INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DP15-001

FORD

6/26/2015

APPENDIX B

2008 – 2011 Model Year Ford Escape and Mercury Mariner
Loss of Power Steering Assist while Driving

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.

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 FMC360 contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

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

Model Year: 2008-2011

Subject Vehicle: Ford Escape and Mercury Mariner 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: May 27, 2014 (the date of the recall announcement) – May 15, 2015 (the date of this inquiry)

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

FMC360 Case Classifications:

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

FMC360 Symptom Code(s):

Symptom Code	Symptom Description
6621	Stop/Steer/Ride-Steering wheel-Tilt/Telescope
6623	Stop/Steer/Ride-Steering wheel-Feel/Wander/Pull
6624	Stop/Steer/Ride-Steering wheel-Performance
662Z	Stop/Steer/Ride-Steering wheel-Not Listed

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 FMC360 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 FMC360 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:

Model Year: 2008-2011

Subject Vehicle: Ford Escape and Mercury Mariner 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: May 27, 2014 (the date of the recall announcement) – May 15, 2015 (the date of this inquiry)

Symptom Code(s):

Symptom Code	Symptom Description
6621	Stop/Steer/Ride-Steering wheel-Tilt/Telescope
6623	Stop/Steer/Ride-Steering wheel-Feel/Wander/Pull
6624	Stop/Steer/Ride-Steering wheel-Performance
662Z	Stop/Steer/Ride-Steering wheel-Not Listed

Base Part Number: -3C529-

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: 2008-2011

Subject Vehicle: Ford Escape and Mercury Mariner 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: May 27, 2014 (the date of the recall announcement) – May 15, 2015 (the date of this inquiry)

Labor Operation Codes: From 14S05B to 14S05F

DP15-001

FORD

6/26/2015

APPENDIX D





ZEBENDILOS LAW FIRM
8701 Georgia Avenue, Suite 610
Silver Spring, MD 20910
Phone (301) 589-0404 • Fax (301) 589-0407

Michael Z. C. Okpala, Esquire (MD & DC)
Mzeb1@aol.com
George H. Smith, Esquire (DC)
GHSmithLaw@comcast.net
John O. Iweanoge, Esquire (MD, DC & VA)

REPLY TO MD OFFICE

District of Columbia Office:
1026 Monroe Stret, N.E.
Washington, DC 20017

December 23, 2014

By Fax To: (313) 845-5555

The Ford Motor Company
P.O. Box 70
Dearborn, Michigan 48121

Re: Our Client: [redacted]
Satety Recall Notice 14S05/NHTSA Recall 14V-284
Veh. Make: 2008 Ford Escape
Vin No.: 1FMCU49HX8K[redacted]
Your Case No. [redacted]

Dear Sir/Madam,

Please be advised that the undersigned has been retained to represent Mr. [redacted] in connection with recall issued for the above referenced vehicle owned by our client. Our investigation reveals that our client received the Recall Notice dated July, 2014, (a copy is attached hereto) and went to the Ford Dealership, Lindsay Ford of Wheaton, Maryland, and was informed that his vehicle does not have the problem indicated in the recall.

However, our client experienced the problem indicated in the Notice of Recall while driving on the highway and contacted Ford and was directed to take the vehicle back to Lindsay Ford, which he did today. He was later informed that Ford refused to approve the repairs by the dealership. It is imperative that you correct this problem in our client's vehicle, as any accident or injury occasioned as a result of the failure of the indicated parts in the Recall Notice, will result in a civil action for consequential and punitive damages.

You should give this matter serious thought.

Very Truly Yours,

Michael Z. C. Okpala

cc: Lindsay Ford of Wheaton

KL MD

THE ZEBENDILOS LAW FIRM

Attorneys-At-Law

FAX TRANSMITTAL COVER SHEET

Date: 12-23 Time: 2:25 p.m

Total Number Of Pages Including Cover Sheet 5

NOTE: If you do not receive all pages of this transmission, please call the sender as soon as possible at the number listed below.

PLEASE DELIVER TO:

OGC Lit
Consumer Claims

Name: Ford Motor Co.

Firm: _____

Phone No.: (___) _____ Fax No.: (313) 845-5555

Copies To: _____

FROM

OGC Lit
Product Claims

Name: *Michael Z.C. Okpala, Esquire*
George H. Smith, Esquire

Phone No.: (301) 589-0404 Fax No.: (301) 589-0407

Re: Assignment Folvi; Case # [redacted]

Comments: _____

[X] This is the only original. No other version has been sent.

[ ] Please acknowledge receipt by signing below and faxing this page to originating fax number.

_____
Signature

_____
Please Print Name

[ ] Original follows this fax by:
_____ Overnight
_____ U.S. Mail
_____ Other

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8701 Georgia Avenue ● Suite 610 ● Silver Spring ● Maryland 20910 ● Telephone (301) 589-0404 ● Facsimile (301) 589-0407

Case [redacted]

General Info

Overview

Case Number	[redacted]	**Status**	Resolved
Priority	High	**Owner**	Tier 2 CCT
Expected Resolution Date		**Status Reason**	Resolved | Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Close Issue	**Comments**	
Closure Type	Resolved		

Customer Info

Advanced Search

Search On	Contact	**Search By**	

Customer Name	[redacted]	**Caller Type**	
Customer Home Phone		**Use for Reply-To**	
Customer Business Phone		**Customer Delegate**	
Customer Mobile Phone	[redacted]	**Customer Delegate Phone**	
Vehicle Purchase Status	Subsequent Owner	**Relationship**	
Current CLP LTV Score	N/S		

Customer Scores

Responsible Team	Tier 1 Inbound
Case Classification Full Path	Vehicle Concern > Repair Assistance > Outside Criteria
Case Classification Level 1	Vehicle Concern
Case Classification Level 2	Repair Assistance
Case Classification Level 3	Outside Criteria
Case Classification Level 4	

Classification

Initial Contact Target		**Initial Contacted**	No
Case Closure Target	1/26/2015 8:00 PM	**Initial Contact Date**	

Symptom Code

Symptom Code	Stop/Steer/Ride > Steering / Steering Wheel > OTHER > OTHER
Level 1	Stop/Steer/Ride
Level 2	Steering / Steering Wheel
Level 3	OTHER
Level 4	OTHER

Miscellaneous Info

Miscellaneous Info

Master Case	
Caller Authorization Code	[redacted]
Stars ID	
Tech Hotline	No
FSA Number	
Campaign Number	
Repair Order Number	

Contract Info

Ford Credit Contract #		**Form Letter Code**	

ESP Contract # **Non-Ford ESP** No

Activities

All Activities

[redacted]				

Notes & Article

Notes

Title: Note created on 12/23/2014 04:26 PM by Allison Velliquette, Default Team: Tier 2 CCT

Note created on 12/23/2014 4:27 PM by Allison Velliquette Edited 12/23/2014 4:27 PM by Allison Velliquette

COM APPROVED ASSISTANCE DUE TO NEW POLICY FOR THIS CONCERN OF 7/150,000 === CSM HAS ADVISED SM THE $300 WOULD BE ASSISTED WITH == HOWEVER SINCE CUSTOMER IS HAVING ATTY CALLING IN CSM WILL ADVISE CUSTOMER THAT IF HE IN FACT RETAINED AND ATTY THERE CAN BE NO OFFER OF ASSISTANCE

****

OBC TO CUSTOMER AT [redacted] LM VM WITH CONTACT INFO AND ADVISED CSM WILL CONTACT OTHER NUMBER [redacted] =CUSTOMER HAS AN ATTY AND CSM THAT WE WERE PREPARED TO ASSIST BUT NOW THAT HE HAS RETAINED AN ATTY WE CAN NO LONGER HANDLE HIS CASE AT THIS LEVEL AND THE ATTY WILL CONTACT OGC

Title: Note created on 12/23/2014 02:17 PM by Kelly Rentfro, Default Team: Tier 1 Inbound

Note created on 12/23/2014 2:18 PM by Kelly Rentfro Edited 12/23/2014 2:18 PM by Kelly Rentfro

Lawyer name was Michael O.

Title: Note created on 12/23/2014 02:13 PM by Kelly Rentfro, Default Team: Tier 1 Inbound

Note created on 12/23/2014 2:13 PM by Kelly Rentfro Edited 12/23/2014 2:13 PM by Kelly Rentfro

Transferred from Recall
This was the Attorney Calling on CUST behalf.

CUST SAYS:
States that his client was getting the run around from FMC.

CUST PHONE:

PER CUST DLR SAYS:
N/A

CRC ADVISED:
Advised him that since he was an attorney I would not be able to comment on the case and he would need to contact the OGC. Provided him with the information for mailing and faxing ot the OGC.

Title: Note created on 12/23/2014 10:15 AM by Allison Velliquette, Default Team: Tier 2 CCT

Note created on 12/23/2014 10:16 AM by Allison Velliquette Edited 12/23/2014 10:16 AM by Allison Velliquette

WSD 7/27/2008
MILEAGE 81,000
N/S
SUB OWNER
NO ESP

Title: Note created on 12/22/2014 04:02 PM by Emidio Pacheco, Default Team: Tier 1 Inbound

Note created on 12/22/2014 4:03 PM by Emidio Pacheco Edited 12/22/2014 4:07 PM by FordCRMAppUserAccount CRM

SUP ESCALATION:
OBC to customer @[redacted], talked to [redacted] He bought this vehicle in 2012. In August 2014 a recall was performed on the PSCM on his vehicle. After the recall was performed the vehicle start exhibiting power steering assist issues. He received a letter for recall 14S05 a few weeks ago and when he took the vehicle the dealership personnel told him that the recall is now closed. Explained to the customer that what the dealership means is that the recall has been performed already in the car. Customer understood and is complaining because the vehicle was working ok before they did the recall and now that he got the letter all the symptoms the vehicle has are the same ones that are described in the recall letter he received. Per new outlined process vehicle within 7/150 case to be escalated to CCT for review.

Title: Note created on 12/22/2014 01:11 PM by Marister Ayuman, Default Team: Tier 1 Recall

Note created on 12/22/2014 1:12 PM by Marister Ayuman Edited 12/22/2014 4:07 PM by FordCRMAppUserAccount CRM

CUST SAYS:
Took veh to dlr and was told that the recall and already call earlier

PER CUST DLR SAYS:
n/a

CRC ADVISED:
Advised cust that he just need to wait for a supervisor to call him by the end of business today

Title: Note created on 12/22/2014 1:11 PM by Marister Ayuman, Default Team: Tier 1 Recall

Note created on 12/22/2014 1:12 PM by Marister Ayuman Edited 12/22/2014 4:07 PM by FordCRMAppUserAccount CRM

Title: Note created on 12/22/2014 09:02 AM by Maureen Donnelly, Default Team: Tier 1 Inbound

Note created on 12/22/2014 9:03 AM by Maureen Donnelly Edited 12/22/2014 4:07 PM by FordCRMAppUserAccount CRM

CUST SAYS:
Calling about the case- when he first took vehicle in for recall the dealer said nothing was wrong with it, now there is but they wont fix further- need something done to fix this vehicle- it is how he makes his living.

PER CUST DLR SAYS:
na

CRC ADVISED:
A request for supervisor was put in - he will get a call back by end of day today.

Title: Note created on 12/20/2014 11:28 AM by Gerardo De Jesus Maldonado, Default Team: Tier 1 Inbound

Note created on 12/20/2014 11:28 AM by Gerardo De Jesus Maldonado Edited 12/22/2014 4:07 PM by FordCRMAppUserAccount CRM

CUSTOMER SAYS:
He is calling because he took his vehicle to get the 14S05 recall performed on his vehicle, shortly after taking the vehicle back and while driving he received a power steering fault error. He took it to the dealer where he was advised he would need to pay for the repair and the diagnostic since the recall was now closed. He is calling requesting repair assistance.

PER CUSTOMER, DEALER ADVISED:
The dealer advised him that the recall was closed and to contact Ford and provided him the customer service number to get an authorization code so they can repair his vehicle.

CRC ADVISED:
Advised Customer the recall was performed according to the procedure outlined and we would not be able to reopen the recall. The dealer can continue to work with their specific recall department to look into other solutions. Advised Customer I have escalated this case to a supervisor and he should get a call back by the end of the business day monday.

Article

Article

Admin Info

Admin Info

Created By	[redacted]	**Modified By**	[redacted]
Created On	12/20/2014 11:18 AM	**Modified On**	12/23/2014 4:33 PM
Begin Date	12/20/2014	**Case Type**	
Title	[redacted]	**Source Created By**	

DP15-001 000008LC

Case

[redacted]

General Info

Overview

Case Number	[redacted]	**Status**	Resolved
Priority		**Owner**	Tier 1 Inbound
Expected Resolution Date		**Status Reason**	Resolved | Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Close Issue	**Comments**	
Closure Type	Resolved		

Customer Info

Advanced Search

Search On	Contact	**Search By**	

Customer Name	[redacted]	**Caller Type**	
Customer Home Phone		**Use for Reply-To**	
Customer Business Phone		**Customer Delegate**	
Customer Mobile Phone		**Customer Delegate Phone**	
Vehicle Purchase Status	Subsequent Owner	**Relationship**	
Current CLP LTV Score	N/S		

Customer Scores

Loyalty Score	30	**Defector Score**	
CLP LTV Score	N/S	**Dissat Score**	
In-Market		**ESP Score**	
Likelihood to Service		**Service Segments**	

Dealer Info

Dealer Info

Dealer Name			
Dealer PA Code		**Dealer Service Manager**	
Dealer Phone Number		**More than one Service Manager**	No
Dealer Contact		**Service Mgr Phone**	
		Portal Status	No New Message
FMCC Branch Code			

Vehicle Info

Vehicle Info

VIN	1FMCU49HX8K[redacted]	**Mileage**	81,000
Copy VIN	1FMCU49HX8K[redacted]	**Mileage Units**	Miles
Warranty Start Date	7/27/2008	**Hours in Service**	
Vehicle Modifications	No	**Converted Mileage**	
Days Out of Service		**Number of Repairs**	
Original Selling Dealer	Hill & Sanders Ford, Inc.	**Original Selling PA**	00104

Vehicle Specification

Vehicle Specification Full Path	2008 > FORD > ESCAPE > U49 - HYBRID HEV 4X2 4-DR		
Model Year	2008	**Engines Specification**	ATK-CYC 2.3 4V PFI I4 GAS/ELEC
Make	FORD	**Transmissions Specification**	CVT AUTO TRANS*PWR SPLT EL ECTR
Model / Vehicle Line	ESCAPE		
Body Style	U49 - HYBRID HEV 4X2 4-DR		

Case Classification

Classification

DP15-001 000010LC

Responsible Team	Tier 1 Inbound
Case Classification Full Path	Recall > General/Other
Case Classification Level 1	Recall
Case Classification Level 2	General/Other
Case Classification Level 3	
Case Classification Level 4	

Classification

Initial Contact Target		**Initial Contacted**	No
Case Closure Target	1/28/2015 8:00 PM	**Initial Contact Date**	

Symptom Code

Symptom Code
Level 1
Level 2
Level 3
Level 4

Miscellaneous Info

Miscellaneous Info

Master Case	
Caller Authorization Code	[redacted]
Stars ID	
Tech Hotline	No
FSA Number	
Campaign Number	
Repair Order Number	

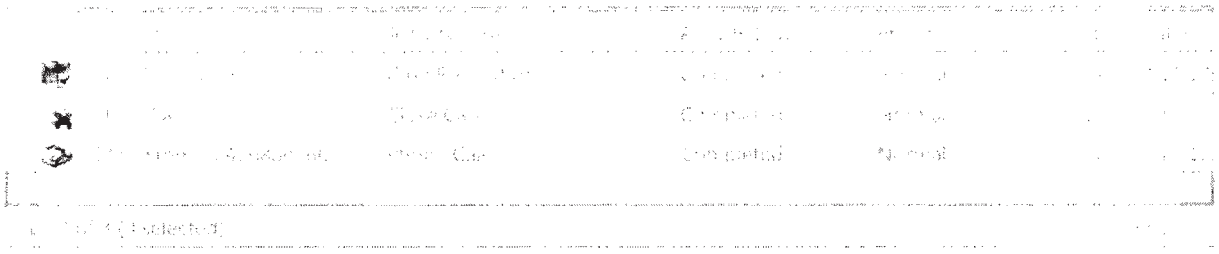
Contract Info

Ford Credit Contract #		**Form Letter Code**	

ESP Contract # **Non-Ford ESP** No

Activities

All Activities



Notes & Article

Notes

Title: Note created on 12/23/2014 12:57 PM by Alicia Wiley, Default Team: Tier 1 Inbound

Note created on 12/23/2014 12:58 PM by Alicia Wiley Edited 12/23/2014 12:58 PM by Alicia Wiley

CUST SAYS:
I am having power steering in my vehicle. I have a recall 14S05 and I took my vehicle to the dealership to have the recall preformed. The dealership is telling me that they can't perform the recall they would need ford approval.

PER CUST, DLR SAYS:
N/A

CRC ADVISED:
Advised the customer that the recall was performed on his vehicle on 08/05/2014. Recalls are only a one time repair. So at this time you would be responsible for the cost of repair.

Article

Article

Admin Info

Admin Info

Created By	Alicia Wiley	**Modified By**	Alicia Wiley
Created On	12/23/2014 12:57 PM	**Modified On**	12/23/2014 12:58 PM
Begin Date	12/23/2014	**Case Type**	
Title	CAS-5731951-V6P7X2	**Source Created By**	

DP15-001000012LC

CUSTOMER #: 548850

254280

WORKORDER REPRINT PAGE 2

LINDSAY
FORD OF WHEATON
11250 VEIRS MILL RD. · WHEATON, MD. 20902
www.elindsay.com
DIRECT SERVICE LINE: 888-901-2585 DIRECT BODY SHOP LINE: 888-901-2586
MAIN PHONE LINE: 301-949-4060
MONDAY THRU FRIDAY 8:00 AM - 7:00 PM
SATURDAY 8:00 AM - 1:00 PM
ALL SERVICE VEHICLES MUST BE PICKED UP FROM 8:00 A.M. - 7:00 P.M.
MONDAY THRU FRIDAY
SATURDAY 8:00 AM - 1:00 PM
LINDSAY FORD OF WHEATON IS NOT RESPONSIBLE FOR ANY LOST ARTICLES, INCLUDING MONEY, MOBILE TELEPHONES, HAND ON RADIOS, TAPE CASSETTES, ETC. LEFT IN VEHICLE.
PLEASE REMOVE ALL MONEY FROM VEHICLE!

[redacted]
SILVER SPRING, MD [redacted]
[redacted]

SERVICE ADVISOR: 25716 RYANS, ROBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LT-GREEN	08	FORD ESCAPE HYBRID	1FMCU49HX8K[redacted]		81435/	T7050

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09JAN13 DD		27JUL2013	** WAITER **			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK:F31110A ENG:2.3_LITER_DOHC
23DEC2014 09:53		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	21		CP	C/S POWER ASSIST WARNING LIGHT IS ON, WITH VERY HARD TO TURN STEERING WHEEL. CONSTANT. |CC:
# B	*7		WF	RECALL 14S19 |CC:

25939 (DC529)

↖ FORD IS NOT GOING TO ASSIST PER ALLISON

DO NOT CHECK OUT UNLESS CUSTOMER AUTHORIZES CHECK OUT.

COMPANY NAME	JM&A SERVICE PLAN
COMPANY PHONE	
POLICY NUMBER	TBD
POLICY TERM	24
EFFECTIVE DATE	09 JAN 2013
DEDUCTIBLE	100.00
MILEAGE LIMIT	
BEGIN MILES	49568
END MILES	24000
COMPONENTS	

© - The Works

166.50
556.00
722.50

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE $

AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE

Case Print Report

Case Number [redacted]

Case Opened Date 12/20/2014 11:18 AM

Case Closed Date 12/23/2014

Case Status Resolved

Case Last Modified 12/23/2014 4:33 PM

Responsible Team Tier 1 Inbound

Case Classification Vehicle Concern > Repair Assistance > Outside Criteria

Customer Name [redacted]

Customer Numbe [redacted]

SILVER SPRING MD [redacted]

Emai [redacted]

Dealer Lindsay Ford, LLC

VIN 1FMCU49HX8K[redacted]

Year 2008 **Make** FORD

Model ESCAPE **Body Style** U49 - HYBRID HEV 4X2 4-DR

Symptom

Level 1 Stop/Steer/Ride

Level 2 Steering / Steering Wheel

Level 3 OTHER

Level 4 OTHER

Case Print Report

Case Number [redacted]

Agent Name	Note Created On
Gerardo De Jesus Maldonado	12/20/2014 11:28 AM

CUSTOMER SAYS:
He is calling because he took his vehicle to get the 14S05 recall performed on his vehicle, shortly after taking the vehicle back and while driving he received a power steering fault error. He took it to the dealer where he was advised he would need to pay for the repair and the diagnostic since the recall was now closed. He is calling requesting repair assistance.

PER CUSTOMER, DEALER ADVISED:
The dealer advised him that the recall was closed and to contact Ford and provided him the customer service number to get an authorization code so they can repair his vehicle.

CRC ADVISED:
Advised Customer the recall was performed according to the procedure outlined and we would not be able to reopen the recall. The dealer can continue to work with their specific recall department to look into other solutions. Advised Customer I have escalated this case to a supervisor and he should get a call back by the end of the business day monday.

Maureen Donnelly	12/22/2014 9:03 AM

CUST SAYS:
Calling about the case- when he first took vehicle in for recall the dealer said nothing was wrong with it, now there is but they wont fix further- need something done to fix this vehicle- it is how he makes his living.

PER CUST DLR SAYS:
na

CRC ADVISED:
A request for supervisor was put in - he will get a call back by end of day today.

Marister Ayuman	12/22/2014 1:12 PM

Marister Ayuman	12/22/2014 1:12 PM

CUST SAYS:
Took veh to dlr and was told that the recall and already call earlier

PER CUST DLR SAYS:
n/a

CRC ADVISED:
Advised cust that he just need to wait for a supervisor to call him by the end of business today

Case Print Report

Case Number [redacted]

Emidio Pacheco 12/22/2014 4:03 PM

SUP ESCALATION:
OBC to customer @[redacted] talked to Mr. [redacted] He bought this vehicle in 2012. In August 2014 a recall was performed on the PSCM on his vehicle. After the recall was performed the vehicle start exhibiting power steering assist issues. He received a letter for recall 14S05 a few weeks ago and when he took the vehicle the dealership personnel told him that the recall is now closed. Explained to the customer that what the dealership means is that the recall has been performed already in the car. Customer understood and is complaining because the vehicle was working ok before they did the recall and now that he got the letter all the symptoms the vehicle has are the same ones that are described in the recall letter he received. Per new outlined process vehicle within 7/150 case to be escalated to CCT for review.

