

PE13-014

FORD

7/10/2013

Appendix D

Peer - Legal Contacts



Action Detail

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VIN: 1FTWW33P55F [REDACTED]      Year: 2005      Model: F-SERIES SUPER DUTY      [Print Action Detail](#)  
Name: [REDACTED]      Owner Status: Original      WSD: 2005-02-24      Case: [REDACTED]  
Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG      Primary Phone: [REDACTED]  
Reason Desc: LEGAL - ACCIDENT      Secondary Phone:  
Issue Type: 07 LEGAL      Issue Status: OPEN      Dealer: SOUTHLAND FORD INC  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD      P & A Code: 00333  
Odometer: 22820 MI      Comm Type: FAX  
Action Date: 01/30/2006      Action Time: 08:55:00:403      Action Data: Yes  
Analyst Name: LEICH,CHERIE      Analyst: CLEICH

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COMMENTS: \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\*FAX RECEIVED 1-30-06.DEALER CONTACT: CHRIS GOODMAN. CUSTOMER ALLEGES STEERING GEAR CAME APART. HE LOST STEERING AND BRAKES CAUSING ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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[Update Issue](#)   [Close Issue](#)

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

**Keller, Kristian (P.)**

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**From:** Cpform, D (D.)  
**Sent:** Monday, January 30, 2006 8:05 AM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review - All Markets**

**Dealership Name:** SOUTHLAND FORD  
**Requesting Dealer:** SOUTHLAND FORD  
**Contact Person:** CHRIS GOODMAN  
**Telephone:** 229-567-3301  
**Email Address:** cgoodman@mchsi.com  
**PA Code:** 00333  
**Region:** ATLANTA  
**City:** ASHBURN  
**Dealer State:** GA  
**Fax Number:** 229-567-0524  
**WSD:** 12/15/2004  
**Vehicle Year:** 2005  
**Vehicle Model:** FORD F350 SUPER DUTY  
**Vehicle VIN:** 1FTWW33P55E [REDACTED]  
**Mileage:** 22820  
**Customer Name:** [REDACTED]   
**Street Address:** [REDACTED]   
**City:** ELLIJAY  
**State:** Georgia  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** 21 - Atlanta  
**Incident Involves:** Accident  
**Date of Incident:** 01/19/2006  
**County in which incident occurred:** TURNER  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** STEERING GEAR CAME APART/LOSS STEERING AND BRAKES  
**Police Report Filed:** No  
**Insurance Company Contacted:** N  
**Coach Builder State:** AK - Alaska  
**Resolution Sought Detail:** VEHICLE REPAIRED  
**Comments:** CUSTOMER WAS UNHARMED. DAMAGE ESTIMATE INCLUDED

706-

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

THE STEERING GEAR BROKE CAUSING FAILURE OF STEERING AND FLUID LOSS LED TO  
LOSS OF ASSIST IN BRAKING DUE TO HYDROBOOST BRAKES.  
CHRIS GOODMAN  
SERVICE MANAGER  
SOUTHLAND FORD



REPAIR ORDER # 4252 LINE 01  
DEALER: SOUTHLAND FORD  
757 NORTH STREET  
ASHBURN, GA 31714  
(229) 567-3301  
P&A : 00333

ACTION	QTY					DESCRIPTION
REPLACE	1	STEERING GEAR	5C3Z3504AA	1.7	3504A	761.96
REPLACE	1	BUMPER	5C3Z17757BA	1.2	17757A	350.82
REPLACE	1	BUMPER COVER	6C3Z17D957BAPTM	.8	17957A	205.26
REFINISH		BUMPER COVER		1.8	P46	
REPLACE	1	FENDER	F81Z16006AA	2.0	B16006	204.33
REPLACE	2	TIRES 245/75/17	90O4 69928	.4	1007AF	277.90
REPAIR		LF DOOR		3.0	B20125	
REFINISH		LF DOOR		2.0	P18	
REPLACE	1	DECAL	5C3Z9925622BAA	.4	B25622	30.17
REPLACE	1	STRIPE	5C3Z2520001DAC	1.4	B52000	27.02
REPLACE	1	STRIPE	5C3Z2520000DAC		INC	27.02
REPLACE	1	STRIPE	5C3Z26255A67CAB		INC	19.94
REPLACE	1	STRIPE	5C3Z26255A66CAB		INC	19.94
REPLACE	1	STRIPE	5C3Z25290D13BAB		INC	24.84
REPLACE	1	STRIPE	5C3Z25290D12BAB		INC	24.84
REPLACE	1	WHEEL	5C3Z1007BB		INC	448.76

TOTALS

PARTS = \$2422.80  
MECHANICAL LABOR 3.6 HRS @ 48.56 = \$174.81  
BODY LABOR 12.8 HRS @ 48.56 = \$621.57  
PAINT LABOR 9.4 HRS @ 48.56 = \$456.46  
PAINT/MATERIALS = \$ 194.11  
TOTAL ESTIMATE = @ \$3869.75

New User Guide Dealer Email ID & Password Help/Contact Us Log Out



Welcome, CHRISTOPHER GOODMAN  
Monday, January 30, 2006

Product Site Search +  
More Search Options

Brand Ford Markets FCSD Markets Ford Credit Region Branch  
Ford Southeast - Atlanta Southeast Mid-Southern-FCNA Macon

Message Center Sales Finance Parts & Service Ford Stock: 8.65 0.00

Parts & Service

Forms

- Awards & Recognitions
- Body Shop
- Communications
- Customer Satisfaction
- Extended Service Plan
- Marketing & Advertising
- Parts Department Tools
- Parts Ordering & Receiving
- Parts Product Line Information
- Parts Wholesaling
- Service Tools
- Technical Tools
- Training & Certification
- Warranty Administration & Parts Returns

Forms

Dealer Request For Consumer Affairs Review - All Markets Go +

**IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!**

**Dealer Request For Consumer Affairs Review**

**\*\*\*Note: this form is for RETAIL vehicles ONLY\*\*\*  
\*\*\*Fleet vehicles need to be referred to the North American Fleet Service Office @ 800-343-5338\*\*\***

Pursuant to the W&P Manual, the Service manager is required to complete a Dealer Request for Consumer Affairs Review form if he/she suspects legal action such as, alleged accidents or fires, may be taken. This form includes customer and vehicle information as well as a description of the customer's allegations.

**\*\*\*Note: All fields are required and must be filled in accordingly before submitting this form\*\*\***

**\*\*\*NOTE: You also have the option of printing this form and then faxing the fully completed form to 313-845-5668 or 313-845-5555\*\*\***

**DETAILS OF INCIDENT:**

Dealership Name: SOUTHLAND FORD  
 Requesting Dealer: SOUTHLAND FORD  
 Contact Person: CHRIS GOODMAN  
 Phone Number: 229-567-3301  
 Email Address: cgoodman@mchsi.com  
 P & A Code: 00333  
 Region: ATLANTA  
 City: ASHBURN  
 State: GA - Georgia  
 Fax Number: 229-567-0524

**CUSTOMER/VEHICLE INFORMATION:**

WSD: 12/15/2004  
 Vehicle Year: 2005  
 Vehicle Model: FORD F350 SUPER DU  
 Vehicle VIN: 1FTWW33P55E  
 Mileage: 22820  
 Customer Name: [REDACTED]

UPS Tracking

Reference Numl

Destination Zip

Track Shipn

**Street Address:** [REDACTED]

**City:** ELLIJAY

**State:** GA - Georgia

**Zip Code:** [REDACTED]

**Home Phone:** [REDACTED]


**Work Phone:** [REDACTED]

**Region:** 21 - Atlanta

**DEALER INFORMATION:**  
**\*\*\*Note: DO NOT PUT THE VEHICLE IN STORAGE WITHOUT THE APPROVAL OF\*\*\***  
**\*\*\*THE LITIGATION PREVENTION DEPARTMENT\*\*\***  
**\*\*\*NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM\*\*\***

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**Incident Involves:**  
 Accident  Fire  Injury  Medical Attention Sought

**Date of Incident:** 01/19/2006 

**County in which incident occurred:** TURNER

**Is customer alleging a component defect CAUSED the incident:** Yes No

**If yes, what type & details:** STEERING GEAR CAME APART/LOSS  
STEERING AND BRAKES

**If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap**

**Was a police report filed:** Yes No

**If yes, where**

**Has the insurance company been contacted:** Yes No

**What did the insurance company advise?**

**Name and phone number of owner's insurance company & agent's name:**

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

**City:**

**State:** AK - Alaska

**Zip Code:**

**RESOLUTION THAT CUSTOMER IS SEEKING:**  
VEHICLE REPAIRED

**COMMENTS:**  
CUSTOMER WAS UNHARMED. DAMAGE ESTIMATE INCLUDED

**Submit →**

























All Action Details for Issue

Print

VIN: 1FTWW33P55E [REDACTED] Year: 2005 Model: F-SERIES SUPER DUTY Case: [REDACTED]  
 Name: [REDACTED] Owner Status: Original WSD: 2005-02-24  
 Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT  
 Dealer: 00333 SOUTHLAND FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD  
 Odometer: 22820 MI Comm Type: FAX  
 Analyst Name: LEICH,CHERIE Analyst: CLEICH  
 Action Date: 01/30/2006 Action Time: 08.55.00.403 Action Data: Yes

Comments \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\*FAX RECEIVED 1-30-06.DEALER CONTACT: CHRIS GOODMAN. CUSTOMER ALLEGES STEERING GEAR CAME APART. HE LOST STEERING AND BRAKES CAUSING ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	WHILL2

Action: MAKE OUTBOUND CALL TO DEALER  
 Dealer: 00333 SOUTHLAND FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 22820 MI Comm Type: PHONE  
 Analyst Name: HILL,WANNETTA Analyst: WHILL2  
 Action Date: 01/31/2006 Action Time: 12.15.40.918 Action Data: No

Comments LPA CONTACTED CHRIS GOODMAN AND DLR WILL TAKE PICTURES, PROVIDE INSPECTION REPORT AND ESTIMATE ON DAMAGES

Action: REQUEST FOR VEHICLE INSPECTION - DEALER  
 Dealer: 00333 SOUTHLAND FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 22820 MI Comm Type: OTHER  
 Analyst Name: HILL,WANNETTA Analyst: WHILL2  
 Action Date: 01/31/2006 Action Time: 12.16.00.795 Action Data: No

Comments LPA CONTACTED CHRIS GOODMAN AND DLR WILL TAKE PICTURES, PROVIDE INSPECTION REPORT AND ESTIMATE ON DAMAGES

Action: MANAGEMENT APPROVAL OF OFFER  
 Dealer: 00333 SOUTHLAND FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 22820 MI Comm Type: OTHER  
 Analyst Name: BOWERS

(MBOWERS),PEGGY

Analyst: MBOWERS

Action Date: 02/08/2006

Action Time:

Action Data: No

10.02.27.595

**Comments** MANAGEMENT APPROVAL OF VEHICLE REPAIR IN THE AMOUNT OF \$3,869.75.

Action: CLOSING COMMENTS - DEALER AUTHORIZATION CODE PENDING

Dealer: 00333 SOUTHLAND FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION  
PREVENTION

Odometer: 22820 MI

Comm Type: FAX

Analyst Name:

Analyst: WHILL2

HILL,WANNETTA

Action Date: 02/08/2006

Action Time:

Action Data: No

11.46.24.882

**Comments** LPA FAXED RELEASE AND OFFER LETTER TO CHRIS GOODMAN AT SOUTHLAND FORD. PER CHRIS, THE STEERING GEAR HAS ALREADY BEEN REPLACED UNDER WARRANTY.. DLR WILL TRY TO SUBMIT TIRES UNDER WARRANTY AS CONSEQUENTIAL DAMAGE. DUE TO ACCIDENT OCCURRING WHILE CUSTOMER WAS TRAVELING, THE BODY REPAIRS WILL NEED TO BE COMPLETED BY THE CUSTOMER'S LOCAL DLR. LPA LEFT MESSAGE FOR SHAWN CARTER, SVC MGR, AT RONNIE THOMPSON TO CONTACT HER REGARDING THE BODY REPAIRS.

Action: UPDATE CONTACT STATUS

Dealer: 00333 SOUTHLAND FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION  
PREVENTION

Odometer: 22820 MI

Comm Type: EMAIL

Analyst Name:

Analyst: WHILL2

HILL,WANNETTA

Action Date: 04/12/2006

Action Time:

Action Data: No

15.53.53.326

**Comments** CUSTOMER WOULD NOT SIGN RELEASE AND SUBMITTED REPAIRS THOROUGH HIS INSURANCE CARRIER. NOW PER STEVE AT RONNIE THOMPSON FORD, THE INSURANCE COMPANY IS SUBMITTING A SUBROGATION REQUEST. LPA ADVISED STEVE THAT SUBROGATION CLAIMS ARE HANDLED BY OGC. LPA PROVIDED STEVE THE SUBROGATION ADDRESS FOR ASSISTANCE.

Ford Confidential

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 05-MAY-2006

Note: All Costs are in US Dollars Server Name: AWS New Prod AWSPPRDDG

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FTWW33P55E [REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	15-12-04	24-02-05	121430	USA	11	*	1B01	3C3Z	6608	BA	S11	V44	L85	D8
<b>AWS Claim Key:</b>	3016403	<b>Doc #:</b>	08710701	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	12	<b>Labor Cost:</b>	808.8	<b>Material Cost:</b>	177.44	<b>Total Cost:</b>	986.24										
<b>Dir Cd-Sub Cd:</b>	00302-*	<b>Name:</b>	RONNIE THOMPSON FORD-MERCURY	<b>Ph:</b>	706-2762777	<b>St:</b>	GA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	28-DEC-2005	<b>DIST(Mile):</b>	22123								
<b>Cust Comments:</b>	CUSTOMER STATES VEHICLE HAS OIL LEAK.																						
<b>Tech Comments:</b>	FAILED SEAL GASKET INSPECTED, R I TRANSMISSION ASSEMBLY, REPLACED REAR MAIN SEAL, RESEALED TIMING COVER, REPLACED OIL PUMP, WATER PUMP O RING, TIMING COVER SEALS, AND FRONT CRANK SEAL.																						

1FTWW33P55E [REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	15-12-04	24-02-05	121430	USA	11	*	5001	5C3Z	3504	AA	S10	V89	C50	01
<b>AWS Claim Key:</b>	3699893	<b>Doc #:</b>	00425201	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	2.7	<b>Labor Cost:</b>	131.11	<b>Material Cost:</b>	1233.48	<b>Total Cost:</b>	1364.59										
<b>Dir Cd-Sub Cd:</b>	00333-*	<b>Name:</b>	SOUTHLAND FORD INC	<b>Ph:</b>	229-5673301	<b>St:</b>	GA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	19-JAN-2006	<b>DIST(Mile):</b>	22820								
<b>Cust Comments:</b>	CUSTOMER STATES LOSS OF STEERING CAUSED ACCIDENT																						
<b>Tech Comments:</b>	INSPECT AND FOUND SNAP RING THAT RETAINS STEERING GEAR INTACT FAILED, CAUSING LOSS OF POWER AND LOSS OF POWER STEERING FLUID CAUSED LOSS OF BRAKING DUE TO HYDROBOOST BRAKES SYSTEM. REPLACE STEERING GEAR AND TEST FOR LEAKS. OK. REPLACED DAMAGED LUG STUDS BENT DURING ACCIDENT. HAD TO CUT OFF STUDS, RENEW LUG NUTS AND LF AND LOR OUTSIDE TIRES DAMAGED ALSO. CUSTOMER TO HAVE COSMETIC REPAIRS FINISHED A																						

1FTWW33P55E [REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	15-12-04	24-02-05	121430	USA	11	*	*	*	*	*	SXX	V00	*	*
<b>AWS Claim Key:</b>	3538932	<b>Doc #:</b>	00425202	<b>Trx Code:</b>	05E15	<b>Labor Hrs:</b>	1	<b>Labor Cost:</b>	48.56	<b>Material Cost:</b>	92.66	<b>Total Cost:</b>	141.22										
<b>Dir Cd-Sub Cd:</b>	00333-*	<b>Name:</b>	SOUTHLAND FORD INC	<b>Ph:</b>	229-5673301	<b>St:</b>	GA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	19-JAN-2006	<b>DIST(Mile):</b>	22820								
<b>Cust Comments:</b>	RECALL 05E15																						
<b>Tech Comments:</b>	PERFORM RECALL 05E15																						

1FTWW33P55E [REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	15-12-04	24-02-05	121430	USA	11	*	*	*	*	*	SXX	V00	*	*
<b>AWS Claim Key:</b>	3538933	<b>Doc #:</b>	00425203	<b>Trx Code:</b>	59B01	<b>Labor Hrs:</b>	.3	<b>Labor Cost:</b>	14.57	<b>Material Cost:</b>	0	<b>Total Cost:</b>	14.57										
<b>Dir Cd-Sub Cd:</b>	00333-*	<b>Name:</b>	SOUTHLAND FORD INC	<b>Ph:</b>	229-5673301	<b>St:</b>	GA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	19-JAN-2006	<b>DIST(Mile):</b>	22820								
<b>Cust Comments:</b>	RECALL 59B01																						

PE13-014 000019LPV

Tech Comments: PERFORM RECALL 59B01

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1FTWW33P55E	7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	15-12-04	24-02-05	121430	USA	11	*	*	*	*	SXX	V00	*	*
<b>AWS Claim Key:</b>	3538934	<b>Doc #:</b>	00425204	<b>Trx Code:</b>	05B32	<b>Labor Hrs:</b>	2	<b>Labor Cost:</b>	9.71	<b>Material Cost:</b>	0	<b>Total Cost:</b>	9.71									
<b>Dlr Cd-Sub Cd:</b>	00333-*	<b>Name:</b>	SOUTHLAND FORD INC	<b>Ph:</b>	229-5673301	<b>St:</b>	GA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	19-JAN-2006	<b>DIST(Mile):</b>	22820							
<b>Cust Comments:</b>	RECALL 05B32																					
<b>Tech Comments:</b>	PERFORM RECALL 05B32																					

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Any comments? You can contact



webmaster

PE13-014 000020LPV

Server Name : AWS New Prod AWSPPRDDG

## Claim Detail Report

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*Note: All costs are in US dollars*

**Model Year = 2005; Claim Key = 3699893**

**Vehicle Information**

Model Year: 2005  
 Market Derived: F - FORD  
 Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)  
 Version/Series: T/CD-350 SERIES  
 Drive Type: T/E-4 WHL L/H PART TIME DRIVE  
 Vehicle Line: T/F7-F250HD/350/450/550 [99-07]  
 Warranty Start Date: 24-FEB-2005  
 Production Date: 15-DEC-2004  
 VIN: 1FTWW33P55E [REDACTED]

**Dealer Information:**

Dealer Name SOUTHLAND FORD INC  
 Dealer Code: 00333 - \*  
 Address: 757 NORTH STREET  
 City: ASHBURN  
 State: GA Zip Code:317145189  
 Country: USA Region Code: NA  
 Phone: (229)567-3301

**Claim Information**

Document Number: 00425201  
 Repair Date: 19-JAN-2006  
 Distance: 22820  
 TIS: 11

**Expense Information**

Customer Paid Amount: 0  
 Deductible Amount: 0  
 Dealer Paid Amount: 0  
 Labor Cost: 131.11  
 Misc. Expense Amount: 0  
 Part Markup Amount: 388.38  
 Material Cost: 1233.48  
 Total Cost Gross: 1364.59

Cust. Concern Code: C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES  
 Condition Code: 01 - BROKEN/CRACKED

PE13-014 000021LPV

Technician Comment: INSPECT AND FOUND SNAP RING THAT RETAINS STEERING GEAR INTACT FAILED. CAUSING LOSS OF POWER AND LOSS OF POWER STEERING FLUID CAUSED LOSS OF BRAKING DUE TO HYDROBOOST BRAKES SYSTEM. REPLACE STEERING GEAR AND TEST FOR LEAKS. OK. REPLACED DAMAGED LUG STUDS BENT DURING ACCIDENT. HAD TO CUT OFF STUDS. RENEW LUG NUTS AND LF AND LOR OUTSIDE TIRES DAMAGED ALSO. CUSTOMER TO HAVE COSMETIC REPAIRS FINISHED  
A

Customer Comment: CUSTOMER STATES LOSS OF STEERING CAUSED ACCIDENT

<b>Labor Op Code</b>	<b>Labor Op Description</b>	<b>Labor Op Cost</b>
3504A	STEERING GEAR ASSEMBLY REMOVE AND INSTALL OR REPLACE	82.55
1007AT	TIRE(S) REPLACE	48.56

<b>Causal Flag</b>	<b>Full Part Number</b>	<b>Part Description</b>	<b>Part CPSC</b>	<b>Part Quantity</b>	<b>Extended Amount</b>
Y	STG 152 *		110201	1	761.96
N	2C2Z 1012 AA	WHEEL LUG NUT	0502XX	8	51.24
N	2C2Z 1107 AA	HUB BOLT	050301	8	112.8
N	9004 69928 *		NANANA	2	307.48

DTC Sections: MIL. Light ON = N

<b>Flag</b>	<b>Test Type</b>	<b>Malfunction Cd</b>	<b>Malfunction Cd Description</b>	<b>Monitor Cd</b>	<b>Monitor Cd Description</b>
	KOEO	M343DR214204,M343DR214304			
	UNDF	M343DR211305,M345DR211405			

Any comments? You can contact



*webmaster*

PE13-014 00002LPPV

03/29/2006 11:26 17066361479

ASHLEY ENTERPRISES

PAGE 02/87



# SOUTHLAND FORD, INC.

757 North Street Ashburn, GA 31714  
229-567-3301  
**COMPLETE WRECKER SERVICE**

VD	04252	VIN	1FTWW33P55E	DATE IN	01/19/06
EAR	2005	MAKE	FORD	MODEL	F350
PLATE	22R20	MILEAGE	22820	PREVIOUS USE	00/00/00
REG	GA	REG	ELLIJAY GA	TIME IN	09:18
REG		REG		DATE	02/09/06
REG		REG		TECH	CHRIS

(1) CUSTOMER STATES LOSS OF STEERING RESULTING IN ACCIDENT  
 FOUND STEERING GEARBOX BROKEN RESULTING IN LOSS OF STEERING AND BRAKING DUE TO LOSS OF FLUID (HYDROBOOST BRAKES) REPLACE FAULTY STEERING GEAR AND BENT LUG STUDS AND NUTS RENEW LF TIRE AND LR TIRE FROM DAMAGE RESULTING IN ACCIDENT

3504A	01	C50	A	17	82.55
1007AF			A	4	19.42
1007AD			A	6	29.14
1107AT			A	11	53.42
8TG152		(GEAR ASY - STE)		1	761.96
2C2E1012AA		(NUT - WHEEL)		8	51.28
2C2E1107AA		(BOLT - WHEEL)		8	112.80
900469928		(LT245/75R17)		2	240.00
Total Labor					184.53
Total Parts					1166.04
Total Repair (Warranty)					1350.57

Warranty Claim Repair Type:R1 - 01  
 Customer Concern Code: C50  
 Condition Code: 01  
 (Tech:06)

(2) RECALL 05E15  
 PERFORM RECALL 05E15

05E15M			A	10	48.56
(F)5C3Z9J460A		(SENSOR ASY)		1	92.66
Total Labor					48.56
Total Parts					92.66
Total Repair (Warranty)					141.22

Warranty Claim Repair Type:R1 - 01  
 Program Code: 05E15  
 (Tech:06)

(3) RECALL 59B01  
 PERFORM RECALL 59B01

59B01A			A	3	14.57
Total Labor					14.57
Total Repair (Warranty)					14.57

Warranty Claim Repair Type:R1 - 01  
 Program Code: 59B01  
 (Tech:06)

(4) RECALL 05B32  
 PERFORM RECALL 05B32

05B32B			A	2	9.71
Total Labor					9.71
Total Repair (Warranty)					9.71

Warranty Claim Repair Type:R1 - 01  
 Program Code: 05B32  
 (Tech:06)

Next Service MAY '06 Lube-Oil-Filter	257.37	.00	Labor	CUSTOMER	.00
	1258.70	.00	Parts		.00
	.00	.00	Sublet		.00
	.00	.00	Shop Supply		.00
	.00	.00	Oil/Grease		.00
	1516.07	.00	Sub Total		.00
	.00	.00	Tax		.00
	1516.07	.00	Total		.00

DISCLAIMER OF WARRANTIES  
 Any warranties on the product sold hereby are those made by the original manufacturer. The seller hereby expressly disclaims all other implied warranties or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither recommends nor endorses any person or company for any liability in connection with the sale of said products. Any restriction contained herein shall not apply where prohibited by law.

X CUSTOMER SIGNATURE  
 Page 1 of 1 Job 04252  
 04252 Customer Copy





COMMONWEALTH OF KENTUCKY  
PERRY CIRCUIT COURT  
CIVIL BRANCH

FILED  ENTERED \_\_\_\_\_ TENDERED \_\_\_\_\_  
COSTS PAID 176 SUMMONS 2 (1RS, 1C)  
DATE 8-15-08  
ROGER D. COLLINS  
PERRY CIRCUIT CLERK  
BY: J. Adams D.C.

Civil Action No. [REDACTED]

PLAINTIFF

VS.

MOUNTAIN FORD, INC.  
Serve: Kenneth M. Durkin  
107 Rockwood Lane  
P.O. Box 857  
Hazard, KY 41702-0857

DEFENDANTS

and

FORD MOTOR COMPANY  
Serve: C T Corporation System  
Kentucky Home Life Bldg.  
Louisville, KY 40202

I hereby certify this is to be a true and correct copy. Witness my hand and seal this the 15<sup>th</sup> day of Aug 2008  
Roger D. Collins, Clerk  
Circuit & District Court  
Perry County, Hazard, Kentucky  
By J. Adams D.C.

COMPLAINT

Come the Plaintiff, [REDACTED] of Cities (hereinafter "Plaintiff"), by counsel, and for its Cause of Action against the Defendants, Mountain Ford, Inc. and Ford Motor Company (hereinafter "Defendants"), state as follows:

1. The Plaintiff, [REDACTED] of Cities, is a duly organized Kentucky Corporation organized under the laws of this Commonwealth.

2. The Defendant, Mountain Ford, Inc., is a duly organized Kentucky Corporation organized under the laws of this Commonwealth, with a principal place of

business address located at 107 Rockwood Lane, P.O. Box 857, Hazard, Kentucky 41702-0857.

3. The Defendant, Ford Motor Company (hereinafter "Ford Motor"), is a foreign corporation duly authorized to transact business in the Commonwealth of Kentucky with a process agent of C.T. Corporation System, Kentucky Home Life Building, Room 1102, Louisville, Kentucky 40202, is the manufacturer of the below described motor vehicle, and is engaged in the business of manufacturing motor vehicles for sale, including to the general public.

4. At all times material and relevant hereto, City of Hazard was the owner of the 2006 Ford 250 pickup truck, Vehicle Identification No. 1FTNF21546E [REDACTED]

5. At all times material and relevant hereto, the Plaintiff had in full force and effect a policy of motor vehicle insurance for and on behalf of the City of Hazard for the 2006 Ford 250 pickup truck.

6. On August 20, 2007, City of Hazard delivered its 2006 Ford 250 to Mountain Ford, Inc. to have the motor vehicle serviced for front end shimmy. Prior to the delivery of the vehicle to Mountain Ford, Inc., Ford Motor Company had on May 10, 2007, issued technical service bulletin 07-10-10 that the vehicle needed service due to known defects causing steering problems.

7. On August 21, 2007, after servicing was complete by Mountain Ford, Inc., Bobby Holland, an employee of City of Hazard, picked up the 2006 Ford 250 from Mountain Ford, Inc. and was driving the 2006 Ford 250 when the steering sector box malfunctioned so as to cause the 2006 Ford 250 to come into contact and collide and strike a 2003 Nissan Pickup owned by Arthur Brashear.

8. The accident occurred without any negligence or failure by the Plaintiff, Kentucky League of Cities, or its insured, City of Hazard.

9. The Defendant, Mountain Ford, Inc., failed to exercise ordinary skill and care in repairing the 2006 Ford 250 owned by the City of Hazard.

10. Defendant, Mountain Ford, Inc., intentionally and with malice misrepresented to City of Hazard that Defendant had properly repaired the 2006 Ford 250 when the Defendant knew that it had not done so.

11. Defendant, Mountain Ford, Inc., breached its contract with the Plaintiff's insured to repair the City of Hazard's 2006 Ford 250.

12. Defendant, Mountain Ford, Inc., breached its warranty to the Plaintiff that Mountain Ford Inc. had properly repaired the Plaintiff's 2006 Ford 250.

13. Defendant, Mountain Ford Inc., was negligent in failing to properly repair the Plaintiff's 2006 Ford 250.

14. This above described accident, and the circumstances surrounding from which it arose, could not have occurred in the absence of failure to exercise ordinary skill and care, misrepresentation, breach of contract, breach of warranty and/or negligence on the part of the Defendant, Mountain Ford, Inc.

15. The Defendant, Ford Motor Company, impliedly and/or expressly warranted and represented the 2006 Ford 250 Pickup Truck, as described above, to be fit for use for personal transportation as a reasonable person would expect to use and operate a motor vehicle of this type.

16. The Defendant, Ford Motor Company, has breached and/or violated any and all implied and express warranties including the implied warranties of

merchantability and of fitness for particular purpose and certain contractual and express warranties provided with delivery of the motor vehicle.

17. The subject accident resulted from a manufacturing and/or design defect on the part of the Defendant, Ford Motor Company.

18. This above-described accident, and the circumstances surrounding from which it arose, could not have occurred in the absence of negligence, design in defect and/or breach of warranty on the part of the Defendant, Ford Motor Company.

19. As a direct and proximate result of the above-described accident, the Plaintiff's insured, City of Hazard, suffered a diminution in the fair market value of its 2006 Ford 250 pickup truck in the estimated amount of Four Thousand Seven Hundred Eighty Two Dollars and 92/100 Cents (\$4,782.92).

20. As a direct and proximate result of the aforementioned accident, Plaintiff, Kentucky League of Cities, paid on behalf of its insured the amount of Fifteen Thousand Two Hundred Eighty Three Dollars and No Cents (\$15,283.00) for property damage to the other vehicle involved in this accident.

21. The Plaintiff, Kentucky League of Cities, is entitled to recover from the Defendants, Mountain Ford, Inc. and Ford Motor Company, the total amount of Twenty Thousand Sixty Five Dollars and 92/100 Cents (\$20,065.92), which it has paid and is estimated to pay as a result of the Defendants' acts as aforesaid.

22. Plaintiff, Kentucky League of Cities, is entitled to recover amounts expended pursuant to its contract of insurance with City of Hazard as a result of Defendants' acts from the Defendants and pursuant to common law subrogation.

23. Defendants are jointly and severely liable for their acts resulting in the August 21, 2007, motor vehicle accident.

24. It is appropriate for the Court to award the Plaintiff punitive damages, along with other damages.

**WHEREFORE**, the Plaintiff, Kentucky League of Cities, demands judgment against the Defendants, Mountain Ford Inc. and Ford Motor Company, in the total amount of Twenty Thousand Sixty Five Dollars and Ninety Two Cents (\$20,065.92); pre- and post-judgment interest; costs herein expended; and for any and all other relief to which they may appear entitled.

**FOWLER MEASLE & BELL PLLC**

  
Heather M. McCollum, Esq.  
Ashley A. Ryan, Esq.  
300 West Vine Street, Suite 600  
Lexington, KY 40507-1660  
(859) 252-6700  
(859) 255-3735 fax  
HMcCollum@FowlerLaw.com  
ARyan@FowlerLaw.com

**ATTORNEYS FOR PLAINTIFF,  
KENTUCKY LEAGUE OF CITIES**

All Action Details for Issue

Print

VIN: 1FTNE21546[REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 350482697  
 Name: [REDACTED] Owner Status: Original WSD: 2006-11-27  
 Symptom Desc: STRG/HANDLING FUNCTION Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL COANTACT - PRODUCT LIABILITY - ACCIDENT  
 Dealer: 02009 MOUNTAIN FORD INC Origin Desc: OGC - CLAIMS  
 Odometer: 138 MI Comm Type: INBOUND EMAIL-OTHER  
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29  
 Action Date: 09/26/2007 Action Time: 09.44.08.892 Action Data: No

Comments \*\*LPA RECEIVED A DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW FORM SUBMITTED BY K. BEATY, ZM, 800 380-3880. ACCORDING TO THE INFORMATION PROVIDED, IT'S ALLEGED THAT THE STEERING BOX CAME APART ALLOWING THE STEERING GEAR TO BACK OUT OF THE BOX, THE STEERING MECHANISM FAILED, VEHICLE WENT OUT OF CONTROL, AND COLLIDED WITH ANOTHER VEHICLE. INCIDENT DATE: 8-21-2007. MOUNTAIN FORD, PIA: 02009, RECEIVED A LETTER FROM COLLINS & COMPANY INSURANCE REPRESENTATIVE FOR THE [REDACTED] AS A RESOLUTION, THEY ARE SEEKING MONIES THEY HAVE OR WILL PAY FOR THE ACCIDENT. THE LETTER, DATED 9-18-2007, ALSO STATED THAT THIS VEHICLE WOULD BE AVAILABLE FOR INSPECTION 30 DAYS FROM THE DATE OF THE LETTER.

Action: MAKE OUTBOUND CALL TO OTHER  
 Dealer: 02009 MOUNTAIN FORD INC Origin Desc: OGC - CLAIMS  
 Odometer: 138 MI Comm Type: INBOUND FAX-OTHER  
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29  
 Action Date: 09/26/2007 Action Time: 09.46.04.702 Action Data: Yes

Comments \*\*LPA SPOKE TO K. BEATY, SHE CONFIRMED THE ISSUE INFORMATION AND FORWARDED A COPY OF THE COLLINS & CO LETTER TO LPA.

Data Element Name	Data Value
CONTACT PERSON	K. BEATY

Action: REDIRECT TO OGC - OTHER  
 Dealer: 02009 MOUNTAIN FORD INC Origin Desc: OGC - CLAIMS  
 Odometer: 138 MI Comm Type: OUTBOUND MAIL-OTHER  
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29  
 Action Date: 09/26/2007 Action Time: 09.47.59.289 Action Data: No

Comments \*\*LPA WILL FORWARD THE INFORMATION, VIA INTER-OFFICE MAIL, TO OGC/INSURANCE SUBROGATION FOR HANDLING.

