
Driveability	617XXX	Slow return to idle, All
Driveability	618XXX	Rolling idle, All
Driveability	619XXX	Fast idle, All
Driveability	620XXX	Engine Speed-Up/Flare, All
Driveability	624XXX	Accelerator Pedal, All
Chassis	301550	Service Brake, Pedal, High Efforts

MORS III Reason Code(s):

Reason Code	Description
07	Legal Contacts

LEGAL CONTACTS

Beginning in early 2008, most consumer complaints and all legal claim processing has been centralized in OGC within the Consumer Litigation team. A transition has occurred such that all legal contacts (including those formerly handled by "Litigation Prevention") are coordinated through this team.

Prior to the transition, there was a Consumer Affairs Department within FCSD that managed customer concerns, which could not be resolved by the Customer Relationship Center (CRC). Among other things, the Consumer Affairs Department had a section, known as "Litigation Prevention," that handled a variety of informal (i.e., non-litigation) claims, such as property damage claims or attorney demand claims.

The Litigation Prevention section had been centralized in the Consumer Affairs Department since 1995, in Dearborn, Michigan. Prior to that time, Litigation Prevention personnel operated on a regional basis. For matters that the Litigation Prevention section handled, there were typically paper files that reflected the handling, investigation and resolution of property damage claims.

The claims, known as "Legal Contacts" are entered into the CuDL database that the CRC uses to enter other customer communications. When a customer contact is designated as a Legal Contact, it is so indicated near the top of the contact report.

FIELD REPORTS

Within FCSD, there is a Vehicle Service & Programs Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Ford of vehicle concern information originating from Ford and Lincoln-Mercury dealerships, field personnel, and other sources. The information is maintained in a database known as the Common Quality Indicator System (CQIS). The CQIS database includes reports compiled from more than 40 Company sources (e.g., Company-owned vehicle surveys, service technicians, field service and quality engineers, and technical hot line reports, etc.) providing what is intended to be a comprehensive concern identification resource. As with MORS contact reports, CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern.

In responding to this information request, Ford electronically searched CQIS using the following criteria:

In July 2011, FCSD launched a new coding system for the CQIS database. All reports maintained in the CQIS database prior to the coding change have been re-coded using the new CQIS coding system.

Model Year: 2000 through 2003

Subject Vehicle: Ford Taurus and Mercury Sable vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1999 through November 28, 2012 (the date of this inquiry)

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Drivers Aides and Information	222XXX	Speed Control, All
Start/Run/Move	443XXX	Unintended Movement, All
Start/Run/Move	4451XX	Pedals, Accelerator, All
Driving Performance	5515XX	Idle Quality, Fast, All
Driving Performance	5518XX	Idle Quality, Slow Return, All
Driving Performance	558XXX	Engine Surge, All
Driving Performance	559XXX	Unintended Accel, All
Stop/Steer/Ride	660328	Stopping, Pedal Feel, Excessive Effort

OASIS MESSAGES

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln-Mercury dealers. This information is communicated primarily through OASIS, which serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln-Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles and brief summaries. It should be noted that dealers cannot access brief summaries.

SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number) and one or more OASIS Service Code(s). The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes.

In July 2011, FCSD launched a new coding system for OASIS. All active SSMs and TSB titles have been re-coded using the new OASIS coding system. All inactive and superseded SSMs and TSB titles are still maintained under the old coding system.

In responding to this information request, Ford searched Global OASIS using both the new and old OASIS service codes for active, inactive, and superseded TSB titles and SSMs using the following search criteria:

Model Year: 2000 through 2003

Subject Vehicle: Ford Taurus and Mercury Sable vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1999 through November 28, 2012 (the date of this inquiry)

OASIS Service Code(s):

Symptom Category	Symptom Code	Symptom Description
Drivers Aides and Information	222XXX	Speed Control, All
Start/Run/Move	443XXX	Unintended Movement, All
Start/Run/Move	4451XX	Pedals, Accelerator, All
Driving Performance	5515XX	Idle Quality, Fast, All
Driving Performance	5518XX	Idle Quality, Slow Return, All
Driving Performance	558XXX	Engine Surge, All
Driving Performance	559XXX	Unintended Accel, All
Stop/Steer/Ride	660328	Stopping, Pedal Feel, Excessive Effort
Driveability	610XXX	Buck/Jerk, All
Driveability	612XXX	Surge, All
Driveability	617XXX	Slow return to idle, All
Driveability	618XXX	Rolling idle, All
Driveability	619XXX	Fast idle, All
Driveability	620XXX	Engine Speed-Up/Flare, All
Driveability	624XXX	Accelerator Pedal, All
Chassis	301550	Service Brake, Pedal, High Efforts

OASIS 2 and Global OASIS are not capable of performing electronic word searches, so the search results are reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and either are notifications of new SSMs/TSBs, or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes, and can be retrieved only while active (approximately 2 to 4 days). Ford has not undertaken to search for Broadcast Messages because Ford expects that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

INTERNAL SERVICE MESSAGES

FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) on CQIS for their internal use. The ISMs are assigned a CQIS "symptom code" or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Therefore, although ISMs are not "issued" to dealers like OASIS messages, Ford is construing this request broadly to include ISMs that may be related to the alleged defect in the subject vehicles.

In responding to this information request, Ford searched CQIS for active ISMs using the following search criteria:

Model Year: 2000 through 2003

Subject Vehicle: Ford Taurus and Mercury Sable vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1999 through November 28, 2012 (the date of this inquiry)

CQIS Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Drivers Aides and Information	222XXX	Speed Control, All
Start/Run/Move	443XXX	Unintended Movement, All
Start/Run/Move	4451XX	Pedals, Accelerator, All
Driving Performance	5515XX	Idle Quality, Fast, All
Driving Performance	5518XX	Idle Quality, Slow Return, All
Driving Performance	558XXX	Engine Surge, All
Driving Performance	559XXX	Unintended Accel, All
Stop/Steer/Ride	660328	Stopping, Pedal Feel, Excessive Effort

The CQIS database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

FIELD REVIEW COMMITTEE

Ford's Field Review Committee reviews all potential field service actions, including safety recalls and customer satisfaction programs, and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, and Regional offices announcing the field service action is maintained in the Field Review Committee files.

WARRANTY

Ford's Analytical Warranty System (AWS) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe.

Ford performed a search of AWS for potentially responsive reports using the following search criteria:

Model Year: 2000 through 2003

Subject Vehicle: Ford Taurus and Mercury Sable vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Base Part Number(s):

9A825 – Speed Control Cable Assembly

Customer Concern Code(s):

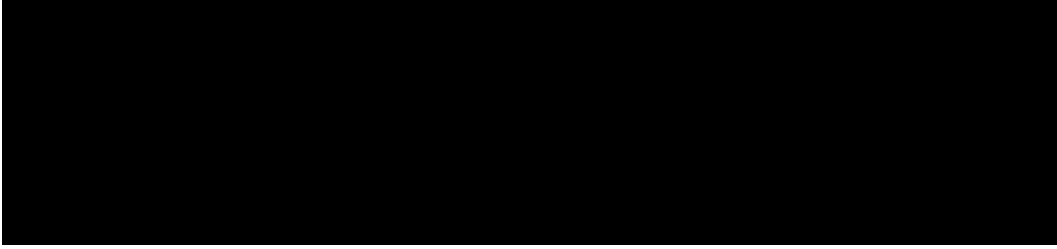
CCC	Description
A26, V23	Speed control disengagement troubles
D11, V40	Engine idles too fast
D36, V52	Engine hesitates/surges when accelerating
D37, V52	Engine hesitates/surges/runs rough - startups
D41, V52	Engine hesitates/surges at steady speed
D52, V44	Accelerator pedal troubles
H05, V21	Excessive brake pedal effort required

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2013-1-18 Appendix E - Legal
Contacts



Ford Motor Company

COPY

Consumer Affairs

November 20, 2001

[REDACTED]
[REDACTED]
Buckhannon, WV [REDACTED]

RE: 2001 Ford Taurus

VIN: 1FAFP5586S61 [REDACTED]

SENT VIA MAIL

Dear Mr [REDACTED]:

Thank you for contacting us regarding your 2001 Taurus. We are sorry that the incident occurred and we are glad no one was injured. Your insurance carrier normally handles a situation such as the one you described. We suggest that you follow the directions of your insurance carrier. If they determine that a product defect was the cause of the accident they have the right to file a subrogation claim against Ford Motor Company if they wish to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Ruth Davis
Consumer Affairs



==>

VIN: 1FAFP55S61A [REDACTED] Year: 2001 Model: TAURUS
 Name: MR [REDACTED]
 Trmt:
 Issue Type: 07 LEGAL Case: 1563433181
 Issue Status: C ACKNOWLEDG
 Comm Type: PH PHONE Odometer Reading: 3451
 Dealer: 07452 JENKINS FORD MERCURY Odometer Type: MI
 Symptom Desc: HRN/SPD CNTRL SPEED CONTROL EN Document Number:
 Reason Desc: LEGAL - ACCIDENT / FIRE Legal Issue Type:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:
 Action Desc: FINAL CASE DISPOSITION CAN Award Code:
 Comments: DENY ASSISTANCE - INSURANCE SETTLEMENT

F1=Help F2=ActionList F5=Add F6=DealerInfo
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
 UPDATE SUCCESSFUL LPREL36

=>

VIN: 1FAFP55S61A [REDACTED] Year: 2001 Model: TAURUS
 Name: MR [REDACTED]
 Trmt:
 Issue Type: 07 LEGAL Case: 1563433181
 Comm Type: PH PHONE Issue Status: C ACKNOWLEDG
 Dealer: 07452 JENKINS FORD MERCURY Odometer Reading: 3451
 Symptom Desc: HRN/SPD CNTRL SPEED CONTROL EN Odometer Type: MI
 Reason Desc: LEGAL - ACCIDENT / FIRE Document Number:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type:
 Action Desc: FINAL CASE DISPOSITION CAN Court Code:
 Comments: DENY ASSISTANCE - INSURANCE SETTLEMENT CAN Award Code:

F1=Help F2=ActionList F5=Add F6=DealerInfo
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL36

==>

VIN: 1FAFP55S61A [REDACTED] Year: 2001 Model: TAURUS
 Owner Status: ORIGINAL WSD: 11/20/00
 Name: MR [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 1563433181 Day Ph: [REDACTED]
 Symptom Desc: HRN/SPD CNTRL SPEED CONTROL ENGAGEMENT/INOP
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Dealer: JENKINS FORD MERCURY
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: PH PHONE Odometer Reading: 3451 MI
 Analyst: RWILLIAM ROXANNA WILLIAMS Document Number:
 Action Date: 11/14/01 Action Data: Y Action Time: 15:31:59 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Comments: CUSTOMER SAYS: =I WAS IN AN ACCIDENT ON NOVEMBER 2 =WHEN

I KICKED IT OUT OF CRUISE CONTROL IT SHIMMYED AND STAYED AT
 THE SAME SPEED =POLICE REPORT FILED/CHECKED AND SAID THE VE
 H CRASHED INTO A TREE AND THE BRAKES WERE NO GOOD, THE VEH S
 LID UP THE STREET AND KNOCKED OVER ANOTHER TREE, I THEN PULL
 ED THE EMERGENCY BRAKE AND THE VEH STOPPED =INSURANCE CLAIM

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL36

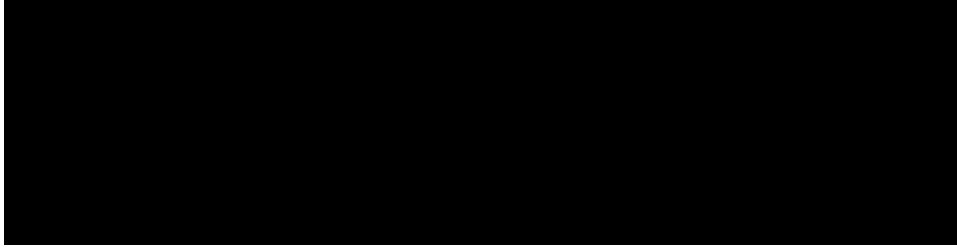
==>

VIN: 1FAFP55S61 [REDACTED] Year: 2001 Model: TAURUS
 Owner Status: ORIGINAL WSD: 11/20/00
 Name: MR [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 1563433181 Day Ph: [REDACTED]
 Symptom Desc: HRN/SPD CNTRL SPEED CONTROL ENGAGEMENT/INOP
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Dealer: JENKINS FORD MERCURY
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: PH PHONE Odometer Reading: 3451 MI
 Analyst: RWILLIAM ROXANNA WILLIAMS Document Number:
 Action Date: 11/14/01 Action Data: Y Action Time: 15:31:59 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Comments: ED THE EMERGENCY BRAKE AND THE VEH STOPPED =INSURANCE CLAIM
 FILED =INSURANCE MAY NOT REPAIR IT MAY BE WRITTEN OFF =DA
 MAGE \$6720.43 OF THE VEHICLE =BUCKHANNON, WEST VIRGINIA =TH
 E VEHICLE IS AT JENKINS BODY SHOP FORD PER CUSTOMER, DEALER
 SAYS: NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATI
 ON TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AF

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE

LPREL36



COPY

Sent Via U.S. Mail

November 13, 2003

[REDACTED]
[REDACTED]
Vienna, GA [REDACTED]

RE: 2003 Sable
VIN: 1MEFM55S93A [REDACTED]

Dear Ms. [REDACTED]:

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

Your concern has been thoroughly reviewed by a Ford Motor Company Field Service Engineer at Brannen Motor Company. We have been informed that after carefully inspecting your vehicle, he was not able to verify any manufacturers defects with your vehicle.

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 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: 1MEFM55S93A [REDACTED] Year: 2003 Model: SABLE Case: 404062953
 Name: [REDACTED] Owner Status: Original WSD: 2003-03-13
 Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 11610 ALBANY LINC-MERC CO INC Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: TULLY FRASER Analyst: TFRASER
 Action Date: 10/22/2003 Action Time: 11.12.15.480 Action Data: Yes

Comments CUSTOMER SAYS: =ON FRIDAY OCT 10 2003 GOT IN VEH AND WENT TO GROCERY STORE AND VEH JUST TOOK OFF ON ME. THE GAS PEDAL GOT STUCK AND IT TOOK OFF. POLICE CAME AND FILLED OUT REPORT AND SHE LEFT THE VEH AND GOT HER MEDICATION, AND WHEN I GOT BACK I GOT BACK IN VEH AND THE POLICE OFFICER TOLD ME TOI DROVE SLOW AND WHEN I GOT HOME IT TOOK OFF AGAIN AND TOOK OFF THE SIDE OF THE HOUSE. =VEH AT ALBANY LM DLR =CUST ALLEGING FORD RESPONSIBLE FOR ACCIDENTS =2 POLICE REPORTS FILED ONE FOR HOUSE, AND ACCIDENT =FILED IN VIENNA GEORGIA =NOBODY GOT HURT =CUST CANNOT FIND THE NUMBER OF POLICE REPORTS PER CUSTOMER, DEALER SAYS: ALBANY LINCOLN - MERCURY CO INC 632 WEST BROAD AVENUE ALBANY, GA 31701 TEL: (229) 432-7464 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: 11610 ALBANY LINC-MERC CO INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 7810 MI Comm Type: PHONE
 Analyst Name: JACKSON,CELESTE (C.) Analyst: CJACKS84
 Action Date: 10/23/2003 Action Time: 11.24.33.102 Action Data: Yes

Comments LPA COMMENTS: SPOKE WITH CUSTOMER WILL ENTER COMMENTS.

Data Element Name	Data Value
CONTACT PERSON	PEARL HARRIS

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER

Dealer: 11610 ALBANY LINC-MERC CO INC

Odometer: 7810 MI

Analyst Name: JACKSON,CELESTE (C.)

Action Date: 10/24/2003

Comm Type: PHONE

Analyst: CJACKS84

Action Time: 09.04.33.318

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments LPA COMMENTS: CUSTOMER ALLEGES WHILE SHE WAS TURNING INTO THE GROCERY STORE HER VEHICLE TOOK OFF AND SHE IMPACTED A PARKED VEHICLE. STATES THAT THE POLICE OFFICER CHECKED HER VEHICLE AND ADVISED HER TO DRIVE SLOWLY HOME. STATES THAT HER SISTER CAME AND MET HER AT THE GROCERY STORE AND RODE HOME WITH HER. ALLEGES WHEN SHE GOT HOME AND TURNED ONTO ST. CHARLES THE VEHICLE AGAIN TOOK OFF, JUMPED THE CURB AND SHE TURNED TO MISS HER LIVING ROOM, BUT STILL IMPACTED A CORNER OF HER HOME. ALLEGES THAT A CHUNK IS MISSING. STATES THAT THERE WERE NO INJURIES. STATES THAT SHE IS AFRAID TO DRIVE THE VEHICLE AND DOES NOT WANT IT.

Action: REQUEST FOR VEHICLE INSPECTION - OTHER

Dealer: 11610 ALBANY LINC-MERC CO INC

Odometer: 7810 MI

Analyst Name: JACKSON,CELESTE (C.)

Action Date: 10/24/2003

Comm Type: PHONE

Analyst: CJACKS84

Action Time: 09.05.34.828

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments LPA COMMENTS: FQE WILL GO OUT TO INSPECT THE VEHICLE. ADVISED CUSTOMER AND DEALER BODY SHOP MGR ROBERT.

Action: REASSIGN CUSTOMER INFO

Dealer: 11610 ALBANY LINC-MERC CO INC

Odometer: 7810 MI

Analyst Name: JACKSON,CELESTE (C.)

Action Date: 10/24/2003

Comm Type: PHONE

Analyst: CJACKS84

Action Time: 09.09.20.374

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments LPA COMMENTS: VEHICLE IS AT BRANNEN MOTOR COMPANY NOT ALBANY L-M.

Action: TRANSFER ISSUE

Dealer: 00397 BRANNEN MOTOR COMPANY

Odometer: 7810 MI

Analyst Name: JACKSON,CELESTE (C.)

Action Date: 10/24/2003

Comm Type: PHONE

Analyst: CJACKS84

Action Time: 09.09.54.708

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments LPA COMMENTS: VEHICLE IS AT BRANNEN MOTOR COMPANY NOT ALBANY L-M.

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 00397 BRANNEN MOTOR COMPANY
Odometer: 7810 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 10/24/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 09.10.55.335

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: Yes

Comments .

Data Element Name	Data Value
CONTACT PERSON	

Action: REQUEST FOR VEHICLE INSPECTION - OTHER
Dealer: 00397 BRANNEN MOTOR COMPANY
Odometer: 7810 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 10/24/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 09.11.38.199

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

Comments .

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER
Dealer: 00397 BRANNEN MOTOR COMPANY
Odometer: 7810 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 11/03/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 12.07.04.271

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

Comments LPA COMMENTS: LPA ADVISED CUSTOMER THAT INSPECTION HAS BEEN SCHEDULED AND I WILL CONTACT HER WHEN INSPECTION REPORT IS RECEIVED.

Action: RECEIVE VEHICLE INSPECTION BACK
Dealer: 00397 BRANNEN MOTOR COMPANY
Odometer: 7810 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 11/10/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 15.49.25.545

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: Yes

Comments LPA COMMENTS: DAMAGE WAS FOUND ON LEFT FENDER BETWEEN WHEEL WELL AND BUMPER AND RIGHT CORNER OF BUMPER WAS DAMAGED. CRUISE CONTROL AND THROTTLE CABLES OPERATED AS DESIGNED, ACCELERATOR PEDAL WORKED FINE AND THROTTLE BODY WORKED FREELY. THROTTLE BODY RETURN SPRINGS WERE IN PLACE AND WORKED. VEHICLE WAS TEST DRIVEN AND VEHICLE OPERATED AS DESIGNED. NO DEFECT FOUND.

Data Element Name

FSE
DEALER

Data Value

NO
NO

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND
Dealer: 00397 BRANNEN MOTOR COMPANY
Odometer: 7810 MI
Analyst Name: JACKSON,CELESTE (C.)
Action Date: 11/10/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 15.57.14.497

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

Comments LPA COMMENTS: ADVISED CUSTOMER AND EXPLAINED SUBROGATION. CUSTOMER EXPRESSED DISSATISFACTION WITH RESPONSE.

Clint BRANNEN Motor Company

Phone (478) 627-3221

P.O. Box 746

Unadilla, Georgia 31091

FACSIMILE MESSAGE

DATE: 10.23.04

TO:

Celeste

FROM:

Danny

PHONE/FAX:

SUBJECT:

NUMBER OF PAGES INCLUDING COVER _____

OCT 23 2003 15:19

PAGE. 01

BRANNEN MOTOR COMPANY

I-75 & Hwy 230, Exit 122

P.O. Box 746

UNADILLA, GA 31091

Ph 478 627-3221 Fax 478 627-9550



CUSTOMER NO. 11974	ADMSOR DANNY	TAX NO. 185	INVOICE DATE 10/23/03	INVOICE NO. FOWS52705
[REDACTED]	LABOR RATE 51.81	LICENSE NO.	MILEAGE 7,810	COLOR /
[REDACTED]	YEAR / MAKE / MODEL 03/MERCURY/		DELIVERY DATE	DELIVERY MILES
VIENNA, GA [REDACTED]	VEHICLE I.D. NO. 1 M E F M 5 5 S 9 3 A [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/23/03	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS:		

LABOR & PARTS		BODY WORK		HOOURS:	TECH(S):	PRICE
J#	QTY	REPAIR	NUMBER			
JOB # 1	1	2F4Z-17D957-CA		19.10	185	989.57
JOB # 1	1	YF4Z-15A449-AA				
JOB # 1	1	1F4Z-13008-B8				
JOB # 1	1	YF4Z-16006-BA				
JOB # 1	1	F6RZ-16098-KA				
JOB # 1	1	1F1Z-8A284-AA				
JOB # 1	1	F8DZ-3079-AB				
JOB # 1	1	OSP				
JOB # 1	1	2F4Z-5420938-BBA				
JOB # 1	1	P-M				
				JOB # 1 COST TOTAL		906.62
				JOB # 1 TOTAL PARTS		1269.28
				JOB # 1 TOTAL LABOR & PARTS		2258.85

COMMENTS:
 DELETED OPERATION(S)
 96CVZ WRECKER SERVICE

R/O TAX 0.00
 R/O TOTALS 2258.85

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
052705-01	2228.10
CLAIM TOTALS	2228.10

APPROVED BY SIGNATURE _____

DCS AUDIT SLIP: DCS DATA FILE: FOLMWF.562

RO NUMBER: 052705 REPAIR NUMBER: 01 REPAIR TYPE: 1
 CAUSAL PART FOUND FLAG: N

VIN: 1MEFM55S93A611051
 REPAIR DATE: 10/23/2003
 DISTANCE: 7810 LICENSE STATE: GA
 DISTANCE INDICATOR: M DRIVER COMPANY NAME:
 DRIVER NAME/CARD ID#:
 SERVICE WRITER ID: 5725 VEH LICENSE:
 DISCOUNT PCT:

PROGRAM CODE: CUSTOMER PARTICIPATION: .00
 CUSTOMER CONCERN CODE: A99 DEALER PARTICIPATION: .00
 CONDITION/DEFECT CODE: 82



BRANNEN MOTOR COMPANY

1-75 & Hwy 230, Exit 122

P.O. Box 746

UNADILLA, GA 31091

Ph 478 627-3221 Fax 478 627-9550



CUSTOMER NO. 11974	ADVISOR DANNY	TAG NO. 185	INVOICE DATE 10/23/03	INVOICE NO. FOWS52705
[REDACTED]	LABOR RATE 51.81	LIC/NSR NO.	MILEAGE 7,810	COLOR /
VIENNA, GA [REDACTED]	YEAR / MAKE / MODEL 03/MERCURY/	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 1 M E F M 5 5 S 9 3	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	P.O. DATE 10/23/03	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

APPROVAL CODE 1:
APPROVAL CODE 2:

LINE NO.	PART NUMBER	CAUSAL	EXCLUDE	CORE	INV NO.
NO.	PREFIX BASE/FINIS SUFFIX	PRICE	PART	AMOUNT	
001	2F4Z 17D957 CA	212.01		.00	
	EXT. PART AMT WITH MARKUP:	296.81			
002	YF4Z 15A449 AA	19.15		.00	
	EXT. PART AMT WITH MARKUP:	26.81			
003	1F4Z 13008 BB	166.55		.00	
	EXT. PART AMT WITH MARKUP:	233.17			
004	YF4Z 16006 BA	132.97		.00	
	EXT. PART AMT WITH MARKUP:	186.16			
005	F6RZ 16098 KA	2.57		.00	
	EXT. PART AMT WITH MARKUP:	3.60			

LINE NO.	PART NUMBER	CAUSAL	EXCLUDE	CORE	INV NO.
NO.	PREFIX BASE/FINIS SUFFIX	PRICE	PART	AMOUNT	
006	1F1Z 8A284 AA	100.39		.00	
	EXT. PART AMT WITH MARKUP:	140.55			
007	F8DZ 3079 AB	66.99		.00	
	EXT. PART AMT WITH MARKUP:	93.79			
008	OSP	15.00		.00	00397
	EXT. PART AMT WITH MARKUP:	21.00			
009	2F4Z 5420938 BBA	22.69		.00	
	EXT. PART AMT WITH MARKUP:	31.77			
010	P M	.00		.00	
	EXT. PART AMT WITH MARKUP:	.00			

LINE NO.	PART NUMBER	CAUSAL	EXCLUDE	CORE	INV NO.
NO.	PREFIX BASE/FINIS SUFFIX	PRICE	PART	AMOUNT	
011					
	EXT. PART AMT WITH MARKUP:				
012	9A758	.00	X	.00	
	EXT. PART AMT WITH MARKUP:	.00			

LINE NO.	LABOR OPERATION	TECH ID	OSL IND	LABOR INV. #	LABOR HOURS	LABOR RATE	LABOR AMOUNT
001	MT17D957	5725			1.5	51.81	77.72
002	MT15A449	5725			.0	51.81	.00
003	MT16006	5725			2.0	51.81	103.62
004	MT16098	5725			.1	51.81	5.18
005	MT8A284	5725			3.0	51.81	155.43
006	3078AR	5725			.7	51.81	36.27
007	3001A	5725			.4	51.81	20.72
008	3001A1	5725			.8	51.81	41.45
009	1007D3F	5725			.5	51.81	25.91
010	13007CR	5725			.2	51.81	10.36

LINE NO.	LABOR OPERATION	TECH ID	OSL IND	LABOR INV. #	LABOR HOURS	LABOR RATE	LABOR AMOUNT
011	P101	5725			.5	51.81	25.91
012	P46C	5725			3.0	51.81	155.43
013	P10C	5725			1.7	51.81	88.08
014	B	5725			6.0	51.81	310.86



BRANNEN MOTOR COMPANY

I-75 & Hwy 230, Exit 122

P.O. Box 746

UNADILLA, GA 31091

Ph 478 627-3221 Fax 478 627-9550



CUSTOMER NO. 11974	ADVISOR DANNY	TAG NO. 185	INVOICE DATE 10/23/03	INVOICE NO. FOWS52705
[REDACTED] VIENNA, GA [REDACTED]	LABOR RATE 51.81	LICENSE NO.	MILEAGE 7,810	COLOR /
	YEAR / MAKE / MODEL 03/MERCURY/		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 M E F M 5 5 S 9 3 A [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R. D. DATE 10/23/03	

LINE NO.	CODE	DAYS	HOURS	MISCELLANEOUS EXPENSE INVOICE #	AMOUNT
01	TOW	000	.0		137.50

CUSTOMER COMMENTS
DAMAGE DONE DUE TO ACCEL. STICKING

TECH/OLR WRITER COMMENTS
REPAIR BODY DAMAGE AND PAINT DAMAGED PANELS.-----B TIME IS OPERATIONS NOT L
ISTED-BLEND PAINTED PANEL TO JOINING PANELS.FLEX ADDITIVE,TINT COLOR,CLEAR COAT
REMOVE AND INSTALL DOOR HANLE .MIRROR AND DOOR MLDS.EDGE FENDER AIM LAMPS AND MA
SK FOR OVERSPRAY

DIAGNOSTIC CODES(Y/N)? N

TOTAL PARTS: 1,033.66
 PARTIAL PARTS INDICATOR= ***
 TOTAL LABOR: 1,056.94
 PARTIAL LABOR INDICATOR=
 TOTAL MISC EXPENSES: 137.50
 CUSTOMER PARTICIPATION: .00
 DEALER PARTICIPATION: .00
 TOTAL REPAIR: 2,228.10
 PARTIAL REPAIR INDICATOR= ***
 PARTIAL REPAIR MESSAGE= COMPONENTS OF THIS REPAIR ARE UNPRICED



Date: 10/17/03 05:30 AM
Estimate ID: 3100064
Estimate Version: 1
Supplement: 1 (F) 10/17/03 05:28
Profile ID: CUSTOMIZED

PROPERTY DAMAGE APPRAISERS

PO BOX 2283 WARNER ROBINS, GA 31099-2283
(478) 956-7408
Fax: (478) 956-7409

Damage Assessed By: ED DEARISO
Supplemented By: ED DEARISO

Appraised For: SUE FRANKEL

THIS IS NOT AN AUTHORIZATION FOR REPAIR. ALL COSTS OF REPAIRS ARE THE SOLE RESPONSIBILITY OF THE VEHICLE OWNER, WHO ULTIMATELY MUST AUTHORIZE ALL REPAIRS. NO SUPPLEMENTS WILL BE HONORED WITHOUT PRIOR INSPECTION BY PDA.

PROPERTY DAMAGE APPRAISERS SPECIFIES THAT ALL REPAIRS AND/OR PART REPLACEMENTS LISTED BE MADE IN STRICT ACCORDANCE WITH MANUFACTURERS SPECIFICATIONS.

FAILURE TO PRESENT THIS ESTIMATE TO YOUR REPAIR FACILITY MAY RESULT IN ADDITIONAL COST TO YOU.

Condition Code: Good
Date of Loss: 10/10/03
Contact Date: 10/15/03
Deductible: 0.00
File Number: 3100064
Claim Number: 1127084

Type of Loss: Collision

Insured: [REDACTED]
Address: [REDACTED] VIENNA, GA [REDACTED]
Telephone: Home Phone: [REDACTED]

Mitchell Service: 912826

Description: 2003 Mercury Sable LS Premium
Body Style: 40 Sed
VIN: 1MEFM55893A [REDACTED]
Mileage: 7,810
OEM/ALT: A
Color: BROWN

Vehicle Production Date: 10/02
Drive Train: 3.0L Inj 5 Cyl 24 Valve 4A
License: [REDACTED] GA

Search Code: PDA65B

Options: ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER STEERING, POWER BRAKES, POWER WINDOWS, POWER DOOR LOCKS, TILT STEERING WHEEL, CRUISE CONTROL, ELECTRIC DEFOGGER, AM-FM STEREO CASSETTE, POWER SUNROOF, AUTOMATIC TRANSMISSION, CD PLAYER (MULTI), POWER DRIVER SEAT, PASSENGER-FRONT AIR BAG, POWER REMOTE MIRROR, V6 ENGINE, 4-DOOR, DRIVER-FRONT AIR BAG

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	202570	BOY	REMOVE/REPLACE	FRT BUMPER COVER	2F4Z 17D957 CA	353.35	1.7 #
2	AUTO	REF	REFINISH	FRT BUMPER COVER			
3	200022	BOY	REMOVE/REPLACE	L FRT BUMPER REFLECTOR	YF4Z 15A449 AA	31.92	INC
4	200055	BOY	REMOVE/REPLACE	L FRT COMBINATION LAMP ASSY	1F4Z 13008 B8	277.88	INC
5	AUTO	BOY	CHECK/ADJUST	HEADLAMPS			0.4
6	200090	REF	BLEND	HOOD OUTSIDE			
7	200205	BOY	REMOVE/REPLACE	L FENDER PANEL	YF4Z 16006 BA	221.62	2.3 #
8	AUTO	REF	REFINISH	L FENDER OUTSIDE			C 2.0

ESTIMATE RECALL NUMBER: 10/17/03 05:21:53 3100064

Mitchell Data Version: OCT_03_A
UltraMate Version: 4.8.012

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Date: 10/17/03 08:30 AM
 Estimate ID: 3100064
 Estimate Version: 1
 Supplement: 1 (F) 10/17/03 05:28:53 AM
 Profile ID: CUSTOMIZED

QTY	DESCRIPTION	UNIT	PRICE	AMOUNT	REMARKS	UNIT	PRICE	AMOUNT
9	AUTO REF REFINISH				L FENDER EDGE			
10	200219 BODY REMOVE/REPLACE				L FENDER ADHESIVE NAMEPLATE	F8AZ 18098 KA	4.28	0.1
11	200226 BODY REMOVE/REPLACE				GRILLE OPENING REINFORCEMENT	1F1Z 8A284 AA	187.32	3.3 #
12	203951 MCH REMOVE/REPLACE				L LWR FRT SUSP CONTROL ARM ASSY	F8DZ 3079 AB	111.65	0.9 #
13	931125 BODY REPAIR				MOUNT & BALANCE TIRE	Sublet	12.00	0.0*
14	900500 MCH* ALIGN				FRONT END ALIGNMENT	Sublet	59.99	0.0*
15	200759 REF BLEND				L FRT DOOR OUTSIDE			C 1.0
16	202617 BODY REMOVE/INSTALL				L FRT UPR DOOR MOULDING			0.6 #
17	202619 BODY REMOVE/INSTALL				L FRT OTR BELT MLDG			0.2 #
18	200777 BODY REMOVE/INSTALL				L FRT DOOR MIRROR			1NC #
19	202700 BODY REMOVE/REPLACE				L FRT DOOR ADHESIVE MOULDING	New	37.82	0.2
20	200825 BODY REMOVE/INSTALL				L FRT DOOR HANDLE			0.6 #
21	900800 BODY* REMOVE/REPLACE				FLEX AGENT	New	8.80	0.0*
22	AUTO REF ADD'L OPR				CLEAR COAT			2.2
23	933003 BODY* ADD'L OPR				TINT COLOR			0.5*
24	933018 BODY* ADD'L OPR				MASK FOR OVERSPRAY			8.00 * 0.3*
25	933019 BODY ADD'L OPR				TAPED STRIPE			15.00 * 0.4*
26	AUTO ADD'L COST				PAINT/MATERIALS			237.60 *
27	AUTO ADD'L COST				HAZARDOUS WASTE DISPOSAL			5.00 *

* - Judgement Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Body	10.6	38.00	20.00	12.00	434.80
Refinish	9.9	38.00	0.00	0.00	376.20
Mechanical	0.8	55.00	0.00	59.99	109.49
Non-Taxable Labor					920.49
Labor Summary	21.4				920.49

II. Part Replacement Summary	Amount
Taxable Parts	1,214.04
Sales Tax @ 7.000%	84.98
Total Replacement Parts Amount	1,299.02

III. Additional Costs	Amount
Taxable Costs	237.60
Sales Tax @ 7.000%	16.63
Non-Taxable Costs	5.00
Total Additional Costs	259.23

IV. Adjustments	Amount
Insurance Deductible	0.00
Customer Responsibility	0.00

I. Total Labor:	920.49
II. Total Replacement Parts:	1,299.02
III. Total Additional Costs:	259.23
Gross Total:	2,478.74
IV. Total Adjustments:	0.00
Net Total:	2,478.74
Less Original Net Total:	2,242.71
Net Supplement Amount:	236.03
\$1: ED DEARISO	236.03

ESTIMATE RECALL NUMBER: 10/17/03 05:21:53 3100064

Mitchell Data Version: OCT_03_A
 UltraMate Version: 4.8.012
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Point(s) of Impact

1 Right Front Corner (P), 11 Left Front Corner (S), 12 Front Center (S)

Insurance Co: ADVANCED INSURANCE SOLUTIONS
Address: 11700 GREAT OAKS WAY
ALPHARETTA, GA 30022
Work Phone: (800) 553-3305
Fax Phone: (800) 238-1407

Inspection Site: BRANNON MOTORS
UNADILLA, GA
Inspection Date: 10/16/03

Body Shop: BRANNON MOTOR CO. B/S
Address: PO BOX 318
UNADILLA, GA 31091
Telephone: (478) 627-3221
Fax Phone: (478) 627-9550
State Lic. No: 581022408

*****AGREED REPAIR COSTS*****
IT IS UNDERSTOOD THAT THE BODY SHOP LISTED ABOVE, IF ONE IS LISTED, AGREES TO COMPLETE AND GUARANTEE ALL REPAIRS LISTED ABOVE FOR THE AMOUNT LISTED ABOVE, UNLESS A DIFFERENT AMOUNT IS LISTED HERE \$ _____

BY: _____ DATE: _____

THIS VEHICLE IS REPAIRABLE (X) TOTAL LOSS ()
4 DAYS WILL BE NEEDED TO COMPLETE REPAIRS

THIS ESTIMATE/APPRaisal MAY HAVE BEEN REPAIRED BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH AND/OR OTHER PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MAUNFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE KIND AND QUALITY IN TERMS OF FIT, QUALITY, AND PERFORMANCE TO THE REPLACEMENT PATRS AVAILIABLE FROM THE ORIGINAL MANUFACTURER. WARRANTIES APPLICABLE TO THESE AFTERMARKET CRASH AND/OR OTHER PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN YOUR OWN MOTOR VEHICLE MANUFACTURER.

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

ESTIMATE RECALL NUMBER: 10/17/03 05:21:53 3100064

Mitchell Data Version:
UltraMate Version:

OCT_03_A
4.8.012

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Jackson, Celeste (CJ.)

From: Bersuder, Lee (L.C.)
Sent: Friday, November 07, 2003 2:47 PM
To: Jackson, Celeste (CJ.)
Subject: FW: Inspection Req: 2003 Sable - [REDACTED] #404062953

Lee Bersuder

Field Quality Engineering Supervisor
FCSD-Service Engineering Operations
Diagnostic Service Center I
1700 Fairlane Drive - Cube 264
Allen Park, Mi. 48101
313-31-76320; Fax.313-621-4017
E-Mail: lbersude@ford.com

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

From: Lovelace, Maria (M.E.)
Sent: Friday, November 07, 2003 1:50 PM
To: Bersuder, Lee (L.C.)
Subject: FW: Inspection Req: 2003 Sable - [REDACTED] #404062953

Lee
this is yours

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

From: Peeler, Tom (T.H.)
Sent: Friday, November 07, 2003 1:13 PM
To: Lovelace, Maria (M.E.)
Subject: FW: Inspection Req: 2003 Sable - [REDACTED] #404062953

I inspected the 2003 Sable (1MEFM55S93A [REDACTED]) as customer alleges the vehicle accelerated twice in one day.

Car had damage on left fender between wheel well and bumper

Right corner of bumper was damaged

Vehicle was clean and looked cared for

Checked the following:

 cruise control cable for proper operation

 throttle cable worked freely

 accelerator peddle worked freely

 throttle body worked freely

 throttle body return springs were in place and worked

 no items around accelerator peddle it hinder its operation

Vehicle had adjustable peddles with a 68mm spacing between brake peddle and accelerator peddle

Brake fluid level was full

Brakes worked properly

I drove the vehicle and it operated properly and I was unable to find anything wrong with the vehicle while I was operating it.



3A611051 A.JPG 3A611051 B.JPG 3A611051 C.JPG

Tom Peeler
 Field Quality Engineer, Atlanta
 Service Engineering Operations
 Ford Customer Service Division
 tpeeler@ford.com
 770-632-1105
 678-358-8758 cell

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

From: Bersuder, Lee (L.C.)
Sent: Friday, October 24, 2003 7:05 AM
To: Tom Peeler (E-mail)
Cc: Jackson, Celeste (C.)
Subject: FW: Inspection Req: 2003 Sable - [REDACTED] 404062953

Tom, please let me know when you have the inspection scheduled. Thanks It looks like this place is South of Macon

Lee Bersuder

Field Quality Engineering Supervisor
 FCSD-Service Engineering Operations
 Diagnostic Service Center I
 1700 Fairlane Drive - Cube 264
 Allen Park, Mi. 48101
 313-31-76320; Fax:313-621-4017
 E-Mail: lbersude@ford.com

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

From: Jackson, Celeste (C.)
Sent: Thursday, October 23, 2003 1:51 PM
To: Bersuder, Lee (L.C.)
Subject: Inspection Req: 2003 Sable - [REDACTED] #404062953



Inspection Req.
 Form.xls

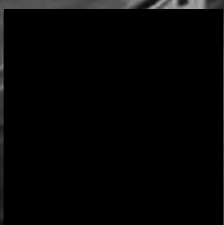
Kind Regards,

Celeste M. Jackson

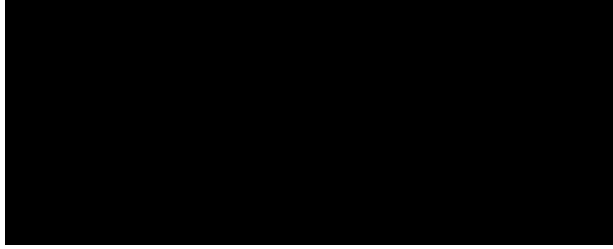
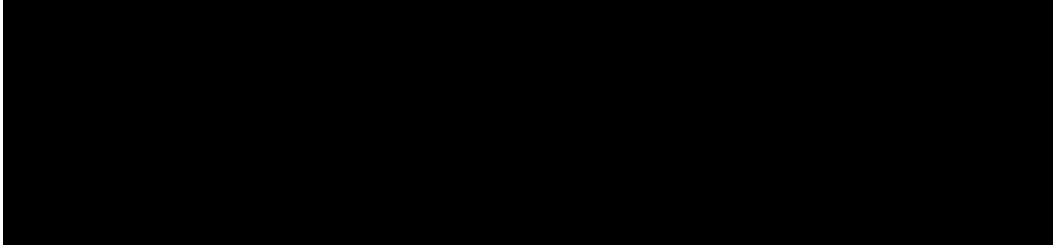
Litigation Prevention Analyst
 Product Liability-Atlanta Region
 FCSD Consumer Affairs
 Telefon: (313) 845-5681
 Telefax: (313) 845-5669



TOM PEELER FGE ATLANTA
1MEEM55392 [REDACTED]
RIGHT BUMPER



TOM PEELER FQE ATLANTA
1MEFM55S93 [REDACTED]
LEFT FENDER



Ford Motor Company

Consumer Affairs

April 8, 2003

[REDACTED]
[REDACTED]
West Allis, WI [REDACTED]

RE: 2000 Mercury Sable
VIN: 1MEFM55S4YG [REDACTED]

Dear Mr. [REDACTED]:

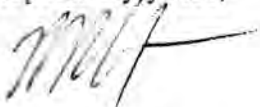
Thank you for contacting Ford Motor Company regarding your vehicle.

Your concern has been thoroughly reviewed by the service manager at Gordie Boucher. Because the service manager was not able to verify a manufacturer's defect, Ford Motor Company is unable to offer you assistance at this time.

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

Thank you for the opportunity to review this concern.

Respectfully yours,



Marquis Morris
Consumer Affairs



Close an Issue

VIN: 1MEFM55S4YG [REDACTED] Year: 2000 Model: SABLE WSD: 2000-01-20

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

Address: [REDACTED] WEST ALLIS W [REDACTED]

Case Number: 1581130773 Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT

Symptom: SURGE AT CRUISE ALL ENGINE TEMP

Dealer: L42549 - GORDIE BOUCHER

Comm Type: MAIL

Current Odometer Reading: 16862 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 16862 MI

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND(C)

Caller information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Comments:

The service dealer was not able to verify any product defect. No further action is needed at this time.

Warranty History

ESP/Recall

Oasis

<<BACK CANCEL FINISH>>

Update an Issue

VIN: 1MEFM55S4YG [REDACTED] Year: 2000 Model: SABLE WSD: 2000-01-20
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address [REDACTED] WEST ALLIS W [REDACTED]

Case Number: 1581130773 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT
Symptom: SURGE AT CRUISE ALL ENGINE TEMP
Dealer: L42549 - GORDIE BOUCHER

Comm Type: Current Odometer Reading: 16862 MI
Action Category: Odometer Reading: 16862 MI
Action:

Caller information if different from vehicle owner

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

Comments:

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

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED] **Secondary Phone:**

Address: [REDACTED] WEST ALLIS WI [REDACTED]

Country: USA **Language:** EN

Cell Phone: **Pager:**

Preferred Contact method: **Fax:**

Preferred Contact Time: **Email:**

Action Detail

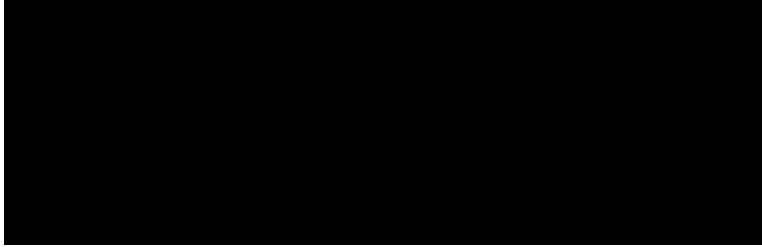
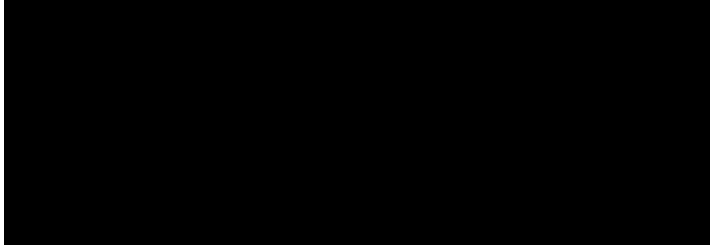
[Print Action Detail](#)

VIN: 1MEFM55S4YG	Year: 2000	Model: SABLE	Case: 1581130773
Name: [REDACTED]	Owner Status: Original	WSD: 2000-01-20	
Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: INVESTIGATION	Dealer: GORDIE BOUCHER LINCOLN MERCURY	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 10514	
Odometer: 16862 MI	Comm Type: FAX		
Action Date: 03/18/2003	Action Time: 16:08:33:017	Action Data: No	
Analyst Name: CHERIE LEICH	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY***** FAX RECEIVED 3-18-03 DEALER CONTACT: TOM HERBERT
CUSTOMER ALLEGES VEHICLE ACCELERATED ON ITS OWN IN HEAVY TRAFFIC. CUSTOMER REQUESTS CONTACT FROM
FORD REPRESENTATIVE.

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

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



Copy

Sent Via US Mail

January 21, 2003

[REDACTED]
[REDACTED]
Fall River, MA [REDACTED]

RE: 2002 Mercury Sable
VIN: 1MEFM55S42C [REDACTED]

Dear Mrs. [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: 1MEFM55S42G [REDACTED]	Year: 2002	Model: SABLE	Case: 378160173
Name: MRS [REDACTED]	Owner Status: Original	WSD: 2002-10-18	
Symptom Desc: SERVICE BRAKE PEDAL		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: POIRIER LINCOLN-MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 13105	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 2500 MI	Comm Type: MAIL		
Action Date: 01/21/2003	Action Time: 14:31:51:593	Action Data: No	
Analyst Name: Pace, Gennifer (G.)	Analyst: GPACE5		

COMMENTS: CASE CLOSED ON 1/16/03. LPA ADVISED CUSTOMER TO CONTINUE TO WORK WITH INSURANCE COMPANY AND EXPLAINED SUBROGATION PROCESS.