Allison Velliquette 12/23/2014 10:16 AM

WSD 7/27/2008
MILEAGE 81,000
N/S
SUB OWNER
NO ESP

Kelly Rentfro 12/23/2014 2:13 PM

Transferred from Recall
This was the Attorney Calling on CUST behalf.

CUST SAYS:
States that his client was getting the run around from FMC.

CUST PHONE:

PER CUST DLR SAYS:
N/A

CRC ADVISED:
Advised him that since he was an attorney I would not be able to comment on the case and he would need to contact the OGC. Provided him with the information for mailing and faxing ot the OGC.

Kelly Rentfro 12/23/2014 2:18 PM

Lawyer name was Michael O.

Allison Velliquette 12/23/2014 4:27 PM

COM APPROVED ASSISTANCE DUE TO NEW POLICY FOR THIS CONCERN OF 7/150,000 === CSM HAS ADVISED SM THE $300 WOULD BE ASSISTED WITH == HOWEVER SINCE CUSTOMER IS HAVING ATTY CALLING IN CSM WILL ADVISE CUSTOMER THAT IF HE IN FACT RETAINED AND ATTY THERE CAN BE NO OFFER OF ASSISTANCE

****

OBC TO CUSTOMER AT
[redacted] LM VM WITH CONTACT INFO AND ADVISED CSM WILL CONTACT OTHER NUMBER[redacted] ==CUSTOMER HAS AN ATTY AND CSM THAT WE WERE PREPARED TO ASSIST BUT NOW THAT HE HAS RETAINED AN ATTY WE CAN NO LONGER HANDLE HIS CASE AT THIS LEVEL AND THE ATTY WILL CONTACT OGC

THE ZEBENDILOS LAW FIRM

Attorneys-At-Law

FAX TRANSMITTAL COVER SHEET

Date: 1-5-14 Time: 1:24 p.m

Total Number Of Pages Including Cover Sheet 5

NOTE: If you do not receive all pages of this transmission, please call the sender as soon as possible at the number listed below.

PLEASE DELIVER TO:

Name: Recall Dept- Customer Service

Firm: Ford Motor Co.

Phone No.: (___) _____ Fax No.: (313) 845-5555

Copies To: _____

FROM

Name: *Michael Z.C. Okpala, Esquire*
George H. Smith, Esquire

Phone No.: (301) 589-0404 Fax No.: (301) 589-0407

Re: [redacted]

Comments: _____

[X] This is the only original. No other version has been sent.

[ ] Please acknowledge receipt by signing below and faxing this page to originating fax number.

_____
Signature

_____
Please Print Name

[ ] Original follows this fax by:
_____ Overnight
_____ U.S. Mail
_____ Other

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701 Georgia Avenue ● Suite 610 ● Silver Spring ● Maryland 20910 ● Telephone (301) 589-0404 ● acsimile (301) 589-0407

ZEBENDILOS LAW FIRM
8701 Georgia Avenue, Suite 610
Silver Spring, MD 20910
Phone (301) 589-0404 • Fax (301) 589-0407

Michael Z. C. Okpala, Esquire (MD & DC)
Mzeb1@aol.com
George H. Smith, Esquire (DC)
GHSmithLaw@comcast.net
John O. Iweanoge, Esquire (MD, DC & VA)

REPLY TO MD OFFICE

District of Columbia Office:
1026 Monroe Stret, N.E.
Washington, DC 20017

January15, 2015

By Fax To: (313) 845-5555

The Ford Motor Company
P.O. Box 6251
Dearborn, Michigan 48121-6251

Re: Our Client: [redacted]
Satety Recall Notice 14S05/NHTSA Recall 14V-284
Veh. Make: 2008 Ford Escape
Vin No.: 1FMCU49HX8K[redacted]
Your Case No. [redacted]
Invoice No.: 254515

Dear Sir/Madam,

Please find enclosed herewith the invoice for the repair of the parts that were the subject of the Recall Notice dated July, 2014, (a copy is attached hereto) from the Ford Dealership, Lindsay Ford of Wheaton, Maryland.

We would appreciate it if you will refund $963.68 to our client.

You should give this matter serious thought.

Very Truly Yours,

Michael Z. C. Okpala

Mzo:
cc: [redacted]

Customer Number:548850

Invoice No:254515

INVOICE

LINDSAY
FORD OF WHEATON
11250 VEIRS MILL RD. · WHEATON, MD. 20902
www.elindsay.com
DIRECT SERVICE LINE: 888-901-2985 DIRECT BODY SHOP LINE: 888-901-2986
MAIN PHONE LINE: 301-949-4060
MONDAY THRU FRIDAY 8:00 AM - 7:00 PM
SATURDAY 8:00 AM - 1:00 PM
ALL SERVICE VEHICLES MUST BE PICKED UP FROM 8:00 A.M. - 7:00 P.M.
MONDAY THRU FRIDAY
SATURDAY 8:00 AM - 1:00 PM
LINDSAY FORD OF WHEATON IS NOT RESPONSIBLE FOR ANY LOST ARTICLES, INCLUDING MONEY, MOBILE TELEPHONES, HAND ON RADIOS, TAPE CASSETTES, ETC. LEFT IN VEHICLE.
PLEASE REMOVE ALL MONEY FROM VEHICLE

Page 1 of 1

[redacted]
SILVER SPRING, MD
Home: [redacted]
Email: [redacted]

Cell: 240-688-4266

SERVICE ADVISOR: 25716 ROBERT RYANS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LT-GREEN	08	FORD ESCAPE HYBRID	1FMCU49HX8K[redacted]		81628 / 81628	T7061

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09JAN13		27JUL2013	29DEC1419:00			CASH	29DEC14

R.O. OPENED	READY	OPTIONS: SOLD-STK:F31110A ENG:2.3_LITER_DOHC
08:28 29DEC14	14:34 29DEC14	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S POWER ASSIST WARNING LIGHT IS ON, WITH VERY HARD TO TURN STEERING WHEEL. CONSTANT.							
	21				PERFORM IDS POWERSTEERING SYSTEM DIAGNOSIS&PINPOINT TEST, REPLACE STEERINGCOLUMN ASSEMBLY/POWERSTEERING CONTROL MODULE,&REPROGRAM PSCM.			
	25939		CP				314.99	314.99
	PC10		PARTS COUPON				-68.67	-68.67
	SC10		SERVICE COUPON				-31.50	-31.50
	1		CL8Z*3C529*C		COLUMN ASY - STEERING	686.66	686.66	686.66

PARTS: 686.66 LABOR: 314.99 OTHER: -100.17 TOTAL LINE A: 901.48

81628 replace power steering column and program pmi and road test to ensure safety done

****

EST: 1,065.24 - 29DEC14 08:28 SA: 25716

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 21.00

PAID
DEC 29 2014
BY:

THE NEW FORD PARTS WARRANTY
UNLIMITED MILEAGE INCLUDES LABOR
2 YEARS

MOTORCRAFT PARTS Motorcraft

Labor limited to $150. See your dealer for a copy of the limited warranty. Motorcraft® is a registered trademark of Ford Motor Company.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

Unless otherwise specified, labor time billed is flat rate time estimated for each job in industry manuals and not actual time spent.

Flat rate used except when otherwise specified.

Labor and Parts Guarantee: 1 Year or 12,000 miles whichever occurs first.

- Labor only repairs: 90 days or 3,000 miles whichever occurs first under normal driving conditions.

Warranty coverage valid only at Lindsay Ford of Wheaton.

"All labor performed and parts replaced were necessary to perform repairs unless requested by the customer."

"Vehicle tested or test-driven when needed. Mechanic's work performed satisfactory."

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER'S RIGHTS

1. You are entitled to a written estimate upon request if repairs will exceed $25.00. Do you want a written estimate? Yes ☐ No ☐
2. You may not be charged an amount more than 10% greater than an estimate without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts, initial here: ____
4. Repairs not originally authorized by you will not be charged to you without your consent.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 314.99
PARTS AMOUNT	$ 686.66
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ -79.17
TOTAL CHARGES	$ 922.48
LESS DISCOUNT	$ 0.00
SALES TAX	$ 41.20
PLEASE PAY THIS AMOUNT	$ 963.68

Customer Copy

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

[redacted]

July 2014

SILVER SPRING, MD [redacted]

* * * IMPORTANT SAFETY RECALL * * *
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 14S05 / NHTSA Recall 14V-284
Aviso de Revisión de Seguridad 14S05

This notice applies to your vehicle:
2008 Escape
Your Vehicle Identification Number: 1FMCU49HX8K[redacted]

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

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

What is the issue?
On your vehicle, the power steering system may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. An unexpected loss of steering assist while driving would require higher steering effort at lower vehicle speeds, which may increase the risk of accident.

What will Ford and your dealer do?
Ford Motor Company has authorized your dealer to update the appropriate modules to prevent loss of steering assist while driving due to a torque sensor fault. In addition, the update provides increased driver awareness by sounding a chime and displaying the wrench light or warning in the message center when a fault is detected. Alternatively, the dealer may need to replace the torque sensor or the steering column. This service will be performed free of charge (parts and labor).

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

What should you do?
Please call your dealer without delay and request a service date for Recall 14S05. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

f2
33593/30417[redacted]

© Copyright 2014 Ford Motor Company

05710
14S05/DTB114S051

DP15-001 000021LC

What should you do? (Continued)

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to steering column or torque sensor replacement for loss of power steering assist. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

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

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:
Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 14V-284.

Thank you for your attention to this important matter.

Ford Customer Service Division

Ford CAC

-800-392-3673

33584/30417 [redacted]

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05710
14S05/DTB114S051

DP15-001 000022LC





Providing Insurance and Financial Services
Home Office, Bloomington, IL

State Farm®

October 01, 2014

OGC Lit
Product Claims

Ford Motor Co Of America
PO Box 70
Dearborn MI 48121-0070

State Farm Auto Claims
P O Box 52250
Phoenix AZ 85072-2250

OCT - 8 2014

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
OCT 08 2014
OFFICE OF THE
GENERAL COUNSEL

RE: Insured: [redacted]
Claim Number:
Date of Loss: August 15, 2014

To Whom It May Concern:

This is in response to your letter requesting information regarding the incident involving our insured's 2008 Ford Escape. The loss occurred in California and it appears that it was due to a defect in the power steering control module. Our insured indicated that there was a recall for this part and they had just had the vehicle in to address the defect. The Vehicle Identification number for the vehicle involved in the loss is 1FMCU49H88K[redacted]. Please feel free to contact us if you have any questions regarding the loss.

Sincerely,

Jordan McNeill
Claim Specialist
Phone: (844) 292-8615 Ext. 107
Fax: (855) 666-0964

State Farm Mutual Automobile Insurance Company

PRIVILEGED AND CONFIDENTIAL

Office of the General Counsel

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

September 15, 2014

State Farm
PO Box 52250
Phoenix, AZ 85072-2250
ATTN: JORDAN MCNEILL

Re: Your Client: [redacted]
Your Claim #:
DOL: 8/15/14

Dear Jordan:

In order to conduct a review of your claim we will need the following:

- Incident state
- Make, model, model year
- Alleged defect
- Vehicle Identification Number (VIN) of the subject vehicle.

Please forward the requested information along with this letter within ten (10) days via fax to (313)-845-5555 OR to the following mailing address:

Office of the General Counsel
Attention: Jessica Clark
P. O. Box 70
Dearborn, MI 48121

Once the requested information is received, your claim will be assigned for appropriate handling. If the requested information is not submitted within 10 days, we will be unable to process your claim and your file will be closed.

Respectfully yours,

Jessica Clark

Jessica Clark
Product Claims Department

[redacted]



PRIVILEGED AND CONFIDENTIAL

Office of the General Counsel

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

September 15, 2014

State Farm
PO Box 52250
Phoenix, AZ 85072-2250
ATTN: JORDAN MCNEILL

Re: Your Client: [redacted]
Your Claim #:
DOL: 8/15/14

Dear Jordan:

In order to conduct a review of your claim we will need the following:

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Office of the General Counsel
Attention: Jessica Clark
P. O. Box 70
Dearborn, MI 48121

Once the requested information is received, your claim will be assigned for appropriate handling. If the requested information is not submitted within 10 days, we will be unable to process your claim and your file will be closed.

Respectfully yours,

Jessica Clark
Product Claims Department

Providing Insurance and Financial Services
Home Office, Bloomington, IL

August 25, 2014

Ford Motor Co Of America
PO Box 70
Dearborn MI 48121-0070

State Farm Auto Claims
P O Box 52250
Phoenix AZ 85072-2250

OGC Lit
Product Claims

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

SEP - 5 2014

SEP 15 2014

OFFICE OF THE,
GENERAL COUNSEL

RE: Claim Number: [redacted]
Date of Loss: August 15, 2014
Our Insured: [redacted]
Location:

To Whom It May Concern:

We are writing to you about the accident involving our insured. Our investigation indicates that you are responsible for this accident.

Please accept this letter as notice of a claim we have for damages resulting from this accident.

If we make a payment under our policy, we will be looking to you or your insurance company for reimbursement.

If you have insurance to protect you for such liability, please refer this letter to your insurance company. Also, please send us the name of your insurance company, their address and your policy number.

If you have any questions, please call us. Any member of our team can assist you.

Sincerely,

Jordan McNeill
Claim Specialist

Phone: (844) 292-8615 Ext. 107
Fax: (855) 666-0964

NJ

State Farm Mutual Automobile Insurance Company

342 S. Main St.
Rochester, MI 48307
Phone: (248) 601-4499
Fax: (248) 601-4497

The Erskine Law Group, PC

Fax

To:	Karyn Schellenger, afni Subrogation	**From:**	Mike Ohly
Fax:	309-820-2626	**Date:**	3/20/15
Phone:		**Pages:**	1
Re:	Afni file # [redacted] State Farm a/s/o Janet [redacted]	**CC:**	

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

•Comments:

Dear [redacted]

Our office received your correspondence of March 13, 2015 on the [redacted] **subrogation. Please advise of the address where the subject 2008 Ford Escape is being stored. The IAA invoice dated 10/17/14 indicates the vehicle was sold.**
Please advise if State Farm/afni have conducted an expert vehicle inspection.
Please provide the police/accident report from the incident.

Please remember that your duty to preserve the evidence continues.

Thank you.

Mike Ohly

If you have any problems receiving this fax, please call 248-601-4499.

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* * * Communication Result Report (Mar. 20. 2015 1:54PM) * * *

1)
2)

Date/Time: Mar. 20. 2015 1:53PM

File No.	Mode	Destination	Pg(s)	Result	Page Not Sent
1380	Memory TX	3098202626	P. 1	OK	

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242 S. Main St.
Rochester, MI 48307
Phone: (248) 601-4499
Fax: (248) 601-4497

The Erskine Law Group, PC

Fax

To: Karyn Schellenger, afni Subrogation From: Mike Ohly

Fax: 309-820-2626 Date: 3/20/15

Phone: Pages: 1

Re: Afni file # [redacted] State Farm a/s/o Jansl CC:

[redacted]

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

•Comments:

Dear Karyn,

Our office received your correspondence of March 13, 2015 on the [redacted] subrogation. Please advise of the address where the subject 2008 Ford Escape is being stored. The IAA invoice dated 10/17/14 indicates the vehicle was sold.
Please advise if State Farm/afni have conducted an expert vehicle inspection.
Please provide the police/accident report from the incident.

Please remember that your duty to preserve the evidence continues.

Thank you.

Mike Ohly

If you have any problems receiving this fax, please call 248-601-4499.

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Providing Insurance and Financial Services
Home Office, Bloomington, IL

StateFarm®

February 13, 2015

Ford Motor Co Of America
PO Box 70
Dearborn MI 48121-0070

State Farm Auto Claims
P.O. Box 106170
Atlanta GA 30348-6170

OGC Lit
Product Claims

FEB 25 2015

RE: Claim Number: [redacted]
Date of Loss: August 15, 2014
Our Insured: [redacted]

To Whom It May Concern:

- Should we be called upon to make payment under our policy, we will be looking to you or your insurance company for reimbursement.
- If you have insurance to protect you against such liability, please refer this letter to your insurance company.
- Please send us the name of your insurance company, its address, and your policy number.

We have enclosed a return envelope for your assistance in replying.

If you have any questions, please contact us.

Sincerely,

Cheryl Evans
Claim Specialist
(844) 292-8615 Ext. 4348725872
Fax: (844) 218-1140

State Farm Mutual Automobile Insurance Company

Enclosure: Return Envelope

afni. Subrogation Department
1310 Martin Luther King Drive | P.O. Box 3068 | Bloomington, IL 61702-3068
Phone 888-767-2361 | Fax 309-820-2626

March 13, 2015

ERKSKINE LAW GROUP
MAGGIE MASON ERSKINE
342 S MAIN ST
ROCHESTER, MI 483072030

RE: [redacted]
STATE FARM INSURANCE Claim #: [redacted]
Your Insured: FORD MOTOR CO OF AMERICA
Date of Loss: 8/15/2014
Amount Claimed: $15,866.95

Dear MAGGIE MASON ERSKINE:

We are contacting you today on behalf of STATE FARM INSURANCE regarding a loss. The facts of the accident indicate your insured is liable for payments that STATE FARM INSURANCE made to its policyholder as a result of this loss. Supporting documentation is enclosed for your review.

All payments should be made payable to Afni, include the Afni file number and must be directed to:

Afni – Subrogation Department
P.O. Box 3068
Bloomington, IL 61702-3068

Should you have any questions, please feel free to contact me at 888-767-2361.

Sincerely,

Karyn Schellenger

KARYN SCHELLENGER,AIC EXT 3181
Subrogation Specialist

CLAIM [redacted] NFORMATION

07-25-2014: On about this date I received a recall notice for [redacted] 2008 Ford Escape. The notice was made due to the electronic power assist quitting unexpectedly in these cars. I immediately called Mullahey Ford and was told they did not have the software to correct the problem; and that I should call back in two weeks.

08-08-2014: I called Mullahey Ford and made an appointment for the recall to be corrected on Monday, 08-11-2014.

08-11-2014: Recall work performed at Mullahey Ford. (Invoice #: [redacted])

08-15-2014: At approximately 0945 Janet called me to say she had been "in a bit of an accident" on [redacted]. I arrived to find Janet standing outside her car, which was on its wheels on the south side of the roadway, facing west. [redacted] said she had run off the roadway onto the shoulder, gone into the on-coming traffic lane where she encountered a car heading west bound, and then corrected back onto the east side of the roadway where the car crashed and rolled over. Based on the location of debris it appeared that the car had rolled over twice before coming to rest on its wheels.

The car battery was disconnected by Cal Fire to prevent any more airbags from inflating inadvertently.

The roadway to the west of the point where Janet went onto the shoulder was free of any tire friction (skid) marks, gouges or scratches. There were no discontinuities in the roadway surface and the surface was dry. From marks in the soft shoulder it was apparent that [redacted] had driven "straight" off of the hard roadway surface as the roadway as the roadway curved from the south to the east. When I asked [redacted] why she had driven the car onto the right shoulder she replied, "It became very difficult to steer." There were no discontinuities, scratch marks or gouges in the roadway between the point where [redacted] had exited the roadway onto the right shoulder and the point where the car impacted the south curb before rolling over. There were tire friction (skid) marks on the roadway at the point Janet corrected from the on-coming traffic lane back into her lane.

At my request the car was transported to Mullahey Ford.

08-18-2014: I went to Ford and explained [redacted] accident scenario to the Service Manager, Gerrardo Placentia. I told Gerrardo I was concerned that the steering had "quit" and that that was the cause of [redacted] crash. Gerrardo said if the power steering assist had quit that the car would have been "easier to control." When I asked what he meant by that he said the driver would have a better feel of the roadway with manual steering, and that the car therefore would have been easier to control.

I asked Gerrardo if there might be codes in any computers in the car that might show the condition of the power steering assist before and during the crash. Gerrardo said he wasn't sure, but that Mullahey Ford would reconnect the battery, check for any codes and get back to me. As of the end of business on Monday, 08-25-2014, I have not heard anything from Gerrardo.

08-25-2014: State Farm called to ask that I fax them a copy of the Mullahey Ford work order for the recall work. I explained the situation to the caller, who confirmed the car was still at Mullahey Ford. The caller said he would arrange to have the car moved to an independent storage location.

The caller said the car was a total loss.

12d5032

ELG

The Erskine Law Group, P.C.

342 S. Main St. ▪ Rochester, Michigan ▪ 48307
Tel (248) 601-4499 ▪ Fax (248) 601-4497
www.erskinelawgroup.com

October 17, 2014

Jordan McNeill
State Farm Ins.
P.O. Box 52250
Phoenix, AZ 85072

Via Facsimile
(855) 666-0964

Re: Your Insured: [redacted]
Claim No.
DOL: 08/15/2014

Dear Mr. McNeill,

Please be advised that Ford Motor Company has retained our office to handle your recently submitted subrogation claim regarding the above-referenced customer. In order to efficiently process and consider your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the Ford manufactured vehicle.)

1. Attach your insured's statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss.
2. A copy of the police and/or fire report.
3. Clear color photographs of the vehicle's collision/fire damage & **the alleged defective parts**, from several different angles.
4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
5. Original color photographs of the accident / fire scene from several different angles.
6. Attach a copy of your expert's report and the expert's original color photographs.
7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.
9. Attach a complete damage listing and proofs. Please do not submit an incomplete claim.

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

10. What was the city and state of occurrence? St. Louis County, CA
11. The 17 digit vehicle identification number: 1FMCU49H88K[redacted]
12. What was the mileage at time of occurrence? digital dash - unable to view
13. What is the alleged defect? malfunction in electronic steering
14. Has the alleged defective part been repaired or replaced? (circle one) **Yes** or **No**
15. What is the current location of the vehicle, and the alleged defective part(s)? Storage facility

16. List all after market additions or modifications that were made to the vehicle: _____

N/A

17. Were the keys in the ignition? (circle one) **Yes** or **No**

18. Was the engine running? (circle one) **Yes** or **No**

19. Was this vehicle purchased new or used? New

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

Once you have compiled the requested information regarding this matter, please send it to the address above. If you prefer to send the information electronically, you can e-mail it to me at merskine@erskinelawgroup.com. Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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

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

Thank you for your attention to these matters. Should you have any questions, please feel free to e-mail me at your convenience, merskine@erskinelawgroup.com. I look forward to working with you on this matter.

