

PE14-027

FORD

11/7/2014

APPENDIX B

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PE14-027

FORD

11/7/2014

APPENDIX B

ILLUSTRATIONS
AND WARRANTY

PAGE 16

**2011-2013 MY Explorer
Front Brake "Jounce" Hose**

OWNER REPORTS

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

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

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

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

Model Year: 2013 for the Ford Explorer Police Interceptor
 2011-2013 for the Ford Explorer

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

Date Parameters: Ford Explorer Police Interceptor – January 1, 2012 and September 9, 2014 (the date of this inquiry)
 Ford Explorer – January 1, 2010 and September 9, 2014 (the date of this inquiry)

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

FMC360 Case Classifications:

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

FMC360 Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Stop/Steer/Ride	660300	Stopping Pedal Feel Other
Stop/Steer/Ride	660328	Stopping Pedal Feel Excessive Effort
Stop/Steer/Ride	660340	Stopping Pedal Feel Long Travel
Stop/Steer/Ride	660367	Stopping Pedal Feel Spongy/Mushy
Stop/Steer/Ride	660200	Brake Fluid Other
Stop/Steer/Ride	660216	Brake Fluid Consumption
Stop/Steer/Ride	660287	Brake Fluid Visible Leak
Driver Aids & Information	227700	Brake System Warning Indicator Other
Driver Aids & Information	227768	Brake System Warning Indicator Stays On

LEGAL CONTACTS

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

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

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

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

FIELD REPORTS

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

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

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

Model Year: 2013 for the Ford Explorer Police Interceptor
2011-2013 for the Ford Explorer

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

Date Parameters: Ford Explorer Police Interceptor – January 1, 2012 and September 9, 2014 (the date of this inquiry)
Ford Explorer – January 1, 2010 and September 9, 2014 (the date of this inquiry)

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Service Brake	301A01	Indicator Red Only
Service Brake	301A03	Indicator Red/Amber Only
Service Brake	301000	Other
Service Brake	301500	Pedal Other
Service Brake	301550	Pedal High Effort
Service Brake	301551	Pedal Soft/Spongy
Service Brake	301553	Low Pedal
Service Brake	301600	Inop/Ineffective Other
Service Brake	301686	Inop/Ineffective Front
Service Brake	301688	Inop/Ineffective Front and Rear
Service Brake	301800	Leaks Other
Service Brake	301820	Leaks Fluid

OASIS MESSAGES

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

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

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

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

Model Year: 2013 for the Ford Explorer Police Interceptor
2011-2013 for the Ford Explorer

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

Date Parameters: Ford Explorer Police Interceptor – January 1, 2012 and September 9, 2014 (the date of this inquiry)
Ford Explorer – January 1, 2010 and September 9, 2014 (the date of this inquiry)

OASIS Service Code(s):

Symptom Category	Symptom Code	Symptom Description
Service Brake	301A01	Indicator Red Only
Service Brake	301A03	Indicator Red/Amber Only
Service Brake	301000	Other
Service Brake	301500	Pedal Other
Service Brake	301550	Pedal High Effort
Service Brake	301551	Pedal Soft/Spongy
Service Brake	301553	Low Pedal
Service Brake	301600	Inop/Ineffective Other
Service Brake	301686	Inop/Ineffective Front
Service Brake	301688	Inop/Ineffective Front and Rear
Service Brake	301800	Leaks Other
Service Brake	301820	Leaks Fluid

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

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

INTERNAL SERVICE MESSAGES

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

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

Model Year: 2013 for the Ford Explorer Police Interceptor
2011-2013 for the Ford Explorer

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

Date Parameters: Ford Explorer Police Interceptor – January 1, 2012 and September 9, 2014 (the date of this inquiry)
 Ford Explorer – January 1, 2010 and September 9, 2014 (the date of this inquiry)

CQIS Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Stop/Steer/Ride	660300	Stopping Pedal Feel Other
Stop/Steer/Ride	660328	Stopping Pedal Feel Excessive Effort
Stop/Steer/Ride	660340	Stopping Pedal Feel Long Travel
Stop/Steer/Ride	660367	Stopping Pedal Feel Spongy/Mushy
Stop/Steer/Ride	660200	Brake Fluid Other
Stop/Steer/Ride	660216	Brake Fluid Consumption
Stop/Steer/Ride	660287	Brake Fluid Visible Leak
Driver Aids & Information	227700	Brake System Warning Indicator Other
Driver Aids & Information	227730	Brake System Warning Indicator Flashes
Driver Aids & Information	227768	Brake System Warning Indicator Stays On

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

FIELD REVIEW COMMITTEE

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

WARRANTY

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

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

Model Year: 2013 for the Ford Explorer Police Interceptor
 2011-2013 for the Ford Explorer

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

Base Part Number(s): 2078 Right Side Brake Hose
2B557 Left Side Brake Hose

Customer Concern Code(s):

Specific Explorer Police Interceptor warranty data searched using the following codes in the 5-7 position of the VIN: K8A and K7A

CCC	Description
H05	EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED
H15	BRAKE PEDAL SPONGY
H19	BRAKE-ABS WARNING LIGHT TROUBLES
H20	OTHER BRAKE TROUBLES(INCLUDING AIR BRAKES)

PE14-027

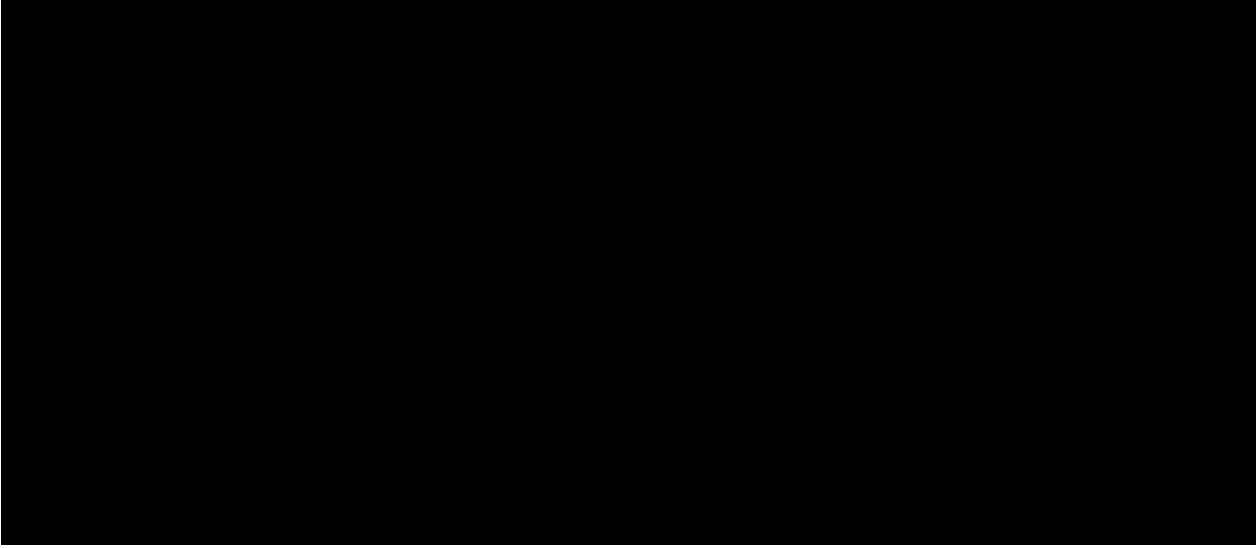
FORD

11/7/2014

APPENDIX D

ILLUSTRATIONS
AND WARRANTY

PAGE 16





FAX FROM: [REDACTED]

[REDACTED]
Marathon, FL.

Phone: [REDACTED]

Fax: [REDACTED]

TO: Alma Taylor/Legal Analyst - OGC Product Claims

FAX #: 313-845-5555

DATE: 10/21/2011

Number of pages (including cover page): 3

 Please reply Urgent For review

Message: On April 6, 2011 we purchased a 2011 Ford Explorer, VIN #1FMHK7F85BG [REDACTED]. On July 15, 2011 while turning into our driveway my wife experienced brake failure with this vehicle. We notified our Ford Dealer, Ford Motor Company, our insurance agent and had an accident report done. The Ford dealer (Armstrong Ford, Homestead, FL.) had the vehicle picked up and taken back to the dealership. After several weeks of them assuring us that they had contacted Ford on our behalf and Ford was sending an engineer to check the vehicle, we found that they had basically done nothing except try to sell us a new vehicle. At that point we turned the packet of information Ford had sent us over to our Attorney who filled out the paperwork and submitted it to you along with the attached letter. That has been over 2 months ago, we heard nothing at all from Ford until Wednesday, October 19th when the dealership called wanting to know what was going on, at this point we surmised that Ford has done nothing to try to resolve this matter as we would have thought they would have at least contacted the dealership and made arrangements to have the vehicle checked out which obviously has not been done. We decided that we needed to get proactive and make as many contacts with Ford as possible. A Ford representative called last night and gave us your fax number and asked us to contact you since you were the one the original paperwork was sent to and you are in charge of the claim. We are not sure what your reasoning for not doing anything is but we are extremely disappointed with the treatment we have been given so far. We have purchased over thirty Ford vehicles over the last twenty plus years and would never have guessed we would have been treated like this by a company who claims to take care of their customers.

We would appreciate hearing from you on this matter as soon as possible

Thank you,
[REDACTED]

Greenman & Manz

A Partnership of Professional Associations
Attorneys At Law

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Michelle C. Klinger
Highway

*Board Certified in Marital and Family Law
Fellow of the American Academy
of Matrimonial Lawyers

Gulfside Village,
5800 Overseas
Marathon, FL 33050
(305) 743-2351
(305) 743-8523 Fax

August 17, 2011

Ford Motor Company
Office of the General Counsel
Product Claims Department
Dearborn, Michigan, 48121-0070

Attn: Ms. Alma Taylor
Legal Analyst - OGC Product Claims

RE: Owner: [REDACTED]
2011 Explorer
VIN 1FMHK7F85BC [REDACTED]

Dear Ms. Taylor:

I represent [REDACTED] driver and owner, respectively, of the above referenced Ford Explorer. The car was purchased, new, from your dealer Armstrong Ford in Homestead, Florida on April 6, 2011.

On July 15, 2011, [REDACTED] was entering her home driveway, with seat belt on, at a prudent and reasonable speed. She braked, as usual, to turn into her driveway. As her car turned from the street towards her garage (a 90 degree angle) the car stopped braking. It may have accelerated but was definitely no longer stopping. [REDACTED] forcefully applied the brakes. The brake pedal collapsed toward the floor board, and the brakes did not engage. She applied more force, as her car accelerated in her driveway and towards her home. As the collision approached, the right front brake engaged, fully, stopping the right front tire only, and turning the car so that instead of hitting the garage door, the direction she intended, the car struck the concrete column to the immediate right of the garage door.

The air bags did not deploy, and most significantly the seat belt's automatic locking retractor did not engage, allowing [REDACTED] to be thrown forward into the steering column, and causing her injuries.

At the time of this incident, this new car had less than 6000 miles on it.

I am enclosing photographs taken contemporaneously with the accident, number 1 - 12. Please note photographs 9 through 12, which clearly show that only

the right front wheel brake engaged, turning the car to the right and into the concrete column to the right of the garage door.

Prior to the incident of July 15, [REDACTED] had lost power to the sync system. Her owner's manual advised her to change the fuse, under the dashboard, when this occurred. She removed the fuse, determined that it was not damaged or burned out, replaced the same fuse, and the power to the sync system was restored. She contacted Armstrong Ford to get this matter corrected. This happened two more times in quick succession, the last one on the morning of the accident, July 15. I do not know whether these incidents are related to the brake and seat belt failure of July 15, but because of the coincidental nature of the time of these events, felt it important to advise you.

The auto is available for your inspection at Armstrong Ford. It appears that what happened, especially the failure of the seat belt automatic locking retractor, create a substantial risk to drivers of Ford automobiles with this problem. That issue also appears to be a violation of Federal Motor Vehicle Safety Standards, specifically 49 CFR 571.209, among others.

[REDACTED] insurer, and Armstrong Ford, have treated this incident as an event requiring a car repair. That is not the case with these facts.

Under no circumstances will [REDACTED] accept the return of this automobile, no matter what assurances of repair are given.

I am sure that you can appreciate that position. The corporation will accept the substitution of another new Ford vehicle, assuming that full value is given for the car now in Homestead Ford's possession. If this trade and replacement can occur to my client's satisfaction, [REDACTED] and the [REDACTED] will, assuming [REDACTED] medical bills are covered by her insurance, be willing to issue a release to Ford and its dealers.

As I am hopeful you will realize how favorable this resolution is to your client, I will not iterate the other options that are available to my client if we fail to reach a satisfactory resolution to the problem.

Respectfully,

[REDACTED]

cc: [REDACTED]

Greenman & Manz
A Partnership of Professional Associations
Attorneys At Law

Franklin D. Greenman, P.A.
David L. Manz, P.A.*
Michelle C. Klinger

Gulfside Village, Suite 40
[REDACTED]

*Board Certified in Marital and Family Law
[REDACTED]
of Matrimonial Lawyers

August 18, 2011

Ford Motor Company
Office of the General Counsel
Product Claims Department
Dearborn, Michigan, 48121-0070

AUG 24 2011 *sc*

Attn: [REDACTED]
Legal Analyst - OGC Product Claims

RE: Owner: [REDACTED]
2011 Explorer
VIN 1FMHK7F85BC [REDACTED]

Dear Ms. Taylor:

I represent [REDACTED] and [REDACTED], driver and owner, respectively, of the above referenced Ford Explorer. The car was purchased, new, from your dealer Armstrong Ford in Homestead, Florida on April 6, 2011.

On July 15, 2011, [REDACTED] was entering her home driveway, with seat belt on, at a prudent and reasonable speed. She braked, as usual, to turn into her driveway. As her car turned from the street towards her garage (a 90 degree angle) the car stopped braking. It may have accelerated but was definitely no longer stopping. [REDACTED] forcefully applied the brakes. The brake pedal collapsed toward the floor board, and the brakes did not engage. She applied more force, as her car accelerated in her driveway and towards her home. As the collision approached, the right front brake engaged, fully, stopping the right front tire only, and turning the car so that instead of hitting the garage door, the direction she intended, the car struck the concrete column to the immediate right of the garage door.

The air bags did not deploy, and most significantly **the seat belt's automatic locking retractor did not engage**, allowing [REDACTED] to be thrown forward into the steering column, and causing her injuries.

At the time of this incident, this new car had less than 6000 miles on it.

I am enclosing photographs taken contemporaneously with the accident, number 1 - 12. Please note photographs 9 through 12, which clearly show that only the right front wheel brake engaged, turning the car to the right and into the concrete column to the right

of the garage door.

Prior to the incident of July 15, [REDACTED] had lost power to the sync system. Her owner's manual advised her to change the fuse, under the dashboard, when this occurred. She removed the fuse, determined that it was not damaged or burned out, replaced the same fuse, and the power to the sync system was restored. She contacted Armstrong Ford to get this matter corrected. This happened two more times in quick succession, the last one on the morning of the accident, July 15. I do not know whether these incidents are related to the brake and seat belt failure of July 15, but because of the coincidental nature of the time of these events, felt it important to advise you.

The auto is available for your inspection at Armstrong Ford. It appears that what happened, especially the failure of the seat belt automatic locking retractor, create a substantial risk to drivers of Ford automobiles with this problem. That issue also appears to be a violation of Federal Motor Vehicle Safety Standards, specifically 49 CFR 571.209, among others.

[REDACTED] insurer, and Armstrong Ford, have treated this incident as an event requiring a car repair. That is not the case with these facts.

Under no circumstances will [REDACTED], accept the return of this automobile, no matter what assurances of repair are given.

I am sure that you can appreciate that position. The corporation will accept the substitution of another new Ford vehicle, assuming that full value is given for the car now in Homestead Ford's possession. If this trade and replacement can occur to my client's satisfaction, [REDACTED] and the [REDACTED] will, assuming [REDACTED] medical bills are covered by her insurance, be willing to issue a release to Ford and its dealers.

As I am hopeful you will realize how favorable this resolution is to your client, I will not iterate the other options that are available to my client if we fail to reach a satisfactory resolution to the problem.

Respectfully,

[REDACTED]

[REDACTED]

cc:

[REDACTED]

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

Full Legal Name: [REDACTED]	Full Legal Name: _____
Address: <u>Marathon FL</u> [REDACTED]	Address: _____
Spouse's Name: [REDACTED]	Spouse's Name: _____
DOB: <u>3/3/55</u>	DOB: _____
Soc Security#: _____	Soc Security#: _____
Gender: <u>Female</u>	Gender: _____
Occupation: <u>Secretary</u>	Occupation: _____
Injury: _____	Injury: _____

Health Insurance Provider: <u>BCBS of Florida</u>	Health Insurance Provider: _____
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Is the injured party receiving Medicare benefits NO
If so, state the name of the person(s) _____

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

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

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

1. What are you seeking from Ford Motor Company in this matter?
The replacement of her new FORD Explorer
2. What is the alleged defect: Brake & failure of safety belts to lock.
3. Has the alleged defective part been repaired or replaced? (circle one) Yes or No
4. What was the city, state and date of occurrence: [REDACTED]
5. What was the mileage at time of occurrence: [REDACTED]
6. List all after market additions or modifications that were made to the vehicle:
NONE
7. Was the engine running? (circle one) Yes or No

8. Were the keys in the ignition? (circle one) Yes or No Push Button, key was in vehicle
9. Was this vehicle purchased new or used: NEW
10. If purchased used, provide the date of purchase, mileage at the time of purchase, from whom the vehicle was purchased: April 6, 2011 Armstrong Ford [REDACTED]
11. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).
Armstrong Ford [REDACTED]
12. Has an insurance company been advised of this incident? Yes No
13. If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number. Claim # [REDACTED] [REDACTED] [REDACTED] [REDACTED] SC [REDACTED]
All State, Market Claim Office, 485 Keeler Rd, Ste 200 [REDACTED]
14. Please provide the names and contact information of any witnesses to the incident?
[REDACTED]

Ford Motor Company is committed to providing you with a fair and timely response, so please note that we need all the information requested above to evaluate this matter. Your concern can not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

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

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

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

Thank you for your prompt attention to this matter.