Customer Info

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

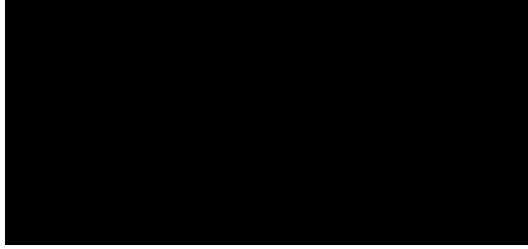
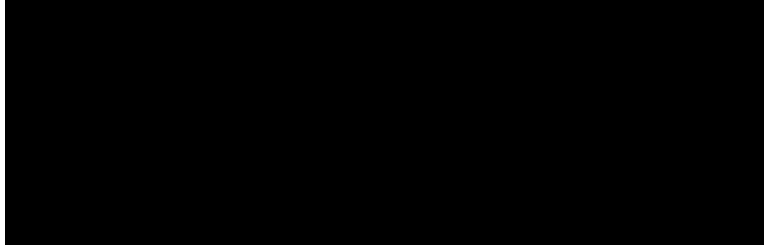
Action Detail

VIN: 1MEFM55S42G [REDACTED]	Year: 2002	Model: SABLE	Case: 378160173
Name: MRS [REDACTED]	Owner Status: Original	WSD: 2002-10-18	
Symptom Desc: SERVICE BRAKE PEDAL		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: POIRIER LINCOLN-MERCURY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 13105	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 2500 MI	Comm Type: PHONE		
Action Date: 01/17/2003	Action Time: 10:29:46.440	Action Data: Yes	
Analyst Name:	Analyst: RSALLER		

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
<p>COMMENTS: CUSTOMER SAYS: CUST SAYS: -CUST SAYS PARKING ATTENDANT AT HER WORK WAS PARKING THE VEHICLE AND THE GAS PEDAL STUCK AND THE ATTENDANT HIT 11 VEHICLES AND HER VEHICLE IS TOTALED -CUST SAYS VEHICLE IS AT POIRIERIOR L/M -DATE OF ACCIDENT 01/17/03 -CUST SAYS THEY ARE NOT SURE THERE IS A PRODUCT DEFECT OR NOT - LOCATION OF ACCIDENT IS ON PURCHASE ST WHERE CUSTOMER WORKS -YES THERE WAS A POLICE REPORT FILED - CUSTOMER IS GOING TO GET POLICE REPORT LATER ON TODAY -POLICE REPORT # IS UNAVAILABLE,BRISTOL COUNTY IS WERE POLICE REPORT WAS FILED -YES CUSTOMER FILED A CLAIM WITH INSURANCE COMPANY -CUSTOMER SAYS INSURANCE COMPANY IS GOING TO SEND A ADJUSTER OUT -CUSTOMER SAYS TIRES ARE COMPLETELY OFF VEHICLE PER CUSTOMER, DEALER SAYS: PER CUSTOMER DEALER SAYS THEY DON'T HAVE A BODY SHOP CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. -ADVISED CUSTOMER INFORMATION HAS BEEN DOCUMENTED INFERENCE CASE ID: 5349</p>				

Handwritten notes:
 2500 miles
 Hit 14 cars w/ vehicle
 Insurance Co. Involved (Commence Insurance)
 Accident: 1/16/03
 Vehicle covered @ body shop
 No tires on vehicle
 Poirier L/M



Ford Motor Company

Consumer Affairs

Sent Via U.S. Mail

March 14, 2003

[REDACTED]
[REDACTED]
Nashville, TN [REDACTED]

Re: 2002 Sable
Ford: 1MEFM55S52A [REDACTED]

Dear Mr. [REDACTED]

Thank you for contacting us regarding your 2002 Sable.

We sincerely regret the circumstances you described. Our Ford Field Service Engineer inspected your vehicle and did not find a manufacturer's defect. 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,

Lourdes Fonseca-Nearon
Consumer Affairs



Action Detail

VIN: 1MEFM55S52 [REDACTED]	Year: 2002	Model: SABLE	Case: 393820163
Name: MR [REDACTED]	Owner Status: Original	WSD: 2002-03-19	
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BEAMAN LINCOLN-MERCURY INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 12277	
Action Desc: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND			
Odometer: 9827 MI	Comm Type: MAIL		
Action Date: 03/14/2003	Action Time: 13:48:59:523	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: NO PROBLEM FOUND. LPA WILL SEND A LETTER TO CUST DENYING ASSISTANCE.

Fonseca, Lourdes Nearon (L.C.)

From: Corning, Dan (D.C.)
Sent: Thursday, January 23, 2003 12:49 PM
To: Fonseca, Lourdes Nearon (L.C.)
Cc: Corning, Dan (D.C.)
Subject: RE: [REDACTED] 393820163

Lourdes,

I went to Beaman yesterday and looked at the car with their Service Manager and Body Shop Manager. We took pictures (attached) and ran a few tests on the computer system. There were no memory codes (DTC's) in the PCM from any failure during past operation. A Key On Engine Off self test was run and we received one DTC for the Engine Temperature Sensor (ECT). The code (DTC P1116) was set because the engine temperature sensor was out of normal operating temperature for a self test. This only indicates that the ECT was showing a cold engine. (The test is normally done on engines at operating temperature.) We had to do the test with a cold engine because we didn't want to try and start it with all the body damage.

A mechanical test of the throttle pedal and a visual inspection of the throttle assembly identified no defects.



RUNSFIELD FIVE.jpg

RUNSFIELD
FOUR.jpg

RUNSFIELD ONE.jpg

RUNSFIELD SIX.jpg

RUNSFIELD
THREE.jpg

RUNSFIELD TWO.jpg

Thanks,

Dan Corning
Customer Service Manager
B1 Market Area - Memphis Region
Business Cell Phone - (615) 579-1032
Fax Number - (615) 773-2401

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

From: Fonseca, Lourdes Nearon (L.C.)
Sent: Friday, January 17, 2003 8:47 AM
To: Corning, Dan (D.C.)
Subject: [REDACTED] / 393820163

Hi Dan!

I received a dealer fax (actually e-mail). The customer is alleging that his 2002 Sable experienced sudden acceleration. He has hired an engineer to inspect the vehicle. I was hoping that you could inspect the vehicle. It is at Beaman Lincoln-Mercury in Nashville. The contact person at the dealership is Rick Bates in the body shop. Thanks!

VIN: 1MEFM55S52 [REDACTED]	Year: 2002	Model: SABLE	Case: 393820163
Name: MR [REDACTED]	Owner Status: Original	WSD: 2002-03-19	
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: BEAMAN LINCOLN-MERCURY INC	

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 12277	
Odometer: 9827 MI	Comm Type: EMAIL		
Action Date: 01/16/2003	Action Time: 10:56:22:753	Action Data: No	
Analyst Name: CHERIE LEICH	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY***** EMAIL RECEIVED 1-14-03 DEALER CONTACT: RICK BATES
CUSTOMER ALLEGES THE ACCELERATOR STUCK CAUSING ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD
REPRESENTATIVE.

Have a great day!

Lourdes Fonseca-Nearon

Ford Motor Company

Consumer Affairs

Litigation Prevention Dept.

Memphis and Southwest Legal Analyst

Phone:313-845-4583

Fax:313-845-5668

Fonseca, Lourdes Nearon (L.C.)

From: Fonseca, Lourdes Nearon (L.C.)
Sent: Friday, January 17, 2003 9:47 AM
To: Corning, Dan (D.C.)
Subject: [REDACTED] / 393820163

Hi Dan!

I received a dealer fax (actually e-mail). The customer is alleging that his 2002 Sable experienced sudden acceleration. He has hired an engineer to inspect the vehicle. I was hoping that you could inspect the vehicle. It is at Beaman Lincoln-Mercury in Nashville. The contact person at the dealership is Rick Bates in the body shop. Thanks!

VIN: 1MEFM55S52A [REDACTED]	Year: 2002	Model: SABLE	Case: 393820163
Name: MR [REDACTED]	Owner Status: Original	WSD: 2002-03-19	
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	[REDACTED]
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: BEAMAN LINCOLN-MERCURY INC	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 12277	
Odometer: 9827 MI	Comm Type: EMAIL		
Action Date: 01/16/2003	Action Time: 10:56:22:753	Action Data: No	
Analyst Name: CHERIE LEICH	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY***** EMAIL RECEIVED 1-14-03 DEALER CONTACT: RICK BATES
CUSTOMER ALLEGES THE ACCELERATOR STUCK CAUSING ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD
REPRESENTATIVE.

Have a great day!

Lourdes Fonseca-Nearon

Ford Motor Company

Consumer Affairs

Litigation Prevention Dept.

Memphis and Southwest Legal Analyst

Phone:313-845-4583

Fax:313-845-5668

Action Detail

VIN: 1MEFM55S52A [REDACTED]	Year: 2002	Model: SABLE	Case: 393820163
Name: MR [REDACTED]	Owner Status: Original	WSD: 2003-01-16	
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: BEAMAN LINCOLN-MERCURY INC	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 12277	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY			
Odometer: 9827 MI	Comm Type: EMAIL		
Action Date: 01/16/2003	Action Time: 10:56:22:753	Action Data: No	
Analyst Name: Leich,Cherie	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY***** EMAIL RECEIVED 1-14-03 DEALER CONTACT: RICK BATES
 CUSTOMER ALLEGES THE ACCELERATOR STUCK CAUSING ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD
 REPRESENTATIVE.

Leich, Cherie (C.A.)

CASE:
393826 163

From: johnny.clark@beamanlincolnmercury.net
Sent: Tuesday, January 14, 2003 4:40 PM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

Region: 23
Lourdes

Dealership Name: Beaman Lincoln-Mercury Inc
Requesting Dealer: JOHNNY CLARK
P&A Code: 12277,12277
Region: 22
State: TN
Contact Person: Rick Bates - *body shop?*
Contact Phone: (615)383-8080

WSD: 03/19/02
Year: 2002
Model: sable
VIN: 1mefm55s52a [REDACTED]
Mileage: 9827
Customer Name: [REDACTED]
Customer City: nashville
Customer County: davidson
Customer State: Tennessee
Customer Zip: [REDACTED]

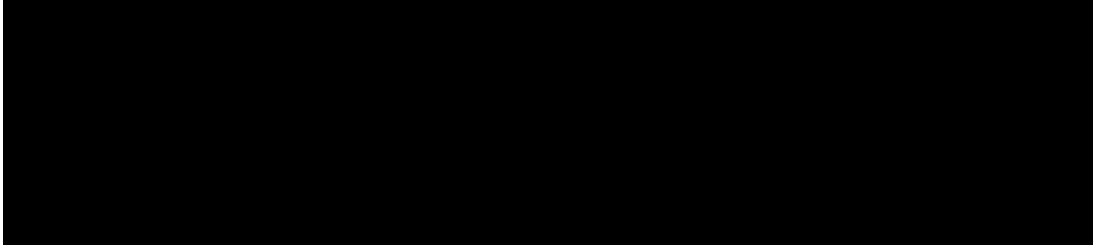
*No problem
by dealer
\$9500 damage*

Customer Region: Memphis Region

Accident: Yes

Date of Incident: 12/25/02
Is customer alleging a component defect caused the incident: Yes
If yes, what type and details: cust states the accelerator was sticking.
Police Report Filed: Yes
If yes, where: Davidson county, Nashville TN
Has the Insurance Company been contacted: Yes
What did the insurance company advise: have made arrangements for an independent mechanical engineer to inspect on January 17, 2003. Inquiring as to whether or not you would like to send a rep. on Fords behalf.
Name and phone number of owner's insurance company & agent's name: State Farm Mutal Automobile. Sr. Claim Representative, Karen Owen
If the vehicle is a conversion unit, who is the coach builder: na
City: na
State: Tennessee
Zip: 37204

Resolution that customer is seeking: To determine if sticking accelerator was reason for accident
Comments:



Ford Motor Company

Consumer Affairs

October 22, 2002

*Sent Via Mail

[REDACTED]
[REDACTED]
Owings Mills, MD [REDACTED]

Re: 2000 Ford Taurus
VIN#-1FAFP55S2YA [REDACTED]

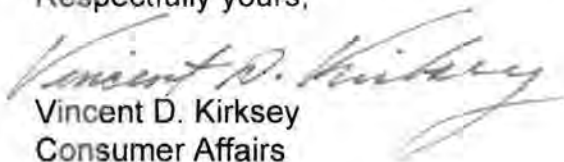
Dear Mr. [REDACTED]

Thank you for contacting us regarding your vehicle concern.

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.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



==>

VIN: 1FAFP55S2YA [REDACTED] Year: 2000 Model: TAURUS
 Owner Status: ORIGINAL WSD: 03/31/00
 Name: MR [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 641782872 Day Ph:
 Symptom Desc: SERVICE BRAKE PEDAL
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Dealer: LEN STOLER FORD, INC.
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: PH PHONE Odometer Reading: MI
 Analyst: LWHITNEY LISA WHITNEY Document Number:
 Action Date: 10/14/02 Action Data: Y Action Time: 17:49:10 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Comments: CUSTOMER SAYS: -CUSTOMER PUT THE VEHICLE IN REVERSE AND TH
 E ACCELARATION GOT STUCK -THE CAR IS TOTAL AND IT HIT A WAL
 L -CUSTOMER CONTACTED THE POLICE AND FILED A POLICE RAPORT
 . -THE VEHICLE HAS BEEN TOWED TO A FORD DEALERSHIP, TO INVES
 TIGATE FOR MANUFACTURE DEFECTS.. PER CUSTOMER, DEALER SAYS:
 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL54

==>

VIN: 1FAFP55S2YA [REDACTED] Year: 2000 Model: TAURUS
Owner Status: ORIGINAL WSD: 03/31/00
Name: MR [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 641782872 Day Ph:
Symptom Desc: SERVICE BRAKE PEDAL
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: LEN STOLER FORD, INC.
Issue Type: 07 LEGAL Issue Status: 0 OPEN
Comm Type: PH PHONE Odometer Reading: MI
Analyst: LWHITNEY LISA WHITNEY Document Number:
Action Date: 10/14/02 Action Data: Y Action Time: 17:49:10 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: 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 INSURAN
CE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 534
9

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

LPREL54

1FAFP55S2 [REDACTED]

10/16/2002 10:04:39

2000 TAURUS

4 DR SEDAN SE-SVG

3.0L EFI DOHC

ODD14N0A AX4N (4F50N) 4 SPD T/AXLE

AXLE CODE: 6R

*OPEN CAMPAIGNS

NO CAMPAIGN MESSAGE(S) FOUND

*WARRANTY START DATE 03/31/2000 BUILD DATE 02/29/2000 START ODOM

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

NO ESP INFORMATION AVAILABLE

*THIS VEHICLE HAS AN OPEN CUDL\MORS LEGAL CONTACT

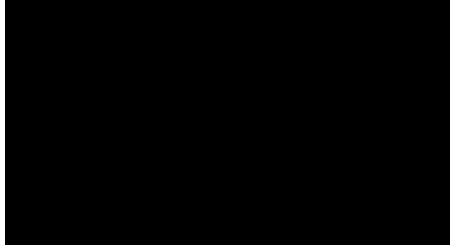
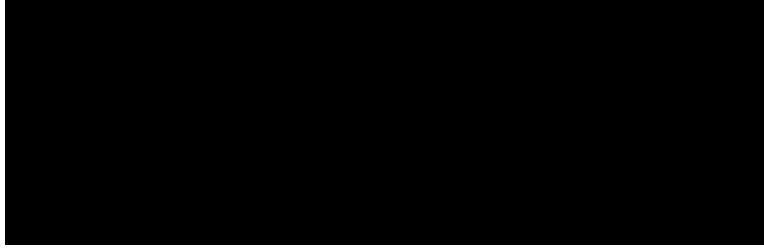
FOR MORE INFO <RTN>, M. MENU OR 99. BYE

PE12-033

FORD

1/18/2013

2013-1-18 2013-1-18 Appendix
F - Lawsuits and Claims



BEGINNING OF CONTACT
11/01/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.13

REGION: N2 BOSTON OGC ISSUE CASE NBR: 1547643052.
VIN: 1FAPP55S0YA [REDACTED] ZONE: A03 OPENED: 2012/10/31
ENGINE: S VEH TYPE: C CLOSED: 2012/10/31

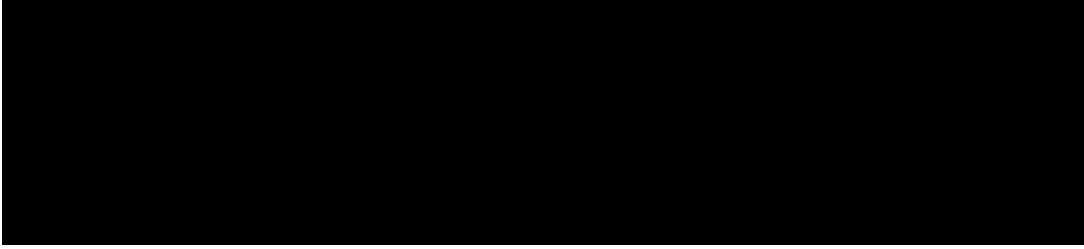
LAST NAME: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED] R
ADDRESS: [REDACTED] MS. CITY: MANCHESTER STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED] MODEL: 2000 MODEL: TAURUS
MILEAGE: 172455
DEALER NAME: HOFFMAN FORD INC SALES CODE: F11203 P & A: 09195
REASON CODE: 0772 LEGAL - ACCIDENT
SYMPTOMS: 205200 HRN/SPD CNTRL SPEED CONTROL

ORIGIN: CRCBCP - TIER ONE - MELBOURNE COMMUNICATION: PHONE
ACTION: T1120 - TIER ONE CLOSE ISSUE
DOCUMENT: ANALYST: KWHITMAR WHITMARSH (KWHITMAR), KAREN

DATE: 2012/10/31 TIME: 15.12.43 :
ACTION DATA/COMMENTS:

-CUST SAYS VEH WAS IN ACCIDENT ON 28/09/12, CUST SAYS VEH LOST CONTROL ON ITS OWN WHILE DRIVING. 1. DATE OF THE ACCIDENT-28/09/12. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT-SPEED CONTROL /CRUISE CONTROL. 3. IF THERE WERE ANY INJURIES SUSTAINED-NO. 4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED-ON RAMP TO I-84 FROM RT 63 WESTBOUND VERNON CT. 5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED.-YES. 6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.-DRIVER CITED. 7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.-CT STATE TROOPERS. 8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.-YES. 9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.-NO COLLISION ON VEH. 10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.-UNSURE. 11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE)-NO. 12. WHAT THE CUSTOMER IS SEEKING-CUST WANTS TO KNOW IF ACCIDENT WAS CAUSED BY SPEED CONTROL DEVICE. -DLR INFO: HOFFMAN FORD LINCOLN, INC. 600 CONNECTICUT BOULEVARD EAST HARTFORD, CT 06108 (860) 289-7721 -CRC ADV: "I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN."

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
NOV 01 2012
OFFICE OF THE
GENERAL COUNSEL



All Action Details for Issue

Print

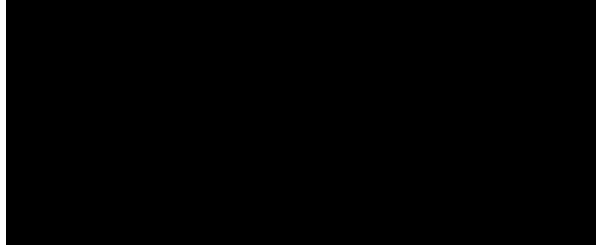
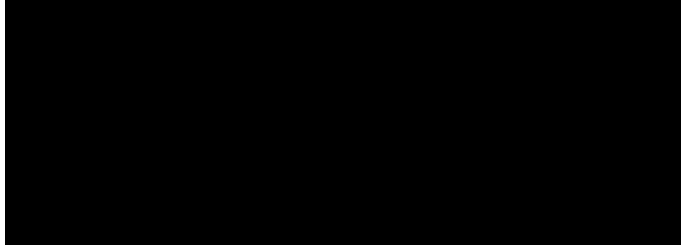
VIN: 1FAPP55S92A [REDACTED] Year: 2002 Model: TAURUS Case: 453343279
 Name: MISS [REDACTED] Owner Status: Original WSD: 2001-10-17
 Symptom Desc: AUTO TRANS GENERAL NOISE DURING ACCELERATION Primary Phone:
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 10 OGC Issue Status: CLOSED

Action: ADVISE CUSTOMER INFO WILL BE SENT TO OGC
 Dealer: 09128 ULTIMATE FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 40000 MI Comm Type: PHONE
 Analyst Name: ROBERTSON, BREANN Analyst: BROBE135
 Action Date: 11/23/2009 Action Time: 12.50.05.684 Action Data: Yes

Comments CUSTOMER SAID: -VEHICLE WOULD NOT GO IN GEAR-STARTED BUT WAS REVVING REALLY HARD-SHIFT HAS LOCKED -TURNED STEERING WHEEL, TURNED OFF AND RESTARTED IT AND CAR TOOK OFF AND KNOCKED DOWN CAR PORT POST AND HEADED TOWARDS HOUSE, TURNED OFF IGNITION AND CAR STARTED BUT TORE INTO GRASS-HEAD LIGHT BROKE, FRONT FENDER SCRAPPED UP-DLRSHIP HAD IT A WEEK COULD NOT DUPLICATE**1. DATE OF THE ACCIDENT-10/162. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT-CAR WOULD NOT GO INTO GEAR AND MADE THE ACCELERATOR STICK3. IF THERE WERE ANY INJURIES SUSTAINED-NO4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED-CAR PORT5, WHETHER OR NOT THERE WAS A POLICE REPORT FILED.-NO6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.-N/A7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.-N/A8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.-NO9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.-N/A10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.-DEALERSHIP CAN NOT FIND OUT WHAT IS WRONG11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).-N/A12. WHAT THE CUSTOMER IS SEEKING-FIND OUT WHAT IS WRONGDEALER SAID: -ULTIMATE FORD, INC. FORD CODE: 23V717 DEALER PROFILE 2448 HIGHWAY 62 WESTMOUNTAIN HOME, AR 72653 TEL:(870) 425-2181GRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.***CUSTOMER'S [REDACTED] MOUNTAIN HOME, ARKANSAS
 [REDACTED]***CUSTOMER'S TELEPHONE # [REDACTED]

Data Element Name	Data Value
FIRE / ACCIDENT	A

Ford Confidential



BEGINNING OF CONTACT
11/13/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

09.21.10

REGION: G4 PITTSBURGH OGC ISSUE CASE NBR: 362323172
VIN: 1FAPP55S22A [REDACTED] ZONE: A05 OPENED: 2012/11/12
ENGINE: S VEH TYPE: C CLOSED: 2012/11/12

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BELLE VERNON STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: TAURUS
MILEAGE: 77000
DEALER NAME: C. HARPER FORD, INC. SALES CODE: F44434 P & A: 03233
REASON CODE: 0799 ACCIDENT/PRODUCT LIABILITY
SYMPTOMS: 612593 SURGE ACCELERATION ALL ENGINE TEMP

ORIGIN: CRCBCP - TIER ONE - MELBOURNE COMMUNICATION: PHONE
ACTION: T1120 - TIER ONE CLOSE ISSUE
DOCUMENT: ANALYST: VTUCKER8 TUCKER VIRGINIA

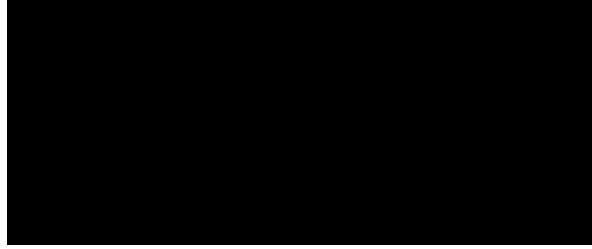
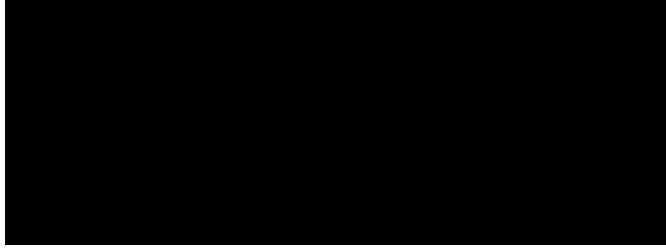
DATE: 2012/11/12 TIME: 10.03.52:
ACTION DATA/COMMENTS:

****CUST SAID****-THE THROTTLE STUCK AND VEH JUMPED FORWARD
-CUST SAYS THAT HE CAN FEEL THE THROTTLE STICKING A LITTLE -THE
VEH STARTS RACING -CUST PUT THE VEH IN NEUTRAL BUT THE VEH
WAS STILL RACING -MECHANIC "JERRY-RIGGED" THROTTLE -THERE
WAS A BROKEN CABLE COLLAR -CUST WORKING S/M DAN -COMPLAINTS
HAVE BEEN FILED NHTSA -1. DATE OF THE ACCIDENT 7/28/2012. WHAT
THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED
ACCIDENT STUCK THROTTLE 3. IF THERE WERE ANY INJURIES
SUSTAINED NONE 4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT
OCCURRED PARKING LOT OF THEIR HOME 5. WHETHER OR NOT THERE
WAS A POLICE REPORT FILED. YES 6. IF A POLICE REPORT WAS FILED,
WHAT THE FINDINGS WERE. POLICE DID NOT CITE CUST; CUST HIT CAR
ACROSS FROM THE VEH 7. THE POLICE REPORT NUMBER AND THE CITY
OR COUNTY IN WHICH THE REPORT WAS FILED. SOUTH WESTERN
REGIONAL POLICE 8. WHETHER OR NOT THE CUSTOMER HAS FILED A
CLAIM WITH THEIR INSURANCE COMPANY. YES 9. IF A CLAIM HAS BEEN
FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE
CLAIM. CLAIM IS COMPLETE AND THEY PAID FOR REPAIRS AND CUST
PAID FOR DEDUCTABLE 10. WHETHER OR NOT THE VEHICLE IS
REPAIRABLE. YES 11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY
(ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).12.
WHAT THE CUSTOMER IS SEEKING; VEH TO BE REPAIRED; COVERED
TOWING ****DEALER INFO***C. HARPER FORD INC.100 HARPER
DRIVEBELLE VERNON, PA 15012(724) 929-2900***CRC ADVISED***AFTER
REVIEWING MY RESOURCES, I SEE THAT THERE ARE NO FACTORY
WARRANTIES OR PROGRAMS IN EFFECT ON YOUR VEHICLE THAT
WOULD PROVIDE FINANCIAL ASSISTANCE FOR YOUR CURRENT
CONCERN. I RECOMMEND THAT IF YOU KEEP YOUR REPAIR RECEIPTS
IN CASE FORD INITIATES A RECALL OR CUSTOMER SATISFACTION
PROGRAM IN THE FUTURE BASED ON CUSTOMER FEEDBACK OR
FURTHER ENGINEERING REVIEW OF SIMILAR COMPLAINTS. WE
APPRECIATE YOU TAKING THE TIME TO MAKE US AWARE OF THIS ISSUE
AND THANK YOU FOR CONTACTING FORD MOTOR COMPANY.I WILL
FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL
COUNSEL. YO

RECEIVED
GENERAL COUNSEL
NOV 13 2012
OFFICE OF THE
GENERAL COUNSEL

CONSUMER AFFAIRS

11/13/2012 FAXOGC1 CONFIDENTIAL





Amica Mutual Insurance Company
Amica Life Insurance Company
Amica General Agency, Inc.