Ford Confidential



**KENTUCKY UNIFORM POLICE  
TRAFFIC COLLISION REPORT**

MASTER FILE # [REDACTED]

INVESTIGATING AGENCY: **KY STATE POLICE, POST 13** AGENCY ORI NUMBER: **KSP1300** LOCAL CODE: [REDACTED]

[REDACTED] PARKING LOT: N INTERSECTION WITH: N BETWEEN STREETS: N

ROADWAY #	DISTANCE FROM MILEPOINT	MILEPOINT #	INJURED	KILLED	# UNITS INVOLVED	HIT & RUN	ONE WAY	SPEED LIMIT
					2	NO	NO	55 MPH

IN CITY LIMITS? YES  
MILES FROM CITY [REDACTED]  
LATITUDE DEG: 37 MIN: 17.148  
LONGITUDE DEG: 83 MIN: 12.384  
COLLISION DATE AND TIME: 08/21/2007 09:00

CITY/TOWN: 09701 - HAZARD  
RAMP: NO  
FROM: [REDACTED] DIR: [REDACTED]  
TO: [REDACTED] DIR: [REDACTED]

MANNER OF COLLISION: 07 - SIDESWIPE - OPPOSITE DIRECTION  
LOCATION 1ST EVENT: 03 - ON ROADWAY  
TRAFFIC CONTROL: 01 - ADVISORY SPEED SIGN, 03 - CURVE SIGN

ROADWAY TYPE: 01 - COUNTY ROAD  
TOTAL LANES: 2  
ROADWAY CHARACTER: 02 - CURVE & HILLCREST  
ROADWAY SURFACE: 01 - ASPHALT  
ROADWAY CONDITION: 05 - WET

WEATHER: 06 - RAINING  
LIGHT CONDITION: 02 - DAYLIGHT  
LAND USE: 01 - BUSINESS  
SCHOOL BUS RELATED: 03 - NOT APPLICABLE

FIRST AID AT SCENE: NO  
FIRST AID GIVEN BY: [REDACTED]  
INJURED REMOVED TO: [REDACTED]

EMS AGENCY AND RUN #			EMS AGENCY AND RUN #			EMS AGENCY AND RUN #		
NOTIFIED TIME	ARRIVED TIME	TIME AT HOSPITAL	NOTIFIED TIME	ARRIVED TIME	TIME AT HOSPITAL	NOTIFIED TIME	ARRIVED TIME	TIME AT HOSPITAL

INJURED OR DECEASED REMOVED BY: [REDACTED]

1 PROPERTY DAMAGE - OTHER THAN VEHICLES  
PROPERTY: [REDACTED]

OWNER/ADDRESS: [REDACTED]

2 PROPERTY DAMAGE - OTHER THAN VEHICLES  
PROPERTY: [REDACTED]

OWNER/ADDRESS: [REDACTED]

3 PROPERTY DAMAGE - OTHER THAN VEHICLES  
PROPERTY: [REDACTED]

OWNER/ADDRESS: [REDACTED]

INV. COMPLETE YES PHOTOS YES PHOTOGRAPHER UNIT NO. 278

INVESTIGATOR	ID NUMBER	BEAT OR POST NO.	TIME NOTIFIED	TIME ARRIVED	RDWY OPENED
PICKRELL J	278	13	09:15	09:50	10:45

REVIEWED BY: R ENGLE PAGE 1 OF 4



KENTUCKY UNIFORM POLICE TRAFFIC COLLISION REPORT - NARRATIVE

KSP 74 Revised 1/2000

INVESTIGATING AGENCY		MASTER FILE #
KY STATE POLICE, POST 13	AGENCY ORI NUMBER	LOCAL CODE

UNIT 1 WAS TRAVELING DOWN CRAWFORD MT. AND THE STEERING WENT OUT ON HIS TRUCK. UNIT 2 WAS TRAVELING UP CRAWFORD MT. UNIT 1 STRUCK 2 IN THE SIDE AND THEN STRUCK THE GUARDRAIL. UNIT 1 ADVISED THAT HE HAD LEFT HIS TRUCK AT MT. FORD IN REFERENCE TO FRONT END REPAIR AND HAD JUST PICKED IT BACK UP. IT WAS ALSO RAINING AND CRAWFORD MT. WAS WET AND SLIPPERY.

**KENTUCKY UNIFORM POLICE TRAFFIC COLLISION REPORT - UNIT**

MASTER FILE # [REDACTED]

INVESTIGATING AGENCY **KY STATE POLICE, POST 13** AGENCY ORI NUMBER [REDACTED] LOCAL CODE

UNIT # TOWED? **2** YES - WALKERTOWN # OCCUPANTS **1** PEDESTRIAN FACTORS

OPERATOR'S LIC. NO. [REDACTED] STATE **KY** OPERATORS LICENSE RESTRICTIONS

CDL **NO** CO. RESIDENT **YES** OWNER **YES**

OPERATOR NAME (LN, FN, MI) [REDACTED]

DATE OF BIRTH ADDRESS [REDACTED] COMPLIANT **YES**

A. PRE-COLLISION VEHICLE ACTION **05 - GOING STRAIGHT AHEAD** B. UNIT TYPE **08-LT TRUCK(VAN/SPORTS UTILITY/PICKUP)** C. FIRE **NO** D. OVERTURNED **NO**

E. HUMAN FACTORS **99 - NONE DETECTED**

F-H. EVENT COLLISION **IST: 05 - OTHER MOTOR VEHICLE**

I. VEHICULAR FACTORS **99 - NONE DETECTED** J. ENVIRONMENTAL FACTORS **99 - NONE DETECTED**

K. UNDERRIDE/OVERRIDE **01 - NO UNDERRIDE/OVERRIDE**

INVOLVED PERSONS: NAME ADDRESS, CITY, STATE AND ZIP	DOB/DOD	14	15	16	17	18	19	20	21	22	23
[REDACTED] <b>MALE</b>	DOB: [REDACTED]	<b>08,01</b>	<b>NO</b>	<b>01</b>	<b>05</b>		<b>01</b>	<b>01</b>	<b>01</b>	<b>01</b>	<b>01</b>
VIPER, KY [REDACTED]											

VEH YEAR **2003** MAKE **NISSAN** MODEL **FRONTIER** TYPE **PK** STATE **KY** REGISTRATION NUMBER [REDACTED] YEAR **2008**

VEHICLE ID NUMBER **1NGED26Y8** VEHICLE INSURED **YES** NAME OF INSURANCE CO. **SAFECO** COLOR OF VEH **SILVER**

1ST AREA OF CONTACT **07 - LEFT SIDE** 1ST AREA CONTACT - COMBINATION VEHICLE **EXTENT OF DAMAGE MINOR/MOD** AIR BAG SWITCH **ON** TRAVEL DIRECTION **WEST**

ESTIMATED TRAVEL SPEED MOST HARMFUL EVENT

COMMERCIAL VEH. **NO** HAZ. CARGO **NO** HAZ. SPILL **NO** HAZ. CARGO CODE **NO** TYPE CARGO/COMMODITY **NO** NAS SAFETY REPORT #

SINGLE/COMBINATION/BOBTAIL **NO** NO. AXLES **NO** NO. TRAILERS **NO** US DOT # **NO** ICC MC # **NO** CRASH AVOIDANCE (Fatal Only)

GVWR TOTAL MOTOR CARRIER NAME CARRIER NAME SOURCE

MOTOR CARRIER ADDRESS

VIOLATION CODES CITATION NUMBER CASE NUMBER SUSPECTED DRINKING DRIVER **(N)** METHOD OF DETERMINATION **02 - OBSERVATION**

TAKEN BY

TEST OFFERED	CHEMICAL TEST	TESTED FOR	SENT TO	RESULTS	PAGE
<b>NO</b>					

KSP 74 Revised 1/2000

**KENTUCKY UNIFORM POLICE TRAFFIC COLLISION REPORT - UNIT**

MASTER FILE # [REDACTED]

INVESTIGATING AGENCY **KY STATE POLICE, POST 13** AGENCY ORI NUMBER [REDACTED] LOCAL CODE [REDACTED]

UNIT # **1** TOWED? **YES - CHARLIE BAKER** # OCCUPANTS **1** PEDESTRIAN FACTORS

OPERATOR'S LIC. NO. [REDACTED] STATE **KY** OPERATORS LICENSE RESTRICTIONS

CDL **NO** CO. RESIDENT **YES** OWNER **NO**

OPERATOR NAME (L, F, M, MI) [REDACTED] DATE OF BIRTH [REDACTED] ADDRESS [REDACTED] HAZARD, KY [REDACTED] COMPLIANT **YES**

A. PRE-COLLISION VEHICLE ACTION **05 - GOING STRAIGHT AHEAD** B. UNIT TYPE **08-LT TRUCK(VAN/SPORTS UTILITY/PICKUP)** C. FIRE **NO** D. OVERTURNED **NO**

E. HUMAN FACTORS: **99 - NONE DETECTED**

F-H. EVENT COLLISION  
 1ST: **05 - OTHER MOTOR VEHICLE**  
 2ND: **20 - GUARDRAIL FACE**

I. VEHICULAR FACTORS **07 - STEERING FAILURE** J. ENVIRONMENTAL FACTORS **71 - SLIPPERY SURFACE**

K. UNDERRIDE/OVERRIDE **01 - NO UNDERRIDE/OVERRIDE**

INVOLVED PERSONS: NAME, ADDRESS, CITY, STATE AND ZIP

NAME	DOB/DOD	14	15	16	17	18	19	20	21	22	23
[REDACTED] MALE	DOB: [REDACTED]	01	NO	01	05		01	01	01	01	01
HAZARD, KY											
CITY OF HAZARD,											
HAZARD, KY [REDACTED]		08	NO								

VEH YEAR **2006** MAKE **FORD** MODEL **F-250** TYPE **PK** STATE **KY** REGISTRATION NUMBER [REDACTED] YEAR **2008**

VEHICLE ID NUMBER **1FTNF21546** VEHICLE INSURED **YES** NAME OF INSURANCE CO. **KY LEAGUE OF CITIES** COLOR OF VEH **BLUE**

1ST AREA OF CONTACT **07 - LEFT SIDE** 1ST AREA CONTACT - COMBINATION VEHICLE **EXTENT OF DAMAGE MINOR/MOD** AIR BAG SWITCH **ON** TRAVEL DIRECTION **EAST**

ESTIMATED TRAVEL SPEED [REDACTED] MOST HARMFUL EVENT [REDACTED]

COMMERCIAL VEH. **NO** HAZ. CARGO **NO** HAZ. SPILL **NO** HAZ. CARGO CODE **NO** TYPE CARGO/COMMODITY **NO** WAS SAFETY REPORT # **NO**

SINGLE/COMBINATION/BOBTAIL **NO** NO. AXLES **NO** NO. TRAILERS **NO** US DOT # **NO** ICC MC# **NO** CRASH AVOIDANCE (Fatal Only) **NO**

GVWR TOTAL **NO** MOTOR CARRIER NAME **NO** CARRIER NAME SOURCE **NO**

MOTOR CARRIER ADDRESS [REDACTED]

VIOLATION CODES [REDACTED] CITATION NUMBER [REDACTED] CASE NUMBER [REDACTED] SUSPECTED DRINKING DRIVER **NO** METHOD OF DETERMINATION **02 - OBSERVATION**

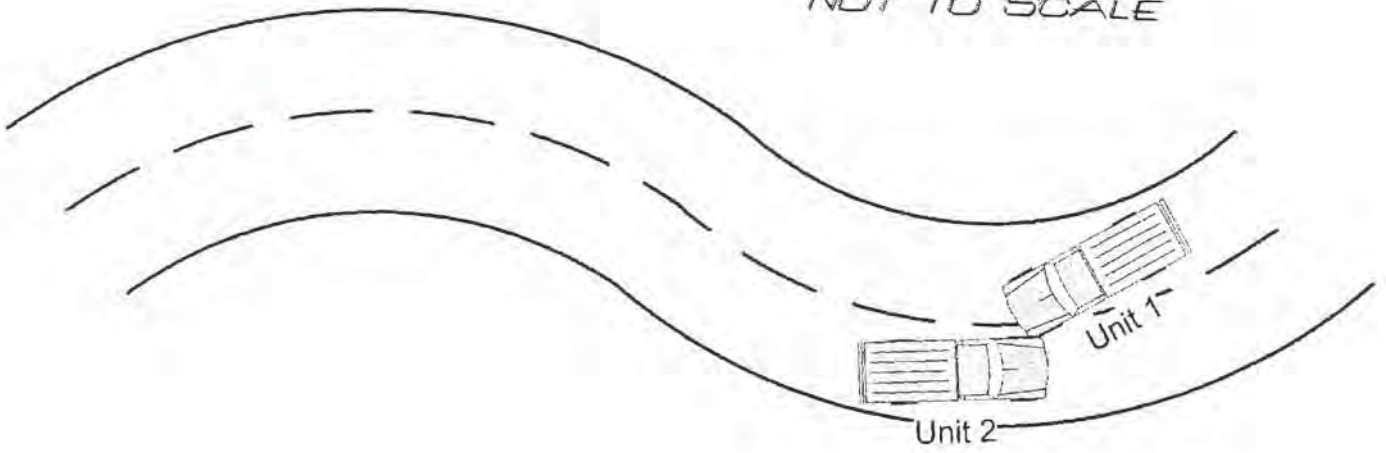
TAKEN BY [REDACTED]

TEST OFFERED **NO** CHEMICAL TEST **NO** TESTED FOR [REDACTED] SENT TO [REDACTED] RESULTS [REDACTED] PAGE **4 OF 4**

KSP 74 Revised 1/2000



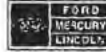
NOT TO SCALE



# Mountain Ford, Inc.

DANIEL BOONE PARKWAY  
P.O. BOX 857

HAZARD, KENTUCKY 41702-0857  
TELEPHONE: (606) 436-5239



155628

WORKORDER  
REPRINT  
PAGE 2

CUSTOMER # [REDACTED]

HAZARD, KY [REDACTED]

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 896 COMBS, ALEX G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	06	FORDT F250 PICKUP	1FTNF21546E [REDACTED]		20660/	T226	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29NOV06 DD			17:00 20AUG07		70.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:T69299 ENG:5.4_Liter_EFI					
20AUG2007 08:00							

LINE OP CODE	FLAT TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		W	C/S= SHIMMIE IN FRONT END WHEN HITTING BUMPS OR DROPPING OFF ENDS OF BRIDGES



## WORK ORDER

### EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

### AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY  X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X \_\_\_\_\_

CUSTOMER SIGNATURE

TECHNICIAN COPY



PRIVILEGED & CONFIDENTIAL

Office of the General Counsel

Ford Motor Company  
Parklane Towers West  
3 Parklane Blvd.  
Suite 300 West  
Dearborn, MI 48126-2568

October 4, 2007

Collins & Company  
112 W Court, Suite 203  
Prestonburg, KY 41653  
**ATTENTION: Beth Moore**

RE: Your Insured: [REDACTED]  
Your Claim #: 554236  
DOL: August 21, 2007

Dear Ms. Moore:

We acknowledge your recently submitted subrogation claim letter dated September 18, 2007. In order to assist us in evaluating your claim, we request that you provide us with the following information (Please note that the information requested is in regard to the Ford manufactured vehicle.)

- 1. Attach your insured's statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss. ✓
- 2. A copy of the police and/or fire report. ✓
- 3. Original color photographs of the vehicle's collision/fire damage & the alleged defective parts, from several different angles. ✓
- 4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas. ✓
- 5. Original color photographs of the accident / fire scene from several different angles.
- 6. Attach a copy of your expert's report and the expert's original color photographs. ✓
- 7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and ✓ copies of draft payments.
- 8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.

Please answer the following in the space provided. If you need additional space, please use the back of the form;

- 9. What was the city and state of occurrence: Hazard KY
- 10. The 17 digit vehicle identification number: 1FTNF21546E [REDACTED]
- 11. What was the mileage at time of occurrence: ~~22,676~~ 20,715
- 12. What is the alleged defect: Steering Sector Box Came Apart Causing A loss of directional control and resulting in a MVA
- 13. Has the alleged defective part been repaired or replaced? (circle one) Yes or **(No)**

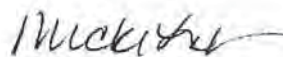
- 14. What is the current location of the vehicle, and the alleged defective part(s)?  
Walker Body and Frame Shop, 23 Pineview Dr. HAZARD
- 15. List all after market additions or modifications that were made to the vehicle:  
Ford Modified the vehicle from a diesel engine to a gas engine. Our insured made no request for this modification - made no other after market additions or modifications
- 16. Was the engine running? (circle one)  Yes or No
- 17. Were the keys in the ignition? (circle one)  Yes or No
- 18. Was this vehicle purchased new or used: new  
If purchased used, provide the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased: \_\_\_\_\_  
\_\_\_\_\_

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 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.

Please be advised that all necessary steps should be taken to ensure that the incident scene, the subject vehicle and all of its component parts are maintained and preserved. Ford Motor Company has the right to inspect the fire scene and the vehicle and the fire scene and remove and test any vehicle component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,



Micki Lynn  
Claims Analyst



# Collins & Company, Incorporated

112 West Court, Suite 203

Prestonsburg, Kentucky 41653

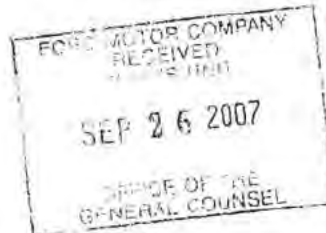
Phone: (606) 886-1967

Fax (606) 886-1334

e-mail: pburg@collinsandco.com

September 18, 2007

Mr. Kenneth Durkin  
MOUNTAIN FORD, INC.  
P. O. Box 857  
Hazard, KY 41702-0857



SEP 26 2007  
*[Handwritten signature]*

FORD MOTOR COMPANY  
CT Corporation System  
KY Home Life Building  
Louisville, KY 40202

RE: Claim Number: [REDACTED]  
Insured: [REDACTED]  
Claimant: [REDACTED]  
Date of Loss: 8/21/2007

Dear Sirs:

We are the claims representatives for the Kentucky League of Cities who insure the [REDACTED]. On [REDACTED] a motor vehicle accident occurred involving a 2006 Ford F250 pickup truck (VIN 1FTNF21546E [REDACTED]). During this incident, the steering mechanism of the vehicle failed and the vehicle went out of control, colliding with another vehicle, causing substantial damage to both vehicles. Our review and inspection of this matter reveals that the steering box came apart, allowing the steering gear to back out of the box.

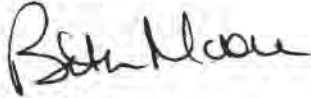
We are therefore looking to you for monies we have or will be called upon to pay in reference to this matter. Please bring this letter to the attention of your insurance representatives and have them contact me to arrange inspection of the vehicle as soon as possible.

We will make this vehicle available for inspection for a period of 30 days from the date of this letter.



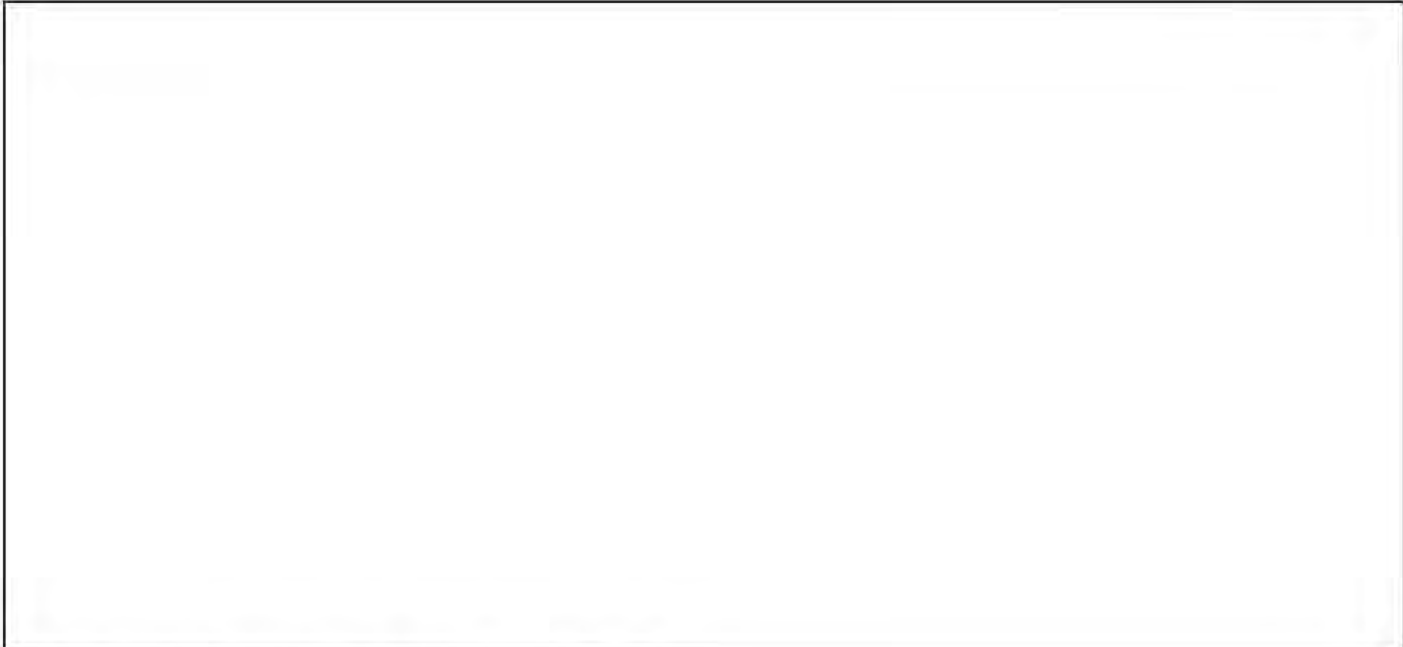
September 18, 2007  
Page Two

Sincerely,

A handwritten signature in black ink, appearing to read "Beth Moore". The signature is fluid and cursive, with the first name "Beth" being more prominent than the last name "Moore".

Beth Moore  
Claims Adjuster

Cc: Mr. Paul Feltner  
City of Hazard  
P. O. Box 420  
Hazard, KY 41701



**From:** dcpform@ford.com [mailto:dcpform@ford.com]  
**Sent:** Monday, September 24, 2007 2:11 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review - All Regions**

**Dealership Name:** Mountain Ford  
**Requesting Dealer:** Kenneth Durkin  
**Contact Person:** Kenneth Durkin  
**Telephone:** 1-800-3803880  
**Email Address:** kbeaty4@ford.com  
**PA Code:** 02009  
**Region:** Cincinnati  
**City:** Hazard  
**Dealer State:** KY  
**Fax Number:** 606-436-4765  
**WSD:** 11/27/2006  
**Vehicle Year:** 2006  
**Vehicle Model:** F250  
**Vehicle VIN:** 1FTNF21546E [REDACTED]  
**Mileage:** 138  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** Hazard  
**State:** Kentucky  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** unknown  
**Customer Region:** A1 - Select Dealer  
**Incident Involves:** Accident  
**Date of Incident:** [REDACTED]

9/25/2007

**County in which incident occurred:** unknown

**Is Alleging Defect:** Yes

**Alleging defect detail:** alleges steering box came apart allowing steering gear to back out of the box, the steering mechanism of the vehicle failed and the vehicle went out of control, colliding with another vehicle

**Police Report Filed:** Yes

**Police Report detail:** unknown

**Insurance Company Contacted:** Y

**Insurance Company Advice:** looking to Mountain Ford and Ford Motor Company for monies we have or will be called upon to pay in reference to this matter

**Insurance Company Contact Information:** Beth Moore, Claims Adjuster, Collins & Company Inc., 112 West Court, Suite 203, Prestonsburg, KY 41653, (606) 886-1967

**Coach Builder:** no

**Coach Builder State:** AK - Alaska

**Resolution Sought Detail:** monies we have or will be called upon to pay in reference to this matter

**Comments:** per dealership, truck operated by City of Hazard, may be serviced by City service personnel; Zone Manager Karen Beaty has attached OASIS report showing no warranty repairs performed on vehicle and no TSB, no FSA, no advisories of any kind regarding steering

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

9/25/2007

**CLAIM NUMBER:** [REDACTED]  
**DONAN PROJECT NUMBER: 06-07090357-0**

***PREPARED FOR:***

MS. BETH MOORE  
COLLINS & COMPANY  
112 W. COURT, SUITE 203  
PRESTONSBURG, KENTUCKY 41653

***PREPARED BY:***



**DONAN ENGINEERING CO., INC.**  
**997 FLOYD DRIVE, SUITE 160**  
**LEXINGTON, KENTUCKY 40505**  
**(859) 381-1007**

**OCTOBER 19, 2007**

**HERB GOFF, P.E., P.G., C.F.E.I.**  
**SENIOR FORENSIC ENGINEER**

John G. Donan, Jr., P.E.  
Chairman of the Board

J. Lyle Donan, P.E.  
President



CORRESPOND TO:  
997 Floyd Drive, Suite 160  
Lexington, Kentucky 40505  
(859) 381-1007  
(859) 381-1586 fax

October 19, 2007

Ms. Beth Moore  
**Collins & Company**  
112 W. Court, Suite 203  
Prestonsburg, Kentucky 41653

RE:

[REDACTED]  
**Claim Number:** [REDACTED]  
Donan Project Number: 06-07090357-0

Dear Ms. Moore:

At your request, on September 14, 2007, a study was made on a vehicle owned as referenced above. At the time of our study the vehicle was located at Amos Walker Body Shop in Hazard, Kentucky. The purpose of the study was to determine if a mechanical problem led to an accident. Mr. [REDACTED], driver, was present to point out areas of concern and provide firsthand information. This letter, with the attached photographs, is a summary report of our findings and conclusions. Additional details and photographs have been retained in our project file.

### *Description of Vehicle*

For purposes of this report, the driver's side of the vehicle will be considered to be the left and the hood the front. The vehicle is a blue 2006 Ford pickup truck model F250 and has Kentucky license plate [REDACTED] (Photographs 1 through 5). The vehicle identification number is 1FTNF21546E [REDACTED] (Photograph 6). At the time of our study the vehicle's odometer read 20,715 (Photograph 7).

### *Background*

Mr. [REDACTED] relayed driving the vehicle down a county road when he became unable to steer around a curve. He struck an on-coming vehicle before coming to rest at the outer edge of the highway.

Mr. [REDACTED] also indicated the vehicle had just been picked up from the local Ford dealer, Mountain Ford, Inc., for a shimmy problem. He said that at highway speeds, when hitting a bump, such as driving off a bridge onto the roadway, the steering wheel would shimmy. He reported no other problems or work being performed on the vehicle prior to the crash.

### *Site Study*

Inside the vehicle there are no encumbering floor mats or loose objects which might have interfered with the floor controls (Photograph 8). The brake pedal has adequate space above the floorboard when firmly depressed and does not "leak down", as would occur if there were a problem with the braking system (Photograph 9). The steering wheel turns freely in either direction (Photograph 10).

Under the hood there is no evidence of impact damage (Photographs 11 and 12). The brake fluid reservoir has adequate fluid (Photograph 13). The power steering/hydraulic fluid reservoir is empty (Photographs 14 through 16).

Study of the steering sector box revealed copious amounts of an oily fluid in the vicinity (Photograph 17). In addition, the worm gear has backed out the sector box (Photograph 18).

Study of the impact area revealed somewhat minor damage to the left fender and left side of the grill (Photograph 19). The lip of the left front steel wheel is bent, but the tire remained inflated (Photograph 20). Study beneath the vehicle did not reveal damaged or disconnected suspension or steering components (Photographs 21 through 23).

Discussion with Mr. Alex Combs, service manager with Mountain Ford, Inc., indicated they followed the recommend procedure for servicing the known shimmy in the subject vehicle. This included the procedure outlined in Technical

Service Bulletin (TSB) 07-10-10. A review of this bulletin did not reveal that it included disassembly of the steering sector box.

*Compilation*

Based on Mr. [REDACTED] statement, he was driving in a normal manner on a public roadway when he lost the ability to steer. Subsequent to the accident, the steering sector box was found to have come partially apart, rendering the steering system inoperable.

*Summary of Conclusions*

In summary, based on what is known at this time, we are of the opinion that:

- The steering sector box came apart, causing a loss of directional control and resulting in the accident
- There is no evidence that the accident caused this condition.

We appreciate your confidence in our professional services.

Sincerely,  
DONAN ENGINEERING CO., INC.

Herb Goff, P.E., P.G., C.F.E.I.  
Senior Forensic Engineer

Attachment



Photograph001.JPG: General view showing the front and right side of the vehicle.



Photograph002.JPG: Front and left side.





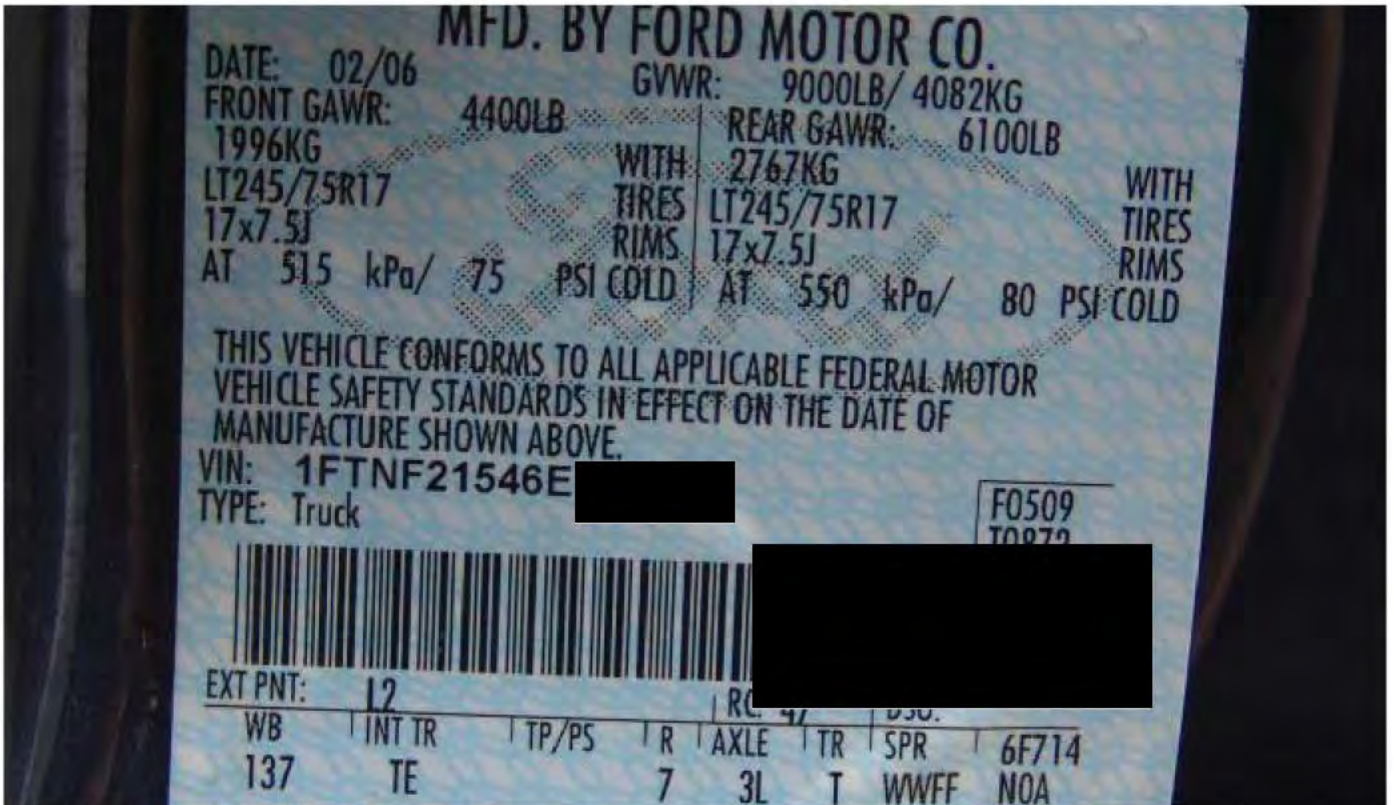
Photograph003.JPG: Left side and rear.



Photograph004.JPG: Rear and right side.



Photograph005.JPG: License plate.



Photograph006.JPG: VIN decal.



Photograph007.JPG: Odometer.



Photograph008.JPG: General view showing the driver's area.



Photograph009.JPG: Brake pedal depressed.



Photograph010.JPG: Moving the steering wheel freely.



Photograph011.JPG: Right side of the engine bay.



Photograph012.JPG: Left side of the engine bay.



Photograph013.JPG: Brake fluid reservoir.



Photograph014.JPG: Top of steering fluid reservoir.



Photograph015.JPG: Looking into the power steering fluid reservoir.



Photograph016.JPG: Empty.



Photograph017.JPG: Oily substance around sector box.



Photograph018.JPG: Worm gear partially out of sector box.





Photograph019.JPG: Left side damage.



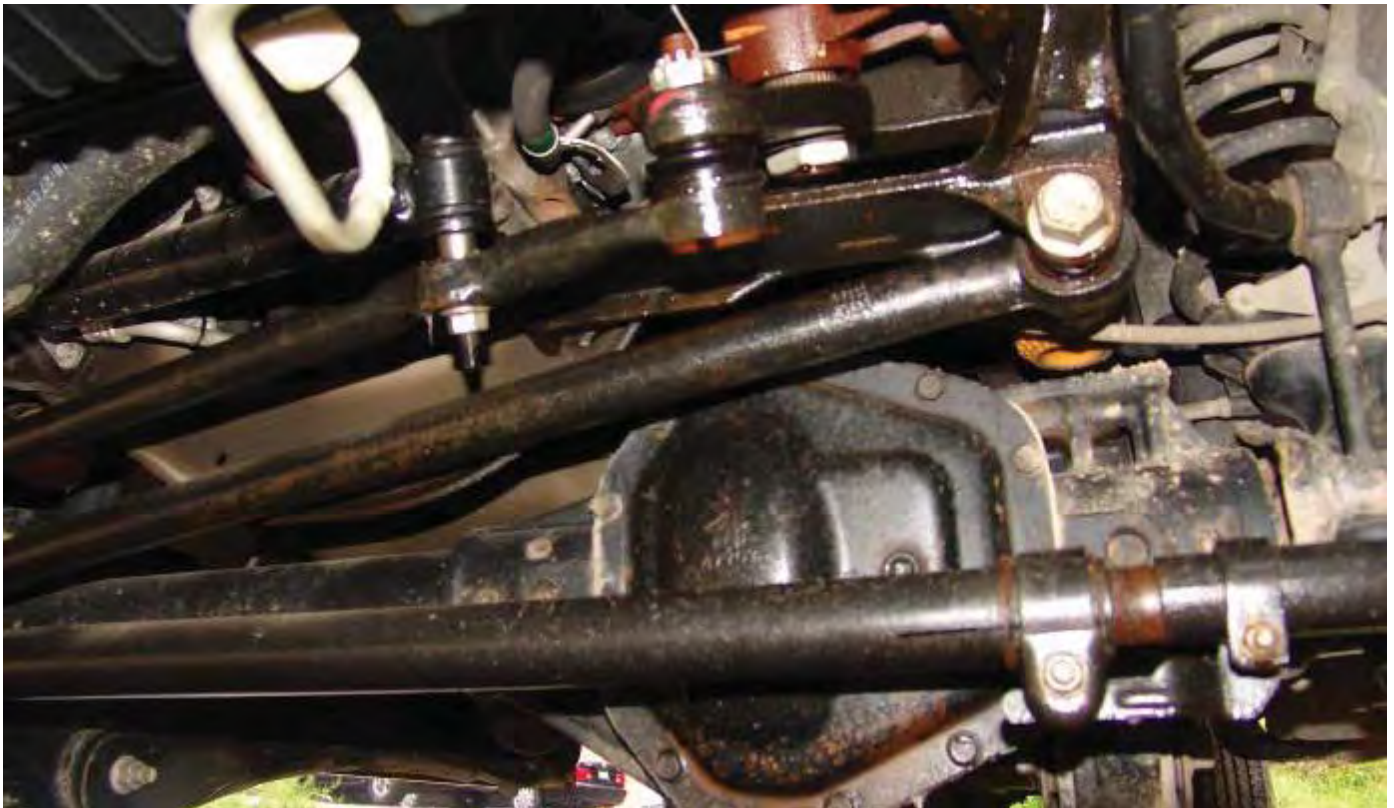
Photograph020.JPG: Damage to wheel



Photograph021.JPG: Steering undamaged.



Photograph022.JPG: Pitman arm and drag link in place.



Photograph023.JPG: General view showing steering components intact and without damage.