Very truly yours,

Margaret M. Erskine

Maggie Mason Erskine

C denotes consolidated payment
E denotes EFT payment
P previously converted payment from CAT/CMR

Payment Number	Issued Date	Payee	Status	Amount	Auth ID
[redacted]	09-19-2014	[redacted]	Paid	$16,226.95	LI5Z
		Grand Total:		$16,226.95	

RECOVERIES

Check Number		Status	Entered Date	Recovery Amount	Expense Withheld	Type of Recovery
[redacted]	E	Posted	10-28-2014	$1,550.00	$1,204.00	Salvage
		Posted	10-23-2014	$14.00	$0.00	Indemnity/Expense/Other
		Grand Total:		$1,564.00	$1,204.00	

Continued on Claim File Print - File History Information report

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Date: 8/18/2014 09:47 AM
Estimate ID:
Estimate Version:
Committed
Profile ID:

State Farm Insurance Companies

One Baxter Way Suite 200, Westlake Village, CA 91362

Damage Assessed By: Rob (GMDA)
Classification: Field

Appraised For: B1 IA Prop Team
(800) 754-8135

Supplement Fax: (866)566-6595
Supplement Email: casupp@statefarm.com

Type of Loss: Collision
Date of Loss: 8/15/2014
Deductible: 500.00
Claim Number:
Insured:
Owner:
Address: , ARROYO GRANDE, CA
Telephone: Home Phone:

Mitchell Service: 910895

Description: 2008 Ford Escape Hybrid
Body Style: 4D Ut
VIN: 1FMCU49H88K
OEM/ALT: O
Color: WHITE
Drive Train: 2.3L Inj 4 Cyl 2WD
License:
Search Code: None
Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW
REAR WINDOW DEFOGGER, CRUISE CONTROL, TILT STEERING COLUMN, LUGGAGE RACK
ANTI-LOCK BRAKE SYS., FOG LIGHTS, ALUM/ALLOY WHEELS, NAVIGATION SYSTEM
AUXILIARY INPUT, LEATHER STEERING WHEEL, FRONT AIR DAM, TINTED GLASS
AUTO AIR CONDITION, VARIABLE ASSISTED STEERING, SIDE AIRBAGS, ANTI-THEFT SYSTEM
AUTOMATIC HEADLIGHTS, SIDE HEAD CURTAIN AIRBAGS, AM/FM STEREO CD CHANGER
AM/FM STEREO CD/MP3 PLAYER, ELECTRONIC PARKING AID, FRONT BUCKET SEATS
KEYLESS ENTRY SYSTEM, POWER DISC BRAKES, REAR WINDOW WIPER
STEERING WHEEL MOUNTED CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	900500	BDY *	ACCESS/INSPECT	OTL / VIR TO FOLLOW	Sublet	0.00 *	0.0*
2				REPLACE FRT END SHEET METAL			
3				REPLACE ROOF PANEL & HEADLINER			
4				REPLACE SIDE CURTAIN AIRBAGS & SENSORS			

* - Judgment Item

ESTIMATE RECALL NUMBER: 08/18/2014 09:47:05
Mitchell Data Version: OEM: JUL_14_V0814
Software Version: 7.1.168

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Date: 8/18/2014 09:47 AM
Estimate ID: [redacted]
Estimate Version:
Committed
Profile ID:

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Labor Summary	0.0				0.00

II. Part Replacement Summary	Amount
Total Replacement Parts Amount	0.00

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	500.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

I.	Total Labor:	0.00
II.	Total Replacement Parts:	0.00
III.	Total Additional Costs:	0.00
	Gross Total:	0.00
IV.	Total Adjustments:	0.00
	Net Total:	0.00

Register online to check the status of your claim and stay connected with State Farm®. To register, go to www.statefarm.com and select Check the Status of a Claim. If you are already registered, thank you! Not available in New Mexico.

Point(s) of Impact

1 Right Front Corner (P), 11 Left Front Corner (S), 13 Rollover (S), 19 All Over (S)

Insurance Co: State Farm

Inspection Site: Mullahey Ford
Address: 330 Traffic Way
Arroyo Grande, CA 93420
(805) 440-2345
Inspection Date: 8/18/2014

Body Shop: MULLAHEY FORD BODY SHOP

For your protection California Law requires the following to appear on this form: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

This is an estimate. Repair facilities must inspect the vehicle to determine if any repairs not listed are required, and to contact State Farm before making such repairs. Repairer also is responsible for conducting any necessary inspection and safety checks prior to and after completing repairs.

ESTIMATE RECALL NUMBER: 08/18/2014 09:47:05 [redacted]
Mitchell Data Version: OEM: JUL_14_V0814

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Software Version: 7.1.168

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[redacted] (Named Insured-Driver)
[redacted] (Named Insured)

Vehicle Damages

Damage Information

Occupant Type:		**Drivable:** No	**Involved in Loss:** Yes
Principal Damage:	Rollover		
Prior Damage:			
Drive-in Service:		**Drive-in Office:**	
Potential Total Loss:	Yes	**Total Loss Type:**	Not owner retained
Vehicle Moved:	Yes	**Stock Number:**	[redacted]
		Estimates:	Yes

Vehicle Location

Name: IAA
Street: [redacted]
City: North Hollywood **State/Prov:** California **Zip:** [redacted]
Phone: [redacted] **Ext:**

Remarks

Remarks:
NMVTIS:

TOTAL LOSS SETTLEMENT TOOL SUMMARY - INSURED VEHICLE - 01

Valuation Source:	Mitchell		**Not Owner Retained**
Ok to Pay:	Yes	**Policy PD Limits:**	$0.00
Source Valuation:	$15,369.40	**Damage Estimate:**	$15,369.40
Total Additions:	$0.00	**Possible Supplements:**	$0.00
Total Deductions:	$0.00	**Additional Costs:**	$0.00
ACV:	$15,369.40	**Salvage:**	$2,217.80
Tax Amount:	$1,229.55	**Valuation vs Repair Cost:**	114.43%
		ACV vs Damage Estimate:	100.00%
Fees:	$128.00		
Type of Fee:	VLF		
Subtotal:	$16,726.95		
Comp/Negligence:	$0.00(0.00%)		
Deductible:	$500.00		
Total:	$16,226.95		
L/H Payoff:	$0.00	**L/H Name:**	
Payoff good through:		**Per Diem:**	$0.00
Account Number:			
Paid to L/H:	$0.00		
Paid to Owner:	$16,226.95		
Name as it is on title:	[redacted]		
Titling State:	California		
Title Brand:	CA - Salvage (STATE FARM MUTUAL)		
Last Day Storage:		**Last Day Rental:**	
Keys With Vehicle:	Yes		
Keys:			
Mileage:	910,895	**Actual Mileage:**	Yes
Vehicle Salvage Type:	SUV	**NMVTIS Qualification:**	
Stock Number:	13705197		
Comments:			

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Aug 26 14 09:00a







MULLAHEY FORD
"Where good things are happening."

HOURS
MONDAY-FRIDAY 7:00 AM - 6:00 PM
SATURDAY 8:00 AM - 3:00 PM

NO VEHICLES WILL BE RELEASED AFTER SERVICE HOURS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

BAR # AG 173593 EPA # CAD981988728

330 TRAFFIC WAY, ARROYO GRANDE, CA 93420
(805) 481-3673

THANK YOU FOR LETTING US SERVICE YOUR AUTOMOBILE!
It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends. If not, please tell us immediately.

82542GAR

[redacted]
ARROYO GRANDE CA [redacted]
bill's cell # [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1FMCU49H88K[redacted]	79998	08/11/14	82542 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
08	FORD TRUCK	ESCAPE HYB	WHITETAN	03337

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
29788	[redacted]				03/02/07	67	CHARGE

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	04/13/07		79998	08/11/14	00/00/00	2.3L I4 FI NF

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
A *						
Com FORD CUSTOMER SERVICE DIVISION SERVICE RECALL-14S05						
Cau SERVICE RECALL						
Cor PERFORMED RECALL #14S05-CHECKED FOR CODES-PASS. REPROGRAMMED PSCM & IC						
	19		A74		W	
				Line Total....		

Warranty Claim Type: F Authorization Code:

TOTAL-CUSTOMER NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (2) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

J.D. POWER AND ASSOCIATES®
Power Information Network®

mitchell

Vehicle Valuation Report

Prepared for: State Farm Insurance

Summary

Claim Information

Claim Number: [redacted]
Policy Number:
Insured:
Address:
ARROYO GRANDE, CA [redacted]
Insured Home Phone: [redacted]

Version #: 1
Coverage Type of Loss: COLLISION
Loss Date: 08/15/2014
Reported Date: 08/15/2014
Valuation Report Date: 08/18/2014 09:54:34
Valuation Report ID: 6790433

Vehicle Information

Loss Vehicle: 2008 FORD ESCAPE HYBRID 4D SUV
2.3L 4 Cyl HYBRID A 2WD
VIN: 1FMCU49H88K[redacted]
Mileage: True Mileage Unknown

Location: CA 934205590
Exterior Color: Oxford White
License Plate: [redacted] California, Exp, 04/2015

Valuation Summary

Base Value:	**$14,685.25**
Loss Vehicle Adjustments	
Condition Adjustment:	$684.15
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Market Value:	**$15,369.40**
Settlement Adjustments	
(8.000%) Tax:	$1,229.55
Deductible:	-$500.00
Settlement Value:	**$16,098.95**

Loss Vehicle Detail

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

Standard Equipment

Exterior	
Alloy Wheels, 16-In. X 7-In.	Automatic Headlights With Automatic Off and Time Delay
Front Air Dam	Front and Rear Body Color Bumpers
Front Foglights	Halogen Headlights
Rear Step Up Bumper	

Interior	
AM/FM Radio With 4 Speakers Total; CD Player; MP3 Player	Automatic Climate Control
Auxiliary Input Jack	Cloth Seats
Cruise Control	Driver Power Seat Adjusts 6 Ways Total
Dual Black Folding Power Adjustable Exterior Rearview Mirrors	Exterior Rails
Flip-Up Liftgate Window	Front Dual Reclining Bucket Seats With Driver Adjustable Seat Height and Adjustable Headrests
Front Dual Sunvisors	Front Dual Vanity Mirrors
Power Window Lockout/Override	Power Windows With Driver One-Touch Down
Radio Antenna	Radio Data System
Rear 60/40 Split Folding Removable Bench Seat With Adjustable Headrests	Rear Heating Ducts
Rear Privacy Glass	Rear Tinted Glass
Rear Window Defroster	Rear Window Variable Intermittent Wiper/Washer
Steering Wheel Mounted Controls Cruise Control	Variable Intermittent Windshield Wipers

Mechanical	
4-Wheel Anti-Lock Brakes	Electric Power Steering (EPS) Power Speed Sensing Rack and Pinion Variable Assisted Steering
Front Power 303-mm Vented Disc and Rear Power 302-mm Vented Disc Brakes	Tilt Steering Column

Safety	
Automatic Locking Retractors	Child Safety Door Locks Located On Rear Doors
Crash Sensor	Crumple Zones
Driver Airbag With Dual Stage Deployment	Emergency Fuel Shut-Off Device
Front and Rear 3-Point Seatbelts	Front Pretensioners With Force Limiters
Front Seatbelt Height Adjusters	Keyless Entry Operated Via Key Fob
LATCH	Multi-Function Remote Operates Door Lock/Unlock and Illuminated Entry
Panic Alarm	Passenger Airbag Cutoff Sensor
Passenger Airbag With Dual Stage Deployment	Personal Safety System(TM) Includes Pretensioners With Load Limiters, Driver Airbag With Dual Stage Deployment, Passenger Airbag With Dual Stage Deployment, Front Passenger Seat Position Sensor and Crash Sensor
Power Door Locks	Rear 3-Point Center Seatbelt
Safety Canopy(TM) Front and Rear Side Head Curtain Airbags	Seat Mounted Front Side Airbags
Selective Locking/Unlocking	Side Guard Door Beams
Vehicle Anti-Theft Via SecuriLock(R) Engine Immobilizer and Alarm	

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Packages

Chrome Appearance Package	
Body Color Exterior Door Handles	Body Color Exterior Rearview Mirrors
Chrome Exterior Rails	Chrome Grille
Chrome Liftgate Garnish	

Hybrid Premium Package	
110V AC Power Outlet	Compass
Dual Heated Exterior Rearview Mirrors	Electrochromic Interior Rearview Mirror
Front Dual Heated Seats	Front Dual Illuminated Vanity Mirrors
Leather Comfort Group	Leather Seats
Leather Steering Wheel	Rear Electronic Parking Aid
Retractable Cargo Area Cover	Roof Rack

Loss Vehicle Base Value

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

Comparable Vehicle Information

Search Radius used for this valuation: **150 miles from loss vehicle zip/postal code.**

Typical Mileage for this vehicle: **83,000 miles**

#	Vehicle Description	Weighting Factor	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	11%	99,865	93292	106 miles	$13,200.00 Sold Price	$14,886.76
2	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	10%	96,676	93955	131 miles	$13,000.00 Sold Price	$14,483.35
3	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	10%	70,026	95076	145 miles	$14,800.00 Sold Price	$14,796.67
4	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	13%	79,091	93301	77 miles	$14,985.00 List Price	$14,969.77
5	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	80,484	91355	112 miles	$14,492.00 List Price	$15,138.93
6	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	86,141	91343	125 miles	$13,995.00 List Price	$14,926.45
7	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	82,279	90250	144 miles	$12,888.00 List Price	$13,562.57
8	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	69,781	91107	147 miles	$14,983.00 List Price	$14,757.73
						Base Value:	**$14,685.25**

Loss Vehicle Adjustments

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

Condition Adjustments

Condition Adjustment: $684.15	Overall Condition: 3.80-Very Good		Typical Vehicle Condition: 3.42
Category	Condition		Comments
Interior			
SEATS	3 Good		
CARPET	4 Very Good		
HEADLINER	4 Very Good		
DOORS/INTERIOR PANELS	4 Very Good		
DASH/CONSOLE	4 Very Good		
GLASS	4 Very Good		
Exterior			
BODY	4 Very Good		
PAINT	4 Very Good		
TRIM	4 Very Good		
VINYL/CONVERTIBLE TOP	Typical		
Mechanical			
ENGINE	4 Very Good		
TRANSMISSION	4 Very Good		
Tire	3 Good		

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

Comparable Vehicles

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

Comparable Vehicles

1	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	Sold Price: $13,200.00

VIN: 1FMCU49H88K[redacted]
Stock No:
Listing Date: 06/05/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 106 miles
Source: DEALER SALE - CA DMV
GIANT CHEVROLET OLDSMOBILE CADILLAC
1001 S BEN MADDOX WAY
VISALIA CA 93292

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	99,865	$955.03
Equipment			
Chrome Appearance Package	Yes	No	$102.66
Hybrid Premium Package	Yes	No	$629.07

Total Adjustments: $1,686.76
Adjusted Price: $14,886.76

2	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	Sold Price: $13,000.00

VIN: 1FMCU49H08K[redacted]
Stock No:
Listing Date: 06/17/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 131 miles
Source: DEALER SALE - CA DMV
LEXUS MONTEREY PENINSULA
1721 DEL MONTE BL
SEASIDE CA 93955

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	96,676	$762.71
Equipment			
Chrome Appearance Package	Yes	No	$101.10
Hybrid Premium Package	Yes	No	$619.54

Total Adjustments: $1,483.35
Adjusted Price: $14,483.35

3	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	Sold Price: $14,800.00

VIN: 1FMCU49H38K[redacted]
Stock No:
Listing Date: 06/09/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 145 miles
Source: DEALER SALE - CA DMV
MARTY FRANICH FORD LINCOLN MERCURY
550 AUTO CENTER DRIVE
WATSONVILLE CA 95076

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	70,026	-$823.75
Equipment			
Chrome Appearance Package	Yes	No	$115.10
Hybrid Premium Package	Yes	No	$705.32

Total Adjustments: -$3.33
Adjusted Price: $14,796.67

4	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $14,985.00

VIN: 1FMCU49H98K[redacted]
Stock No: [redacted]
Listing Date: 08/11/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 77 miles
Source: DEALER WEB LISTING - VAST.COM
JIM BURKE FORD LINCOLN
2001 OAK STREET
BAKERSFIELD CA 93301
661-328-3600

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	79,091	-$251.29
Equipment			
Chrome Appearance Package	Yes	No	$116.54
Hybrid Premium Package	Yes	No	$714.14
Hybrid Satellite Radio Package	No	Yes	-$594.62

Total Adjustments: -$15.23
Adjusted Price: $14,969.77

Comparable Vehicle Package Details:
Hybrid Satellite Radio Package

5	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $14,492.00

VIN: 1FMCU49H88[redacted]
Stock No:
Listing Date: 06/20/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 112 miles
Source: DEALER WEB LISTING - VAST.COM
AUTONATION HONDA VALENCIA
23551 MAGIC MOUNTAIN PARKWAY
VALENCIA CA 91355
661-200-9110

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	80,484	-$156.42
Equipment			
Chrome Appearance Package	Yes	No	$112.70
Hybrid Premium Package	Yes	No	$690.65

Total Adjustments: $646.93
Adjusted Price: $15,138.93

6	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $13,995.00

VIN: 1FMCU49H58[redacted]
Stock No: [redacted]
Listing Date: 05/31/2014
ZIP/Postal Code: 91343
Distance from Loss Vehicle: 125 miles
Source: DEALER WEB LISTING - AUTOTRADER.COM
GALPIN MOTORS INC
15505 ROSCOE BLVD
NORTH HILLS CA 91343
818-778-2056

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	86,141	$188.58
Equipment			
Chrome Appearance Package	Yes	No	$108.84
Hybrid Premium Package	Yes	No	$666.96
Engine Block Heater	No	Yes	-$32.93

Total Adjustments: $931.45
Adjusted Price: $14,926.45

Comparable Vehicle Option Details:
Engine Block Heater

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7	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $12,888.00

VIN: 1FMCU49H98[redacted]
Stock No:
Listing Date: 07/21/2014
ZIP/Postal Code: 90250
Distance from Loss Vehicle: 144 miles
Source: DEALER WEB LISTING - VAST.COM
SOUTH BAY FORD LINCOLN
5100 W ROSECRANS AVE
HAWTHORNE CA 90250
310-584-7641

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	82,279	-$39.86
Equipment			
Chrome Appearance Package	Yes	No	$100.23
Hybrid Premium Package	Yes	No	$614.20

Total Adjustments: $674.57
Adjusted Price: $13,562.57

8	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $14,983.00

VIN: 1FMCU49H88K[redacted]
Stock No:
Listing Date: 08/04/2014
ZIP/Postal Code: 91107
Distance from Loss Vehicle: 147 miles
Source: DEALER WEB LISTING - VAST.COM
TOYOTA SCION PASADENA
3600 EAST FOOTHILL BOULEVARD
PASADENA CA 91107
626-795-9787

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	69,781	-$849.68
Equipment			
Chrome Appearance Package	Yes	No	$116.52
Hybrid Premium Package	Yes	No	$714.04
Integrated Side Steps	No	Yes	-$206.15

Total Adjustments: -$225.27
Adjusted Price: $14,757.73

Comparable Vehicle Option Details:
Integrated Side Steps

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2008 FORD ESCAPE HYBRID	4D SUV 2.3L 4 Cyl HYBRID 2WD	$25,075.00

Valuation Notes

UNABLE TO CONFIRM MILEAGE DUE TO DIGITAL DASH WITH CUT POSITIVE BATTERY CABLE. ATTEMPTED TO LIGHT WITH JUMP BOX, STILL NO MILEAGE.

Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

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INSURANCE AUTO AUCTIONS

REMITTANCE: 13440688

DATE: 10/17/2014

Insurance Auto Auctions,Inc.
Attn: Settlement Group
Two Westbrook Corporate Center Suite 500
Westchester, IL 60154
Phone: (708) 492-7000
Fax: (708) 492-7078
E-mail:

Tax ID #: [redacted]

Salvage Information

Stock #:
Branch:
Insured: [redacted]

Owner: [redacted]

Claim #: 55509Z513

Year: 2008
Make/Model: FORD/ESCAPE
VIN: 1FMCU49H88K[redacted]
ACV: $15369.40

Pick Up Information

Mullahey Ford Body Shop
330 Traffic Way
Arroyo Grande, CA 93420

Seller Direct/Buyer Information

Resale Cert#: D3470MEX.MERCHANT (CA)
YONKE EL ALTENO
CARRET.A TECATE KM 12.5
LOS PINOS TIJUANA, MEX

Date of Events

Loss Date	08/15/2014
Assigned	08/25/2014
Released	08/29/2014
Pickup	08/29/2014
Title Received	09/25/2014
Sale Doc. Received	09/30/2014
Auction Date	10/15/2014
Buyer Payment Date	10/16/2014
Reported to NICB	10/17/2014

Remittance Payable To :
State Farm Insurance - ACH Funnel
PO Box 20019
Murfreesboro, TN 37129
Attn: Salvage Dept

Check Amount	$346.00
High Bid	$1,550.00

Pool Charges

Pool Fee	$65.00
DMV Fees	$19.00
Total Pool Charges	$84.00

Advance Charges

Tow	$370.00
Storage	$750.00
Total Advance Charges	$1,120.00

Total Charges	**$1,204.00**
Payment Amount	**$346.00**

BAR # AC 173593 EPA # CAD981988728

MULLAHEY FORD

"Where good things are happening."

330 TRAFFIC WAY, ARROYO GRANDE, CA 93420

(805) 481-3673

NO VEHICLES WILL BE RELEASED AFTER SERVICE HOURS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

J96GAR

THANK YOU FOR LETTING US SERVICE YOUR AUTOMOBILE!

It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends. If not, please tell us immediately.