DANBURY REGIONAL OFFICE
One Park Ridge Road
Bethel, Connecticut 06801-1012
Mail: PO Box 400, Brookfield, CT 06804-0400

2001 AUG -8 A 11:46

August 1, 2001

Ford Motor Company
Consumer Affairs Department
16800 Executive Plaza Dr.
Md# 3NE-B; Dearborn, MI 48126-4207



Our File Number: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: June 29, 2001
Amount of Loss: \$

Dear Sir or Madam:

We are subrogated to the rights of our insured(s) due to the payment of a collision loss.

The amount of damage to our insured's vehicle is shown above. This amount includes both our loss and our insured's deductible.

Enclosed are copies of our supporting papers.

Your prompt action regarding payment would be appreciated.

Very truly yours,

Sue Ellen Dube
Claims Department
Amica Mutual Insurance Company
sdube2@amica.com
877-864-7410 Ext. 210

*SD

Toll Free: 1-800-77-AMICA, Web Site: www.amica.com
Claims Fax: (203) 743-0322, Underwriting Fax: (203) 743-0392

PE12-033 000008LC

FILE NUMBER [REDACTED]
LOSS DATE 06/29/2001

OPEN

EFFECTIVE POL NO [REDACTED]
INFORCE POL NO [REDACTED]
CAR NO 001

ASSISTING BRANCH(S)

SUPERVISOR JENNIFER R. SAVINO

FILE HANDLER SUE ELLEN DUBE

INSURED [REDACTED] AND [REDACTED]

CLM	COV	CLAIMANT NAME	DEDUCT	O/C/R	CLAIM HANDLER
01	COLL		250	CLOSED S	SUE ELLEN DUBE
02	RENT			CLOSED S	SUE ELLEN DUBE

CLM NO	COV	PROCESS DATE	TRANSACTION	PAY TYPE	ATY ADJ	CK/CR NUMBER	AMOUNT
*01	COLL	CLOSED					
01	COLL	07/03/2001	LOSS PAY			7681358	\$1290.40
01	COLL	07/11/2001	ADD PAY			7691764	\$1022.21
						TOTAL PAID	\$2312.61
*02	RENT	CLOSED					
02	RENT	08/01/2001	LOSS PAY		999	7719741	\$660.00
						TOTAL PAID	\$660.00

2012-814
888-4
500-#
3472-514

* GIVE ABOVE PRINTOUT TO *
* SD *

7681358 SD

7/3/01

Sue Ellen

AMICA MUTUAL INSURANCE COMPANY
ONE PARK RIDGE ROAD
BETHEL, CT 06801-1012
(800) 772-6422 FAX: (203) 743-3359
LICENSE# 959473

JUL 2 2001

CD LOG NO 422 -0

07-02-01 2:58 PM

ESTIMATE

CLAIM INFORMATION

CLAIM # [REDACTED]
COMPANY AMICA
INSURED [REDACTED]
CLAIMANT [REDACTED]

POLICY # [REDACTED]
CLAIM REP [REDACTED]
LOSS DATE 06-29-01
LOSS TYPE COLLISION

INSPECTION

COMPANY AMICA
TYPE FIELD
APPRAISER NAME JEFF KANE
ADDRESS [REDACTED]
CITY STATE [REDACTED]
ZIP [REDACTED]

INSP DATE 07-02-01
LOCATION MILLER FORD
CITY STATE FFLD

CT

OWNER

[REDACTED]
STRATFORD CT [REDACTED]

WORK# [REDACTED]
HOME# [REDACTED]

REPAIR

MILLER FORD
KINGS HIGHWAY
FAIRFIELD
SHOP PHONE (203) 335-3185

CAR IN
CAR OUT
REPAIR 5 DAYS
FAX

VEHICLE

2000 FORD TAURUS SE SVG 4 DR SEDAN
6CYL GASOLINE 3.0

OPTIONS

TWO-STAGE - EXTERIOR SURFACES
ANTI-LOCK BRAKE SYSTEM
DRIVER POWER SEAT
POWER DOOR LOCKS

TWO-STAGE - INTERIOR SURFACES
CRUISE CONTROL
KEYLESS ENTRY SYSTEM

BODY COLOR BEIGE
CONDITION GOOD
LICENSE # 686PEF
LICENSE STATE CT

MILEAGE 21,917
VIN 1FAFP55S3YG [REDACTED] OK
CODE P353
VEH INSP #

REMARKS:

THIS IS AN ACC REPAIR FIGURE WITH DENNIS IN THE BODY SHOP. CC GIVEN TO HIM. SET UP ALLOWED TO RULE OUT ANY FRAME DAMAGE AS VEHICLE JUMPED UP ONTO SOMETHING, AS WELL AS A FEA TO RULE OUT ANY SUSPENSION DAMAGE. WE AGREED TO LEAVE ANY DAMAGE TO THE RAD AS OPEN AT THIS TIME. AS FOR THE GAS PEDAL SURGING, I DID NOT NOTICE ANYTHING OUT OF THE ORDINARY WITH DENNIS AT THIS TIME. HE WILL HAVE THE SERVICE DEPT CHECK THIS OUT AND GET BACK TO US IF ANYTHING IS FOUND. THERE ARE NO RECALLS ON THIS VEHICLE FOR ANYTHING CLOSE TO THIS PROBLEM.

2000 FORD TAURUS SE SVG 4 DR SEDAN

CLAIM # [REDACTED]

LOG 422 -0

07-02-01 2:58 PM

OP CODES:

* = USER-ENTERED VALUE	E = REPLACE OEM	NG = REPLACE NAGS
EC = REPLACE ECONOMY	EU = PIECE RECYCLEE	EP = QUALITY REPL. PART
TE = PARTL REPL PRICE	ET = PARTL REPL LABOR	IT = PARTIAL REPAIR
I = REPAIR	L = REFINISH	BR = BLEND REFINISH
TT = TWO-TONE	CG = CHIPGUARD	SB = SUBLET
N = ADDITIONAL LABOR	RI = R&I ASSEMBLY	P = CHECK
AA = APPEAR ALLOWANCE	RP = RELATED PRIOR	UP = UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR.PART NO.	PRICE	AJ%	B%	HOURS	F
E	0006		COVER, FRONT BUMPER	YF1Z17D957BA	255.00			3.9	1
L	0006		COVER, FRONT BUMPER	REFINISH				3.7	4
				2.6 Surface					
				0.6 Two-stage setup					
				0.5 Two-stage					
E	0121		PANEL, FRONT VALANCE	YF1Z17626AA	17.07			INC	1
L	0121		PANEL, FRONT VALANCE	REFINISH				0.6	4
				0.5 Surface					
				0.1 Two-stage					
E	0031		DEFL, RADIATOR LWR AIR	YF1Z8327AA	10.42			INC	1
N	0986		A/C EVAC RECHRG & RCV	ADDITIONAL LABOR				1.9	2
E	0731		CONDENSER, A/C	F8DZ19712AB	277.92			1.6	2
N	0969		SUSP ALIGN, 4 WHEEL	ADDITIONAL LABOR				1.8	2
E	0741	01	COOLER, P/S PUMP OIL	F8DZ3D746B	110.00*			0.5	2
I			SET UP	REPAIR				2.0*	1
EC			FREON/OIL	REPLACE ECONOMY	30.00*				1
EC			FLEX	REPLACE ECONOMY	12.00*				1

12 ITEMS

MC MESSAGE

01 CALL DEALER FOR EXACT PART # / PRICE

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	\$	670.41
OTHER PARTS	\$	42.00
PAINT MATERIAL	\$	68.80

ADJUSTMENTS

DISCOUNT

MARKUP

PARTS TOTAL	\$	781.21
TAX ON PARTS & MATERIAL @ 6.000%	\$	46.87

LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	\$ 42.00	3.9	2.0	\$	247.80
2-MECH/ELEC	\$ 42.00	2.1	3.7	\$	243.60
3-FRAME	\$ 42.00				
4-REFINISH	\$ 42.00	4.3		\$	180.60
5-PAINT	\$ 16.00				

LABOR TOTAL	\$	672.00
TAX ON LABOR @ 6.000%	\$	40.32
SUBLET REPAIRS		
TOWING		
STORAGE		

2000 FORD TAURUS SE SVG 4 DR SEDAN

CLAIM # [REDACTED]

LOG 422 -0

07-02-01 2:58 PM

GROSS TOTAL

\$ 1,540.40

LESS: DEDUCTIBLE

UNKNOWN-

NET TOTAL

\$ 1,540.40

PXN C/00/00/00/00/00 CUM 00/00/00/00/00 Geocode: 06606 AMICA
ADP PENPRO W040 ES LOG 422 -0 07-02-01 15:00:21 REL 4.00 CD 06/01
COPYRIGHT, AUTOMATIC DATA PROCESSING, INC. 2000

1.2 HRS WERE ADDED TO THIS EST. BASED ON ADP'S TWO-STAGE REFINISH FORMULA.

NOTICE - THIS REPAIR ESTIMATE IS BASED IN PART ON THE USE OF REPLACEMENT PARTS WHICH ARE NOT MADE BY THE ORIGINAL MANUFACTURER OF THE DAMAGED PARTS IN YOUR MOTOR VEHICLE.

THIS ESTIMATE IS NOT AN AUTHORIZATION TO REPAIR. REPAIRS MUST BE AUTHORIZED BY THE OWNER. ALL SUPPLEMENTAL REPAIR CHARGES MAY BE REJECTED UNLESS APPROVED BEFORE REPLACEMENT.

0-4

1540.40
250.00
1290.40

AMICA MUTUAL INSURANCE COMPANY
ONE PARK RIDGE ROAD
BETHEL, CT 06801-1012
(800) 772-6422 FAX: (203) 743-3359
LICENSE# 959473

CD LOG NO 454 -1

SUPPLEMENT S1

07-02-01 2:58 PM
07-10-01 3:06 PM

CLAIM INFORMATION

CLAIM # [REDACTED]
COMPANY AMICA
INSURED [REDACTED]
CLAIMANT [REDACTED]

POLICY # [REDACTED]
CLAIM REP [REDACTED]
LOSS DATE 06-29-01
LOSS TYPE COLLISION

INSPECTION

COMPANY AMICA
TYPE FIELD
APPRAISER NAME JEFF KANE
ADDRESS [REDACTED]
CITY STATE [REDACTED]
ZIP [REDACTED]

INSP DATE 07-02-01
LOCATION MILLER FORD
CITY STATE FFLD

CT

OWNER

[REDACTED]
[REDACTED]
STRATFORD CT [REDACTED]

HOME# [REDACTED]

REPAIR

MILLER FORD
KINGS HIGHWAY
FAIRFIELD
SHOP PHONE (203) 335-3185

CAR IN
CAR OUT
REPAIR 5 DAYS
FAX

VEHICLE

2000 FORD TAURUS SE SVG 4 DR SEDAN
6CYL GASOLINE 3.0

OPTIONS

TWO-STAGE - EXTERIOR SURFACES
ANTI-LOCK BRAKE SYSTEM
DRIVER POWER SEAT
POWER DOOR LOCKS

TWO-STAGE - INTERIOR SURFACES
CRUISE CONTROL
KEYLESS ENTRY SYSTEM

BODY COLOR BEIGE
CONDITION GOOD
LICENSE # 686PEF
LICENSE STATE CT

MILEAGE 21,917
VIN 1FAFP55S3YG [REDACTED]
CODE P353
VEH INSP #

REMARKS:

THIS IS A SUPPLEMENT!!! AS NOTED ON THE ORIGINAL APPR, WE AGREED TO LEAVE THE DAMAGE TO THE RAD AS OPEN SUBJECT TO A REINSPECTION SUPPLEMENT. SEE PHOTOS OF WORK IN PROGRESS, DAMAGE PARTS OFF VEHICLE. SEE ATT INVOICES. PLS NOTE THAT THERE IS NO DIRECTION OF PAY ON THIS FILE!!!!

OP CODES:

* = USER-ENTERED VALUE E = REPLACE OEM NG = REPLACE NAGS
EC = REPLACE ECONOMY EU = PIECE RECYCLEE EP = QUALITY REPL. PART
TE = PARTL REPL PRICE ET = PARTL REPL LABOR IT = PARTIAL REPAIR

2000 FORD TAURUS SE SVG 4 DR SEDAN

07-02-01 2:58 PM

CLAIM # [REDACTED]

LOG 454 -1

S1 07-10-01 3:06 PM

I = REPAIR	L = REFINISH	BR = BLEND REFINISH
TT = TWO-TONE	CG = CHIPGUARD	SB = SUBLET
N = ADDITIONAL LABOR	RI = R&I ASSEMBLY	P = CHECK
AA = APPEAR ALLOWANCE	RP = RELATED PRIOR	UP = UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR.PART NO.	PRICE	AJ%	B%	HOURS	R
E	0006		COVER,FRONT BUMPER	YF1Z17D957BA	255.00			S1 1.5	1
L	0006		COVER,FRONT BUMPER	REFINISH					3.7 4
				2.6 Surface					
				0.6 Two-stage setup					
				0.5 Two-stage					
E	0121		PANEL,FRONT VALANCE	YF1Z17626AA	17.07			INC 1	1
L	0121		PANEL,FRONT VALANCE	REFINISH					0.6 4
				0.5 Surface					
				0.1 Two-stage					
E	0073		PANEL,RADIATOR SUPT	YF1Z8A419AA	188.90			S1 8.3	1
L	0073		PANEL,RADIATOR SUPT	REFINISH				S1 1.4	4
				1.2 Surface					
				0.2 Two-stage					
E	0755		RADIATOR	F6DZ8005A	329.49			S1 INC 1	1
I	0057		PANEL,UPPER RAD MTG	REPAIR				S1 1.5*	1
L	0057		PANEL,UPPER RAD MTG	REFINISH				S1 0.8	4
				0.7 Surface					
				0.1 Two-stage					
RI	0057		PANEL,UPPER RAD MTG	R&I ASSEMBLY				S1 1.1	1
E	0031		DEFL,RADIATOR LWR AIR	YF1Z8327AA	10.42			INC 1	1
N	0986		A/C EVAC RECHRG & RCV	ADDITIONAL LABOR					1.9 2
E	0731		CONDENSER,A/C	F8DZ19712AB	277.92			S1 INC 2	2
N	0969		SUSP ALIGN,4 WHEEL	ADDITIONAL LABOR					1.8 2
E	0741	01	COOLER,P/S PUMP OIL	F8DZ3D746B	41.95*			S1 0.5	2
I			SET UP	REPAIR					2.0*1*
EC			FREON/OIL	REPLACE ECONOMY	30.00*				1
EC			FLEX	REPLACE ECONOMY	12.00*				1
RI			RAD SUPPT LABELS	R&I ASSEMBLY				S1 0.3*	1*
I			PULL UNIBODY TO SPECS	REPAIR				S1 2.0*	1*

20 ITEMS

MC MESSAGE
01 CALL DEALER FOR EXACT PART # / PRICE

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	\$ 1,120.75
OTHER PARTS	\$ 42.00
PAINT MATERIAL	\$ 104.00

ADJUSTMENTS

PARTS TOTAL			\$ 1,266.75
TAX ON PARTS & MATERIAL @ 6.000%			\$ 76.01

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	\$ 42.00	11.2	5.5	\$ 701.40
2-MECH/ELEC	\$ 42.00	0.5	3.7	\$ 176.40
3-FRAME	\$ 42.00			

2000 FORD TAURUS SE SVG 4 DR SEDAN

07-02-01 2:58 PM

CLAIM # [REDACTED]

LOG 454 -1

S1 07-10-01 3:06 PM

4-REFINISH	\$ 42.00	6.5	\$	273.00
5-PAINT	\$ 16.00			

LABOR TOTAL			\$	1,150.80
TAX ON LABOR @ 6.000%			\$	69.05
SUBLET REPAIRS				
TOWING				
STORAGE				

GROSS TOTAL			\$	2,562.61
LESS: DEDUCTIBLE				UNKNOWN-

NET TOTAL			\$	2,562.61
-----------	--	--	----	----------

LESS: PREVIOUS NET TOTAL			\$	1,540.40-
--------------------------	--	--	----	-----------

NET SUPPLEMENT TOTAL			\$	1,022.21
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PXN C/00/00/00/00/00 CUM 00/00/00/00/00 Geocode: 06606 AMICA
 ADP PENPRO W040 S1 LOG 454 -1 07-10-01 15:11:57 REL 4.00 CD 06/01
 COPYRIGHT, AUTOMATIC DATA PROCESSING, INC. 2000

1.5 HRS WERE ADDED TO THIS EST. BASED ON ADP'S TWO-STAGE REFINISH FORMULA.

NOTICE - THIS REPAIR ESTIMATE IS BASED IN PART ON THE USE OF REPLACEMENT PARTS WHICH ARE NOT MADE BY THE ORIGINAL MANUFACTURER OF THE DAMAGED PARTS IN YOUR MOTOR VEHICLE.

THIS ESTIMATE IS NOT AN AUTHORIZATION TO REPAIR. REPAIRS MUST BE AUTHORIZED BY THE OWNER. ALL SUPPLEMENTAL REPAIR CHARGES MAY BE REJECTED UNLESS APPROVED BEFORE REPLACEMENT.

Rental Invoice

7719741 510

Rental Agreement

D810236 - 24CN

BILLING DETAIL

Description	Rate	Amount
22 DAYS @	28.99	637.78
CT SRCHG		19.13
SALES TAX%	6.00	39.41
TOURISM		22.00

Bill To:

0004179 00001100003-T-24CNB124CA

BROOKFIELD CT

RENTAL INFORMATION

Date Out 6/29/01 Date 7/21
 Renter [REDACTED]
 Address [REDACTED]
 City STRATFORD State CT Zip [REDACTED]
 Driver License [REDACTED] State CT Expires 7/18/03
 DOB [REDACTED]

CLAIMS
REC'D

NOV 30 2001

TOTAL CHARGES	718.32
CHARGED TO OTHERS	58.32
AMOUNT DUE	660.00

Additional Driver

Name NO OTHER DRIVER PERMITTED
 Age Driver License State Expires

RENTAL VEHICLES CLAIM INFORMATION

Color	License No.	Claim #/Policy #/P.O. #	
SILVER	[REDACTED]	[REDACTED]	
Model	Unit #	Insured	
01 S40	KR9470	AMICA	
Color	License No.	Date of Loss	Type of Loss
CN BRONZ	[REDACTED]		INSURED
Model	Unit #	Type of Car	Repair Shop
01 LESA	KJ7949	TAURUS	MILLER FORD

IMPORTANT INFORMATION

Billing Inquiries Call 203-380-6070 Fed Tax ID # 43-1487854
 Billing Information \$30.00/DAY NO SALES TAX NOT TO EXCEED \$ 900.00

Thank You For Choosing [REDACTED]

CONGRATULATIONS ENTERPRISE - HONORED BY J.D. POWER AS NUMBER ONE IN CUSTOMER SERVICE FOR DOMESTIC AIRPORT OPERATIONS

Called Enterprise spoke w/ John



MILLER

FORD/NISSAN/BUICK



USED CAR SUPERSTORE

CUSTOMER NO. 7960	ADVISOR ALBERTO BONET 4703	TAG NO. 1187	INVOICE DATE 02/09/01	INVOICE NO. FOCS140752
	LABOR RATE 75.00	LICENSE NO.	MILEAGE 15919	COLOR BEIGE/
	YEAR / MAKE / MODEL 00/FORD/AURUS/4DR SDN SE-SVG		DELIVERY DATE 03/31/00	STOCK NO. 2668F
	VEHICLE I.D. NO. 1FAFP55S3YG		SELLING DEALER NO.	DELIVERY MILES 29
STRATFORD, CT	F.T.E. NO.	P.O. NO.	R.O. DATE 02/09/01	PRODUCTION DATE 02/08/00

LABOR-----
J# 1 03FOZ MINOR ELECTRIC HOURS: TECH(S):4132 WARRANTY
CUSTOMER STATES: IGNITION CYLINDER STICKS.
(VERIFY & REPORT)
R/R IGNITION SWITCH AND LUBE CYL TUBE CHECK OK

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

LABOR-----
J# 2 12FOZ DRIVABILITY/EMISSION HOURS: 0.00 TECH(S):4132 WARRANTY
CUSTOMER STATES: IDLE RACES AT TIME.S
(VERIFY & REPORT)
ENTER A "?" TO DISPLAY CHOICES
DO WDS DIAG DO KOEO TEST PASS DO DCL DISSPLAY DO IDLE TEST
DO MONITOR TEST AND PINPOINT TEST CALL HOTLINE FIND WRONG
CALIBRATION IN VEHICLE UPDATE WDS AND REPROGRAM PCM ROADTEST
OK

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

COMMENTS-----
WAITER

TOTALS-----
***** ATTENTION *****
MILLER FORD/NISSAN WOULD LIKE TO THANK YOU FOR YOUR RECENT SERVICE VISIT WE HAVE RESERVED YOUR NEXT APPOINTMENT THREE MONTHS AND 3000 MILES FROM TODAY.
SHOULD THAT DATE CONFLICT WITH YOUR SCHEDULE, PLEASE CALL US AT 203-335-3185 TO UPDATE OUR COMPUTER APPOINTMENT SYSTEM
REMEMBER ALSO WE HAVE OUR AUTO BODY APPRAISER HERE DAILY MONDAY-FRIDAY FROM 8:30 AM TO 4:30 PM FOR YOUR AUTO BODY NEEDS. FREE ESTIMATES AND LIFETIME WARRANTY ON PAINT REPAIRS
SHOULD YOU RECEIVE A FOLLOW UP SURVEY FROM THE MANUFACTURER AND FOR ANY REASON YOU CANNOT SCORE US AT THE HIGHEST LEVELS PLEASE CONTACT BOB VREELAND SERVICE MANAGER BEFORE RETURNING YOUR SURVEY AT 203-335-7759 EXT 1041, THANK YOU.