INSURED : [REDACTED]  
LOCATION :  
COMPANY :

DATE OF REPORT : 08/31/2007  
DATE OF LOSS :  
POLICY NUMBER :  
CLAIM NUMBER : [REDACTED]  
OUR FILE NUMBER : [REDACTED]  
ADJUSTER NAME : Beth Moore

Photo ID : MVC-001S.JPG



Photo # : 1  
Date :  
Taken By : Adjuster

Comment :  
MVC-001S

Photo ID : MVC-002S.JPG



Photo # : 2  
Date :  
Taken By : Adjuster

Comment :  
MVC-002S

INSURED : [REDACTED]  
LOCATION :  
:  
COMPANY :  
:  
:  
:

DATE OF REPORT : 08/31/2007  
DATE OF LOSS :  
POLICY NUMBER :  
CLAIM NUMBER : [REDACTED]  
OUR FILE NUMBER : [REDACTED]  
ADJUSTER NAME : Beth Moore

Photo ID : MVC-003S.JPG



Photo # : 3  
Date :  
Taken By : Adjuster

Comment :  
MVC-003S

Photo ID : MVC-004S.JPG



Photo # : 4  
Date :  
Taken By : Adjuster

Comment :  
MVC-004S

INSURED : ██████████  
LOCATION :  
:  
COMPANY :  
:  
:  
:

DATE OF REPORT : 08/31/2007  
DATE OF LOSS :  
POLICY NUMBER :  
CLAIM NUMBER : ██████████  
OUR FILE NUMBER : ██████████  
ADJUSTER NAME : Beth Moore

Photo ID : MVC-005S.JPG



Photo # : 5  
Date :  
Taken By : Adjuster

Comment :  
MVC-005S

Photo ID : MVC-006S.JPG



Photo # : 6  
Date :  
Taken By : Adjuster

Comment :  
MVC-006S

INSURED : [REDACTED]  
LOCATION :  
COMPANY :  
:

DATE OF REPORT : 08/31/2007  
DATE OF LOSS :  
POLICY NUMBER :  
CLAIM NUMBER : [REDACTED]  
OUR FILE NUMBER : [REDACTED]  
ADJUSTER NAME : Beth Moore

Photo ID : MVC-007S.JPG



Photo # : 7  
Date :  
Taken By : Adjuster

Comment :  
MVC-007S

Photo ID : MVC-008S.JPG



Photo # : 8  
Date :  
Taken By : Adjuster

Comment :  
MVC-008S

INSURED : [REDACTED]  
LOCATION :  
COMPANY :

DATE OF REPORT : 08/31/2007  
DATE OF LOSS :  
POLICY NUMBER :  
CLAIM NUMBER : [REDACTED]  
OUR FILE NUMBER : [REDACTED]  
ADJUSTER NAME : Beth Moore

Photo ID : MVC-009S.JPG



Photo # : 9  
Date :  
Taken By : Adjuster

Comment :  
MVC-009S

Photo ID : MVC-010S.JPG



Photo # : 10  
Date :  
Taken By : Adjuster

Comment :  
MVC-010S



INSURED	:	[REDACTED]	DATE OF REPORT	:	08/31/2007
LOCATION	:		DATE OF LOSS	:	
	:		POLICY NUMBER	:	
COMPANY	:		CLAIM NUMBER	:	[REDACTED]
	:		OUR FILE NUMBER	:	[REDACTED]
	:		ADJUSTER NAME	:	Beth Moore

Photo ID : MVC-011S.JPG



Photo # : 11  
 Date :  
 Taken By : Adjuster  
 Comment :  
 MVC-011S

Photo ID : MVC-012S.JPG



Photo # : 12  
 Date :  
 Taken By : Adjuster  
 Comment :  
 MVC-012S

INSURED : ██████████  
LOCATION :  
COMPANY :  
:

DATE OF REPORT : 08/31/2007  
DATE OF LOSS :  
POLICY NUMBER :  
CLAIM NUMBER : ██████████  
OUR FILE NUMBER :  
ADJUSTER NAME : Beth Moore

Photo ID : MVC-013S.JPG



Photo # : 13  
Date :  
Taken By : Adjuster  
  
Comment :  
  
MVC-013S

Photo ID : MVC-014S.JPG



Photo # : 14  
Date :  
Taken By : Adjuster  
  
Comment :  
  
MVC-014S

INSURED : ██████████  
LOCATION :  
:  
COMPANY :  
:  
:  
:

DATE OF REPORT : 08/31/2007  
DATE OF LOSS :  
POLICY NUMBER :  
CLAIM NUMBER : ██████████  
OUR FILE NUMBER :  
ADJUSTER NAME : Beth Moore

Photo ID : MVC-015S.JPG



Photo # : 15  
Date :  
Taken By : Adjuster

Comment :  
MVC-015S

Photo ID : MVC-016S.JPG



Photo # : 16  
Date :  
Taken By : Adjuster

Comment :  
MVC-016S



# WALTER R. BYARS

CITY ATTORNEY

wbyars@montgomeryal.gov

tdavis@montgomeryal.gov



**KIMBERLY O. FEHL**

SENIOR STAFF ATTORNEY  
kfehl@montgomeryal.gov

**WALLACE D. MILLS**

STAFF ATTORNEY  
wmills@montgomeryal.gov

**MICHAEL D. BOYLE**

STAFF ATTORNEY  
mboyle@montgomeryal.gov

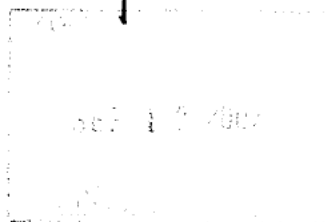
**ALLISON H. HIGHLEY**

ASSOCIATE ATTORNEY  
ahighley@montgomeryal.gov

August 31, 2007

FORD MOTOR COMPANY  
Office of General Counsel  
Attn: Shawn Norton  
Parklane Towers West  
3 Parklane Blvd., Suite 400  
Dearborn, MI 48126

SEP 10 2007



Re: Warranty claim for accident damage

Dear Mr. Norton:

On July 12, 2007, a 2006 Ford F-350 (VIN # 1FDWW36Y76E [REDACTED]) owned by the [REDACTED] suffered a steering system failure that resulted in body damage to the vehicle and property damage to a fence owned by the [REDACTED]. A copy of the [REDACTED] accident report and photos are attached for your review.

The vehicle in question was transported to Montgomery Ford Lincoln Mercury, 4000 Eastern Blvd., Montgomery, Ala., for inspection and repairs. The authorized Ford dealership replaced the steering gear under warranty and paid the tow bill from the scene of the accident to their shop. A copy of the warranty repair is attached for your review.

Contact was made with Ford Consumer Affairs through the dealership on August 13, 2007. A Ms. [REDACTED] informed us that since Ford Consumer Affairs was not given an opportunity to inspect the vehicle prior to repairs being accomplished, that all claims would have to be referred to your office for handling.

As previously mentioned, when the steering gear failed the truck could not be controlled by the driver which resulted in an impact with a chain-link fence. The [REDACTED] accomplished repairs to the truck in question in our City-owned body shop. The body repairs totaled \$499.27. A copy of the repair work orders and material receipts are attached for your review.

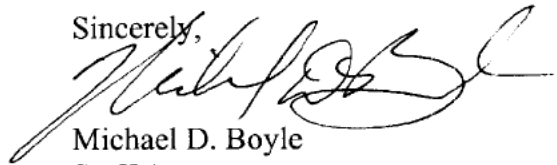
Repairs to the chain-link fence, having been repaired by the [REDACTED] total \$295.71. A copy of labor and materials email is attached for your review.

By copy of this letter, the [REDACTED] is presenting Ford Motor Company with a claim for damages totaling \$794.98. As mentioned above, it is the contention of the [REDACTED] that the automobile physical damage and property damage to the chain-link fence resulted from the warranted failure of the Ford steering gear assembly.

We are respectfully requesting that you issue a check in the amount of \$794.98, payable to the [REDACTED] and forward the check to the attention of the [REDACTED] [REDACTED] Montgomery, AL [REDACTED]. Please indicate our claim number [REDACTED] on the check.

Thank you for your attention to this matter and please contact me or my law clerk, John Craft, should you have any questions.

Sincerely,



Michael D. Boyle  
Staff Attorney

Cc: [REDACTED]

MDB/jcc



PRIVILEGED & CONFIDENTIAL

Office of the General Counsel

Ford Motor Company  
Parklane Towers West  
3 Parklane Blvd.  
Suite 300 West  
Dearborn, MI 48126-2568

September 26, 2007

[Redacted]

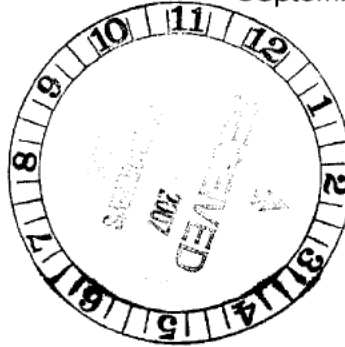
Montgomery, AL [Redacted]

ATTENTION: [Redacted]

RE: Your Insured: [Redacted]

Your Claim #: [Redacted]

DOL: July 12, 2007



Dear Mr. [Redacted]

We acknowledge your recently submitted subrogation claim letter dated August 31, 2007. In order to assist us in evaluating your claim, we request that you provide us with the following information (Please note that the information requested is in regard to the Ford manufactured vehicle.)

- 1. Attach your insured's statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss.
- 2. A copy of the police and/or fire report.
- 3. Original color photographs of the vehicle's collision/fire damage & the alleged defective parts, from several different angles.
- 4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- 5. Original color photographs of the accident / fire scene from several different angles.
- 6. Attach a copy of your expert's report and the expert's original color photographs.
- 7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
- 8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.

Please answer the following in the space provided. If you need additional space, please use the back of the form;

- 9. What was the city and state of occurrence: Montgomery, Alabama
- 10. The 17 digit vehicle identification number: 1FDWW36Y76E [Redacted]
- 11. What was the mileage at time of occurrence: 15,286
- 12. What is the alleged defect: Steering system failure
- 13. Has the alleged defective part been repaired or replaced? (circle one) Yes or No

*By Montgomery Ford LM, under warranty*

14. What is the current location of the vehicle, and the alleged defective part(s)?  
In service, Montgomery, Alabama
15. List all after market additions or modifications that were made to the vehicle:  
None
16. Was the engine running? (circle one) Yes or No
17. Were the keys in the ignition? (circle one) Yes or No
18. Was this vehicle purchased new or used: New  
If purchased used, provide the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased: \_\_\_\_\_

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 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.

Please be advised that all necessary steps should be taken to ensure that the incident scene, the subject vehicle and all of its component parts are maintained and preserved. Ford Motor Company has the right to inspect the fire scene and the vehicle and the fire scene and remove and test any vehicle component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,



Micki Lynn  
Claims Analyst



All Action Details for Issue

[Print](#)

VIN: 1FDWW36Y76E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 1327192257  
 Name: [REDACTED] Owner Status: Original WSD: 2006-01-30  
 Symptom Desc: STRG/HANDLING FUNCTION Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL COANTACT - PRODUCT LIABILITY - ACCIDENT  
 Dealer: 06309 MONTGOMERYFORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 15286 MI Comm Type: INBOUND EMAIL-OTHER  
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29  
 Action Date: 08/13/2007 Action Time: 09.05.19.313 Action Data: No

Comments \*\*LPA RECEIVED A DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW FORM SUBMITTED BY BART SHAFFER, MONTGOMERY FORD, P/A: 06309, PH: 334 613-5023. ACCORDING TO THE INFORMATION PROVIDED, THIS VEHICLE INVOLVED IN AN ACCIDENT ON 7-12-2007. THIS VEHICLE SUSTAINED DAMAGE TO THE RIGHT FENDER AND DOOR. A CITY PARK CHAIN LINK FENCE WAS ALSO DAMAGED. MONGOMERY FORD COMPLETED STEERING GEAR REPAIRS.

Action: MAKE OUTBOUND CALL TO DEALER  
 Dealer: 06309 MONTGOMERYFORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 15286 MI Comm Type: PHONE  
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29  
 Action Date: 08/13/2007 Action Time: 09.06.08.476 Action Data: No

Comments \*\*LPA LEFT A VM MSG FOR BART REQUESTING A RETURN PHONE CALL.

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER  
 Dealer: 06309 MONTGOMERYFORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 15286 MI Comm Type: PHONE  
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29  
 Action Date: 08/13/2007 Action Time: 14.00.50.518 Action Data: No

Comments \*\*BART SHAFFER CONFIRMED THAT STEERING GEAR REPAIRS HAD BEEN PERFORMED ON 7-13-2007.---LPA EXPLAINED TO BART AND JOE HICKS, CITY OF MONTGOMERY SAFETY DIRECTOR, THAT SINCE REPAIRS HAVE ALREADY BEEN PERFORMED, LPA IS UNABLE TO INVESTIGATE. LPA SUGGESTED INSURANCE SUBROGATION AS A POSSIBLE OPTION.

Ford Confidential

**Montgomery Ford LM**  
 4000 Eastern Blvd  
 Montgomery, AL 36116  
 Telephone: (334) 613-5000

**SERVICE DEPARTMENT HOURS**  
 7:00 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:30 a.m. - 3:30 p.m. - Saturday

RO Open Date	RO Number
7/13/07	6037065/1
RO Close Date	Status
7/31/07	Reprint
Release #	Message Out
15286	15289
Service Advisor Name	
Steve Morgan/6162	
Vehicle Identification Number	
1FDWW36Y76E	
Delivery Date	In Service Date
1/30/06	1/30/06
Color	License Number
GREEN	

*with:*

MONTGOMERY, AL			Work Phone	
Year	Make	Model	Duty	
2006	FORD	F350	TRUCK	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - SUSP. SUSPENSION/BRAKES C/S THE STEERING IS NOT WORKING WILL NOT TURN?? WA S TOWED IN !! Corrected by 3504A: (H22) (42) STEERING GEAR ASSEMBLY - REMOVE AND INSTALL OR REP LACE (3504) - L Work performed by Mitch Cameron (467) <span style="float:right">Warranty</span> Corrected by 14056D: AIR BAG RESTRAINT SYSTEM - DIAGNOSIS - L Work performed by Mitch Cameron (467) <span style="float:right">Warranty</span> Corrected by 14056D6: CONTACT ASSEMBLY-AIR BAG SLIDING - REPLACE (14A664 ) - L Work performed by Mitch Cameron (467) <span style="float:right">Warranty</span> fuel/freight surchar Installed 7C3Z 3504 A (FP):GEAR ASY - STEERING Qty: 1 <span style="float:right">Warranty</span> Installed XL 8 :FLUID - POWER ASSISTED STEERIN Qty: 4 <span style="float:right">Warranty</span> Installed 388898 S :SEAL Qty: 2 <span style="float:right">Warranty</span> Installed 5C3Z 14A664 BA :COVER AND CONTACT PLATE Qty: 1 <span style="float:right">Warranty</span> CK STEERING & SUSPENSION FOUND STEERING GEAR INPUT SHAFT AND CLOCK SPRING BROKEN REPLACE STEERING GEAR AND CLOCK SPRING ROAD TEST TO VERIFY REPAIR	
#2 - SUBLET: SUBLET TOW Corrected by TOW: TOWING Work performed by HOUSE TECH (98 ) Work performed by B-R177 : 51118 Labor: 55.00 Work performed by B-R177 : 51118 Parts:	

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.** I hereby authorize the repair work hereinafter to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

**DISCLAIMER OF WARRANTIES.** Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither warrants nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS**

X



## Standard Claims List For Model Year 2006

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)		
1FDWW36Y76E		F	T/BC	T/CD	T/B	AI	T/TQ	T/YH	20-JAN-2006	30-JAN-2006	121401	USA	18	5001	110201	7C3Z	3504	A	H22	42	15286		
<b>AWS Claim Key:</b>		4096177	<b>Trx Code:</b>		E84	<b>Labor Hrs:</b>		2.5															
<b>Dlr Cd-Sub Cd:</b>		06309 - *	<b>Name:</b>			MONTGOMERY FORD LINCOLN MERCURY, INC.			<b>Ph:</b>	334-6135000		<b>St:</b>	AL	<b>Ctry Cd:</b>	USA		<b>Reg Cd:</b>	NA		<b>Repr Date:</b>	13-JUL-2007	<b>Doc #:</b>	03706501
<b>Cust Comments:</b>		SUSPENSION/BRAKES C/S THE STEERING IS NOT WORKING WILL NOT TURN?? WAS TOWED IN																					
<b>Tech Comments:</b>		CK STEERING & SUSPENSION FOUND STEERING GEAR INPUT SHAFT AND CLOCK SPRING BROKEN REPLACE STEERING GEAR AND CLOCK SPRING ROAD TEST TO VERIFY REPAIR																					

## Claim Detail Report

**Model Year = 2006 Claim Key = 4096177**

### Vehicle Information

Model Year: 2006  
 Market Derived: F - FORD  
 Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)  
 Version/Series: T/CD-350 SERIES  
 Drive Type: T/B-2 WHL L/H REAR DRIVE  
 Vehicle Line: T/F7-F250HD/350/450/550 [99-08]  
 Warranty Start Date: 30-JAN-2006  
 Production Date: 20-JAN-2006  
 VIN: 1FDWW36Y76E [REDACTED]

### Claim Information

Document Number: [REDACTED]  
 Repair Date: 13-JUL-2007  
 Distance: 15286  
 TIS: 18

### Dealer Information

Dealer Name MONTGOMERY FORD LINCOLN MERCUR  
 Dealer Code: 06309 - \*  
 Address: 4000 EASTERN BYPASS  
 City: MONTGOMERY  
 State: AL Zip Code:36116  
 Country: USA Region Code: NA  
 Phone: (334)500-5000

Cust. Concern Code: H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: CK STEERING & SUSPENSION FOUND STEERING GEAR INPUT SHAFT AND CLOCK SPRING BROKEN  
 REPLACE STEERING GEAR AND CLOCK SPRING ROAD TEST TO VERIFY REPAIR

Customer Comment: SUSPENSION/BRAKES C/S THE STEERING IS NOT WORKING WILL NOT TURN?? WAS TOWED IN

### Labor Op Code

### Labor Op Description

3504A STEERING GEAR ASSEMBLY REMOVE AND INSTALL OR REPLACE

14056D AIR BAG RESTRAINT SYSTEM DIAGNOSIS  
14056D6 CONTACT ASSEMBLY - AIR BAG SLIDING REPLACE

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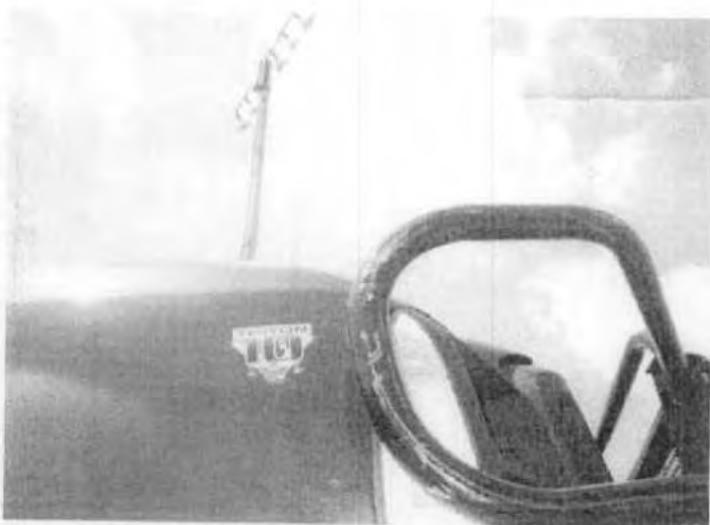
<b>Causal</b>	<b>Full Part Number</b>			<b>Part</b>	<b>Part</b>	
<b>Flag</b>	<b>PREF</b>	<b>BASE</b>	<b>SUFF</b>	<b>Description</b>	<b>CPSC</b>	<b>Quantity</b>
Y	7C3Z	3504	A	GEAR ASY-STEERING	110201	1
N	XL	8	*	MOTORCRAFT BATTERY	000057	4
N	*	388898	S		110201	2
N	5C3Z	14A664	BA	AIR BAG CLOCK SPRING	110603	1

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SEATING	Other Involved Unit (Circle One)				Other Involved Unit (Circle One)				CODES			
	Unit #	1	2	3	10	11	12	13	14	15	SAFETY EQUIPMENT	
1	42	42									01 - None Involved 02 - Not Applicable 03 - Unknown (Any Type) Lap Belts Only 11 - Fastened 12 - Not Fastened Lap/Shoulder Harness 21 - Lap Only Used 22 - Shoulder Only Used 23 - Shoulder Only Used 24 - Both Used Motorcycle Helmet 31 - None Used 32 - Used Air Bags 41 - Deployed - Belts Used 42 - Not Deployed - Belts Used 43 - Deployed - Belts Not Used 44 - Not Deployed - Belts Not Used Child Restraints 51 - Child Restraint Used 52 - Unknown Restraint Used 53 - None Used Pedal Cycle/Pedestrian 61 - Containing Clothing 62 - Non-containing Clothing	
VICTIMS	Name		Address		Unit No	Seat Pos	Injury Type	Age	Sex	Eggs	First Aid By	
	Taken To		Taken By									
N/A	Name		Address									
	Taken To		Taken By									
CODES	Injury Type		Ejected		First Aid By		Other Involved Safety Equipment					
	K - Killed	A - Visible or Carried from Scene	B - Not Fully Ejected	T - Trapped	A - Ambulance Attended	M - Paramedic	P - Police					
	B - Bruise/Abraision/Scrubbing	C - Not Visible - Has Pain/Faint	F - Partially Ejected	U - Unknown	D - Doctor	O - Other	U - Unknown					
NARRATIVE AND DIAGRAM	<p>Buckley Watson Ball Field</p> <p>CHAIN LINK FENCE</p> <p>Light Pole</p> <p>ROAD</p> <p>NOT TO SCALE</p>											
	<p>DRIVER of vehicle #1 stated he was moving slowly past a light pole, stopped right to change the pole &amp; when he stopped left the vehicle continue straight &amp; collided into the chain link fence.</p>											
ROADWAY ENVIRONMENT	For Each Roadway Environment Field, Circle One Entry for Each Involved Unit											
	Unit 1	Contributing Road Defects	Surface Construction	Condition	Accident Related To Road Construction Zone?	Material to Roadway (Contributing)		Material Source		Character		
N/A	4 - None	1 - Asphalt	1 - Dry	No	1 - None	5 - Gravel	1 - Not Applicable	1 - Straight - Spurt	5 - Curve - Down Grade			
N/A	1 - Shoulders Low	2 - Concrete	2 - Wet	Yes	2 - Rocks	6 - Oil/Petrol	2 - Natural Environment	2 - Straight - Down Grade	7 - Curve - Up Grade			
2	2 - Shoulders High	3 - Brick	3 - Icy	No	3 - Trees/Limbs	8 - Other	3 - Dropped From Vehicle	3 - Straight - Up Grade	8 - Curve - Hill/Rise			
	3 - Holes, Bumps, Etc	4 - Unpaved	4 - Snowy/Slushy		4 - Dirt		4 - Already in Road, But Fell From Vehicle	4 - Straight - Hillcrest	9 - Curve - Level			
	8 - Other	8 - Other	8 - Other				8 - Other	5 - Curve - Level				
							9 - Unknown					
ROADWAY ENVIRONMENT	Vision Obscured By				Traffic Control				Opposing Lanes Separated By		Trafficway Lanes	
	97 - Not Obscured	10 - Blinded by Sunlight	1 - Police Officer	11 - Hager	97 - None	1 - One Lane						
	1 - Buildings	11 - Fire/Smoke	2 - R.R. Crossing Gates	12 - No Passing Zone	1 - Paved Surface	2 - Two Lanes						
	2 - Signpost	12 - Dust	3 - R.R. Flashing Lights	57 - 57 None	2 - Unpaved Surface	3 - Three Lanes						
	3 - Trees, Crops, Bushes	13 - Blinded by Headlights	4 - R.R. Cross Bells/Pave Mark	98 - 98 - Other	3 - Broken Painted Line	4 - Four Lanes						
	4 - Blowing Snow/Sand	14 - Embankment	5 - Pedestrian Control		4 - Solid Painted Line	5 - Five Lanes						
	5 - Hillcrest	15 - Rain on Windshield	6 - Traffic Signal		5 - Concrete Barrier	6 - Six Lanes or More						
	6 - Curve in Road	16 - Snow on Windshield	7 - Flashing Beacon		6 - Metal Guard Rail							
	7 - Fog	98 - 98 - Other	8 - Stop Sign		7 - Fence							
	8 - Parked Vehicle		9 - Yield Sign		8 - Other Barrier							
	9 - Moving Vehicle(s)		10 - Lane Control Device									
INVESTIGATION	Light		Weather		Locale		Non-Vehicular Property Damage		Remarks/Other Descriptions			
	1 - Daylight	4 - Darkness - Road Not Lit	1 - Clear	5 - Sleet/Hail	1 - Open Country	5 - School Playground	1 - None Visible	3 - Moderate				
	2 - Dawn	2 - Cloudy	6 - Crosswind	2 - Residential	6 - Other	4 - Severe						
	3 - Dusk	3 - Rain	7 - Fog	3 - Shop/yr Business								
	4 - Darkness - Road Lit	4 - Snow	8 - Other	4 - Mtg. or Industrial								
	Time Police Notified	AM	Time Police Arrived	AM	Time EMS Arrived	AM	Name of Photographer					
	1020	PM	1020	PM	N/A	MT	N/A					
	Witness Full Name	Address										
	Witness Full Name	Address										
	Name of Involved Party	Officer ID	Agency OR	Signature Reviewed								
	Name of Other Party	Officer ID	Agency OR	Signature								
	Use data on this report											
	Signature of Investigator											







# Farr, Hickman & Slavin

ATTORNEYS AT LAW  
101 W. ILLINOIS STREET  
P.O. DRAWER J  
KIRKSVILLE, MISSOURI 63501-1086

HARRY C. FARR (1946-1993)

HOWARD M. HICKMAN  
JOHN C. SLAVIN

660.665.7224  
FAX No. 660.627.4660

June 6, 2006

Ford Motor Co.  
Consumer Affairs  
P.O. Box 6248  
MD-3NE-B  
Dearborn, MI 48126

080116  
1

Re: Owner: [REDACTED]  
Vehicle: 2006 Ford F251  
VIN: 1FTSX21P26E [REDACTED]

Dear Sir/Madam:

I represent [REDACTED]. He purchased the above vehicle on or about May 24, 2006 from Joe Machens Ford in Columbia, MO. On or about May 31, 2006 he was involved in a motor vehicle accident with the vehicle. Just before the accident, he felt a thud in the steering and then had absolutely no control of the vehicle. The truck ran off the roadway and suffered significant damages.

[REDACTED] had the vehicle delivered back to Joe Machens Ford in hopes that something could be done. Apparently he was advised that neither Ford nor Joe Machens could touch the vehicle to make repairs, although he has been advised by the shop forman that there is obviously something broken in the steering box. My client was told to pick up the vehicle, which he has done.

We would like to have Ford take responsibility for this accident and make [REDACTED] whole. Please undertake a review of this vehicle. Mr. [REDACTED] has possession of it and would happy to make it available for inspection by Ford employees.

Very truly yours,

  
John C. Slavin

[REDACTED]

All Action Details for Issue

Print

VIN: 1F7SX21P26F [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: [REDACTED]  
 Name: [REDACTED] Owner Status: Original WSD: 2006-05-24  
 Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT

Dealer: 08006 JOE MACHENS FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD

Odometer: 1 MI Comm Type: EMAIL

Analyst Name: LEICH,CHERIE Analyst: CLEICH

Action Date: 06/08/2006 Action Time: 14.35.39.013 Action Data: Yes

Comments \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\*EMAIL RECEIVED 6-6-06.DEALER CONTACT: RALPH DUMAS. CUSTOMER ALLEGES STEERING SHAFT BROKE AT GEAR WHILE TURNING, CAUSING AN ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	LFONSECA

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 08006 JOE MACHENS FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1 MI Comm Type: PHONE

Analyst Name: FONSECA, LOURDES NEARON (L.C.) Analyst: LFONSECA

Action Date: 06/09/2006 Action Time: 15.27.48.436 Action Data: No

Comments LPA SPOKE WITH DEALERSHIP, RALPH DUMAS, HE STATES THAT THE INSURANCE CO CALLED HIM REGARDING THE CLAIM. DLR STATES THAT THEY ARE UNABLE TO DETERMINE WHAT OCCURRED FIRST, DAMAGE TO VEHICLE CAUSING PART TO BREAK OR VICE-VERSA. LPA PROVIDED SUBROGATION INFO. NFA

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 08006 JOE MACHENS FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1 MI Comm Type: PHONE

Analyst Name: FONSECA, LOURDES NEARON (L.C.) Analyst: LFONSECA

Action Date: 06/09/2006 Action Time: 15.28.10.954 Action Data: No

Comments LPA SPOKE WITH DEALERSHIP, RALPH DUMAS, HE STATES THAT THE INSURANCE CO CALLED HIM REGARDING THE CLAIM. DLR STATES THAT THEY ARE UNABLE TO DETERMINE WHAT OCCURRED FIRST, DAMAGE TO VEHICLE CAUSING PART TO BREAK OR VICE-VERSA. LPA PROVIDED SUBROGATION INFO. NFA

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTSX21P26E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: [REDACTED]  
 Name: [REDACTED] Owner Status: Original WSD: 2006-05-24  
 Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:  
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 08006 JOE MACHENS FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD

Odometer: 1 MI

Comm Type: MAIL

Analyst Name:  
LEICH,CHERIE

Analyst: CLEICH

Action Date: 06/15/2006

Action Time:  
16.06.22.905

Action Data: Yes

Comments \*\*\*\*\*ATTORNEY DEMAND\*\*\*\*\*DATE STAMPED 6-12-06. ATTORNEY ALLEGES CLIENT WAS INVOLVED IN AN ACCIDENT. HIS CLIENT FELT A THUD IN THE STEERING AND THEN HAD ABSOLUTELY NO CONTROL OVER THE VEHICLE, CAUSING AN ACCIDENT.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name

Data Value

-----  
 NAME OF LAW FIRM  
 ATTORNEY NAME  
 ATTORNEY PHONE NUMBER  
 ANALYST ID

-----  
 FARR, HICKMAN & SLAVIN  
 JOHN C. SLAVIN  
 6606657224  
 TROQUEMO

Ford Confidential



**Keller, Kristian (P.)**

**From:** Cpform, D (D.)  
**Sent:** Tuesday, February 21, 2006 11:41 AM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

### Dealer Request For Consumer Affairs Review - All Markets

**Dealership Name:** Maroone Ford of Delray  
**Requesting Dealer:** same  
**Contact Person:** Jim Sutton  
**Telephone:** 561-278-0303  
**Email Address:** suttonj@autonation.com  
**PA Code:** 04835  
**Region:** Orlando  
**City:** Delray Beach  
**Dealer State:** FL  
**Fax Number:** 561-265-1077  
**WSD:** 01-21-2006  
**Vehicle Year:** 2006  
**Vehicle Model:** F350 King Ranch  
**Vehicle VIN:** 1FTWW33P06E [REDACTED]  
**Mileage:** 8280  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** West Palm Beach  
**State:** Florida  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** 24 - Orlando  
**Incident Involves:** Accident  
**Date of Incident:** [REDACTED]  
**County in which incident occurred:** Palm Beach  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** Steering failed. Appears that steering to have broke causing no steering and customer to have accident.  
**Police Report Filed:** Yes  
**Police Report detail:** unknown at this time  
**Insurance Company Contacted:** Y  
**Insurance Company Advice:** Progressive Ins. will not move forward on claim untill they find out Ford Motor position on damages.  
**Insurance Company Contact Information:** Progressive Ins. Ashley Liberman,claims rep. 561-722-1993.  
**Coach Builder State:** AK - Alaska  
**Resolution Sought Detail:** Repair steering and all body damage caused by steering loss.  
**Comments:** This is second request sent. This contains updated info. about insurance company and ins. co. contact person. Progressive has been to dealership to take pictures of vehicle. Also I have contacted

2/21/2006

Tech. Hotline about concern and spoke to Jeff Gibula FSE for our area.

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

2/21/2006

PE13-014 000087LPPV



Caller Information - 6BUB2001

**Caller Name (Last, First):** SUTTON, JIM **Title:** SERVICE MANAGER  
**Email:** SUTTONJ@AUTONATION.COM **Pref. Language:** ENGLISH  
**Caller Type:** CALL BACK  
**Dealer (Geo/Mkt, Sub, P&A):** USA,,04835 Maroone Ford of Delray  
**Dealer Phone:** (561) 278-0303  
**FIN Code:** **FIN Name:**  
**Address:** **Phone:**  
**City :** **State:**  
**Zip:** **P.O. Box :**

OASIS Information - 6BUB2001  
OASIS WAS CONTACTED IN THE LAST 5 DAYS

Vehicle Information - 6BUB2001

**VIN :** 1FTWW33P06E [REDACTED] **Odometer :** 8280 Miles  
**Vehicle :** 2006 F350X4, F350, CRWCAB, PICKUP **Build Date :** 01/04/2006  
**Delivering Dealer :**  
**R.O/Claim Number :** 44204 **Claim Date :**  
**Wrnty St. Date :** 01/21/2006 **Body Conversion :**  
**Vehicle Weight :** 13000 LB  
**Engine :** 6.0L DIESEL DI V8 **Build Date :**  
**Build Shift :** **Plant :**  
**Exchange :** N **Serial Number :** 112056700694  
**Calibration :** **Part Nbr :** 6G 042 DB  
**Transmission :** 5R110W 5SP-A HI/TORQ **Build Date :**  
**Build Shift :** **Plant :**  
**Exchange :** N **Serial Nbr. :**  
**Model Nbr. :** **Part Nbr :**  
**Axle :** **Build Date :**  
**Build Shift :** **Plant :**  
**Exchange :** N **Serial Number :**  
**Axle Id Tag :** **LH/RH Drive :**  
**Emission :**

Component	Family Code	Feature Code	Family Description	Feature Description
Tire Vendor				
Front Tire	D3K	BL	TIRES-17 INCH	LT245/75/R17E A/T OWL
Rear Tire				
Exterior Paint	PNU	AC	GREEN-YELLOW EXT PAINT FAMILY	EBONY WB C/C-W/B

Concern Information - 6BUB2001

**Symptom Code:** 303155-CHASS. STRG/HANDLING FUNCTION LOSS OF STRG  
**Additional Symptom:** STEERING GEAR BROKE INTERNALLY  
**EO:**  
**EC:**  
**EB:**  
**EB:**  
**Symptom Verified:** **Intermittent :**  
**Comeback:** **MIL On :**  
**Tow In:** **Quits on Road :**  
**Self Test Run:** **Outside Temp. :**  
**Causal Condition:** **Restart :**  
**How When Code:** **Computed Timing :**  
**Base Timing:** **Grid Location :**  
**CCC:** **WCC :**  
**Difficulty To Diagnose:** **Level of Assistance :**  
**# of Like Concerns:** 0000 **Repair**  
**Responsible Activity :** **Effectiveness % :**  
**Engineering Severity :** **Customer Severity % :**  
**Road Test :** **Test Stand :**  
**Repair Attempts :** **Repair Prior :**  
**Routing Code :** **Causal Factor :**  
**Component Feature :** - **Component Location :**  
**8D Required :** **Quality Alert # :**  
**8D Number :**

**8D Closed Date :**

**Concern Description - 6BUB2001**

**REPAIR** 02/21/2006 09:20AM MARVIN EHLERT MSS - FCSD - TECH SVC HOTLINE  
STEERING GEAR BROKE INTERNALLY WHILE DRIVING AND TOWING A 30 FOOT  
GOOSENECK TRAILER. BODY AND TRAILER DAMAGE DUE TO TRAILER JACK KNIFE  
AND TRUCK STOPPING AGAINST CEMENT EMBANKMENT. SERVICE MANAGER CALLING  
FOR ANY KNOWNS.

**RECOMM** 02/21/2006 09:20AM MARVIN EHLERT MSS - FCSD - TECH SVC HOTLINE  
ADVISED SM NO KNOWNS, SUGGESTED THAT SM CONTACT REGION FOR INSPECTION  
OF THE VEHICLE TO DETERMINE CAUSE OF FAILURE. SM TO FILL OUT NESC  
FORMS TO OGC PER WARRANTY AND POLICY MANUAL. CALLED SM BACK TO VERIFY  
ANY AFTERMARKET INSTALLATIONS AFTER CONSULTING WITH SME (DAVE  
KNAPP). NO AFTERMARKET EQUIPMENT ON THIS KING RANCH EDITION VEHICLE.  
CUSTOMER PURCHASED 2 IDENTICAL VEHICLES WHEN THIS VEHICLE WAS  
PURCHASED. SUGGESTED THAT SM TAKE PICTURES OF VEHICLE NOW AND WAIT FOR  
REGION TO PERFORM INSPECTION.

**ADD-ON** 02/21/2006 04:15PM WILLIAM SPEIGLE MSS - FCSD - TECH SVC HOTLINE  
SM STATES FSE INSPECTED VEHICLE REMOVED STEERING GEAR, FOUND AT THE  
INPUT SHAFT OF GEAR THERE IS A THREADED RING THAT CONNECTS THE INPUT  
TO THE GEAR INTERNALLY THAT HAD UNTHREADED AND CAUSED THE INPUT TO BE  
NOT CONNECTED TO THE GEAR. THANKED TECH FOR ADDITIONAL INPUT.