[redacted]

ARROYO GRANDE CA [redacted]

[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1FMCU49H88K[redacted]	80221	08/29/14	02596

YEAR	MAKE	MODEL	COLOR	TAG NO.
08	FORD TRUCK	ESCAPE HYB	WHITETAN	02256

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
29788	[redacted]				03/02/07	40	CHARGE

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	04/13/07		80221	08/15/14	00/00/00	2.3L I4 FI NF

LINE	OP CODE	FAIL CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com	BODY REPAIR AS PER ESTIMATE-VEHICLE CAME INN FOR BODY WORK AND PAINT					
Cor	REPAIRED AS PER ESTIMATE					
	BODY		B38			
	SUBLET	COLLEGE TOWING SOU PO# 20755		1	C	370.00
				Line Total.....		370.00
B						
Com	PAINT REPAIR AS PER ESTIMATE					
Cor	REPAIRED AS PER ESTIMATE					
	PAINT		B41			
Code	Misc Charge	Inv#/Info	Days	Hours		
	STORAGE BODY SHOP \			1.0	C	750.00
				Line Total.....		750.00

PAID

CASH ☐ CHECK #8453 CREDIT CARD ☐

Sublets	370.00
Misc Charge	750.00
TOTAL-CUST-CHARGE	1120.00

CUSTOMER COPY - PAGE 01

[redacted]

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

... unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

[redacted]

CA 203969

24 Hour Towing • Emergency Road Service

32885

COLLEGE TOWING SOUTH

Automobiles • Motor Homes • Trucks
94 ATLANTIC CITY AVENUE
GROVER BEACH, CA 93433
(805) 489-8600

DATE IN

DATE OUT

NAME

STREET

CITY

PHONE

LEGAL OWNER

REQUESTED BY

MODEL | COLOR | LICENSE NO.

REPAIR ORDER NO. | V.I.N.

LOCATION OF

TAKEN TO

DOLLY

EXTRA LABOR

ODOMETER READING

ADDITIONAL TOWING

STORAGE FROM TO

NUMBER DAYS @ DAY

FRONT TOW ☐ REAR TOW ☐

TIME OUT

TIME IN

TIME

INVOICE NO.

MILEAGE ENDING

MILEAGE START

MILES

DRIVER

TRUCK NO.

TOWING	
DOLLY	
LABOR	
ADDL. TOWING	
STORAGE	
MILEAGE	
ADVANCE PAYOUT	
TOTAL	

CHECK NO. | CASH | CHARGE

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN. I HAVE RECEIVED ABOVE VEHICLE IN SATISFACTORY CONDITION

[redacted]

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.



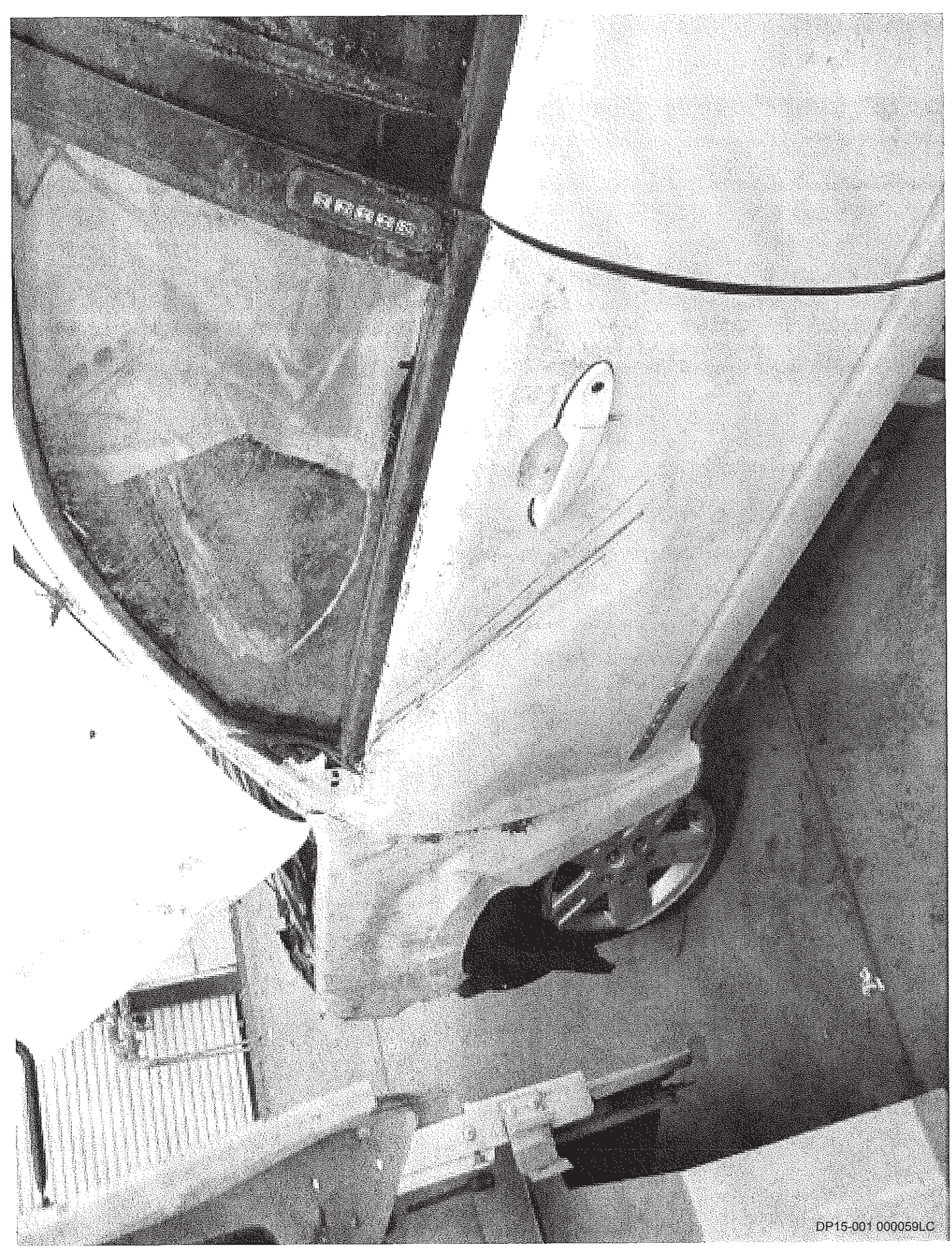
DP15-001 000054LC

DP15-001 000005[illegible]



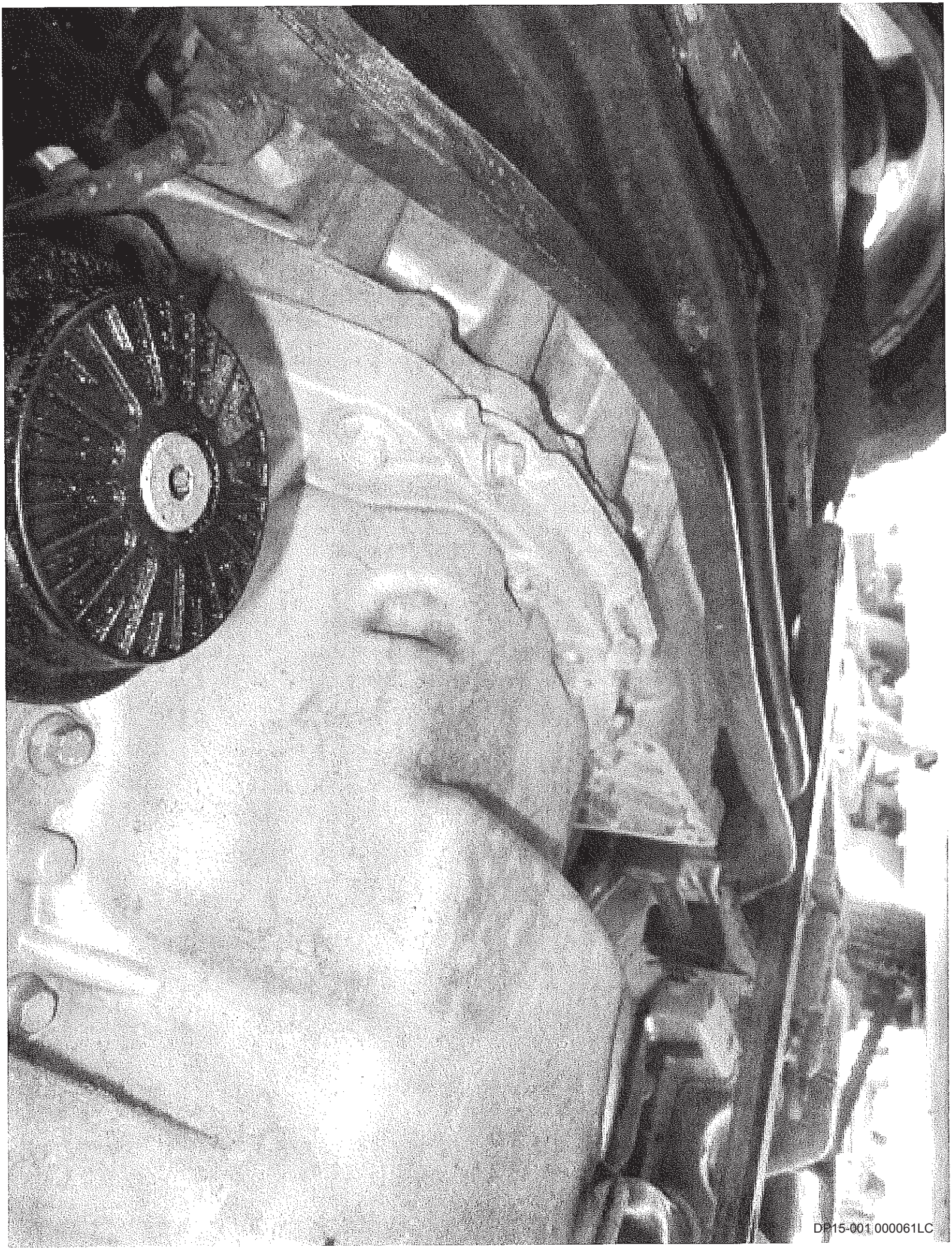
DP15-001 000057LC

DP15-001-000058LC



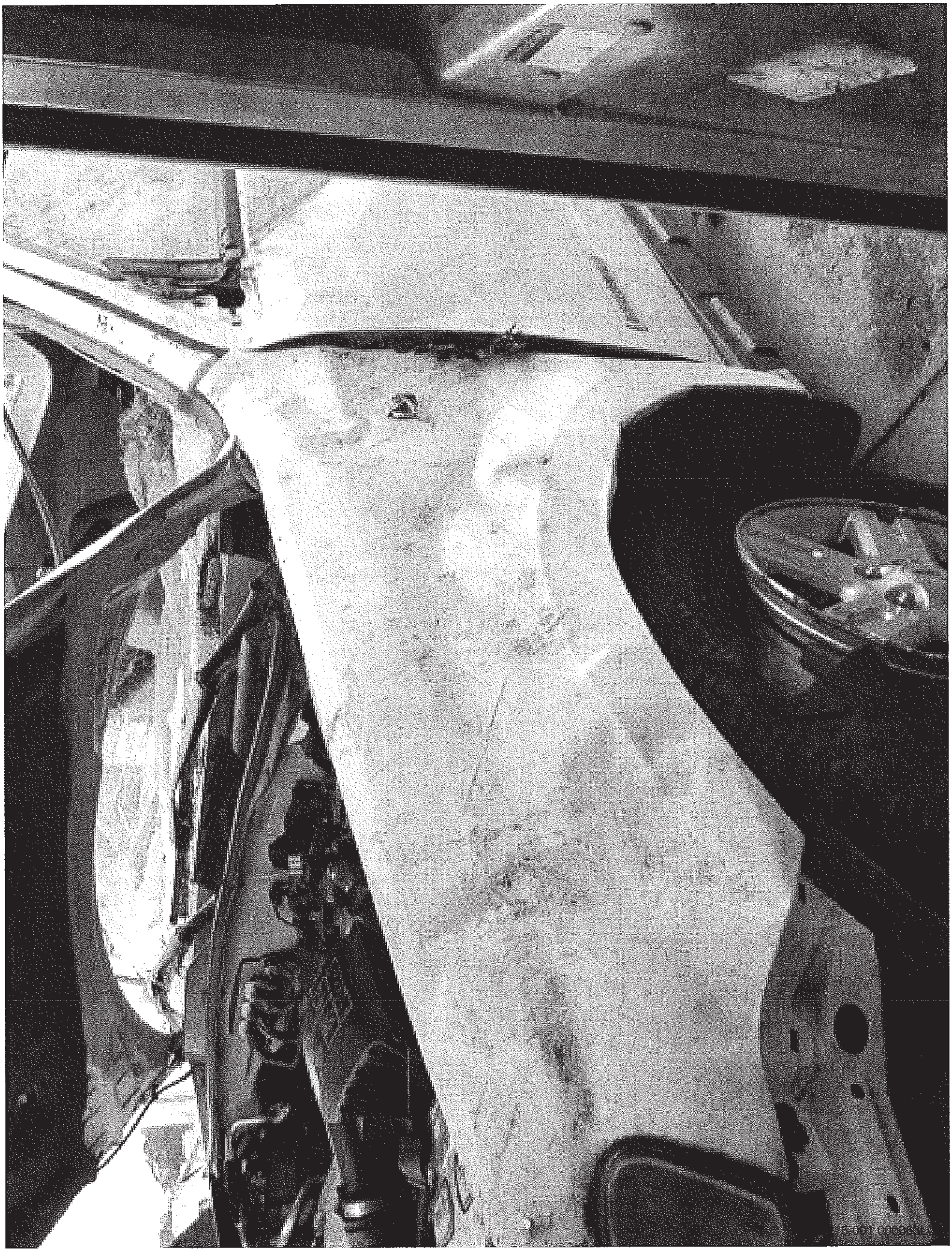
DP15-001 000059LC





DP15-001 000061LC

DP15-001 000062EC





DP15-001 000064LC

DP15-001.000006LC

DP15-001 000066LC

DP15-001

DP15-091-000068EC



DP15-001 000069LC



DP15-001 000070LC

DP15-001 000071LC



FIRE MIXER
DP15-00E-000075LC

[redacted]
0076LC

afni Subrogation Department
1310 Martin Luther King Drive | P.O. Box 3068 | Bloomington, IL 61702-3068
Phone 888-767-2361 | Fax 309-820-2626

December 24, 2014

ERKSKINE LAW GROUP
MAGGIE MASON ERSKINE
342 S MAIN ST
ROCHESTER, MI 483072030

RE: Our File [redacted]
Insured [redacted]
STATE FARM INSURANCE Claim #[redacted]
Your Insured: FORD MOTOR CO OF AMERICA
Date of Loss: 8/15/2014
Amount Claimed: $15,866.95

Dear MAGGIE MASON ERSKINE:

We are contacting you today on behalf of STATE FARM INSURANCE regarding a loss. The facts of the accident indicate your insured is liable for payments that STATE FARM INSURANCE made to its policyholder as a result of this loss. Supporting documentation is enclosed for your review.

All payments should be made payable to Afni, include the Afni file number and must be directed to:

Afni – Subrogation Department
P.O. Box 3068
Bloomington, IL 61702-3068

Should you have any questions, please feel free to contact me at 888-767-2361.

Sincerely,

Karyn Schellenger

KARYN SCHELLENGER,AIC EXT 3181
Subrogation Specialist

1205032

The Erskine Law Group, P.C.

342 S. Main St. ▪ Rochester, Michigan ▪ 48307
Tel (248) 601-4499 ▪ Fax (248) 601-4497
www.erskinelawgroup.com

October 17, 2014

Jordan McNeill
State Farm Ins.
P.O. Box 52250
Phoenix, AZ 85072

Via Facsimile
(855) 666-0964

Re: Your Insured [redacted]
Claim No.
DOL: 08/15/2014

Dear Mr. McNeill,

Please be advised that Ford Motor Company has retained our office to handle your recently submitted subrogation claim regarding the above-referenced customer. In order to efficiently process and consider your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the Ford manufactured vehicle.)

1. Attach your insured's statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss.
2. A copy of the police and/or fire report.
3. Clear color photographs of the vehicle's collision/fire damage & **the alleged defective parts**, from several different angles.
4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
5. Original color photographs of the accident / fire scene from several different angles.
6. Attach a copy of your expert's report and the expert's original color photographs.
7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.
9. Attach a complete damage listing and proofs. Please do not submit an incomplete claim.

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

10. What was the city and state of occurrence? St. Louis County, CA
11. The 17 digit vehicle identification number: 1FMCU49H88K[redacted]
12. What was the mileage at time of occurrence? digital dash - unable to view
13. What is the alleged defect? malfunction in electronic steering
14. Has the alleged defective part been repaired or replaced? (circle one) **Yes** or **No**
15. What is the current location of the vehicle, and the alleged defective part(s)? Storage facility

16. List all after market additions or modifications that were made to the vehicle: N/A

17. Were the keys in the ignition? (circle one) **Yes** or **No**

18. Was the engine running? (circle one) **Yes** or **No**

19. Was this vehicle purchased new or used? new

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

Once you have compiled the requested information regarding this matter, please send it to the address above. If you prefer to send the information electronically, you can e-mail it to me at merskine@erskinelawgroup.com. Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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

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

Thank you for your attention to these matters. Should you have any questions, please feel free to e-mail me at your convenience, merskine@erskinelawgroup.com. I look forward to working with you on this matter.

Very truly yours,

Margaret M. Erskine

Maggie Mason Erskine

CLAIM [redacted] INFORMATION

07-25-2014: On about this date I received a recall notice for Janet's 2008 Ford Escape. The notice was made due to the electronic power assist quitting unexpectedly in these cars. I immediately called Mullahey Ford and was told they did not have the software to correct the problem; and that I should call back in two weeks.

08-08-2014: I called Mullahey Ford and made an appointment for the recall to be corrected on Monday, 08-11-2014.

08-11-2014: Recall work performed at Mullahey Ford. (Invoice #: 82542)

08-15-2014: At approximately 0945 [redacted] called me to say she had been "in a bit of an accident" on El Campo Road. I arrived to find Janet standing outside her car, which was on its wheels on the south side of the roadway, facing west. Janet said she had run off the roadway onto the shoulder, gone into the on-coming traffic lane where she encountered a car heading west bound, and then corrected back onto the east side of the roadway where the car crashed and rolled over. Based on the location of debris it appeared that the car had rolled over twice before coming to rest on its wheels.

The car battery was disconnected by Cal Fire to prevent any more airbags from inflating inadvertently.

The roadway to the west of the point where Janet went onto the shoulder was free of any tire friction (skid) marks, gouges or scratches. There were no discontinuities in the roadway surface and the surface was dry. From marks in the soft shoulder it was apparent that Janet had driven "straight" off of the hard roadway surface as the roadway as the roadway curved from the south to the east. When I asked [redacted] why she had driven the car onto the right shoulder she replied, "It became very difficult to steer." There were no discontinuities, scratch marks or gouges in the roadway between the point where [redacted] had exited the roadway onto the right shoulder and the point where the car impacted the south curb before rolling over. There were tire friction (skid) marks on the roadway at the point Janet corrected from the on-coming traffic lane back into her lane.

At my request the car was transported to Mullahey Ford.

08-18-2014: I went to Ford and explained [redacted] accident scenario to the Service Manager, Gerrardo Placentia. I told Gerrardo I was concerned that the steering had "quit" and that that was the cause of [redacted] crash. Gerrardo said if the power steering assist had quit that the car would have been "easier to control." When I asked what he meant by that he said the driver would have a better feel of the roadway with manual steering, and that the car therefore would have been easier to control.

I asked Gerrardo if there might be codes in any computers in the car that might show the condition of the power steering assist before and during the crash. Gerrardo said he wasn't sure, but that Mullahey Ford would reconnect the battery, check for any codes and get back to me. As of the end of business on Monday, 08-25-2014, I have not heard anything from Gerrardo.

08-25-2014: State Farm called to ask that I fax them a copy of the Mullahey Ford work order for the recall work. I explained the situation to the caller, who confirmed the car was still at Mullahey Ford. The caller said he would arrange to have the car moved to an independent storage location.

The caller said the car was a total loss.

C denotes consolidated payment
E denotes EFT payment
P previously converted payment from CAT/CMR

Payment Number	Issued Date	Payee	Status	Amount	Auth ID
[redacted]	09-19-2014	[redacted]	Paid	$16,226.95	LI5Z
		Grand Total:		$16,226.95	

RECOVERIES

Check Number		Status	Entered Date	Recovery Amount	Expense Withheld	Type of Recovery
[redacted]	E	Posted	10-28-2014	$1,550.00	$1,204.00	Salvage
		Posted	10-23-2014	$14.00	$0.00	Indemnity/Expense/Other
		Grand Total:		$1,564.00	$1,204.00	

Continued on Claim File Print - File History Information report

FOR INTERNAL STATE FARM USE ONLY
Contains CONFIDENTIAL information which may not be disclosed without express written authorization.