Sincerely,

[REDACTED]

Legal Analyst- OGC Product Claims

FLORIDA TRAFFIC CRASH REPORT

HIGHWAY SAFETY & MOTOR VEHICLES
TRAFFIC CRASH RECORDS
NEIL KIRKMAN BUILDING, TALLAHASSEE, FL 32399-0537

LONG FORM SHORT FORM UPDATE

Crash Date 7/19/2011	Time of Crash 9:19 AM	Date of Report 7/19/2011	Reporting Agency MONROE COUNTY SO	Report Number MC [REDACTED]	Case Number [REDACTED]	File Number [REDACTED]
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CRASH IDENTIFIERS

County Code 38	City Code 48	County of Crash MONROE	Place or City of Crash MARATHON	Within City Limits YES	Reported Date/Time 7/19/2011 9:13 AM	Dispatched Date/Time 7/19/2011 9:16 AM
On Scene Date/Time [REDACTED]	Investigation Completed YES	Reason (if Investigation Not Complete)	Reported By LAW ENFORCEMENT AGENCY			

ROADWAY INFORMATION

Crash Occurred on Street, Road, Highway 11TH ST OCEAN, MARATHON, FL 33909	At Street Address #	At Latitude N 24 43 27.95	At Longitude W 81 2 38.31	
At Exit	At Miles	Junction	From Intersection With Street, Road, Highway	Or From Milepost Number
Road System Identifier PARKING LOT	Type of Shoulder PAVED	Type of Intersection NOT AT INTERSECTION		

CRASH INFORMATION

Light Condition DAYLIGHT	Weather Condition CLEAR	Roadway Surface Condition DRY	School Bus Related NO	Manner of Collision OTHER, EXPLAIN IN NARRATIVE
First Harmful Event Type COLLISION WITH FIXED OBJECT	First Harmful Event Detail OTHER FIXED OBJECT (WALL BUILDING TUNNEL ETC.)	First Harmful Event Location IN PARKING, LANE OR ZONE	Within Interchange NO	First Harmful Event's Relation to Junction NON-JUNCTION
Contributing Circumstances: Road NONE	Contributing Circumstances: Road	Contributing Circumstances: Road	Contributing Circumstances: Environment	
Contributing Circumstances: Environment NONE	Contributing Circumstances: Environment	Contributing Circumstances: Environment	Contributing Circumstances: Environment	
Work Zone Related NO	Crash in Work Zone	Type of Work Zone	Workers in Work Zone	Law Enforcement in Work Zone

VEHICLE

Vehicle ID# V01	Motor Vehicle Type MOTOR VEHICLE IN TRANSPORT	PL & Num (by this vehicle) RD	License Number JANPL98	State FL	Reg. Expires 02/28/12	Former Reg. No	VIN 1FABK1F88BGA [REDACTED]			
Year 2011	Make FORD	Model EXPEDITION	Style UT	Color BL	Extent of Damage DISABLING	Est. Damage 6,000	Towed Due to Damage NO	Vehicle Removed By	Relation	
Insurance Company ALLSTATE	Name of Vehicle Owner [REDACTED]		Business <input checked="" type="checkbox"/>	Current Address [REDACTED]	City MARATHON	State FL	Zip Code [REDACTED]	Phone Number(s)		
Trailer License Number 000	State	Reg. Expires	Permitted Reg. No	VIN	Year	Make	Length	Feet		
Trailer License Number 000	State	Reg. Expires	Permitted Reg. No	VIN	Year	Make	Length	Feet		
Vehicle Direction WEST	On Street, Road, Highway 11TH ST OCEAN DRIVEWAY	At Est. Speed 15	Posted Speed 15	Total Lanes 2	CMV Configuration	Cargo Body Type	Area of Initial Impact		Most Damaged Area	
Common GVWR/GCWR	Trailer Type (Trailer One)	Trailer Type (Trailer Two)	Hazardous Materials		Motor Carrier Name		US DOT Number		Motor Carrier Address	
GVWR/Not-Commercial	Vehicle Body Type UTILITY VEHICLE	Vehicle Defects (one) BRAKES	Vehicle Defects (two)	Emergency Vehicle Use NO	Special Function of MV NO	Vehicle Maneuver Action STRAIGHT AHEAD				
Traffic Control Device for this Vehicle NO CONTROLS	First (1) Sequence of Events COLLISION WITH FIXED OBJECT	Second (2) Sequence of Events	Third (3) Sequence of Events	Fourth (4) Sequence of Events	Traffic Control Device for this Vehicle OTHER FIXED OBJECT					

PERSON RECORD

# 1	Person Type DRIVER	Vehicle # M01	Name BLONNY T CAYANAUGH	Injury Severity POSSIBLE	Ejection NOT EJECTED	Driver Re/Open NO		
Date of Birth	Sex F	Condition at Time of Crash EMOTIONAL (DEPRESSION ANGRY DISTURBED ETC.)	Address 781 11TH ST, MARATHON FL 33909	Phone Number				
Driver License Number [REDACTED]	State FL	Expires 03/31/10	Type CLASS E / OPERATOR	Commercial Motor Vehicle Endorsements				
Restraint System SHOULDER AND LAP BELT USED	Air Bag Deployed NOT DEPLOYED	Helmet Use	Eye Protection NOT APPLICABLE					
Motor Vehicle Seating Position: Row FRONT	Motor Vehicle Seating Position: Seat LEFT	Motor Vehicle Seating Position: Other	Driver Distracted by NOT DISTRACTED					
Driver Vision Obstructions VISION NOT OBSCURED			Driver Vision Obstructions VISION NOT OBSCURED					
Driver Actions at Time of Crash 1 (based on judgement of investigation officer) NO CONTRIBUTING ACTION			Driver Actions at Time of Crash 2 (based on judgement of investigation officer)					
Driver Actions at Time of Crash 3 (based on judgement of investigation officer)			Driver Actions at Time of Crash 4 (based on judgement of investigation officer)					
Suspected Alcohol Use NO	Alcohol Tested TEST NOT GIVEN	Alcohol Test Type	Alcohol Test Result	BAC	Suspected Drug Use NO	Drug Tested TEST NOT GIVEN	Drug Test Type	Drug Test Result
Source of Transport to Medical Facility NOT TRANSPORTED	EMS Agency Name or ID	EMS Run Number	Medical Facility Transported To					

Crash Date 7/18/2011	Time of Crash 8:16 AM	Date of Report 7/18/2011	Reporting Agency MONROE COUNTY SO	Reporting Agency Case Number [REDACTED]	HSMV Crash Report Number 62716667-01
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NARRATIVE

ID Number 9268	Rank DEPUTY	Name BRADY, JOSHUA	Group / Post PATROL	Officer Agency MONROE COUNTY SO	Phone Number 305-299-2430
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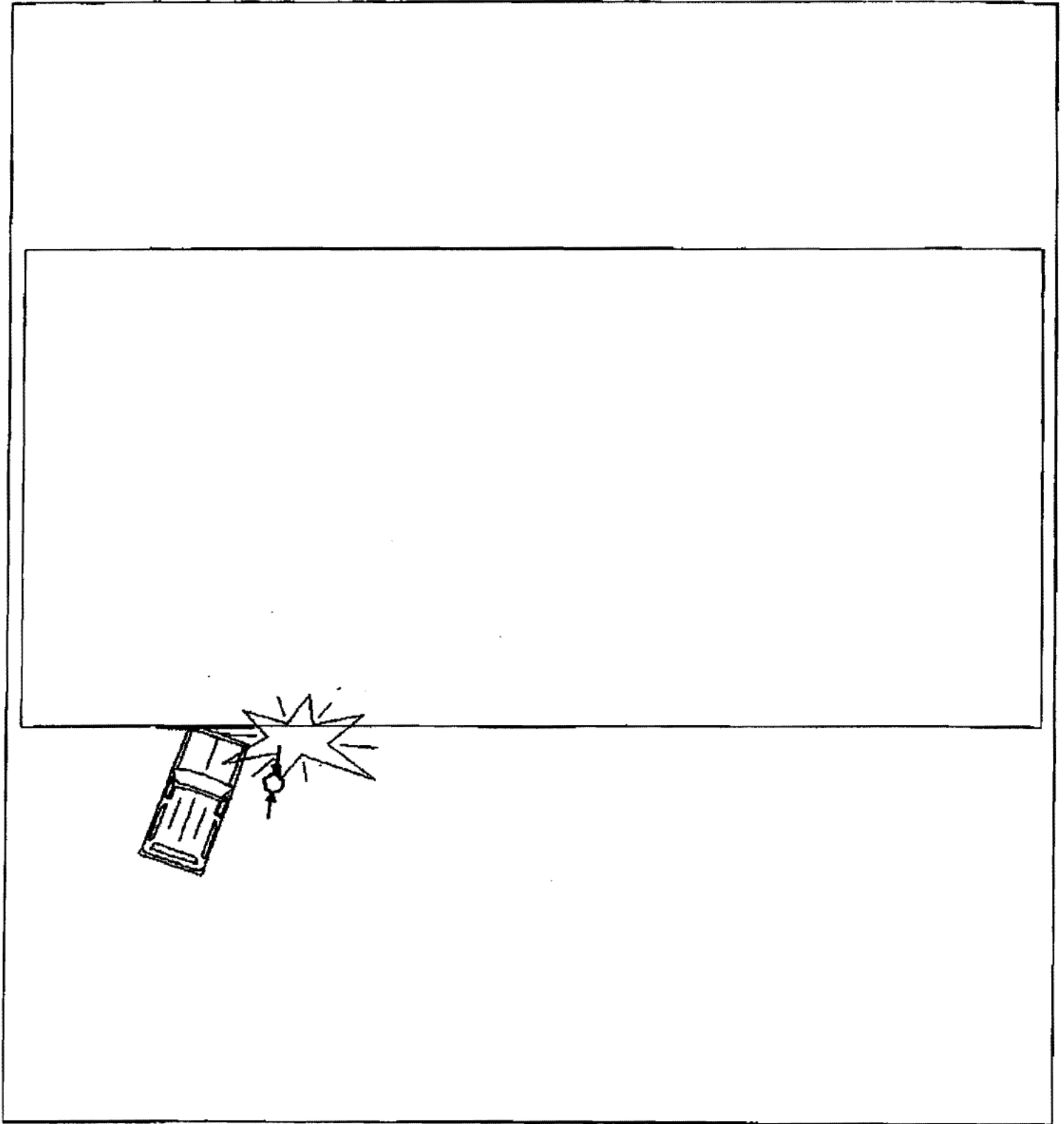
Vehicle one lost computer operation. Driver in vehicle one was attempting to stop. Vehicle one's breaks were press all the way to the floor. Vehicle one had a complete break failure and vehicle one was unable to stop until it made contact with the drive way/ building. The impact area is the direct front of the vehicle. The approximate value of damages is \$5,000.00. It is also known that the lap and shoulder belt had a complete malfunction and did not lock. Driver one noted that her chest hit the steering wheel. Driver one refused medical treatment.

REPORTING OFFICER

ID Number 9268	Rank DEPUTY	Name BRADY, JOSHUA	Group / Post PATROL	Officer Agency MONROE COUNTY SO	Phone Number [REDACTED]
-------------------	----------------	-----------------------	------------------------	------------------------------------	----------------------------

Crash Date 7/14/2011	Time of Crash 8:19 AM	Date of Report 7/19/2011	Reporting Agency MONROE COUNTY SO	Reporting Agency Case Number [REDACTED]	SMV Crash Report Number 02719057-01
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DIAGRAM OF CRASH



INSTRUCTIONS FOR ATTACHING DECAL

1. Clean area where new annual decal is to be affixed.
2. Peel decal from this document.
3. Affix decal in the upper right corner of license plate.

IMPORTANT INFORMATION

SECTION 320.0605, Florida Statutes, requires this registration certificate or an official copy or a true copy of a rental or lease agreement issued for the motor vehicle described be in possession of the operator or carried in the vehicle while the vehicle is being used or operated on the highways or streets of this state.

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle transporting a child in a passenger car, van or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat, for children aged 4 through 5 years, a separate carrier or seat belt may be used.

SECTION 627.733, Florida Statutes, requires mandatory Florida No-Fault Insurance to be maintained continuously throughout the entire registration period; failure to maintain the required coverage could result in suspension of your driver license and registration.

Mail To:

██████████
 ██████████
 MARATHON, FL ██████████

Important note: If you cancel the insurance for this vehicle, immediately return the license plate from this registration to a Florida driver license or tax collector office or mail it to: Dept. of Highway Safety, Return Tags, 2900 Apalachee Parkway, Tallahassee, FL 32399. Surrendering the plate will prevent your driving privilege from being suspended.

CO/AGY 1 / 19 T# 659714729
 B# 1424121

FLORIDA VEHICLE REGISTRATION

PLATE ██████████ DECAL **05307532** Expires **Midnight Sat 6/30/2012**

YR/MK	2011/FORD	BODY	UT	COLOR	SIL	Reg. Tax	152.25	Class Code	1
VIN	1FMHK7F85BG	NET WT	4439	TITLE	106183800	Init. Reg.		Tax Months	14
Plate Type	RGS					County Fee	3.00	Back Tax Mos	
						Mail Fee		Credit Class	31
DL/FEID	650178623-01					Sales Tax		Credit Months	
Date Issued	4/6/2011	Plate Issued	4/6/2011	TRANSFER:	X	Voluntary Fees			
						Grand Total	155.25		

██████████
 ██████████
 MARATHON, FL ██████████

IMPORTANT INFORMATION

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

RGS - SUNSHINE STATE PLATE ISSUED X

*Note * Financed Thru Ford Credit.*



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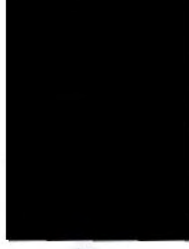
V# A





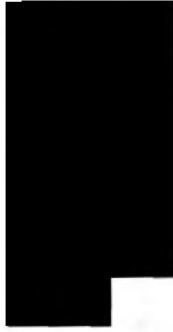
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4



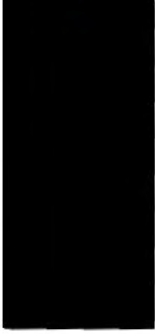
VH,





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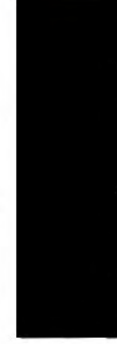
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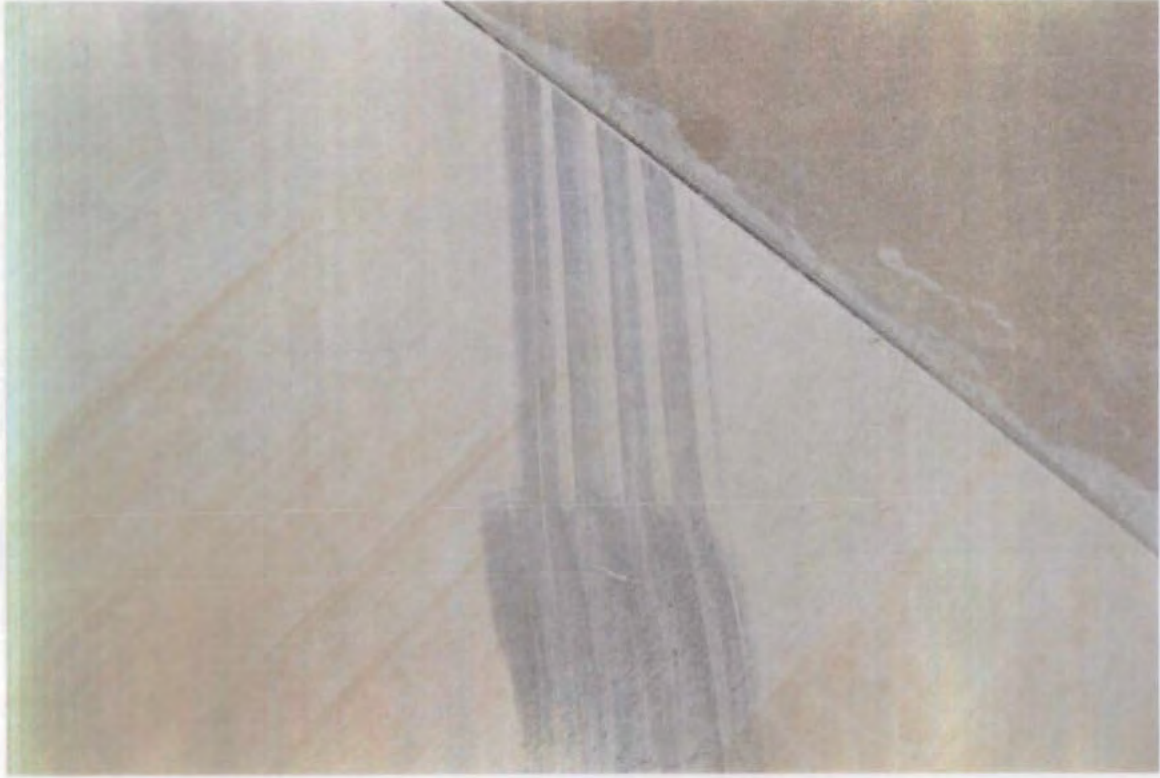




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V#





Q

V#



MARATHON, FLORIDA
FAX

Ford Motor Company
Customer Relationship Center
P. O. Box 6248
Dearborn, MI 48126

July 19, 2011

Re: 2011 Explorer, VIN #1FMHK7F85BG [REDACTED]

To whom it may concern,

On July 15, 2011 the vehicle crashed. The airbag did not deploy, the seat belt restraint did not work, only one of the four brakes worked. The driver was the only person in the vehicle at the time of the crash, she hit the steering wheel and suffered multiple bruises.

The vehicle had lost the electronic controls in the center console and arrangements were being made to get it to the dealer but unfortunately the crash occurred before it could be taken in.

Currently the vehicle is at Armstrong Ford in Homestead, Florida.

We refuse to accept this vehicle back and would appreciate someone contacting us to resolve this matter.

Thank you,

[REDACTED]

Cc: Franklin D. Greenman, Esq.

[REDACTED]
MARATHON FL [REDACTED]

July 18, 2011

Claim Number: [REDACTED]
Date of Loss: July 15, 2011
Our Insured: [REDACTED]
Claimant: [REDACTED]

OFFICE PHONE: [REDACTED]

Office Hours: Monday-Friday 8:00am-5:30pm

Dear [REDACTED]

We are writing to let you know that we have received the above claim and have begun working on it. Losses are always difficult, but rest assured that we will work to make the claim process smooth and resolve the claim promptly.

During the claim process, you may work with other Allstate Insurance Company representatives who are more familiar with certain aspects of your claim. However, feel free to call us directly with any questions or concerns, or if you learn of additional information that is pertinent to your claim.

To learn more about the claim process, please visit our Website at www.allstate.com/claimcenter. While there, be sure to register at our Customer Care Center, where you can check claim status, make a payment, view your billing status, and more.

If you have already been contacted prior to the date on this letter, it is not necessary for you to contact us. However, please contact me (us) if you have any concerns or questions regarding your claim. We look forward to helping you.