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

CUSTOMER SIGNATURE



FORD / NISSAN

930 - 970 Kings Highway

Ford (203) 335-3181

Nissan (203) 367-5050

Fax (203) 337-1296

(800) 422-1785



FAIRFIELD, CONNECTICUT 06432

E-MAIL millerbfn.com



BUICK

USED CAR SUPERSTORE

355 Kings Highway East

(203) 336-1234

Fax (203) 335-5645

(888) 761-5469

USED CAR SUPERSTORE

LIMITED WARRANTY: We guarantee our service work on vehicles for 12 months or 12,000 miles, whichever comes first. 54



MILLER

FORD/NISSAN/BUICK



USED CAR SUPERSTORE

CUSTOMER NO. 7960	ADVISOR ALBERTO BONET 4703	TAG NO. 8742	INVOICE DATE 04/18/01	INVOICE NO. FOCS145954
	LABOR RATE 75.00	LICENSE NO. [REDACTED]	MILEAGE 18730	COLOR BEIGE/
	YEAR / MAKE / MODEL 00/FORD/TAURUS/4DR SDN SE-SVG		DELIVERY DATE 03/31/00	STOCK NO. 2688F
	VEHICLE I.D. NO. 1FAFP55S3YG [REDACTED]		SELLING DEALER NO.	DELIVERY MILES 29
STRATFORD, CT [REDACTED]	F. T. E. NO.	P. O. NO.	R. O. DATE 04/18/01	PRODUCTION DATE 02/08/00
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 03FOZ MINOR ELECTRIC HOURS: TECH(S):4132 0.00
 CUSTOMER STATES: IGNITION CYLINDER STILL STICKS AND IS STIFF
 (VERIFY & REPORT)
 CHECKED IGNITION CYLINDER, NO PROBLEM FOUND IN CYLINDER
 AND OR CASING.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 J# 2 14FOZ FUEL SYSTEM HOURS: TECH(S):4132 0.00
 CUSTOMER STATES: ON FIRST START ONLY A SCENT OF FUEL IS
 PRESENT, ONLY FIRST THING.(VERIFY & REPORT)
 COULD NOT VERIFY FUEL SMELL DUE TO VEHICLE WAS DRIVEN IN.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	0	YF1Z-9439-AC	GASKET - INTAK		12.30
PART ON SPECIAL ORDER					
** QUANTITY 6 IS SPECIAL ORDERED **					
TOTAL - PARTS					0.00

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

COMMENTS-----
 CALL HOME
 TOTALS-----

***** ATTENTION *****
 MILLER FORD/NISSAN WOULD LIKE TO THANK YOU FOR YOUR RECENT
 SERVICE VISIT. WE HAVE RESERVED YOUR NEXT APPOINTMENT THREE
 MONTHS AND 3000 MILES FROM TODAY.
 SHOULD THAT DATE CONFLICT WITH YOUR SCHEDULE, PLEASE CALL
 US AT 203-335-3185 TO UPDATE OUR COMPUTER APPOINTMENT SYSTEM

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

REMEMBER ALSO WE HAVE OUR AUTO BODY APPRAISER HERE DAILY
 MONDAY-FRIDAY FROM 8:30 AM TO 4:30 PM FOR YOUR AUTO BODY
 NEEDS, FREE ESTIMATES AND LIFETIME WARRANTY ON PAINT REPAIRS

SHOULD YOU RECEIVE A FOLLOW UP SURVEY FROM THE MANUFACTURER
 AND FOR ANY REASON YOU CANNOT SCORE US AT THE HIGHEST LEVELS
 PLEASE CONTACT BOB VREELAND SERVICE MANAGER BEFORE RETURNING
 YOUR SURVEY AT 203-335-7759 EXT 1041, THANK YOU.

 CUSTOMER SIGNATURE



FORD / NISSAN

930 - 970 Kings Highway

Ford (203) 335-3181

Nissan (203) 387-5050

Fax (203) 337-1296

(800) 422-1785



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MILLER FORD/NISSAN/BUICK



USED CAR SUPERSTORE

CUSTOMER NO. 7960	ADVISOR DENNIS RILEY 5147	TAG NO. 8075	INVOICE DATE 07/20/01	INVOICE NO. FOCB152351
	LABOR RATE 68.00	MILEAGE 21917	COLOR BEIGE/BEIGE	STOCK NO. 2668F
	YEAR / MAKE / MODEL 00/FORD/TAURUS/4DR SDN SE-SVG		DELIVERY DATE 03/31/00	DELIVERY MILES 29
	VEHICLE I.D. NO. 1FAFP55S3YG		SELLING DEALER NO. MILLER	PRODUCTION DATE 02/08/00
STRATFORD, CT	F. T. E. NO.	P. O. NO.	R. O. DATE 06/29/01	
	COMMENTS E# 3.0 LITRE V6			

TOTALS

***** ATTENTION *****
MILLER FORD/NISSAN WOULD LIKE TO THANK YOU FOR YOUR RECENT SERVICE VISIT. WE HAVE RESERVED YOUR NEXT APPOINTMENT THREE MONTHS AND 3000 MILES FROM TODAY. SHOULD THAT DATE CONFLICT WITH YOUR SCHEDULE, PLEASE CALL US AT 203-335-3185 TO UPDATE OUR COMPUTER APPOINTMENT SYSTEM.

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CUSTOMER SIGNATURE

TOTAL LABOR...	0.00
TOTAL PARTS...	1120.75
TOTAL SUBLET...	1296.80
TOTAL G.O.G...	0.00
TOTAL MISC CHG...	0.00
TOTAL MISC DISC...	0.00
TOTAL TAX.....	145.06
TOTAL INVOICE \$	2562.61



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MILLER

FORD/NISSAN/BUICK



USED CAR SUPERSTORE

CUSTOMER NO. 7960	ADVISOR ROBERT MAXWELL JR 6084	TAG NO. 8271	INVOICE DATE 05/09/01	INVOICE NO. FOCS147746
	LABOR RATE 75.00	LICENSE NO. [REDACTED]	MILEAGE 19570	COLOR BEIGE/BEIGE
	YEAR / MAKE / MODEL 00/FORD/TAURUS/4DR SDN SE-SVG		DELIVERY DATE 03/31/00	STOCK NO. 2668F
	VEHICLE I.D. NO. 1FAFP55S3YG [REDACTED]		SELLING DEALER NO. MILLER	DELIVERY MILES 29
STRATFORD, CT [REDACTED]	F. T. E. NO.	P. O. NO.	R. O. DATE 05/08/01	PRODUCTION DATE 02/08/00
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 3.0 LITRE V6		

JOB# 1 CHARGES

LABOR # 1 02FOZ ACCESSORIES HOURS: TECH(S):4132 WARRANTY
 CUSTOMER STATES: FUEL SMELL COMING FROM VEHICLE
 INTAKE MANIFOLD LEAKING...
 CHECK, MFOR FUEL SMELL DO FUEL INJECTOR LEAKDOWN TEST OK DO
 FUEL PRESSURE CHECK DO SSM R/R UPPER AND LOWER INTKE ASSY
 AND REPLACE LOWER INTAKE SEALS CHECK OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	6	YF1Z-9439-AC	GASKET - INTAK		0.00
				TOTAL - PARTS	

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

COMMENTS
 WAITER

TOTALS

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

***** ATTENTION *****
 MILLER FORD/NISSAN WOULD LIKE TO THANK YOU FOR YOUR RECENT SERVICE VISIT WE HAVE RESERVED YOUR NEXT APPOINTMENT THREE MONTHS AND 3000 MILES FROM TODAY. SHOULD THAT DATE CONFLICT WITH YOUR SCHEDULE, PLEASE CALL US AT 203-335-3185 TO UPDATE OUR COMPUTER APPOINTMENT SYSTEM

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CUSTOMER SIGNATURE



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MILLER FORD/NISSAN/BUICK



USED CAR SUPERSTORE

CUSTOMER NO. 7960	ADVISOR DENNIS RILEY	TAG NO. 8075	INVOICE DATE 07/20/01	INVOICE NO. FOCB152351
	LABOR RATE 68.00	MILEAGE 21917	COLOR BEIGE/BEIGE	STOCK NO. 2668F
	YEAR / MAKE / MODEL 00/FORD/TAURUS/4DR SEDAN SE-SVG		DELIVERY DATE 03/31/00	DELIVERY MILES 29
	VEHICLE I.D. NO. 1FAFP55S3YG		SELLING DEALER NO. MILLER	PRODUCTION DATE 02/08/00
STRATFORD, CT	F. T. E. NO.	P. O. NO.	R. O. DATE 06/29/01	
COMMENTS E# 3.0 LITRE V6				

JOB# 1 CHARGES

LABOR	SUBLET		HOURS:	TECH(S):1	
J# 1 23F0Z	CUSTOMER STATES: BODY WORK FOR FRONT END.				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT	PRICE
	1	YF1Z-17D957-BA	CVR ASY-FRT BM		255.00
	1	YF1Z-17626-AA	PNL FRT VLC		17.07
	1	YF1Z-8327-AA	DEFL ASY-RAD A		10.42
	1	F8DZ-19712-AB	COND ASY-A/C		277.92
	1	F6DZ-3D746-C	COOLER ASY-PWR		41.95
	1	F6DZ-8005-ACP	RAD ASY		329.49
	1	YF1Z-8A419-AA	SUPT ASY-RAD L		188.90
				TOTAL - PARTS	1120.75
SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
	23610	47907		07/17/01	IANNOTTI
				TOTAL - SUBLET	1296.80

JOB# 1 TOTALS

PARTS 1120.75
SUBLET 1296.80

JOB# 1 JOURNAL PREFIX FOCB JOB# 1 TOTAL 2417.55

JOB# 2 CHARGES

LABOR	DRIVABILITY/EMISSION HOURS:		TECH(S):4500	WARRANTY
J# 2+12F0Z	ENGINE SURGES WHEN COMING TO A STOP, ESPECIALLY DURING PARKING MANEUVERS			
	CAR ACCELERATES UNCONTROLABLY			
	TEST WITH NGS. CODE P1365. FOLLOW DIAGNOSIS AND REPROGRAM PCM WITH WDS TO LATEST CALIBRATION			
	INSPECT ENGINE ELECTRICAL AND VAC FOUND AND TIGHTEN HOSE AT THROTTLE BODY MASS AIR FLOW SENSOR			

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCB JOB# 2 TOTAL 0.00



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Office of Defects Investigation Complaints Database

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: July 7, 2001 08:05:28 AM

ODI ID: 891581

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Wednesday, June 27, 2001

Incident: No

Fire: No

Number of Injuries:

Component: STEERING:GEAR BOX

Summary: CONSUMER STATES THAT WHEN ATTEMPTING TO SHIFT VEHICLE OUT OF GEAR THE GEAR SHIFT MALFUNCTIONED PREVENTING THE VEHICLE TO GO INTO GEAR. CONSUMER HAS CONTACTED TH

ODI ID: 747120

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Friday, June 15, 2001

Incident: No

Fire: No

Number of Injuries:

Component: ENGINE

Summary: LOW COOLANT LIGHT CAME ON, BUT CAR DID NOT OVERHEAT, BUT ANTIFREEZE DID LEAK OUT OF HEATER BLOCK. TOOK CAR TO DEALER... HEATER BLOCK THREADED INCORRECTLY TO EN

ODI ID: 747120

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Friday, June 15, 2001

Incident: No

Fire: No

Number of Injuries:

Component: ENGINE COOLING SYSTEM

Summary: LOW COOLANT LIGHT CAME ON, BUT CAR DID NOT OVERHEAT, BUT ANTIFREEZE DID LEAK OUT OF HEATER BLOCK. TOOK CAR TO DEALER... HEATER

Make: FORD
Model: TAURUS
Year: 2000
Date of Failure: Tuesday, May 08, 2001
Incident: No
Fire: No
Number of Injuries:
Component: POWER TRAIN:TRANSMISSION:AUTOMATIC
Summary: CONSUMER PUT VEHICLE IN REVERSE, BUT VEHICLE WENT FORWARD.
TOWED VEHICLE TO DEALER, WHO FOUND CABLE SNAPPED ON TRANSMISSION. *AK

ODI ID: 889568
Make: FORD
Model: TAURUS
Year: 2000
Date of Failure: Tuesday, May 08, 2001
Incident: Yes
Fire: No
Number of Injuries: 1
Component: INTERIOR SYSTEMS:PASSENGER RESTRAINTS:AIR BAG FRONTAL DRIVER
Summary: CONSUMER WAS STOPPING AT A RED LIGHT AND ANOTHER VEHICLE HIT IT
HEAD-ON, UPON IMPACT, FRONT AIRBAG DIDN'T DEPLOY. CONSUMER WAS INJURED.
DEALER CONSULTED OWNE

X ODI ID: 888106
Make: FORD
Model: TAURUS
Year: 2000
Date of Failure: Wednesday, April 25, 2001
Incident: Yes
Fire: No
Number of Injuries: 1
Component: FUEL:THROTTLE LINKAGES:ACCELERATOR:RIGID
Summary: VEHICLE ACCELERATED SUDDENLY AND UNEXPECTEDLY, RESULTING IN A
COLLISION, AND CAUSING MINOR INJURIES.*AK

X ODI ID: 888107
Make: FORD
Model: TAURUS
Year: 2000
Date of Failure: Wednesday, April 25, 2001
Incident: Yes
Fire: No
Number of Injuries: 1
Component: FUEL:THROTTLE LINKAGES AND CONTROL
Summary: VEHICLE WAS INVOLVED IN A FRONTAL COLLISION. UPON IMPACT,

PASSENGER'S AIRBAG DID NOT DEPLOY, RESULTING IN MINOR INJURY. VEHICLE WAS TOTALLED.*AK VEHICLE SUDD

ODI ID: 888107

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Wednesday, April 25, 2001

Incident: Yes

Fire: No

Number of Injuries: 1

Component: INTERIOR SYSTEMS:PASSENGER RESTRAINTS:AIR BAG:FRONTAL:PASSENGER

Summary: VEHICLE WAS INVOLVED IN A FRONTAL COLLISION. UPON IMPACT, PASSENGER'S AIRBAG DID NOT DEPLOY, RESULTING IN MINOR INJURY. VEHICLE WAS TOTALLED.*AK VEHICLE SUDD

ODI ID: 888313

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Thursday, April 19, 2001

Incident: Yes

Fire: No

Number of Injuries: 1

Component: INTERIOR SYSTEMS:PASSENGER RESTRAINTS:AIR BAG:FRONTAL

Summary: HAD REAR ENDED ANOTHER VEHICLE AFTER TRAVELING 40-50MPH. UPON IMPACT, AIR BAGS FAILED TO DEPLOY. DRIVER'S HEAD HIT WINDSHIELD. WAS TREATED AT EMERGENCY ROOM

ODI ID: 887135

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Wednesday, April 18, 2001

Incident: Yes

Fire: No

Number of Injuries: 1

Component: FUEL:THROTTLE LINKAGES AND CONTROL

Summary: VEHICLE ACCELERATED SUDDENLY AND UNEXPECTEDLY, RESULTING IN A COLLISION WHICH CAUSED MINOR INJURIES, AND PROPERTY DAMAGE. VEHICLE AT THE DEALER FOR INSPECTIO

ODI ID: 744110

Make: FORD

Model: TAURUS

Year: 2000

ODI ID: 561104

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Thursday, March 15, 2001

Incident: No

Fire: No

Number of Injuries:

Component: SUSPENSION

Summary: THE FRONT END OF THE VEHICLE MAKES NOISE, DIPS, AND APPEARS TO LOCK UP AT STOP SIGNS AT THE END OF A DOWN HILL INCLINE, THE DEALER HAS REPLACED THE CATALYTIC CO

ODI ID: 560594

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Sunday, March 11, 2001

Incident: No

Fire: No

Number of Injuries:

Component: FUEL:FUEL INJECTION:IDLE SPEED CONTROL VALVE

Summary: THE IDLE AIR CONTROL VALVE STUCK CAUSING THE VEHICLES ENGINE TO RACE OUT OF CONTROL AND THE CHECK ENGINE LIGHT TO ILLUMINATED, THE CONSUMER FEELS THIS VEHICLE S

ODI ID: 745572

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Monday, March 05, 2001

Incident: No

Fire: No

Number of Injuries: 0

Component: ELECTRICAL SYSTEM

Summary: THIS VEHICLE IS IN THE SHOP ON A PRETTY REGULAR BASIS FOR ONE DEFECT OR ANOTHER. ESPECIALLY ELETRICAL DEFECTS. AS OF TODAY, 05/21/2001 THE "CHECK ENGINE LIGHT"

ODI ID: 745572

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Monday, March 05, 2001

Incident: No

Fire: No

Number of Injuries: 0

Component: INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR

Summary: THIS VEHICLE IS IN THE SHOP ON A PRETTY REGULAR BASIS FOR ONE DEFECT OR ANOTHER. ESPECIALLY ELETRICAL DEFECTS. AS OF TODAY, 05/21/2001 THE "CHECK ENGINE LIGHT"

ODI ID: 887446

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Thursday, March 01, 2001

Incident: No

Fire: No

Number of Injuries:

Component: LIGHTING:LAMP OR SOCKET:BRAKE LIGHTS

Summary: CONSUMER CONTACTED DEALER FOR RECALL 01V78000/ MANUFACTURER'S RECALL 01S08. PARTS HAVEN'T BEEN AVAILABLE SINCE MARCH. DEALER KEPT TELLING CONSUMER TO CALL

ODI ID: 887497

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Thursday, March 01, 2001

Incident: No

Fire: No

Number of Injuries: 0

Component: INTERIOR SYSTEMS:SEAT HEAD RESTRAINTS

Summary: CONSUMER WAS BACKING OUT OF DRIVEWAY AND NOTICED THAT DRIVER'S SIDE HEAD REST WAS TOO BIG. IN ORDER TO LOOK AROUND TO MAKE SURE TRAFFIC WAS CLEAR IN VIEW

ODI ID: 741720

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Wednesday, February 28, 2001

Incident: No

Fire: No

Number of Injuries: 0

Component: BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

Summary: BRAKING FOR A STOP AT BOTTOM OF A SLOPE, SUDDENLY ACCELERATED ... STOOD UP ON BRAKE PEDAL IN ORDER TO STOP AT ALL.

ODI ID: 741621

Make: FORD

Model: TAURUS

Model: TAURUS

Year: 2000

Date of Failure: Monday, December 04, 2000

Incident: No

Fire: No

Number of Injuries:

Component: FUEL:THROTTLE LINKAGES AND CONTROL

Summary: WHEN APPROACHING A RED LIGHT AND SLOWING DOWN TO STOP CONSUMER FELT THE CAR SUDDENLY ACCELERATE RATHER THAN SLOW TO A STOP, CONSUMER STOPPED THE VEHICLE FOR A H

ODI ID: 881993

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Friday, December 01, 2000

Incident: Yes

Fire: Yes

Number of Injuries: 0

Component: STEERING:WHEEL AND COLUMN

Summary: CONSUMER WAS TRAVELING ON HIGHWAY AND VEHICLE STALLED WITHOUT PRIOR WARNING. HAD TO AVOID A TRUCK AND WENT INTO A DITCH. DEALERSHIP REPLACED IAC VALVE) TWI

ODI ID: 881993

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Friday, December 01, 2000

Incident: Yes

Fire: Yes

Number of Injuries: 0

Component: FUEL:THROTTLE LINKAGES AND CONTROL

Summary: CONSUMER WAS TRAVELING ON HIGHWAY AND VEHICLE STALLED WITHOUT PRIOR WARNING. HAD TO AVOID A TRUCK AND WENT INTO A DITCH. DEALERSHIP REPLACED IAC VALVE) TWI

ODI ID: 881993

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Friday, December 01, 2000

Incident: Yes

Fire: Yes

Number of Injuries: 0

Component: EXHAUST SYSTEM:MANIFOLD:OXYGEN SENSOR

SUDDENLY VEHICLE COMMENCED TO ACCELERATE AND SMOKE WAS COMING FROM UNDER HOOD, HOT PLASTIC FROM

ODI ID: 874800

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Monday, October 23, 2000

Incident: No

Fire: No

Number of Injuries:

Component: FUEL:THROTTLE LINKAGES:ACCELERATOR:RIGID

Summary: CONSUMER WAS APPLYING BRAKES & VEHICLE SUDDENLY ACCELERATED. DEALER INSPECTED VEHICLE & FOUND CARBON BUILD UP AS THE CAUSE. VEHICLE ONLY HAS 8,000 MILES ON I

ODI ID: 875445

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Friday, October 20, 2000

Incident: No

Fire: No

Number of Injuries: 0

Component: VISUAL SYSTEMS:GLASS:WINDSHIELD

Summary: FRONT WINDSHIELD IS SLANTED TOO MUCH, IT IS IMPOSSIBLE TO WASH WINDOW, AND IN SUNNY WEATHER, REFLECTION IS BAD. BECAUSE OF THE WAY IT'S SLANTED CONSUMER CAN HA

ODI ID: 735174

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Wednesday, October 18, 2000

Incident: No

Fire: No

Number of Injuries:

Component: INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG

Summary: THE AIRBAG WARNING LIGHT CAME ON. FORDS OWNERS MANUAL SAID THE BAG WOULD MALFUNCTION AND POSSIBLY DEPLOY. TAKE THE VEHICLE TO THE DEALER ASAP. THIS VEHICLE HA

ODI ID: 732484

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Monday, September 25, 2000

Date of Failure: Wednesday, August 02, 2000

Incident: No

Fire: No

Number of Injuries: 0

Component: SUSPENSION:INDEPENDENT FRONT

Summary: FOR THE RECORD: FRONT END HAS A SEVERE VIBRATION THAT IS COMING FROM THE ENGINE CRADLE, ESPEC. WHEN LIGHT BRAKING IS TAKING AFFECT OR WHEN EVER YOUR FOOT IS ON

ODI ID: 867628

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Tuesday, August 01, 2000

Incident: No

Fire: No

Number of Injuries: 0

Component: FUEL:THROTTLE LINKAGES AND CONTROL

Summary: WHEN DRIVING VEHICLE ACCELERATED ON ITS OWN, AND VEHICLE CONTINUED TO SPEED UP.*AK

ODI ID: 869563

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Tuesday, August 01, 2000

Incident: No

Fire: No

Number of Injuries:

Component: TIRES

Summary: PE00020, 2000 FORD TAURUS, TIRE SIZE P215/60R16, FRONT PASSENGER'S TIRE HAD A FLAT DUE TO A SCREW IN THE TIRE AND THE PASSENGER REAR TIRE HAD ALREADY BEEN PLUG

ODI ID: 872582

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Tuesday, August 01, 2000

Incident: No

Fire: No

Number of Injuries:

Component: WHEELS:LUGS:NUTS:BOLTS

Summary: RIGHT FRONT TIRE LUGS:NUTS WERE IMPROPERLY PUT ON. THEREFORE, TIRE COULD NOT COME OFF WHEN CONSUMER TOOK VEHICLE TO GET TIRES ROTATED.*AK

Number of Injuries:**Component:** INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONTAL**Summary:** WHILE DRIVING ABS BRAKING SYSTEM MALFUNCTIONED, CAUSING WHEELS TO LOCK UP IN DRY CONDITIONS, WHICH HAD A 36 FEET LONG OF SKID MARKS, AND RESULTED IN A FRONTAL

ODI ID: 726167

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Tuesday, July 11, 2000

Incident: No

Fire: No

Number of Injuries:**Component:** FUEL: FUEL LINES FITTINGS AND PUMP**Summary:** FUEL PUMP AND FUEL PRESSURE SENSOR WAS REPLACED ON 7-11-00 WHEN CAR HAD 7812 MILES ON IT. IT HAD DIED, BUT I WAS ABLE TO GET IT STARTED AGAIN AND TOOK IT TO THE