Date: 8/18/2014 09:47 AM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: (00975)SAN LUIS OBI

State Farm Insurance Companies

One Baxter Way Suite 200, Westlake Village, CA 91362

Damage Assessed By: Rob (GMDA)
Appraised For: B1 IA Prop Team
(800) 754-8135

Classification: Field

Supplement Fax: (866)566-6595
Supplement Email: casupp@statefarm.com

Type of Loss: Collision
Date of Loss: 8/15/2014
Deductible: 500.00
Claim Number: [redacted]
Insured: [redacted]
Owner: [redacted]
Address: [redacted] ARROYO GRANDE, CA [redacted]
Telephone: Home Phone: [redacted]

Mitchell Service: 910895

Description: 2008 Ford Escape Hybrid
Body Style: 4D Ut
VIN: 1FMCU49H88K[redacted]
OEM/ALT: O
Color: WHITE
Drive Train: 2.3L Inj 4 Cyl 2WD
License: [redacted]
Search Code: None
Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW
REAR WINDOW DEFOGGER, CRUISE CONTROL, TILT STEERING COLUMN, LUGGAGE RACK
ANTI-LOCK BRAKE SYS., FOG LIGHTS, ALUM/ALLOY WHEELS, NAVIGATION SYSTEM
AUXILIARY INPUT, LEATHER STEERING WHEEL, FRONT AIR DAM, TINTED GLASS
AUTO AIR CONDITION, VARIABLE ASSISTED STEERING, SIDE AIRBAGS, ANTI-THEFT SYSTEM
AUTOMATIC HEADLIGHTS, SIDE HEAD CURTAIN AIRBAGS, AM/FM STEREO CD CHANGER
AM/FM STEREO CD/MP3 PLAYER, ELECTRONIC PARKING AID, FRONT BUCKET SEATS
KEYLESS ENTRY SYSTEM, POWER DISC BRAKES, REAR WINDOW WIPER
STEERING WHEEL MOUNTED CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	900500	BDY *	ACCESS/INSPECT	OTL / VIR TO FOLLOW	Sublet	0.00 *	0.0*
2				REPLACE FRT END SHEET METAL			
3				REPLACE ROOF PANEL & HEADLINER			
4				REPLACE SIDE CURTAIN AIRBAGS & SENSORS			

* - Judgment Item

ESTIMATE RECALL NUMBER: 08/18/2014 09:47:05 55-509Z-51301
Mitchell Data Version: OEM: JUL_14_V0814
Software Version: 7.1.168

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Date: 8/18/2014 09:47 AM
Estimate ID: [redacted]
Estimate Version: 0
Committed
Profile ID: [redacted]

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Labor Summary	0.0				0.00

II. Part Replacement Summary	Amount
Total Replacement Parts Amount	0.00

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	500.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

I.	Total Labor:	0.00
II.	Total Replacement Parts:	0.00
III.	Total Additional Costs:	0.00
	Gross Total:	0.00
IV.	Total Adjustments:	0.00
	Net Total:	0.00

Register online to check the status of your claim and stay connected with State Farm®. To register, go to www.statefarm.com and select Check the Status of a Claim. If you are already registered, thank you! Not available in New Mexico.

Point(s) of Impact

1 Right Front Corner (P), 11 Left Front Corner (S), 13 Rollover (S), 19 All Over (S)

Insurance Co: State Farm

Inspection Site: Mullahey Ford
Address: 330 Traffic Way
Arroyo Grande, CA 93420
(805) 440-2345
Inspection Date: 8/18/2014

Body Shop: MULLAHEY FORD BODY SHOP

For your protection California Law requires the following to appear on this form: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

This is an estimate. Repair facilities must inspect the vehicle to determine if any repairs not listed are required, and to contact State Farm before making such repairs. Repairer also is responsible for conducting any necessary inspection and safety checks prior to and after completing repairs.

ESTIMATE RECALL NUMBER: 08/18/2014 09:47:05 [redacted]
Mitchell Data Version: OEM: JUL_14_V0814
Software Version: 7.1.168

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Date: 8/18/2014 09:47 AM
Estimate ID: [redacted]
Estimate Version:
Committed
Profile ID:

ESTIMATE RECALL NUMBER: 08/18/2014 09:47:05 [redacted]
Mitchell Data Version: OEM: JUL_14_V0814

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

Software Version: 7.1.168

[redacted] med Insured-Driver)
med Insured)

Vehicle Damages

Damage Information

Occupant Type:		**Drivable:**	No	**Involved in Loss:**	Yes
Principal Damage:	Rollover				
Prior Damage:					
Drive-in Service:		**Drive-in Office:**			
Potential Total Loss:	Yes	**Total Loss Type:**	Not owner retained		
Vehicle Moved:	Yes	**Stock Number:**	13705197		
		Estimates:	Yes		

Vehicle Location

Name:	IAA				
Street:	7245 Laurel Canyon Blvd.				
City:	North Hollywood	**State/Prov:**	California	**Zip:**	91605
Phone:	8184872222	**Ext:**			

Remarks

Remarks:
NMVTIS:

TOTAL LOSS SETTLEMENT TOOL SUMMARY - INSURED VEHICLE - 01

Valuation Source:	Mitchell		**Not Owner Retained**
Ok to Pay:	Yes	**Policy PD Limits:**	$0.00
Source Valuation:	$15,369.40	**Damage Estimate:**	$15,369.40
Total Additions:	$0.00	**Possible Supplements:**	$0.00
Total Deductions:	$0.00	**Additional Costs:**	$0.00
ACV:	$15,369.40	**Salvage:**	$2,217.80
Tax Amount:	$1,229.55	**Valuation vs Repair Cost:**	114.43%
		ACV vs Damage Estimate:	100.00%
Fees:	$128.00		
Type of Fee:	VLF		
Subtotal:	$16,726.95		
Comp/Negligence:	$0.00(0.00%)		
Deductible:	$500.00		
Total:	$16,226.95		
L/H Payoff:	$0.00	**L/H Name:**	
Payoff good through:		**Per Diem:**	$0.00
Account Number:			
Paid to L/H:	$0.00		
Paid to Owner:	$16,226.95		
Name as it is on title:	[redacted]		
Titling State:	California		
Title Brand:	CA - Salvage (STATE FARM MUTUAL)		
Last Day Storage:		**Last Day Rental:**	
Keys With Vehicle:	Yes		
Keys:			
Mileage:	910,895	**Actual Mileage:**	Yes
Vehicle Salvage Type:	SUV	**NMVTIS Qualification:**	
Stock Number:	13705197		
Comments:			

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Contains CONFIDENTIAL information which may not be disclosed without express written authorization.

Aug 26 14 09:00a

[redacted]

BAR # AG 173893 EPA # CAD981988728

MULLAHEY FORD
"Where good things are happening."
330 TRAFFIC WAY, ARROYO GRANDE, CA 93420
(805) 481-3673

HOURS
MONDAY-FRIDAY 7:00 AM - 6:00 PM
SATURDAY 8:00 AM - 3:00 PM

NO VEHICLES WILL BE RELEASED AFTER SERVICE HOURS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

THANK YOU FOR LETTING US SERVICE YOUR AUTOMOBILE!

It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends. If not, please tell us immediately.

[redacted]

ARROYO GRANDE CA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1FMCU49H88[redacted]	79998	08/11/14	82542 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
08	FORD TRUCK	ESCAPE HYB	WHITETAN	03337

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
29788	[redacted]				03/02/07	67	CHARGE

CUST LABOR RATE	PROMISE DATE	DELIV MILES	MILEAGE IN	DATE IN	RE-SERV DATE	
	04/13/07		79998	08/11/14	00/00/00	2.3L I4 FI NF

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
A *						

Com FORD CUSTOMER SERVICE DIVISION SERVICE RECALL-14S05
Cau SERVICE RECALL
Cor PERFORMED RECALL #14S05-CHECKED FOR CODES-PASS. REPROGRAMMED PSCM & IC
19 A74 W

Line Total.....

Warranty Claim Type: F Authorization Code:

TOTAL-CUSTOMER NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

J.D. POWER AND ASSOCIATES®
Power Information Network®

mitchell

Vehicle Valuation Report

Prepared for: State Farm Insurance

Summary

Claim Information

Claim Number:	[redacted]	Version #:	1
Policy Number:		Coverage Type of Loss:	COLLISION
Insured:		Loss Date:	08/15/2014
Address:		Reported Date:	08/15/2014
	ARROYO GRANDE, CA [redacted]	Valuation Report Date:	08/18/2014 09:54:34
Insured Home Phone:	[redacted]	Valuation Report ID:	[redacted]

Vehicle Information

Loss Vehicle:	2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD	Location:	CA 934205590
		Exterior Color:	Oxford White
VIN:	1FMCU49H88K[redacted]	License Plate:	[redacted] California, Exp, 04/2015
Mileage:	True Mileage Unknown		

Valuation Summary

Base Value:	**$14,685.25**
Loss Vehicle Adjustments	
Condition Adjustment:	$684.15
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Market Value:	**$15,369.40**
Settlement Adjustments	
(8.000%) Tax:	$1,229.55
Deductible:	-$500.00
Settlement Value:	**$16,098.95**

Loss Vehicle Detail

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

Standard Equipment

Exterior	
Alloy Wheels, 16-In. X 7-In.	Automatic Headlights With Automatic Off and Time Delay
Front Air Dam	Front and Rear Body Color Bumpers
Front Foglights	Halogen Headlights
Rear Step Up Bumper	

Interior	
AM/FM Radio With 4 Speakers Total; CD Player; MP3 Player	Automatic Climate Control
Auxiliary Input Jack	Cloth Seats
Cruise Control	Driver Power Seat Adjusts 6 Ways Total
Dual Black Folding Power Adjustable Exterior Rearview Mirrors	Exterior Rails
Flip-Up Liftgate Window	Front Dual Reclining Bucket Seats With Driver Adjustable Seat Height and Adjustable Headrests
Front Dual Sunvisors	Front Dual Vanity Mirrors
Power Window Lockout/Override	Power Windows With Driver One-Touch Down
Radio Antenna	Radio Data System
Rear 60/40 Split Folding Removable Bench Seat With Adjustable Headrests	Rear Heating Ducts
Rear Privacy Glass	Rear Tinted Glass
Rear Window Defroster	Rear Window Variable Intermittent Wiper/Washer
Steering Wheel Mounted Controls Cruise Control	Variable Intermittent Windshield Wipers

Mechanical	
4-Wheel Anti-Lock Brakes	Electric Power Steering (EPS) Power Speed Sensing Rack and Pinion Variable Assisted Steering
Front Power 303-mm Vented Disc and Rear Power 302-mm Vented Disc Brakes	Tilt Steering Column

Safety	
Automatic Locking Retractors	Child Safety Door Locks Located On Rear Doors
Crash Sensor	Crumple Zones
Driver Airbag With Dual Stage Deployment	Emergency Fuel Shut-Off Device
Front and Rear 3-Point Seatbelts	Front Pretensioners With Force Limiters
Front Seatbelt Height Adjusters	Keyless Entry Operated Via Key Fob
L A T C H	Multi-Function Remote Operates Door Lock/Unlock and Illuminated Entry
Panic Alarm	Passenger Airbag Cutoff Sensor
Passenger Airbag With Dual Stage Deployment	Personal Safety System(TM) Includes Pretensioners With Load Limiters, Driver Airbag With Dual Stage Deployment, Passenger Airbag With Dual Stage Deployment, Front Passenger Seat Position Sensor and Crash Sensor
Power Door Locks	Rear 3-Point Center Seatbelt
Safety Canopy(TM) Front and Rear Side Head Curtain Airbags	Seat Mounted Front Side Airbags
Selective Locking/Unlocking	Side Guard Door Beams
Vehicle Anti-Theft Via SecuriLock(R) Engine Immobilizer and Alarm	

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Packages

Chrome Appearance Package	
Body Color Exterior Door Handles	Body Color Exterior Rearview Mirrors
Chrome Exterior Rails	Chrome Grille
Chrome Liftgate Garnish	

Hybrid Premium Package	
110V AC Power Outlet	Compass
Dual Heated Exterior Rearview Mirrors	Electrochromic Interior Rearview Mirror
Front Dual Heated Seats	Front Dual Illuminated Vanity Mirrors
Leather Comfort Group	Leather Seats
Leather Steering Wheel	Rear Electronic Parking Aid
Retractable Cargo Area Cover	Roof Rack

Loss Vehicle Base Value

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

Comparable Vehicle Information

Search Radius used for this valuation: **150 miles from loss vehicle zip/postal code.**

Typical Mileage for this vehicle: **83,000 miles**

#	Vehicle Description	Weighting Factor	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	11%	99,865	93292	106 miles	$13,200.00 Sold Price	$14,886.76
2	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	10%	96,676	93955	131 miles	$13,000.00 Sold Price	$14,483.35
3	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	10%	70,026	95076	145 miles	$14,800.00 Sold Price	$14,796.67
4	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	13%	79,091	93301	77 miles	$14,985.00 List Price	$14,969.77
5	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	80,484	91355	112 miles	$14,492.00 List Price	$15,138.93
6	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	86,141	91343	125 miles	$13,995.00 List Price	$14,926.45
7	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	82,279	90250	144 miles	$12,888.00 List Price	$13,562.57
8	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	69,781	91107	147 miles	$14,983.00 List Price	$14,757.73
						Base Value:	**$14,685.25**

Loss Vehicle Adjustments

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

Condition Adjustments

Condition Adjustment: $684.15	Overall Condition: 3.80-Very Good		Typical Vehicle Condition: 3.42
Category	Condition		Comments
Interior			
SEATS	3 Good		
CARPET	4 Very Good		
HEADLINER	4 Very Good		
DOORS/INTERIOR PANELS	4 Very Good		
DASH/CONSOLE	4 Very Good		
GLASS	4 Very Good		
Exterior			
BODY	4 Very Good		
PAINT	4 Very Good		
TRIM	4 Very Good		
VINYL/CONVERTIBLE TOP	Typical		
Mechanical			
ENGINE	4 Very Good		
TRANSMISSION	4 Very Good		
Tire	3 Good		

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

Comparable Vehicles

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

Comparable Vehicles

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1	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	Sold Price: $13,200.00

VIN: 1FMCU49H88K[redacted]
Stock No:
Listing Date: 06/05/2014
ZIP/Postal Code: 93292
Distance from Loss Vehicle: 106 miles
Source: DEALER SALE - CA DMV
GIANT CHEVROLET OLDSMOBILE CADILLAC
1001 S BEN MADDOX WAY
VISALIA CA 93292

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	99,865	$955.03
Equipment			
Chrome Appearance Package	Yes	No	$102.66
Hybrid Premium Package	Yes	No	$629.07

Total Adjustments: $1,686.76
Adjusted Price: $14,886.76

2	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	Sold Price: $13,000.00

VIN: 1FMCU49H08K[redacted]
Stock No:
Listing Date: 06/17/2014
ZIP/Postal Code: 93955
Distance from Loss Vehicle: 131 miles
Source: DEALER SALE - CA DMV
LEXUS MONTEREY PENINSULA
1721 DEL MONTE BL
SEASIDE CA 93955

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	96,676	$762.71
Equipment			
Chrome Appearance Package	Yes	No	$101.10
Hybrid Premium Package	Yes	No	$619.54

Total Adjustments: $1,483.35
Adjusted Price: $14,483.35

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3	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	Sold Price: $14,800.00

VIN: 1FMCU49H38K[redacted]
Stock No:
Listing Date: 06/09/2014
ZIP/Postal Code: 95076
Distance from Loss Vehicle: 145 miles
Source: DEALER SALE - CA DMV
MARTY FRANICH FORD LINCOLN MERCURY
550 AUTO CENTER DRIVE
WATSONVILLE CA 95076

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	70,026	-$823.75
Equipment			
Chrome Appearance Package	Yes	No	$115.10
Hybrid Premium Package	Yes	No	$705.32

Total Adjustments: -$3.33
Adjusted Price: $14,796.67

4	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $14,985.00

VIN: 1FMCU49H98K[redacted]
Stock No: T17566
Listing Date: 08/11/2014
ZIP/Postal Code: 93301
Distance from Loss Vehicle: 77 miles
Source: DEALER WEB LISTING - VAST.COM
JIM BURKE FORD LINCOLN
2001 OAK STREET
BAKERSFIELD CA 93301
661-328-3600

Comparable Vehicle Package Details:
Hybrid Satellite Radio Package

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	79,091	-$251.29
Equipment			
Chrome Appearance Package	Yes	No	$116.54
Hybrid Premium Package	Yes	No	$714.14
Hybrid Satellite Radio Package	No	Yes	-$594.62

Total Adjustments: -$15.23
Adjusted Price: $14,969.77

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5	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $14,492.00

VIN: 1FMCU49H88K[redacted]
Stock No:
Listing Date: 06/20/2014
ZIP/Postal Code: 91355
Distance from Loss Vehicle: 112 miles
Source: DEALER WEB LISTING - VAST.COM
AUTONATION HONDA VALENCIA
23551 MAGIC MOUNTAIN PARKWAY
VALENCIA CA 91355
661-200-9110

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	80,484	-$156.42
Equipment			
Chrome Appearance Package	Yes	No	$112.70
Hybrid Premium Package	Yes	No	$690.65

Total Adjustments: $646.93
Adjusted Price: $15,138.93

6	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $13,995.00

VIN: 1FMCU49H58K[redacted]
Stock No: [redacted]
Listing Date: 05/31/2014
ZIP/Postal Code: 91343
Distance from Loss Vehicle: 125 miles
Source: DEALER WEB LISTING - AUTOTRADER.COM
GALPIN MOTORS INC
15505 ROSCOE BLVD
NORTH HILLS CA 91343
818-778-2056

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	86,141	$188.58
Equipment			
Chrome Appearance Package	Yes	No	$108.84
Hybrid Premium Package	Yes	No	$666.96
Engine Block Heater	No	Yes	-$32.93

Total Adjustments: $931.45
Adjusted Price: $14,926.45

Comparable Vehicle Option Details:
Engine Block Heater

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7	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $12,888.00

VIN: 1FMCU49H98K[redacted]
Stock No:
Listing Date: 07/21/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 144 miles
Source: DEALER WEB LISTING - VAST.COM
SOUTH BAY FORD LINCOLN
5100 W ROSECRANS AVE
HAWTHORNE CA 90250
310-584-7641

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	82,279	-$39.86
Equipment			
Chrome Appearance Package	Yes	No	$100.23
Hybrid Premium Package	Yes	No	$614.20

Total Adjustments: $674.57
Adjusted Price: $13,562.57

8	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $14,983.00

VIN: 1FMCU49H88K[redacted]
Stock No:
Listing Date: 08/04/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 147 miles
Source: DEALER WEB LISTING - VAST.COM
TOYOTA SCION PASADENA
3600 EAST FOOTHILL BOULEVARD
PASADENA CA 91107
626-795-9787

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	69,781	-$849.68
Equipment			
Chrome Appearance Package	Yes	No	$116.52
Hybrid Premium Package	Yes	No	$714.04
Integrated Side Steps	No	Yes	-$206.15

Total Adjustments: -$225.27
Adjusted Price: $14,757.73

Comparable Vehicle Option Details:
Integrated Side Steps

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2008 FORD ESCAPE HYBRID	4D SUV 2.3L 4 Cyl HYBRID 2WD	$25,075.00

Valuation Notes

UNABLE TO CONFIRM MILEAGE DUE TO DIGITAL DASH WITH CUT POSITIVE BATTERY CABLE. ATTEMPTED TO LIGHT WITH JUMP BOX, STILL NO MILEAGE.

Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

Step 5 - Calculate the Market Value

The Market Value is calculated by applying the loss vehicle adjustments to the base value.

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INSURANCE AUTO AUCTIONS

REMITTANCE: 13440688

DATE: 10/17/2014

Insurance Auto Auctions,Inc.
Attn: Settlement Group
Two Westbrook Corporate Center Suite 500
Westchester, IL 60154
Phone: (708) 492-7000
Fax: (708) 492-7078
E-mail:

Tax ID #: [redacted]

Remittance Payable To :
State Farm Insurance - ACH Funnel
PO Box 20019
Murfreesboro, TN 37129
Attn: Salvage Dept

Check Amount	$346.00
High Bid	$1,550.00

Salvage Information

Stock #: [redacted]
Branch:
Insured:
Owner:

Claim #: [redacted]

Year: 2008
Make/Model: FORD/ESCAPE
VIN: 1FMCU49H88K[redacted]
ACV: $15369.40

Pool Charges

Pool Fee	$65.00
DMV Fees	$19.00
Total Pool Charges	$84.00

Advance Charges

Tow	$370.00
Storage	$750.00
Total Advance Charges	$1,120.00

Total Charges	**$1,204.00**
Payment Amount	**$346.00**

Pick Up Information

Mullahey Ford Body Shop
330 Traffic Way
Arroyo Grande, CA 93420

Seller Direct/Buyer Information

Resale Cert#: D3470MEX.MERCHANT (CA)
YONKE EL ALTENO
CARRET.A TECATE KM 12.5
LOS PINOS TIJUANA, MEX

Date of Events

Loss Date	08/15/2014
Assigned	08/25/2014
Released	08/29/2014
Pickup	08/29/2014
Title Received	09/25/2014
Sale Doc. Received	09/30/2014
Auction Date	10/15/2014
Buyer Payment Date	10/16/2014
Reported to NICB	10/17/2014

2596GAR

MULLAHEY FORD

"Where good things are happening."

SATURDAY 9:00 AM - 4:00 PM

NO VEHICLES WILL BE RELEASED AFTER SERVICE HOURS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

BAR # AG 173593 EPA # CAD981988728

330 TRAFFIC WAY, ARROYO GRANDE, CA 93420

(805) 481-3673

THANK YOU FOR LETTING US SERVICE YOUR AUTOMOBILE!

It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends. If not, please tell us immediately.

[redacted]

ARROYO GRANDE CA [redacted]

[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1FMCU49H88K[redacted]	80221	08/29/14	02596

YEAR	MAKE	MODEL	COLOR	TAG NO
08	FORD TRUCK	ESCAPE HYB	WHITETAN	02256

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
29788	[redacted]				03/02/07	40	CHARGE

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	04/13/07		80221	08/15/14	00/00/00	2.3L I4 FI NF

LINE	OP CODE	PAID CD	TECH	HOURS/QTY	TYPE	AMOUNT
A						
Com	BODY REPAIR AS PER ESTIMATE-VEHICLE CAME INN FOR BODY WORK AND PAINT					
Cor	REPAIRED AS PER ESTIMATE					
	BODY	B38				
	SUBLET	COLLEGE TOWING SOU PO# 20755		1	C	370.00
				Line Total.....		370.00
B						
Com	PAINT REPAIR AS PER ESTIMATE					
Cor	REPAIRED AS PER ESTIMATE					
	PAINT	B41				
Code	Misc Charge	Inv#/Info	Days	Hours		
	STORAGE BODY SHOP \			1.0	C	750.00
				Line Total.....		750.00

PAID

CASH ☐ CHECK #2453 CREDIT CARD ☐

Sublets	370.00
Misc Charge	750.00
TOTAL-CUST-CHARGE	1120.00

CUSTOMER COPY - PAGE 01

[redacted]

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

[redacted] and information contained unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

[redacted]

[redacted]

24 Hour Towing • Emergency Road Service

COLLEGE TOWING SOUTH

Automobiles • Motor Homes • Trucks
94 ATLANTIC CITY AVENUE
GROVER BEACH, CA 93433
(805) 489-8600

DATE IN

NAME [redacted]

STREET

CITY

LEGAL OWNER [redacted]

YEAR AND MAKE	MODEL	COLOR
	E-450	White

REQUESTED BY [redacted]

	REPAIR ORDER NO.	V.I.N.