**Potential  
Safety/Emission:**

S

**Serviceability Concern :**

**Contact Information - 6BUB2001**

**Contact Last Name :** JIM  
**Phone :** 5612780303  
**Consultant Last Name :**  
**Phone :**

**First Name :** SUTTON  
**Email :** SUTTONJ@AUTONATION.COM  
**First Name :**  
**Email :**

**Customer Information - 6BUB2001**

**Customer Last Name :**  
**Home Phone :**  
**Email :**  
**City :**

**First Name :**  
**Work Phone :**  
**Country :**  
**State :**

**Finalize Call - 6BUB2001**

**Reason for call :**  
S-Information not available to dealer, C-Unpublished Materials

**Addl. Explanation :**  
SM SEEKING ANY PRIOR KNOWNS FOR STEERING GEAR  
FAILURE.

**Requester:** KDUNLAP  
PRINT REPORT  
**Server:** ECCWS196B

**Ford Proprietary, Private**

22-Feb-2006  
**Retention:** None

2943585

44204

# Maroone O. Ford Maroone O. Dodge

1-95 & LINTON BLVD.  
1311 LINTON BLVD.  
DELRAY BEACH, FL 33444  
(561) 278-0303

FORD REGISTRATION NO. MV-02486  
DODGE REGISTRATION NO. MV-07864  
www.maroone.com

\*ACCOUNTING\*

WEST PALM BEACH, FL  
HOME:

PAGE 1

SERVICE ADVISOR: 595 ALAN PINDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	FORD F-350	1FTWW33P06E		8280/8290	T955A	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	HO. NO.	RATE	PAYMENT	INV. DATE
21JAN06 IS			19:00 22FEB06			CASH	22FEB06
R.O. OPENED	READY	OPTIONS:					
17:13 20FEB06	09:39 22FEB06	STK:6EC38591 DLR:24B217 ENG:6.0 LITER EFI					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A C50 CUSTOMER REPORTS STEERING WHEEL SPINS FREELY WON'T STEER TRUCK, CHECK AND ADVISE CAUSE: 8280 TRUCK TOWED IN STEERING WHEEL JUST SPINS NO REACTION OF WHEELS INSPECT AND FOUND INPUT TO STEERING GEAR NORMALLY NO OUTPUT AWAITED AR 3504A STEERING GEAR ASSEMBLY - REMOVE AND INSTALL OR REPLACE (3504) - L 588 W94 16.99 1.70 4165 12731 127.31 127.31 1 5C3Z*3504*AA GEAR ASY - STEERING 50797 71116 0 711.16 711.16 711.16 1 5C3Z*1130*TA COVER - WHEEL 2925 4095 0 48.75 40.95 40.95 1 5C3Z*14A664*AA COVER AND CONTACT PLATE ASY 3565 4991 0 50.93 49.91 49.91 14056D6 AIR BAG SLIDING CONTACT - REPLACE (14A664) - L 588 W94 0.00 0.60 1470 4493 44.93 44.93 1130A WHEEL RING/HUB CAP/WHEEL COVER - REPLACE (1130) - L 588 W94 0.00 0.10 245 749 7.49 7.49 3001A CASTER, CAMBER, TOE-IN - CHECK - L 6358 W94 0.00 0.40 760 2996 29.96 29.96 3001AIT CASTER, CAMBER AND TOE-IN - CORRECT (FRONT/3B440) - L 6358 W94 0.00 1.90 3610 14229 142.29 142.29 4602A DRIVE SHAFT ASSEMBLY - REAR - REMOVE AND INSTALL OR REPLACE (4602) - L 588 W94 0.00 0.40 980 2996 29.96 29.96											

FC: C50 01

PART#: 5C3Z\*3504\*AA

COUNT: 57287 80202 TPARTS

CLAIM TYPE:

AUTH CODE:

5828 11230 38194 TLABOR

REPAIR CODES			SERVICE INSTALLED PARTS						DESCRIPTION		TOTALS
REPAIR 1	REPAIR 2	REPAIR 3	DATE INSTALLED	ACCURD MILEAGE			ORIGINAL R.O. NUMBER		LABOR AMOUNT	TOTALS	
APPROVAL CODE OR NUMBER			MO	DAY	YR	DMT TENTHS		TOTAL LABOR			CORRECTED LABOR
			1	LABOR	2	LABOR	3	LABOR	PRO RATA PERCENT		
			1	PARTS	2	PARTS	3	PARTS	PRO RATA PERCENT		
CONTRACT CODE			SUB TOTAL	ALLOWANCE	DEALER PARTICIPATION	CUSTOMER PARTICIPATION OR DEDUCTIBLE	TOTAL CLAIM	CORRECTED TOTAL			
			CLAIMS CHARGED OR DENIED			CLAIMS RETURNED					
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES.									LABOR AMOUNT		
									PARTS AMOUNT		
									GAS, OIL, LUBE		
									SUBLET AMOUNT		
									MISC. CHARGES		
									TOTAL CHARGES		
									LESS INSURANCE		
									SALES TAX		
									PLEASE PAY THIS AMOUNT		

(SIGNED)

DEALER, GENERAL MANAGER, OR HIS AUTHORIZED PERSON

(DATE)

ACCOUNTING COPY 2

2943585

44204

# Maroone Ford Maroone Dodge

1-95 & LINTON BLVD.  
1311 LINTON BLVD.  
DELRAY BEACH, FL 33444  
(561) 278-0303  
FORD REGISTRATION NO. MV-02488  
DODGE REGISTRATION NO. MV-07664  
www.maroone.com

\*ACCOUNTING\*

PAGE 2

SERVICE ADVISOR: 595 ALAN PINDER

WEST PALM BEACH, FL  
HOME

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	FORD F-350	1FTWW33P06E		8280/8290	T955A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21JAN06 IS			19:00 22FEB06			CASH	22FEB06

R.O. OPENED: 17:13 20FEB06  
READY: 09:39 22FEB06  
OPTIONS: STK:6EC38591 DLR:24B217  
ENG:6.0 LITER EFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
VERSION 1	(EMP# 640, 21FEB06 17:03)					8280					
VERSION 2 (EMP# 588, 22FEB06 09:12): 8280 TRUCK TOWED IN STEERING WHEEL JUST SPINS NO REACTION OF WHEELS INSPECT AND FOUND INPUT TO STEERING GEAR NORMALLY NO OUTPUT AWAITED ARRIVAL OF DIST REP JEFF KEBULA TO AID IN INSPECT PUSHED AND LIFTED INTO STALL INSPECT UNDERCARRIAGE NO IMPACT MARKS FOUND EXC EPT FOR WHEEL CONTACT AND BROKEN AND MISSING CENTER CAP BODY DAMAGE JEFF GAVE GO AHEAD ON REMOVAL OF GEAR DID SO DIASSEMBLED AND INSPECT SOURCE OF FAILURE FOUND INPUT SHAFT PRELOAD LOCK RING WALKED OUT OF POSITION ALLOWING NO CONTACT TO LOWER SECTION OF GEAR REPL STEERING GEAR REASSEMBLED AND REINSTALL DRIVESHAFT FROM TOW SRS LIGHT FLASHING AND HORN INOP CLOCKSPRING DAMAGED FROM WHEEL SPINNING DEACTIA TE SRS REPL CLOCKSPRING REACTIVATE MULTI TECH F OR ALIOGN CHECK REPL CENTER CAP RETEST OK WARR P350 4X4 DRW 588 B. PERFORM FREE SAFETY INSPECTION 99P PERFORM FREE SAFETY INSPECTION 588 C 0.00 0.00 0 0 0.00 0.00 VERSION 1 (EMP# 588, 22FEB06 09:13): 8280 SAFETY INSP OK NO SERVICE AUTH AT THIS TIME N C 588 C QUALITY CONTROL WHEN WORK IS COMPLETED S195 QUALITY CONTROL WHEN WORK IS COMPLETED 2107 C 0.15 0.00 0 0 0.00 0.00 VERSION 1 (EMP# 640, 22FEB06 09:38): 8280 ROAD TESTED AFTER MECHANICAL REPAIRS ALL O.K. VERSION 2 (EMP# 640, 22FEB06 09:39): 8290 ROAD TESTED AFTER MECHANICAL REPAIRS ALL O.K. D** REPAIR DAMAGE TO ROOF AND SIDE OF TRUCK CAUSED BY STEERING FAILURE ON LINE A 200 NO CHARGE 693 C 0.00 0.00 0 0 0.00 0.00 VERSION 1 (EMP# 640, 22FEB06 09:36): 8280 SEND TO BODY SHOP TO DO BODY REPAIRS											

PROGRAM CODES			SERVICE INSTALLED PARTS						DESCRIPTION		TOTALS
REPAIR 1	REPAIR 2	REPAIR 3	DATE INSTALLED			ADJUSTED MILEAGE			ORIGINAL A.D. NUMBER		
			MO	DAY	YR	OMIT TENTH			TOTAL LABOR	CORRECTED LABOR	LABOR AMOUNT
			1	LABOR	2	LABOR	3	LABOR	PRO RATA PERCENT		PARTS AMOUNT
			1	PARTS	2	PARTS	3	PARTS	PRO RATA PERCENT		GAS, OIL, LUBE
			SUB TOTAL		ALLOWANCE	DEALER PARTICIPATION	CUSTOMER PARTICIPATION OR DEDUCTIBLE		TOTAL CLAIM	CORRECTED TOTAL	SUBLET AMOUNT
			CLAIMS CHARGED OR DENIED			CLAIMS RETURNED					MISC. CHARGES
											TOTAL CHARGES
											LESS INSURANCE
											SALES TAX
											PLEASE PAY THIS AMOUNT

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

SIGNED: DEALER, GENERAL MANAGER, OR HIS AUTHORIZED PERSON

(DATE)

ACCOUNTING COPY 2

2943585

44204

# Maroone Ford Maroone Dodge

\*ACCOUNTING\*

1-95 & LINTON BLVD.  
1311 LINTON BLVD.  
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FORD REGISTRATION NO. MV-02486  
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www.maroone.com

WEST PALM BEACH, FL  
HOME

PAGE 3

SERVICE ADVISOR: 595 ALAN PINDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	FORD F-350	1FTWW33P06E		8280/8290	T955A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21JAN06 IS			19:00 22FEB06			CASH	22FEB06

R.O. OPENED: 17:13 20FEB06  
READY: 09:39 22FEB06  
OPTIONS: STK:6EC38591 DLR:24B217  
ENG:6.0 LITER EFI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
"SHOP SUPPLY CHARGES REPRESENTS COST AND PROFITS TO THE VEHICLE REPAIR SHOP FOR HAZARDOUS WASTE DISPOSAL AND MISC. SHOP MATERIALS"											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-21-06	15:52	18:06	2.23	W	588	A	
	18:26	24:00	5.56	W	588	A	
02-22-06	00:00	09:12	9.20	W	588	A	
	09:13	09:13	0.00	W	588	B	
	09:29	09:38	0.15	W	2107	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
351/515	38194	11230		351/482	80202	57287	
351/508C	0	0		351/263	118396	*****	
351/225S	0	*****					

### COST, SALE, & COMP TOTALS 68517 118396 0

REPAIR 1	REPAIR 2	REPAIR 3	DATE INSTALLED	SERVICE INSTALLED PARTS	ACCUMULATED MILEAGE	ORIGINAL R.O. NUMBER	DESCRIPTION	TOTALS
			MO DAY YR	LABOR	GMT TENTHS	TOTAL LABOR	LABOR AMOUNT	0.00
				PARTS	PRC RATA PERCENT	TOTAL PARTS	PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. CHARGES	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

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

(SIGNED)

DEALER, GENERAL MANAGER, OR HIS AUTHORIZED PERSON

(DATE)

ACCOUNTING COPY 2

All Action Details for Issue

[Print](#)

**VIN:** 1FTWW33P06E [REDACTED]    **Year:** 2006    **Model:** F-SERIES SUPER DUTY    **Case:** 431080526  
**Name:** [REDACTED]    **Owner Status:** Original    **WSD:** 2006-01-21  
**Symptom Desc:** STRG/HANDLING FUNCTION    **Primary Phone:** [REDACTED]  
**Reason Desc:** LEGAL - ACCIDENT    **Secondary Phone:**  
**Issue Type:** 07 LEGAL    **Issue Status:** CLOSED

**Action:** OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT  
**Dealer:** 04835 MAROONE FORD/GREYHOUND    **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION-FD  
**Odometer:** 8280 MI    **Comm Type:** EMAIL  
**Analyst Name:** LEICH,CHERIE    **Analyst:** CLEICH  
**Action Date:** 02/21/2006    **Action Time:** 11.58.27.906    **Action Data:** Yes

**Comments** \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\*DATE STAMPED 2-21-06.DEALER CONTACT: JIM SUTTON. CUSTOMER ALLEGES STEERING FAILED CAUSING ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	KDUNLAP

**Action:** MAKE OUTBOUND CALL TO DEALER  
**Dealer:** 04835 MAROONE FORD/GREYHOUND    **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION  
**Odometer:** 8280 MI    **Comm Type:** PHONE  
**Analyst Name:** DUNLAP, KENISHA    **Analyst:** KDUNLAP  
**Action Date:** 02/22/2006    **Action Time:** 09.24.13.538    **Action Data:** No

**Comments** LPA CONTACTED DLR CONTACT JIM SUTTON. JIM WAS UNAVAILABLE. LPA LEFT A V-MAIL MSG.

**Action:** INFORMATIONAL CALL/FAX  
**Dealer:** 04835 MAROONE FORD/GREYHOUND    **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION  
**Odometer:** 8280 MI    **Comm Type:** PHONE  
**Analyst Name:** DUNLAP, KENISHA    **Analyst:** KDUNLAP  
**Action Date:** 02/22/2006    **Action Time:** 09.34.52.278    **Action Data:** No

**Comments** LPA RECEIVED RETURN CALL FROM JIM. JIM STATED HE AND HIS FSE JEFF GIBULA TOOK THE VEH APART AND FOUND A NUT/BOLT HAD COME LOOSE AND CAUSED THE LACK OF STEERING ON THE VEH. CQIS REPORT NO. 6BUB2001.

**Action:** INFORMATIONAL CALL/FAX  
**Dealer:** 04835 MAROONE FORD/GREYHOUND    **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION  
**Odometer:** 8280 MI    **Comm Type:** PHONE  
**Analyst Name:** DUNLAP,

KENISHA  
**Action Date:** 02/22/2006  
**Analyst:** KDUNLAP  
**Action Time:** 09.35.21.468  
**Action Data:** No

**Comments** DLR IS REPAIRING MECHANICAL DEFECT UNDER WARRANTY. LPA REQUESTED A REPAIR ESTIMATE FOR THE RELATED BODY DAMAGE AND COPY OF INSPECTION. DLR WILL FAX SAME.

**Action:** INFORMATIONAL CALL/FAX  
**Dealer:** 04835 MAROONE FORD/GREYHOUND  
**Odometer:** 8280 MI  
**Analyst Name:** DUNLAP, KENISHA  
**Action Date:** 02/22/2006  
**Comm Type:** PHONE  
**Analyst:** KDUNLAP  
**Action Time:** 11.12.38.093  
**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION  
**Action Data:** No

**Comments** LPA RECEIVED REPAIR ESTIMATE INSPECTION REPORT FROM DLR.

**Action:** MANAGEMENT APPROVAL OF OFFER  
**Dealer:** 04835 MAROONE FORD/GREYHOUND  
**Odometer:** 8280 MI  
**Analyst Name:** KELLER (KKELLER2),KRISTIAN  
**Action Date:** 02/22/2006  
**Comm Type:** OTHER  
**Analyst:** KKELLER2  
**Action Time:** 13.53.41.930  
**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION  
**Action Data:** No

**Comments** VEHICLE REPAIRS AUTHORIZED -- ESTIMATE \$3098

**Action:** OFFER - OTHER  
**Dealer:** 04835 MAROONE FORD/GREYHOUND  
**Odometer:** 8280 MI  
**Analyst Name:** DUNLAP, KENISHA  
**Action Date:** 02/27/2006  
**Comm Type:** PHONE  
**Analyst:** KDUNLAP  
**Action Time:** 10.49.24.332  
**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION  
**Action Data:** No

**Comments** LPA CONTACTED CUSTOMER TO ADVISE THAT WE ARE OFFERING TO REPAIR THE VEHICLE. CUSTOMER STATED HE DOES NOT WANT THE VEH BACK AND THAT HE IS DECLINING THE REPAIR. CUSTOMER STATED HE IS PURSUING THE LEMON LAW.

**Action:** CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION  
**Dealer:** 04835 MAROONE FORD/GREYHOUND  
**Odometer:** 8280 MI  
**Analyst Name:** DUNLAP, KENISHA  
**Action Date:** 02/27/2006  
**Comm Type:** MAIL  
**Analyst:** KDUNLAP  
**Action Time:** 10.49.45.752  
**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION  
**Action Data:** No

**Comments** LPA MAILED OFFER LETTER TO CUSTOMER AND WILL AWAIT RECONTACT TO PROCEED FURTHER.

ESP / Recall Information

VIN: 1FTWW33P06E[REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]  
Plan Type: USA 2005 NEW 48/100,000 PREMIUMCARE W/ROADSIDE ASSIST  
Selling Dealer: MAROONE FORD/GREYHOUND  
Deductible: 100  
Rental: 28  
Towing Allowance:

Status: Active  
Expiration Date: 2010-01-21  
Expiration Miles: 100,000  
Plan Year: 2005  
Purchase Type: N  
Options:

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

Cancel Date:  
Refund Percent:  
Dealer Credited:

Process Date:  
Dealer Received Date:

No Recall Information for this VIN





## Action Detail

**VIN:** 1FTSW21P16E [REDACTED]      **Year:** 2006      **Model:** F-SERIES SUPER DUTY      **Case:** [REDACTED]  
**Name:** [REDACTED]      **Owner Status:** Original      **WSD:** 2006-07-30  
**Symptom Desc:** GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED      **Primary Phone:** [REDACTED]  
**Reason Desc:** LEGAL - ALLEGED - NON-SERIOUS INJUR      **Secondary Phone:** [REDACTED]  
**Issue Type:** 07 LEGAL      **Issue Status:** OPEN      **Dealer:** COLORADO RIVER FORD LINCOLN MERCURY OF KINGMA  
**Origin Desc:** US CONCERN CASE BASE      **P & A Code:** 01599  
**Action Desc:** ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP  
**Odometer:** 20400 MI      **Comm Type:** PHONE  
**Action Date:** 05/07/2007      **Action Time:** 13:40:53:917      **Action Data:** No  
**Analyst Name:** MUI ELIZABETH      **Analyst:** EMUI

**COMMENTS:** CUSTOMER SAID: =ABOUT 6 DAYS AGO STEERING ON TRUCK CAME LOOSE AND TRUCK VEERED TO LEFT, HIT EMBANKMENT, AND VEH WAS DAMAGED=ONLY IMPACTED ON ONE SIDE=AT COLORADO RIVER FORD=AIRBAGS DID NOT DEPLOY=ACCIDENT OCCURRED ON 5/2/2007=CUST FEELS THAT STEERING IS DEFECTIVE=CUST THROWN THROUGH PASSENGER WINDOW, HIS NECK WAS INJURED AND HE BROKE 3 RIBS=OCCURRED ON HWY 66 IN FRONT OF MILE MARKER 117, HYDE PARK ROAD=NO POLICE REPORT AS CUST WAS ON INDIAN LAND AND NO OTHER VEH WERE INVOLVED, TRIBAL POLICE WOULD NOT COME OUT=HAS FILED A CLAIM WITH INSURANCE COMPANY, GEICO=CUST WANTS TO TALK TO FORD BEFORE CLAIM GOES THROUGH=VEH IS REPAIRABLE, CUST=ATTORNEY IS LEE NOVAK, HIS ADDRESS:=310 4TH STREETKINGMAN AZ 86401=OTHER ATTORNEY IS ERIC ENGAN, DOES NOT HAVE ADDRESS AVAILABLE=CUST SEEKING NEW VEH AS HE DOES NOT FEEL REPAIRS WILL BE SUFFICIENTDEALER SAID: =COLORADO RIVER FORD LINCOLN MERCURY OF KINGMAN 86401TEL:(928) 757-3131=DLRSHIP SAID DUE TO FACTORY DEFECT AND ADV HIM TO CALL CRCCRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN CONTACT WITHIN 10 BUSINESS DAYS.=ADV CUST OF ABOVE

Ford Confidential



# KORPER & SHEFTER

RENÉ KORPER  
BRET A. SHEFTER

CONSUMER AFFAIRS SECTION  
BERRY LANE SUITE 200  
VALENCIA, CA 91355  
TEL (661) 362-0728  
FAX (661) 362-0729

7 SEP 10 AIO:21

September 1, 2007

Ford Motor Company  
Customer Relationship Center  
16800 Executive Plaza Drive  
P.O. Box 6248  
Dearborn, MI 48121

Re: **██████████ v. Ford Motor Company**

Vehicle: 2005 Ford F350  
VIN#: 1FTWW33P05E ██████████

To Whom It May Concern:

Please be advised that Korper & Shefter represents the interests of ██████████ concerning his 2005 Ford F350. In accordance with the Magnuson-Moss Warranty – Federal Trade Commission Improvement Act (15 U.S.C. § 2301 et seq. Mr. ██████████ hereby requests that you repurchase the subject vehicle, based on the following facts:

1. Mr. ██████████ purchased the vehicle new on or about February 11, 2005, from Butler Ford, Inc., in the city of Ashland, Oregon. The vehicle came with express and implied warranties as defined in the Magnuson-Moss Act.
2. The vehicle is not fit for the ordinary purposes for which it was purchased, in that it has exhibited a substantial defect in the vehicle's suspension/steering that has required repeated warranty repairs. This defect substantially impairs the use, value, and safety of this vehicle to Mr. ██████████.
3. Ford has had a reasonable opportunity to repair this defect, either directly or through its agents.

Mr. ██████████ is entitled to full restitution, to date, as follows:

Actual Damages to Date:  
Amount paid and payable .....\$71,541.04  
Rental expenses.....\$ 1,225.35

Insurance.....\$ 3,553.00  
Total Actual Damages.....\$76,319.39

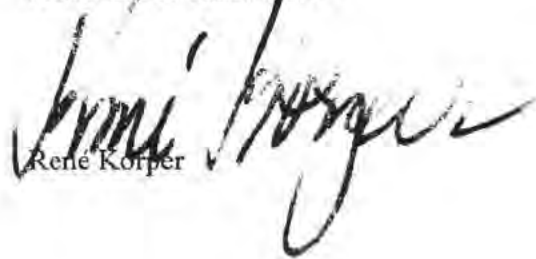
Mr. ██████████ hereby makes an offer to settle for his actual damages, plus \$6,750.00 in attorney's fees, costs, and expenses. Ford will take possession of the vehicle.

**It is especially important that you direct your immediate attention to this matter as the subject vehicle is not presently safe to drive.**

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our client with regard to this matter, and forward all communications to this office.

Very truly yours,

KORPER & SHEFTER

  
Rene Korper

RK/mer  
encl.  
Repair orders  
Purchase contract  
Rental receipts  
Insurance face sheets

cc: ██████████

Server Name : AWS Production- Claims loaded through 05-OCT-2007

**STANDARD CLAIMS LIST**

**AWS Online Report**

Run Date: 09-OCT-2007

Note: All Costs are in US Dollars Server Name: AWS Production- Claims loaded through 05-OCT-2007

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTWW33P05	██████	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	16-01-05	11-02-05	172455	USA	3	6Y05 *	MAINT	*	SXX	SXX	V00	A96	82
<b>AWS Claim Key:</b>	829269	<b>Doc #:</b>	02698251	<b>Trx Code:</b>	0712S	<b>Labor Hrs:</b>	1.3	<b>Labor Cost:</b>	62.77	<b>Material Cost:</b>	62.48	<b>Total Cost:</b>	128.28										
<b>Dir Cd-Sub Cd:</b>	03893-*	<b>Name:</b>	VISTA FORD OF OXNARD		<b>Ph:</b>	805-9836511	<b>St:</b>	CA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	29-APR-2005	<b>DIST(Mile):</b>	5962							
<b>Cust Comments:</b>	5K SERVICE PER QCM NORMAL																						
<b>Tech Comments:</b>	QCM MAINT SERVICE CHANGE OIL AND FILTER, ROTATE TIRES, CHECK BRAKES, CHECK FLUIDS																						



1FTWW33P05	██████	7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	16-01-05	11-02-05	172455	USA	3	5G04 *	5482	*	S13	S05	V39	N50	07
<b>AWS Claim Key:</b>	829270	<b>Doc #:</b>	02698252	<b>Trx Code:</b>	2	<b>Labor Hrs:</b>	.5	<b>Labor Cost:</b>	40.24	<b>Material Cost:</b>	0	<b>Total Cost:</b>	40.24										
<b>Dir Cd-Sub Cd:</b>	03893-*	<b>Name:</b>	VISTA FORD OF OXNARD		<b>Ph:</b>	805-9836511	<b>St:</b>	CA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	29-APR-2005	<b>DIST(Mile):</b>	5962							
<b>Cust Comments:</b>	CHECK TORSION BAR FOR LOOSE BUSHING ON DRIVER SIDE.																						
<b>Tech Comments:</b>	STABILIZER BAR LOOSE DIAGNOSE, ROAD TEST, RESECURE STABILIZER BAR, RETEST																						

1FTWW33P05E	██████	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	16-01-05	11-02-05	172455	USA	7	6Y05 *	MAINT	*	SXX	SXX	V00	A96	82
<b>AWS Claim Key:</b>	1724861	<b>Doc #:</b>	03461250	<b>Trx Code:</b>	0712S	<b>Labor Hrs:</b>	1.8	<b>Labor Cost:</b>	90.03	<b>Material Cost:</b>	113.69	<b>Total Cost:</b>	206.56										
<b>Dir Cd-Sub Cd:</b>	03893-*	<b>Name:</b>	VISTA FORD OF OXNARD		<b>Ph:</b>	805-9836511	<b>St:</b>	CA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	25-AUG-2005	<b>DIST(Mile):</b>	15984							
<b>Cust Comments:</b>	15,000 MILE SERVICE QCM																						
<b>Tech Comments:</b>	15K QCM MAINT CHANGE OIL AND FILTER, ROTATE TIRES, CHECK BRAKES, CHECK FLUIDS																						

1FTWW33P05E	██████	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	16-01-05	11-02-05	172455	USA	9	5G04 *	5493	*	S13	S05	V39	N50	07
<b>AWS Claim Key:</b>	2310469	<b>Doc #:</b>	03864152	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	.3	<b>Labor Cost:</b>	25.01	<b>Material Cost:</b>	0	<b>Total Cost:</b>	25.01										
<b>Dir Cd-Sub Cd:</b>	03893-*	<b>Name:</b>	VISTA FORD OF OXNARD		<b>Ph:</b>	805-9836511	<b>St:</b>	CA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	27-OCT-2005	<b>DIST(Mile):</b>	17934							
<b>Cust Comments:</b>	CUSTOMER STATES DRIVER FRONT NOISE, ADVISE																						
<b>Tech Comments:</b>	SWAY BAR BUSHING LOOSE, INSPECT, REMOVE LEFT FRONT SWAY BAR BRACKET, REINSTALL BUSHING, RETEST																						

PE13-014 000101LPV



1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 9 6L03 5C3Z 2504302 BAC S08 S08 V71 B85 01  
**AWS Claim Key:** 2647145 **Doc #:** 03912751 **Trx Code:** E84 **Labor Hrs:** .6 **Labor Cost:** \$0.03 **Material Cost:** 79.44 **Total Cost:** 129.47  
**Dir Cd-Sub Cd:** 03893-\* **Name:** VISTA FORD OF OXNARD **Ph:** 805-9836511 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 04-NOV-2005 **DIST(Mile):** 18510  
**Cust Comments:** C S GLOVE BOX UNDER AUX SWITCH PANEL JAMMED, INSTALL SOP  
**Tech Comments:** GLOVE BOX BROKEN INSPECT, REMOVE AND REPLACE GLOVE BOX ASSY..

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 9 1D01 3C3Z 6700 BA S11 S11 V44 L65 D8  
**AWS Claim Key:** 2556490 **Doc #:** 03912752 **Trx Code:** E84 **Labor Hrs:** 1.9 **Labor Cost:** 158.42 **Material Cost:** 41.37 **Total Cost:** 199.79  
**Dir Cd-Sub Cd:** 03893-\* **Name:** VISTA FORD OF OXNARD **Ph:** 805-9836511 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 04-NOV-2005 **DIST(Mile):** 18510  
**Cust Comments:** CUSTOMER STATES ENGINE OIL LEAKS, ADVISE  
**Tech Comments:** FRONT CRANK SEAL LEAKING, DIAGNOSE FOR LEAKS, REPLACE FRONT CRANK SEAL, RETEST

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 11 6Y05 \* MAINT \* SXX SXX V00 A96 82  
**AWS Claim Key:** 2802637 **Doc #:** 04141521 **Trx Code:** 0712S **Labor Hrs:** 1.3 **Labor Cost:** 65.02 **Material Cost:** 64.93 **Total Cost:** 132.79  
**Dir Cd-Sub Cd:** 03893-\* **Name:** VISTA FORD OF OXNARD **Ph:** 805-9836511 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 12-DEC-2005 **DIST(Mile):** 20937  
**Cust Comments:** CUSTOMER REQUEST 20,000 MILE SERVICE  
**Tech Comments:** 20K QCM MAINT CHANGE OIL AND FILTER, ROTATE TIRES, CHECK BRAKES, CHECK FLUIDS

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 11 6H01 F81Z 2521452 AA S13 S05 V39 G09 07  
**AWS Claim Key:** 2890871 **Doc #:** 04141552 **Trx Code:** E84 **Labor Hrs:** 1.6 **Labor Cost:** 133.4 **Material Cost:** 436.85 **Total Cost:** 570.25  
**Dir Cd-Sub Cd:** 03893-\* **Name:** VISTA FORD OF OXNARD **Ph:** 805-9836511 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 12-DEC-2005 **DIST(Mile):** 20937  
**Cust Comments:** CUSTOMER STATES BOTH FRONT WINDOWS ARE SCRATCHED, INSTALL SOP  
**Tech Comments:** BELT MOULDING LOOSE, SCRATCHED GLASS, INSPECT, REPLACE BOTH BELT MOULDINGS, NECEGLASS, RETEST

1FTWW33P05 [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 15 6Y05 \* MAINT \* SXX SXX V00 A96 82  
**AWS Claim Key:** 4304038 **Doc #:** 08629151 **Trx Code:** 0712S **Labor Hrs:** 1.3 **Labor Cost:** 58.72 **Material Cost:** 63.65 **Total Cost:** 128.5  
**Dir Cd-Sub Cd:** 05426-\* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-APR-2006 **DIST(Mile):** 25321  
**Cust Comments:** CUSTOMER REQUEST 25K QCM SERVICE  
**Tech Comments:** 25000 MILES (40000 KMS) NORMAL SCHEDULED MAINTENANCE

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 15 \* \* \* \* SXX SXX V00 \* \*  
**AWS Claim Key:** 4304039 **Doc #:** 08629240 **Trx Code:** 05E15 **Labor Hrs:** 1 **Labor Cost:** 75.28 **Material Cost:** 142.28 **Total Cost:** 217.56  
 ANTELOPE VALLEY FORD **Ctry**

PE13-014 000102LPPV

Dir Cd-Sub Cd: 05426-\* Name: LINCOLN MERCURY Ph: 661-9493586 St: CA Cd: USA Reg Cd: NA Repr Date:10-APR-2006 DIST(Mile):25321  
 Cust Comments: 05E15 EXHAUST PRESSURE SENSOR REPLACEMENT, ON BOARD DIAGNOSTIC SYSTEM A  
 Tech Comments: RECALL 05E15 EP SENSOR, CONNECTOR, AND RECALIBRATION

1FTWW33P05H [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 15 \* \* \* \* SXX SXX V00 \* \*

AWS Claim Key: 4304040 Doc #: 08629241 Trx Code: 59B01 Labor Hrs: .3 Labor Cost: 22.58 Material Cost: 0 Total Cost: 22.58

Dir Cd-Sub Cd: 05426-\* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:10-APR-2006 DIST(Mile):25321

Cust Comments: 59B01 ELIGIBLE FOR ONE TIME CUSTOMER ASSURANCE TEST DRIVE. SEE EMISSIO  
 Tech Comments: RECALL 59B01 CUSTOMER ASSURANCE TEST DRIVE REPLACE

1FTWW33P05H [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 15 \* \* \* \* SXX SXX V00 \* \*

AWS Claim Key: 4304041 Doc #: 08629242 Trx Code: 05B32 Labor Hrs: .2 Labor Cost: 15.06 Material Cost: 0 Total Cost: 15.06

Dir Cd-Sub Cd: 05426-\* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:10-APR-2006 DIST(Mile):25321

Cust Comments: 05B32 DE GAS BOTTLE FILL LEVEL LABEL AND FLUID LEVEL ADJUSTMENT  
 Tech Comments: RECALL 05B32 COOLANT DEGAS BOTTLE LABEL INSTALLATION AND COOLANT LEVEL AD

1FTWW33P05H [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 20 6Y05 \* MAINT \* SXX SXX V00 A96 82

AWS Claim Key: 6044134 Doc #: 09569151 Trx Code: 0712S Labor Hrs: 2.4 Labor Cost: 112.64 Material Cost: 201.66 Total Cost: 333.71

Dir Cd-Sub Cd: 05426-\* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:29-SEP-2006 DIST(Mile):34582

Cust Comments: THE CUSTOMER REQUESTS 30K QCM SERVICE.  
 Tech Comments: 30000 MILES (48000 KMS) NORMAL SCHEDULED MAINTENANCE

1FTWW33P05H [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 20 7P01 4C3Z 13K359 AAA S09 S09 V17 A85 28

AWS Claim Key: 6044135 Doc #: 09569751 Trx Code: E83 Labor Hrs: 1 Labor Cost: 78.22 Material Cost: 65.3 Total Cost: 143.52

Dir Cd-Sub Cd: 05426-\* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:29-SEP-2006 DIST(Mile):34582

Cust Comments: THE CUSTOMER STATES THAT THE TURN SIGNAL INDICATOR BLINKS TOO FAST ON RIGHT TURNS, POSS RT FRONT BULB IS OUT. CHECK AND ADVISE  
 Tech Comments: SHORT IN MULTIFUNCTION SWITCH HAD TO WIGGLE SWITCH FOR RIGHT TURN SIGNAL TO WORK ALSO RIGHT FRONT TURN SIGNAL BULB BURNT OUT REPLACED SWITCH AND TURN SIGNAL BULB

1FTWW33P05H [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 20 7H12 6C3Z 19980 AA S08 S08 V79 C05 28

AWS Claim Key: 6044136 Doc #: 09569752 Trx Code: E83 Labor Hrs: .9 Labor Cost: 70.4 Material Cost: 398.13 Total Cost: 468.53

Dir Cd-Sub Cd: 05426-\* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:29-SEP-2006 DIST(Mile):34582

Cust Comments: THE CUSTOMER STATES THAT THE A C INTERMITTENTLY QUILTS WORKING, AS WELL AS THE DASH CLIMATE CONTROL DISPLAY. CHECK AND ADVISE.  
 Tech Comments: CLIMATE CONTROL SHUTS OFF BYITSELF ORDERED CLIMATE CONTROL HEAD CAR DOWN CONTROL HEAD HAS A SHORT INSIDE REPLACED CLIMATE CONTROL HEAD RETEST OK

PE13-014 000103LPV



1FTWW33P051 [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 20 2G04 \* DIAG \* S11 S11 V52 D02 82  
**AWS Claim Key:** 6055350 **Doc #:** 09569755 **Trx Code:** S07 **Labor Hrs:** 1.6 **Labor Cost:** 125.15 **Material Cost:** 0 **Total Cost:** 125.15  
**Dir Cd-Sub Cd:** 05426-\* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 29-SEP-2006 **DIST(Mile):** 34582  
**Cust Comments:** THE CUSTOMER STATES THAT THE COMPUTER WAS FLASHED FOR CA EMISSIONS. BUT THE VEHICLE IS REGISTERED TO OREGON. AND NOW THERE IS A FUEL ECONOMY LOSS.  
**Tech Comments:** KOEO KOER ON DEMAND INJ TEST FUEL PRESSURE 50PSI NO CODES RD TEST 19.6 MILES MONITOR MGP 66MPH 2130 RPM FOR 7 MINUTES 36SEC AVERAGE MPG 14.7 SPECS 14 16 NORMAL NO PROBLEM FOUND ALL WITHIN SPECS