ODI ID: 553176

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Thursday, July 06, 2000

Incident: No

Fire: No

Number of Injuries: 1**Component:** FUEL: THROTTLE LINKAGES: ACCELERATOR: RIGID**Summary:** CONSUMERS VEHICLE EXPERIENCED SUDDEN ACCELERATION, WHILE ATTEMPTING TO PARK THE VEHICLE WITH FOOT ON BRAKE RESULTING IN THE VEHICLE HITTING A FENCE, CURB, AND P

ODI ID: 865902

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Wednesday, July 05, 2000

Incident: No

Fire: No

Number of Injuries:**Component:** FUEL: FUEL PUMP**Summary:** WHILE MAKING A STOP AT A LIGHT AND WHEN DEPRESSING GAS PEDAL VEHICLE IDLED HIGH AND STALLED WITHOUT ANY INDICATION. DEALER STATED THAT FUEL PUMP NEEDED TO BE

ODI ID: 865902

Make: FORD

ODI ID: 878757

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Monday, May 15, 2000

Incident: No

Fire: No

Number of Injuries:

Component: FUEL:THROTTLE LINKAGES AND CONTROL

Summary: SUDDEN ACCELERATION WHEN EVER VEHICLE REACHES 25 MP. BEEN IN DEALER SHOP ON SEVERAL OCCASIONS. ALSO, NOTIFIED MANUFACTURER OF THIS PROBLEM, AND WAS UNABLE T

ODI ID: 723294

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Sunday, May 14, 2000

Incident: No

Fire: No

Number of Injuries: 0

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

Summary: NO SUMMARY LISTED FOR ABOVE VEHICLE. *AK

ODI ID: 861794

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Thursday, May 04, 2000

Incident: No

Fire: No

Number of Injuries:

Component: ENGINE

Summary: CONSUMER BOUGHT VEHICLE BRAND NEW. VEHICLE STALLED ANYWHERE WITHOUT PRIOR WARNING. ALSO, ENGINE CHECK LIGHT CAME ON THE DASHBOARD. CONSUMER TOOK VEHICLE

ODI ID: 861794

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Thursday, May 04, 2000

Incident: No

Fire: No

Number of Injuries:

Component: INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR

Number of Injuries:

Component: INTERIOR SYSTEMS:SEAT HEAD RESTRAINTS

Summary: HEADREST IN REAR OF VEHICLE ARE TOO TALL. IT'S BLOCKING VISIBILITY ON BOTH SIDES OF VEHICLE.*AK

ODI ID: 878607

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure: Wednesday, December 01, 1999

Incident: No

Fire: No

Number of Injuries: 0

Component: INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG IMPACT SENSOR

Summary: VEHICLE PARKED INSIDE OF GARAGE CONSUMER WAS BACKING OUT, AND NOTICED THAT AIRBAG LIGHT CAME ON AND STAYED ON UNTIL HE TOOK VEHICLE TO DEALERSHIP. SO THAT

ODI ID: 554479

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: FUEL:THROTTLE LINKAGES AND CONTROL

Summary: THE VEHICLE EXPERIENCES INTERMITTENT UNWANTED ACCELERATION.
*MJS

ODI ID: 554479

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

Summary: THE VEHICLE HAS TROUBLE GOING INTO PARK PROPERLY. *MJS

ODI ID: 554479

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: ELECTRICAL SYSTEM

Summary: POSSIBLE ELECTRICAL FAILURE DURING EXTREME HEAT WHICH CAUSES THE AIR CONDITIONING, ELECTRICAL WINDOWS AND ABS FAILURE AT THE SAME TIME. *MJS

ODI ID: 554479

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: ELECTRICAL SYSTEM:IGNITION:SWITCH

Summary: THE KEY WILL NOT RELEASE FROM THE IGNITION SWITCH. *MJS

ODI ID: 555079

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: FUEL:THROTTLE LINKAGES AND CONTROL

Summary: THE VEHICLE EXPERIENCED UNEXPECTED ACCELERATION AT MODERATE SPEEDS, THE ACCELERATION OCCURS WHILE COASTING (NO BRAKE OR GAS PEDAL ENGAGED). NLM

ODI ID: 556871

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: ENGINE

Summary: WHILE DRIVING 70 MPH IN HEAVY TRAFFIC THE VEHICLE STALLED, DRIVER WAS ABLE TO PULL OVER TO THE SHOULDER SAFELY, AFTER A FEW MINUTES THE VEHICLE STARTED AGAIN.

ODI ID: 557356

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: ENGINE

Summary: ENGINE MAKES RATTLING NOISES AND ENGINE LIGHT HAS CAME ON TWICE WITHIN TWO MONTHS, VEHICLE IS EXPERIENCING STALLING WITH NO WARNING, DEALER CAN NOT REMEDY THE P

ODI ID: 557742

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: FUEL:THROTTLE LINKAGES AND CONTROL

Summary: THE VEHICLE ACCELERATES ON IT'S OWN WHEN COMING TO A STOP, WHEN IT REACHES 35MPH AND WHEN GOING DOWN HILLS. *SLC

ODI ID: 558523

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG

Summary: WITHIN DAYS OF PURCHASING VEHICLE THE AIR BAG LIGHT WOULD COME ON WHILE DRIVING AND STAY ON UNTIL THE ENGINE WAS TURNED OFF, THE VEHICLE WAS TAKEN TO THE DEALER

ODI ID: 558829

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR:TURN SIGNAL

Summary: THE TURN SIGNAL DOES NOT HOLD IN THE DESIRED DIRECTION WHILE THE

Number of Injuries:

Component: ELECTRICAL SYSTEM:IGNITION

Summary: I HAVE A STARTING PROBLEM. SOMETIMES THE CAR STARTS RIGHT AWAY, WHILE OTHER TIMES THE CAR STARTS THEN STALL'S. I HAVE TO WAIT A FEW SECONDS BEFORE TRYING TO

ODI ID: 731535

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: SUSPENSION:SINGLE AXLE:REAR

Summary: WHEN IS LOADED 600LBS, WHEN TURNING OR DRIVING GET A RATTLING SOUND FROM BOTTOM REAR END. THIS GOES AWAY WHEN CAR IS UNLOADED.*AK

ODI ID: 732211

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

Summary: THE VEHICLE EXPERIENCES UNEXPECTED ACCELERATION AT MODERATE SPEEDS (40-45 MPH). THE ACCELERATION OCCURS WHILE COASTING (NO BRAKE OR GAS PEDAL ENGAGED). THE A

ODI ID: 732619

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: FUEL:FUEL INJECTION:IDLE SPEED CONTROL UNIT

Summary: VEHICAL IDLES TOO HIGH,CRUSES AT 40 MPH. WITH FOOT OFF THE GAS,NO HOLD BACK ON HILLS CAR NEEDS CONTINUOUS BRAKING TO REDUCE SPEED OF ENGINE. I FEEL THIS IS VERY

ODI ID: 738938

Make: FORD

Model: TAURUS

WHILE DRIVING. *SLC

ODI ID: 854441

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: STRUCTURE:BODY ROOF

Summary: REAR WINDOW ON RIGHT HAND SIDE ON THE ROOF NEXT TO THE BACK WINDOW, HAS A CRACK WHICH IS CAUSING A LEAKAGE. CONSUMER HAS CONTACTED THE DEALER. PLEASE PROVIDE

ODI ID: 859633

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: FUEL:THROTTLE LINKAGES:ACCELERATOR:RIGID

Summary: WHEN DRIVING ON LEVEL GROUND AT 25 MPH CONSUMER LET UP ON THE ACCELERATOR PEDAL AND ENGINE RACED, CAUSING SUDDEN AND UNWANTED ACCELERATION, CONSUMER HAS CONTACTED

ODI ID: 859795

Make: FORD

Model: TAURUS

Year: 2000

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: FUEL:THROTTLE LINKAGES AND CONTROL

Summary: WHILE DRIVING VEHICLE SURGES. BUT, WHEN FUEL TANK IS FILLED UP VEHICLE WILL SHUT COMPLETELY OFF. DEALER HAS BEEN CONTACTED, AND INSPECTED THE VEHICLE. THEY CO

ODI ID: 861759

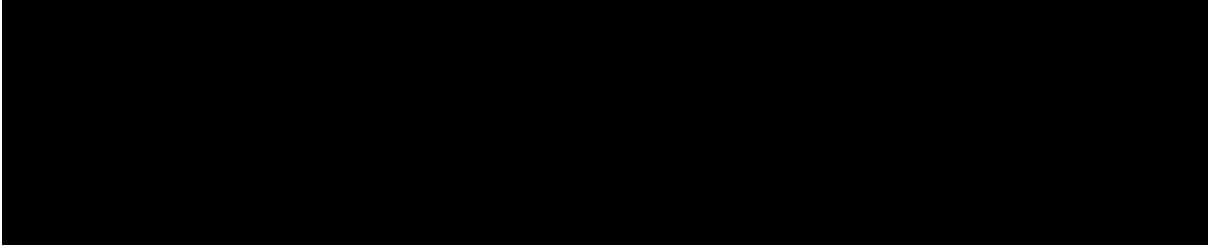
Make: FORD

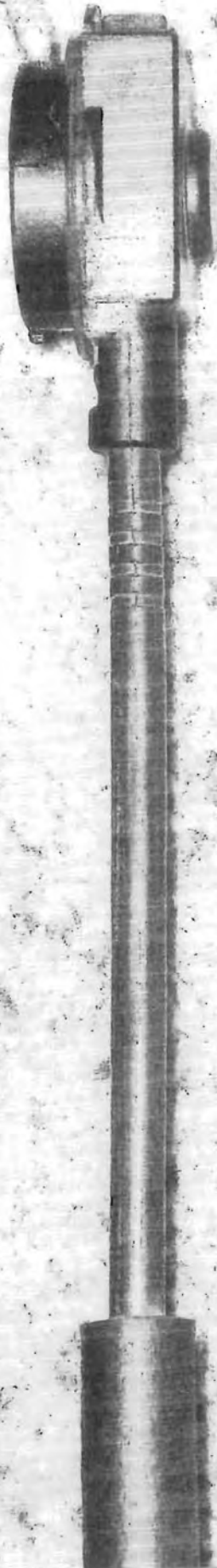
Model: TAURUS

Year: 2000

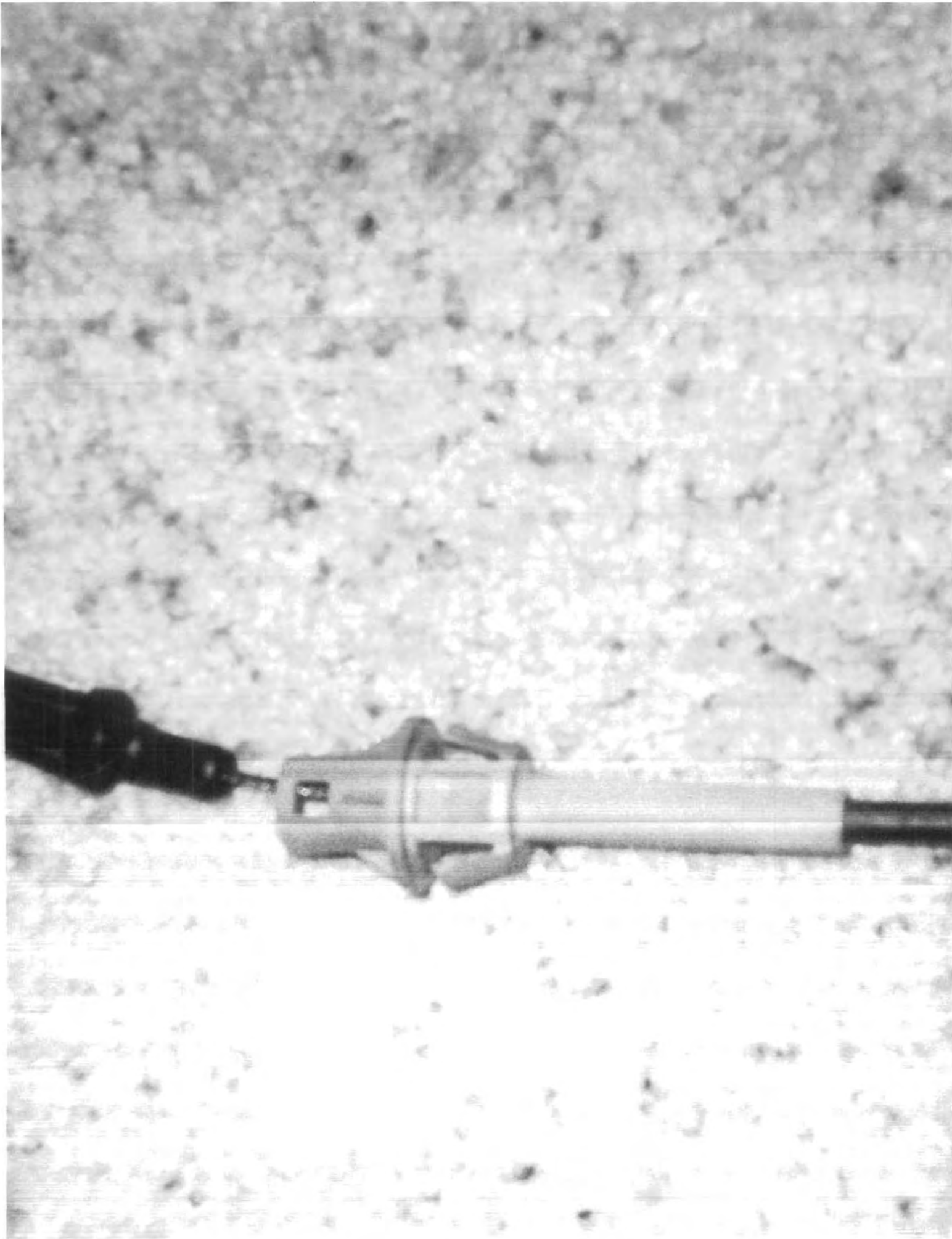
Date of Failure:

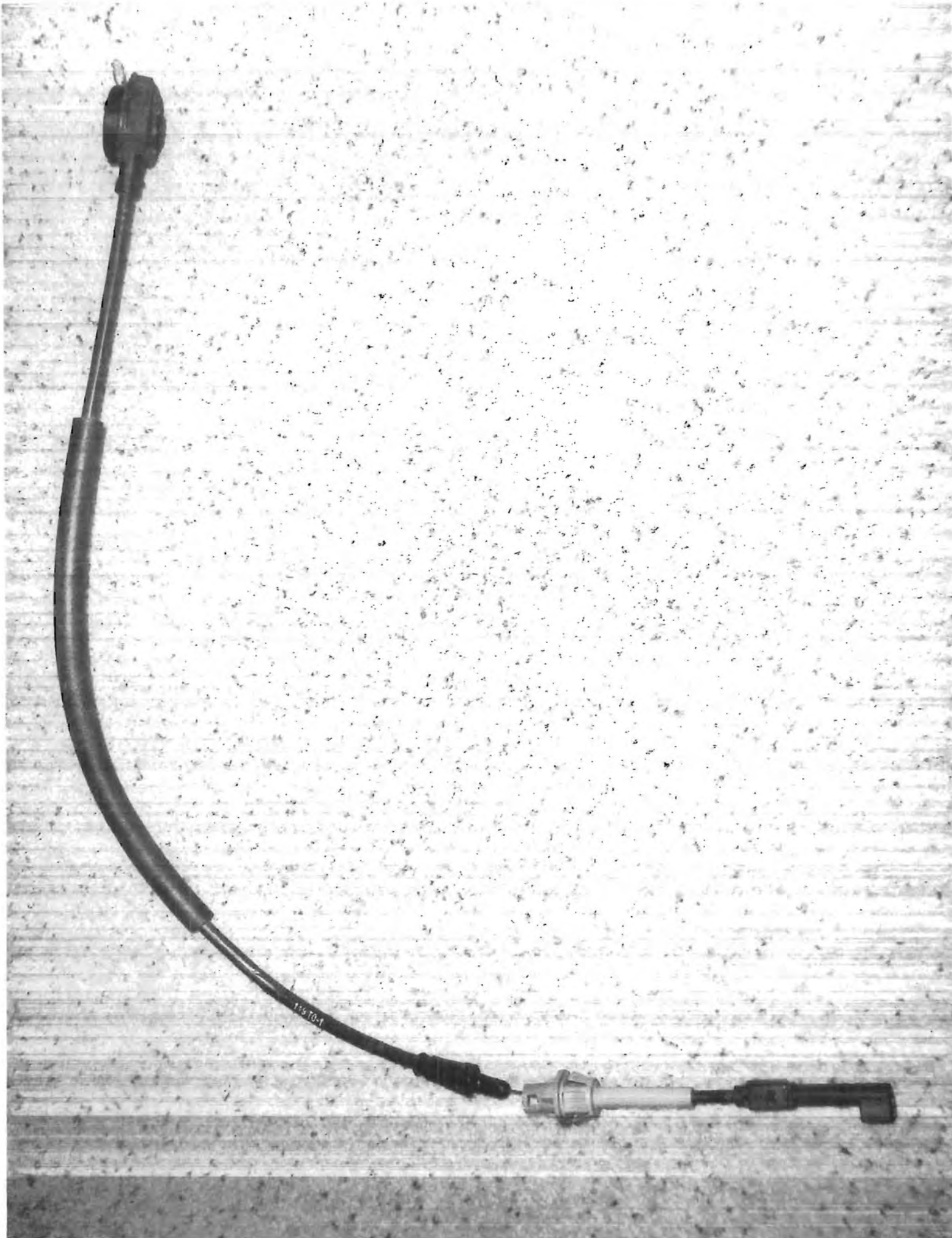
Incident: No











February 19, 2012

Dear Ford Motor Company Consumer Affairs

I am the primary owner of a 2000 Ford Taurus SEL. On January 28th, my daughter 'n law drove the Taurus with her husband (my son) in the passenger seat and their one month old baby in the rear seat. She drove approximately 10-12 miles on I-25 highway headed downtown Denver when she noticed the car was accelerating on its own. She quickly checked to ensure the car was not in cruise control mode; it turned off. The car continued to accelerate and each time she would brake to try and slow the car. Finally when the car would not slow enough to stop, my son put the car into neutral and turned off the engine. She otherwise would have had two choices; hit another car or hit the median. After the car was parked in the middle of freeway traffic, the brakes were smoking and started on fire. My son threw a soft drink he had in the car onto the front brakes; this put out the flame.

The ordeal was extremely scary as it could have resulted in a much more dangerous outcome and injury. The Taurus was towed to a local repair shop where it was determined the cruise control cable had slipped out its sleeve making the computer think it was in the accelerate position. Apparently the cruise control feeds into the manual acceleration cable. This appears to be a design flaw since cars should not just accelerate on their own.

Thankfully no one was hurt, but what I would like is for Ford to look into this issue with its Taurus' and reimburse me for the parts (brakes & cruise control cable) and repairs. The brakes were still in excellent condition, but the fire damage caused them to be replaced. Included is a copy of the repair receipt from Firestone. If you need to see the cruise control part, I have that for you to look at. Interstate Ford in Dacono, Colorado looked at the cable and has knowledge of the incident. The Service Manager indicated that the plastic casing had become cracked, which then caused the line to slip out and become stuck.

I just purchased my fourth Taurus from Interstate Ford and had planned on giving the 2000 Taurus to my son. I would hope that counts for something.

[REDACTED]

[REDACTED]
Westminster, CO [REDACTED]
[REDACTED]
[REDACTED]

BEGINNING OF CONTACT
04/10/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.15

=====

REGION: W4 DENVER	OGC ISSUE	CASE NBR: 614962957	
VIN: 1FAPP56S8YA [REDACTED]	ZONE: A02	OPENED: 2012/04/09	
	ENGINE: S	VEH TYPE: C	CLOSED: 2012/04/09

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: MRS		MI: R
ADDRESS: [REDACTED]		
CITY: WESTMINSTER	STATE: CO	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2000	MODEL: TAURUS	
MILEAGE: 142000		
DEALER NAME: FORMBY INTERSTATE FO	SALES CODE: F56444	P & A: 03151
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE		
SYMPTOMS: 704100 FIRE/SMOKE VISIBLE FLAME		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 792 - CONTACT ADVANCED TO OGC - FIRE
DOCUMENT: ANALYST: KCRAGO1 CRAGO, KIMBERLY

DATE: 2012/04/09 TIME: 11.15.41 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: 1. DATE THE VEHICLE CAUGHT ON FIRE01/28/20122. WHERE THE FIRE ORIGINATED IN THE VEHICLE.*BRAKE AREA 3. CURRENT LOCATION OF THE VEHICLE.*CUST HAS THE VEH 4. WHETHER OR NOT THERE WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT.NO SON PUT OUT THE FIRE5. IF A FIRE REPORT WAS FILED, WHAT THE FINDINGS WERE.N/A6. THE FIRE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.N/A7. IF THERE WERE DAMAGES TO ANYTHING OTHER THAN THE VEHICLE.BRAKE, ROTTERS, WHOLE BRAKE SYSTEM DUE TO THE CRUISE CONTROL CAUSED THE FIRE8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.NO9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.N/A10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.IT IS REPAIRED11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).N/A12. WHETHER OR NOT THE VEHICLE WAS RUNNING WHEN THE FIRE STARTED.WAS RUNNING THE CUST WAS DRIVING HTE VEH 13. WHAT THE CUSTOMER IS SEEKING TO BE REPAID FOR HTE REPAIR OF \$963.87WROK WAS DONE AT A FIRESTONE DUE TO THEY WERE OPEN SUNDAYDEALER SAID: N/ACRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.ADV ABOVE TO CUST

FORD MOTOR COMPANY
RECEIVED
CLAIMS
APR 10 2012
OFFICE OF THE
GENERAL COUNSEL

Marcia
0050554

[REDACTED]
[REDACTED]
Westminster, CO [REDACTED]
[REDACTED]

Ford Motor Company
Claims Department
PO Box 70
Dearborn, MI 48121-0070

RECEIVED
8-6-12
Jc

RE: 2000 TAURUS
VIN: 1FAFP56S8Y [REDACTED] 1

Dear Ms. Aguilera

Per your request

- Enclosed is a copy of the vehicle title and registration
- I do not have pictures of the damaged areas before the repair; however, I am enclosing a picture of the damaged part that caused the destruction, the cruise control cable
- A copy of the repair receipt from Firestone is included; towing is covered under my insurance plan and I am only seeking a refund of the repair bill
- A copy of your letter is included
- I did not settle this repair with my insurance carrier

Your last paragraph contradicts with asking for receipts / repair order. After 5 months one would have fixed the car and I don't have time to wait for Ford. This whole process has been extremely frustrating and I am now second guessing having purchased yet another Taurus from Ford. I purchased a 2012 Taurus in December 2011, my fourth Taurus and have been a Ford customer for more than 30 years. If this issue doesn't resolve in my favor I will most definitely not be buying another Ford, not to mention I have already started to let people know of my experience.

I realize this letter to you is to address the above problem, but I'm not particularly happy with the dealership I purchased my new Taurus from either. The maintenance department needs work as I took the 2000 Taurus in multiple times for the same problem. It also takes a week to get a routine oil change. That's a shame since I was talked into a \$3500 maintenance plan. What a waste of money that was!

Based on the recent problems you are having with the Escape, you are obviously having issues with cruise control cables; just like with the Taurus.

Please don't hesitate to call me should you require more information.