LOCATION OF PICKUP

TAKEN TO

DOLLY

EXTRA LABOR

ODOMETER READING

ADDITIONAL TOWING

STORAGE FROM TO

NUMBER DAYS @ DAY

FRONT TOW ☐ REAR TOW ☐

TIME OUT

TIME IN

TIME INVOICE NO.

MILEAGE ENDING

MILEAGE START

MILES [redacted]

DRIVE

TRUCK NO.

TOWING	
DOLLY	
LABOR	
ADDL TOWING	
STORAGE	
MILEAGE	
ADVANCE PAYOUT	
TOTAL	

CHECK NO. CASH CHARGE

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN

[redacted]

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

DP15-001 000101LC

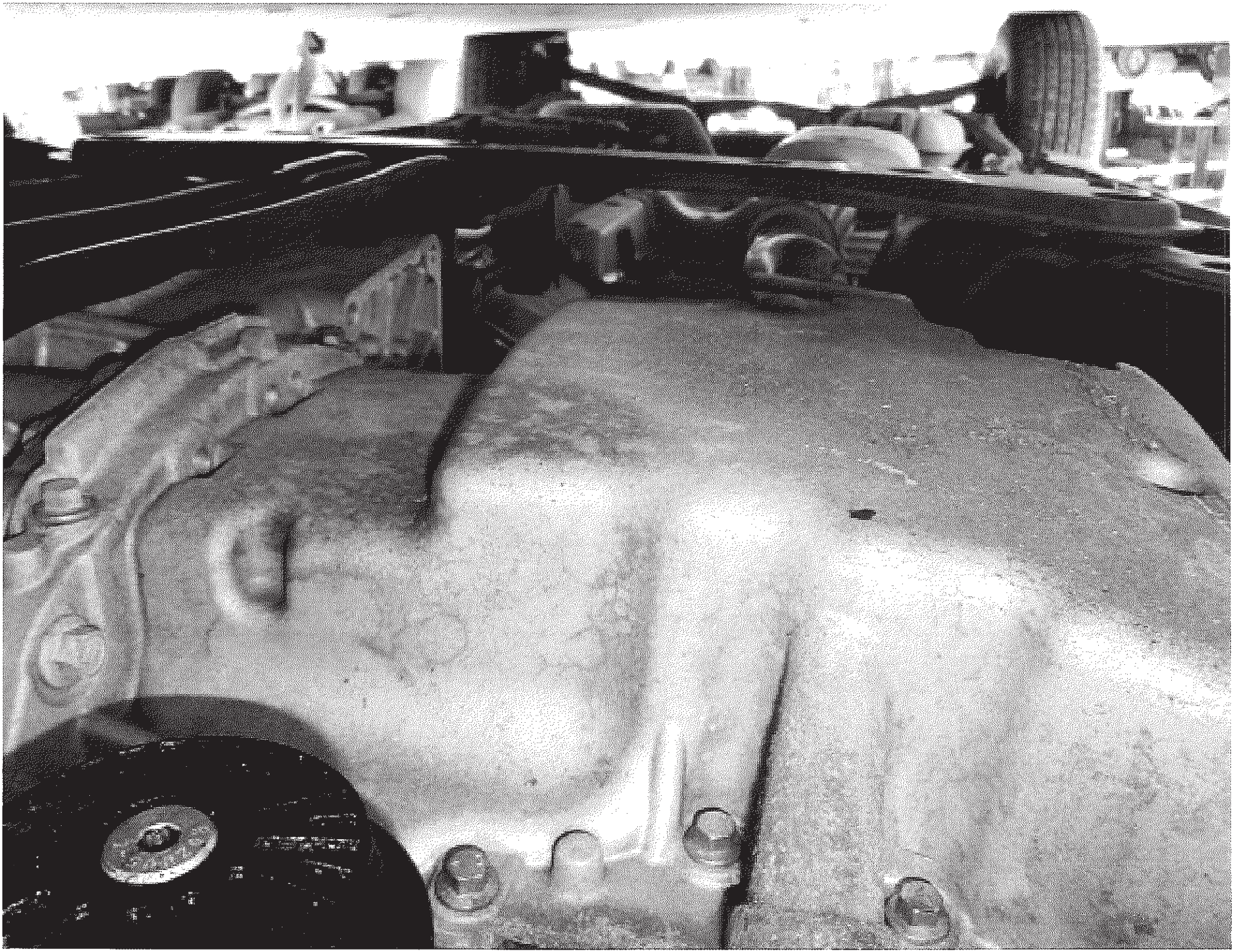
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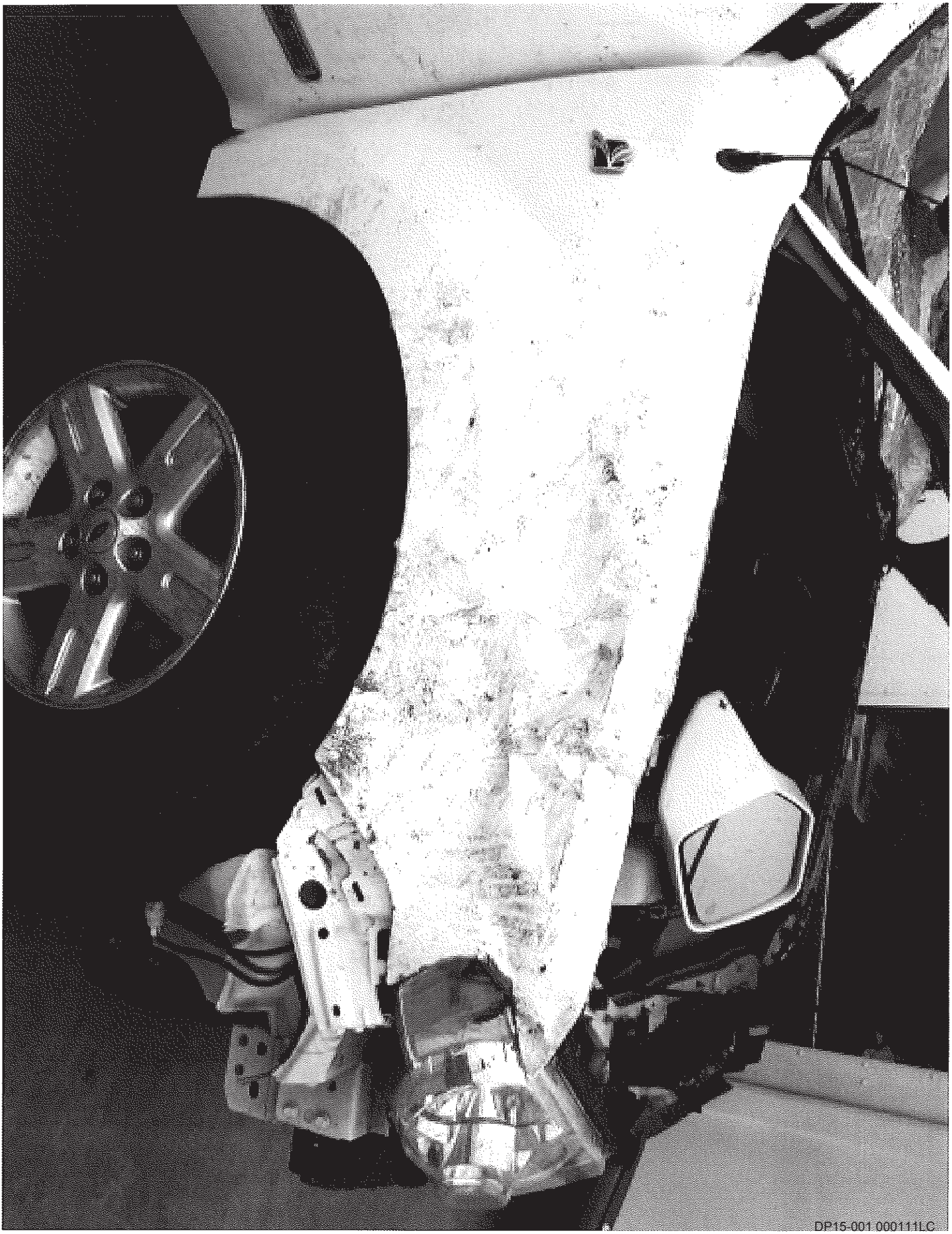


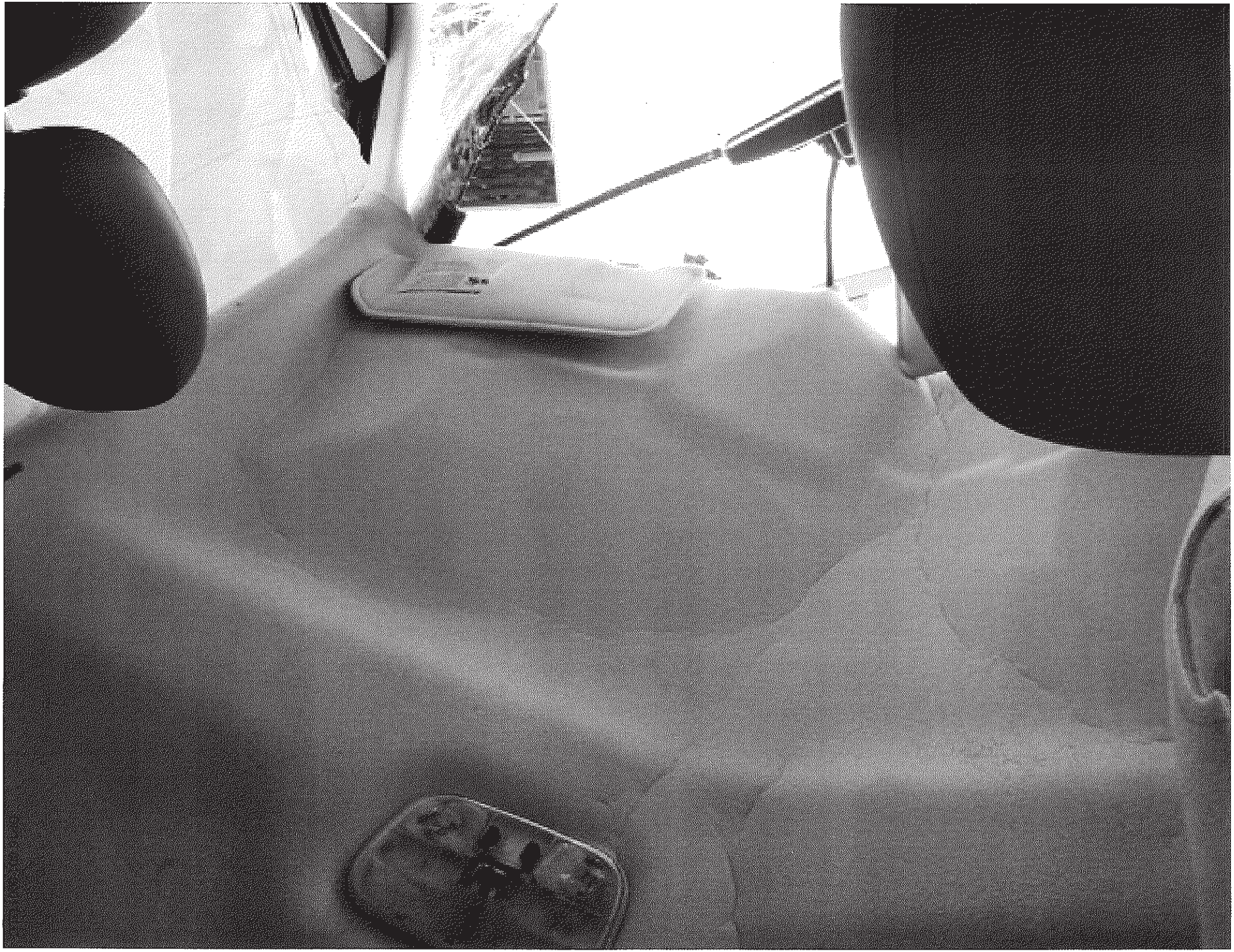
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DP15-001 000111LC



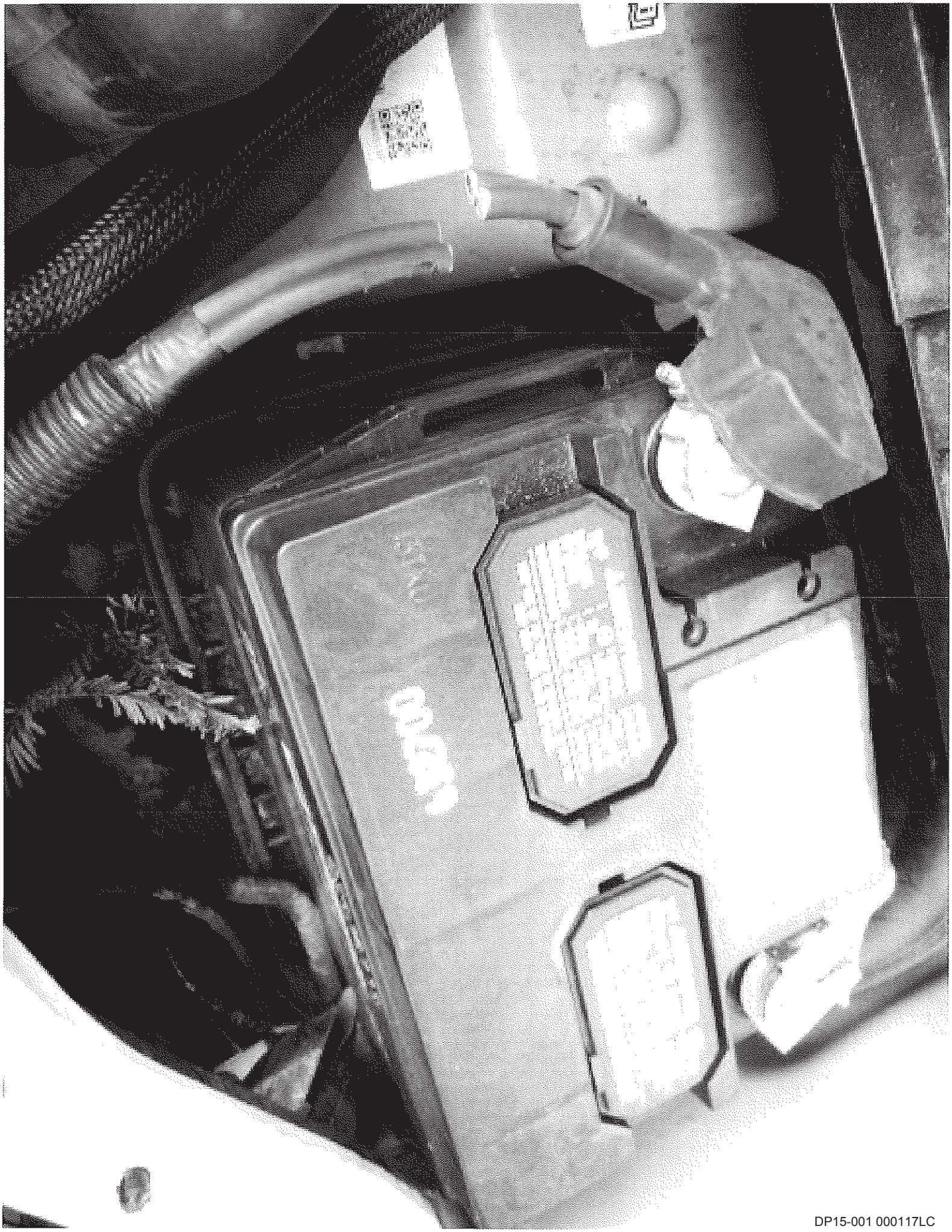


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DP15

DP15-001 000115LC

DP15-001000/1 DEC

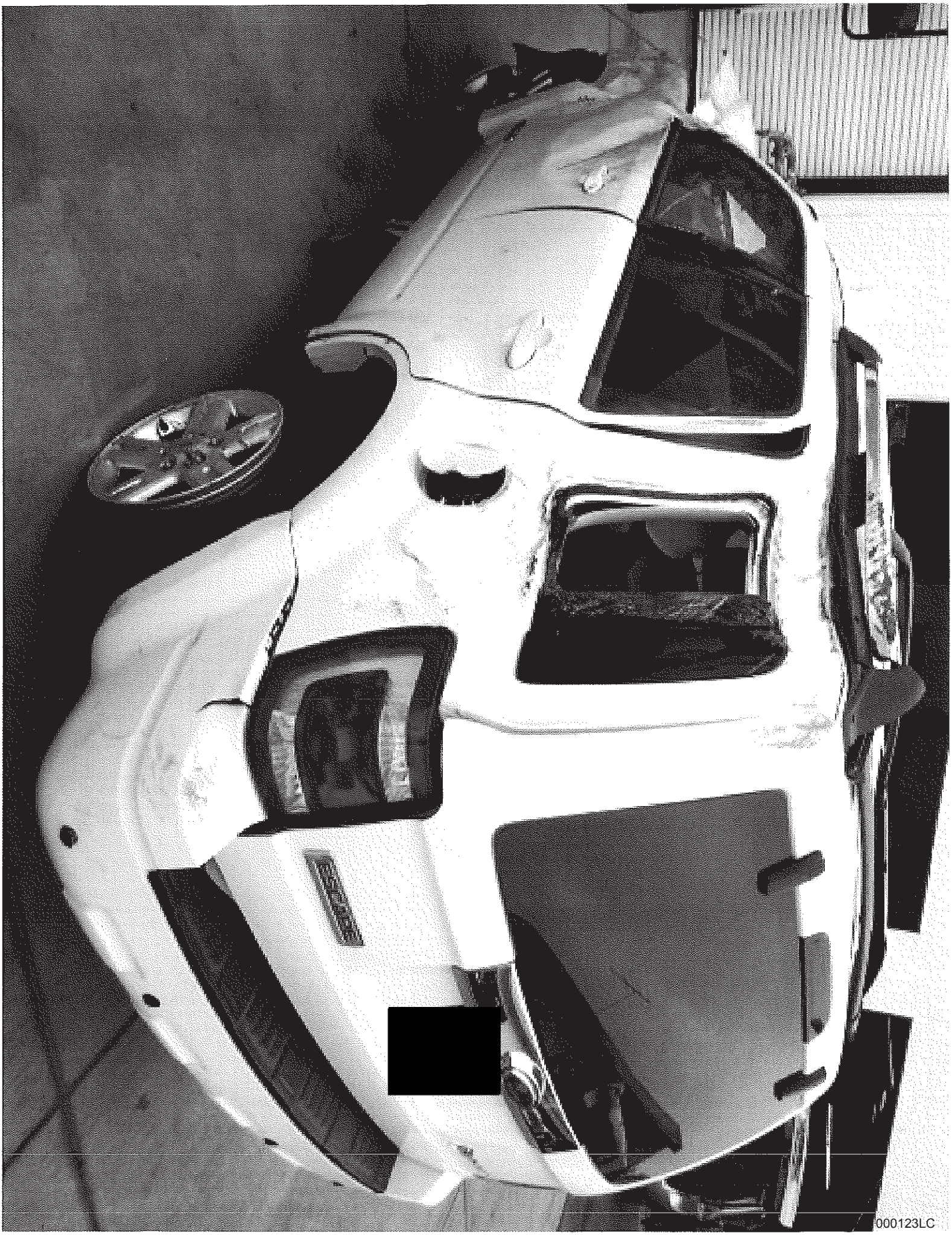


DP15-001 000117LC

DP15-001 000118LC







000123LC

HP LaserJet 400 color M451dn

HP Web Services

Enable HP Web Services

1. Open a browser on your computer and type 10.178.138.71 in the browser's address bar, and press Enter.

2. On the Web page that appears, click on the HP Web Services tab.

3. Review and accept the terms of use, and then click the Enable button.

HP ePrint

Print from Anywhere

HP's free ePrint service provides an easy way to print from e-mail, anywhere and anytime. Simply attach a file to an e-mail, and send it to this printer's e-mail address. The attachment will print automatically on this printer. Supported attachment file types include .pdf, .jpg, .tif, and Microsoft Office(R) documents.

NOTE: Attachments may print differently than they appear in the software program which created them, depending on the original fonts and layout options used.

Your Printer is Protected

To help prevent unauthorized e-mail, HP assigns a random e-mail address to your printer, never publicizes this address, and by default does not respond to any sender. ePrint also provides industry-standard spam filtering and transforms e-mail and attachments to a print-only format to reduce the threat of a virus or other harmful content.

NOTE: The ePrint service does not filter e-mails based on content, so it cannot prevent objectionable or copyrighted material from being printed.

HP ePrintCenter

Use the HP ePrintCenter Web Site

Use HP's free ePrintCenter Web site to set up increased security for ePrint, specify the e-mail addresses that are allowed to send e-mail to your printer, get Print Apps (if available for your product), and access other free services.

- Go to the HP ePrintCenter Web site for more information and specific terms and conditions: www.hpePrintCenter.com

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Of Counsel
- David B Churchill (CA)

WILBER
Fatherless Serving

Phone: 800-313-5169
Fax: 800-313-5179
Tax ID: 42-1628021

THE ERSKINE LAW GROUP

342 S MAIN ST

ROCHESTER, MI 48307

May 7, 2015

My Client: State Farm Insurance Co.
Your Client: FORD MOTOR CO OF AMERICA
Our File Number: [redacted]
Amount Claimed: $15,866.95

Recently you requested information to support our client's request for payment of this account. Enclosed, as requested, is the necessary information to validate the claim.

It is our client's desire that this matter be concluded amicably, but does not wish to wait any longer for payment and has requested the matter be pursued to a prompt conclusion.

WILBER AND ASSOCIATES

KLW/LK
Enclosure

FE

From: 10/17/2014 08:33 #183 P.001/002

101532

The Erskine Law Group, P.C.
342 S. Main St. • Rochester, Michigan • 48307
Tel (248) 601-4499 • Fax (248) 601-4497
www.erskinelawgroup.com

October 17, 2014

Jordan McNeill
State Farm Ins.
P.O. Box 52250
Phoenix, AZ 85072

Via Facsimile
(855) 666-0964

Re: Your Insured: [redacted]
Claim No.
DOL: 08/15/2014

Dear Mr. McNeill,

Please be advised that Ford Motor Company has retained our office to handle your recently submitted subrogation claim regarding the above-referenced customer. In order to efficiently process and consider your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the Ford manufactured vehicle.)