Elizabeth M. Bassette

Elizabeth M. Bassette
Allstate Insurance Company

GEN
[REDACTED]



From: [Redacted]
Sent: Wednesday, October 19, 2011 9:09 AM
To: [Redacted]
Cc: [Redacted]
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review
DEALER INFORMATION:
Dealership Fleet Name: Armstrong Ford of Homestead
Requesting Dealer Fleet: armstrong ford
PA Code: 04332
Contact Person: roger
Title: body shop manager
Phone Num [Redacted]
Fax Numbe [Redacted]
Email: [Redacted]
Region [Redacted]
Address [Redacted]
City: homestead

11-2
Dealership Request
10/20/11
10/20/11
Dealership Request
10/20/11

10/20/2011

BEGINNING OF CONTACT
07/16/2011

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.09

REGION: S4 MIAMI OGC ISSUE CASE NBR: 1555331961.
VIN: 1FMHK7F85BG ZONE: A01 OPENED: 2011/07/15
ENGINE: 8 VEH TYPE: T CLOSED: 2011/07/15

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: MARATHON STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2011 MODEL: EXPLORER
MILEAGE: 4000
DEALER NAME: ARMSTRONG FORD OF HO SALES CODE: F24012 P & A: 04332
REASON CODE: 3507 FLEET LEGAL
SYMPTOMS: 301688 SERVICE BRAKE INOP/INEFFECT FRONT AND REAR

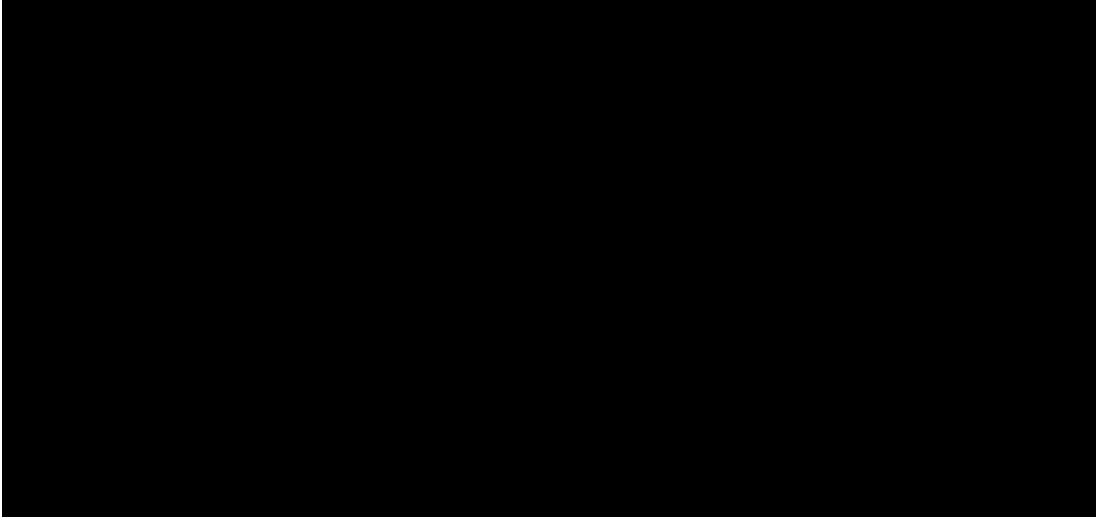
ORIGIN: CRCFLT - CRC TIER ONE - FLEET COMMUNICATION: PHONE
ACTION: F016 - FL - ALLEGED DEFECT INJURY
DOCUMENT: ANALYST: EMARBLE4 MARBLE EARL

DATE: 2011/07/15 TIME: 15.25.31 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: -TRANSFERRED FROM VEE-1FMHK7F85BG [REDACTED] C/W
[REDACTED] OWNER-4000M-11 EXPLORER-THERE
WAS SOME SKIDDING ON ONE TIRE FRONT RIGHT-DRIVER HAS BEEN TO
HOSPITAL (WIFE)-AIR BAGS DIDNT DEPLOY-ARMSTRONG FORD OF
HOMESTEAD30725 SOUTH FEDERAL HIGHWAYHOMESTEAD, FL
[REDACTED] OF THE ACCIDENT-7/15/20112. WHAT
THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED
ACCIDENT-BRAKES FAILED CRASHED IN TO THE HOUSE3. IF THERE
WERE ANY INJURIES SUSTAINED-DRIVER WAS IN THE HOSPITAL4.
LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED-791 100
[REDACTED] FLORIDA, [REDACTED] WHETHER OR NOT THERE WAS A
POLICE REPORT FILED.-YES6. IF A POLICE REPORT WAS FILED, WHAT
THE FINDINGS WERE.-OPEN7. THE POLICE REPORT NUMBER AND THE
CITY OR COUNTY IN WHICH THE REPORT WAS FILED.-COUNTY OF
MONROE8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH
THEIR INSURANCE COMPANY.-YES9. IF A CLAIM HAS BEEN FILED WITH
THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE
CLAIM.-OPEN10. WHETHER OR NOT THE VEHICLE IS
REPAIRABLE.-YES11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY
(ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).12.
WHAT THE CUSTOMER IS SEEKING-CUSTOMER SCARED OF THAT VEH
NOW SHE DOESNT WANT TO DRIVE ITDEALER SAID: ARMSTRONG FORD
OF HOMESTEAD30725 SOUTH FEDERAL HIGHWAYHOMESTEAD, FL
[REDACTED] ADVISED: I WILL FORWARD YOUR
INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU
SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO
YOUR CONCERN.***NOTE TO CCR: PLEASE REMEMBER TO VERIFY ALL
CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.-ADVISED
ABOVE

CONSUMER AFFAIRS

07/16/2011 FAXOGC1 CONFIDENTIAL



*****Note to Dealer*****

*****DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO [REDACTED]**

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE UP TO 90 DAYS TO COMPLETE*****

From: [REDACTED]
Sent: Thursday, October 20, 2011 4:41 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review
DEALER INFORMATION:

10/21/2011

Dealership Fleet Name: Ted Britt Ford Sales, Inc.
Requesting Dealer Fleet: TED BRITT FORD
PA Code: 00048
Contact Person: ROBERT TEASDALE
Title: SERVICE DIRECTOR
Phone Number: [REDACTED]
Fax Number: [REDACTED]
Email: [REDACTED]
Region: WASHINGTON D.C
Address: [REDACTED]
City: [REDACTED]
State: [REDACTED]
Zip Code: 20105

CUSTOMER VEHICLE INFORMATION:

WSD: 05/05/2011
Vehicle Year: 2011
Vehicle Model: EXPLORER
Vehicle VIN: 1FMHK7B8XBG [REDACTED]
Mileage: 5531
customer Fleet Name: [REDACTED]
Street Address: [REDACTED]
City : ASHBURN
State : Virginia
Zip Code : [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]

Customer Region: WASHINGTON D.C

DETAILS OF INCIDENT:

Accident
Date of Incident: 2011-10-13
County incident occurred: LEESBURG,VA
Is customer alleging a component defect CAUSED the incident? YES
Details: FENDER BENDER UNDER 20 MPH CUSTOMER INSISTS THE BRAKES WENT TO THE FLOOR CAUSING HER TO REAR END ANOTHER CAR. CAUSED 3 CAR ACCIDENT
Was a police report filed? YES
Details : LOUDOUN COUNTY, VIRGINIA
Has the insurance company been contacted? YES
Insurance company advised: CUSTOMER HAS NOT STATED THAT BUT CUSTOMER INFORMED USAA THAT HE TOWED IT TO DEALER
Insurance company contact information: DO'NT KNOW

Coach builder:

City :

State :

Zip Code :

Vehicle Location: TED BRITT FORD - CHANTILLY - [REDACTED]

Attorney information:

CVO Contact:

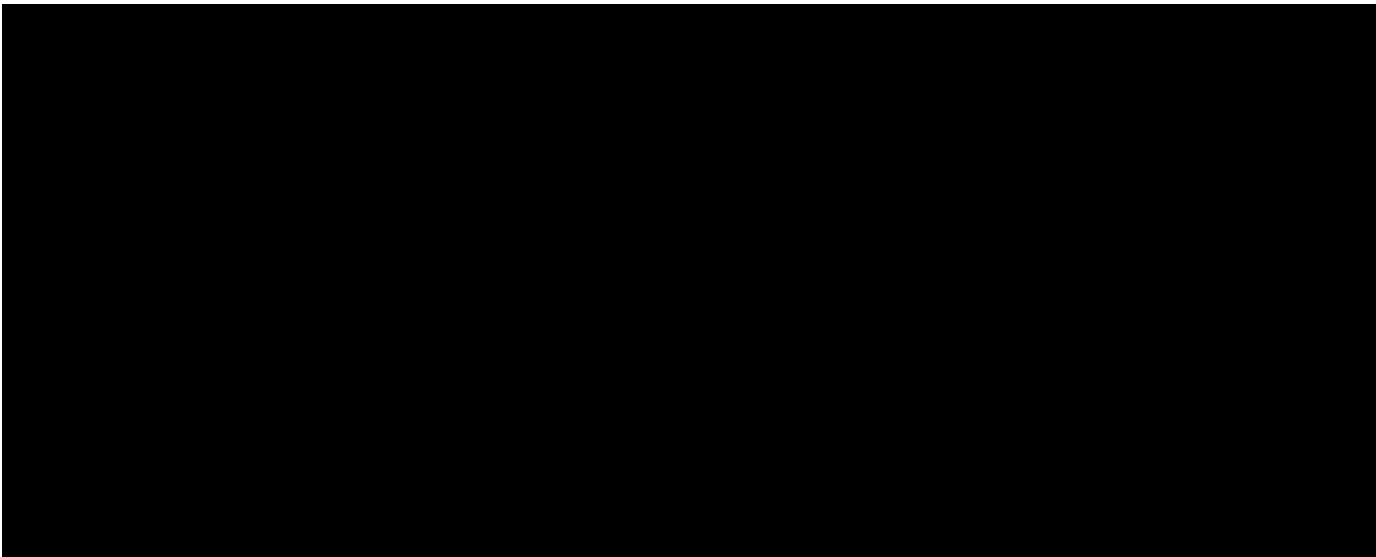
Resolution Customer is seeking: FIX VEHICLE OR REPLACE

Comments: DEALER HAS DRIVEN VEHICLE 250 MILES OVER 7 DAYS WITH NO PROBLEM FOUND- NO REPAIRS MADE . CUSTOMER IS NOT SATISFIED

10/21/2011

Copyright 2011 Ford Motor Company

10/21/2011



PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

If you received it in error, please delete it immediately and notify the sender.

From: [REDACTED]
Sent: Wednesday, May 15, 2013 2:38 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: 1FM5K8F81DC [REDACTED] Brakes / ELCO #3697569

From: [REDACTED]
Sent: Wednesday, May 15, 2013 12:29 PM
To: [REDACTED]
Subject: FW: VD claim - Brakes / ELCO #3697569

[REDACTED]

I am looking to see if I can get some help from you. I spoke to Michelle Hall on 4/19/13 to setup a vehicle defect (VD) claim with Ford. She asked me to send her all details of the VD claim which is listed below. Since then I have left several messages and emails for confirmation of the claim setup with Ford with no response. Could you please help me confirm a claim is setup and who I need to talk too to setup an inspection.

Thanks Jay



Jay LeVasseur
Liability Claims Administrator
PO Box 4800
Wayne, NJ 07474

From: [REDACTED]
Sent: Tuesday, April 30, 2013 2:43 PM
To: [REDACTED]
Subject: FW: VD claim - Brakes / ELCO #3697569

Please advise where we are with setting up a claim with Ford so we can move forward with setting up an inspection.

Thanks Jay



From: [REDACTED]
Sent: Friday, April 19, 2013 2:25 PM
To: [REDACTED]
Subject: VD claim - Brakes / ELCO #3697569

April 19, 2013

Ford Motor Company

[REDACTED]
Ford Fleet Customer Assistance
Contact: Michelle Hall
Email: [REDACTED]

Re: Vehicle Defect Allegation – Brakes
Vehicle: 2013 Ford Explorer
VIN: 1FM5K8F81DG [REDACTED]
Plate: JFR8154 / PA

Event-

This loss happened on 3/16/13 on Richmond St in Philadelphia, PA. The renter, [REDACTED] Philadelphia, PA, is claiming that the brakes failed and causing him to the crash into a fence owned by ABF Trucking, owner Mike Hogan, then finally stopping by wedging himself between 2 trailers. No police responded. Fire and ambulance responded and the R was taken from the scene. [REDACTED] is now repped and claiming Brake VD.

Coverage-

The R has Statefarm, claim # [REDACTED] Tom Whartnaby [REDACTED] confirmed Statefarm never took a statement from [REDACTED]. They relied on a statement from ERAC and paid out fence claim. A PIP/No-fault file has been setup but [REDACTED] has not responded to PIP

Investigation -

[REDACTED] is represented by the law firm of Laffey Bucci & Kent, 1435 Walnut St, 7th Floor, Philadelphia, PA. The attorney, [REDACTED] will not allow [REDACTED] to give a statement but stated [REDACTED] claims to have total brake failure and he purposely hit the fence and wedged himself between 2 trailers to stop. He called his girlfriend who was about 10 minutes away to come get him and bring him to the hospital. In the meantime, an ambulance did arrive and take [REDACTED] to the hospital. He claims there was a witness but has no name. No police responded.

I spoke to the original tow company, [REDACTED] which is located across the street from the loss scene. I spoke to Kevin the owner. He did not witness the loss but his son, also Kevin, called him to state the R hit the fence. Kevin got to the scene about 10 minutes later and saw the ECAR took out about 75 feet of fencing and wedge between 2 trailers. Fire engine #33, located at the corner of Richmond and Bridge streets was there and an ambulance. All doors of the ECAR was jammed shut. His son was helping the ambulance driver pull [REDACTED] out of the rear of the ECAR. [REDACTED] asked him to tow the ECAR to his lot before he got into the ambulance. He opinioned the loss happened due to very heavy snow and hail about 15 minutes prior to the loss and it seems he just slipped on icy road.

I confirmed with [REDACTED] the weather report was snowing for about 2 hours prior to the loss.

Unit history of the ECAR shows [REDACTED] had the vehicle starting 2/22/13 for 23 days until the day of loss, 3/16/13. [REDACTED] received the vehicle with 440 miles and ending mileage is unknown because the hood cannot be opened and the battery is dead. [REDACTED] was the third person to rent the ECAR. No prior losses. No LOFR's. The ECAR sustained damage of \$25,543.55 to the left side. The Vehicle is current on an isolated HOLD.

Please contact me after a claim with Ford has been setup.

Thanks
[REDACTED]



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UNPAID
7/17/13



K-Squad
4087 Richmond St
Philadelphia, PA 19114
Phone (215) 288-9500

Road Service

PICK UP ON

DATE: 7-16-13		TIME: 3:45 P.M.		REQUESTED BY: [Redacted]		P.O. NO.:	
CITY: PHILA PA				STATE: PA		ZIP: [Redacted]	
LOCATION OF VEHICLE: RICHMOND ST - LEAVING ACCIDENT SCENE DOWN							
YEAR, MAKE, MODEL: 2008 SUV				COLOR: WHITE		DRIVER: [Redacted]	
STATE: PA		LIC. PLATE NO.:		VEHICLE ID. NO.:		REGISTERED OWNER:	
MILEAGE:		SERVICE TIME:		EXTRA PERSON:			
FINISH: PAID IN		FINISH: Full		FINISH: \$500			
START:		START: Now		START:			
TOTAL:		TOTAL:		TOTAL:			
REASON FOR TOW: WREN IN THE YARD							
<input type="checkbox"/> ACCIDENT		<input type="checkbox"/> ABANDONED		<input type="checkbox"/> FLAT TIRE		<input type="checkbox"/> SINGLE LINE WINCHING	
<input type="checkbox"/> ARREST		<input type="checkbox"/> STOLEN CAR		<input type="checkbox"/> OUT OF GAS		<input type="checkbox"/> DUAL LINE WINCHING	
<input type="checkbox"/> UNREGISTERED		<input type="checkbox"/> BREAK DOWN		<input type="checkbox"/> IMPOUNDED		<input checked="" type="checkbox"/> SNATCH BLOCKS	
<input type="checkbox"/> TOW ZONE		<input type="checkbox"/> LOCK OUT		<input type="checkbox"/>		<input type="checkbox"/> SCOOTER BLOCKS	
<input type="checkbox"/> SNOW REMOVAL		<input type="checkbox"/> START		<input type="checkbox"/>		<input type="checkbox"/> DOLLY	
TYPE OF TOW:		TOWED PER ORDER OF:		VEHICLE TOWED TO:			
<input type="checkbox"/> SLING/HOIST TOW		<input type="checkbox"/> STATE POLICE		FIRST TOW: 4087 RICHMOND ST			
<input type="checkbox"/> FLAT BED RAMP		<input type="checkbox"/> LOCAL POLICE		SECOND TOW:			
<input type="checkbox"/> WHEEL LIFT		<input type="checkbox"/> OWNER					
<input type="checkbox"/>		<input type="checkbox"/> DEALER					
STORAGE FROM: 7-16-13 TO 3:45 P.M. DAYS @ \$:				TOWING CHARGE: 150.00			
PAID BY: [Redacted]				MILEAGE CHARGE:			
<input type="checkbox"/> CASH		<input type="checkbox"/> CHECK		EXTRA PERSON: 150.00			
<input type="checkbox"/> CREDIT CARD		<input type="checkbox"/> MC		SPECIAL EQUIPMENT: 90.00			
<input type="checkbox"/>		<input type="checkbox"/> VISA		LABOR CHARGE:			
<input type="checkbox"/>		<input type="checkbox"/> AMEX		DAY STORAGE: 10.00			
OPERATOR'S SIGNATURE: [Redacted]				DATE: 7-16-13		SUB-TOTAL: 120.00	
TRUCK NO.:				DATE: 7-16-13		TAX:	
AUTHORIZED SIGNATURE: CLEAN SPOT				DATE: 7-16-13		TOTAL: 62.00	
VEHICLE RELEASED TO:				DATE: 7-16-13			

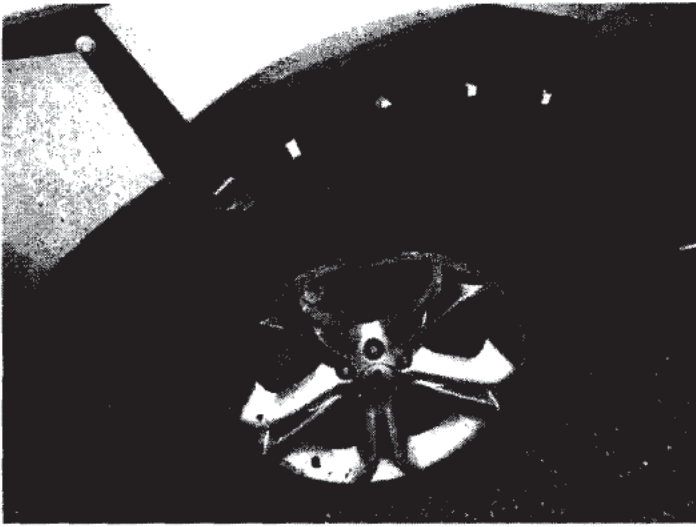
0352

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

Thank You

Ear's
1981
included
contract
terms
EAR
HERE
12665212039
Public Beverage
e-clearance
Doctor machine
rds, prepaid
one cards, a
rental company





MO 8:00 AM - 5:00 PM TU 8:00 AM - 6:00 PM WE 8:00 AM - 6:00 PM
 TH 8:00 AM - 6:00 PM FR 8:00 AM - 6:00 PM SA 9:00 AM - 12:00 PM

OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY OF PHILADELPHIA, LLC
 BRANCH ADDRESS: 1201 E ERTE AVE, PHILADELPHIA, PA, 191245525

SR CLOSED
 (215) 289-7200

RENTAL TYPE: INSURANCE		SOURCE: RAY'S AUTO		ID.#: 999	RENTAL AGREEMENT: NO
RENTER: [REDACTED]		ADDRESS: [REDACTED]		HOME PHONE: [REDACTED]	
START CHARGES IF DIFFERENT: 02/22/2013 1:20 PM		CITY: PHILA		STATE: PA	ZIP: [REDACTED]
ORIGINAL VEHICLE		COLOR: WHITE		LICENSE NO: H116923	
MODELS: JETT		YEAR: 7F4T5B		MILEAGE: IN 440	
DRIVEN		ATTN: MCNAMARA, MEGHAN		PHONE: (610) 567-3651	
CONDITION AND RISK LEVEL (APPLY TO DRIVER)		EMPLOYER: PRIMO HOAGIES		DRIVERS LICENSE: XXXX8301	
NO DAMAGE		BILL TO: PROGRESSIVE INS-PLYMOUTH MTG**		REFERENCE NUMBER: 133905821	
NO DAMAGE		ADDITIONAL AUTHORIZED DRIVER(S): NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL		NO OTHER DRIVERS PERMITTED	
NO DAMAGE		PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S): PA DE NJ		OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT	
NO DAMAGE		RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PARAGRAPH 16.		RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE TO LEFT AND PARAGRAPH 16. DAMAGE WAIVER IS NOT INSURANCE.	
NO DAMAGE		RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE PARAGRAPH 18.		RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 18.	
NO DAMAGE		RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP).		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 17.	
NO DAMAGE		RENTER DECLINES OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP).		RENTER ACCEPTS OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PARAGRAPH 15.	
NO DAMAGE		CONTINGENT RENT		AMOUNT: \$150.00	
NO DAMAGE		REPLACEMENT VEHICLE		DATE: 02/22/2013	
NO DAMAGE		COLOR: GRAY		LICENSE NO: 7H4T5B	
NO DAMAGE		MODELS: EXPICER		YEAR: 7H4T5B	
NO DAMAGE		MILEAGE: IN 440		OUT 440	
NO DAMAGE		INSURED / CLAIMANT		ADDITIONAL INFORMATION	
NO DAMAGE		LOSS DATE		THEFT: ACCIDENT:	
NO DAMAGE		REPAIR SHOP		LOCAL ADDRESS	
NO DAMAGE		LOCAL PHONE		REJECTION OF UNINSURED MOTORIST PROTECTION: I AM REJECTING UNINSURED MOTORIST COVERAGE UNDER THIS RENTAL OR LEASE AGREEMENT AND ANY POLICY OF INSURANCE OR SELF-INSURANCE ISSUED UNDER THIS AGREEMENT, FOR MYSELF AND ALL OTHER PASSENGERS OF THIS VEHICLE. UNINSURED COVERAGE PROTECTS ME AND OTHER PASSENGERS IN THIS VEHICLE FOR LOSSES AND DAMAGES SUFFERED IF INJURY IS CAUSED BY THE NEGLIGENCE OF A DRIVER WHO DOES NOT HAVE ANY INSURANCE TO PAY FOR LOSSES AND DAMAGES.	