Thank you,
[REDACTED]











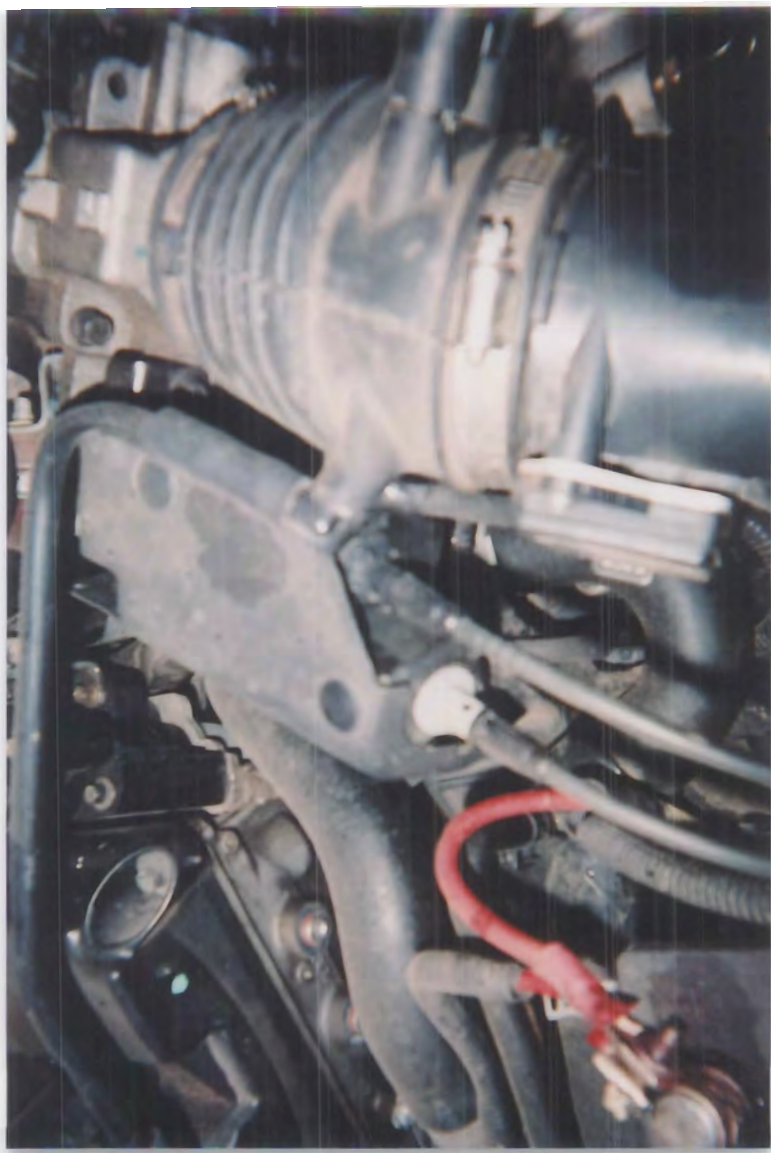








































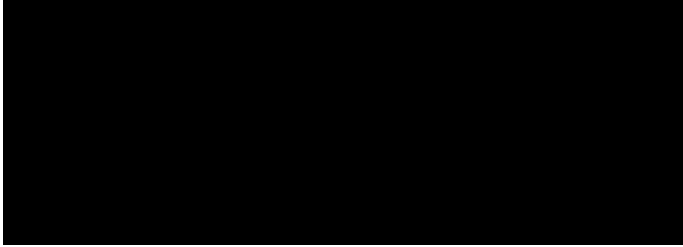












BEGINNING OF CONTACT
10/30/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.06

=====

REGION: C4 KANSAS CITY	OGC ISSUE	CASE NBR: 1538970807
VIN: 1FAHP56S42A [REDACTED]	ZONE: A04	OPENED: 2012/10/29
	ENGINE: S VEH TYPE: C	CLOSED: 2012/10/29

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: MR.		MI: J
ADDRESS: [REDACTED]		
CITY: SAINT LOUIS	STATE: MO	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: TAURUS	
MILEAGE: 111911		
DEALER NAME: SUNTRUP FORD WESTPOR	SALES CODE: F53052	P & A: 04125
REASON CODE: 0799 ACCIDENT/PRODUCT LIABILITY		
SYMPTOMS: 108601 EXT TRIM/ACCESSORY GRILLE APPEARANCE		

ORIGIN: CRCBCP - TIER ONE - MELBOURNE COMMUNICATION: PHONE
ACTION: T1120 - TIER ONE CLOSE ISSUE
DOCUMENT: ANALYST: PARVIK ARVIK PAM

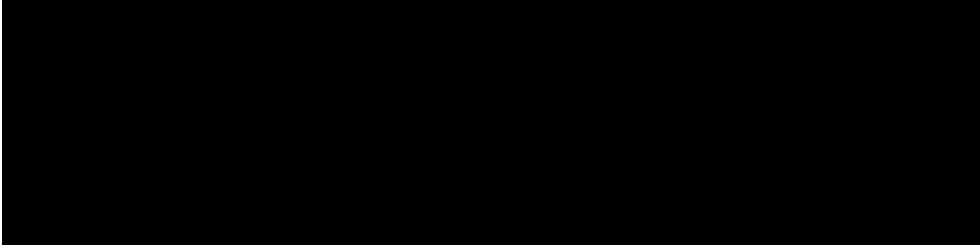
DATE: 2012/10/29 TIME: 13.12.41:
ACTION DATA/COMMENTS:

CUST SAYS HE WAS INVOLVED IN AN ACCIDENT BECAUSE HE COULD NOT STOP HIS VEH-AFTER THIS HAPPENED LAST WEEK HE HEARD ON THE NEWS ABOUT FORD'S ACCELERATION PROBLEMS WITH THE TAURUS-1. DATE OF THE ACCIDENT -10/25/2012. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT-SUDDEN ACCELERATION-CUST COULD NOT STOP VEH-HE RAN INTO ANOTHER VEHICLE-3. IF THERE WERE ANY INJURIES SUSTAINED-NO4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED-OLIVE STREET ROAD TURNING ON TO BALLAS RD -IN TOWN OF CREVE COUER-MO-5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED-NO-BOTH PARTIES EXCHANGED INSURANCE INFORMATION 8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY-CUST HAS NOT FILED CLAIM-HE IS ABLE TO DRIVE VEH-HEADLIGHT AND FRONT GRILLE WERE DAMAGED-10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE-YES12. WHAT THE CUSTOMER IS SEEKING-CUST IS CONCERNED ABOUT THIS HAPPENING AGAIN -CUST FEELS THIS IS A KNOWN PROBLEM-CUST WANTS VEH FIXED SO THIS WILL NOT HAPPEN AGAIN- DLR INFO-SUNTRUP FORD KIRKWOOD10340 MANCHESTER ROADKIRKWOOD, MO 63122(888) 856-2335 - CRC ADV -"I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
OCT 30 2012
OFFICE OF THE
GENERAL COUNSEL

CONSUMER AFFAIRS

10/30/2012 FAXOGC1 CONFIDENTIAL





Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

September 24, 2012

10-11-12 JC

██████████
██████████
MERRITT ISLAND, FL ██████████

RE: 2002 TAURUS

VIN: 1FAFP58S32A ██████████

Dear Ms. ██████████

Your claim has been forwarded to me for review. We thank you for the opportunity to address this concern in a fair and timely manner.

If you have turned any portion of this matter over to your insurance company and should your insurance company wish to pursue a claim with Ford Motor Company, please have your insurance company contact us in writing at the address noted above notifying us of their intent to pursue subrogation.

If you intend to pursue a claim directly, we request that you provide us with all the following information by completing and returning this form:

To begin our evaluation, we will need the following documents:

- A copy of the police/fire report.
- A copy of the title and vehicle registration.
- 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; include your name and the last 6 digits of your VIN# on the back of each photograph.
- Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas; include your name and the last 6 digits of your VIN# on the back of each photograph.
- A copy of your expert's report and the expert's original photographs.
- Repair estimate, repair order, a total loss worksheet with copies of draft payments.
- Complete service history for vehicle including maintenance items.
- A statement from insurance company indicating there are no pending claims and the reason for the denial.

How can you compensate for mental anguish?!

For each person alleged injured provide the following: (If there are additional names Continue on back)

Full Legal Name: _____



Address: _____

Spouse's Name: _____

Spouse's Name: M. J. Jr deceased

DOB: _____

DOB: [Redacted]

Soc Security#: _____

Soc Security#: [Redacted]

Gender: _____

Gender: Female

Occupation: _____

Occupation: retired

Injury: _____

Injury: fear of driving renewed

Health Insurance Provider: _____

Health Insurance Provider: _____

Is the injured party receiving Medicare benefits? _____
If so, state the name of the person(s) _____

Is the injured party receiving Worker Compensation benefits? _____
If so, state the name of the person(s) _____

Has the injured party received more than 24 months of social security disability benefits prior to the incident? _____
If yes, state the name of the person(s) _____

Due to Medicare reporting requirements, we cannot evaluate your claim until you provide the above requested information. If it is determined that you are a Medicare beneficiary, please be aware that pursuant to the Medicare Secondary Payer Act (MSP) Medicare has a statutory right to recover any conditional payments it has made with respect to your injury. Further, should a settlement be reached in this claim, Ford will not enter into any settlement agreement until Ford has been assured that Medicare's interests are protected.

- How can one compensate for deep mental anguish!*
1. What are you seeking from Ford Motor Company in this matter? compensation?
 2. What is the alleged defect? Reimbursement for car repair costs + lawyer's fee
uncontrollable acceleration
 3. Has the alleged defective part been repaired or replaced? (circle one) Yes or No
 4. What was the city, state and date of occurrence: Merritt Island FL / May 11, 2012
 5. What was the mileage at time of occurrence: around 75,000 +
 6. List all after market additions or modifications that were made to the vehicle:
none
 7. Was the engine running? (circle one) Yes or No
 8. Were the keys in the ignition? (circle one) Yes or No

9. Was this vehicle purchased new or used: _____

10. If purchased used, provide the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased:

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

Merriott Island, FL

12. Has an insurance company been advised of this incident? Yes No

13. If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number. I did not file a claim since I

felt that Ford Co. was responsible. I did speak to
14. Please provide the names and contact information of any witnesses to the incident. none insurance agent through.

Ford Motor Company is committed to providing you with a fair and timely response, so please note that we need all the information requested above to evaluate this matter. Your concern cannot 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 thoroughly reviewed and you will be notified of our decision concerning your claim. **In most instances this review can be done in 90 days; if we are unable to complete the analysis within this time, we will contact you.**

Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted. If your vehicle is accruing storage charges, you should immediately make arrangements to move it to a facility that will not charge you for storage.

Please be advised that in the event this matter ends up in litigation, 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). If you propose to repair the vehicle or conduct any other repairs you believe are related to this incident, such repairs may not be performed until after Ford Motor Company has conducted an inspection that may include the removal and testing of any component part that you claim is defective. If you want to repair your vehicle before we are able to physically inspect the vehicle or relevant component, please submit a written request to me.

Thank you for your prompt attention to this matter.

Sincerely,

A. Taylor

Alma Taylor
Legal Analyst – OGC Product Claims

To Whom it May Concern:

Last November I was in a horrific car accident that resulted in the death of my beloved husband. I sustained multiple injuries. Then on May 11, 2012 it was de je vu!...another almost fatal accident! I was driving my 2002 Ford Taurus station wagon on a major crowded highway (North Courtenay Parkway) during the busy lunch hour (between 12 and 1 pm). I was driving 35 miles /hour, the posted speed. Suddenly, my car seemed to have a mind of its own. It started to accelerate to at least over 50 mph! It went speeding and ran right through a red light! It was uncontrollable! It was an accident waiting to happen! I was able to drive off the highway into a shopping center where I nearly killed a lady. I had severe palpitations and thought that I was going to have a heart attack! I could not stop the car, but I finally I crashed, and the car stopped. I have never been so frightened in my entire life! I had just gotten over the fear of driving after the fatal accident in 2009, and now I was panicking again!. This was a most dangerous situation. I called AAA and was towed to Charlie White's Automotive (485 Cone Road Merritt Island, Fl32952 phone (321) 453-7777 fax (321) 453 4779. The bill (enclosed) was \$170.52.

I am filing this complaint with the NHTSA (the National Highway Traffic Safety Administration) as well as with the Ford Company, the local Ford dealer in Melbourne where the car was purchased , and my son(Michael Lober) who is an attorney. I will also call Ford at 1-866-436-7332 and the Vehicle Safety at 1-800-327-4236..If federal investigators have not looked into the unintended acceleration of the 2002 Ford Taurus (I understand that later models had similar complaints and the Feds expanded their acceleration probe to 1.9 million cars- Fox news and Portland, Me newspaper Feb., 24, 2012), an investigation certainly is warranted. Also, I feel that there should be reimbursement for auto repair work and lawyer's fees as well as compensation to the victims for their mental anguish. As a result, I personally again became fearful about driving again. This time after finally getting over my fears. I am petrified that the car might accelerate on its own!

Thank you for investigating this dangerous situation.

Sincerely,

[REDACTED]

Subject: Car dashboard

From: [REDACTED]

To: [REDACTED]

Date: Sunday, September 30, 2012 1:36 PM



485 CONE ROAD
 MERRITT ISLAND, FL 32952
 Shop Phone: (321) 453-7777
 Fax: (321) 453-4779

957
 Estimate Ref #1,077
 Date Printed: 05/11/2009
 Printed Time: 12:44 pm
 MV#70181
 TAX 15-8013470560-8
 OCC#843000290

Hat/Ref: CHARLIE WHITES AUTOMOTIVE Time Promised:

2002 FORD TAURUS V6 3.0L 182CID FI GAS N S
 VIN:
 License: Mileage In: 0 Date Written: 05/11/2009
 Home: Unit #: Mileage Out: 83,182 Written By:
 Cell: DOM: 08/01 Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	BRAKE PAD - BRAKE PAD - Rep...	george			
Part 3F1Z2001BA	OEM - BRAKE PAD - Front Pads		1.00	54.00	54.00
Labor Rate 1	Work Requested - BRAKE PAD - BRAKE PAD - Replace - Front Pads - With Rear Disc Brakes				68.00
Labor Rate 1	Work Requested - BRAKE PAD - BRAKE PAD - Replace - NOTE - To Reface Rotor, Add - Each				27.20
				<i>Job Total:</i>	149.20
Oil Change - 6 qt	Change Oil & Filter and Lub...	george			
Part CC	6 QTS		6.00	2.75	16.50
Part CC	OIL FILTER		1.00	6.00	6.00
Labor Rate 1	Work Requested - Change Oil & Filter and Lube				10.88
Work Performed - Change Oil & Filter and Lube				<i>Job Total:</i>	33.38

Payment Date	Type	Method	Amount
5/11/2009	Credit	Visa	203.90
Payment Totals:			\$203.90

Parts: \$76.50
 Labor: \$106.08
 Sublet: \$0.00
 Misc: \$0.00
 Hazmat: \$3.06
 Supplies: \$7.31
 Tax: \$10.95
Invoice Total: \$203.90
 Less Paid: 203.90
Balance Due: \$0.00

ALL REPAIRS 12 MONTH/12000 MILE WARRANTY/EXCEPT USED



THIS IS YOUR ID



CO/AGY 19 / 5 T# [REDACTED]
B# [REDACTED]

FLORIDA VEHICLE REGISTRATION

PLATE **A [REDACTED]** DECAL **0 [REDACTED]** Expires **Midnight Tue 3/5/2013**

YR/MK	2002/FORD	BODY	SW	COLOR	LBL	Reg. Tax	95.15	Class Code	1
VIN	1FAFP58S32A [REDACTED]			TITLE	[REDACTED]	Init. Reg.		Tax Months	12
Plate Type	RGR	NET WT	3418			County Fee	3.00	Back Tax Mos	12
						Mail Fee		Credit Class	
DL/FEID	L [REDACTED]					Sales Tax		Credit Months	
Date Issued	5/24/2012	Plate Issued	2/11/2005			Voluntary Fees			
						Grand Total	98.15		

[REDACTED]
MERRITT ISLAND, FL [REDACTED] 5

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 20 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.

RGR - FLORIDA REGULAR

BEGINNING OF CONTACT
09/21/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.01

=====

REGION: S3 ORLANDO	OGC ISSUE	CASE NBR: 417462642	
VIN: 1FAPP58S32A [REDACTED]	ZONE: A10	OPENED: 2012/09/20	
	ENGINE: S	VEH TYPE: C	CLOSED: 2012/09/20

=====

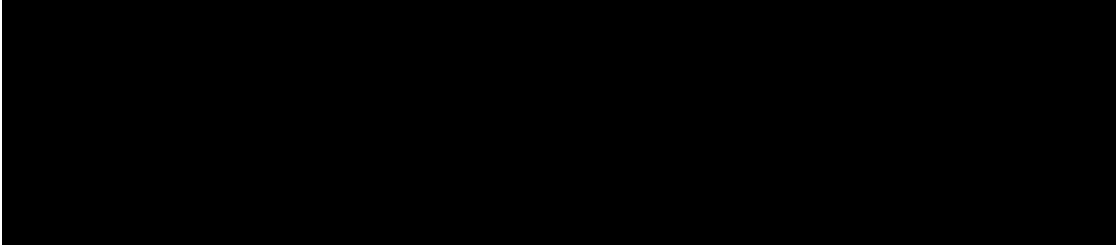
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: MS.	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: MERRITT ISLAND	STATE: FL	ZIP: [REDACTED]
HOME PHONE: 3 [REDACTED]		
MODEL YEAR: 2002	MODEL: TAURUS	
MILEAGE: 100000		
DEALER NAME: ISLAND L-M/ALAMO	SALES CODE: L25729	P & A: 11643
REASON CODE: 0799 ACCIDENT/PRODUCT LIABILITY		
SYMPTOMS: 301600 SERVICE BRAKE INOP/INEFFECTIVE		

ORIGIN: CRCBCP - TIER ONE - MELBOURNE COMMUNICATION;PHONE
ACTION: T1120 - TIER ONE CLOSE ISSUE
DOCUMENT: ANALYST: NLEWINSO LEWINSON, NICOLE

DATE: 2012/09/20 TIME: 11.58.15 :
ACTION DATA/COMMENTS:

-- CUST SAYS--- -- MAY 11-2012 . THE CUST WAS DRIVING THE FORD TARUS ON THE HIGHWAY 35 MPH AND THE CAR ACCELERATED AND WENT THROUGH A RED LIGHT AND SHE DROVE OFF THE HIGHWAY AND CUST WAS ABLE TO CRASH INTO SOMETHING TO STOP THE VEH.- -- AAA FIXED THE CAR AND IS FILING A COMPLAINT WITH THE NHTSA. -- CUST SAYS SHE WILL JOIN THE CLASS ACTION SUIT, --1. DATE OF THE ACCIDENT MAY 11-2012. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT -- THE CAR ACCELERATES AND DID NOT STOP AND PUSHED THE BRAKE AND WILL NOT STOP.--3. IF THERE WERE ANY INJURIES SUSTAINED NO BODILY AND YES PHSICOLOGICALLY4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED ON NORTH COURTNEY PARKWAY5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED. NO6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE. N/A7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED. N/A8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY. NO9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM. N/A10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE. YES11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE). MICHAEL LOBER 1645 NORTH CLIFF TRACE GEORGIA 30075.12. WHAT THE CUSTOMER IS SEEKING.REIMBURSMENT FOR THE REPAIR WORK ON THE VEH.--ISLAND LINCOLN-MERCURY INC SCHEDULE SERVICE 1850 E MERRITT ISLAND CAUSEWAYMERRITT ISLAND FL 32952(321) 452-9220**CCR**I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.**NOTE TO CCR: USE CORRECT SYMPTOM FOR ALLEGED DEFECTIVE SYSTEM (FIRE/SMOKE AS SYMPTOM FOR ALL INCIDENCES INVOLVING VEHICLE FIRE). VERIFY CUSTOMER CONTACT INFORMATION AND DOCUMENT ALL REQUIRED INFORMATON OF INCIDENT/ACCIDENT PER AAF."

FORD MOTOR COMPANY
RECEIVED
CLAIMS
SEP 20 2012
OFFICE OF THE
GENERAL COUNSEL





Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

RECEIVED
5-11-12

April 19, 2012

[REDACTED]
[REDACTED]
ALBUQUERQUE, NM [REDACTED]

RE: 2003 TAURUS
VIN: 1FAFP55S63A [REDACTED]

Dear Ms. [REDACTED]

We are in receipt of the information submitted on April 17, 2011, with respect to this claim. Ford Motor Company remains committed to a fair and timely evaluation of your claim. Please be advised that in order for us to evaluate this matter, you still need to provide the information indicated below:

- A copy of the police/fire report.
- Medical records for each person alleged injured from all treating physicians/facilities.
- Medical bills for each person alleged injured from all treating physicians/facilities.
- A copy of your expert's report and the expert's original photographs.
- Repair estimate, repair order, a total loss worksheet with copies of draft payments.
- Complete service history for vehicle including maintenance items.
- A statement from insurance company indicating there are no pending claims and the reason for the denial.

Ford Motor Company is committed to providing you with a fair and timely response, so please note that we need all the information requested above to evaluate this matter. Your concern can 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 thoroughly reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials **within 30 days**, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Please be advised that in the event this matter ends up in litigation, 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). If you propose to repair the vehicle or conduct any other repairs you believe are related to this incident, such repairs may not be performed until after Ford Motor Company has conducted an inspection that may include the removal and testing of any component part that you claim is defective. If you want to repair your vehicle before we are able to physically inspect the vehicle or relevant component please submit a written request to me.

5/7/12

To Whom it may concern

Here are the answers to the questions
you want

There was no police report cause it was
on own property.

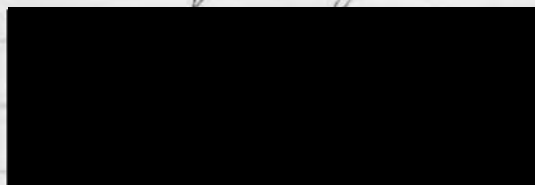
There was no medical reports due to the
fact of no medical Insurance.

Expert report Tom Krisher by the
Associate Press

Service history at Richford in Albuquerque
NM.

Have not reported to insurance Co
We feel your Co. ~~is~~ is at fault

Claim # 419602534





Office of the General Counsel



Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

March 27, 2012

[REDACTED]
[REDACTED]
ALBUQUERQUE, NM [REDACTED]

RE: 2003 TAURUS
VIN: 1FAPP55S63A [REDACTED]

Dear Ms [REDACTED]

Your claim has been forwarded to me for review. We thank you for the opportunity to address this concern in a fair and timely manner.

If you have turned any portion of this matter over to your insurance company, and should your insurance company wish to pursue a claim with Ford Motor Company, please have your insurance company contact us in writing at the address noted above notifying us of their intent to pursue subrogation.

If you intend to pursue a claim directly, we request that you provide us with all the following information by completing and returning this form:

To begin our evaluation, we will need the following documents:

- A copy of the police/fire report.
- A copy of the title and vehicle registration. ✓
- 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; include your name and the last 6 digits of your VIN# on the back of each photograph. ✓
- Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas; include your name and the last 6 digits of your VIN# on the back of each photograph. ✓
- A copy of your expert's report and the expert's original photographs.
- Repair estimate, repair order, a total loss worksheet with copies of draft payments.
- Complete service history for vehicle including maintenance items.
- A statement from insurance company indicating there are no pending claims and the reason for the denial.

For each person alleged injured provide the following: (If there are additional names Continue on back.)

Full Legal Name: [Redacted]	Full Legal Name: _____
Address: _____	Address: _____
Spouse's Name: <u>N/A</u>	Spouse's Name: _____
DOB: <u>2/19/62</u>	DOB: _____
Soc Security#: _____	Soc Security#: _____
Gender: <u>Male</u>	Gender: _____
Occupation: _____	Occupation: _____
Injury: <u>Sore neck & Shoulders</u>	Injury: _____
Health Insurance Provider: <u>None</u>	Health Insurance Provider: _____

Is the injured party receiving Medicare benefits No
If so, state the name of the person(s) _____

Is the injured party receiving Worker Compensation benefits No
If so, state the name of the person(s) _____

Has the injured party received more than 24 months of social security disability benefits prior to the incident No
If yes, state the name of the person(s) [Redacted]

Due to Medicare reporting requirements, we cannot evaluate your claim until you provide the above requested information. If it is determined that you are a Medicare beneficiary, please be aware that pursuant to the Medicare Secondary Payer Act (MSP) Medicare has a statutory right to recover any conditional payments it has made with respect to your injury. Further, should a settlement be reached in this claim, Ford will not enter into any settlement agreement until Ford has been assured that Medicare's interests are protected.