1. Attach your insured's statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss.
2. A copy of the police and/or fire report.
3. Clear color photographs of the vehicle's collision/fire damage & **the alleged defective parts**, from several different angles.
4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
5. Original color photographs of the accident / fire scene from several different angles.
6. Attach a copy of your expert's report and the expert's original color photographs.
7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.
9. Attach a complete damage listing and proofs. Please do not submit an incomplete claim.

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

10. What was the city and state of occurrence? St. Louis County, CA
11. The 17 digit vehicle identification number: 1FMCU49H88K[redacted]
12. What was the mileage at time of occurrence? digital dash-unable to view
13. What is the alleged defect? malfunction in electronic steering
14. Has the alleged defective part been repaired or replaced? (circle one) **Yes** or **No**
15. What is the current location of the vehicle, and the alleged defective part(s)? Storage facility

16. List all after market additions or modifications that were made to the vehicle: _____

N/A

17. Were the keys in the ignition? (circle one) Yes or No

18. Was the engine running? (circle one) Yes or No

19. Was this vehicle purchased new or used? New

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

Once you have compiled the requested information regarding this matter, please send it to the address above. If you prefer to send the information electronically, you can e-mail it to me at merskine@erskinelawgroup.com. Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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

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

Thank you for your attention to these matters. Should you have any questions, please feel free to e-mail me at your convenience, merskine@erskinelawgroup.com. I look forward to working with you on this matter.

Very truly yours,

Margaret M. Erskine

Maggie Mason Erskine

BAR # AG 173593 EPA # CAD981988728

MULLAHEY FORD
"Where good things are happening."
330 TRAFFIC WAY, ARROYO GRANDE, CA 93420
(805) 481-3673

HOURS
MONDAY-FRIDAY 7:00 AM - 6:00 PM
SATURDAY 8:00 AM - 3:00 PM

NO VEHICLES WILL BE RELEASED AFTER SERVICE HOURS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

THANK YOU FOR LETTING US SERVICE YOUR AUTOMOBILE!
It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends. If not, please tell us immediately.

[redacted]

[redacted]
ARROYO GRANDE CA [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1FMCU49H88F[redacted]	79998	08/11/14	82542 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
08	FORD TRUCK	ESCAPE HYB	WHITETAN	03337

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
29788	[redacted]				03/02/07	67	CHARGE

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	04/13/07		79998	08/11/14	00/00/00	2.3L I4 FI NF

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
A *						

Com FORD CUSTOMER SERVICE DIVISION SERVICE RECALL-14S05
Cau SERVICE RECALL
Cor PERFORMED RECALL #14S05-CHECKED FOR CODES-PASS. REPROGRAMMED PSCM & IC
19 A74 W
Line Total.....

Warranty Claim Type: F Authorization Code:

TOTAL-CUSTOMER NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CLAIM [redacted] INFORMATION

07-25-2014: On about this date I received a recall notice for [redacted] 2008 Ford Escape. The notice was made due to the electronic power assist quitting unexpectedly in these cars. I immediately called Mullahey Ford and was told they did not have the software to correct the problem; and that I should call back in two weeks.

08-08-2014: I called Mullahey Ford and made an appointment for the recall to be corrected on Monday, 08-11-2014.

08-11-2014: Recall work performed at Mullahey Ford. (Invoice #: 82542)

08-15-2014: At approximately 0945 [redacted] called me to say she had been "in a bit of an accident" on El Campo Road. I arrived to find [redacted] standing outside her car, which was on its wheels on the south side of the roadway, facing west. Janet said she had run off the roadway onto the shoulder, gone into the on-coming traffic lane where she encountered a car heading west bound, and then corrected back onto the east side of the roadway where the car crashed and rolled over. Based on the location of debris it appeared that the car had rolled over twice before coming to rest on its wheels.

The car battery was disconnected by Cal Fire to prevent any more airbags from inflating inadvertently.

The roadway to the west of the point where [redacted] went onto the shoulder was free of any tire friction (skid) marks, gouges or scratches. There were no discontinuities in the roadway surface and the surface was dry. From marks in the soft shoulder it was apparent that [redacted] had driven "straight" off of the hard roadway surface as the roadway as the roadway curved from the south to the east. When I asked Janet why she had driven the car onto the right shoulder she replied, "It became very difficult to steer." There were no discontinuities, scratch marks or gouges in the roadway between the point where [redacted] had exited the roadway onto the right shoulder and the point where the car impacted the south curb before rolling over. There were tire friction (skid) marks on the roadway at the point Janet corrected from the on-coming traffic lane back into her lane.

At my request the car was transported to Mullahey Ford.

08-18-2014: I went to Ford and explained [redacted] accident scenario to the Service Manager, Gerrardo Placentia. I told Gerrardo I was concerned that the steering had "quit" and that that was the cause of [redacted] crash. Gerrardo said if the power steering assist had quit that the car would have been "easier to control." When I asked what he meant by that he said the driver would have a better feel of the roadway with manual steering, and that the car therefore would have been easier to control.

I asked Gerrardo if there might be codes in any computers in the car that might show the condition of the power steering assist before and during the crash. Gerrardo said he wasn't sure, but that Mullahey Ford would reconnect the battery, check for any codes and get back to me. As of the end of business on Monday, 08-25-2014, I have not heard anything from Gerrardo.

08-25-2014: State Farm called to ask that I fax them a copy of the Mullahey Ford work order for the recall work. I explained the situation to the caller, who confirmed the car was still at Mullahey Ford. The caller said he would arrange to have the car moved to an independent storage location.

The caller said the car was a total loss.

RBZ000HK
State Farm Mutual Automobile Insurance Company

Auto Claim File Print

Financial Information

Route To: Cashie Craig

BASIC CLAIM INFORMATION

Claim Number: [redacted]
Date of Loss: 08-15-2014
Policy Number:
Named Insured: [redacted]

FINANCIAL SUMMARY

Coverage in Force * = Forced Coverage

A 250/500/100,C 5,000,D100,G500,H,R1 16/400,U 250/500,U1

Named Insured(s)
403 - Collision-Single Vehicle Tier:

Status	Reserve Amount	Last Reserve	Coverage Type
[redacted]	0	2,690	Primary

Indemnity Paid	Sub/Salvage	Net Indemnity	Expenses Paid
$16,212.95	$346.00	$15,866.95	$0.00

Assigned To	Unit	Location	SOJ	Suit/ADR:
Prop B1 CA Team (0005886210699)	Prop B1 CA Unit S3	Prop B1 Office	CA	Negotiation:

Named Insured(s)
501 - Rental Reimbursement Tier:

Status	Reserve Amount	Last Reserve	Coverage Type
CWP - 09-18-2014	0	175	Primary

Indemnity Paid	Sub/Salvage	Net Indemnity	Expenses Paid
$0.00	$0.00	$0.00	$0.00

Assigned To	Unit	Location	SOJ	Suit/ADR:
Prop B1 CA Team (0005886210699)	Prop B1 CA Unit S3	Prop B1 Office	CA	Negotiation:

CLAIM TOTALS

	Indemnity Paid	Paid Expense	Sub/Salvage	Net Indemnity	Expenses Paid
403 / Named Insured(s)	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
501 / Named Insured(s)	$0.00	$0.00	$0.00	$0.00	$0.00
Totals:	$16,212.95	$0.00	$346.00	$15,866.95	$0.00

PAYMENTS

FOR INTERNAL STATE FARM USE ONLY
Contains CONFIDENTIAL Information which may not be disclosed without express written authorization.

AUTO Claim Number: [redacted] RBZ000HK

C denotes consolidated payment
E denotes EFT payment
P previously converted payment from CAT/CMR

Payment Number	Issued Date	Payee	Status	Amount	Auth ID
[redacted]	09-19-2014	[redacted]	Paid	$16,226.95	LI5Z
		Grand Total:		$16,226.95	

RECOVERIES

Check Number		Status	Entered Date	Recovery Amount	Expense Withheld	Type of Recovery
[redacted]	E	Posted	10-28-2014	$1,550.00	$1,204.00	Salvage
		Posted	10-23-2014	$14.00	$0.00	Indemnity/Expense/Other
		Grand Total:		$1,564.00	$1,204.00	

Continued on Claim File Print - File History Information report

FOR INTERNAL STATE FARM USE ONLY
Contains CONFIDENTIAL information which may not be disclosed without express written authorization.

TOTAL LOSS SETTLEMENT TOOL SUMMARY - INSURED VEHICLE - 01

Valuation Source:	Mitchell		Not Owner Retained
Ok to Pay:	Yes	Policy PD Limits:	$0.00
Source Valuation:	$15,369.40	Damage Estimate:	$15,369.40
Total Additions:	$0.00	Possible Supplements:	$0.00
Total Deductions:	$0.00	Additional Costs:	$0.00
ACV:	$15,369.40	Salvage:	$2,217.80
Tax Amount:	$1,229.55	Valuation vs Repair Cost:	114.43%
		ACV vs Damage Estimate:	100.00%
Fees:	$128.00		
Type of Fee:	VLF		
Subtotal:	$16,726.95		
Comp/Negligence:	$0.00(0.00%)		
Deductible:	$500.00		
Total:	$16,226.95		
L/H Payoff:	$0.00	L/H Name:	
Payoff good through:		Per Diem:	$0.00
Account Number:			
Paid to L/H:	$0.00		
Paid to Owner:	$16,226.95		
Name as it is on title:	[redacted]		
Titling State:	California		
Title Brand:	CA - Salvage (STATE FARM MUTUAL)		
Last Day Storage:		Last Day Rental:	
Keys With Vehicle:	Yes		
Keys:			
Mileage:	910,895	Actual Mileage:	Yes
Vehicle Salvage Type:	SUV	NMVTIS Qualification:	
Stock Number:	13705197		
Comments:			

PRO INTERNAL STATE FARM USE ONLY

05/07/2015 Thu 15:56 Wilber and Associates 309-663-6663 ID [redacted] Page 9 of 68

DP15-001 000133LC

Date: 8/18/2014 09:47 AM
Estimate ID: 55-509Z-51301
Estimate Version: 0
Committed
Profile ID: (00975)SAN LUIS OBI

State Farm Insurance Companies

One Baxter Way Suite 200, Westlake Village, CA 91362

Damage Assessed By: Rob (GMDA)
Classification: Field

Appraised For: B1 IA Prop Team
(800) 754-8135

Supplement Fax: (866)566-6595
Supplement Email: casupp@statefarm.com

Type of Loss: Collision
Date of Loss: 8/15/2014
Deductible: 500.00
Claim Number: [redacted]
Insured:
Owner:
Address: [redacted] ARROYO GRANDE, CA [redacted]
Telephone: Home Phone: [redacted]

Mitchell Service: 910895

Description: 2008 Ford Escape Hybrid
Body Style: 4D Ut
VIN: 1FMCU49H88K[redacted]
OEM/ALT: O
Color: WHITE
Drive Train: 2.3L Inj 4 Cyl 2WD
License: [redacted]
Search Code: None
Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW
REAR WINDOW DEFOGGER, CRUISE CONTROL, TILT STEERING COLUMN, LUGGAGE RACK
ANTI-LOCK BRAKE SYS., FOG LIGHTS, ALUM/ALLOY WHEELS, NAVIGATION SYSTEM
AUXILIARY INPUT, LEATHER STEERING WHEEL, FRONT AIR DAM, TINTED GLASS
AUTO AIR CONDITION, VARIABLE ASSISTED STEERING, SIDE AIRBAGS, ANTI-THEFT SYSTEM
AUTOMATIC HEADLIGHTS, SIDE HEAD CURTAIN AIRBAGS, AM/FM STEREO CD CHANGER
AM/FM STEREO CD/MP3 PLAYER, ELECTRONIC PARKING AID, FRONT BUCKET SEATS
KEYLESS ENTRY SYSTEM, POWER DISC BRAKES, REAR WINDOW WIPER
STEERING WHEEL MOUNTED CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	900500	BDY *	ACCESS/INSPECT	OTL / VIR TO FOLLOW	Sublet	0.00 *	0.0*
2				REPLACE FRT END SHEET METAL			
3				REPLACE ROOF PANEL & HEADLINER			
4				REPLACE SIDE CURTAIN AIRBAGS & SENSORS			

* - Judgment Item

ESTIMATE RECALL NUMBER: 08/18/2014 09:47:05 [redacted]
Mitchell Data Version: OEM: JUL_14_V0814
Software Version: 7.1.168

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Date: 8/18/2014 09:47 AM
Estimate ID: [redacted]
Estimate Version:
Committed
Profile ID:

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Labor Summary	0.0				0.00

II. Part Replacement Summary	Amount
Total Replacement Parts Amount	0.00

III. Additional Costs	Amount
Total Additional Costs	0.00

IV. Adjustments	Amount
Insurance Deductible	500.00-
Subtotal of Adjustments Exceeds Gross Total	
Customer Responsibility	0.00

I.	Total Labor:	0.00
II.	Total Replacement Parts:	0.00
III.	Total Additional Costs:	0.00
	Gross Total:	0.00
IV.	Total Adjustments:	0.00
	Net Total:	0.00

Register online to check the status of your claim and stay connected with State Farm®. To register, go to www.statefarm.com and select Check the Status of a Claim. If you are already registered, thank you! Not available in New Mexico.

Point(s) of Impact

1 Right Front Corner (P), 11 Left Front Corner (S), 13 Rollover (S), 19 All Over (S)

Insurance Co: State Farm

Inspection Site: Mullahey Ford
Address: 330 Traffic Way
Arroyo Grande, CA 93420
(805) 440-2345
Inspection Date: 8/18/2014

Body Shop: MULLAHEY FORD BODY SHOP

For your protection California Law requires the following to appear on this form: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

This is an estimate. Repair facilities must inspect the vehicle to determine if any repairs not listed are required, and to contact State Farm before making such repairs. Repairer also is responsible for conducting any necessary inspection and safety checks prior to and after completing repairs.

ESTIMATE RECALL NUMBER: 08/16/2014 09:47:05 [redacted]
Mitchell Data Version: OEM: JUL_14_V0814
Software Version: 7.1.168

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Date: 8/18/2014 09:47 AM
Estimate ID: [redacted]
Estimate Version:
Committed
Profile ID:

ESTIMATE RECALL NUMBER: 08/18/2014 09:47:05 [redacted]
Mitchell Data Version: OEM: JUL_14_V0814

Software Version: 7.1.168

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[redacted]

As required, you are entitled to receive a copy of the Property Fees and Access Notice.

IAA INSURANCE AUTO AUCTIONS

REMITTANCE: 13440688

DATE: 10/17/2014

Insurance Auto Auctions,Inc.
Attn: Settlement Group
Two Westbrook Corporate Center Suite 500
Westchester, IL 60154
Phone: (708) 492-7000
Fax: (708) 492-7078
E-mail:

Tax ID #: [redacted]

Remittance Payable To :
State Farm Insurance - ACH Funnel
PO Box 20019
Murfreesboro, TN 37129
Attn: Salvage Dept

Check Amount	$346.00
High Bid	$1,550.00

Salvage Information

Stock #: [redacted]
Branch:
Insured:
Owner:

Claim #: [redacted]

Year: 2008
Make/Model: FORD/ESCAPE
VIN: 1FMCU49H88K[redacted]
ACV: $15369.40

Pool Charges

Pool Fee	$65.00
DMV Fees	$19.00
Total Pool Charges	$84.00

Advance Charges

Tow	$370.00
Storage	$750.00
Total Advance Charges	$1,120.00

Total Charges	**$1,204.00**
Payment Amount	**$346.00**

Pick Up Information

Mullahey Ford Body Shop
330 Traffic Way
Arroyo Grande, CA 93420

Seller Direct/Buyer Information

Resale Cert#: D3470MEX.MERCHANT (CA)
YONKE EL ALTENO
CARRETERA TECATE KM 12.5
LOS PINOS TIJUANA, MEX

Date of Events

Loss Date	08/15/2014
Assigned	08/25/2014
Released	08/29/2014
Pickup	08/29/2014
Title Received	09/25/2014
Sale Doc. Received	09/30/2014
Auction Date	10/15/2014
Buyer Payment Date	10/16/2014
Reported to NICB	10/17/2014

BAR # AS-173593 EPA # CAD981988738 "Where good things are happening." ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

330 TRAFFIC WAY, ARROYO GRANDE, CA 93420
(805) 481-3673

THANK YOU FOR LETTING US SERVICE YOUR AUTOMOBILE!
It is our aim to perform all services requested on this repair order to your complete satisfaction. If we are not, we want to know. If not pleased let us immediately.

[redacted]
ARROYO GRANDE CA [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1FMCU49H88K[redacted]	80221	08/29/14	02596

YEAR	MAKE	MODEL	COLOR	JAC NO.
08	FORD TRUCK	ESCAPE HYB	WHITETAN	02256

CUST NO.	LICENSE	HOME PHONE	BUS. PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
29788	[redacted]				03/02/07	40	CHARGE

CUST ARRIVE TIME	PROMISE TIME	DELIVERY TIME	MILEAGE IN	DATE IN	IN SERV INT	
	04/13/07		80221	08/15/14	00/00/00	2.3L I4 FI NF

LINE	OP CODE	TAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
A						
Com	BODY REPAIR AS PER ESTIMATE-VEHICLE CAME INN FOR BODY WORK AND PAINT					
Cor	REPAIRED AS PER ESTIMATE					
	BODY		B38			
	SUBLET COLLEGE TOWING SOU PO# 20755			1	C	370.00
				Line Total.....		370.00
B						
Com	PAINT REPAIR AS PER ESTIMATE					
Cor	REPAIRED AS PER ESTIMATE					
	PAINT		B41			
Code	Misc Charge		Inv#/Info	Days	Hours	
	STORAGE BODY SHOP \				1.0 C	750.00
				Line Total.....		750.00

PAID

CASH ☐ CHECK ☐ CREDIT CARD ☐

Sublets	370.00
Misc Charge	750.00
TOTAL-CUST-CHARGE	1120.00

CUSTOMER COPY - PAGE 01

[redacted]

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

All repairs performed at no charge to owner. There are no indications from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) (DEALER, GENERAL MANAGER OR AUTHORIZED PERSON) (DATE)

[redacted]

CA 203969

32865

24 Hour Towing • Emergency Road Service

COLLEGE TOWING SOUTH

Automobiles • Motor Homes • Trucks
94 ATLANTIC CITY AVENUE
GROVER BEACH, CA 93433
(805) 489-8600

DATE IN
NAME
STREET
CITY
LEGAL OWNER
YEAR
MAKE
COLOR
REPAIR ORDER NO.
REPAIR ORDER NO.
VIN
LOCATION OF PICK UP
TAKEN TO
DOLLY
EXTRA LABOR
ODOMETER READING
ADDITIONAL TOWING
STORAGE FROM
TO
NUMBER DAYS
@
DAY
FRONT TOW
REAR TOW
TIME OUT
TIME IN
TIME
INVOICE NO
MILEAGE ENDING
MILEAGE START
MILES
DRIVER
TRUCK NO.
TOWING
DOLLY
LABOR
ADDL TOWING
STORAGE
MILEAGE
ADVANCE PAYOUT
TOTAL
CHECKING
CASH
CHANGE

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice

THE UNDERSIGNED, BY HIS/HER SIGNATURE HEREIN AND LOWLEY AUTHORIZED, AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN. I HAVE READ AND AGREE TO THE TERMS OF THIS AUTHORIZATION AND RELEASE.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

J.D. POWER AND ASSOCIATES
Power Information Network®

mitchell

Vehicle Valuation Report

Prepared for: State Farm Insurance

Summary

Claim Information

Claim Number:	[redacted]	Version #:	1
Policy Number:		Coverage Type of Loss:	COLLISION
Insured:		Loss Date:	08/15/2014
Address:		Reported Date:	08/15/2014
	ARROYO GRANDE, CA [redacted]	Valuation Report Date:	08/18/2014 09:54:34
Insured Home Phone:	[redacted]	Valuation Report ID:	[redacted]

Vehicle Information

Loss Vehicle:	2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD	Location:	CA 934205590
		Exterior Color:	Oxford White
VIN:	1FMCU49H88K [redacted]	License Plate:	[redacted] California, Exp. 04/2015
Mileage:	True Mileage Unknown		

Valuation Summary

Base Value:	**$14,685.25**
Loss Vehicle Adjustments	
Condition Adjustment:	$684.15
Prior Damage Adjustment:	$0.00
After Market Parts Adjustment:	$0.00
Refurbishment Adjustment:	$0.00
Market Value:	**$15,369.40**
Settlement Adjustments	
(8.000%) Tax:	$1,229.55
Deductible:	-$500.00
Settlement Value:	**$16,098.95**

Claim # [redacted] Copyright (c) 2011 - Mitchell International. All Rights Reserved.