569137
 4 ALLR64
 DAY = CALENDAR DAY
 VEHICLE 41.99 + TAX
 = 23.99/DAY
 you pay 17.92/day
 NO CHARGE MILEAGE

\$500 Deductible
 DW OR CDW \$19.99/DAY

PAI \$2.00/DAY

SLP \$14.99/DAY

RAP \$3.99/DAY

FUEL CHARGE \$5.40/GALLON

PASS CAR RENTAL TAX 2.00%
 PA SALES TAX 6.00%
 STADIUM TAX 2.00%
 PHILA SALES TAX 2.00%
 TRANSPORT ASSIST TAX \$2.00/DAY

TOTAL CHARGES	AMOUNT DUE
DEPOSITS	CLOSED BY
REFUNDS	PAY BY: CASH CHECK CHAR
	RECEIPT OF CASH REFUND: DATE AMOUNT RECEIVED

OWNER IS AN AFFILIATE OF ENTERPRISE HOLDINGS INC, WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS.

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Estimate Information

Estimate ID: 1a9619b8
 Estimator: George Hofmann
 File ID: 1005
 Platform: CCC
 Date Created: 03/26/2013

Claim: [REDACTED]

Repair Facility

Repair Facility: AUTOCARE USA
 Address: [REDACTED]
 Phone: [REDACTED]
 Fax: [REDACTED]
 Federal Tax ID: 83-0378888
 State Tax ID:
 BAR:

Vehicle Data

Unit #: 7H4653 Year: 2013 Make: Ford Model: EXPLORER 4X4 LIMITED
 VIN: 1FM5K8F81DC [REDACTED] Color: GRAY Lic. State: PA License: [REDACTED]
 Body Style: 4D UTV Engine: 6-3.5L-FI Odometer: 450 Prod. Date: 02/2013
 Points of Impact
 Primary: Total Loss
 Secondary: Unknown Point of Impact

Line

Line	Op	Description	Type	Part #	Price	Qty	Labor	Paint
001*	BLANK	<u>FRAME SET UP AND MEASURE</u>					2B	
002*	BLANK	<u>UNIBODY PULL AND SQUARE</u>					5F	
003		WHEELS						
004	R&R	LT/Front Wheel, alloy	N	BB5Z1007A	379.80	1	0.3M	
005	R&R	RT/Front Wheel, alloy	N	BB5Z1007A	379.80	1	0.3M	
006	R&R	LT/Rear Wheel, alloy	N	BB5Z1007A	379.80	1	0.3M	
007	R&R	RT/Rear Wheel, alloy	N	BB5Z1007A	379.80	1	0.3M	
008*	R&R	<u>Tires Hancock</u>	AC		218.97	4	0B	
009*	R&R	<u>TIRE MOUNT AND BALANCE</u>	AC		12.00	4	0B	
010		ELECTRICAL						
011	R&R	TPMS sensor	N	9L3Z1A189A	83.73	4	0B	
012		FRONT SUSPENSION						
013	R&R	RT Lower cntrl arm	N	BB5Z3078B	143.95	1	1.2M	
014	R&R	RT Axle assy w/3.5 liter, w/o trailer to	N	BB5Z3B436L	288.00	1	1.2B	
015		FRONT BUMPER						
016	BLANK	O/H front bumper					2.5B	
017	R&R	Bumper cover w/o auto park	N	BB5Z17D957APTM	472.30	1	0B	2.4R
018	BLANK	Add for Clear Coat						1R
019	R&R	LT Side support	N	BB5Z17E814B	26.57	1	0B	
020	R&R	Lower cover w/fog lamps	N	BB5Z17D957CB	329.92	1	0B	
021	BLANK	Add for fog lamps					0.3B	
022	R&R	Valance w/o trailer tow	N	BB5Z17626BB	120.28	1	0B	
023		FRONT LAMPS						
024	R&R	RT Headlamp assy from 1/20/11	N	DB5Z13008A	605.48	1	0.2B	
025	BLANK	Aim headlamps					0.5B	
026	R&R	LT Headlamp assy from 1/20/11	N	DB5Z13008B	605.48	1	0B	
027		HOOD						

028	R&R	Hood (ALU)	N	BB5Z16612A	1,089.58	1	1.1B	3R
029	BLANK	Add for Underside(Complete)						1.5R
030	R&I	Front seal					0B	
031	R&R	Insulator retainer clip	N	W705002S300	5.06	10	0B	
032	R&R	Release cable	N	AA5Z16916A	57.18	1	1.4B	
033		FENDER						
034	R&R	LT Fender	N	BB5Z16006A	323.80	1	1.9B	1.8R
035	BLANK	Overlap Major Adj. Panel						-0.4R
036	BLANK	Add for Edging						0.5R
037	R&R	LT Fender liner w/3.5 liter	N	BB5Z16103D	101.88	1	0B	
038	R&R	LT Wheel flare	N	BB5Z16039AA	123.88	1	0.3B	
039	R&I	Mud guard					0.4B	
040*	RPR	RT Fender					<u>3B</u>	1.8R
041	BLANK	Overlap Major Adj. Panel						-0.4R
042	R&I	RT Fender liner w/3.5 liter					0.4B	
043		WINDSHIELD						
044	R&R	Windshield FORD w/o rain sensor	GL	BB5Z7803100A	319.00	1	0B	
045	R&I	RT Washer nozzle					0.2B	
046	R&I	LT Washer nozzle					0.2B	
047	R&R	RT Upper molding	N	BB5Z7803136AB	94.70	1	0.2B	
048		FRONT DOOR						
049*	RPR	LT Outer panel					<u>1B</u>	2.4R
050	BLANK	Overlap Major Adj. Panel						-0.4R
051	R&I	LT W'strip on body					0.3B	
052	R&I	LT Belt w'strip					0.3B	
053*	R&I	LT Lower molding charcoal					<u>0.4B</u>	
054	R&R	LT Mirror power, w/signal, w/puddle lamp	N	BB5Z17683JA	429.15	1	0.3B	
055	R&I	LT Run channel					0.3B	
056	R&I	LT Handle, outside black					0.4B	
057	R&I	LT R&I trim panel					0.5B	
058*	RPR	RT Outer panel					<u>1B</u>	2.4R
059	BLANK	Overlap Major Adj. Panel						-0.4R
060	R&I	RT Belt w'strip					0.3B	
061*	R&I	RT Lower molding charcoal					<u>0.4B</u>	
062	R&R	RT Mirror power, w/signal, w/puddle lamp	N	BB5Z17682JA	447.72	1	0.3B	
063	R&I	RT Run channel					0.3B	
064	R&I	RT Handle, outside black					0.4B	
065	R&I	RT R&I trim panel					0.5B	
066		ROOF						
067	R&R	LT Roof rail silver	N	BB5Z7855115BA	198.83	1	0B	
068	R&R	Headliner w/SYNC charcoal	N	DB5Z7851944CB	1,765.52	1	0B	
069	R&R	Roof panel	N	BB5Z7850202B	752.22	1	19B	4R
070	BLANK	Overlap Major Adj. Panel						-0.4R
071	R&I	RT Roof rail black					0B	

072	R&R	Roof bow center rear (STL)	N	BB5Z7851269B	57.40	1	1B	
073	R&R	Roof bow rear (STL)	N	BB5Z7851269B	57.40	1	1B	
074		SEATS & TRACKS						
075	R&R	LT Seat back cover leather charcoal	N	BB5Z7864417DB	396.35	1	1.2B	
076	R&I	RT R&I second row seat bucket seat					0.4B	
077	R&I	LT R&I second row seat bucket seat					0B	
078	R&I	RT R&I third row seat					0.4B	
079	R&I	LT R&I third row seat					0B	
080		PILLARS, ROCKER & FLOOR						
081	R&I	RT Rocker molding					0.5B	
082	R&R	LT Rocker molding	N	BB5Z7810177AA	217.68	1	0.5B	
083	R&R	LT Scuff plate rear stone	N	BB5Z7813229AB	41.22	1	0.1B	
084	BLND	LT Aperture panel						2R
085	R&R	LT Wndshld plr trim charcoal	N	BB5Z7803599AA	66.23	1	0B	
086	R&R	LT Upr ctr plr trim charcoal	N	BB5Z7824347AA	55.12	1	0B	
087*	RPR	RT Aperture panel					<u>3B</u>	4R
088	BLANK	Overlap Major Non-Adj. Panel						-0.2R
089		REAR BODY & FLOOR						
090	R&R	Center floor pan	N	DB5Z7811160A	412.53	1	14B	2R
091		STEERING COLUMN						
092	R&R	Wiper switch	N	DA8Z13K359AA	297.15	1	0.1B	
093		RESTRAINT SYSTEMS						
094	R&R	LT Seat belt assy	N	DB5Z78611B09AA	243.08	1	0.3B	
095	R&R	LT Head air bag	N	DB5Z78042D95A	774.23	1	0.6M	
096	R&R	RT Head air bag	N	DB5Z78042D94A	767.82	1	0.6M	
097	R&R	LT Ft seat air bag	N	BB5Z78611D11A	209.33	1	0.7M	
098	R&R	LT Ft seat air bag housing	N	BB5Z78610E38B	40.37	1	0M	
099	R&R	Control module	N	DB5Z14B321B	528.25	1	0.3M	
100	R&R	RT Side impact sens front	N	DG1Z14B345A	58.55	1	0.3M	
101	R&R	LT Side impact sens front	N	DG1Z14B345A	58.55	1	0.3M	
102	R&R	RT Side impact sens rear	N	BK2Z14B004A	14.52	1	0.3M	
103	R&R	LT Side impact sens rear	N	BK2Z14B004A	14.52	1	0.3M	
104	R&R	RT Seat belt assy	N	DB5Z78611B08AA	349.58	1	0.3B	
105	R&R	Driver air bag	N	DB5Z78043B13AA	338.50	1	0.4B	
106		REAR DOOR						
107	R&R	LT Door assy	N	BB5Z7824631A	986.27	1	5.6B	3.5R
108	BLANK	Overlap Major Adj. Panel						-0.4R
109	R&R	LT Door w'strip	N	BB5Z7825325A	140.73	1	0B	
110	R&R	LT Front w'strip	N	BB5Z7825325B	30.42	1	0B	
111	R&R	LT W'strip on body	N	BB5Z78253A10A	68.10	1	0B	
112	R&R	LT Belt w'strip	N	BB5Z7825597A	36.62	1	0B	
113	R&R	LT Lower molding charcoal/chrome	N	BB5Z7825557BA	147.40	1	0.4B	
114	R&R	LT Applique	N	BB5Z78255A35AA	62.43	1	0B	
115	R&R	LT Door glass FORD w/green tint	GL	BB5Z7825713B	251.28	1	0B	
116	R&R	LT Run channel w/green tint glass	N	BB5Z7825767B	567.37	1	0B	
117	R&R	LT Fixed glass FORD	GL	SEE FOOTNOTE	0.00	1	0B	
118	R&R	LT Lower retainer	N	BB5Z7825797A	22.00	1	0B	

119	R&R	LT Front guide	N	BB5Z78222A01A	30.55	1	0B	
120	R&R	LT Window regulator	N	BB5Z7827009A	40.60	1	0B	
121	R&R	LT Window motor	N	DB5Z7823395B	49.00	1	0B	
122	R&R	LT Handle, outside chrome	N	BB5Z7822404BA	78.88	1	0B	
123	R&R	LT Handle base	N	CB5Z7826685A	59.48	1	0B	
124	R&R	LT Bracket	N	BB5Z78264C29A	19.22	1	0B	
125	R&R	LT Latch	N	DG1Z5426413A	130.27	1	0.3B	
126	R&R	LT Release rod	N	BB5Z7826597A	11.38	1	0B	
127	R&R	LT Handle rod	N	BB5Z7826461A	11.52	1	0B	
128	R&R	LT Release cable	N	BB5Z78266A46A	19.28	1	0B	
129	R&R	LT Striker	N	7T4Z7822008A	22.05	1	0B	
130	R&R	LT Door check	N	BB5Z7827204A	21.17	1	0B	
131	R&R	LT Upper hinge	N	BB5Z7826801A	20.72	1	0.3B	0.3R
132	R&R	LT Lower hinge	N	BB5Z7826811A	19.05	1	0.3B	0.3R
133	R&R	LT Door trim panel XLT , Limited charcoa	N	BB5Z7827407BC	397.13	1	0.5B	
134*	RPR	RT Outer panel					1B	2.5R
135	BLANK	Overlap Major Adj. Panel						-0.4R
136	R&I	RT Belt w/strip					0.3B	
137*	R&I	RT Lower molding charcoal					0.4B	
138	R&I	RT Run channel w/dk.gray tint glass					0.6B	
139	R&I	RT Handle, outside black					0.4B	
140	R&I	RT R&I trim panel					0.4B	
141		QUARTER PANEL						
142	R&R	LT Quarter panel	N	BB5Z7827841A	1,146.13	1	18.5B	3.5R
143	BLANK	Overlap Major Adj. Panel						-0.4R
144	BLANK	Deduct for Overlap					-2B	
145	R&R	LT Splash shield	N	BB5Z7828371A	79.12	1	0.3B	
146	R&R	LT Vent grille	N	AG1Z61280B62A	16.88	1	0.1B	
147	R&R	LT Wheel opng mldg	N	BB5Z7829165AA	124.35	1	0.4B	
148	R&R	LT Upper molding	N	BB5Z78290A61AA	66.12	1	0B	
149	R&R	LT Qtr glass FORD w/green tint	GL	BB5Z7829701B	356.63	1	0B	
150	R&R	LT Inner panel (HSS)	N	BB5Z7827791A	449.72	1	6.5B	1.5R
151*	RPR	RT Quarter panel					5B	2.6R
152	BLANK	Overlap Major Adj. Panel						-0.4R
153	REF	Fuel door						0.3R
154	BLANK	Clear Coat						2.5R
155	R&I	RT Qtr glass FORD w/green tint	GL	BB5Z7829700B	0.00	0	0B	
156	R&I	RT Wheel opng mldg					0.4B	
157	R&I	RT Upper molding					0B	
158	R&R	LT Qtr trim panel w/o inflatable 2nd row	N	BB5Z7831013AB	257.92	1	0B	
159		REAR SUSPENSION						
160	O/H	O/H rear suspension both sides	N		0.00	0	7.3B	
161		FUEL SYSTEM						
162	R&I	R&I fuel tank					2.1B	
163		REAR LAMPS						

164	R&R	RT Tail lamp assy	N	BB5Z13404C	488.87	1	0.3B	
165	R&I	LT Tail lamp assy					0B	
166		REAR BUMPER						
167	R&R	Bumper cover	N	BB5Z17K835APTM	380.58	1	0B	2.4R
168	BLANK	Add for Clear Coat						1R
169	R&R	Lower cover w/o park sensors	N	BB5Z17F828AA	223.25	1	1.7B	
170	BLANK	Deduct for Rear Bumper R&I					-1.2B	
171	R&R	A/M RESTORE CORROSION PROTECTION	A		10.00	1	0.2B	
172	R&R	A/M COLOR SAND AND BUFF	A		0.00	1		0.5R
173	R&R	A/M FLEX ADDITIVE	A		8.00	1	0B	
174	R&R	A/M FOUR WHEEL ALIGNMENT	A		79.95	1	0B	
175*	BLANK	<u>CLEAN BROKEN GLASS</u>					1.5B	
176*	BLANK	<u>CLEAN INTERIOR</u>					2B	

Totals

Parts

Part	Subtotal	Adj %	Adj \$	Total
Parts - Glass	926.91			926.91
Parts - New	21,104.12	-25.00	(5,276.11)	15,828.01
Parts - Aftermarket (QRP)	97.95			97.95
Parts Total				16,852.87

Labor

Type	Additional Labor	Rate	Hours	Total
Labor - Body		35.00	118.3	4,140.50
Labor - Refinish		35.00	45.9	1,606.50
Labor - Frame		35.00	5.0	175.00
Labor - Mechanical		35.00	5.8	203.00
Labor Total				6,125.00

Materials

Materials - Blend	36.00
Materials Adjustment	75.60
Materials - 2 Stage Paint Materials	45.00
Materials - Paint	745.20
Materials Total	901.80

Miscellaneous

Other - Additional Cost	923.88
Miscellaneous Total	923.88

Adjustment

Discount Amount	5,276.03
Insurance Pay	24,803.63
Total Claim Before Taxes	24,803.63
Final Total	24,803.63

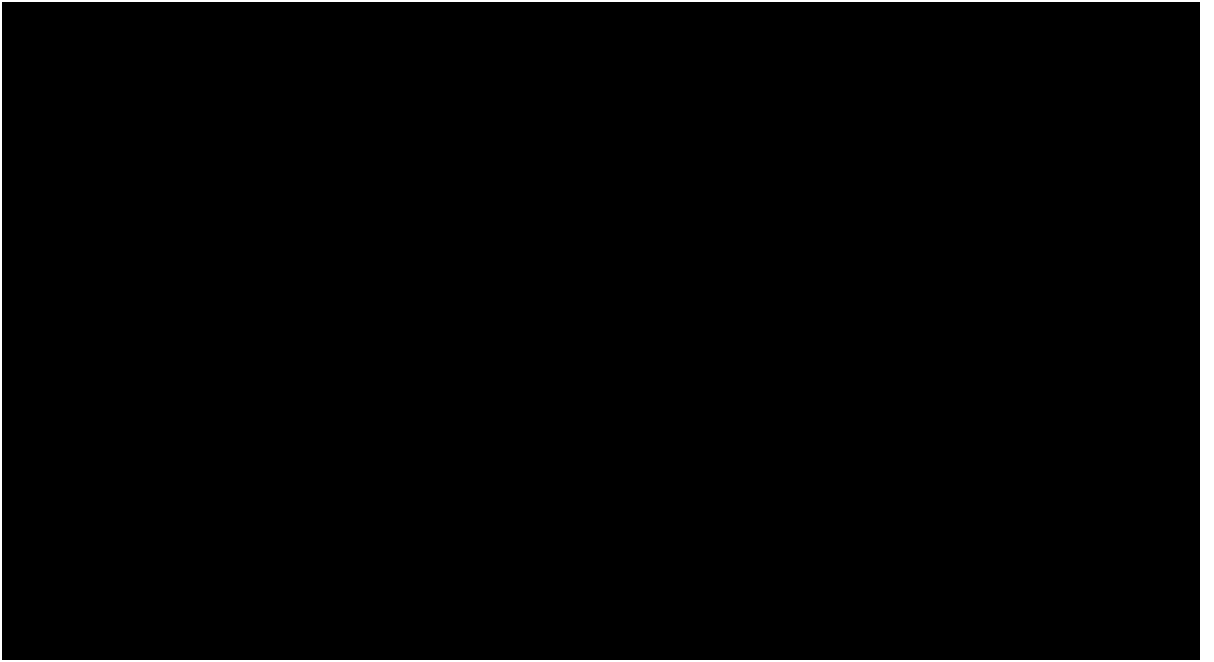
Op Codes	
BLANK	Operation - Blank

Op Codes	
BLND	Operation - Blend
O/H	Operation - Overhaul
R&I	Operation - Remove/Install
R&R	Operation - Remove/Replace
REF	Operation - Refinish
RPR	Operation - Repair
Part Type Codes	
A	Parts - Aftermarket
AC	Other - Additional Cost
GL	Glass
N	Parts - New
Labor Codes	
B	Labor - Body
F	Labor - Frame
M	Labor - Mechanical
R	Labor - Refinish
Paint Type Codes	
R	Labor - Refinish



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10/19/2011



*****Note to Dealer*****

*****DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO [REDACTED]*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE UP TO 90 DAYS *****

From: [REDACTED]
Sent: Monday, March 25, 2013 1:46 PM
To: Ordcalp, F (F.); Taylor, Alma (A.)
C: [REDACTED]
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: Ford of Moses Lake

Requesting Dealer Fleet: Ford of Moses Lake

PA Code: 07426

Contact Person: Laura Riley

Title: Warranty Administrator

Phone Number: [REDACTED]
Fax Number: [REDACTED]
Email: [REDACTED]
Region: Seattle
Address: [REDACTED]

City: Moses Lake
State: Washington
Zip Code: 98837

CUSTOMER VEHICLE INFORMATION:

WSD: 12/16/2012
Vehicle Year: ~~2012~~ 2013
Vehicle Model: Explorer
Vehicle VIN: 1FM5K8D85DG [REDACTED]
Mileage: 1709
customer Fleet Name: [REDACTED]

Street Address: [REDACTED]
City : Moses Lake
State : Washington
Zip Code : [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]

Customer Region: Seattle

DETAILS OF INCIDENT:

Accident
Date of Incident: 2013-03-14

County incident occurred: Grant

Is customer alleging a component defect CAUSED the incident? YES

Details: CUSTOMER STATES HE APPLIED THE BRAKES AND NOTHING HAPPENED. HE TRIED PUMPING THEM AND IT WOULD NOT STOP THE VEHICLE UNTIL IT WAS PUT INTO PARK. WHEN HE TRIED TO PUT THE TRANSMISSION INTO REVERSE, IT WAS HARD UNTIL HE PUMPED THE BRAKES. CUSTOMER ENDED UP HITTING A STOP SIGN TO STOP.