1FTWW33P051 [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 21 5N01 \* 3A131 \* S13 S10 V89 N24 33  
**AWS Claim Key:** 6044137 **Doc #:** 09592451 **Trx Code:** E84 **Labor Hrs:** .5 **Labor Cost:** 39.11 **Material Cost:** 0 **Total Cost:** 39.11  
**Dir Cd-Sub Cd:** 05426-\* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 04-OCT-2006 **DIST(Mile):** 34601  
**Cust Comments:** THE CUSTOMER STATES THAT WHEN YOU HIT A BUMP WHILE DRIVING, THE STEERING WHEEL AND FRONT END SHAKE BAD. CHECK AND ADVISE.  
**Tech Comments:** CAME OUT OF BRACKET LOOSENED BRACKET REPLACED BUSHING BACK INTO BRACKET RETEST OK

1FTWW33P051 [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 21 5U88 \* NPF \* S13 S10 V89 N25 82  
**AWS Claim Key:** 6553761 **Doc #:** 09691751 **Trx Code:** E84 **Labor Hrs:** .4 **Labor Cost:** 31.29 **Material Cost:** 0 **Total Cost:** 31.29  
**Dir Cd-Sub Cd:** 08650-\* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** \*.\* **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 24-OCT-2006 **DIST(Mile):** 35591  
**Cust Comments:** THE CUSTOMER STATES THAT THE STEERING WHEEL WILL SHAKE VIOLENTLY BACK AND FORTH AFTER HITTING A BUMP ABOVE 40 MPH. CK AND ADVISE.  
**Tech Comments:** FRONT TIRES WERE AT 53 PSI REAR AADJUSTED TIRE PRESSURE TO FRONT 75 PSI REAR 60 PSI SETTING TIRE

1FTWW33P051 [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 21 6R01 6C3Z 78611B09 AAB S08 S08 V05 S25 41  
**AWS Claim Key:** 6541599 **Doc #:** 09691752 **Trx Code:** E84 **Labor Hrs:** .6 **Labor Cost:** 46.93 **Material Cost:** 54 **Total Cost:** 100.93  
**Dir Cd-Sub Cd:** 08650-\* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** \*.\* **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 24-OCT-2006 **DIST(Mile):** 35591  
**Cust Comments:** THE CUSTOMER STATES THAT THE DRIVERS SEAT BELT LOCKS UP WHEN YOU ARE DRIVING AND TRY TO LEAN FORWARD, NO MATTER HOW SLOW. CK AND ADVISE.  
**Tech Comments:** RETRACTORS BINDS REPLACE DRIVERS SIDE RETRACTOR

1FTWW33P051 [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 25 2E06 5C4Z 9A543 A S11 S11 V44 D50 42  
**AWS Claim Key:** 7575204 **Doc #:** 01274751 **Trx Code:** S07 **Labor Hrs:** 8 **Labor Cost:** 625.76 **Material Cost:** 940.8 **Total Cost:** 1566.56  
**Dir Cd-Sub Cd:** 05426-\* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 27-FEB-2007 **DIST(Mile):** 44593  
**Cust Comments:** CUST SAYS VEHICLE HAS CRANK NO START BEFORE THAT VEH LOST POWER 3XS WENT FROM 70MPH 40MPH & WOULD NOT EXCEED 40MPH FOR 30 SEC WHEN SHUT OFF VEHICLE WOULD NOT BRAKE OR STEER  
**Tech Comments:** HP OILPUMP BLOCK AND FITTING LEAKING FOUND HP OIL SYSTEM LOSING PRESSURE PRESSURE TEST REPLACED BLOCK AND FITTING ALSO FOUND WHEN PUMP WAS REMOVED LOTS OF METAL DEBRIS AND IPR VALVE CAP INSIDE HP OILPUMP REPLACED PUMP REASSEMBLED RECHECK RD TEST ALL OK REPAIRS WHERE PERFORMED WITH NICL WALTER FSE

PE13-014 000104LPPV

IFTWW33P051 [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 25 5001 7C3Z 3504 A S13 S10 V89 C50 30  
**AWS Claim Key:** 7594767 **Doc #:** 01274752 **Trx Code:** P01 **Labor Hrs:** 10.5 **Labor Cost:** 821.31 **Material Cost:** 945.87 **Total Cost:** 1767.18  
**Dir Cd-Sub Cd:** 05426-\* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 27-FEB-2007 **DIST(Mile):** 44593  
**Cust Comments:** CUST SAYS EXCESSIVE DRIFTING SWEEPING TO THE LEFT APPROX 65MPH IF U HIT A SLIGHT BUMP THEN VEH WILL LOSE CONTROL & CUST CANNOT STEER FOR A FEW SECONDS INTERMITTENT SEE HISTORY  
**Tech Comments:** EXCESSIVE DRIFTING TO THE LEFT ALL REPAIRS WERE PERFORMED WITH NICL WALTER FSE REPLACED STEERING GEAR CKD TORQUE ON ALL STG AND SUSP ADJUSTED TO SPECS USED ALIGNMENT ADJUSTED BUSHING TO REDUCE FRT CASTER RT CONCERN STILL THERE FSE ADVISED TO REPLACE STG GEAR AND LOWER CASTER 1.50 L AND 2.00 RT ROAD TESTED STILL PRESENT INSTALLED AFTERMARKET RANCHO STG DAMPER AND BAR

IFTWW33P051 [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 25 6Y20 \* MISC \* SXX SXX V00 A98 82  
**AWS Claim Key:** 7740426 **Doc #:** 01274753 **Trx Code:** P98 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 924  
**Dir Cd-Sub Cd:** 05426-\* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 27-FEB-2007 **DIST(Mile):** 44593  
**Cust Comments:** LOANER RENTAL 28 DAY FORD CRC PER BROOKE POWELL PO# 149660  
**Tech Comments:** GOODWILL RENTAL PER FORD MOTOR CO GOODWILL RENTAL PER FORD MOTOR CO

IFTWW33P051 [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 25 6Y05 \* MAINT \* SXX SXX V00 A96 82  
**AWS Claim Key:** 7436154 **Doc #:** 01283251 **Trx Code:** 0712S **Labor Hrs:** 1.3 **Labor Cost:** 61.01 **Material Cost:** 66.96 **Total Cost:** 134.41  
**Dir Cd-Sub Cd:** 05426-\* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 01-MAR-2007 **DIST(Mile):** 44593  
**Cust Comments:** CUST REQUESTS QCM 40K  
**Tech Comments:** 40000 MILES (64000 KMS) NORMAL SCHEDULED MAINTENANCE

Any comments? You can contact



webmaster

PE13-014 000105LPPV

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B.A.R. REG. # AL 073849

E.P.A. # CAD 983648940

REVISED ESTIMATE \$	AUTH BY:
NEW TOTAL \$	PHONE #
DATE/TIME	DRIVER'S LICENSE #

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PROGRAM CODE	APPROVAL CODE	COMMITMENT CODE
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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W12747

PALMDALE CA  
 CELL: [REDACTED]

PALMDALE CA  
 CELL: [REDACTED]

FOR OFFICE USE

TAG: 0361 ADV: 232 DSUNA, RE INVOICE: PRELIM WAR W VB VIN 1F1TW33POSE [REDACTED] LICENSE NUMBER: [REDACTED]  
 TAX RULES: YNNY INVOICED: 03/27/2007 15:45:49 05 FORD F-350 SD 4WD DRW CREW CAB WHITE  
 ODOMETER IN: 44593 OUI: 44613 DIST: FR3 DATES (NSERVICE: 021105 PRODUCTION: 011605)  
 DATES BEGIN: 02/27/07 DONE: 03/27/07

CONCERN 51 CUST SAYS VEHICLE HARD TO START (REPAIR PART # 30133) OPERATION TECH HOURS AMOUNT  
 WENT FROM 70MPH TO 40MPH & COULD NOT EXCEED 40MPH FOR 30 SEC WHEN IN GEAR 06/20/06 6.39 8.0  
 OFF VEHICLE WOULD NOT SHAKE OR GREEN. SEE HISTORY - REFER TO 95924

CAUSE HP OIL PUMP BLOCK AND FLATTING  
 CORRECTION FOUND HP OIL SYSTEM FOR [REDACTED] VALVE CAP INSIDE [REDACTED]  
 PART NUMBER  
 FMC 303Z 9C969 CA  
 FMC 4C3Z 9B245 A  
 FMC 3C3Z [REDACTED] BA  
 FMC 3C3Z 6B898 AA  
 FMC W705589 S  
 FMC 5C4Z 9A543 A  
 VALVE ASY - CRANKCAS  
 BASKET  
 PUMP ASY - FUEL INJE  
 CER # 7622



FACTORY CONCERN CD: D50

CONCERN 52 CUST SAYS EXCESSIVE DRIFTING/SWEEPING TO THE LEFT @ APPROX 65MPH - IF U HIT OPERATION TECH HOURS AMOUNT  
 A SLIGHT BUMP THEN VEH WILL LOSE CONTROL & CUST CANNOT STEER FOR A FEW 3504A 6.20 1.7  
 SECONDS - INTERMITTENT - SEE HISTORY - REFER TO 95924

CAUSE EXCESSIVE DRIFTING TO THE LEFT  
 CORRECTION REPLACED STEERING GEAR  
 52-1 STABILIZER BAR - FRONT - REMOVE AND INSTALL OR REPLACE 5402A 6.20 .3  
 52-2 CHECK TIRE PRESSURE AND ROAD TESTED PER TSB 07-05-07 070507B 6.20 1.4  
 52-3 ADJUSTED FRONT WHEEL ALIGNMENT 070507C 6.20 2.1

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DATE/TIME	DRIVER'S LICENSE #	
PROGRAM CODE	APPROVAL CODE	COMMITMENT CODE

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INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W12747

FOR OFFICE USE TAG: 0361 ADV: 232 OSUNA, R INVOICED: 03/27/2007 15:45:49 VB 05 F-350 SD WHITE LICENSE NUMBER: [REDACTED]

52-4 INSTALLED RANCHO STEERING DAMPNER AND STAB BAR ADJUSTED CAMCASTER MT 620 5.0

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
FMC 7C3Z 3504 A			BEAR ASY - STEERING	1	
FMC 5C3Z 3B440 CDC			ADJUSTER ASY	1	
FMC 5C3Z 3B440 EEE				1	
FMC NPN.23136					
FMC NPN.23138					
FMC NPN.413					
FMC 7C3Z 3504 CA			HIGH STABILIZER		
FMC 5C3Z 3482 CA					
FMC NPN.BOLTS					
FMC NB1.5					
FMC NS07					



CONCERN 53# LOANER RENTAL @28/DAY FORD LOG OPERATION TECH HOURS AMOUNT  
PO# 149660 RENTAL PO#149660/42212586 1B .0

CAUSE CORRECTION AUTH BY FMC PART NUMBER FMC HERTZ  
FACTORY CONCERN CD: 499

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CONCERN 54# \*\* NOTE \*\* (PER FSE/NICK WALTER) NEED TO LOWER CASTER - LEFT TO 1.5 - OPERATION TECH HOURS AMOUNT  
RIGHT TO 2.0 - SWAY BAR BUSHINGS WORN - ORDER AFTERMARKET RANCHO STEERING REPER 620 .0  
DAMPNER

CAUSE CORRECTION SEE ABOVE THANK YOU FOR THE OPPORTUNITY TO BE OF SERVICE

CONCERN 55# FUEL OPERATION TECH HOURS AMOUNT  
CAUSE GAS 999 .0

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E.P.A. # CAD 983648940

REVISED ESTIMATE \$	AUTH. BY:
NEW TOTAL \$	PHONE #
DATE/TIME	DRIVER'S LICENSE #

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INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W12747

FOR OFFICE USE: [REDACTED] VEHICLE INFORMATION: TAG: 0361 ADV: 232 OSUNA, R INVOICED: 03/27/2007 15:45:49 VR 05 F-350 SD WHITE LICENSE NUMBER: [REDACTED]

CORRECTION COMMENT	GAS PER BROOKE	PART NUMBER	FMC FUEL	POH	NOTE	DESCRIPTION	BTY	SELL
FACTORY					GUG	***** CERT#: 9999	LB	

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE  
 DATE OPENED FOR: 03/01/07  
 DATES INVOICED: 12832  
 IF YOU HAVE ANY QUESTIONS -

PAYMENT DISTRIBUTION FOR INVOICE W12747



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PAGE 3  
LAST PAGE

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FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0361 ADV: 232 OSUNA, RE INVOICE: QUOTE WAR W BB VIN 1FTW33P051 LICENSE NUMBER:  
 TAX RULES: YNNY INVOICED: 03/27/2007 16:26:42 05 FORD F-350 SD AWD DRW CREW CAB WHITE  
 ODOMETER IN: 44593 OUT: 44613 DIST: FR3 DATES INSERVICE: 021105 PRODUCTION: 011605  
 DATES BEGIN: 02/27/07 DONE: 03/27/07

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

CONCERN 51 CUST SAYS VEHICLE HAS CRANK NO START - BEFORE THAT VEH LOST POWER 3X'S - OPERATION TECH HOURS AMOUNT  
 WENT FROM 70MPH - 40MPH & WOULD NOT EXCEED 40MPH FOR 30 SEC - WHEN SHUT 061706A 639 8.0 625.76  
 OFF VEHICLE WOULD NOT BRAKE OR STEER - \*\* POSS DIESEL WARRANTY \*\*

CAUSE HP OILPUMP BLOCK AND FITTING LEAKING  
 CORRECTION FOUND HP OIL SYSTEM LOSING PRESSURE PRESSURE TEST REPLACED BLOCK AND  
 FITTING ALSO FOUND WHEN PUMP WAS REMOVED LOTS OF METAL DEBRIS AND IPR  
 VALVE CAP INSIDE HP OILPUMP REPLACED PUMP REASSEMBLED RECHECK RD TEST ALL  
 OK

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	S/LL	
FMC 5C3Z 9C968 CA			REGULATOR - FUEL PRE	1	144.66	144.66
FMC 4C3Z 9B246 A			KIT - FLEXIBLE PIPE	1	43.21	43.21
FMC 3C3Z 6766 BA			VALVE ASY - CRANKCAS	1	2.66	2.66
FMC 3C3Z 6B898 AA			GASKET	1	2.58	2.58
FMC W705589 S			PIN - SPECIAL	4	.79	3.16
FMC 5C4Z 9A543 A			PUMP ASY - FUEL INJE	1	475.74	475.74
PARTS: COUNT 9			ALLOWANCE: 268.81			

CERT#: 9622

FACTORY

CONCERN CD: D50

SUBTOTAL

PARTS..... 940.82  
 LABOR..... 625.76  
 TOTAL CHARGE FOR CONCERN 1566.58

TYPE: W

CONCERN 52 CUST SAYS EXCESSIVE DRIFTING/SWEEPING TO THE LEFT @APPROX 65MPH - IF U HIT OPERATION TECH HOURS AMOUNT  
 A SLIGHT BUMP THEN VEH WILL LOSE CONTROL & CUST CANNOT STEER FOR A FEW 3504A 620 1.7 132.97  
 SECONDS - INTERMITTENT - SEE HISTORY - REFER TO 95924

PAGE 1

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W12747

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0361 ADV: 232 OSUNA, R INVOICED: 03/27/2007 16:26:42 BB 05 F-350 SD WHITE LICENSE NUMBER:

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

CAUSE EXCESSIVE DRIFTING TO THE LEFT  
CORRECTION REPLACED STEERING GEAR

52-1	STABILIZER BAR - FRONT - REMOVE AND INSTALL OR REPLACE	5482A	620	.3	23.47
52-2	CHECK TIRE PRESSURE AND ROAD TESTED PER TSB 07-05-07	070507B	620	1.4	109.51
52-3	ADJUSTED FRONT WHEEL ALIGNMENT	070507C	620	2.1	164.26
52-4	INSTALLED RANCHO STEERING DAMPNER AND STAB BAR ADJUSTED CAMBCASTER SEVERAL TIMES PER NICK WALTER FSE	NT	620	5.0	391.10

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
FMC 7C3Z 3504 A			GEAR ASY - STEERING	1	380.98	380.98
FMC 5C3Z 3B440 CCC			ADJUSTER ASY	1	18.27	18.27
FMC 5C3Z 3B440 EEE			ADJUSTER ASY	1	9.63	9.63
FMC NPN.23136			*****	1C	15.23	15.23
FMC NPN.23138			*****	1C	15.23	15.23
FMC NPN.5413			RANCHO	2B	70.00	140.00
FMC 5C3Z 5484 CA			BUSH	2	8.30	16.60
FMC 5C3Z 5482 CA			BAR - STABILIZER	1	43.40	43.40
FMC NPN.BOLTS			*****	4C	.23	.92
FMC N811677 S439			*BOLT	4	5.91	23.64
FMC N807164 S439			NUT - ADJUSTING SCRE	4	2.93	11.72
PARTS: COUNT	22		ALLOWANCE:	254.21		

SUBTOTAL

PARTS.....	889.83
LABOR.....	821.31
TOTAL CHARGE FOR CONCERN	1711.14

TYPE: W

CONCERN 53\* LOANER RENTAL @28/DAY FORD CRC - (PER BROOKE POWELL)  
PO# 149660

OPERATION	TECH	HOURS	AMOUNT
RENTAL	999	.0	.00

CAUSE  
CORRECTION AUTH BY FMC  
PART NUMBER  
FMC HERTZ

P0#	NOTE	DESCRIPTION	QTY	SELL	
	RENTAL	PO#149660/42212586 CERT#: 9999	1B	924.00	924.00

FACTORY

PAGE 2

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W12747

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0361 ADV: 232 OSUNA, R INVOICED: 03/27/2007 16:26:42 BB 05 F-350 SD WHITE LICENSE NUMBER:

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

CONCERN CD: A99

TYPE: W	SUBTOTAL	
	MISCELLANEOUS	924.00
	TOTAL CHARGE FOR CONCERN	924.00

CONCERN 54* ** NOTE ** (PER FSE/NICK WALTER) NEED TO LOWER CASTER - LEFT TO 1.5 -	OPERATION	TECH	HOURS	AMOUNT
RIGHT TO 2.0 - SWAY BAR BUSHINGS WORN - ORDER AFTERMARKET RANCHO STEERING	REFER	620	.0	.00
DAMPNER				

CAUSE  
CORRECTION SEE ABOVE

TYPE: W	SUBTOTAL	
	TOTAL CHARGE FOR CONCERN	.00

CONCERN 55* FUEL	OPERATION	TECH	HOURS	AMOUNT
CAUSE	GAS	999	.0	.00

CORRECTION GAS  
COMMENT PER BROOKE  
PART NUMBER  
FMC FUEL

PO#	NOTE	DESCRIPTION	QTY	SELL	
	GOG	*****	18	15.00	15.00
		CERT#: 9999			

FACTORY

TYPE: W	SUBTOTAL	
	GAS-OIL-GREASE.....	15.00
	PAID BY DEALER..... 7750	15.00-
	TOTAL CHARGE FOR CONCERN	.00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W12747

PARTS.....	1830.65
GAS-OIL-GREASE.....	15.00
LABOR.....	1447.07
MISCELLANEOUS	924.00
PAID BY DEALER..... 7750	15.00-
TOTAL CHARGES.....	4201.72

PAYMENT DISTRIBUTION FOR INVOICE W12747

TOTAL CHARGES.....	4201.72
FAC WARRANTY	4201.72



INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W12747

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0361 ADV: 232 OSUNA, R INVOICED: 03/27/2007 16:26:42 BB 05 F-350 SD WHITE LICENSE NUMBER: [REDACTED]

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

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED RO# DATES INVOICED

03/01/07 12832 ESP - 03/27/07 (P)

IF YOU HAVE ANY QUESTIONS - PLEASE SEE REY OSUNA

PAGE 4  
LAST PAGE

PALMDALE, CA

HOME PH: [REDACTED]

ST SERV MILEAGE: 044593

1FTWW33P05E [REDACTED]

MILE:000043 LAST SERV:02/22/

05 FORD	F-350 SD	4WD DRW	CREW CAB	WHITE	IN-SERV DATE:02/11/
NUMBER	TYPE	DATE	DEDUCT	MON	MILES ACTIVE
EXT SVC PLAN1: USA 2005 NEW 48 712		02/11/09		000	51000
EXT SVC PLAN2: 0.00	0	00/00/00		000	

RO C12525 N 02/22/07 ODOM= 44593 ADV=242

CLIENT=61H001 INV=02/22/07

LN 51 PAY TYPE C TECH1-999 OPR-CODE NW  
 CUST REFUSES ALL WORK AT THIS TIME  
 CUST STATES CRANK NO START

LN 52 PAY TYPE C TECH1-999 OPR-CODE NW  
 CUSTOMER REFUSES ALL WORK AT THIS TIME  
 CUST STATES WHEN DRIFTING TO LEFT AT 65MPH AND HITTING BUMP, STRRING WHEEL S

RO C11530 N 02/05/07 ODOM= 43211 ADV=232

CLIENT=61H001 INV=02/05/07

LN 51 PAY TYPE BDC TECH1-620 OPR-CODE NC  
 TIRES OUT OF BALANCED FRONT RIGHT WAS 1.7 OZ OUT OF BALANCE FRONT LEFT WAS 2  
 CUST STATES INTERM. WHEN DRIFTING/SWEEPING TO THE LEFT @ 65 MPH+ THE VEH VIB  
 PER BROOKE POWELL

LN 52 PAY TYPE BDC TECH1-621 OPR-CODE NC  
 NO ABNORMAL ENGINE NOISES OR VIBRATIONS PRESENT AT THIS TIME  
 CUST STATES WHEN BARELY PRESSING GAS (2% OF PEDAL) THERE IS A RATTLE NOISE C

LN 53 PAY TYPE BDC TECH1-651 OPR-CODE NC  
 SEAT BELTS OPERATING NORMAL AT THIS TIME  
 CUST STATES BOTH FRONT SEAT BELTS ARE SENSITIVE - BELT WILL GRAB & NOT RELEA

RO W96917 Y 11/29/06 ODOM= 35591 ADV=257

CLIENT=61H001 INV=11/29/06

LN 51 PAY TYPE W TECH1-620 .40 OPR-CODE 062214B  
 ADJUSTED TIRE PRESSURE TO FRONT 75 PSI REAR 60 PSI " SETTING TIRE PRESSURE T  
 THE CUSTOMER STATES THAT THE STEERING WHEEL WILL SHAKE VIOLENTLY BACK AND FO  
 FRONT TIRES WERE AT 53 PSI REAR AT 51 PSI

LN 52 PAY TYPE W TECH1-651 .90 OPR-CODE 61108A  
 FP 6C3Z78611B09AAB  
 SEAT BELT RETRACTOR ASSY - FRONT - REPLACE REPLACE DRIVERS SIDE RETRACTOR  
 THE CUSTOMER STATES THAT THE DRIVERS SEAT BELT LOCKS UP WHEN YOU ARE DRIVING  
 RETRACTORS BINDS

RO E95691 Y 10/09/06 ODOM= 34582 ADV=257

CLIENT=61H001 INV=10/09/06

LN 51 PAY TYPE QCM TECH1-635 2.20 OPR-CODE MB30  
 FP FA1778  
 30000 MILES (48000 KMS) - NORMAL SCHEDULED MAINTENANCE

LN 51-1 PAY TYPE QCM TECH1-635 .20 OPR-CODE MULTI  
 PERFORMED MULTI POINT INSPECTION  
 THE CUSTOMER REQUESTS 30K QCM SERVICE.

RO W95697 Y 10/09/06 ODOM= 34601 ADV=257

CLIENT=61H001 INV=10/09/06

LN 51 PAY TYPE W TECH1-635 .30 OPR-CODE 13465A  
LIT5 28 FP 4C3Z13K359AAA  
BULBS-EXTERIOR - REPLACE

LN 51-1 PAY TYPE W TECH1-635 .60 OPR-CODE 13300D  
STEERING COLUMN SWITCH ASSEMBLIES - DIAGNOSIS

LN 51-2 PAY TYPE W TECH1-635 .10 OPR-CODE 13300D4  
SWITCH-MULTI-FUNCTION/WINDSHIELD WIPER - REPLACE

THE CUSTOMER STATES THAT THE TURN SIGNAL INDICATOR BLINKS TOO FAST ON RIGH  
SHORT IN MAULTIFUNCTION SWITCH

LN 52 PAY TYPE W TECH1-635 .60 OPR-CODE 19980A  
CONTROL ASSEMBLY-AIR CONDITIONER - REPLACE

LN 52-1 PAY TYPE W TECH1-635 .30 OPR-CODE 12651D2  
BODY/CHASSIS/ELECTRICAL PIN POINT TEST - DIAGNOSIS

THE CUSTOMER STATES THAT THE A/C INTERMITTENTLY QUILTS WORKING, AS WELL AS  
CONTROL HEAD HAS SHORT

LN 53 PAY TYPE W TECH1-635 OPR-CODE CN  
COULD NOT DUPLICATE CUSTOMER CONCERN - NO PROBLEM FOUND

THE CUSTOMER STATES THAT THE CD PLAYER INTERMITTENTLY WILL NOT EJECT CD'S.  
TESTED SEVERAL TIMES-NO PROBLEM

LN 54 PAY TYPE W TECH1-635 OPR-CODE CN  
COULD NOT DUPLICATE CUSTOMER CONCERN - TESTED HEATED SEAT, EAT STA

THE CUSTOMER STATES THAT THE HEATED SEATS SHUT OFF DURING USE. THE LIGHT  
SEAT STAYS HOT

YS HOT - NO PROBLEM FOUND AT THIS TIME - CUSTOMER TO RETURN IF

LN 55 PAY TYPE W TECH1-631 .40 OPR-CODE 6005F  
LIT5 82 FP DIAG

ENGINE PERFORMANCE DIAGNOSTICS - DIESEL ENGINE - DIAGNOSIS

LN 55-1 PAY TYPE W TECH1-631 .60 OPR-CODE 6005F8  
LOW IDLE STABILITY (ICP PRESSURE) - TEST

LN 55-2 PAY TYPE W TECH1-631 .60 OPR-CODE 6005F18  
FUEL PUMP PRESSURE - CHECK

THE CUSTOMER STATES THAT THE COMPUTER WAS FLASHED FOR CA EMISSIONS, BUT TH  
NORMAL

-----  
RO W95924 Y 10/09/06 ODOM= 34601 ADV=257

CLIENT=61H001 INV=10/09/06

LN 51 PAY TYPE W TECH1-635 .50 OPR-CODE MT  
LIT5 42

STABILER BAR BUSHING TO FRAME ON DRIVERS SIDE

THE CUSTOMER STATES THAT WHEN YOU HIT A BUMP WHILE DRIVING, THE STEERING W  
BUSHING CAME OUT OF BRACKET

-----  
RO E86291 Y 04/12/06 ODOM= 25321 ADV=240

CLIENT=61H001 INV=04/12/06

LN 24 PAY TYPE QCM TECH1-207 OPR-CODE 99P  
PERFORMED QUALITY CARE INSPECTION  
PERFORM QUALITY CARE 24 POINT INSPECTION  
99P

LN 51 PAY TYPE QCM TECH1-207 1.10 OPR-CODE MB25  
LIT5 82 FP MAINT

25000 MILES (40000 KMS) - NORMAL SCHEDULED MAINTENANCE

LN 51-1 PAY TYPE QCM TECH1-207 .20 OPR-CODE MULTI  
PERFORMED MULTI POINT INSPECTION  
CUSTOMER REQUEST 25K QCM SERVICE

RO W86292 Y 04/12/06 ODOM= 25322 ADV=240

CLIENT=61H001 INV=04/12/06

LN 40 PAY TYPE W TECH1-207 1.00 OPR-CODE 05E15M  
FP 5C3Z9J460A

EP SENSOR, CONNECTOR, AND RECALIBRATION  
05E15 EXHAUST PRESSURE SENSOR REPLACEMENT, ON-BOARD DIAGNOSTIC SYSTEM A  
RECALL 05E15

LN 41 PAY TYPE W TECH1-207 .30 OPR-CODE 59B01A

CUSTOMER ASSURANCE TEST DRIVE - REPLACE  
59B01 ELIGIBLE FOR ONE-TIME CUSTOMER ASSURANCE TEST DRIVE. SEE EMISSIO  
RECALL 59B01

LN 42 PAY TYPE W TECH1-207 .20 OPR-CODE 05B32B

COOLANT DEGAS BOTTLE LABEL INSTALLATION AND COOLANT LEVEL AD  
05B32 DE-GAS BOTTLE FILL LEVEL LABEL AND FLUID LEVEL ADJUSTMENT  
RECALL 05B32

LN 51 PAY TYPE W TECH1-999 OPR-CODE NC

NO CHARGE  
CUSTOMER REPORTS REAR SLIDING WINDOW WILL NOT FULLY OPEN & OPENS VERY SLOW  
CLEANED AND LUBED TRACK

END OF DATA

*.541 (W39)*

*-POC*



**Keller, Kristian (P.)**

---

**From:** Cpform, D (D.)  
**Sent:** Wednesday, February 15, 2006 2:27 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review - All Markets**

**Dealership Name:** robin motor co.  
**Requesting Dealer:** robin motor co.  
**Contact Person:** henry cypel  
**Telephone:** 3372764567  
**Email Address:** henry.cypel@robinmotorco.com  
**PA Code:** 06472  
**Region:** memphis  
**City:** jeanerette  
**Dealer State:** LA  
**Fax Number:** 337-276-3497  
**WSD:** 07/25/2005  
**Vehicle Year:** 1988  
**Vehicle Model:** f-250 reg cab 4x4  
**Vehicle VIN:** 1ftsf21p85e  
**Mileage:** 8617  
**Customer Name:**  
**Street Address:**  
**City:** new iberia  
**State:** Louisiana  
**Zip Code:**  
**Home Phone:**  
**Work Phone:**  
**Customer Region:** 23 - Memphis  
**Incident Involves:** Accident  
**Date of Incident:**  
**County in which incident occurred:** iberia  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** customer claims steering would not turn causing accident  
**Police Report Filed:** No  
**Insurance Company Contacted:** N  
**Coach Builder:** no  
**Coach Builder State:** AK - Alaska  
**Resolution Sought Detail:** customer is seeking cost of repairs to vehicle.  
**Comments:** please contact service mgr. at robin motor co. for more details. Henry cypel 337-276-4567. Thank you.

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



STATE OF NEW YORK  
SUPREME COURT COUNTY OF ALBANY

██████████ and FARM FAMILY INSURANCE  
COMPANY as subrogee of ROBERT LAPP,

*Plaintiffs,*

*-against-*

FORD MOTOR COMPANY,

*Defendants.*

VERIFIED COMPLAINT

Index No. 4 ██████████

PLAINTIFFS, ██████████ and Farm Family Insurance Company, by and through its attorneys, Hiscock & Barclay, LLP, as and for a Verified Complaint, herein alleges as follows upon information and belief:

1. At all times hereinafter mentioned, plaintiff, ██████████ is and was a resident of Highfalls, County of Ulster, State of New York.
2. At all times hereinafter mentioned, Farm Family Insurance Company is and was an insurance company duly authorized to conduct business in the State of New York with its principal place of business in the County of Albany, State of New York.
3. Defendant Ford Motor Company was and is a foreign corporation registered as such with the New York State Secretary of State.
4. At some point prior to March 1, 2005, ██████████ purchased a 2005 model Ford F350 pickup truck (hereinafter "Subject Vehicle").
5. The Subject Vehicle Identification Number ("VIN") 1FTWX31PX5E ██████████
6. Defendant Ford Motor Company (hereinafter "Ford") designed the Subject Vehicle.
7. Defendant Ford manufactured the Subject Vehicle.
8. Defendant Ford distributed and/or sold the Subject Vehicle.
9. Defendant Ford derived substantial revenue from interstate commerce.

HISCOCK & BARCLAY, LLP

ALLIB01M139659A1  
302129-3014317

Albany County Clerk  
Document Number 9636779  
Rcvd 01/18/2006 10 40 25 AM



PE13-014 000119LPPV



10. Defendant Ford knew or with the exercise of reasonable care knew that the Subject Vehicle could or would be sold in the State of New York.

11. Plaintiff [REDACTED] used the new vehicle for a brief period of time in a manner and for purposes consistent with its intended use.

12. On or about March 1, 2005, while driving the vehicle, [REDACTED] experienced a problem with the steering of the vehicle. The Subject Vehicle was caused to veer to the left, leave the roadway and strike a tree.

13. The Subject Vehicle was inherently defective as it contained a problem with the steering mechanism.

14. At the time of the March 1, 2005 incident, [REDACTED] was insured under a Farm Family Insurance Company policy of insurance. Farm Family paid to or on behalf of [REDACTED] the total amount of \$9,568.62 and is subrogated to his rights.

15. At the time of the March 1, 2005 incident, the vehicle was brand new with only 598 miles on the odometer.

16. The vehicle is still under warranty. Ford has been put on notice and had an opportunity to inspect the steering mechanism and vehicle.

17. After the incident, the vehicle was brought to Rhinebeck Ford, a Ford dealership, where representatives there also observed the problems with the Ford steering mechanism.

18. Plaintiff [REDACTED] desires replacement of the vehicle as it is still under warranty. Also, Mr. [REDACTED] seeks reimbursement of certain unreimbursed expenses such as the cost of a rental vehicle.

19. As a result of the aforesaid, plaintiffs have sustained loss and damage in the amount of \$15,000.00.

**AS AND FOR A FIRST CAUSE OF ACTION**  
**AGAINST DEFENDANT FORD MOTOR COMPANY**

20. Plaintiff repeats and realleges each and every allegation of the foregoing complaint as though fully set forth herein.

21. Upon sale of the aforesaid vehicle, defendant Ford Motor Company made certain express and implied warranties, among other things, that the vehicle at issue was of merchantable quality, was fit for the particular purpose intended, and was free from defects of material and workmanship and was in all respects, suitable for use as a motor vehicle.

22. The aforesaid warranties were untrue, breached and violated in that the vehicle at issue was not of a merchantable quality, was not fit for the particular purpose for which it was intended and was not free from defects of material and workmanship and was not suitable for use as a motor vehicle in that the same was dangerous, defective and inadequate for the purposes intended.

23. As a result of the foregoing, plaintiff has sustained loss and damage in the aforesaid amount.

**AS AND FOR A SECOND CAUSE OF ACTION**  
**AGAINST DEFENDANT FORD MOTOR COMPANY**

24. Plaintiff repeats and realleges each and every allegation of the foregoing complaint as though fully set forth herein.

25. The aforesaid occurrence was caused by reason of the negligence of the defendant Ford Motor Company, its authorized officers, directors, agents, servants and employees.

26. The negligence of defendant Ford Motor Company consisted of, among other things, improperly designing, manufacturing, distributing and sell the aforesaid vehicle in a defective condition; failing to warn the plaintiff of the dangers and defects then and there existing; failing to repair the vehicle; failing to issue a recall of the defective vehicle; failing to use proper quality control procedures; failing to properly inspect the vehicle; and otherwise being negligent.

27. As a result of the foregoing, plaintiff sustained loss and damage in the aforesaid amount.

**AS AND FOR A THIRD CAUSE OF ACTION**  
**AGAINST DEFENDANT FORD MOTOR COMPANY**

28. Plaintiff repeats and realleges each and every allegation of the foregoing complaint as though fully set forth herein.

29. Defendant Ford manufactured, designed, distributed and/or sold the Subject Vehicle.

30. The Subject Vehicle was in a defective condition at the time it left the possession of defendant Ford.

31. As the manufacturer, designer, distributor and/or seller of the Subject Vehicle, defendant is strictly liable for any damages caused by any defects in said vehicle.

32. The Subject Vehicle was defective at the time it left the possession at the time it left Ford as described aforesaid.

33. By reason of the foregoing, plaintiff has sustained loss and damage in the aforesaid amount.

**WHEREFORE**, plaintiffs demand judgment against Defendant Ford in the amount of Fifteen Thousand Dollars (\$15,000.00), together with interest from March 1, 2005, and the costs and disbursements of this action.