1. What are you seeking from Ford Motor Company in this matter?
Payment for Damage to house & Car
2. What is the alleged defect: Sticking Accelerator
3. Has the alleged defective part been repaired or replaced? (circle one) Yes or No
4. What was the city, state and date of occurrence: Albuquerque, NM 1/27/12
5. What was the mileage at time of occurrence: 43487
6. List all after market additions or modifications that were made to the vehicle:
None
7. Was the engine running? (circle one) Yes or No
8. Were the keys in the ignition? (circle one) Yes or No

9. Was this vehicle purchased new or used: New
10. If purchased used, provide the date of purchase, mileage at the time of purchase, from whom the vehicle was purchased: _____
11. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).
2708 Garcia ST. NE. ABQ. NM 87112
12. Has an insurance company been advised of this incident? Yes No
13. If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

14. Please provide the names and contact information of any witnesses to the incident?
[REDACTED] [REDACTED]

Ford Motor Company is committed to providing you with a fair and timely response, so please note that we need all the information requested above to evaluate this matter. Your concern can 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.

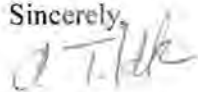
Once we are in receipt of all the requested information, it will be thoroughly reviewed and you will be notified of our decision concerning your claim. **In most instances this review can be done in 90 days; if we are unable to complete the analysis within this time, we will contact you.**

Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted. If your vehicle is accruing storage charges, you should immediately make arrangements to move it to a facility that will not charge you for storage.

Please be advised that in the event this matter ends up in litigation, 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). If you propose to repair the vehicle or conduct any other repairs you believe are related to this incident, such repairs may not be performed until after Ford Motor Company has conducted an inspection that may include the removal and testing of any component part that you claim is defective. If you want to repair your vehicle before we are able to physically inspect the vehicle or relevant component please submit a written request to me.

Thank you for your prompt attention to this matter.

Sincerely,



Alma Taylor
Legal Analyst- OGC Product Claims

Claim # 419602534

4/10/12

I [redacted] [redacted] was driving Vehicle
came up the driveway and when I went
to stop the vehicle would not it keep
going through the house when it finally stop.



CERTIFICATE OF TITLE

MVD-10030
REV. 02/06

VEHICLE IDENTIFICATION NUMBER 1FAFP55S63A [REDACTED]	TYPE OF TITLE ORIGINAL	TITLE NUMBER [REDACTED]
---	---------------------------	----------------------------

ENGINE OR OTHER I.D. NUMBER	PREVIOUS TITLE NUMBER AND STATE [REDACTED] NM2003	1ST REG	DATE OF ISSUE 01/20/2010
-----------------------------	--	---------	-----------------------------

YEAR 2003	MAKE FORD	MODEL TSS	BODY 4D	DRIVE 6	DISPLACEMENT 00000	WT./WHEELS 03208	TYPE OF FUEL GASOLINE	LIENS 0
--------------	--------------	--------------	------------	------------	-----------------------	---------------------	--------------------------	------------

1st LIENHOLDER (OR OWNER(S) IF NO LIEN)

LICENSE PLATE NUMBER(S)

0201DV

VEHICLE CLASS

CLERK

ALBUQUERQUE

NM

PASSENGER

SDG

CNTY.

REGISTERED OWNER(S)

0000028 AM

LOCATION OF MANUFACTURED HOME

ALBUQUERQUE

SECOND LIENHOLDER



ODOMETER CODES: AM = ACTUAL VEHICLE MILEAGE, EL = MILEAGE IN EXCESS OF MECHANICAL LIMITS OR NM = NOT ACTUAL MILEAGE. WARNING-ODOMETER DISCREPANCY

NOT A TITLE NO.

FILE DATE

MATURITY DATE

DO NOT CARRY IN VEHICLE - KEEP IN SAFE PLACE. IMPORTANT: THERE IS AN ADDITIONAL STATUTORY FEE FOR FAILURE BY PURCHASER TO APPLY FOR TRANSFER WITHIN 30 DAYS FROM DATE OF SALE.

I hereby certify, that interest in the vehicle described above on this Certificate of Title is hereby released.

RELEASE OF LIEN Name of Lienholder: _____ Full Signature of Authorized Agent _____ Date _____

This Certificate of Title is evidence of legal ownership of the vehicle described above. Upon sale of this vehicle, this certificate must be properly assigned below and presented by the purchaser to the Motor Vehicle Division for transfer. The Division is not responsible for false or fraudulent statements made in connection with this Certificate of Title or held liable for recording errors.

IMPORTANT: Buyer (except for dealer) must apply to the Motor Vehicle Division within 30 days for transfer of title and registration. Federal and state law requires the seller (including dealers) to state the odometer mileage upon transfer of ownership. ANYONE CONVICTED OF A FALSE ODOMETER STATEMENT WILL BE SUBJECT TO FINES AND/OR IMPRISONMENT.

ASSIGNMENT OF TITLE FOR THE EXACT AMOUNT OF \$ _____ I (we) hereby sell, assign,

transfer and convey this _____ day of _____, YR _____ to

BEGINNING OF CONTACT
03/27/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.02

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REGION: W3 PHOENIX	OGC ISSUE	CASE NBR: 419602534.	
VIN: 1FAFP55S63A [REDACTED]	ZONE: A04	OPENED: 2012/03/26	
	ENGINE: S	VEH TYPE: C	CLOSED: 2012/03/26

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: MS		MI: L
ADDRESS: [REDACTED]		
CITY: ALBUQUERQUE	STATE: NM	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2003	MODEL: TAURUS	
MILEAGE: 43675		
DEALER NAME: RICH FORD SALES, INC	SALES CODE: F56301	P & A: 06796
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 620900 ENG SPEED-UP SUDDEN ACCELERATION		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: JVAREL15 VARELA, JONATHAN

DATE: 2012/03/26 TIME: 15.43.47 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: ACCIDENTS 1. DATE OF THE ACCIDENT=TWO WEEKS
AGO 2. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS
THAT CAUSED ACCIDENT=SUDDEN ACCELERATION 3. IF THERE WERE
ANY INJURIES SUSTAINED=CUST NECK AND SHOULDER ARE BRUSED 4.
LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED=2707
GARCIA ST 5. WHETHER OR NOT THERE WAS A POLICE REPORT
FILED.=NO6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS
WERE.=N/A7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY
IN WHICH THE REPORT WAS FILED.N/A8. WHETHER OR NOT THE
CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE
COMPANY.=NO9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE
COMPANY, WHAT IS THE STATUS OF THE CLAIM.N/A10. WHETHER OR
NOT THE VEHICLE IS REPAIRABLE.=YES 11. NAME AND ADDRESS OF
CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY
HAVE SOUGHT ONE).=N/A12. WHAT THE CUSTOMER IS SEEKING=CUST
SEEKING ASSISTANCE WITH REPAIRERS
SCRC ADVISED: I WILL FORWARD
YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL.
YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS
DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL
CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

CONSUMER AFFAIRS

03/27/2012 FAXOGC1 CONFIDENTIAL

MFD. BY FORD MOTOR CO. IN U.S.A.

DATE: 06/03
 FRONT GAW: 1157KG/2552LB
 REAR GAW: 967KG/2132LB
 GVWR: 2124KG/4684LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
 VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
 IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

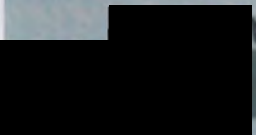
VIN: 1FAFP55563A250962 TYPE: PASSENGER
 MAXIMUM LOAD - OCCUPANTS + LUGGAGE - 499KG/1100LB
 OCCUPANTS = 5/6 TOTAL
 2/2 FR. 3 RR
 TIRE: P215/60TR16
 PRESSURE(FR): 205 LBS/30 PSI COLD
 PRESSURE(RR): 205 LBS/30 PSI COLD

1FAFP55563A

TRAILER TOWING - SEE OWNER GUIDE
 ECT PNE: AD
 LDC: 56 LDC: 56
 FOOD

BOX	INT	TR	W/P	8	AD	TR	SPE	30014	RO10
				H	GR	X	BD	VOS	

1200006025437 UBC ~205A5420472AA





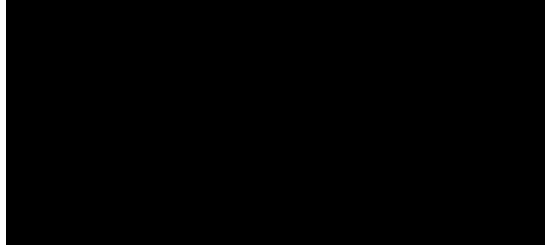
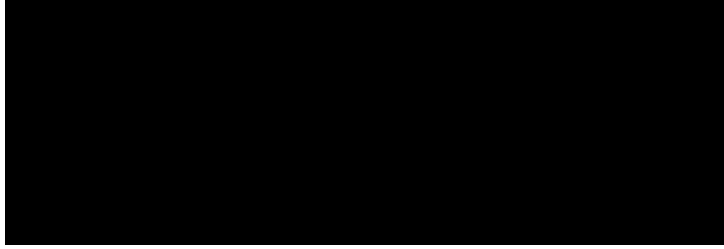












BEGINNING OF CONTACT
11/13/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

09.25.50

=====

REGION: S2 CHARLOTTE	OGC ISSUE	CASE NBR: 532723172.
VIN: 1FAFP56S02A [REDACTED]	ZONE: A04	OPENED: 2012/11/12
	ENGINE: S	VEH TYPE: C
		CLOSED: 2012/11/12

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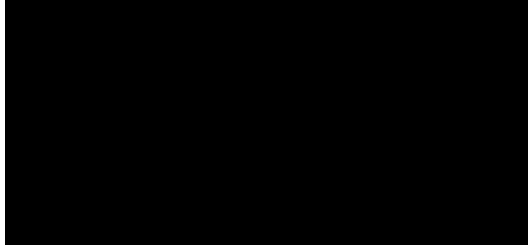
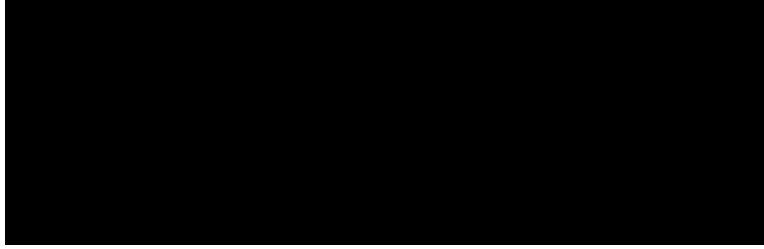
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: MS.		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: FRANKLINTON	STATE: NC	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: TAURUS	
MILEAGE: 140000		
DEALER NAME: CAPITAL FORD INC	SALES CODE: F21019	P & A: 00978
REASON CODE: 0772 LEGAL - ACCIDENT		
SYMPTOMS: 620900 ENG SPEED-UP SUDDEN ACCELERATION		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
DOCUMENT: ANALYST: VVALENC3 VALENCIA, VICTORIA

DATE: 2012/11/12 TIME: 14.58.08 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: **CUSTOMER SAYS**-CUSTOMER COMMENTS /
SYMPTOMS- VEH WAS ACCELERATING ON ITS OWN AND CAUSED AN
ACCIDENT, NO ONE WAS HURT1. DATE OF THE ACCIDENT - 11/10/20122.
WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT
CAUSED ACCIDENT - ACCELERATION3. IF THERE WERE ANY INJURIES
SUSTAINED - NO4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT
OCCURRED - SOUTH ON 401 NEAR TERRY CREEK ROAD5. WHETHER OR
NOT THERE WAS A POLICE REPORT FILED. - YES6. IF A POLICE REPORT
WAS FILED, WHAT THE FINDINGS WERE. - N/A7. THE POLICE REPORT
NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.
- 121110071CA / WAKE COUNTY8. WHETHER OR NOT THE CUSTOMER
HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY. - YES9. IF A
CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE
STATUS OF THE CLAIM. - PAYING FOR TOW AND STORAGE TILL TOWED
TO DLR10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE. - YES11.
NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE
CUSTOMER MENTIONS THEY HAVE SOUGHT ONE). - N/A12. WHAT THE
CUSTOMER IS SEEKING - REPLACEMENT VEHDEALER SAID: CAPITAL
FORD INC4900 CAPITAL BLVD.RALEIGH, NC 27616(919) 887-2125CRC
ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF
THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN
RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO
CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION
AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
NOV 13 2012
OFFICE OF THE
GENERAL COUNSEL



State Farm Mutual Automobile Insurance Company

Claim Service Center
304 S. Perimeter Park Dr
Nashville, TN 37211-4162
Telephone 615-781-5133
Fax 615-781-5188

January 9, 2003

Ford Motor Company
Parklane Towers West
Suite 400
3 Parklane Blvd.
Dearborn, MI 48126-2568



RE: Claim Number : [REDACTED]
Date of Loss : December 25, 2002
Our Insured : [REDACTED]
Make, Model, & Year of Product: Mercury, Sable, 2002
Vehicle Identification Number : 1MEFM55S52 [REDACTED]

To Whom It May Concern:

The above-mentioned, 2002 Mercury, Sable, is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a sticking of the accelerator resulting in a collision loss. State Farm would like to give you an opportunity to inspect the vehicle and give you advance notice of our potential subrogation claim.

At this time we have made arrangements for an independent mechanical engineer to inspect this vehicle on January 17, 2003. If you would like to send a representative to be a part of this inspection, please feel free to do so.

If you have any questions, please feel free to give me a call at 615-781-5133.

Karen Owen
Karen Owen
Sr. Claim Representative
State Farm Mutual Automobile
Insurance Company
615-781-5133

cc: Beaman Lincoln Mercury, Inc.
Body Shop/ Service Department
2300 Franklin Road
Nashville, TN 37204-2225





PROGRESSIVE

5165 Campus Drive
Plymouth Meeting, PA 19462

RECEIVED
11-19-12

facsimile transmittal

To: Ford Motor Company Fax: 313-845-5555
From: Mruz Johnson Date: 11/16/12
Re: _____ Pages: 2 (including cover)
CC: _____

- Urgent For Review Please Comment Please Reply Please Recycle



Please see attached.

Thanks,

Mruz

Maggie

DOB4276

DRP38777

FORD MOTOR COMPANY
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CLAIMS UNIT
NOV 20 2012
OFFICE: 313 GE
GENERAL

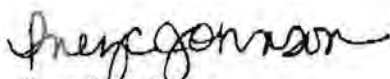
PROGRESSIVE[®]

October 12, 2012

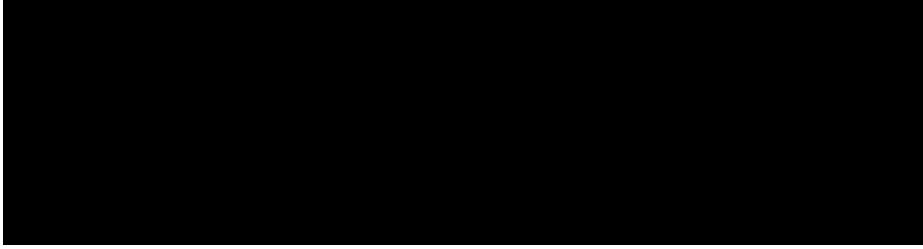
OUR INSURED: [REDACTED]
CLAIM NUMBER: [REDACTED]
DATE OF LOSS: October 12, 2012

Our insured was involved in an accident that occurred on the above mentioned date where he caused a chain reaction rear ending accident. Mr. [REDACTED] was driving his 2003 Ford Taurus and stated that he was having problems with the throttle and believes that is the cause of the accident. Mr. [REDACTED] vehicle was deemed to be a total loss as a result of this accident and is requesting that Ford Motor Company inspect the vehicle to determine that accident was caused by the throttle in his vehicle being stuck at the time of the loss. The VIN# to the 2003 Ford Taurus 3.0L V6 is 1FAPP55S33C [REDACTED] and the vehicle is located at QCSA Direct, 77 Bristol Road, Chalfont, PA 18914. The phone# is 215-822-5712. Should you have any questions or concerns, please contact me at the phone number provided below.

Thank you,



Inez C. Johnson
Progressive Claims Department
5165 Campus Drive, Suite 100
Plymouth Meeting, PA 19462
610-567-3712 phone
610-397-0840 fax
Email: LJOHNSO1@progressive.com



BEGINNING OF CONTACT
08/14/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.01

=====

REGION: G3 CINCINNATI	OGC ISSUE	CASE NBR: 1392112250.	
VIN: 1FAFP56S01G [REDACTED]	ZONE: A06	OPENED: 2010/08/13	
	ENGINE: S	VEH TYPE: C	CLOSED: 2010/08/13

[REDACTED]

TITLE: MS	FIRST NAME: [REDACTED]	STATUS: CLOSED
ADDRESS: [REDACTED]	MI: [REDACTED]	
CITY: INDIANAPOLIS	STATE: IN	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: TAURUS	
MILEAGE: 100000		
DEALER NAME: BURD FORD, INC.	SALES CODE: F47023	P & A: 03930
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 624700 ACCELERATOR PEDAL INOPERATIVE/NO RESPONSE		

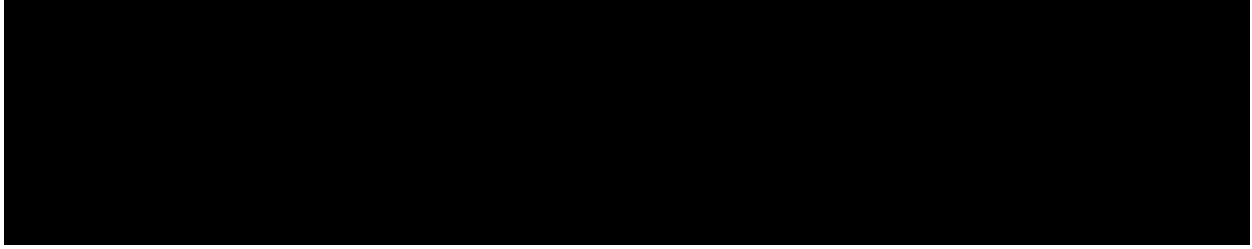
ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: CDOREEN DOREEN (CDOREEN),CHEESEMAN

DATE: 2010/08/13 TIME: 11.06.28:
ACTION DATA/COMMENTS:

CUSTOMER SAID: - VIN 1FAFP56S01G [REDACTED] - 2001 TAURUS - CUST [REDACTED] CUST JUST GOT GAS AND LEFT REST STOP - ACCELERATER AND WOULDNT START - VEH KEPT SPEEDING UP AND GUARD RAIL STOPPED IT - TWO TRUCKERS WOULDNT LET TRAFFIC THRU ON EITHER SIDE - A UPS MAN CAME TO HELP - 8-9-10 - I WAS DRIVING THE VEH AND I HAD BABY WITH ME - I HIT THE GURAD RAIL AND IT STOPPED US - GREEN COUNTY POLICE CAME OUT - CUST STATES WE WENT TO THE HOSPITAL LATER THAT NITE - I HAD WHIP LASH AND BABY CONTUSSION ON HEAD AND KNEE - CONSIDERING THE SITUATION - MY BACK GONE TO BE SORE FOR A WHILE AND BACK ISNT BROKEN OR ANYTHING BUT HURTS - I TOLD DOCTOR HE DIDNT WANT TO DO CHIROPATOR RIGHT NOW - MY BABY TYE - ONE YEARS OLD - HE WENT TO THE DOCTORS TOO AND HE HAS CONTUSSION ON HEAD - WATCH HIM - CUST STATES I DID CONTACT INSURANCE COMPANY AND I HAVE FULL INSURANCE - CUST CALLING FORD TODAY I DONT KNOW WHAT I WANT - MY MOM TOLD ME TO CALL FORD AND TELL THEM AND REPORT THIS TO FORD AND I AM UPSET AND NOT TAKING IT LIKELY AND WANT THEM TO INVESTIGATE IF UNSAFE VEH SOLD TO ME - ANY ACCELERATOR PROBLEMS WITH THIS MODEL AND PREVENTIVE MEASURES DONE ON THE HISTORY OF THE VEH - IF NOT WANT TO GET COMPENSATEDCRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.- CRC ADVISED THE ABOVE - CRC NOTES BRANDED TITLE - ALL WARRANTY CANCELLED -- NO RECALLS

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GENERAL COUNSEL

CONSUMER AFFAIRS 08/14/2010 FAXOGC1 CONFIDENTIAL



BEGINNING OF CONTACT
07/20/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

10.45.45

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REGION: A1	SELECT DEALE	OGC ISSUE	CASE NBR:	0417661895
VIN: 1MEFM59S32G		ZONE: A11	OPENED:	07/09/2009
		ENGINE: S	VEH TYPE: C	CLOSED: 07/09/2009

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:	MRS	MI:			
ADDRESS:		STATE:	MA	ZIP:	
CITY:	MATTAPAN	MODEL:	SABLE LS PREMIUM 4-DR WAGON		
HOME PHONE:		SALES CODE:	L12429	P & A:	10233
MODEL YEAR:	2002				
MILEAGE:	68000				
DEALER NAME:	SENTRY SOUTH LINCOLN				
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	801000 GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: BNICKER1 NICKERSON (BNICKER1),BARBARA

DATE: 07/09/2009 TIME: 11.59.14 :
ACTION DATA/COMMENTS:

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JUL 21 2009

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GENERAL COUNSEL

CUSTOMER SAID: - SEEKING TO DOCUMENT FEEDBACK AGAINST MICHAEL NORTON, MAY BE THE SM, IS BELOW THE GM AND THE MECHANIC JOHN HANNY- TOOK VEH TO THE DLR 6/12 FOR REPAIR- WAS DONE 6/13. WAS TOLD WAS DONE- THE CHECK ENGINE LIGHT HAD BEEN COMING ON- WAS REPAIRED FOR APPROXIMATELY \$900- WAS ADVISED WAS READY FOR PICK UP- 6/14 WENT TO THE DLR TO RETURN LOANER VEH- GOT INTO VEH AND IT ACCELERATED FORWARD, TURNS OUT THE THROTTLE CABLE WAS BROKEN WHEN THEY REPLACED A GASKET- CAUSED AN ACCIDENT AT THAT TIME (6/14)- NO POLICE REPORT WAS FILED- ENDED UP HAVING HEADACHES, PAINS IN NECK, ELBOW, BACK AND LOWER LEGS. RIGHT SIDE- HAD TO GO TO THE HOSPITAL- PROBLEM IS THAT THE DLR IS TRYING TO DECLINE RESPONSIBILITY- WAS ADVISED BY THE DLR THAT CUST COULD NOT TAKE PICTURES OF THE CONCERN- WAS TOLD WOULD FIX THIS FOR FREE- INS COMPANY WAS HAVING AN INVESTIGATION, SAID THAT IT WAS INPROPERLY REPAIRED- NEEDS TO HAVE A LOANER VEH FOR 3 WEEKS, IS \$300- WAS TOLD NEEDED TO HAVE THE REPAIR DONE OR HAVE THE VEH TOWED- IS BEING ADVISED THAT AT THE CUST IS RESPONSIBLE FOR THE COST OF THIS ISSUE- CUST DOES NOT FEEL RESPONSIBLE FOR THIS ISSUE AS THE DLR DID NOT REPAIR PROPERLY- HAS HAD ALL THE WORK DONE AT THE DLR, MAINTENANCE, ETC- THIS IS SECOND VEH FROM THIS DLR- FEELS THAT SHE IS A GOOD CUST- CONCERNED THAT WITH THIS LOYALTY, IF ANYTHING WAS WORN OR TOWN WHY WAS THIS ISSUE NOT ADDRESS PREVIOUSLY?- CONTINUED IN CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. ** CONTINUED FROM CUST SAYS- HAD REQUESTED MAINTENANCE RECORDS FROM THE DLR AND WAS TOLD WAS ONLY ABLE TO PROVIDE LAST 6 MONTHS OF RECORD- SENTRY SOUTH LINCOLN - MERCURY40 HALLET STREET DORCHESTER, MA 02124 TEL: (617) 825-8900

CONSUMER AFFAIRS

07/20/2009 DJUL16F CONFIDENTIAL