Was a police report filed? YES

Details : Moses Lake Police Department

Has the insurance company been contacted? YES

Insurance company advised: Proceed with repairs.

Insurance company contact information: Trask Insurance, SafeCo, 509-765-0241

Coach builder:

City : Moses Lake
State : Washington
Zip Code : 98837

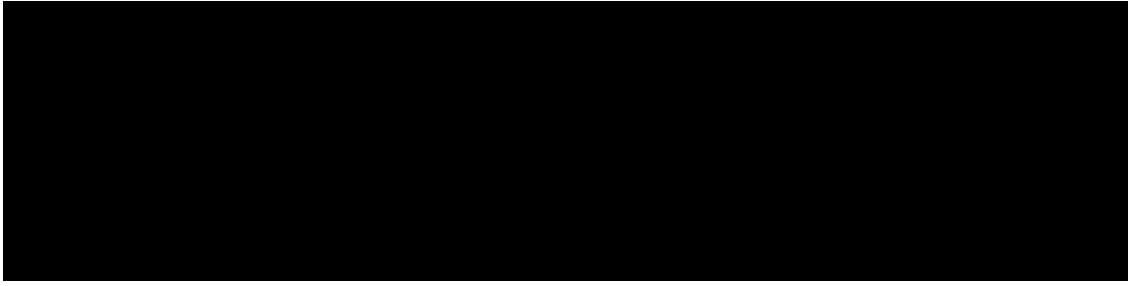
Vehicle Location: Customer's home.

Attorney information:

CVO Contact:

Resolution Customer is seeking: Customer is concerned with driving the vehicle with this intermittent concern.

Comments:



From: DCPFORM, FMCDdealer (.)
Sent: Friday, May 30, 2014 5:50:54 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: [REDACTED]
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: Deery Brothers Ford-Lincoln, I

Requesting Dealer Fleet: DEERY BROTHERS FORD LINCOLN

PA Code: 08293

Contact Person: JARED MARTZ

Title: SERVICE DIRECTOR

Phone Number: [REDACTED]

Email: [REDACTED]

Region: Chicago

Address: [REDACTED]

City: Iowa City

State: Iowa

Zip Code: [REDACTED]

[REDACTED] INFORMATION:

WSD: 06/17/2011

Vehicle Year: 2011

Vehicle Model: Explorer

Vehicle VIN: 1FMHK8F86BC [REDACTED]

Mileage: 40282

customer Fleet Name: [REDACTED]

Street Address: [REDACTED]

City : CORALVILLE

State : Iowa

Zip Code : [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Customer Region: CHICAGO

DETAILS OF INCIDENT:

Accident

Date of Incident: 2014-05-29

County incident occurred: JOHNSON

Is customer alleging a component defect CAUSED the incident? YES

Details: Customer states the brake pedal went to the floor and the vehicle did not stop during a low speed maneuver into a parking stall in a parking ramp, the vehicle collided with a concrete barrier and slight damage to the front bumper of the vehicle resulted.

Was a police report filed? NO

Details :

Has the insurance company been contacted? NO

Insurance company advised:

Insurance company contact information: unknown at this time

Coach builder:

City :

State :

Zip Code :

Vehicle Location: dealership

Attorney information:

CVO Contact:

Resolution Customer is seeking: investigate the brake perceived brake system failure

Comments: dealer is opening this contact at the direction of tech hotline. the dealer has inspected the vehicle brake system and found no faulty parts, leaks, trouble codes or anything to indicate an actual brake failure occurred. dealer technician and service director have attempted to duplicate the customer concern with no duplication occurring. brakes are operating as designed. we have no idea if the customer will take any legal action regarding this issue, they have not mentioned that to dealership personell. they are worried about the safety of the vehicle at this time. please contact dealer service director for further information or direction for the dealer to follow. thank you.

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Report# : EFDHZ064 CACVOC--or-- C1 0002741294MS
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2011,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV ,1FMHK8F86BG
Odometer : 40,282 M **Engine:** 3.5L CYCLO
Transmission: 6F50 **Axle:**
Dealer:
City: Iowa City **State:** Iowa **Country :** USA
Originator:
Symptom: 6 60 3 40 SP/ST/RD,STOPPING,PEDAL,LONG TRAVEL
Status:
VFG: V21 BRAKING
Additional Symptom:
Fix: **Causal Component :**
Condition Code:

Received: 06/05/2014
Date:
Build Date: 05/17/2011
Calibration: BUB1SN0A
A/C: YES
Phone#:
Country : USA

Cust: STEPHEN HADLEY RICH **Home Phone:** ()
Work Phone: () **Region:** G1 Chicago
Case Status: **Date:** 00 / 00 / 0000 **Vehicle Paint:** WHITE PLATINUM TRI-C

KOEO:
KOEC:
KOER:

Comments: No Comments available

Requester: ATAYLO29
Report Summary
Server: ECCVWS962

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6-Jun-2014
Retention: None

Report# : EE4NI002 NHL
CCRG/EPRC:S **Reviewed Status:**
Vehicle: 2011,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV ,1FMHK8F86BG [REDACTED]
Odometer : 40,282 M **Engine:** 3.5L CYCLO
Transmission: 6F50 **Axle:**
Dealer: USA 08293 Deery Brothers Ford-Lincoln, I **Phone#:** [REDACTED]
City: Iowa City **State:** Iowa **Country :** USA
Originator: [REDACTED]
Symptom: 6 60 3 67 SP/ST/RD,STOPPING,PEDAL,SPONGY/MUSHY
Status:
VFG: V21 BRAKING
Additional Symptom: BRAKE PEDAL WENT TO FLOOR
Fix: **Causal Component :**
Condition Code:
Hotliner: WCARPE15 **Phone:** 79397 **Regn Cd:** G1 Chicago
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** SD

KOEO:
KOEC:
KOER:

REPAIR 05/30/2014 04:56PM WILLIAM CARPENTER MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CUSTOMER STATES THE BRAKE PEDAL WENT TO THE FLOOR AT LOW SPEED PARKING LOT MANUEVER AND THEY HIT A CONCRETE BARRIER DUE TO THE VEHICLE NOT STOPPING. PEDAL ALSO WENT TO FLOOR AFTER STOPPING AND PRESSING THE PEDAL BY HAND. DIAGNOSTICS: CHECK FOR DTC'S-NONE. MECHANICAL INSPECTION OF BRAKE SYSTEM, FLUID GOOD AND LEVEL OK, CALIPER, ROTOR AND PAD CONDITION ARE GOOD. FIND NO MECHANICAL INDICATIONS OF FAILURE. TEST DRIVE ATTEMPTING TO DUPLICATE CONCERN, CANNOT DUPLICATE. PARTS REPLACED: NONE TECH QUESTION: CUSTOMER DOES NOT WANT TO DRIVE VEHICLE AFTER THE PERCEIVED BRAKE FAILURE. WE FIND NO TSB'S OR SSM'S RELATED TO THIS CONCERN. HAVE THERE BEEN ANY OTHER REPORTS OF SUCH VEHICLE BEHAVIOR THAT WE MAY NOT BE AWARE OF? PLEASE REVIEW AND RESPOND.

RECOMM 05/30/2014 04:56PM WILLIAM CARPENTER MSS - FCSD - TECH SVC HOTLINE

JARED, WHEN YOU HAVE A CONCERN ALLEGING A FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE AND/OR BURN&NBSP;HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT, PURSUANT TO THE WARRANTY AND POLICY MANUAL, NO REPAIRS SHOULD BE PERFORMED. SEE BELOW:

-U.S. DEALERSHIPS SHOULD COMPLETE A DEALER/FLEET REQUEST FOR OGC REVIEW FOUND ON FMCDEALER.COM - PARTS & SERVICE TAB - CUSTOMER

SATISFACTION LINK.

NOTE: THE TECHNICAL SERVICE HOTLINE WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE WITH THIS ISSUE UNTIL AFTER THE OGC REVIEW. ISM 12-07-003 REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE &/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT

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Requester: ATAYLO29

6-Jun-2014

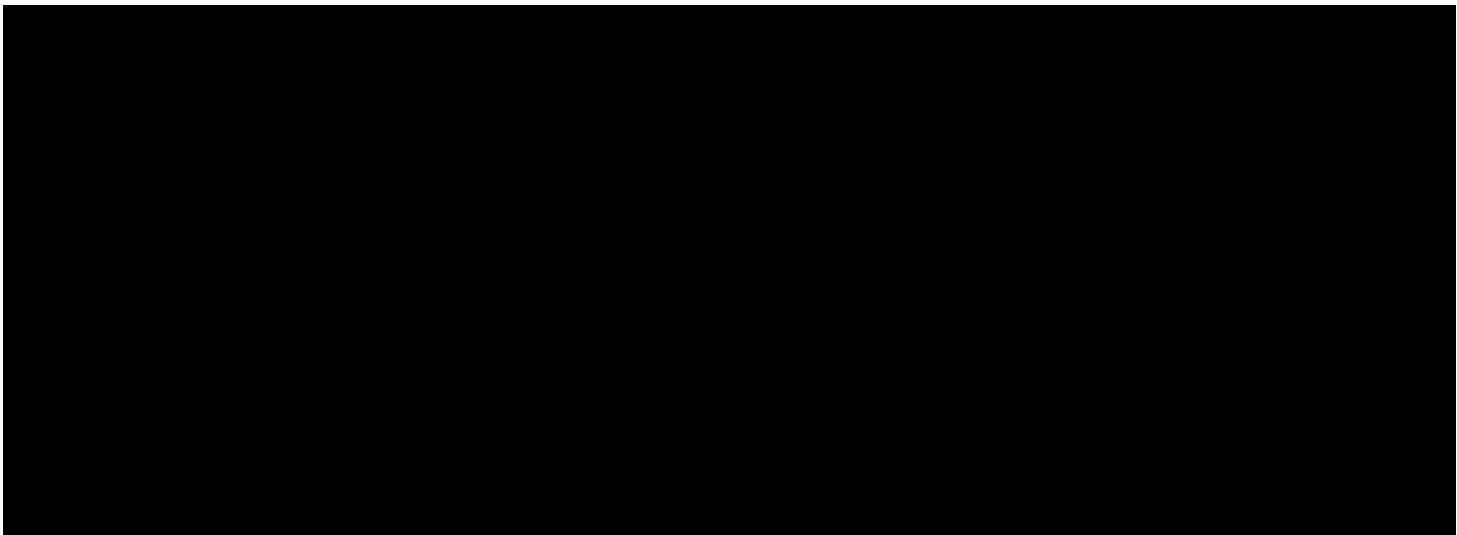
Report Summary

Ford Proprietary, Private

Retention: None

Server: ECCVWS962

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BEGINNING OF CONTACT
04/17/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.18

=====

REGION: C1 DALLAS	OGC ISSUE	CASE NBR: 450381072.	
VIN: 1FMHK7F80CG [REDACTED]	ZONE: A04	OPENED: 2012/04/16	
	ENGINE: 8	VEH TYPE: T	CLOSED: 2012/04/16

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: MR		MI: [REDACTED]
ADDRESS: [REDACTED]	STATE: TX	ZIP: [REDACTED]
CITY: EL PASO	MODEL: EXPLORER	
HOME PHONE: [REDACTED]	SALES CODE: F52210	P & A: 04315
MODEL YEAR: 2012		
MILEAGE: 4725		
DEALER NAME: CASA FORD LINCOLN ME		
REASON CODE: 0772 LEGAL - ACCIDENT		
SYMPTOMS: 301688 SERVICE BRAKE INOP/INEFFECT FRONT AND REAR		

ORIGIN: CRCBCP - TIER ONE - MELBOURNE COMMUNICATION: PHONE
ACTION: T1120 - TIER ONE CLOSE ISSUE
DOCUMENT: ANALYST: MDUNNIG2 DUNNIGAN, MATTHEW

DATE: 2012/04/16 TIME: 12.30.37 :
ACTION DATA/COMMENTS:

- CUST SAYS- BOUGHT A FORD EXPLORER 2012- AT THE DLR BECUASE THE BREAKS WENT OUT - WAS AT A STOP AND THE BREAKS GAVE OUT AND THE VEH BEGAN MOVING - HIT THE VEH INFRONT OF HER- THERE WAS NO DAMMAGE TO EITHER VEHICLE- DLR IS ATTEMPTING TO REPRODUCE THE PROBLEM- FEELS THE VEH IS A LEMON - 1. DATE OF THE ACCIDENT 4/6/12- 2. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT - BRAKES - 3. IF THERE WERE ANY INJURIES SUSTAINED - NO- 4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED - ON THE HIGHWAY AT A STOP- 5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED. - NO- 6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE. - N/A- 7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED. - N/A- 8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY. - N/A - 9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM. - N/A- 10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE. - YES- 11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE). - N/A- 12. WHAT THE CUSTOMER IS SEEKING - WANTING A NEW VEH BECAUSE SHE DOSNT FEEL SAFE IN THIS ONE OR WANTS THE VEH FIXED - - DLR - CASA FORD LINCOLN 5815 MONTANA EL PASO TX [REDACTED] - CRC ADVISED - "I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.**NOTE TO CCR: USE CORRECT SYMPTOM FOR ALLEGED DEFECTIVE SYSTEM (FIRE/SMOKE AS SYMPTOM FOR ALL INCIDENCES INVOLVING VEHICLE FIRE). VERIFY CUSTOMER CONTACT INFORMATION AND DOCUMENT ALL REQUIRED INFORMATON OF INCIDENT/ACCIDENT PER AAF."

FORD MOTOR COMPANY
FORD, F3
CANT
4/17/2012
OFFICE OF THE
GENERAL COUNSEL

CONSUMER AFFAIRS

04/17/2012 FAXOGC2 CONFIDENTIAL

MA 11 2012 *dh*

[REDACTED]
El Paso, TX [REDACTED]

04/25/12

Subject: New 2012 Ford Explorer Brakes Failed

Ford General Council,

I am writing you in regards to a serious brake failure that my wife experienced in our new 2012 Ford Explorer. During her drive home with our children on April 6, 2012 she experienced a complete brakes failure while she had the brake engaged. The car began moving forward even though her foot was pressing firmly on the brake pedal. She attempted to pump the brakes but could not stop the vehicle and there was no resistance in the brake pedal as the pedal sunk to the floor each time. Eventually she had to place the vehicle in Park in order to stop the Ford Explorer although she did bump the car in front of her. There was no damage that occurred to either the car that she bumped or to our vehicle. Therefore the other driver did not press the issue and my wife was able to drive home after restarting the Ford Explorer and noticed that the brakes were working once again.

My family was fortunate that this failure happened during stop and go traffic on the freeway. This could have been an extremely dangerous situation if speeds had been greater rather than the stop and go condition when this failure occurred.

We have taken our vehicle to the dealership where we purchased our vehicle, Casa Ford in El Paso, Texas. The service department has been unable to diagnose the problem or replicate the issue. On April 23, 2012 they requested that we pick up the Ford Explorer even though nothing has been fixed and the problem persists in our view.

It is extremely concerning that apparently we have to wait until there is a recurrence of this very serious problem in order for something to be done. What if next time there is a serious accident due to this problem? What if someone in my family, myself or someone else are hurt the next time the brakes fail?

The purpose for my purchase of a new Ford vehicle was the trust I had in the quality of your vehicles and its safety features. My family and I feel very unsafe because of this problem with the vehicle. The thought of driving this car scares my wife and makes her shaky. I'm constantly reminding her to keep in mind the emergency brake or to down shift in an emergency situation if the brakes fail again. We no longer feel safe driving this particular vehicle.

My request is that this vehicle be replaced. We do like the Ford Explorer line of vehicles but unfortunately we got a lemon. I would like for this issue to be resolved as soon as possible since we only have two vehicles for our use and so we are forced to use the Ford Explorer for our daily commutes with our children.

My family and I are willing to work with Ford to resolve this matter. However, please be aware that I will continue to press this issue and will consider involving automotive review blogs and the local media if we feel that our complaint is not being addressed by Ford and CASA Ford. Likewise I hold Ford Motor Company and the Casa Ford dealership responsible for any accident or bodily harm that could arise from a failure to act and resolve this unacceptable risk to our safety.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.



Office of the General Counsel

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

April 17, 2012

[REDACTED]
EL PASO, TX [REDACTED]

RE: 2012 EXPLORER

VIN: 1FMHK7F80CG [REDACTED]

Dear [REDACTED]:

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

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

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

- Attach on a separate piece of paper a complete description of the incident, including events that occurred prior to and subsequent to the loss.
- A copy of the police and/or fire report.
- A copy of the vehicle title and registration.
- Original color photographs of the vehicle's collision/fire damage & the alleged defective part(s), **from several different angles**; include your name and the last 6 digits of your VIN# on the back of each photograph.
- Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas; include your name and the last 6 digits of your VIN# on the back of each photograph.
- Original color photographs of the accident scene showing the grade of the road; include your name and the last 6 digits of your VIN# on the back of each photograph.
- Attach a copy of your expert's report and the expert's original photographs.
- A statement from insurance company indicating there are no pending claims and the reason for the denial.
- 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**.
- A complete service history for the subject vehicle, including any maintenance items.
- If you are claiming damages other than the vehicle, please provide the necessary pictures, receipts, and estimates to support your claim.

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

1. What are you seeking from Ford Motor Company in this matter? Requesting a Replacement.
2. What is the alleged defect: This vehicle is unsafe and is an accident waiting to happen, want a replacement. Brakes did not work.
3. Has the alleged defective part been repaired or replaced? (circle one) Yes or No
4. What was the city, state and date of occurrence: El Paso, TX
5. What was the mileage at time of occurrence: 4725
6. List all after market additions or modifications that were made to the vehicle:
None except DVD player installed at dealership
7. Was the engine running? (circle one) Yes or No
8. Were the keys in the ignition? (circle one) Yes or No
9. Was this vehicle purchased new or used: New
10. If purchased used, provide the date of purchase, mileage at the time of purchase, from whom the vehicle was purchased: _____
11. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).
[REDACTED]
12. Has an insurance company been advised of this incident? Yes No
13. If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number (**It is your responsibility to contact your insurance company**):

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

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

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

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

Thank you for your prompt attention to this matter.