**DATED:** January 13, 2006

**HISCOCK & BARCLAY, LLP**

By: 


\_\_\_\_\_  
Daniel W. Coffey

Attorneys for Plaintiffs  
Robert Lapp and Farm Family Insurance Company as  
subrogee of Robert Lapp  
Office and P.O. Address:  
50 Beaver Street  
Albany, New York 12207-2830  
Telephone: (518) 434-2163

VERIFICATION

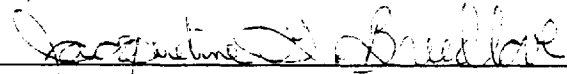
STATE OF NEW YORK                    )  
  ) ss..  
COUNTY OF ALBANY                 )

The undersigned, Kathy Zitz, being duly sworn, deposes and says that: the undersigned is the Subrogation Specialist of Farm Family Insurance Company, the plaintiff in the subject action; that Farm Family Insurance Company is a New York State Corporation duly authorized to conduct insurance business in the State of New York; that deponent has read the foregoing complaint and same is true to the knowledge of the deponent except as to matters therein stated to be alleged upon information and belief, and as to such matters deponent believes them to be true.

  
In Farm Family Casualty  
Kathy Zitz

HISCOCK & BARCLAY, LLP

Sworn to before me this  
11th day of January, 2006.

  
\_\_\_\_\_  
Notary Public

JACQUELINE G. BREEDLOVE  
Notary Public, State of New York  
No. 01BR6037145  
Qualified in Albany County  
Commission Expires February 14, 2006

All Action Details for Issue

Print

VIN: 1FTWX31PX5E [REDACTED] Year: 2005 Model: F-SERIES SUPER DUTY Case: [REDACTED]  
 Name: [REDACTED] Owner Status: Original WSD: 2005-02-18  
 Symptom Desc: STRG/HANDLING PULL/DRIFT LEFT 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: 03043 RHINEBECK FORD, INC. Origin Desc: US CONCERN CASE BASE  
 Odometer: 575 MI Comm Type: PHONE  
 Analyst Name: ABBOTT LA TANYA Analyst: LABBOTT4  
 Action Date: 03/02/2005 Action Time: 15.53.58.114 Action Data: Yes

Comments CUSTOMER SAID: ACCIDENT HAPPENED LAST NIGHT AT 9:30PM ACCIDENT HAPPENED ON ACCORD, NY - CUST WAS DRIVING AND THE TOOK A HARD LFT ON ITS OWN AND RUN INTO SOME TREES -CUST BELIEVES THAT THERE IS A DEFECT IN THE STEERING BOX -NO INJURIES-NO POLICE REPORT-INSURANCE COMPANY HAS BEEN CONTACTED AND IS SUPPOSE TO COME AND LOOK AT THE VEH -CUST BELIEVES THAT THE VEH SHOULD BE TOTALLED -CUST BELIEVES THAT FORD SHOULD JUST REPLACED THE VEH BECAUSE HE JUST BOUGHT THE VEH -CUST FEELS THAT FORD IS NOT GIVING HIM THE SERVICE THAT HE DESERVES-THE VEH HIS CURRENTLY AT RHINEBACK FORDDEALER SAID: MIKE S/M SAID THE FORD REP SAID TO CALL THE INSURANCE AND THEY WILL DEAL WITH THE INSURANCE COMPANYCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO DEALER  
 Dealer: 03043 RHINEBECK FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 575 MI Comm Type: PHONE  
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1  
 Action Date: 03/04/2005 Action Time: 14.26.56.546 Action Data: No

Comments \*\*\*LPA COMMENTS\*\*\*LPA SPOKE WITH THE SERVICE MANAGER REGARDING THE CUSTOMER'S ALLEGED DEFECT THAT CAUSED AN ACCIDENT. THE S/M SAYS THEY HAVE NOT LOOKED AT THE VEHICLE. THE INSURANCE COMPANY ADJUSTER WAS CURRENTLY AT THEIR ESTABLISHMENT INVESTIGATING THE CUSTOMER'S CLAIM. \*THE CUSTOMER ALLEGED HIS STEERING/HANDLING VEERED LEFT CAUSING HIM TO LOSE CONTROL RESULTING IN AN ACCIDENT. NO INJURIES WERE SUSTAINED DURING THE INCIDENT. THE CUSTOMER HAS REQUESTING FMC ALSO INVESTIGATE THE MATTER.\*LPA INFORMED THE DEALERSHIP THAT FMC WILL RE-CONTACT THEM NEXT WEEK AFTER THE INSURANCE ADJUSTER HAS COMPLETED HIS INVESTIGATION. FMC WILL DECIDE AT THAT TIME WHETHER OR NOT TO PROVIDE ASSISTANCE IN THE MATTER.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED  
 Dealer: 03043 RHINEBECK FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 575 MI Comm Type: MAIL  
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1  
 Action Date: 03/07/2005 Action Time: 10.29.06.936 Action Data: No

Comments \*\*\*LPA COMMENTS\*\*\*LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE DEALERSHIP INDICATED THE CUSTOMER'S INSURANCE COMPANY HAS INVESTIGATED THE MATTER, AND IS CURRENTLY INVOLVED WITH THE CLAIM. ONCE THE INSURANCE COMPANY BECOMES INVOLVED WE GENERALLY REQUIRE THEM TO FILE A SUBROGATION CLAIM AGAINST FMC IS THEY FEEL WE ARE LIABLE. BASED ON THIS INFORMATION, WE WILL NOT PROVIDE ASSISTANCE IN THE MATTER, AND ASK THE CUSTOMER TO CONTINUE WORKING WITH HIS INSURANCE CARRIER.



## All Action Details for Issue

Print

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**VIN:** 1FTWY31PX5E [REDACTED]      **Year:** 2005      **Model:** F-SERIES SUPER DUTY      **Case:** 572380615  
**Name:** [REDACTED]      **Owner Status:** Original      **WSD:** 2005-02-18  
**Symptom Desc:** STRG/HANDLING FUNCTION LOSS OF STRG      **Primary Phone:** [REDACTED]  
**Reason Desc:** CAC RELATED - F/M CSR FOLLOWING CONTACT      **Secondary Phone:** [REDACTED]  
**Issue Type:** 02 INFORMATION      **Issue Status:** CLOSED

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**Action:** CALLBACK ADD ADDITIONAL COMMENTS      **Origin Desc:** US CONCERN CASE BASE  
**Dealer:** 03043 RHINEBECK FORD, INC.  
**Odometer:** 566 MI      **Comm Type:** PHONE  
**Analyst Name:** PAYNE KWABENA      **Analyst:** KPAYNE12  
**Action Date:** 03/04/2005      **Action Time:** 12.30.57.611      **Action Data:** No

**Comments** CUSTOMER SAID: - 2005 F-350 - THE VEH IS AT -- RHINEBECK FORD, INC. -- - ON WED, MARCH 2, 2005 THE VEH WAS INVOLVED IN AN ACCIDENT-- THE VEH WAS HIT FROMT HE FRONT/ SIDE - THE VEH VEERED TO THE LEFT UNEXPECTEDLY == LOSS OF STEERING ==- HAS NOT FILED A POLICE REPORT- THERE WAS NO PERSONAL INJURY - THERE WAS NO DAMAGE TO ANY PERSONAL PROPERTY - HAS FILED A CLAIM WITH-- FARM FAMILY INSURANCE --- WANTS SOMEONE FROM FORD MOTOR COMPANY TO COME LOOK AT THE VEH- SOMEONE WAS TO GET BACK TO HIM FROM FORD BUT NO ONE HAS CONTACTED HIMDEALER SAID: -NONECRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED.-ADVISED CUST AS TO THE ABOVE

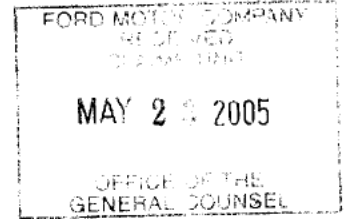
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50 BEAVER STREET  
 ALBANY / NEW YORK 12207-2830  
 T 518.434.2163 / F 518.434.2621

**DANIEL W. COFFEY**  
 PARTNER

DIRECT DIAL 518.429.4280  
 DIRECT FAX 518.427.3478  
 DCOFFEY@HISCOCKBARCLAY.COM

May 16, 2005



**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Ford Motor Company  
 Office of Legal Counsel  
 3 Park Lane Boulevard  
 Park Lane Towers West  
 Suite 1500  
 Dearborn, MI 48126-2566

Re: Insured : [REDACTED]  
 DOL : 3/1/05  
 Farm Family Insurance Co.  
 Claim No. : [REDACTED]  
 Total Subrogated Amount : \$9,568.62 (Plus any deductible)  
 Vehicle VIN : 1FTWX31PX5E [REDACTED]  
 (2005 Ford Pickup F350)

Dear Sir or Madam:

This law firm has been retained by Farm Family Insurance Company with regard to the above-captioned loss.

Farm Family insured a 2005 Ford F350 pickup truck owned [REDACTED] Mr. [REDACTED] complained that he experienced a problem with the steering of this vehicle, whereby it was caused to veer to the left. On or about March 1, 2005, while driving the vehicle, Mr. [REDACTED] was caused to veer to the left, leave the roadway and strike trees. Farm Family paid \$9,568.62 as a result of the accident.

The accident was caused by a failure of the steering gear on the subject vehicle. I understand that F450 and F550 trucks were recalled last month due to the same problem. The subject steering gear has been preserved and is available for your inspection.

We are desirous of resolving this claim without the necessity of litigation. Kindly contact the undersigned within thirty (30) days of the date of this letter to either settle the claim or schedule an appointment for an inspection of the steering gear by a Ford representative.

ALLIB01\118407\1

WWW.HISCOCKBARCLAY.COM

PE13-014 000127LPPV

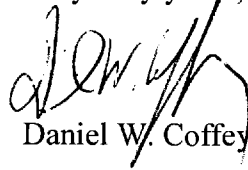


Ford Motor Company  
May 16, 2005  
Page 2

If we do not hear from you within 30 days of the date of this letter, we will have no recourse but to commence litigation in the appropriate court. However, we would appreciate your cooperation in timely responding to this letter so that this matter can be discussed.

Thank you for your attention to this matter.

Very truly yours,



Daniel W. Coffey

DWC:pab



Ford Motor Company  
Preliminary Vehicle Inspection Report

Ford File Number **1508591776**

**CUSTOMER & VEHICLE INFORMATION**

Year 2005	Make Ford	Model F250	VIN 1FTSW21P65e [REDACTED]	
Owner Name [REDACTED]			Address [REDACTED]	
City Bascom	State FL	[REDACTED]		
Driver Name [REDACTED]			Address same	
City same	State	Zip	Home Telephone same	Business Telephone same
Attorney Name ( x ) Claimant not represented)			Address	
City	State	Zip Code	Telephone	
Inspection Location Henry Arnold Ford, 5323 Brown Street, Graceville, FL 35244		Inspection Date 07/05/2006	Current Mileage 218,181 0141.1 28,804	
Date of Incident [REDACTED]		Time of Incident 07:07 AM x PM <input type="checkbox"/>	Repair Estimate (Attach Written, if avail.) \$2397.00	
Inspected By Joe Lambrecht		Organization EAA	Telephone 334-567-9221	
Inspectors Signature Joe Lambrecht			Date 07/09/2006	

**SECTION A INSPECTION SUMMARY**

Following the vehicle inspection, summarize the facts and your observations (Do not include any opinions, speculation or conclusions.) Attach a copy of the appropriate Vehicle Inspection Report(s) for the allegation(s) being investigated.

Witness marks on left front tire show vehicle was in contact with another object. Left front tire had small cut in it, with marks on tire and wheel. Left side of front bumper was scratched, and bumper guard was scratched. At rear of left front tire, a mark was against lower frame rail showing that left suspension had been pushed around and tire had rubbed against frame. Performed visual inspection of steering components under vehicle and found no signs of damage to any component, except the steering gear was leaking fluid at the top pinion oil seal. Inspected steering shaft and couplings from steering wheel to gear box. All appeared to be in working order and in normal condition. With vehicle at idle, I rotated steering from Left to Right, and there was no movement from front wheels. I had the service manager rotate the steering wheel while I inspected gear box upper shaft. Upper shaft rotated in the gear box, but the gear box did not rotate front tires. The free wheel motion of steering wheel indicates that loss of steering was in gear box and not in couplings, shafts, or linkage in steering assembly.

After inspection, I was unable to determine the cause of the internal failure of the steering gear.

**CUSTOMER & VEHICLE INFORMATION**

**SECTION B INTERVIEW - VEHICLE HISTORY**

**Name, address & phone number** of person(s) being interviewed. Always interview the driver when possible):

Bascom, FL

**Vehicle modifications or after-market equipment?** Yes  No  (e.g. , hand controls for disabled persons, radio, phone, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, floor mats, etc.) **Item(s)**, date installed, and by whom (name, phone):

Goose neck trailer hitch installed

**Prior collision** damage? Yes  No  ( when, where, extent, repaired by, etc.):

Describe **existing vehicle conditions** at time of incident ( warning lights "On", strange odors, etc.):

none

**Repairs** outside of warranty (what, when, by whom?):

none

<b>CUSTOMER &amp; VEHICLE INFORMATION</b>
---

<b>SECTION C INTERVIEW - INCIDENT DETAILS</b>
---

If the vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer none (lbs) Load description (What was being transported):

Driver's physical description from interview, drivers license or police report (height, disabilities, medical conditions or medications etc.):

5'10", 206 lbs., no disabilities

Drive Length this trip: Hrs. 0 Minutes 10 Length of trip in miles: 6  
 Estimated vehicle speed: 55MPH Source of estimate: driver Posted speed: 55MPH

Exact incident location: (Provide the highway name or route number, nearest cross street, and the direction the vehicle was traveling.)

Hwy 165 at intersection of 165A, Bascom, FL

Weather conditions and visibility:

Clear

Approx. ambient temperature 72°F. Any physical visual obstructions? (Signs, Trees, Bushes)  
 none

Surface where incident occurred: (Place an "X" in the appropriate boxes)

Concrete _____	Asphalt <u>x</u>	Gravel _____	Dirt _____	Other _____
----------------	------------------	--------------	------------	-------------

Other, Please Describe: \_\_\_\_\_

Surface Conditions: (Place an "X" in all that apply)

Smooth <u>x</u>	Rough _____	Pot Holes _____	Wavy _____	Other _____
Wet _____	Dry <u>x</u>	Snow _____	Icy _____	Other _____

Other, Please Describe: \_\_\_\_\_

**CUSTOMER & VEHICLE INFORMATION**

Normally brake with Right or Left foot? L Observe and Photograph the brake pedal pad for evidence of wear.

Describe brake operation (pedal feel, brake pull or grab, vibration, normal, etc.):  
 Normal

Any warning lights "On", high/low gauge readings, or messages displayed (Y/N): Describe:

Electrical systems operation (normal/other?):  
 normal

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident (if unknown, enter "U"):

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Cruise Control  | <input type="checkbox"/> Windshield Wipers          | <input checked="" type="checkbox"/> Radio, Tape/CD Player |
| <input type="checkbox"/> Traction Control Switch "On"  | <input checked="" type="checkbox"/> Air Conditioner | <input type="checkbox"/> Auxiliary CD Player              |
| <input type="checkbox"/> Low Beam Headlights   | <input type="checkbox"/> Heater                     | <input type="checkbox"/> Telephone                        |
| <input type="checkbox"/> High Beam Headlights  | <input type="checkbox"/> Windshield Defogger        | <input type="checkbox"/> CB Radio                         |
| <input type="checkbox"/> Daytime Running Lights  | <input type="checkbox"/> Windshield Defroster       | <input type="checkbox"/> Power Window Controls            |
| <input type="checkbox"/> Fog Lamps   | <input type="checkbox"/> Rear Window Defroster      | <input type="checkbox"/> Power Mirror Controls            |
| <input checked="" type="checkbox"/> Turn Signal  | <input type="checkbox"/> Outside Mirror Heater      | <input type="checkbox"/> Power Seat Controls              |
| <input type="checkbox"/> Hazard Flashers   | <input type="checkbox"/> Driver Seat Heater         | <input type="checkbox"/> Power Sun Roof Controls          |
| <input type="checkbox"/> Map Lights, Ft <input type="checkbox"/> Rr <input type="checkbox"/> | <input type="checkbox"/> Passenger Seat Heater      | <input type="checkbox"/> Cigar Lighter                    |
| <input type="checkbox"/> Other Interior Lights   | <input type="checkbox"/> Auxiliary Power Outlet     | <input type="checkbox"/> Other _____                      |

Steering operation (power assist, pulls, loose, etc.):  
 normal

Powertrain (any engine miss, sluggish, surge, stall, loss of power or speed, etc.):  
 none

Any unusual noises ( bang, pop, tick, grinding, metallic, roar, etc.)? From where?  
 none

Describe any unusual odors or smoke (from where, color, intensity, etc.):  
 none

(Note: Attach additional pages as necessary to fully describe conditions present or those not covered by this report).

Measure and record the driver's seat positioned during the incident? (Measure distance from brake pedal rest position to front of seat): 18 inches.

<b>CUSTOMER &amp; VEHICLE INFORMATION</b>
---

Describe the steering wheel (tilt) position during the incident:

Tilt steering wheel position?  Not equipped      Position: Low  Mid  High

<b>SECTION D    DAMAGE TO OTHER VEHICLE OR PROPERTY</b>
---

**Vehicle(s)**

Was another vehicle(s) involved? Yes  No  (If No, skip to property damage)

If yes, list the Year, Make and Model Pontiac, rest unknown

Owner name and address [REDACTED] Marianna, FL [REDACTED]

Driver name and address same

Vehicle speed estimate: stopped M.P.H. Estimate by whom? state trooper

Describe damage damage to left front

**Property**

Was property (other than vehicles) damaged? Yes  No  (If No, skip to Section E)

Owner of property \_\_\_\_\_

Address/Location of property \_\_\_\_\_

Describe the damaged property (sign, fence, building, etc.) \_\_\_\_\_

Describe the nature and extent of damage (including measurements)

**CUSTOMER & VEHICLE INFORMATION**

**SECTION E DRIVER DESCRIPTION OF THE INCIDENT**

Provide a signed and dated statement written by the driver. If one is not available, provide the driver's description of the incident as provided to you: ( [redacted] states... )  
 Driver states he was slowing to make left hand turn at intersection of Hwy 165 and 165A, when he started into the turn and the vehicle just stopped turning. He struck sitting vehicle.

**SECTION F POLICE / FIRE INCIDENT REPORT**

\*Police Report Filed: (Y/N) Report Number [redacted] Copy Attached (Y/N)  
 Municipality/Agency and Location Florida State Patrol

\*Fire Report Filed: (Y/N) Report Number \_\_\_\_\_ Copy Attached (Y/N)  
 Municipality/Agency and Location \_\_\_\_\_

\*You should always attempt to obtain an official copy of the report from the agency involved. If the agency will not release a copy to you, please indicate below.

**SECTION G RECALL CAMPAIGNS**

Is the vehicle subject to any recall campaigns?  Yes  No (If no, skip to next section)

If yes, identify all campaigns and whether the inspection/modification has been completed.

Recall Number	Description	Completed?	
05E15	Exhaust pressure sensor	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
59B01	Eligible for one-time customer assurance test drive	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
05B32	DE-gas bottle fill level label & fluid level adjustment	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No



**CUSTOMER & VEHICLE INFORMATION**

**SECTION H VEHICLE SYSTEM INSPECTION REPORT**

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

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

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

(Check all that apply)

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

( ) indicates the number of pages in the report

**SECTION I PHOTOGRAPHS**

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

How many photographs were taken? 32 By whom? [REDACTED]

To whom were these photographs supplied? Ford

**SECTION J INCIDENT SITE INSPECTION**

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

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

Ford Motor Company  
Preliminary Vehicle Inspection Report

Ford File Number 1508591766

**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

**SECTION A PHOTOGRAPHIC EVIDENCE**

Photographs document the physical evidence via color photographs and written observations. By recording your observations in the following section you will be following a methodical inspection format.

Take color photographs of the following:

**A. Exterior:**

- Front
- Right side
- Rear
- Left side
- Vehicle Identification Number (VIN)

**B. Chassis:**

- Struts/Shock Absorbers
- Springs
- Control arms
- Ball joints
- Steering knuckles
- Axle Assembly
- Wheels and tires

**C. Interior:**

- Instrument panel and odometer
- Steering column and flex joint

**D. Underhood:**

- Power steering pump, lines, hoses and connections
- Steering linkage
- Steering gear/Rack & Pinion
- Intermediate shaft and coupling

**E. Underbody:**

- Steering linkage
- Exhaust
- Transmission and engine oil pans
- Fuel tank

**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

**F. General:**

Any after-market installation  
Any modifications

Comments:

Goose neck trailer hitch installed

**SECTION B VEHICLE INSPECTION - CHASSIS**

List the physical location where the inspection was conducted.  
Henry Arnold Ford, 5323 Brown Street, Graceville, FL 32440

List the name, title and company affiliation of anyone who was present during your inspection. (Obtain and attach a business card if possible.)  
none

Use that area below to identify what you inspected and your observations during the inspection. Identify any tests performed and the results of those tests. Describe anything that is not operating properly and how it relates to the allegation. Identify any non-production component. (Shocks/struts, wheels and tires, etc.)

Component/System	Observation
Power steering pump, pulley, drive belt, hoses and connections	Normal
Steering gear/Rack & Pinion	Upper pinion shaft would rotate in gear box, but gear box would not move front suspension
Steering linkage	Normal
Steering knuckle(s)	Left front wheel and tire assembly was laying in at top. Possible damage to left knuckle.
Suspension components: Left front	Normal
Left REAR	Normal
Right front	Normal
Right rear	Normal

**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Steering column, intermediate shaft and coupling	Normal
Frame deformation	Mark on frame at rear of left front tire
Under carriage damage	None
Automatic levelling system	Not equipped

**SECTION C TIRES AND WHEELS**

**TIRE PLACARD DATA:**

Record the following data: (located on driver's door edge or inside the deck lid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD (psi)
TIRES	LT275/70R18	65	65
SPARE TIRE	same	65	65

**TIRE IDENTIFICATION and WEAR:**

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE (psi)	TREAD DEPTH (average across width of tire)
	(Goodyear)	(Eagle GA)	(P205/70R15)		32nds of inch
LF	Continental	Contitrac TR	LT275/70R18	65	8
RF	Continental	Contitrac TR	LT275/70R18	71	8
LR	Continental	Contitrac TR	LT275/70R18	65	7
R	Continental	Contitrac TR	LT275/70R18	64	7
R					

Describe any damage to tires, such as scrapes, marks due to impact, cuts, prior repairs, tread separation, flat spots, belt or ply exposure, etc. Record all wheel and tire identification information if the allegation relates to these components.

Left Front Scratches on wheel and cut on left front tire.

**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Right Front normal
Left Rear normal
Right Rear Normal

**SECTION D ROAD TEST**

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

Temperature _____ F	Conditions <input type="checkbox"/> Clear <input type="checkbox"/> Cloudy <input type="checkbox"/> Rain <input type="checkbox"/> Snow <input type="checkbox"/> Fog
---------------------	--

<b>Road Test:</b>		
	Time: _____ Minutes	Length: _____ Miles

Observations of steering, suspension, tires and wheels system performance while driving: (steering feel, responsiveness, assist, pull and lead) List all tests performed, how many times was the test repeated, results of the test and were the results consistent.

Vehicle not able to be road tested, due to loss of steering

Ford Motor Company  
Preliminary Vehicle Inspection Report

Ford File Number 1508591766

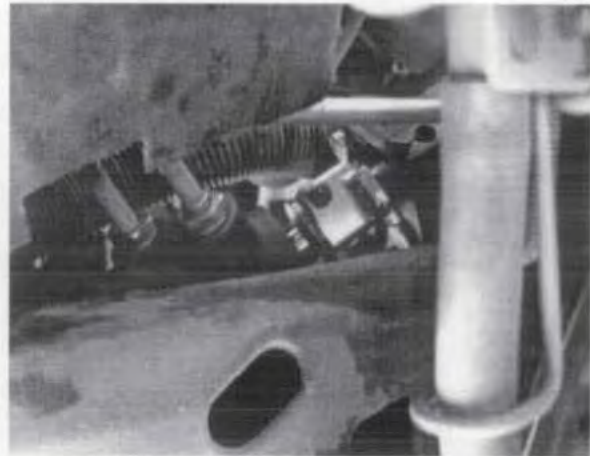
**PHOTOGRAPH DESCRIPTION SHEET**

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

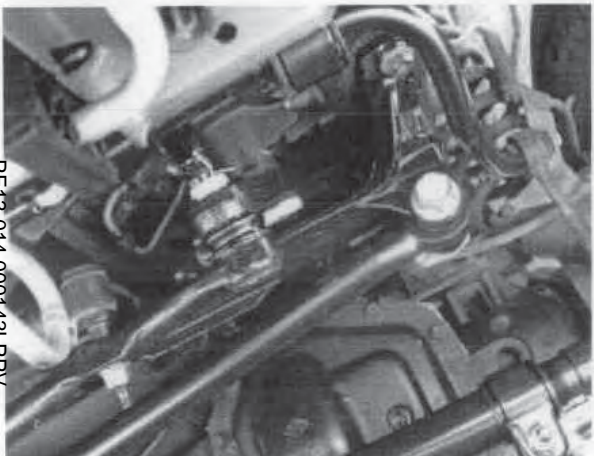
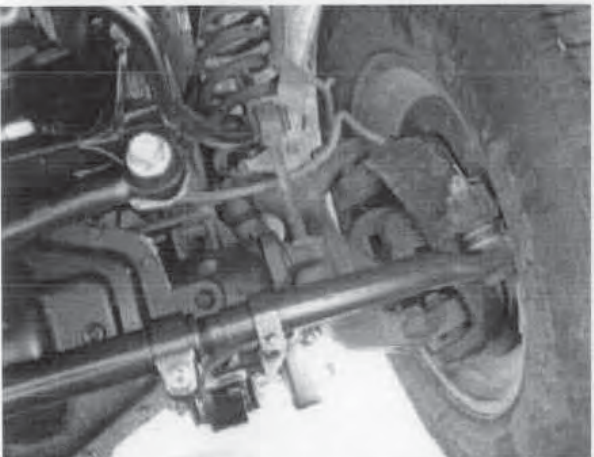
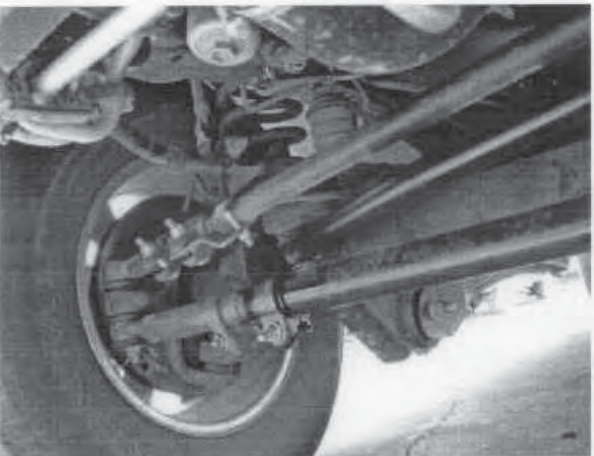
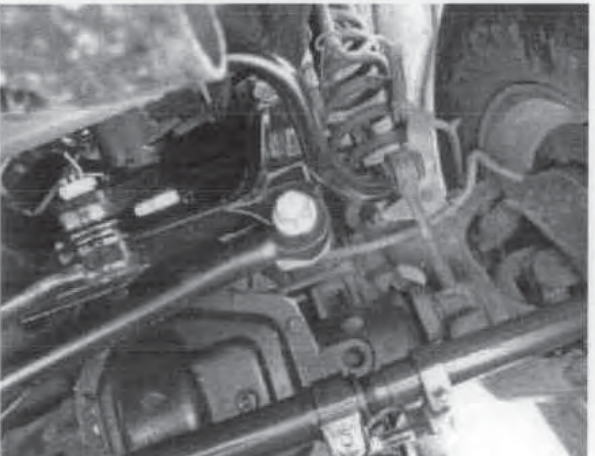
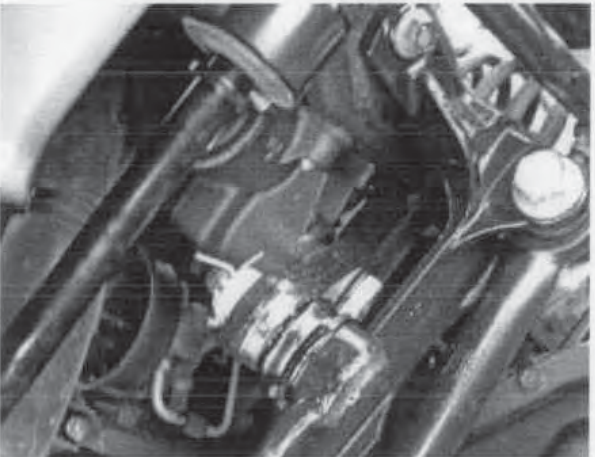
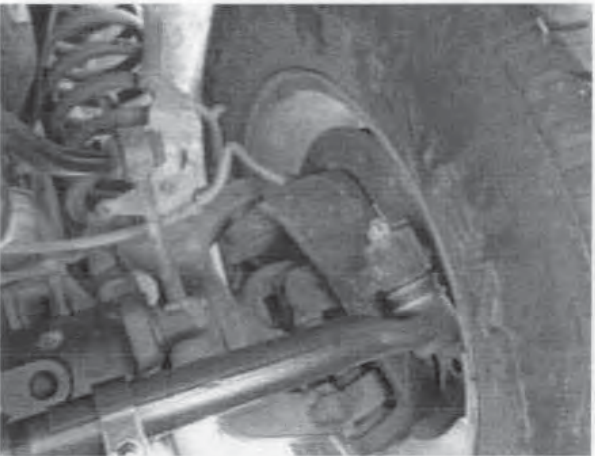
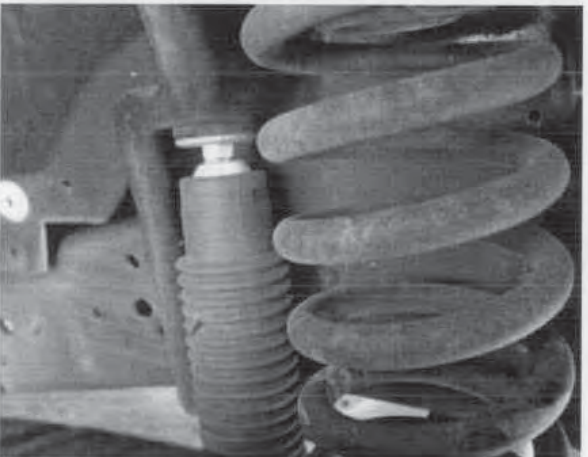
Digital Photos:

<b>Photo No.</b>	<b>Description</b>
0	
1	front view
2	right side view
3	rear view
4	left side view
5	VIN plate
6	odometer
7	steering wheel
8	power steering hoses
9	gear box upper shaft
10	steering linkage
11	left suspension
12	right suspension
13	steering gear box
14	pitman arm
15	left steering knuckle
16	right steering knuckle
17	right spring
18	right rear shock
19	left rear shock
20	left front spring
21	front bumper left side damage
22	left front tire
23	right front tire
24	right rear tire
25	left rear tire
26	oil pan
27	transmission pan
28	gas tank
29	mark on frame left side
30	goose neck trailer hitch
31	brake pedal
32	
33	
34	
35	
36	
37	

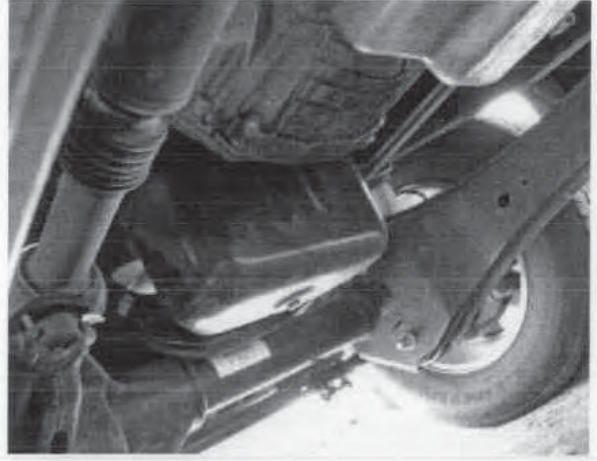
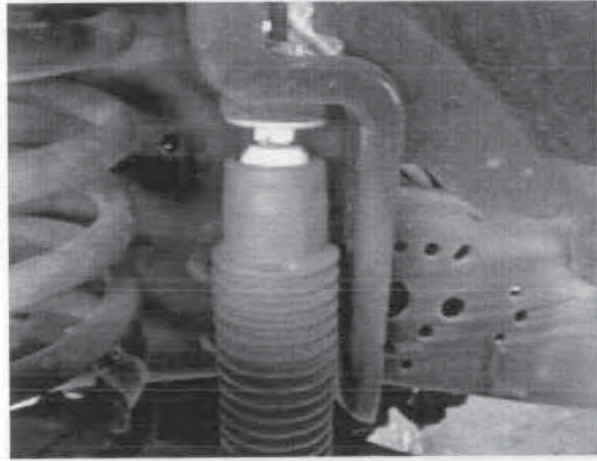
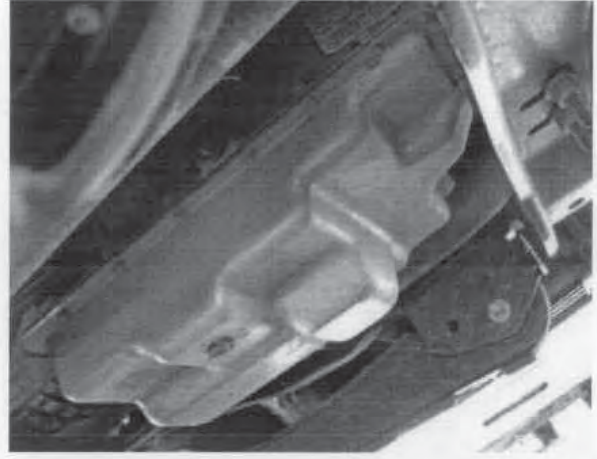
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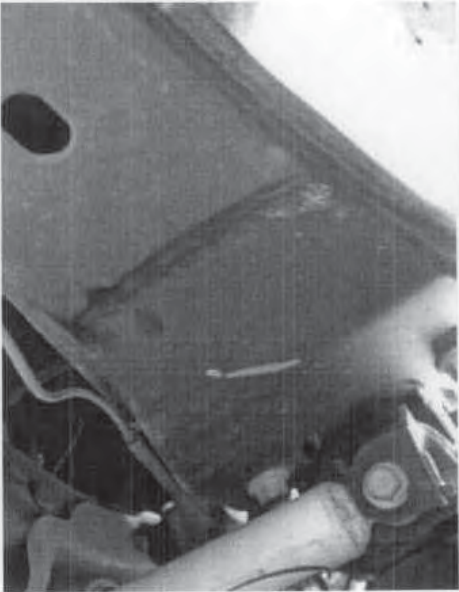
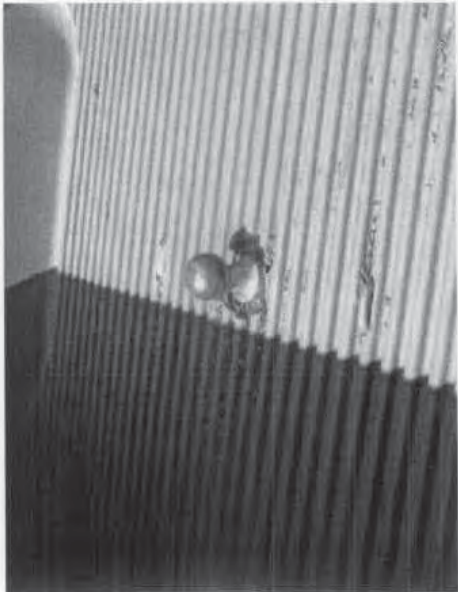
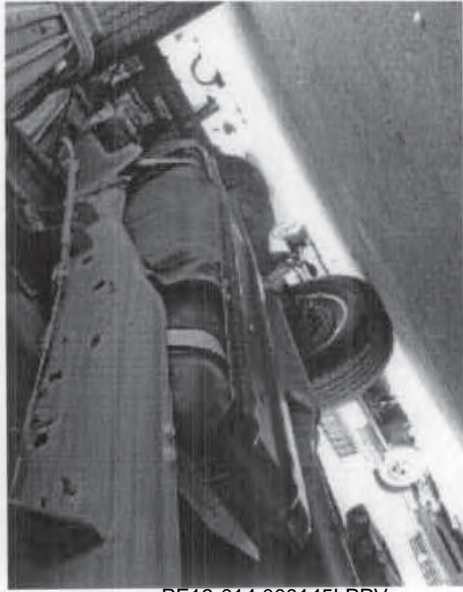


PE13-014 000142LPV









EAA Inspection Request

To: EAA/SPX Field Coordinator
Phone: (313) 768-2251
Fax: (313) 768-2266
Email: eaaafc@servicesolutions.spx.com

Date: June 27, 2006
From: Legal Analyst Marcel Miclea
Phone: 313-322-1760
Fax: 313-845-5555
Email Address: mmiclea@ford.com(required field)

EAA Inspector:

REPORT DUE: July 3, 2006

INSPECTION DIVISION - Please check ONE:

[X] Litigation Prev. [ ] ASO [ ] 05S28

Customer Information

Contact#: [redacted]
Customer Name: [redacted]
Customer Address: [redacted]
City: Bascom ST: FL ZIP: [redacted]
Phone#: [redacted]
Subject: accident
Date of Incident: [redacted]

Send photos/report to mmiclea@ford.com

Mail other documents (if required) to:
16800 Executive Plaza Drive
MD#3NE-B, Suite 339
Dearborn, MI 48126-4207

Reminder to EAA SA - Digital photos are required

Vehicle Information

VIN#: 1FTSW21P65E [redacted]
Yr/Make/Model: 2005 F-250 Super Duty Truck
Vehicle Location: dealership
Mileage: 16,000
Warranty Start Date: December 12, 2004
FSA/ONP# (Recalls) 3

Dealer Information

Name: Henry Arnold Ford
Location: 5323 Brown St.
City: Graceville State: FL Zip Code: 32440
Phone#: 850-263-3271
Contact Person: William Arnold

Documents Required

- Inspection Report Form(s) TYPE: Word
Repair Estimate - mail to Ford
Results of Inspection - Report to be sent electronically
Additional Information (dealer inspection; condition of the vehicle; police reports; fire reports etc) to be mailed.
\* Contact Legal Analyst upon completion of inspection? [X] Yes [ ] No

Details of the Incident

Power steering went out causing an accident; vehicle repairable.

EAA SA USE ONLY Please acknowledge acceptance of this case promptly via email or fax.

Case Acceptance [ ] Yes [ ] No

Date Report Emailed: (attach all necessary forms and cc EAA for closure)

## Action Detail

VIN: 1FTSW21P65E [REDACTED] Year: 2005 Model: F-SERIES SUPER DUTY Case: 1508591776  
 Name [REDACTED] Owner Status: Original WSD: 2004-12-29  
 Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG Primary Phone [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: HENRY ARNOLD FORD CO INC  
 Origin Desc: US CONCERN CASE BASE P & A Code: 04887  
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS  
 Odometer: 16000 MI Comm Type: PHONE  
 Action Date: 06/28/2006 Action Time: 14:07:38:873 Action Data: Yes  
 Analyst Name: MASTERS REBEKAH Analyst: RMASTE15

## Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: -POWER STEERING WENT OUT-CAUSED AN ACCIDENT-ACCIDENT HAPPED [REDACTED] BELIEVES THAT THE POWER STEERING IS A DEFECT AND THAT IS WHAT CAUSED THE ACCIDENT-BASCOM,FL -THERE WAS A POLICE REPORT FILED, BUT NOT SURE-HAS NOT TALKED TO INSURANCE COMPANY YET-VEH IS NOT TOTALED-CUST IS CALLING TO SEE IF THERE ARE ANY RECALLS ON VEHDEALER SAID: NONEHENRY ARNOLD FORD CO INC5323 BROWN STREET GRACEVILLE, FL 32440TEL: (850) 263-3271CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP, SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.-----ADV CUST OF ABOVE PHRASEOLOGY

Ford Confidential



Keller, Kristian (P.)

---

From: Cpform, D (D.)  
Sent: Monday, April 24, 2006 4:05 PM  
To: Ordcalp, F (F.)  
Subject: Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review - All Markets**

**Dealership Name:** DEL RIO FORD  
**Requesting Dealer:** ED SANCHEZ  
**Contact Person:** JOHNNY OVIEDO  
**Telephone:** 8307757481  
**Email Address:** JUOVIEDO@MSN.COM  
**PA Code:** 03984  
**Region:** SOUTHWEST  
**City:** DEL RIO  
**Dealer State:** UT  
**Fax Number:** 830-774-1568  
**WSD:** 04-18-06  
**Vehicle Year:** 2006  
**Vehicle Model:** F350  
**Vehicle VIN:** IFTWW33P76E [REDACTED]  
**Mileage:** 613  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** BRACKETTVILLE  
**State:** Texas  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** 52 - Southwest  
**Incident Involves:** Accident  
**Date of Incident:** [REDACTED]  
**County in which incident occurred:** KINNEY  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** CUSTOMER STATES LOSE OF STEERING CAUSED ACCIDENT  
**Police Report Filed:** Yes  
**Police Report detail:** KINNEY CO. DEPUTY SHERIFF R GUTIERREZ  
**Insurance Company Contacted:** N  
**Coach Builder State:** AK - Alaska  
**Resolution Sought Detail:** CUSTOMER WANTS FORD TO PAY FOR REPAIR OF DAMAGE TO VEH BODY AND MECHANICAL  
**Comments:** WE HAVE CONTACTED GREG DECKER



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## Action Detail

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VIN: 1FTWW33P76E [REDACTED]	Year: 2006	Model: F-SERIES SUPER DUTY	Case: 343921146
Name: MR [REDACTED]	Owner Status: Original	WSD: 2006-04-18	
Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG		Primary Phone [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: DEL RIO FORD LINCOLN MERCURY, LTD.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 03984	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT			
Odometer: 613 MI	Comm Type: EMAIL		
Action Date: 04/25/2006	Action Time: 08:19:30.863	Action Data: Yes	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

---

COMMENTS: \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\*EMAIL RECEIVED 4-24-06.DEALER CONTACT: JOHNNY OVIEDO, CUSTOMER ALLEGES LOSS OF STEERING CAUSED ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

---

Ford Confidential



# DEL RIO



SERVICE (830) 775-7482  
BODY SHOP (830) 775-7483  
SERVICE FAX (830) 774-1586



SERVICE HOURS  
MON-FRI 7:30 AM to 6:00 PM  
SATURDAY 7:30 AM to 6:00 PM

2700 HWY. 90 WEST  
DEL RIO, TEXAS 78840  
www.delriofordlm.com

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/19/06	79958	100	2171	2074	W	04FO	DRIVABILITY
03/30/06	79392	3	2171	2074	I	75FOZ 74FOZZISI	PDI FORD INT./PDI STATE INSP.

SALESPERSON NO. 2199 ALFREDO RAMIREZ SERVICE STATE REG# 00

COURTESY TRANSPORTATION VEHICLE I.D. NO. 1ETWW33P76E YEAR/MAKE/MODEL 06/FORD TRUCK/F350/DRW

RENT CAR YES  NO

SHUTTLE YES  NO

ONE WAY  TWO WAY

APPOINTMENT Yes  No

CELL: [REDACTED]

In the event of non-payment of this bill, I agree to pay any reasonable cost of collection, including reasonable collection fees, attorney's fees and court costs, which shall in any event be not less than one-third of the account.

1. W. 14FOZ13. PWR STRG HARDINOP  
CHECK CAUSE HAS NO STEERING ALSO STEERING WHEEL BINDS WHEN  
TURNING CUSTOMER LOST CONTROL AND RUN OFF THE ROAD



I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

Signature of Person Responsible or Agent for Person Responsible

Has the vehicle previously been repaired for this condition here or at any other facility? YES  NO

Upon completion of the prior repair, was the vehicle operating satisfactorily when returned to you? YES  NO

When did the condition occur? \_\_\_\_\_

SERVICE INSTALLED PARTS			DATE INSTALLED			ACCRUED MILEAGE		
ORIGINAL ESTIMATE (PARTS & LABOR)	AUTHORIZED ADDITIONAL REPAIRS		MO	DAY	YR	NO TRIMING	TOTAL REVISED ESTIMATE	
\$	\$	\$						
ADDITIONAL REPAIRS OK'D BY:			DATE	TIME				
REACHED AT			DATE	TIME				
PHONE #			DATE	TIME				
CONTACTED BY			DATE	TIME				

NOTICE PURSUANT TO PROPERTY CODE, §70.001  
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH ROBERTS & COMMERCE CODE, §25.01 IF PAYMENT FOR THIS REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, BOUNCED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DEBITED OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of Person Responsible or Agent for Person Responsible 80088

RESTON EXPRESS + 1-877-473-7696





### Kinney County Sheriff's Office Incident-Offense Report

Case # [REDACTED]

<b>Incident-Offense:</b> Accident	<b>Date:</b> 4-23-06	<b>Time Report:</b> 12:15am
<b>Officer/ Agency Dispatched:</b> KCSO/// Deputy Gutierrez	<b>Date:</b> 4-23-06	<b>Time:</b> 12:15am
<b>Name of Complainant:</b>	<b>Address:</b>	<b>Phone #:</b>

While on patrol I noticed a Black Ford Dually parked on North Pafford St close to the corner Veltman and Pafford St , a couple of people were standing around it and a individual was under the truck. I asked them if they were having problems with the truck and they stated that the power steering went out on the truck . I then noticed that the truck had scratches and dents, I asked [REDACTED] what he had hit, he stated that he hit the curb and pole by the ditch.

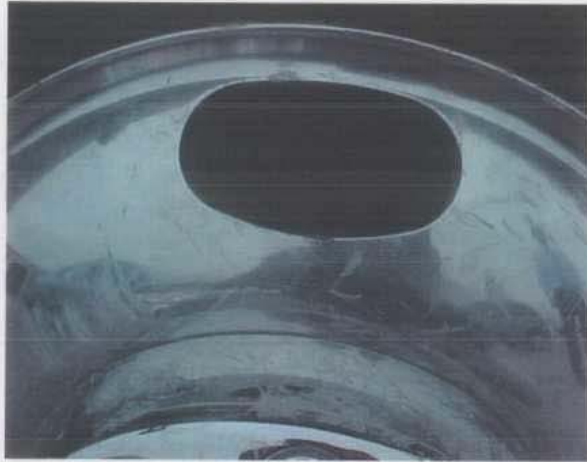
I investigated further into the accident and [REDACTED] lost control of the truck and went into the ditch and out the other side where he struck a tree and some brush.

The truck had been moved from the scene, [REDACTED] and some relatives took the truck home.

(Tx [REDACTED] was driving a two tone black with gold Ford Dually when he lost control of the pickup.///EOR/// *RG*

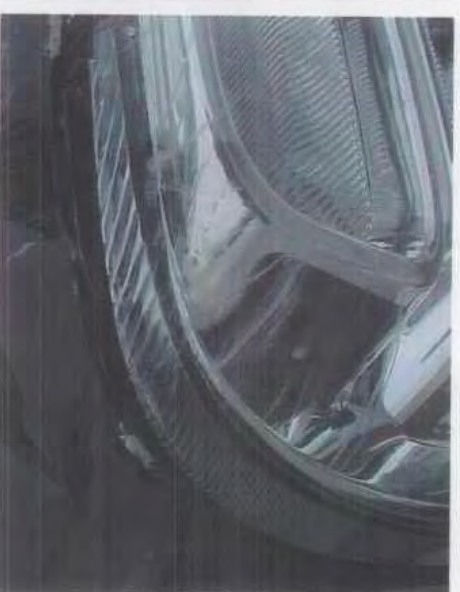
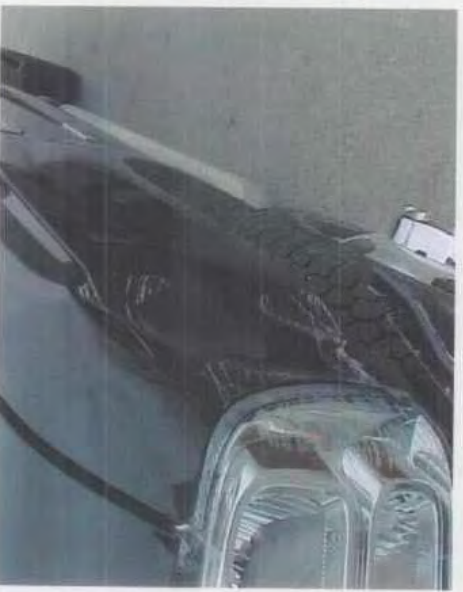
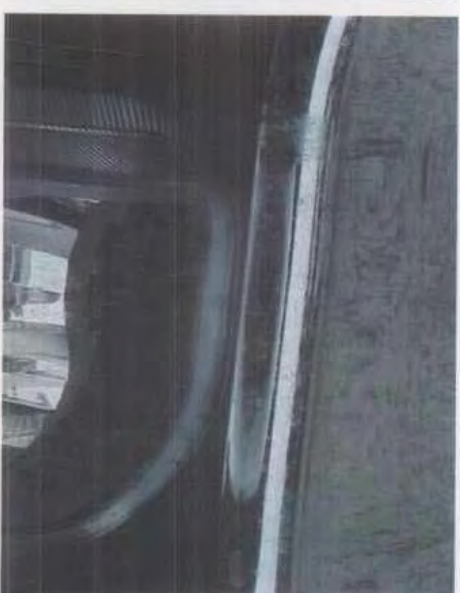
<b>Report Made By:</b> R. Gutierrez <i>[Signature]</i>	<b>Rank:</b> Deputy Sheriff	<b>Date and Time:</b> 04-24-06//12:52am
--	--------------------------------	--

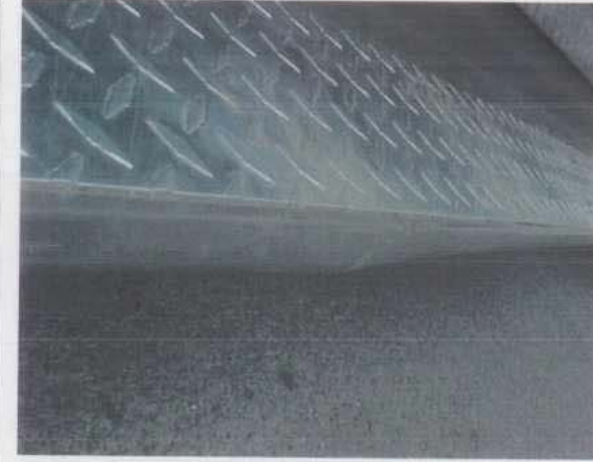
JUAN RIVAS



PE13-014 000154LPPV







PE13-014 000156LPPV





All Action Details for Issue

Print

VIN: 1FTWW33P65E [REDACTED] Year: 2005 Model: F-SERIES SUPER DUTY Case: 1 [REDACTED]  
 Name: [REDACTED] Owner Status: Original WSD: 2005-05-02  
 Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS  
 Dealer: 02608 LES JACOBSFORD SALES, LLC Origin Desc: US CONCERN CASE BASE  
 Odometer: 38620 MI Comm Type: PHONE  
 Analyst Name: SCHEIBEL WALTER Analyst: WSCHIB2  
 Action Date: 05/16/2006 Action Time: 12.01.42.854 Action Data: Yes

Comments CUSTOMER SAID: --CUST HAD TAKEN VEH INTO DLR BECAUSE THERE WAS SOMETHING WRONG WITH THE STEERING WHEN CUST TOOK A HARD RIGHT TURN--DLR SAID VEH WAS FINE AND THAT WAS BECAUSE HIS TIRES WERE LOW ON AIR--CUST WAS DRIVING WHEN HIS STEERING SUDDENLY STOPED WORKING--THIS CAUSED THE CUST TO GET INTO AN ACCIDENT--CUST WAS NOT SERIOUSLY INJURED--WOULD LIKE TO KNOW WHAT CAN BE DONE ABOUT THISDEALER SAID: LES JACOBS FORD - MERCURYHWY 37-76-86 JUNCT CASSVILLE, MO 65625TEL: (417) 847-2151--DLR SAID CUST'S VEH DID NOT HAVE ANY PROBLEMS WITH THE STEERING--DLR SAID IT WAS HIS TIRES THAT WERE LOW ON AIRCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.--- NOTE TO NEXT CSR--GOT DISCONNECTED WITH CUST, WAS NOT ABLE TO PROVIDE HIM WITH THE ANSWER--IF HE CALLS BACK LET HIM KNOW OF THE ABOVE

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: OUTBOUND CALL TO FORD/MERCURY CUSTOMER  
 Dealer: 02608 LES JACOBSFORD SALES, LLC Origin Desc: MANUAL - PHONE CSR  
 Odometer: 38620 MI Comm Type: PHONE  
 Analyst Name: HURLEY CHRISTOPHER Analyst: CHURLEY8  
 Action Date: 05/16/2006 Action Time: 12.33.18.570 Action Data: No

Comments CUSTOMER SAID: -INBOUND CALL FROM CUST-CUST WISHES TO PROVIDE ADDITIONAL INFORMATION TO PREVIOUS CONVERSATION-VEH HAS BEEN IN SERVICE SINCE DAY 1-MOTOR STILL BURNING ANTI-FREEZE-CUST THINKS IS HEAD GASKET CAUSING THIS-DLRSHR SAYS IS NOT A CONCERN-CUST LOSING \$1000/DAY WHEN TRUCK IS IN SHOP BEING WORKED ON-VEH HAS HAD NEW RADIO, A/C, BACKGLASS, ETC--SEEMS LIKE VEH CONSTANTLY HAS SOMETHING WRONG-CUST KNOWS THE MECHANIC WHO WORKS ON HIS VEH, MECHANIC TOLD HIM IS DOING EVERYTHING THEY WILL ALLOW HIM TO DO TO FIX IT-CUST CONTACTED INSURANCE, INSURANCE TOLD HIM THEY WILL NOT COVER A DEFECTIVE TRUCKDEALER SAID: -SERVICE TOLD CUST FORD WOULD NOT COVER THIS, TO CONTACT HIS INSURANCELES JACOBS FORD - MERCURYHWY 37-76-86 JUNCT CASSVILLE, MO 65625TEL: (417) 847-2151CRC ADVISED: RESOLUTION PER HISTORICS:- I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.-ADVISED CUST OF ABOVE-ADVISED CUST HAVE ADDED HIS ADDITIONAL CONCERNS/STATEMENTS TO THE PREVIOUS CONVERSATION

Action: MAKE OUTBOUND CALL TO DEALER  
 Dealer: 02608 LES JACOBSFORD SALES, LLC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 38620 MI Comm Type: PHONE  
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP



**Action Date:** 05/17/2006      **Action Time:** 15.32.31.847      **Action Data:** No

**Comments** LPA CONTACTED DLR SVC MGR BILL GOOSTREE. THE VEH IS AT THE DLR. THE VEH HAS MINOR BODY DAMAGE; THE BUMPER IS PUSHED IN. NO INJURIES.

---

**Action:** DENY ASSISTANCE - REFER TO INSURANCE CARRIER  
**Dealer:** 02608 LES JACOBSFORD SALES, LLC      **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION  
**Odometer:** 38620 MI      **Comm Type:** MAIL  
**Analyst Name:** DUNLAP, KENISHA      **Analyst:** KDUNLAP  
**Action Date:** 05/17/2006      **Action Time:** 15.33.13.255      **Action Data:** No

**Comments** DLR INSPECTED VEH AND COULD NOT CONFIRM A DEFECT. THE VEH IS BEYOND WARRANTY, THERE ARE NO RECALLS, AND NO RELATED REPAIR HISTORY. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

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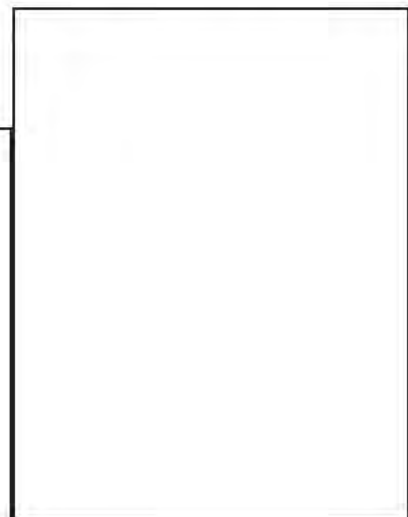


Action Detail

VIN: 1FTSW21P15E [REDACTED] Year: 2005 Model: F-SERIES SUPER DUTY Case: 1653272496  
Name: [REDACTED] Owner Status: Original WSD: 2005-05-16  
Symptom Desc: STRG/HANDLING STEERING COLUMN FUNCTION Primary Phone: [REDACTED]  
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]  
Issue Type: 07 LEGAL Issue Status: OPEN Dealer: LACY MOTORS, INC.  
Origin Desc: US CONCERN CASE BASE P & A Code: 06031  
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS  
Odometer: 25000 MI Comm Type: PHONE  
Action Date: 09/06/2006 Action Time: 18:08:47:917 Action Data: Yes  
Analyst Name: MAESTRE HEATHER Analyst: HMAESTRE

COMMENTS: CUSTOMER SAID: -LAST NIGHT CUST WENT TO TURN RIGHT AND STEERING COLUMN WOULD NOT STEER INTO THE DIRECTION THAT CUST TURNED THE WHEEL CAUSING THE VEH TO SLIDE INTO A DITCH. -THERE IS OVER 4000 WORTH OF DAMAGE TO THE VEH JOHN CROUSE THE SM SAID THAT SOMETHING HAD STRIPPED OFF THE STEERING GEAR AND THAT WAS RESPONSIBLE FOR THE ACCIDENT AND TO CALL FORD TO MAKE A REPORT OF THIS ACCIDENT AS DLR IS PUZZLED AS TO WHAT CAUSE THIS PART TO BREAK-DLR HAS VEH NOW AND CALLED AN ENGINEER IN TO LOOK AT WHY THE THIS PART HAD STRIPPED.- CUST FILED A REPORT WITH MCPHERSON POLICE DEPT WITH OFFICER BERGSTROM-CUST HAD PUT A CLAIM IN TO ALIANCE INSURANCE AGENCY @ [REDACTED] CUST WOULD LIKE TO FILE A CLAIM WITH FORD FOR VEH CAUSING THIS ACCIDENT DEALER SAID: JOHN CROUSE THE SM SAID THAT SOMETHING HAD STRIPPED OFF THE STEERING GEAR AND THAT WAS RESPONSIBLE FOR THE ACCIDENT AND TO CALL US TO MAKE A REPORT CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.-

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**Keller, Kristian (P.)**

**From:** dcpform@ford.com  
**Sent:** Wednesday, September 06, 2006 5:35 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review - All Markets**

**Dealership Name:** midway motors supercenter  
**Requesting Dealer:** midway motors  
**Contact Person:** rick regier  
**Telephone:** 6202411042  
**Email Address:** rick.regier@lacyregehrmotors.com  
**PA Code:** 07330  
**Region:** kansas city  
**City:** mcpherson  
**Dealer State:** KS  
**Fax Number:** 620-241-4061  
**WSD:** 05/16/2005  
**Vehicle Year:** 2005  
**Vehicle Model:** f-250  
**Vehicle VIN:** 1ftsw21p15e [REDACTED]  
**Mileage:** 25527  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** mcpherson  
**State:** Kansas  
**Zip Code:** [REDACTED]  
**Home Ph:** [REDACTED]  
**Work Ph:** [REDACTED]  
**Customer Region:** 53 - Kansas City  
**Date of Incident:** [REDACTED]  
**County in which incident occurred:** mcpherson  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** steering - loss of steering  
**Police Report Filed:** Yes  
**Police Report detail:** mcpherson county  
**Insurance Company Contacted:** N  
**Coach Builder State:** AK - Alaska  
**Resolution Sought Detail:** steering failed and caused accident. ford should cover repairs.

[REDACTED]

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9/7/2006

**Miclea, Marcel (M.M.)**

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**From:** Lien, Rob (R.L.)  
**Sent:** Tuesday, September 12, 2006 11:27 AM  
**To:** Miclea, Marcel (M.M.)  
**Subject:** 2005 F-150

**Attachments:** F-350 pictures 001.jpg; F-350 pictures 002.jpg; F-350 pictures 011.jpg; F-350 pictures 009.jpg

I inspected vehicle, vin: a 2005 F350 on 9/11/2006 at Midway Motors in McPherson, Kansas to determine the cause of the reported loss of directional control and subsequent collision with a stationary object. The tie rod ends, steering strut and steering knuckles were then visually inspected for damage which revealed no signs of impact damage. Additionally, I confirmed that the tie rod ends, ball joints and drag link were not binding or seized.

Based on my inspection of the front suspension and steering system components on this vehicle, I determined that failure of the steering gear box input shaft retention plug threads caused the steering input shaft to unseat and dislodge from the steering gear box. I have found no evidence which suggests that this failure occurred as the result of improper use of the vehicle and as such believe that the cost of the repairs required to replace the steering gear box and correct related damage which occurred during the vehicle collision should be covered by Ford Motor Company. The dealership has retained all of the original vehicle components and I have attached digital photos which document my findings.

Please contact me at (913) 481-5489 if you have any questions.

Regards,

*Robert Lien*  
**Field Service Engineer**  
**Central Market**  
**(913) 481-5489**



F-350 pictures  
001.jpg (1 MB)



F-350 pictures  
002.jpg (1 MB)



F-350 pictures  
011.jpg (1 MB)



F-350 pictures  
009.jpg (1 MB)

JOHN WALKER



PE13-014 000165LPPV



**The Law Offices of Frank F. Daily, P.A.**

CONSUMER AFFAIRS  
SECTION

11350 McCormick Road  
Executive Plaza III, Suite 704  
Hunt Valley, MD 21031

7 AUG 24 10:56

Frank F. Daily

*Associates*

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*Paralegals*  
Heather L. Applegate  
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Jeanette G. Willsey

\* ALSO ADMITTED IN DC  
\*\* ALSO ADMITTED IN DC AND VA

Writer's E-mail Address:  
[GBealefeld@FrankDailyLaw.com](mailto:GBealefeld@FrankDailyLaw.com)

August 22, 2007

**Via Telecopier (1-313-845-5555) & First Class Mail**

Ms. Alma Taylor  
Ford Motor Company  
Consumer Affairs/Commercial Vehicle Operations  
P.O. Box 6248  
MD 3N308  
Dearborn, MI 48126

Re.: *Prince George's County v.* [REDACTED]  
Our File No.: 957-1523  
Your Vehicle: 2006 Ford F-350  
VIN: 1FDSF34546E [REDACTED]

Dear Ms. Taylor:

I am writing to inform you that this office represents [REDACTED] in connection with the above-referenced litigation.

Presently, Prince George's County, Maryland has instituted suit against our client claiming \$8,725.00 in property damage for the total loss of its 2002 Chevrolet Malibu from the collision of April 14, 2006. As you are aware, the aforementioned collision was the result of a defective steering box in the above-referenced vehicle. Accordingly, I am requesting that Ford immediately make arrangements to pay Prince George's County, Maryland the \$8,725.00 which it is owed for the damage to its 2002 Chevrolet Malibu as the collision of April 14, 2006, was the sole result of Ford's negligence.



Ms. Alma Taylor  
August 22, 2007  
Page 2

Please understand that if Ford is unwilling to make payment to Prince George's County, Maryland for the damages to its vehicle, then Ford will leave my client with no other alternative than to institute a third-party action against Ford for indemnification and contribution.

If you have any questions or concerns, please do not hesitate to contact me.

Very truly yours,

The Law Offices of Frank F. Daily, P.A.

  
George A. Beatefeld, III

GAB/maq

DISTRICT COURT OF MARYLAND FOR Baltimore City



LOCATED AT (COURT ADDRESS)

501 E. Fayette Street  
Baltimore, MD 21202

CASE NO.

PARTIES

Plaintiff

Pennsylvania National Mutual Insurance Company a/s/o  
Winkler's, Inc.

VS.

Defendant(s):

1. Ford Motor Company  
Parklane Towers West  
3 Parklane Boulevard, Suite 300  
Dearborn, MI 48126-2568

- Serve by:
- Certified Mail
- Private Process
- Constable
- Sheriff

2. SERVE ON:  
The Corporation Trust Incorporation  
300 E. Lombard Street  
Baltimore, MD 21202

- Serve by:
- Certified Mail
- Private Process
- Constable
- Sheriff

3. [Empty defendant entry]

- Serve by:
- Certified Mail
- Private Process
- Constable
- Sheriff

4. [Empty defendant entry]

- Serve by:
- Certified Mail
- Private Process
- Constable
- Sheriff

ATTORNEYS

For Plaintiff- Name, Address, Telephone Number & Code

REGER RIZZO & DARNALL, LLP  
Jason S. Garber, Esquire - Atty. Code: 009616  
111 S. Calvert Street, Suite 2350  
Baltimore, MD 21202  
410-576-8927

COMPLAINT  \$5,000 or under  over \$5,000  over \$10,000

Clerk: Please docket this case in an action of  contract  tort  
 replevin  detinue  bad faith insurance claim

The particulars of this case are:

Plaintiff Pennsylvania National Mutual Insurance Company is a foreign corporation doing business in Maryland. At all times relevant, Plaintiff provided a policy of insurance to Winkler's Inc. which provided coverage for a 2006 Ford R-350 truck. Defendant Ford Motor Company is an active registered foreign entity doing business in Maryland who resident agent is, The Corporation Trust, 300 E. Lombard Street, Baltimore, MD 21202.

On or about April 14, 2006, Plaintiff's insured's employee, [redacted] was traveling northbound on Interstate 95 in Prince George's County near the Old Gunpowder Road overpass. The vehicle in front of [redacted] had come to a sudden stop. Mr. [redacted] attempted to avoid the vehicle, however, lost control of the insured's vehicle, swerving onto the grass median and back onto Interstate 95. The insured's vehicle struck the vehicle immediately in front, causing the insured vehicle to go up on to the grass median. After the insured's vehicle came back on to Interstate 95, it struck another vehicle, which in turn struck a third vehicle. Subsequent investigation determined that the steering gearbox had suffered an internal mechanical disconnection and failure which caused a loss of steering control and the above-referenced incident. (Exhibit "A"). As a result of this collision, the insured vehicle sustained front and right side damage. The repairs to Plaintiff's insured vehicle (continued)

(See Continuation Sheet)

- Legal \_\_\_\_\_ %
- Contractual \_\_\_\_\_ %

The Plaintiff claims:

- \$ 10,535.06 plus interest of \$ \_\_\_\_\_ and attorney's fees of \$ \_\_\_\_\_ plus court costs.
- Return of the property and damages of \$ \_\_\_\_\_ for its detention in an action of replevin.
- Return of the property, or its value, plus damages of \$ \_\_\_\_\_ for its detention in action of detinue.
- Other: \_\_\_\_\_ and demands judgment for relief.

Signature of Plaintiff/Attorney/Attorney Code

Telephone Number: 410-576-8927

APPLICATION AND AFFIDAVIT IN SUPPORT OF JUDGMENT

Attached hereto are the indicated documents which contain sufficient detail as to liability and damage to apprise the Defendant clearly of the claim against the Defendant, including the amount of any interest claimed.

- Property authenticated copy of any note, security agreement upon which claim is based
- Itemized statement of account
- Interest work
- Vouchers
- Check
- Other written document
- Verified itemized repair bill or estimate

I HEREBY CERTIFY: That I am the  Plaintiff  \_\_\_\_\_ of the Plaintiff herein and am competent to testify to the matters stated in this complaint, which are made on my personal knowledge; that there is justly due and owing by the Defendant to the Plaintiff the sum set forth in the Complaint.

I solemnly affirm under the penalties of perjury and upon personal knowledge that the contents of the above Complaint are true and I am competent to testify to these matters.  The Defendant(s)  is/are in the military service  is/are not in the military service and the facts supporting this statement are: \_\_\_\_\_

I am unable to determine whether or not any Defendant is in military service.

Date

Signature of Affiant

## NOTICE TO DEFENDANT BEFORE TRIAL

If you agree that you owe the amount claimed, it may not be necessary for you to come to Court. Contact the Plaintiff if you wish to make payment. If you are appearing in court on the trial date, bring letters, receipts, and contracts which may help you. If you need a witness, contact the Clerk's office about a summons to the witness.

## NOTICE IF JUDGMENT IS ENTERED

If the Court awards judgment in this case to the Plaintiff, you as the Judgment Debtor, may do several things before submitting payment to satisfy the judgment. One is to appeal the decision to the circuit court sitting in that District. This is what's involved in an APPEAL of a District Court judgment—

1. 30 DAYS—You would have 30 days from the day of an adverse judgment within which to note your appeal at the District Court and there pay the higher court's filing fee. If you qualify as indigent, you may at that time petition the District Court to waive the collection of this fee.
2. TRANSCRIPT COSTS—If the amount which you were sued was \$5,000 or less (not counting interest or attorney's fees), the circuit court would hear your appeal as an entirely new case from start to finish. Therefore, no transcripts from the District Court trial would be necessary. If, however, this amount should exceed \$5,000, the higher court would hear your appeal on the record of what transpired in the District Court. That appeal requires a transcript of the District Court trial record. For information and costs to obtain a transcript refer to the Transcripts and Recordings brochure DCA 27 available at the clerk's office.

### Another option after an adverse judgment is to file a MOTION FOR A NEW TRIAL.

1. 10 DAYS—You have 10 days from day of judgment to do this.
2. GRANT/DENY—If the Court grants your motion, you will receive a summons to a new trial.

### The last options are to file MOTIONS to change the JUDGMENT.

1. 10 DAYS for ALTERING or AMENDING the judgment.
2. 30 DAYS for REVISING the judgment.

If you would not want to move on any of these options, then you should make all possible arrangements with the Plaintiff or the Plaintiff's attorney to pay the judgment amount. Should you not do this, the Plaintiff could request the Court's enforcement powers.

These enforcement procedures include —

1. INTERROGATORIES—This is an attempt to locate any assets you may have. This requires written answers.
2. ORAL EXAMINATION—Another attempt to locate any assets you may have. This requires your appearing in court to answer questions. The Court backs up these plaintiff attempts at discovery by bringing its contempt powers to bear on an unresponsive defendant. More stringent enforcements you should know about include—

3. WRIT OF EXECUTION—Such a writ could order the levying or seizure and sale of any of your goods. And you, in such a circumstance, would bear the expenses of the seizure (e.g. towing, moving, storage fees, auctioneer's fees, advertising costs).

Some of your goods are, by their nature, exempt from such action—

- (a) Wearing apparel, books, tools, instruments, or appliances necessary for the practice of any trade or profession, except those kept for sale, lease, or barter, in an amount not to exceed \$5,000 in value.
  - (b) Money payable in the event of sickness, accident, injury, or death of any person, including compensation for loss of future earnings. This exemption includes but is not limited to money payable on account of judgments, arbitrations, compromises, insurance benefits, compensation and relief. Disability income benefits are not exempt if the judgment is for necessities contracted for after the disability occurred.
  - (c) Professionally prescribed health aids for you or any of your dependents.
  - (d) Your interest, not to exceed \$1,000 in value, in household goods, wearing apparel, appliances, books, animals kept as pets, and other items that are held primarily for personal family or household use by you or your dependents.
  - (e) Cash or property of any kind equivalent in value to \$6,000, if within 30 days from the date of the attachment or levy you elect to exempt cash or selected items of property in an amount not to exceed a cumulative value of \$6,000.
4. GARNISHMENT OF PROPERTY—Such a writ, attaching certain assets of yours in the hands of someone else, would order that other party (e.g. bank holding your account, agent) to hold the asset subject to further court proceedings.
  5. GARNISHMENT OF WAGES—Such a writ would order your employer to begin withholding from your wages the amount left over after deducting what is lawfully required and after exempting money that may not be garnished.