Sincerely,

A solid black rectangular redaction box covering the signature of Alma Taylor.

Alma Taylor
Legal Analyst- OGC Product Claims

REPAIR ORDER DETAIL SCROLL 833189 11 APR 12 06:34PM

A CUSTOMER STATES MY TOUCH SCREEN BLACKS OUT AND FREEZES...
(MISC) MISCELLANEOUS REPAIRS

TECH# 124 Flag Hrs= 0.00 Type= CR 0.00

*** STORY DETAIL *** 02/24/12 01:57PM emp=124
1139
42

UPDATE APIM MODULE TO LATEST CALIBRATION

B PERFORM MULTIPOINT INSPECTION

(99P) PERFORM MULTIPOINT INSPECTION

TECH# 124 Flag Hrs= 0.00 Type= CR 0.00

(GBATT) CHECKED BATTERY AND OK AT THIS TIME

TECH# 124 Flag Hrs= 0.00 Type= CR 0.00

(GBK) CHECKED BRAKES AND OK AT THIS TIME

TECH# 124 Flag Hrs= 0.00 Type= CR 0.00

(GTIRE) TIRES CHECKED AND ARE OK AT THIS TIME.

TECH# 124 Flag Hrs= 0.00 Type= CR 0.00

<RETURN> to continue -or- (E)xit..

CUSTOMER #: [REDACTED]

837209

CASA FORD, INC.

5815 Montana Ave.
El Paso, Texas 79925
(915) 775-8213

INVOICE

DUPLICATE 1
PAGE 1

EL PASO, TX

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 172 SANTIAGO E AVILA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	12	FORD EXPLORER FWD LI	1FMHK7F80CG	[REDACTED]	4725/4730	T3327

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21JAN12	DD19DEC11		WAIT 11APR12		89.95	CASH	10APR12

R.O. OPENED	READY	OPTIONS:
11:29 09APR12	09:56 10APR12	STK:121137 DLR:52C210 ENG:3.5_Liter_Ti-VCT TRN:44J

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A C/S BRAKES FAIL WHEN APPLIED AT TIMES

CAUSE: PP Y

PARTS:	512	CR	0.00			0.00	0.00
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

4730 TEST DROVE VEHICLE AND COULD NOT DUPLICATE CONCERN. PERFORMED MULTIPLE BRAKING MANEUVERS AND COULD NOT DUPLICATE. CHECKED OASIS AND NO TSB'S ARE PRESENT FOR THIS ISSUE.

B 11A03 MY TOUCH UPGRADE. UPGRADE APIM USING USB FLASH DRIVE. SD CARD FOR NAVIGATION EQUIPPED VEHICLES.

CAUSE: RECALL

11A03B REPROGRAM APIM USING USB FLASH DRIVE, INSERT NEW CARD...?

124 CASTANEDA, THOMAS LIC#: 7332

W6 0.30

1 CT4Z*19H449*AA CARD - MEMORY

FC: PART#: COUNT:

CLAIM TYPE: 11A03

AUTH CODE:

00733

(N/C)
(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

4725 RECALL UPDATE APIM SYSTEM. INSTALL SD CARD RECALL FACTORY WARRANTY

" THANK YOU FOR YOUR BUSINESS "

SERVICE HRS. MON-FRI 7AM-6PM / SAT 7AM-12PM
TO REACH OUR SERVICE DPT CALL 915-775-8213
TO INQUIRE ABOUT YOUR SPECIAL ORDER PARTS
CALL 915-775-8299

PLEASE CALL AHEAD FOR AN APPOINTMENT

CASA FORD SERVICE DEPARTMENT



EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
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.	LABOR AMOUNT	0.00
	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
DATE:	PLEASE PAY THIS AMOUNT	0.00
SIGNED: X		

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §8.503, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

CUSTOMER COPY

Cust-No# [REDACTED]

Name: [REDACTED]

Home# [REDACTED]

Address: [REDACTED]

EL PASO, TX [REDACTED]

Veh-Id# CGA845E2

Full Serial# 1FMHK7F80CG [REDACTED]

Delivery-Date: 21 JAN 12

Veh-Info: 12 FORD K7F Sticker# 000410631

RD NO.	OPENED	CLOSED	MILEAGE	SA...	TECH.	TYPE	OPCODE..	DESCRIPTION
830047	17JAN12	23JAN12	5	250	498	I2	217A	SERVICE FOR DELIVERY
830524	23JAN12	30JAN12	25	114	270	IAC	IHRDVD	INSTALL HEAD REST DVD
				114	090	IAC	N1	MISCELLANEOUS REPAIRS
				114		IAC	9999	COMMENTS: MANUAL LEDN
830547	23JAN12	23JAN12	31	482	124	I5	214M	TEXAS STATE INSPECTION FOR 2-YEAR (MAKE READY ONLY)
833189	24FEB12	29FEB12	1139	373	124	CR	MISC	MISCELLANEOUS REPAIRS
				373	124	CR	99F	PERFORM MULTIPPOINT INSPECTION
				373	124	CR	SBATT	CHECKED BATTERY AND OK AT THIS TIME
				373	124	CR	BBK	CHECKED BRAKES AND OK AT THIS TIME
				373	124	CR	BTIRE	TIRES CHECKED AND ARE OK AT THIS TIME.
837209	09APR12	10APR12	4730	172	512	CR	PT	Y
				172	124	N6	11A03B	REPROGRAM APIM USING USB FLASH DRIVE, INSERT NEW CARD....?

Ford CAC 1-800-392-Ford

Matt.
* 15 days



*****Note to Dealer*****

*****DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION*****

From: [REDACTED]
Sent: Thursday, November 01, 2012 12:15 PM
To: Ordcalp, F (E.); Taylor, Alma (A.)
Cc: [REDACTED]
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: O'Meara Ford Center Inc
Requesting Dealer Fleet: O'Meara Ford Center Inc
PA Code: 03294
Contact Person: Brian Bearden
Title: Service Manager
Phone Number: [REDACTED]
Fax Number: [REDACTED]
Email: [REDACTED]
Region: [REDACTED]

Address: 400 W 104th Ave

City: Northglenn

State: Colorado

Zip Code: 80234

CUSTOMER VEHICLE INFORMATION:

WSD: 07/15/2011

Vehicle Year: 2011

Vehicle Model: Explorer

Vehicle VIN: 1FMHK8F8XBC [REDACTED]

Mileage: 25738

customer Fleet Name: [REDACTED]

Street Address: [REDACTED]

City : Westminster

State : Colorado

Zip Code : [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Customer Region: Denver

DETAILS OF INCIDENT:

Accident

Date of Incident: 2012-08-03

County incident occurred: Adams

Is customer alleging a component defect CAUSED the incident? YES

Details: Client claims that brakes did not engage while stopping. Customer has had several occasions where the all terrain light is flashing and coming on as well as the air bag light. O'Meara Ford has diagnosed several times, usually cannot duplicate and have reprogrammed. Customer states that the vehicle would not stop at a speed of 30 mph or less, pedal was hard and vehicle ran into another causing an accident.

Was a police report filed? YES

Details : Thornton Police

Has the insurance company been contacted? YES

Insurance company advised: Repair vehicle and contact Ford

Insurance company contact information: Progressive insurance Policy # [REDACTED] Agent Priet Hayes
303-801-1194

Coach builder:

City :

State :

Zip Code :

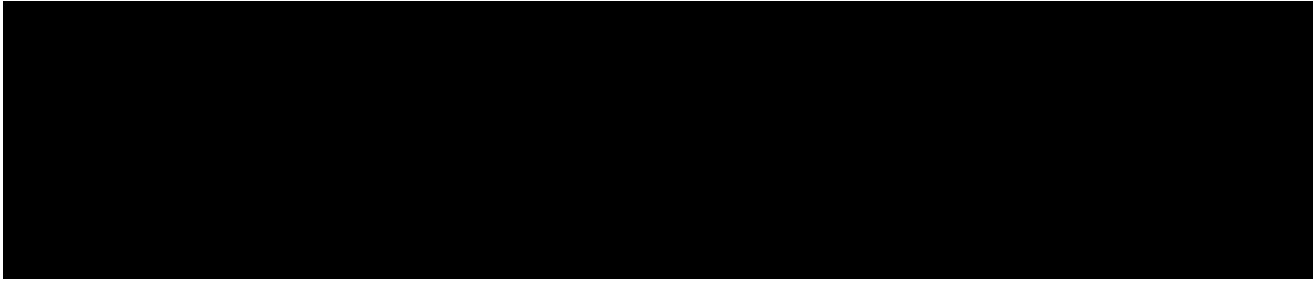
Vehicle Location: O'Meara Ford

Attorney information:

CVO Contact:

Resolution Customer is seeking: New vehicle that they can have peace of mind with.

Comments: O'Meara Ford has made several contacts with Ford in regards to concern, this is a very difficult concern to duplicate. Attempting further repairs at this time.





Street Address: [REDACTED] | Englewood CO 80112 | amfam.com

Mailing Address: PO Box 3328 | Englewood CO [REDACTED] -MY AMFAM [REDACTED]

January 15, 2014

1-24-14 Je

16-RXT008

FORD
PO BOX 6248
DEARBORN MI [REDACTED]

[REDACTED]

D089327

14 JAN 22 AM 30

CONSUMER AFFAIRS
SECTION

RE:	Your Insured Name:	FORD
	Your File Number:	UNKNOWN
	Our Claim Number:	00-185-046146 1912
	Our Insured:	[REDACTED]
	Date of Accident:	December 16, 2013
	Total Claim:	\$2,541.96
	Company Portion:	\$2,041.96
	Insured's Deductible:	\$500.00

Dear Ford:

We are notifying you that American Family Mutual Insurance Company has now made payment on the above referenced claim and our supporting documentation and proof of payment is enclosed.

The gas pedal got stuck on this newer vehicle and then the brakes failed.

Thank you for your attention to this matter. When sending correspondence, please include 'Attn: Subrogation Dept'.

Respectfully,

Anna A Berry
Subrogation Senior Adjuster

[REDACTED]

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
JAN 27 2014
OFFICE OF THE
GENERAL COUNSEL

Enc:

DRP52729

SATRN

Insured: ██████████

Policy: ██████████

Claim: ██████████

Loss Date: 12-16-2013

[Go Back](#) [Save and Go Back](#)

Subrogation Potential								
Select/Deselect								
Claimant ID	Peril	Draft Key	Pymt Type	Payment Date	Select Draft	Deductible Applied	Amount Paid	Payee Name
00	COLLISION - AUTO (025)	0001143319	01	01-06-2014	<input checked="" type="checkbox"/>	0.00	\$ 68.00	QUEST TOWING SERVICES
00	COLLISION - AUTO (025)	0001160376	01	01-10-2014	<input checked="" type="checkbox"/>	500.00	\$ 1,973.96	RIVER CITY BODY AND PAINT

RIVER CITY BODY AND PAINT

PHONE: [REDACTED]

*** SUPPLEMENT 1 ***

S1 12/24/2013 09:21 AM
12/30/2013 03:17 PM

Owner

Owner: [REDACTED]
Address: [REDACTED]
City State Zip: SPOKANE VALLEY, WA [REDACTED]

FAX: [REDACTED]

Control Information

Claim #: [REDACTED]
Loss Date/Time: 12/16/2013 04:00 AM
Deductible: \$500.00

Insured Policy #: [REDACTED]
Loss Type: Collision

Ins. Company: American Family Insurance
Address: po box 3769
City State Zip: Portland, OR 97208

Work/Day: [REDACTED]
FAX: [REDACTED]

Insured: [REDACTED]
Address: [REDACTED]

Inspection

Inspection Date: 12/24/2013 09:22 AM
Inspection Location: Camp Chevrolet
Address: [REDACTED]

Inspection Type: Direct Repair Program
Contact: [REDACTED]

Primary Impact: Right Rear Corner
Driveable: No

Secondary Impact:
Rental Assisted:

Assigned Date/Time:
First Contact Date/Time:

Received Date/Time: 12/20/2013 04:41 PM
Appointment Date/Time: 12/23/2013 04:00 AM

Appraiser Name: [REDACTED]
Address: [REDACTED]

Appraiser License #: [REDACTED]
Work/Day: [REDACTED]
FAX: [REDACTED]

Orig Appraiser Name: [REDACTED]
Address: [REDACTED]

Appraiser License #: [REDACTED]
Work/Day: [REDACTED]
FAX: [REDACTED]

Email: [REDACTED]@et

Repairer

Repairer: RIVER CITY BODY & PAINT
Address: 34 E MAIN AVE

Contact: [REDACTED]
Work/Day: [REDACTED]

City State Zip: [REDACTED]
Email: [REDACTED]

Work/Day: [REDACTED]

Target Complete Date/Time:

Days To Repair: 3

Remarks

Tow In: y
 Drivable: n
 Collision Access Complete, Estimate Reflects All Visual Damage
 A/M Search #1 - Keystone
 Mileage When Dropped Off: 24800 Date: 12/24/13

Vehicle

2013 Ford Explorer Limited 4 DR Wagon
 6cyl Gasoline 3.5
 6-Speed Automatic

Lic.Plate: TEMP
 Lic Expire:
 Prod Date: 01/2013
 Veh Insp# :
 Condition:
 Ext. Color: Gray
 Ext. Refinish: Two-Stage

Lic State: WA
 VIN: 1FM5K8F84DG
 Mileage: 24,800
 Mileage Type: Actual
 Code: P8473D
 Int. Color:
 Int. Refinish:

Options

2nd Row Head Airbags	3rd Row Head Airbags	4-Wheel Drive
AM/FM CD Player	Alarm System	Aluminum/Alloy Wheels
Amplifier	Anti-Lock Brakes	Auto Headlamp Control
Auto Locking Hubs (4WD)	Automatic Dimming Mirror	Bodyside Cladding
Bucket Seats	Cargo/Trunk Net	Center Console
Cruise Control	Digital Signal Processor	Driver Seat Memory
Dual Air Conditioning	Dual Airbags	Dual Power Seats
Dual Zone Auto A/C	Electronic Transfer Case	Floor Mats
Fog Lights	Garage Door Opener	Halogen Headlights
Head Airbags	Heated Front Seats	Heated Power Mirrors
Heated W/S Wiper Washers	High Definition Radio	Illuminated Visor Mirror
Intermittent Wipers	Keyless Entry Keypad	Keyless Entry System
LED Brake Lights	Leather Seats	Leather Steering Wheel
Lighted Entry System	MP3 Player	Mirror(s) Memory
Overhead Console	Power Adjustable Pedals	Power Brakes
Power Door Locks	Power Steering	Power Windows
Pwr Driver Lumbar Supp	Rear Heater	Rear Spoiler
Rear View Camera	Rear Window Defroster	Rear Window Wiper/Washer
Rem Trunk-L/Gate Release	Remote Starter	Reverse Sensing System
Roof/Luggage Rack	Side Airbags	Sirius Satellite Radio
Split Folding Rear Seat	Stability Cntrl Suspensn	Strg Wheel Radio Control
Tachometer	Third Seat (trucks)	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Traction Control System
Trip Computer	USB Audio Input	

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ% B%	Hours	R
Wheels									
1	E	1029	01	Wheel,Front RT	DB5Z1007B	\$727.28	-2.00	0.3	SM
2	E	1031	01	Wheel,Rear RT	DB5Z1007B	\$727.28	-2.00	0.4	SM

Front Suspension

3	E	734	Hub,Front Wheel RT	BB5Z1104A	\$108.87	-2.00	S1	INC	ME
4	E	656	Knuckle,Steering R/F	BB5Z3K185A	\$82.37	-2.00	S1	2.3	ME
5	E	660	01 Strut Assembly,Front RT	DB5Z18124AC	\$75.20	-2.00	S1	0.9	ME

Steering

6	E	709	End,Tie Rod Outer R/F	BB5Z3A130B	\$36.65	-2.00	S1	0.1	ME
7	E	711	End,Tie Rod Inner R/F	BB5Z3280A	\$60.83	-2.00		0.2	ME

Manual Entries

8	SB		Tire-Right Front,Balance >> 20" rims/ tape weights	Sublet Repair	\$21.00*		S1		SM
9	SB		Tire-Right Rear,Balance	Sublet Repair	\$21.00*		S1		SM
10	SB		4 WAY ALIGNMENT	Sublet Repair	\$79.95*				SM
11	EC		parts/ labor shim kit	Replace Economy	\$20.00*		S1		SM*
11	Items								

MC Message

01 CALL DEALER FOR EXACT PART # / PRICE

Estimate Total & Entries

Gross Parts	\$1,818.48	
Other Parts	\$20.00	
Line Item Discount	\$36.37-	
Parts & Material Total		\$1,802.11
Tax on Parts & Material	@ 8.700%	\$156.78

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$49.00	0.7		0.7	\$34.30
Mech/Elec (ME)	\$60.00	3.5		3.5	\$210.00
Frame (FR)	\$54.00				
Refinish (RF)	\$49.00				
Paint Materials	\$30.00				

Labor Total		4.2 Hours	\$244.30
Tax on Labor	@ 8.700%		\$21.25
Sublet Repairs			\$121.95
Tax on Sublet	@ 8.700%		\$10.61
Towing			\$107.60
Tax On Towing	@ 8.700%		\$9.36
Gross Total			\$2,473.96
Less: Deductible			\$500.00-
Net Total			\$1,973.96
Actual Supplement Total		\$465.20	
Less: Previous Net Total			\$1,508.76-
Net Supplement Total (Final Bill)			\$465.20

Alternate Parts C/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 99202 AMFAM CAPA
 Recycled Parts NOT REQUESTED

Audatex Estimating 7.0.123 S1 01/07/2014 09:36 AM REL 7.0.123 DT 12/01/2013 DB 12/15/2013
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THIS ESTIMATE MAY HAVE BEEN PREPARED BASED ON THE USE OF A MOTOR VEHICLE CRASH PART NOT MADE BY THE ORIGINAL EQUIPMENT MANUFACTURER. THE PERSON WHO PREPARED THIS ESTIMATE WILL PROVIDE A COPY OF THE PART WARRANTY FOR CRASH PARTS NOT MADE BY THE ORIGINAL EQUIPMENT MANUFACTURER.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = Replace Recycled
TE = Partial Replace Price	PM = Replace PXN Reman/Rebtl	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



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*** SUPPLEMENT RECONCILIATION ***

Supplement S1

Claim # : [REDACTED]	Insured Policy # : [REDACTED]
File # :	Claim Rep :
Insured :	Inspection Date/Time: 12/24/2013 09:22 AM
Owner Name: [REDACTED]	
Appraiser Name: [REDACTED]	
Vehicle: 2013 Ford Explorer Limited 4 DR Wagon	


Deleted Lines									
Line	Guide	Part	Operation		Price	ADJ%	B%	Labor	Rate
1	1867	Valve Stem RT	Replace OEM		\$13.84	-2.00			SM
2	1869	Valve Stem RT	Replace OEM		\$13.84	-2.00			SM

Added Lines									
Line	Guide	Part	Operation		Price	ADJ%	B%	Labor	Rate
3	656	Knuckle,Steering R/F	Replace OEM	S1	\$82.37	-2.00		2.3	ME
4	660	Strut Assembly,Front RT	Replace OEM	S1	\$75.20	-2.00		0.9	ME
5	734	Hub,Front Wheel RT	Replace OEM	S1	\$108.87	-2.00		INC	ME
6		parts/ labor shim kit	Replace Economy	S1	\$20.00*				SM*

Changed Lines									
Line	Guide	Part	Operation		Price	ADJ%	B%	Labor	Rate
7	709	End,Tie Rod Outer R/F	Replace OEM	S1	\$36.65	-2.00		0.1	ME
		End,Tie Rod Outer R/F			\$36.65	-2.00		0.6	ME
8		Tire-Right Front,Balance	Sublet Repair	S1	\$21.00*				SM
		Tire-Right Front,Balance			\$15.00*				SM
9		Tire-Right Rear,Balance	Sublet Repair	S1	\$21.00*				SM
		Tire-Right Rear,Balance			\$15.00*				SM

Calculation Changes				
	From		To	Difference
Gross Parts		\$1,579.72	\$1,818.48	\$238.76+
Other Parts		\$0.00	\$20.00	\$20.00+
Line Item Discount		\$31.59	\$36.37	\$4.78-
Tax on Parts & Material	8.700%	\$134.69	8.700%	\$156.78
ME - Mech/Electrical	\$60.00	\$48.00	\$60.00	\$210.00
Tax On Labor	8.700%	\$7.16	8.700%	\$21.25
Sublet Repairs		\$109.95	\$121.95	\$12.00+
Tax On Sublet	8.700%	\$9.57	8.700%	\$10.61
Actual Supplement 1 Net Total				\$465.20+

Summary				
	Net Total	Date	Time	Appraiser
Original Estimate	\$1,508.76	12/20/2013	04:40 PM	[REDACTED]
Supplement 1	\$1,973.96	12/30/2013	03:17 PM	[REDACTED]



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MFD 81

DATE: 01/13

8)

FRONT GAWR:

1397 KG (3080 LB)

WITH: 1497 KG (3300 LB)

WITH

P255/50R20 104H

TIRES P255/50R20 104H

TIRES

20X8.5J

RIMS 20X8.5J

RIMS

AT 240 kPa/ 35 PSI COLD | AT 240 kPa/ 35 PSI COLD

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

VIN: 1FM5K8F84DG [REDACTED]

F0178
T0252

TYPE: MPV

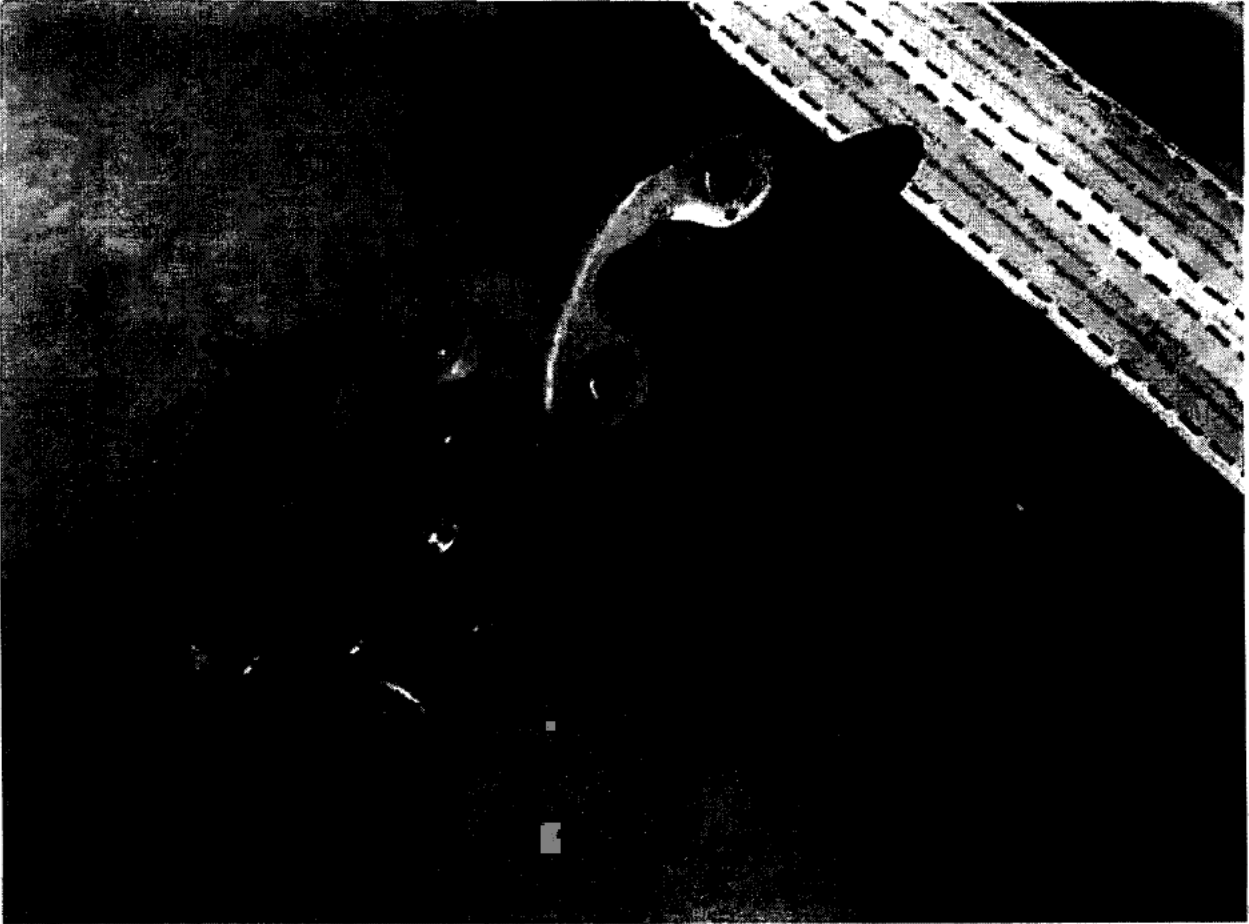


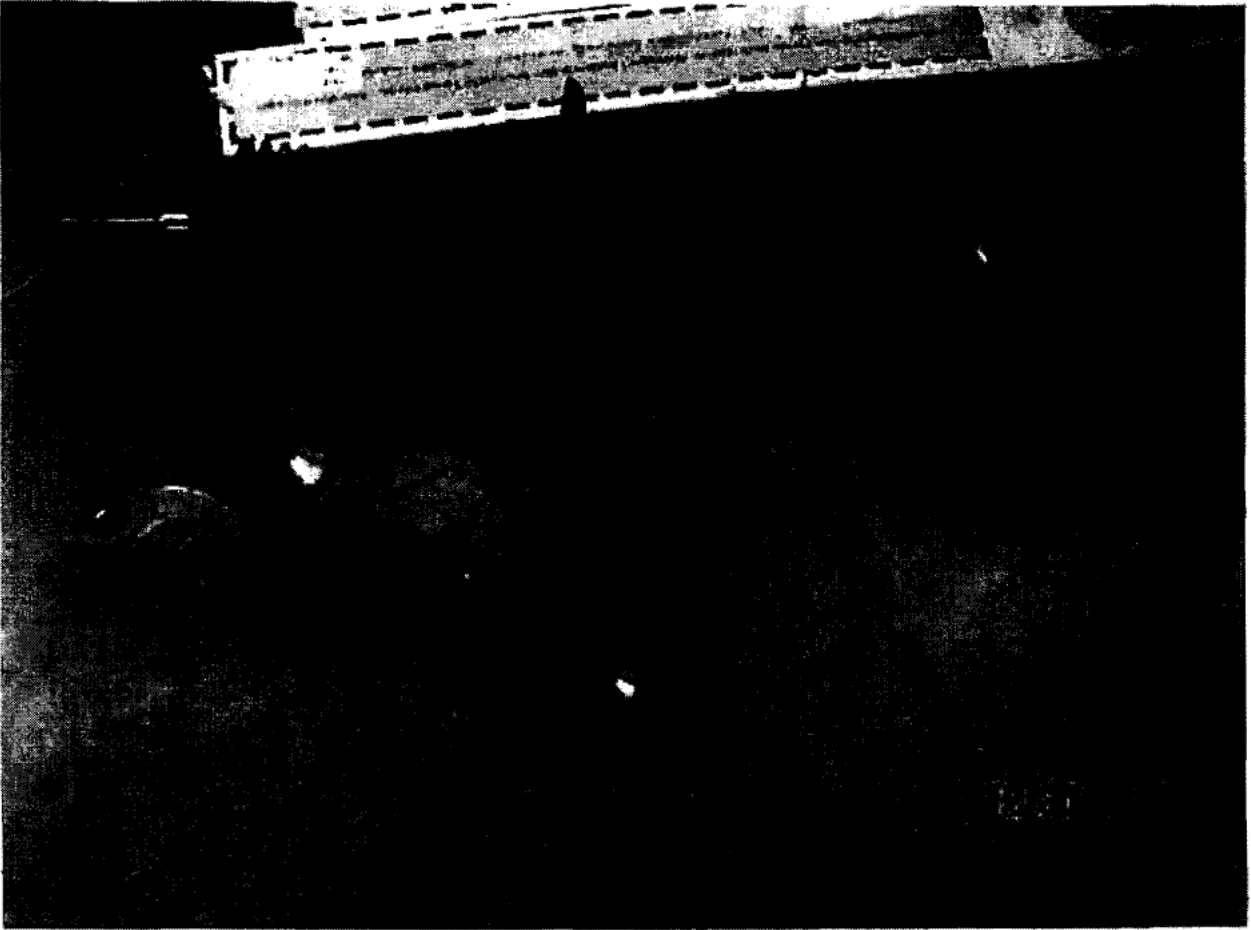
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WB	TR	TR	Z	31	J	BBAA	N05
113	BW	1201301128351	UTC			SCUSA	1520-472-8A

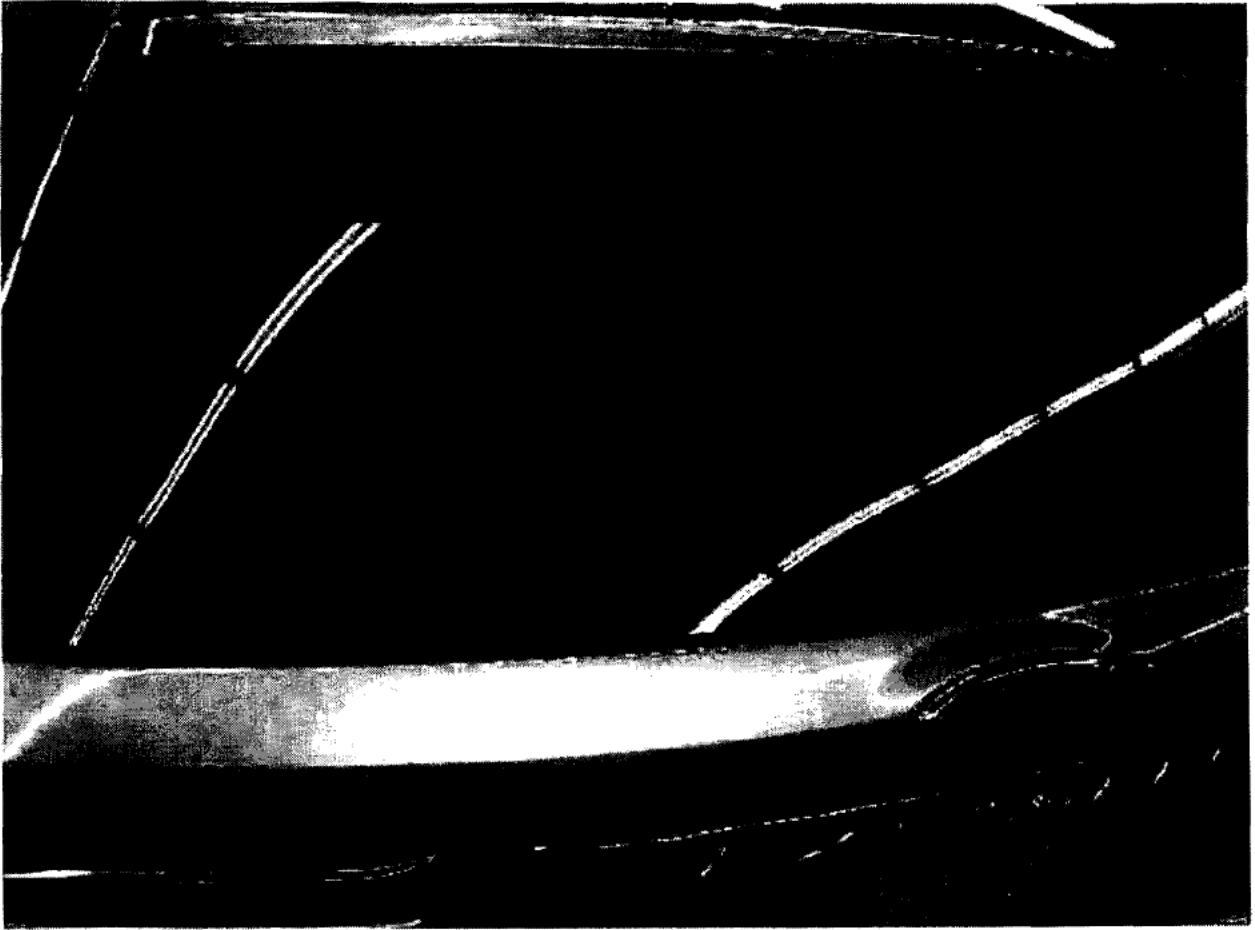






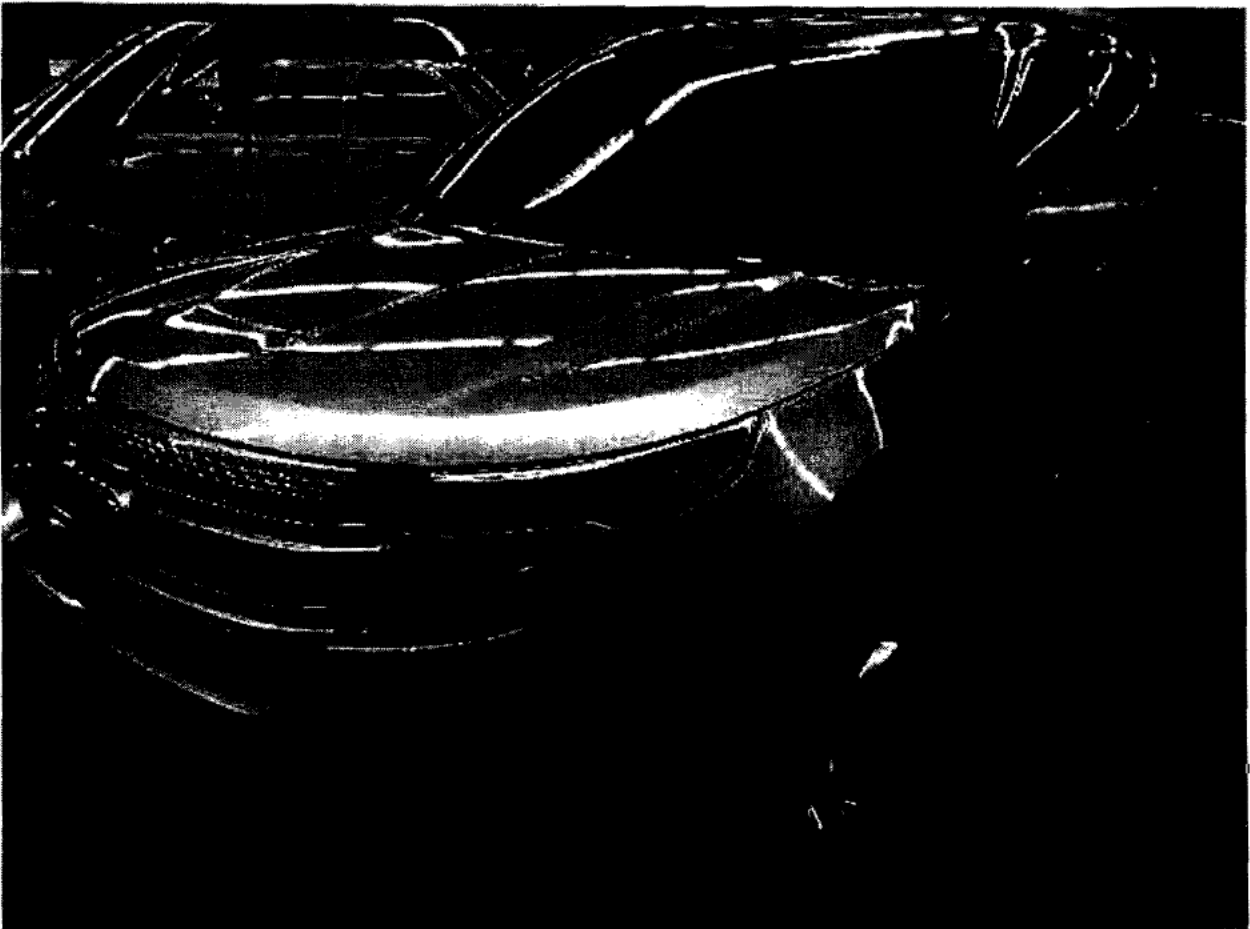






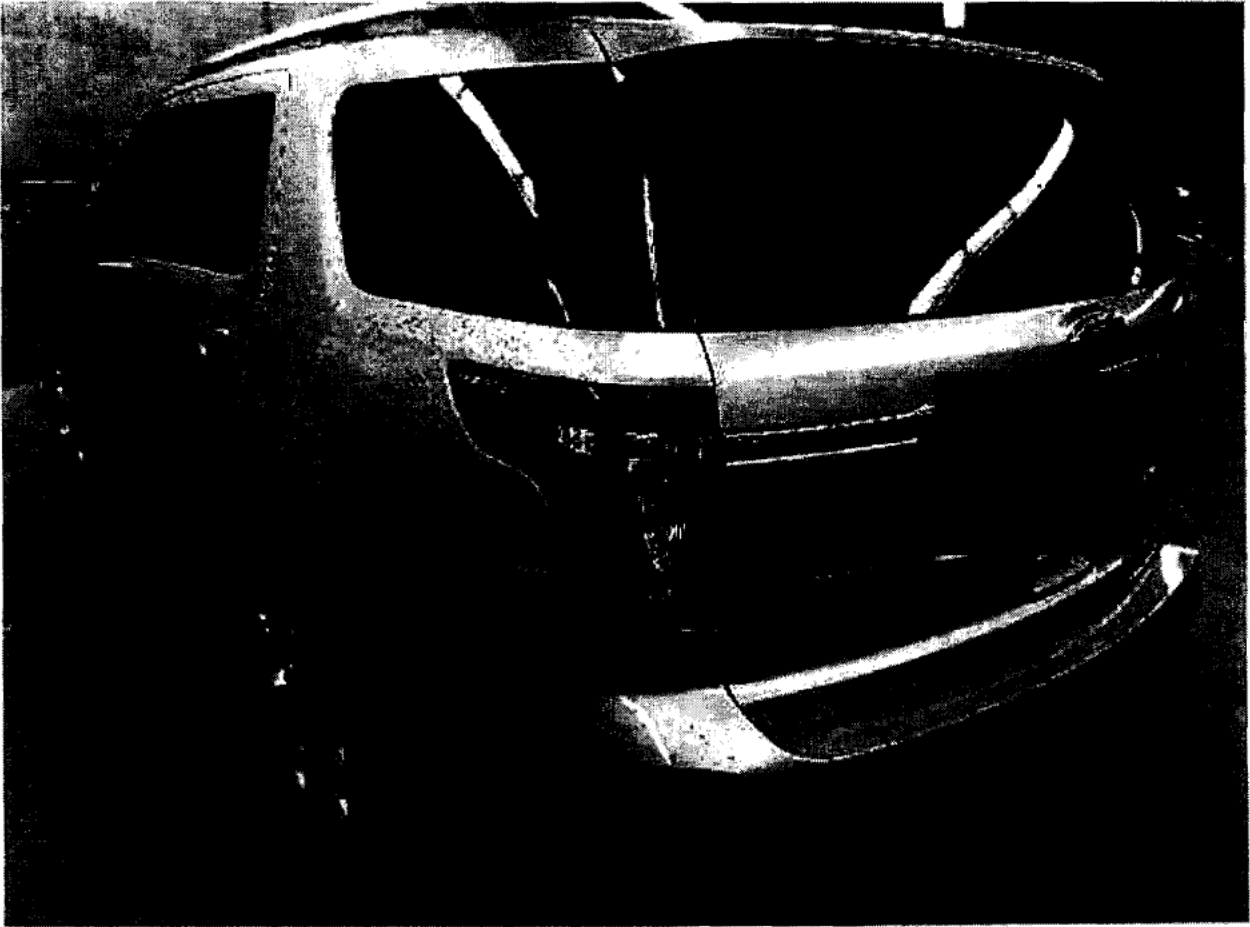
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1/14/2014