Exemptions from garnishment—

- (1) the greater of: (a) 75 percent of the disposable wages due; OR (b) 30 times the federal minimum hourly wages under the Fair Labor Standards Act in effect at the time the wages are due; AND (2) any medical insurance payment deducted from an employee's wages by the employer. Other federal exemptions may be available. Disposable wages means the part of wages that remain after deduction of any amount required to be withheld by law. Finally, should you become the Judgment Debtor you should know that judgment is public information and anyone may request a copy of it.

To Plaintiff: If the Court enters a judgment for a sum certain, you have a right to obtain a lien on real property.

All Action Details for Issue

Print

VIN: 1FDSF34546E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: [REDACTED]  
 Name: [REDACTED] Owner Status: Original WSD: 2005-08-12  
 Symptom Desc: STRG/HANDLING FUNCTION Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND - ACCIDENT  
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS - FD  
 Odometer: 1 MI Comm Type: INBOUND FAX-OTHER  
 Analyst Name: JACKSON (CJACKS84),CELESTE Analyst: CJACKS84  
 Action Date: 08/23/2007 Action Time: 12.40.08.040 Action Data: Yes

Comments \*\*\*\*\*ATTORNEY DEMAND\*\*\*\*\*DATE STAMP:08-22-07; ATTORNEY ALLEGES CLIENT CONCERN AS DEFECTIVE STEERING BOX.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	THE LAW OFFICES OF FRANK F. DAILY
ATTORNEY NAME	GEORGE A. BEALEFELD, III
ATTORNEY PHONE NUMBER	4105849443
ANALYST ID	JSCHWAGL

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY  
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS  
 Odometer: 1 MI Comm Type: OUTBOUND FAX-OTHER  
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL  
 Action Date: 08/23/2007 Action Time: 13.47.22.315 Action Data: No

Comments \*\*\* LPA COMMENTS \*\*\*- LPA SENT FAX ACKNOWLEDGING RECEIPT OF COMPLAINT

Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION  
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL  
 Action Date: 11/27/2007 Action Time: 15.28.27.768 Action Data: No

Comments \*\*\* LPA COMMENTS \*\*\*- LPA LEFT MESSAGE REQUESTING CLARIFICATION ON CLAIM- TO DATE, LPA HAS RECEIVED NO RESPONSE- CLOSING CASE PENDING FUTHER CONTACT

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All Action Details for Issue

Print

VIN: 1FDSF34546E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 402501096  
 Name [REDACTED] Owner Status: Original WSD: 2005-08-12  
 Symptom Desc: STRG/HANDLING FUNCTION Primary Phone [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL COACTANT - PRODUCT LIABILITY - ACCIDENT  
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS  
 Odometer: 11299 MI Comm Type: FAX  
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29  
 Action Date: 04/21/2006 Action Time: 08.01.22.339 Action Data: No

Comments \*\*LPA RECEIVED A DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW FORM FROM [REDACTED] FORD, P/A: 01715, PH: 410 465-1300. ACCORDING TO THE INFORMATION PROVIDED, THE DRIVER STATES, "THE STEERING WENT OUT WHILE TRYING TO CHANGE FROM CENTER TO RIGHT LANE TO AVOID ANOTHER VEHICLE DURING HIGH SPEED BRAKING. TWO OTHER VEHICLES WERE DAMAGED." INCIDENT DATE: 4-14-2006. NO INJURIES REPORTED. THE CUSTOMER IS SEEKING AN EXPLANATION AND TO HAVE REPAIRS ASAP. VEHICLE LOCATION: MILLER BROS. FORD.

Action: MAKE OUTBOUND CALL TO DEALER  
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS  
 Odometer: 11299 MI Comm Type: PHONE  
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29  
 Action Date: 04/21/2006 Action Time: 08.03.53.702 Action Data: No

Comments \*\*LPA SPOKE TO MR. [REDACTED] HE CONFIRMED THE ISSUE INFORMATION. HE IS WAITING FOR FMC TO INVESTIGATE \*\*LPA SPOKE TO [REDACTED] AND EXPLAINED THE INVESTIGATION PROCESS.

Action: REQUEST FOR VEHICLE INSPECTION - EAA  
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS  
 Odometer: 11299 MI Comm Type: EMAIL  
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29  
 Action Date: 04/21/2006 Action Time: 08.04.38.237 Action Data: No

Comments \*\*LPA WILL REQUEST AN EAA INSPECTION.

Action: OFFER - OTHER  
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS  
 Odometer: 11299 MI Comm Type: PHONE  
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29  
 Action Date: 04/26/2006 Action Time: 13.50.55.020 Action Data: No

Comments \*\*LPA DISCUSSED THIS CASE WITH LP MGR. IT WAS DECIDED THAT LPA WOULD OFFER GOODWILL REPAIRS. --K. BREEDEN, MILLER BROS. FORD PROVIDED A REPAIR EST OF \$4,245 --LPA WILL DISUSS REPAIR OFFER WITH CUSTOMER. THE CUSTOMER WILL NEED TO SIGN AN OFFER LETTER AND RELEASE BEFORE LPA CAN AUTH. REPAIRS (FMC PDC HAS REQUESTED THE STEERING GEAR).

Action: UPDATE CONTACT STATUS  
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS  
 Odometer: 11299 MI Comm Type: PHONE

Analyst Name: TAYLOR (ATAYLO29),ALMA  
Action Date: 05/08/2006

Analyst: ATAYLO29  
Action Time: 08.34.56.731      Action Data: No

Comments \*\*CUSTOMER IS SEEKING TO REVISE THE RELEASE. AFTER A DISCUSSION WITH LP MGR AND OGC, THE CUSTOMER WAS ASKED TO SUBMIT TO FMC THE RELEASE REVISIONS THEY ARE SEEKING,

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Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY      Origin Desc: OGC - CLAIMS  
Odometer: 11299 MI      Comm Type: PHONE  
Analyst Name: TAYLOR (ATAYLO29),ALMA      Analyst: ATAYLO29  
Action Date: 05/11/2006      Action Time: 13.49.34.921      Action Data: No

Comments \*\*LPA SPOKE TO JEFF AND ROBIN KENDIG, PENN NATIONAL INS. MS. KENDIG SENT LPA A LETTER, VIA FAX. VIA PHONE AND LETTER SHE ADVISED THAT PENN NATIONAL WILL PAY FOR THE DAMAGES AND SEEK RECOVERY IF WARRANTED. LPA WAS ALSO ADVISED THAT THEY WERE GOING TO HAVE THIS VEHICLE INSPECTED.

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Action: UPDATE CONTACT STATUS

Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY      Origin Desc: OGC - CLAIMS  
Odometer: 11299 MI      Comm Type: PHONE  
Analyst Name: TAYLOR (ATAYLO29),ALMA      Analyst: ATAYLO29  
Action Date: 05/15/2006      Action Time: 08.15.45.520      Action Data: No

Comments \*\*LPA PROVIDED KEITH WITH AN APPROVAL CODE FOR TOW (\$125)TO DLR.

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Action: UPDATE CONTACT STATUS

Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY      Origin Desc: OGC - CLAIMS  
Odometer: 11299 MI      Comm Type: INBOUND FAX-OTHER  
Analyst Name: TAYLOR (ATAYLO29),ALMA      Analyst: ATAYLO29  
Action Date: 08/23/2007      Action Time: 08.50.12.336      Action Data: No

Comments \*\*LPA RECEIVED A LETTER, DATED 8-22-07, FROM GEORGE A. BEALEFELD, III, THE LAW OFFICES OF FRANK F. DAILY, P.A. IN THE LETTER, HE SEEKS TO INFORM THAT HIS OFFICE REPRESENTS WINKLER'S INC. IN PRINCE GEORGE'S COUNTY V. WINKLER'S INC, ET AL. THEREFORE, MR. BEALEFELD IS SEEKING PAYMENT FROM FMC FOR \$8,725 IN PROPERTY DAMAGE RELATED TO THE 4-14-2006 COLLISION.--LPA WILL FORWARD THE LETTER TO LPA-ATTY DEMAND ADMIN FOR HANDLING.

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All Action Details for Issue

Print

VIN: 1FDSF34546E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: [REDACTED]  
 Name: [REDACTED] Owner Status: Original WSD: 2005-08-12  
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT Secondary Phone:  
 Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE  
 Dealer: [REDACTED] Origin Desc: US CONCERN CASE BASE  
 Odometer: 10000 MI Comm Type: PHONE  
 Analyst Name: HEATHER TERRY (HTERRY2) Analyst: HTERRY2  
 Action Date: 04/20/2006 Action Time: 09.22.54.198 Action Data: No

Caller Information If Different From Vehicle Owner:

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

Comments CUSTOMER SAID: CUST CALLING IN REGARDS TO HIS VEH SAYS THE STEERING BOX CUASED HIM TO HAVE AN ACCIDENT.DEALER SAID: DLRSHIP SAYS THEY WILL HAVE TO ALLOW THE REPS TO REVIEW THE VEHCRRC ADVISED: YOUR INSURANCE COMPANY HAS THE RIGHT TO PURSUE CLAIMS FOR REIMBURSEMENT AGAINST FORD. HOWEVER, FORD WILL BE UNABLE TO INVESTIGATE YOUR CLAIM AS REPAIRS TO YOUR VEHICLE HAVE BEEN PERFORMED AND YOU ARE CURRENTLY IN THE PROCESS OF PURSUING A CLAIM WITH YOUR INSURANCE COMPANY.ADVISED CUST OF ABOVEADVISED CUST WOULD HAVE TO KEEP WORKING WITH THE S/M IN REGARDS TO HIS VEH AND THE FORD REPSCOULD NOT DOCUMENT THE REST OF THE ACCIDENT BECAUSE THE SYSTEM WENT DOWN CAUSING ME TO LOSE ALL THE DOCUMENTATION ON MY FILE

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## All Action Details for Issue

Print

VIN: 1FDSF34546[REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: [REDACTED]  
Name: [REDACTED] Owner Status: Original WSD: 2005-08-12  
Symptom Desc: Primary Phone: [REDACTED]  
Reason Desc: DEALER GENERATED INFORMATION ISSUE Secondary Phone:  
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: DOCUMENT ADDITIONAL INFORMATION  
Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: DEALER  
Odometer: 11299 MI Comm Type: VISIT  
Analyst Name: KEITH BREEDEN Analyst: K-BREEDEN  
Action Date: 04/19/2006 Action Time: 11.10.50.133 Action Data: No

Comments THIS IS DOCUMENTATION ONLY THAT MBF COMPLETED A DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW ON 04/18/2006 FOR THIS VEHICLE IN RELATION TO AN ACCIDENT WHICH THE CONSUMER STATED HAPPENED DUE TO A FORD DEFECT IN STEERING. KB 04/19/2006

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### Standard Claims List For Model Year 2006

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FDSF34546E [REDACTED]	T/F7	F	T/BB	T/CD	T/B	A1	T/TQ	T/WX	26-JUL-2005	12-AUG-2005	127029	USA	9	6Y20	000001	*	MISC	*	C50	82	11299
<b>AWS Claim Key:</b>		949738	<b>Trx Code:</b>		P53	<b>Labor Hrs:</b>		0													
<b>Dir Cd-Sub Cd:</b>		01715 *	<b>Name:</b>		MILLER BROTHERS FORD LINCOLN MERCURY		<b>Ph:</b>		410-4651300		<b>St:</b> MD	<b>Ctry Cd:</b>		USA		<b>Reg Cd:</b>	NA		<b>Rep Date:</b> 18-APR-2006		<b>Doc #:</b> 10199201
<b>Cust Comments:</b>		TOWED IN CUST STATES HE LOST STEERING ON RT 95 AND HAD ACCIDENT WITH VEHICLE HAS HEAVY DAMAGE ON RT FT																			
<b>Tech Comments:</b>		TOWING FROM STORAGE LOT TO DEALERSHIP																			
1FDSF34546E [REDACTED]	T/F7	F	T/BB	T/CD	T/B	A1	T/TQ	T/WX	26-JUL-2005	12-AUG-2005	127029	USA	9	500J	110201	6C3Z	3504	A	H50	01	11299
<b>AWS Claim Key:</b>		940668	<b>Trx Code:</b>		1	<b>Labor Hrs:</b>		1.8													
<b>Dir Cd-Sub Cd:</b>		01715 *	<b>Name:</b>		MILLER BROTHERS FORD LINCOLN MERCURY		<b>Ph:</b>		410-4651300		<b>St:</b> MD	<b>Ctry Cd:</b>		USA		<b>Reg Cd:</b>	NA		<b>Rep Date:</b> 18-APR-2006		<b>Doc #:</b> 10199202
<b>Cust Comments:</b>		TOWED IN, CUSTOMER STATES HE LOST STEERING ON RT 95 AND HAD ACCIDENT WITH VEHICLE HAS HEAVY DAMAGE ON RT FT																			
<b>Tech Comments:</b>		PIN BROKE IN SPOOL VALVE FOUND STEERING GEAR BOX SECTOR SHAFT DOES NOT MOVE DUE TO BUMPER BEING PUSHED INTO RIGHT FRONT TIRE. TRUCK HAD TO BE WORKED ON IN PARKING LOT, CARRIED TOOLS AS NEEDED OUT TO PARKING LOT TO TRUCK TO REMOVE STEERING GEAR BOX AND REPLACE TOP OFF FLUID AND PURGE AIR FROM SYSTEM																			

PE13-014 000176LPPV

## Claim Detail Report

**Model Year = 2006 Claim Key = 949738**

### Vehicle Information

Model Year: 2006  
 Market Derived: F - FORD  
 Body/Cab Type: T/BB - SINGLE CAB (REGULAR CAB)  
 Version/Series: T/CD-350 SERIES  
 Drive Type: T/B-2 WHL L/H REAR DRIVE  
 Vehicle Line: T/F7-F250HD/350/450/550 [99-10]

Warranty Start Date: 12-AUG-2005

Production Date: 26-JUL-2005

VIN: 1FDSF34546E [REDACTED]

### Dealer Information

Dealer Name MILLER BROTHERS FORD LINCOLN M  
 Dealer Code: 01715 - \*  
 Address: 8528 BALTIMORE NATIONAL PIKE  
 City: ELLICOTT CITY  
 State: MD Zip Code: 21043  
 Country: USA Region Code: NA  
 Phone: (410)130-1300

### Claim Information

Document Number: [REDACTED]  
 Repair Date: 18-APR-2006  
 Distance: 11299  
 TIS: 9

Cust. Concern Code: C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES

Condition Code: 82 - FREIGHT/POSTAGE/MAINTENANCE

Technician Comment: TOWING FROM STORAGE LOT TO DEALERSHIP

Customer Comment: TOWED IN CUST STATES HE LOST STEERING ON RT 95 AND HAD ACCIDENT WITH VEHICLE HAS HEAVY DAMAGE ON RT FT

### Labor Op Code Labor Op Description

OSL      OUTSIDE LABOR

PE13-014 000177LPPV

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Quantity</u>
Y	* MISC *	FOR REPAIRS NOT COVERED BY WARRANTY	000001	0

PE13-014 000178LPPV

## Claim Detail Report

**Model Year = 2006 Claim Key = 940668**

### Vehicle Information

Model Year: 2006

Market Derived: F - FORD

Body/Cab Type: T/BB - SINGLE CAB (REGULAR CAB)

Version/Series: T/CD-350 SERIES

Drive Type: T/B-2 WHL L/H REAR DRIVE

Vehicle Line: T/F7-F250HD/350/450/550 [99-10]

Warranty Start Date: 12-AUG-2005

Production Date: 26-JUL-2005

VIN: 1FDSF34546E [REDACTED]

### Claim Information

Document Number: [REDACTED]

Repair Date: 18-APR-2006

Distance: 11299

TIS: 9

### Dealer Information

Dealer Name MILLER BROTHERS FORD LINCOLN M

Dealer Code: 01715 - \*

Address: 8528 BALTIMORE NATIONAL PIKE

City: ELLICOTT CITY

State: MD Zip Code: 21043

Country: USA Region Code: NA

Phone: (410)130-1300

Cust. Concern Code: H50 - STEERING GEAR/PUMP TROUBLES

Condition Code: 01 - BROKEN/CRACKED

Technician Comment: PIN BROKE IN SPOOL VALVE FOUND STEERING GEAR BOX SECTOR SHAFT DOES NOT MOVE DUE TO BUMPER BEING PUSHED INTO RIGHT FRONT TIRE. TRUCK HAD TO BE WORKED ON IN PARKING LOT. CARRIED TOOLS AS NEEDED OUT TO PARKING LOT TO TRUCK TO REMOVE STEERING GEAR BOX AND REPLACE TOP OFF FLUID AND PURGE AIR FROM SYSTEM.

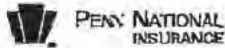
Customer Comment: TOWED IN. CUSTOMER STATES HE LOST STEERING ON RT 95 AND HAD ACCIDENT WITH VEHICLE. HAS HEAVY DAMAGE ON RT FT

PE13-014 000179LPPV

<b>Labor Op Code</b>	<b>Labor Op Description</b>
3504A MT3504	STEERING GEAR ASSEMBLY REMOVE AND INSTALL OR REPLACE

<b>Causal Flag</b>	<b>Full Part Number</b>	<b>Part Description</b>	<b>Part CPSC</b>	<b>Part Quantity</b>
Y	6C3Z 3504 A	GEAR ASY-STEERING	110201	1
N	* 388898 S		110201	2
N	XT 2 QDX	MOTORCRAFT BATTERY	070107	2

PE13-014 000180LPPV



**STATEMENT OF DRIVER**  
(PLEASE COMPLETE BOTH SIDES OF FORM)

DRIVER INFORMATION	[REDACTED]				DATE COMPLETED 09-26-1970
	(City, State, Zip Code) Baltimore MD [REDACTED]				OCCUPATION Welder
OWNER INFORMATION	NAME OF OWNER [REDACTED]				TELEPHONE (Include Area Code) [REDACTED]
	MAILING ADDRESS (Number, Street, City, State, Zip Code)				
VEHICLE INFORMATION	YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	LICENSE PLATE NUMBER
	2006	Ford			
ACCIDENT INFORMATION	LOCATION OF ACCIDENT 95 North				DATE OF ACCIDENT [REDACTED]
	USE OF CAR AT TIME OF ACCIDENT WORK				TIME OF ACCIDENT Approx 4:30 <input type="checkbox"/> A.M. <input checked="" type="checkbox"/> P.M.
	IDENTIFY SPEED, STREET AND DIRECTION YOU WERE TRAVELING Approx 60 MPH North				
	IDENTIFY SPEED, STREET AND DIRECTION OTHER CAR WAS TRAVELING SAME				
	HOW FAR AWAY WAS OTHER CAR WHEN FIRST NOTICED? DONT KNOW		WEATHER CONDITIONS Good		ROAD CONDITIONS Good
	DISTANCE FROM YOUR CAR TO RIGHT EDGE OF ROAD		TO CENTER OF ROAD		VISIBILITY Good
	NUMBER OF PASSENGERS YOUR CAR 2 OTHER CAR 1				
	DESCRIBE EXACT POINT OF CONTACT OF YOUR CAR WITH OTHER CAR My car on the right - other car left				ESTIMATED DAMAGE TO YOUR CAR \$
	DESCRIBE EXACT POINT OF CONTACT OF OTHER CAR WITH YOUR CAR				ESTIMATED DAMAGE TO OTHER CAR \$
	IDENTIFY AUTHORITIES NOTIFIED OF ACCIDENT				DATE AND TIME NOTIFIED <input type="checkbox"/> A.M. <input checked="" type="checkbox"/> P.M.
	WERE ANY TRAFFIC LAWS VIOLATED? BY YOU? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO BY OTHER DRIVER? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YES, IDENTIFY VIOLATION				
	WERE ANY CHARGES MADE AGAINST YOU? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		AGAINST OTHER DRIVER? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		WAS YOUR DRIVER'S LICENSE SUSPENDED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
				WAS OTHER DRIVER'S LICENSE SUSPENDED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
DID FAULTY CONDITION OF EITHER CAR CAUSE ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, EXPLAIN.					
OTHER CAR DRIVER INFORMATION	NAME OF DRIVER OF OTHER CAR			AGE	TELEPHONE (Include Area Code)
	MAILING ADDRESS (Number, Street)				OCCUPATION
	(City, State, Zip Code)				DRIVER'S LICENSE NUMBER
OTHER CAR/ PROPERTY OWNER INFORMATION	NAME OF OWNER OF OTHER CAR OR PROPERTY			AGE	TELEPHONE (include Area Code)
	MAILING ADDRESS (Number, Street)				OCCUPATION
	(City, State, Zip Code)				NAME OF INSURANCE COMPANY
OTHER VEHICLE INFORMATION	YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	LICENSE PLATE NUMBER
WITNESS INFORMATION	NAME OF DISINTERESTED WITNESS			MAILING ADDRESS (Number, Street, City, State, Zip Code)	

NAME OF INJURED PERSON(S)	MAILING ADDRESS (Number, Street, City, State, Zip Code)	PASSENGER IN		PEDES- TRIAN
		YOUR CAR	OTHER CAR	
None				
NAME OF OCCUPANTS OF YOUR CAR	MAILING ADDRESS (Number, Street, City, State, Zip Code)			
	Baltimore MD			
NAME OF ATTORNEY(S) REPRESENTING ANYONE	MAILING ADDRESS (Number, Street, City, State, Zip Code)			
N/A				
DESCRIBE ACCIDENT IN DETAIL, INCLUDING WHO, IN YOUR OPINION, AS AT FAULT AND WHY, AND ANY STATEMENTS MADE BY YOURSELF OR OTHERS AFTER THE ACCIDENT.				
<p>The car in front of me stopped suddenly and I went onto the shoulder to avoid hitting it but the car in the lane beside me also went onto the shoulder causing me to hit that car at that time. The truck lost steering and I could not control it and it hit the side of another truck causing it to spin around but didn't do too much damage as you could see.</p>				
		MAKE A DIAGRAM OF ACCIDENT		
	DATE			
	05-07-2006			

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties. In Virginia, insurance benefits may also be denied.



May 18, 2006

Ms. Laura J. Cron, Claims Associate

Penn National Insurance Company  
P.O. Box3880  
Harrisburg, PA 17105

RE: [REDACTED]

Dear Ms. Cron:

Please find enclosed my preliminary report in the above captioned matter.

The steering gearbox should be retained and preserved as evidence. We could have a Technician present who would videotape the removal process at the dealership and take possession of the steering gearbox upon its removal. Chain of custody documents would then be created and maintained.

We could, if you approve, have the steering gearbox X-rayed to determine the nature of the internal failure thereby providing non destructive testing evidence.

With the steering gearbox in our custody, we would be in control of the evidence if a joint inspection was scheduled between us, Ford, and any other involved/interested parties in the future.

The damage repair estimates for the truck do not address replacement or repair of the steering gearbox; they only cover the actual crash damage. The service manager at the dealership when I asked said he was not involved in what was going to take place regarding the steering gearbox.

If the steering gearbox ends up in the hands of Ford, we will be hard pressed to obtain any information about it without having a law suit filed before they take possession. With a law suit in place, we could then put stipulations on how the evidence would be controlled and examined.

If you have any questions, or, if I can be of further assistance in this matter, please let me know.

Thank you for this assignment and please keep Robson Forensic, Inc. in mind for your future needs.

354 North Prince Street  
Lancaster, PA 17603  
Phone: 717.293.9050  
Toll-Free: 800.813.6736  
Fax: 717.293.1195  
[www.robsonforensic.com](http://www.robsonforensic.com)



Ms. Laura J. Cron  
May 18, 2006  
Page 2

Very truly yours,

A handwritten signature in black ink, appearing to read "Lance Watt". The signature is written in a cursive style with a large initial "L".

Lance Watt

Heavy Truck and Bus Expert

Enclosure

INSPECTION OF THE



FORD F-350 XL SUPER DUTY TRUCK.

By:

LANCE WATT

MAY 18, 2006



**Robson Forensic**  
INCORPORATED

INSPECTION OF THE [REDACTED]  
FORD F-350 SUPER DUTY XL TRUCK.

ENGINEER'S PRELIMINARY REPORT

MAY 18, 2006

**1. INTRODUCTION.**

On [REDACTED] was driving a [REDACTED] flatbed truck on I-95 in Prince Georges County, Maryland, when he suddenly lost steering control of the truck resulting in a multi-vehicle crash.

The purpose of my inspection was to determine the cause of loss of steering control.

**2. AVAILABLE INFORMATION.**

1. My inspection of the involved truck on May 11, 2006.
2. Copy of Automobile Loss Notice.

**3. TRUCK INFORMATION.**

Incomplete Vehicle Manufacturer: Ford Motor Company.

Date of Manufacture: 7-05.

Model Year: 2006.

VIN: 1FDSF34546E [REDACTED]

Model: F-350 XL Super Duty 4 x 2.

Engine: 5.4 Liter 3V Triton, gasoline fueled.

Transmission: Automatic.

Gross Vehicle Weight Rated: 10,000 pounds.

Gross Axle Weight Rating, Front Axle: 3,800 pounds.

Gross Axle Weight Rating, Rear Axle: 6,830 pounds with single rear wheels.

Rear Axle Code: 37.

Tires: LT 275/65R18.

Tire Inflation Pressure:

Front Axle: 60 PSI.

Rear Axle: 80 PSI.

Rims: 18 x 8.0 J.

Wheelbase: 141 inches.

Odometer Mileage: 11,299.

License: [REDACTED] Maryland.

Final Stage Vehicle Manufacturer: Vehicle does not have required certification data label.

NOTE: Mud flaps indicate the body was manufactured by Reading Equip. & Dist.  
Body Type: Flatbed, Special Purpose.



**Robson Forensic**  
INCORPORATED

I

#### 4. INSPECTION RESULTS.

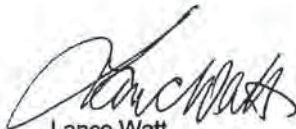
The physical part of this inspection was limited to the steering system of the subject truck.

- Within the truck cab, the steering wheel was solidly connected to the steering column.
- With the ignition key turned off, the steering column lock was effective.
- With the ignition key turned on and engine not running, the steering wheel rotated continuously and freely without resistance.
- Under the hood, the steering gearbox input shaft rotated continuously and freely without resistance or roughness.
- The steering shaft to steering gearbox input shaft coupling was intact with no visual installation defects.
- There was no side or end play present within the steering gearbox input shaft.
- There was no side or end play present in the steering gearbox output shaft.
- The pitman arm was solidly installed on the steering gearbox output shaft.
- The tie rods connecting the pitman arm to the right and left wheel spindles were connected without any looseness or play in the tie rod ends.
- The steering damper was connected and defect free.
- There was no looseness or play at either wheel spindle.
- There was no impact damage to either front wheel/tire assembly.
- There was no evidence of a prior front axle wheel alignment problem based on the lack of any irregular, tire tread face wear conditions.
- The steering gearbox input shaft when rotated, did not physically move the steering gearbox output shaft.
- The steering gearbox had suffered an internal mechanical disconnection between the input and output shafts, which caused loss of vehicle steering control and the subsequent multi vehicle crash.
- The steering gearbox has an internal mechanical failure.

**5. FINDINGS.**

Within the bounds of reasonable engineering certainty, and subject to change if additional information becomes available, it is my professional opinion that:

1. The steering gearbox had suffered an internal mechanical disconnection between the input and output shafts, which caused a loss of vehicle steering control and the subsequent multi vehicle crash.
2. The steering gearbox has an internal mechanical failure.

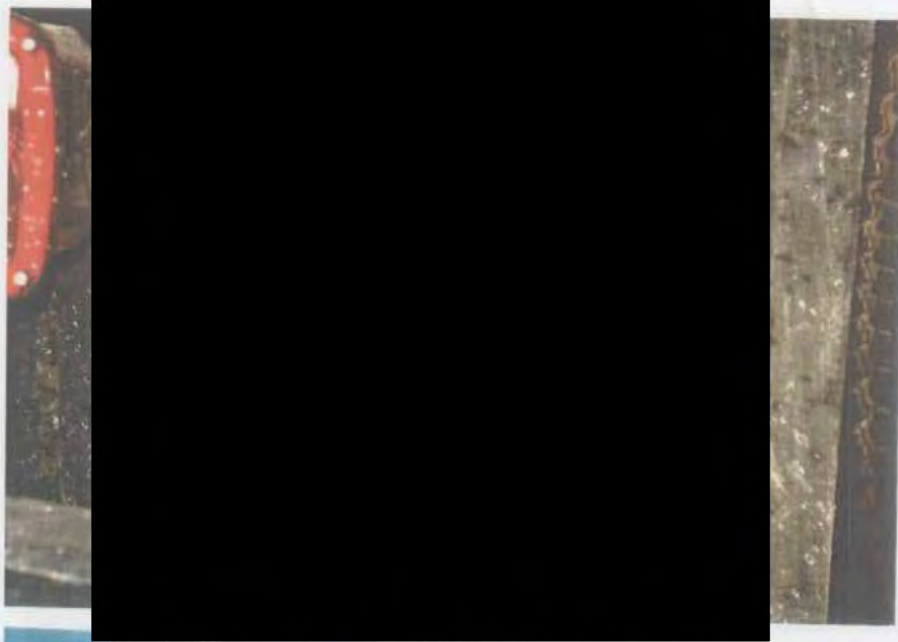


Lance Watt

Heavy Truck and Bus Expert

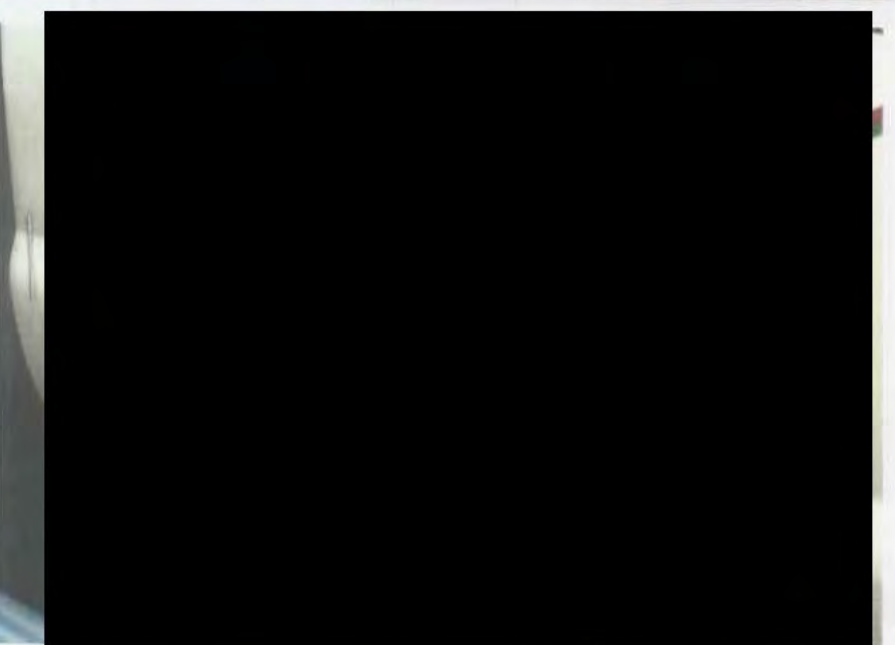














011299

P1 RNO321

THIS CHASSIS-CAB CONFORMS TO FEDERAL MOTOR VEHICLE SAFETY STANDARD NOS. 201, 202, 203, 204, 206, 113, 114\*\*\*, 116, 118\*\*, 124, 201\*\*\*, 202\*\*\*, 203\*\*\*, 206, 206, 207, 208, 209, 210, 214\*\*\*, 302 AND PART 565. THIS VEHICLE WILL CONFORM TO STANDARD NOS. 105, 108, 111\*, 120, 204\*\*\*\*, 212\*\*\*\*, 219\*\*\*\* AND 302\*\*\* IF IT IS COMPLETED IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE INCOMPLETE VEHICLE DOCUMENT FURNISHED PURSUANT TO 49 CFR PART 568. CONFORMITY TO THE OTHER SAFETY STANDARDS APPLICABLE TO THIS VEHICLE WHEN COMPLETED IS NOT SUBSTANTIALLY AFFECTED BY THE DESIGN OF THE CHASSIS-CAB. CHASSIS-CAB MANUFACTURED BY FORD MOTOR COMPANY.

Date 07-05

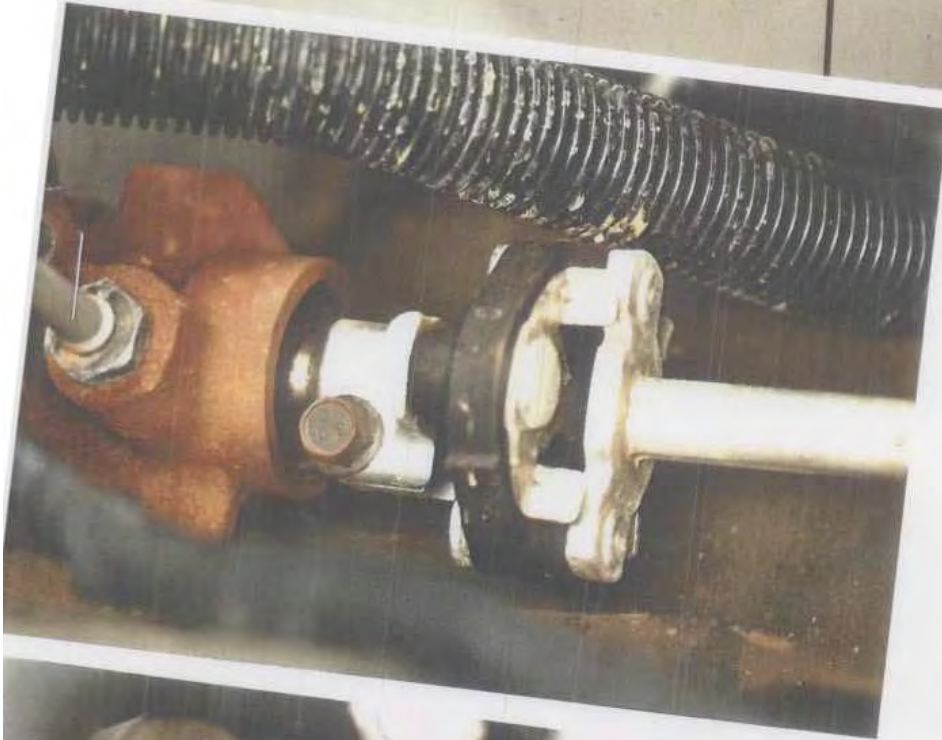
- \* ONLY IF EQUIPPED WITH OUTSIDE REARVIEW MIRRORS
- \*\* IF EQUIPPED WITH OPTIONAL POWER WINDOWS AND GVW RATED AT 4536 KG (10000 LB) OR LESS
- \*\*\* IF GVW RATED AT 4536 KG (10000 LB) OR LESS
- \*\*\*\* IF GVW RATED AT 4536 KG (10000 LB) OR LESS AND COMPLETED AT AN UNLOADED VEHICLE WEIGHT OF 2495 KG (5500 LB) OR LESS

WFTV-20046-AA





F-350



# INCOMPLETE VEHICLE MANUFACTURED BY

FORD MOTOR COMPANY

DATE: 07/05

GVWR: 10000LB/ 4536KG

FRONT GAWR: 3800LB

REAR GAWR: 6830LB

1724KG

WITH 3098KG

WITH

LT275/65R18

TIRES LT275/65R18

TIRES

18X8.0J

RIMS 18X8.0J

RIMS

AT 415 kPa/ 60

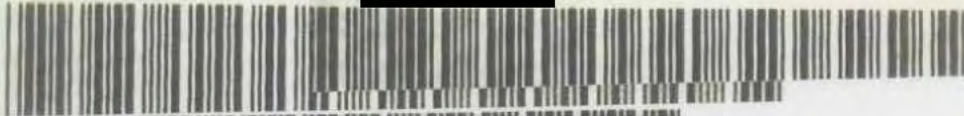
PSI COLD

AT 550

kPa/ 80

PSI COLD

VIN: 1FDSF34546E [REDACTED]



EXT PNT: Z1

RC: 27

DSO:

WB

INT TR

TP/PS

R

AXLE

TR

SPR

6F714

141

VE

7

37

T

FFHH

MOA

UNC

5U5A-1520472-BA



PE13-014 000198LPPV



PE13-014 000199LPPV





PE13-014 000200LPPV