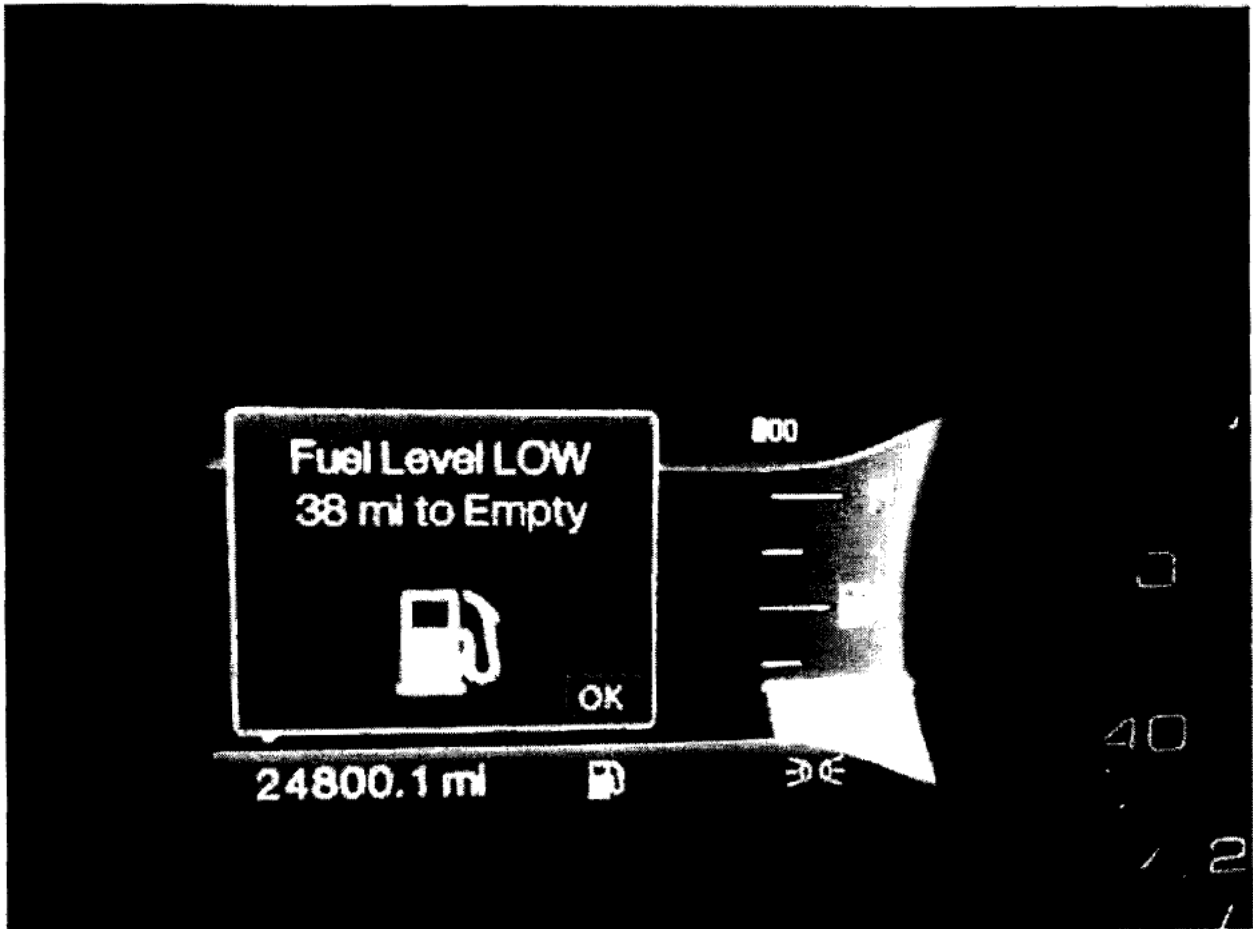
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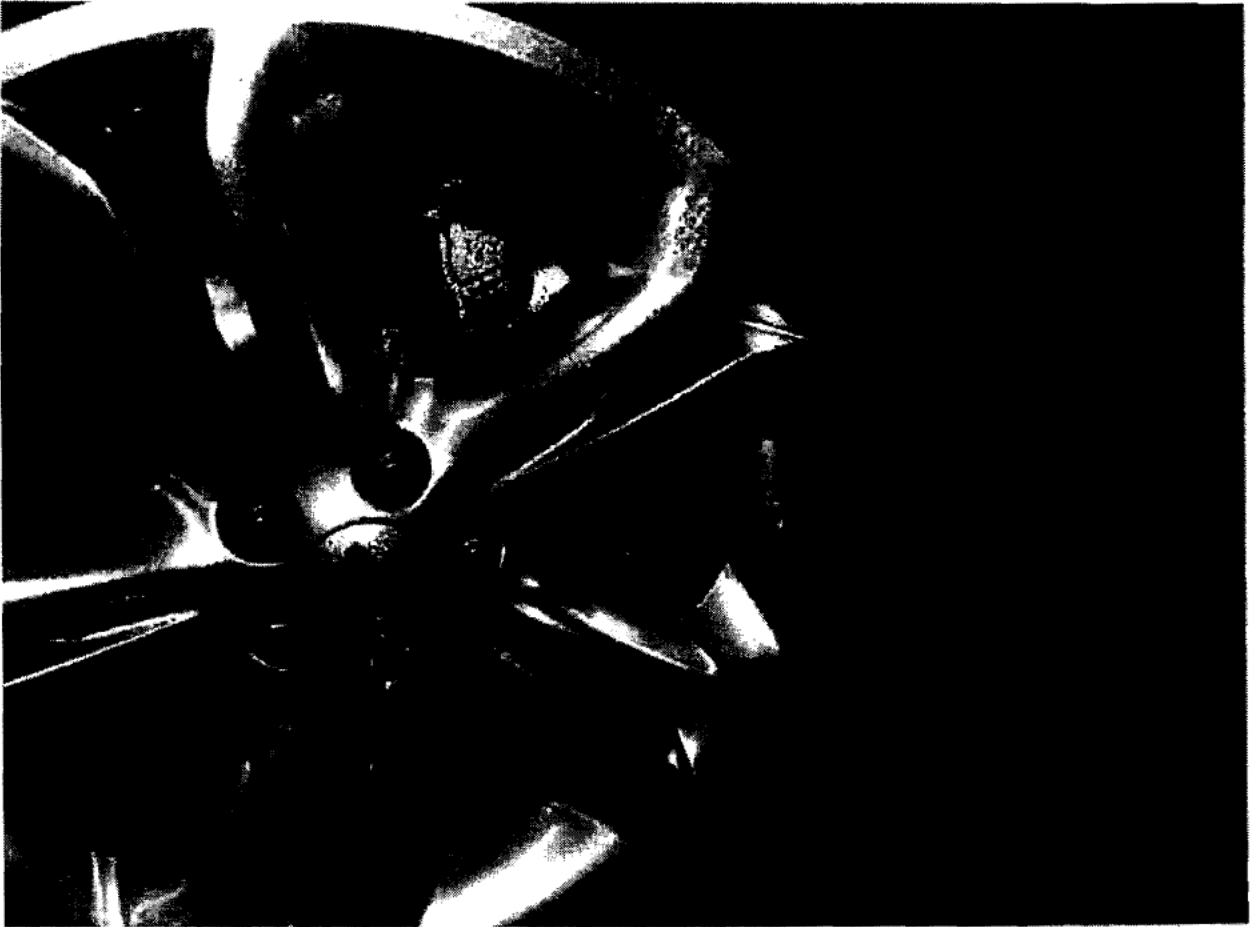
1/14/2014



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1/14/2014





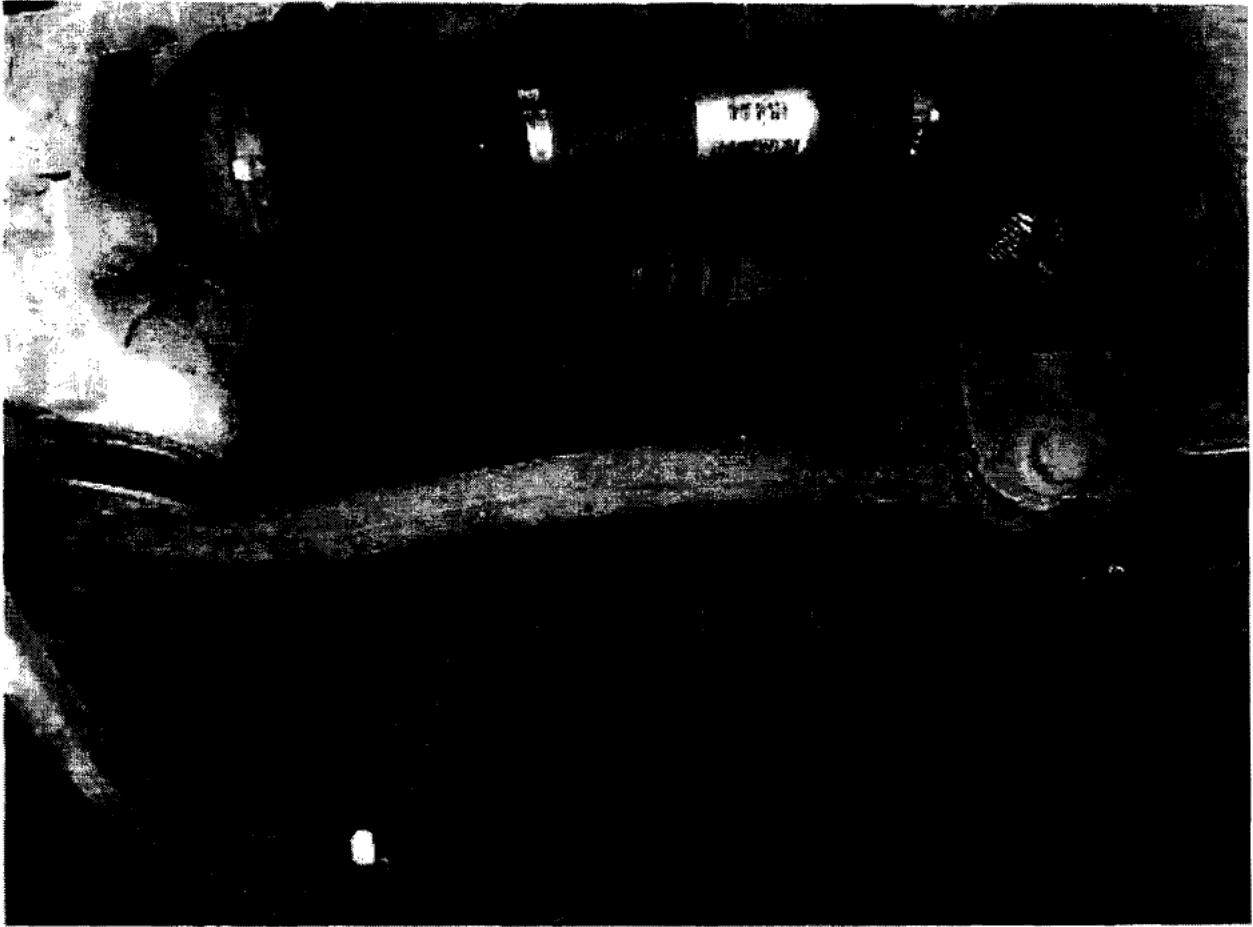
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1/14/2014



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1/14/2014







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1/14/2014

PE14-027 000096LC

PE14-027

FORD

11/7/2014

APPENDIX E

ILLUSTRATIONS
AND WARRANTY

PAGE 16

PE14-027 2011 - 2013 Explorer Front Brake Jounce Hose Reports with Towing

Source	ReportNum	Cat	MY	MODEL	VIN	Mileage	Report_Date
AWS	7685005	A1	2013	Explorer Police Interceptor	1FM5K8AR3DG	29,789	6/24/2014
AWS	5534171	A3	2013	Explorer Police Interceptor	1FM5K8AR1DG	30,883	2/27/2014
CQIS	EGREM006	A2	2013	Explorer Police Interceptor	1FM5K8AR6DG	39,075	7/18/2014
CQIS	EGREM009	A2	2013	Explorer Police Interceptor	1FM5K8AR6DG	41,504	7/18/2014
CQIS	ED3CG004	A2	2013	Explorer Police Interceptor	1FM5K8AR7DG	34,187	4/29/2014

PE14-027

FORD

11/7/2014

APPENDIX H
ILLUSTRATIONS
AND WARRANTY
PAGE 16

PE14-027 Front Jounce Hose Part Change Log 2011 - 2013 MY Ford Explorer Police/Civilian Units

	A	B	C	D	E	F	G		H	J
	Incorporated Into Vehicle Production	Applicable Models	Detailed Description of Change	Reasons for Change	Original Ford Engineering Part Number	Modified Ford Engineering Part Number	Disposition of Original Parts		New Component Availability Date	New Component Interchangeable With Old (Y/N - Intended versus Possible)
Part Description							Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date		
FR Jounce Hose	3/3/10	MY 2013 U502	Original Released Part	N/A	BB53-2078-AD	N/A	N/A	N/A	N/A	YES
FR Jounce Hose	After Jan-12	MY 2013 U502	Friction layer supplier changed	SREA - supplier change Supplier Request for Engineering Approval due to Tsunami affected zone	BB53-2078-AD	N/A	N/A	N/A	N/A	YES
FR Jounce Hose	6/25/12	MY 2013 U502	Removed banjo tube and lengthened hose	MCR Material Cost Reduction	BB53-2078-AD	DB53-2078-AA	Consume	N/A	5/25/12	YES
FR Jounce Hose	4/1/13	MY 2013 U502	Move crimped washer location from banjo block to 4-7mm from end of bolt.	Hand start issue at the assembly plant	DB53-2078-AA	DB53-2078-AB	Consume	N/A	N/A	YES

PE14-027 Front Jounce Hose Part Change Log 2011 - 2013 MY Ford Explorer Police/Civilian Units

	A	B	C	D	E	F	G		H	J
	Incorporated Into Vehicle Production	Applicable Models	Detailed Description of Change	Reasons for Change	Original	Modified	Disposition of Original Parts		New Component Availability Date	New Component Interchangeable With Old (Y/N - Intended versus Possible)
Ford Engineering Part Number					Ford Engineering Part Number	Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date			
Part Description										
FL Jounce Hose	3/3/10	MY 2013 U502	Original Released Part	N/A	BB53-2B557-AD	N/A	N/A	N/A	N/A	YES
FL Jounce Hose	After Jan-12	MY 2013 U502	Friction layer supplier changed	SREA - supplier change Supplier Request for Engineering Approval due to Tsunami affected zone	BB53-2B557-AD	N/A	N/A	N/A	N/A	YES
FL Jounce Hose	6/25/12	MY 2013 U502	Removed banjo tube and lengthened hose	MCR Material Cost Reduction	BB53-2B557-AD	DB53-2B557-AA	Consume	N/A	5/25/12	YES
FL Jounce Hose	4/1/13	MY 2013 U502	Move crimped washer location from banjo block to 4-7mm from end of bolt.	Hand start issue at the assembly plant	DB53-2B557-AA	DB53-2B557-AB	Consume	N/A	N/A	YES

PE14-027

FORD

11/7/2014

APPENDIX I

ILLUSTRATIONS
AND WARRANTY

PAGE 16

**PE14-027 Ford Explorer Police Interceptor
Front Brake Jounce Hose Service Part Sales by Year**

Service Part Number:	CB5Z-2078-A	DB5Z-2078-B																								
Engineering Part Number:	BB53-2078-AD	DB53-2078-A																								
Part Description:	Hose Asy-Brake	Hose Asy-Brake																								
	<table border="1"> <thead> <tr> <th>Year</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>2014</td> <td>0</td> </tr> <tr> <td>2013</td> <td>0</td> </tr> <tr> <td>2012</td> <td>73</td> </tr> <tr> <td>2011</td> <td>50</td> </tr> <tr> <td>2010</td> <td>1</td> </tr> </tbody> </table>	Year	Quantity	2014	0	2013	0	2012	73	2011	50	2010	1	<table border="1"> <thead> <tr> <th>Year</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>2014</td> <td>191</td> </tr> <tr> <td>2013</td> <td>396</td> </tr> <tr> <td>2012</td> <td>122*</td> </tr> <tr> <td>2011</td> <td>50</td> </tr> <tr> <td>2010</td> <td>1</td> </tr> </tbody> </table> <p>* - Replaced CB5Z-2078-A</p>	Year	Quantity	2014	191	2013	396	2012	122*	2011	50	2010	1
Year	Quantity																									
2014	0																									
2013	0																									
2012	73																									
2011	50																									
2010	1																									
Year	Quantity																									
2014	191																									
2013	396																									
2012	122*																									
2011	50																									
2010	1																									
Obsolescence Effective:	9/24/2012	7/22/2014																								
Usage:	2011 - 13 Ford Explorer	2011 - 13 Ford Explorer																								
Supplier Number:	FK4QA	FK4QA																								
Supplier Name:	Hitachi Cable Automotive Products	Hitachi Cable Automotive Products																								
Address:	██████████ Pensacola, FL 32514	██████████ Pensacola, FL 32514																								
Contact:	██████████	██████████																								
Phone:	██████████	██████████																								
Email:	██████████	██████████																								

Service Part Number:	██████████	DB5Z-2078-A																								
Engineering Part Number:	BB-53-2B557-AD	DB53-2B557-AA																								
Part Description:	Hose Asy-Brake	Hose Asy-Brake																								
	<table border="1"> <thead> <tr> <th>Year</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>2014</td> <td>0</td> </tr> <tr> <td>2013</td> <td>0</td> </tr> <tr> <td>2012</td> <td>58</td> </tr> <tr> <td>2011</td> <td>43</td> </tr> <tr> <td>2010</td> <td>1</td> </tr> </tbody> </table>	Year	Quantity	2014	0	2013	0	2012	58	2011	43	2010	1	<table border="1"> <thead> <tr> <th>Year</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>2014</td> <td>179</td> </tr> <tr> <td>2013</td> <td>378</td> </tr> <tr> <td>2012</td> <td>106*</td> </tr> <tr> <td>2011</td> <td>43</td> </tr> <tr> <td>2010</td> <td>1</td> </tr> </tbody> </table> <p>* - Replaced CB5Z-2078-B</p>	Year	Quantity	2014	179	2013	378	2012	106*	2011	43	2010	1
Year	Quantity																									
2014	0																									
2013	0																									
2012	58																									
2011	43																									
2010	1																									
Year	Quantity																									
2014	179																									
2013	378																									
2012	106*																									
2011	43																									
2010	1																									
Obsolescence Effective:	9/4/2012	7/23/2014																								
Usage:	2011 - 13 Ford Explorer	2011 - 13 Ford Explorer																								
Supplier Number:	FK4QA	FK4QA																								
Supplier Name:	Hitachi Cable Automotive Products	Hitachi Cable Automotive Products																								
Address:	9101 Ely Road Pensacola, FL 32514	9101 Ely Road Pensacola, FL 32514																								
Contact:	██████████	██████████																								
Phone:	██████████	██████████																								
Email:	██████████	██████████																								