Loss Vehicle Detail

Loss vehicle: 2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD

Standard Equipment

Exterior	
Alloy Wheels, 16-In. X 7-In.	Automatic Headlights With Automatic Off and Time Delay
Front Air Dam	Front and Rear Body-Color Bumpers
Front Foglights	Halogen Headlights
Rear Step Up Bumper	

Interior	
AM/FM Radio With 4 Speakers Total, CD Player, MP3 Player	Automatic Climate Control
Auxiliary Input Jack	Cloth Seats
Cruise Control	Driver Power Seat Adjusts 6 Ways Total
Dual Black Folding Power Adjustable Exterior Rearview Mirrors	Exterior Rails
Flip-Up Liftgate Window	Front Dual Reclining Bucket Seats With Driver Adjustable Seat Height and Adjustable Headrests
Front Dual Sunvisors	Front Dual Vanity Mirrors
Power Window Lockout/Override	Power Windows With Driver One-Touch Down
Radio Antenna	Radio Data System
Rear 60/40 Split Folding Removable Bench Seat With Adjustable Headrests	Rear Heating Ducts
Rear Privacy Glass	Rear Tinted Glass
Rear Window Defroster	Rear Window Variable Intermittent Wiper/Washer
Steering Wheel Mounted Controls Cruise Control	Variable Intermittent Windshield Wipers

Mechanical	
4-Wheel Anti-Lock Brakes	Electric Power Steering (EPS) Power Speed Sensing Rack and Pinion Variable Assisted Steering
Front Power 303-mm Vented Disc and Rear Power 302-mm Vented Disc Brakes	Tilt Steering Column

Safety	
Automatic Locking Retractors	Child Safety Door Locks Located On Rear Doors
Crash Sensor	Crumple Zones
Driver Airbag With Dual Stage Deployment	Emergency Fuel Shut-Off Device
Front and Rear 3-Point Seatbelts	Front Pretensioners With Force Limiters
Front Seatbelt Height Adjusters	Keyless Entry Operated Via Key Fob
L.A.T.C.H	Multi-Function Remote Operates Door Lock/Unlock and Illuminated Entry
Panic Alarm	Passenger Airbag Cutoff Sensor
Passenger Airbag With Dual Stage Deployment	Personal Safety System(TM) Includes Pretensioners With Load Limiters, Driver Airbag With Dual Stage Deployment, Passenger Airbag With Dual Stage Deployment, Front Passenger Seat Position Sensor and Crash Sensor
Power Door Locks	Rear 3-Point Center Seatbelt
Safety Canopy(TM) Front and Rear Side Head Curtain Airbags	Seat Mounted Front Side Airbags
Selective Locking/Unlocking	Side Guard Door Beams
Vehicle Anti-Theft Via SecuriLock(R) Engine Immobilizer and Alarm	

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Packages

Chrome Appearance Package	
Body Color Exterior Door Handles	Body Color Exterior Rearview Mirrors
Chrome Exterior Rails	Chrome Grille
Chrome Liftgate Garnish	

Hybrid Premium Package	
110V AC Power Outlet	Compass
Dual Heated Exterior Rearview Mirrors	Electrochromic Interior Rearview Mirror
Front Dual Heated Seats	Front Dual Illuminated Vanity Mirrors
Leather Comfort Group	Leather Seats
Leather Steering Wheel	Rear Electronic Parking Aid
Retractable Cargo Area Cover	Roof Rack

Loss Vehicle Base Value

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

Comparable Vehicle Information

Search Radius used for this valuation: **150 miles from loss vehicle zip/postal code.**

Typical Mileage for this vehicle: **83,000 miles**

#	Vehicle Description	Weighting Factor	Mileage	Location	Distance From Loss Vehicle	Price	Adjusted Value
1	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	11%	99,865	93292	106 miles	$13,200.00 Sold Price	$14,886.76
2	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	10%	96,676	93955	131 miles	$13,000.00 Sold Price	$14,483.35
3	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	10%	70,026	95076	145 miles	$14,800.00 Sold Price	$14,796.67
4	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	13%	79,091	93301	77 miles	$14,985.00 List Price	$14,969.77
5	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	80,484	91355	112 miles	$14,492.00 List Price	$15,138.93
6	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	86,141	91343	125 miles	$13,995.00 List Price	$14,926.45
7	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	82,279	90250	144 miles	$12,888.00 List Price	$13,562.57
8	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3NORMAL HYBRID A 2WD	14%	69,781	91107	147 miles	$14,983.00 List Price	$14,757.73
						Base Value:	**$14,685.25**

Loss Vehicle Adjustments

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

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Condition Adjustments

Condition Adjustment: $684.15	Overall Condition: 3.80-Very Good		Typical Vehicle Condition: 3.42
Category	Condition		Comments
Interior			
SEATS	3 Good		
CARPET	4 Very Good		
HEADLINER	4 Very Good		
DOORS/INTERIOR PANELS	4 Very Good		
DASH/CONSOLE	4 Very Good		
GLASS	4 Very Good		
Exterior			
BODY	4 Very Good		
PAINT	4 Very Good		
TRIM	4 Very Good		
VINYL/CONVERTIBLE TOP	Typical		
Mechanical			
ENGINE	4 Very Good		
TRANSMISSION	4 Very Good		
Tire	3 Good		

Typical condition reflects a vehicle that is in ready-for-sale condition and reflects normal wear and tear for that vehicle type / age.

Comments:

Comparable Vehicles

Loss vehicle: **2008 FORD ESCAPE HYBRID 4D SUV 2.3L 4 Cyl HYBRID A 2WD**

Comparable Vehicles

Claim [redacted] Copyright (c) 2011 - Mitchell International. All Rights Reserved.

1	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	Sold Price: $13,200.00

VIN: 1FMCU49H88K[redacted]
Stock No:
Listing Date: 06/05/2014
ZIP/Postal Code: 93292
Distance from Loss Vehicle: 106 miles
Source: DEALER SALE - CA DMV
GIANT CHEVROLET OLDSMOBILE CADILLAC
1001 S BEN MADDOX WAY
VISALIA CA 93292

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	99,865	$955.03
Equipment			
Chrome Appearance Package	Yes	No	$102.66
Hybrid Premium Package	Yes	No	$629.07

Total Adjustments: $1,686.76
Adjusted Price: $14,886.76

2	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	Sold Price: $13,000.00

VIN: 1FMCU49H08K[redacted]
Stock No:
Listing Date: 06/17/2014
ZIP/Postal Code: 93955
Distance from Loss Vehicle: 131 miles
Source: DEALER SALE - CA DMV
LEXUS MONTEREY PENINSULA
1721 DEL MONTE BL
SEASIDE CA 93955

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	96,676	$762.71
Equipment			
Chrome Appearance Package	Yes	No	$101.10
Hybrid Premium Package	Yes	No	$619.54

Total Adjustments: $1,483.35
Adjusted Price: $14,483.35

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3	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	Sold Price: $14,800.00

VIN: 1FMCU49H38K[redacted]
Stock No:
Listing Date: 06/09/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 145 miles
Source: DEALER SALE - CA DMV
MARTY FRANICH FORD LINCOLN MERCURY
550 AUTO CENTER DRIVE
WATSONVILLE CA 95076

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	70,026	-$823.75
Equipment			
Chrome Appearance Package	Yes	No	$115.10
Hybrid Premium Package	Yes	No	$705.32

Total Adjustments: -$3.33
Adjusted Price: $14,796.67

4	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $14,985.00

VIN: 1FMCU49H98K[redacted]
Stock No: T17566
Listing Date: 08/11/2014
ZIP/Postal Code: 93301
Distance from Loss Vehicle: 77 miles
Source: DEALER WEB LISTING - VAST.COM
JIM BURKE FORD LINCOLN
2001 OAK STREET
BAKERSFIELD CA 93301
661-328-3600

Comparable Vehicle Package Details:
Hybrid Satellite Radio Package

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	79,091	-$251.29
Equipment			
Chrome Appearance Package	Yes	No	$116.54
Hybrid Premium Package	Yes	No	$714.14
Hybrid Satellite Radio Package	No	Yes	$594.62

Total Adjustments: -$15.23
Adjusted Price: $14,969.77

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5	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $14,492.00

VIN: 1FMCU49H88K[redacted]
Stock No:
Listing Date: 06/20/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 112 miles
Source: DEALER WEB LISTING - VAST.COM
AUTONATION HONDA VALENCIA
23551 MAGIC MOUNTAIN PARKWAY
VALENCIA CA 91355
661-200-9110

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	80,484	$166.42
Equipment			
Chrome Appearance Package	Yes	No	$112.70
Hybrid Premium Package	Yes	No	$690.65

Total Adjustments: $646.93
Adjusted Price: $15,138.93

6	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $13,995.00

VIN: 1FMCU49H58K[redacted]
Stock No: P28300A
Listing Date: 05/31/2014
ZIP/Postal Code: 91343
Distance from Loss Vehicle: 125 miles
Source: DEALER WEB LISTING - AUTOTRADER.COM
GALPIN MOTORS INC
15505 ROSCOE BLVD
NORTH HILLS CA 91343
818-778-2056

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	86,141	$188.58
Equipment			
Chrome Appearance Package	Yes	No	$108.84
Hybrid Premium Package	Yes	No	$666.96
Engine Block Heater	No	Yes	-$32.93

Total Adjustments: $931.45
Adjusted Price: $14,926.45

Comparable Vehicle Option Details:
Engine Block Heater

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7	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $12,888.00

VIN: 1FMCU49H98K[redacted]
Stock No:
Listing Date: 07/21/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 144 miles
Source: DEALER WEB LISTING - VAST.COM
SOUTH BAY FORD LINCOLN
5100 W ROSECRANS AVE.
HAWTHORNE CA 90250
310-584-7641

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	82,279	-$39.86
Equipment			
Chrome Appearance Package	Yes	No	$100.23
Hybrid Premium Package	Yes	No	$614.20

Total Adjustments: $674.57
Adjusted Price: $13,562.57

8	2008 FORD ESCAPE HYBRID 4D SUV 4 2.3 NORMAL HYBRID A2WD	List Price: $14,983.00

VIN: 1FMCU49H88K[redacted]
Stock No:
Listing Date: 08/04/2014
ZIP/Postal Code: [redacted]
Distance from Loss Vehicle: 147 miles
Source: DEALER WEB LISTING - VAST.COM
TOYOTA SCION PASADENA
3600 EAST FOOTHILL BOULEVARD
PASADENA CA 91107
626-795-9787

Adjustments	Loss Vehicle	This Vehicle	Amount
Mileage	83,000	69,781	-$849.68
Equipment			
Chrome Appearance Package	Yes	No	$116.52
Hybrid Premium Package	Yes	No	$714.04
Integrated Side Steps	No	Yes	-$206.15

Total Adjustments: -$225.27
Adjusted Price: $14,757.73

Comparable Vehicle Option Details:
Integrated Side Steps

Sub-Model Comparison

Sub-Model Description	Configuration	Original MSRP
2008 FORD ESCAPE HYBRID	4D SUV 2.3L 4 Cyl HYBRID 2WD	$25,076.00

Valuation Notes

UNABLE TO CONFIRM MILEAGE DUE TO DIGITAL DASH WITH CUT POSITIVE BATTERY CABLE. ATTEMPTED TO LIGHT WITH JUMP BOX, STILL NO MILEAGE.

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Vehicle Valuation Methodology Explanation

WorkCenter Total Loss was built through a joint partnership between J.D. Power and Associates vehicle valuation division Power Information Network (P.I.N.) and Mitchell International, a leading provider of claims processing solutions to private passenger insurers.

WorkCenter Total Loss produces accurate and easy-to-understand vehicle valuations via this five step process:

Step 1 - Locate Comparable Vehicles

Locate vehicles similar to the loss vehicle in the same market area. WorkCenter Total Loss finds these vehicles in AutoTrader.com, Cars.com, Vast.com and directly from dealerships.

Step 2 - Adjust Comparable Vehicles

Make adjustments to the prices of the comparable vehicles. The comparable vehicles are identical to the loss vehicle except where adjustments are itemized. There are several types of comparable vehicle adjustments

- Mileage Adjustment - an adjustment for differences in mileage between the comparable vehicle and the loss vehicle.
- Equipment- adjustments for differences in equipment between the comparable vehicle (e.g. equipment packages and options) and the loss vehicle.

Step 3 - Calculate Base Vehicle Value

The base vehicle value is calculated by averaging the adjusted prices of the comparable vehicles.

Step 4 - Calculate Loss Vehicle Adjustments

There are four types of loss vehicle adjustments:

- Condition Adjustment:

  Adjustments to account for the condition of the loss vehicle prior to the loss.

- Prior Damage Adjustment:

  Adjustments to account for any prior damage present on the loss vehicle prior to the loss.

- After Market Part Adjustment:

  Adjustments to account for any after market parts present on the loss vehicle prior to the loss.

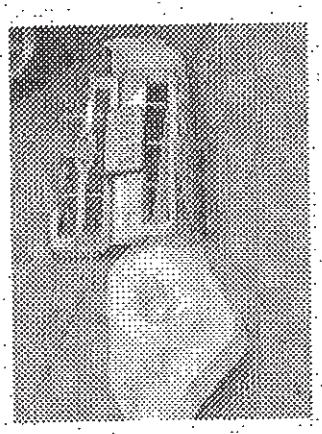
- Refurbishment Adjustment:

  Adjustments to account for any refurbishment performed on the loss vehicle prior to the loss.

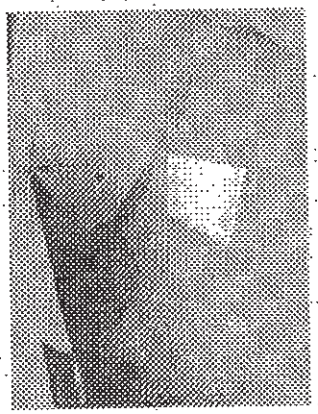
Step 5 - Calculate the Market Value

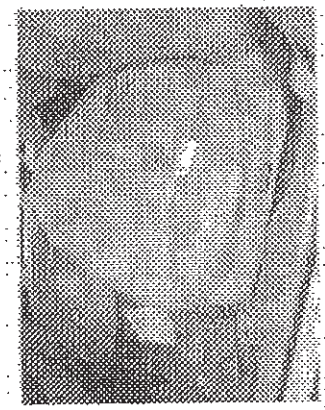
The Market Value is calculated by applying the loss vehicle adjustments to the base value.

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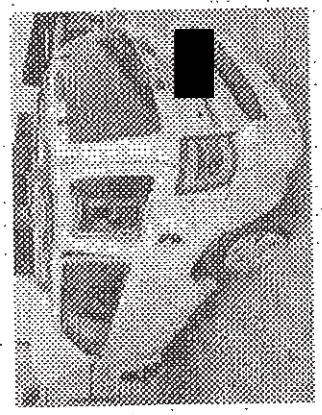


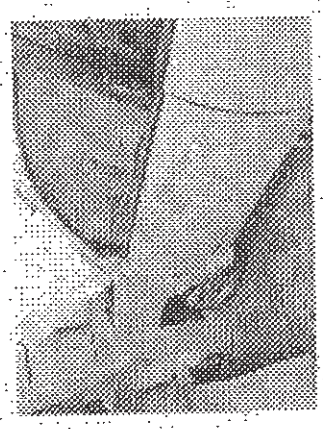


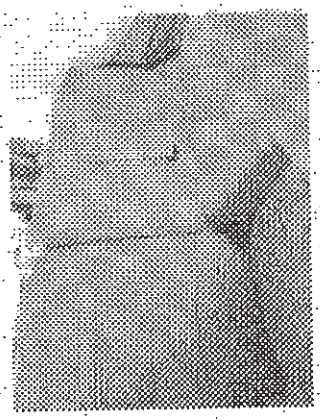


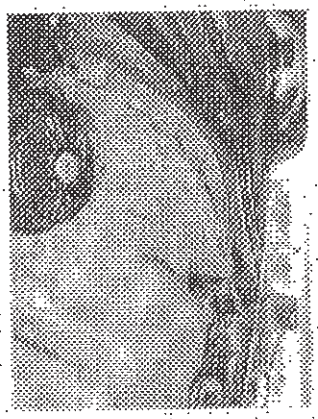


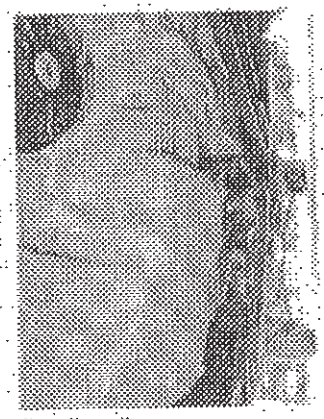


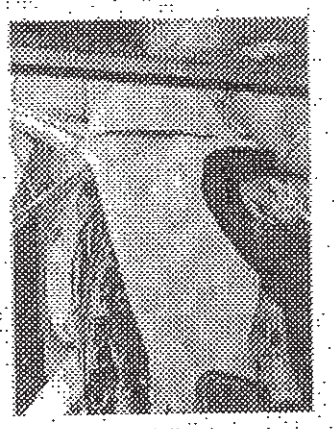


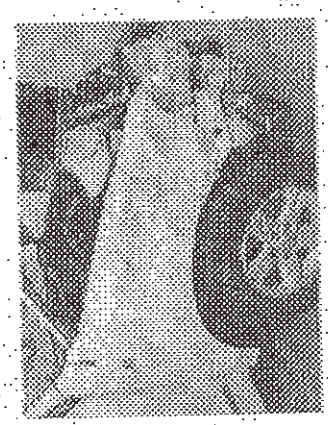




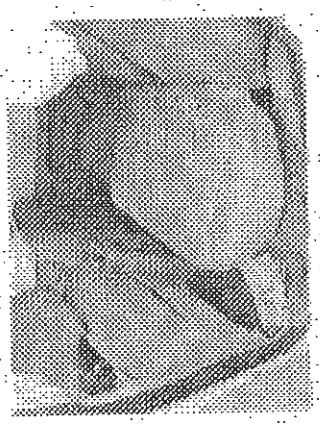


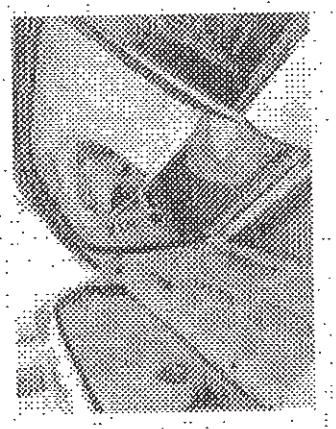


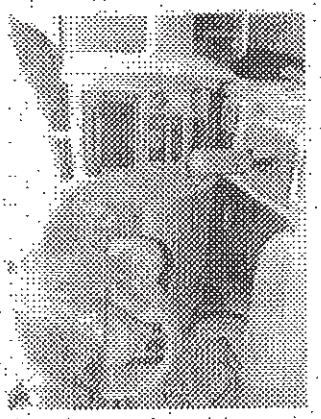


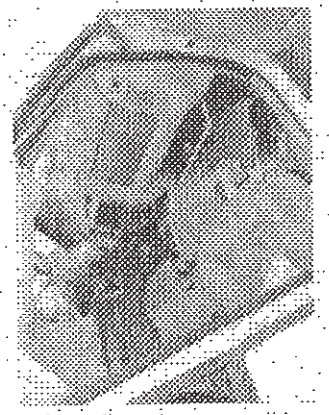


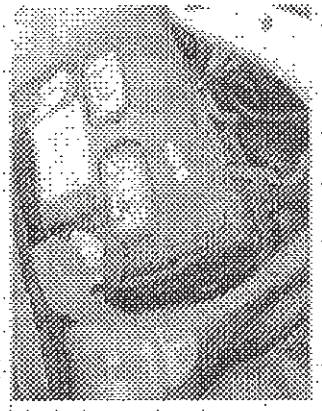


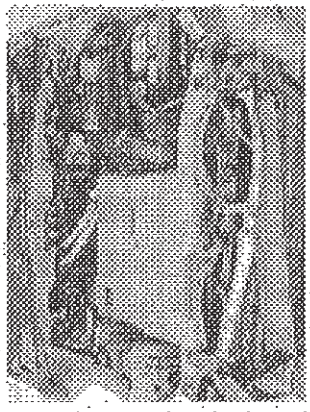


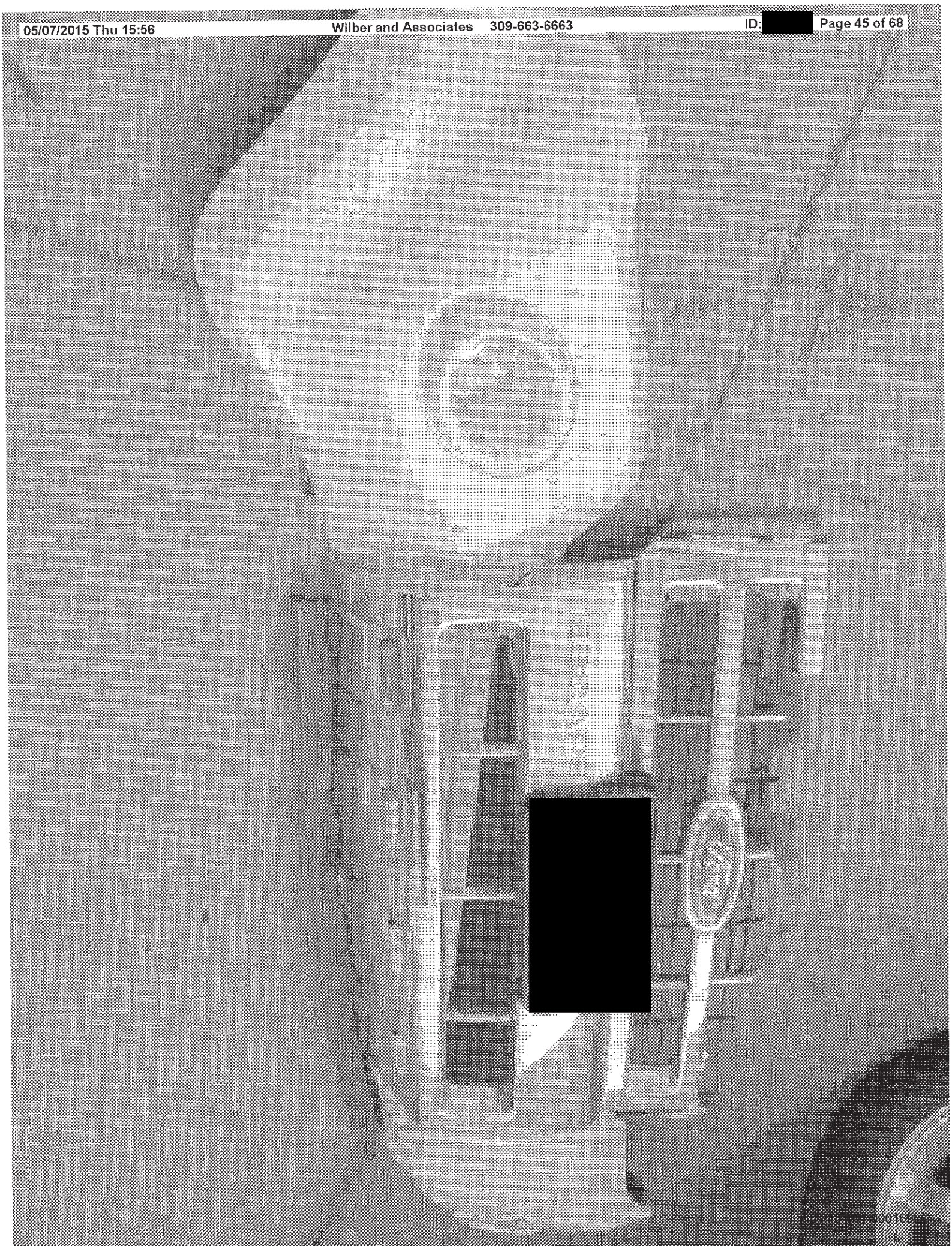




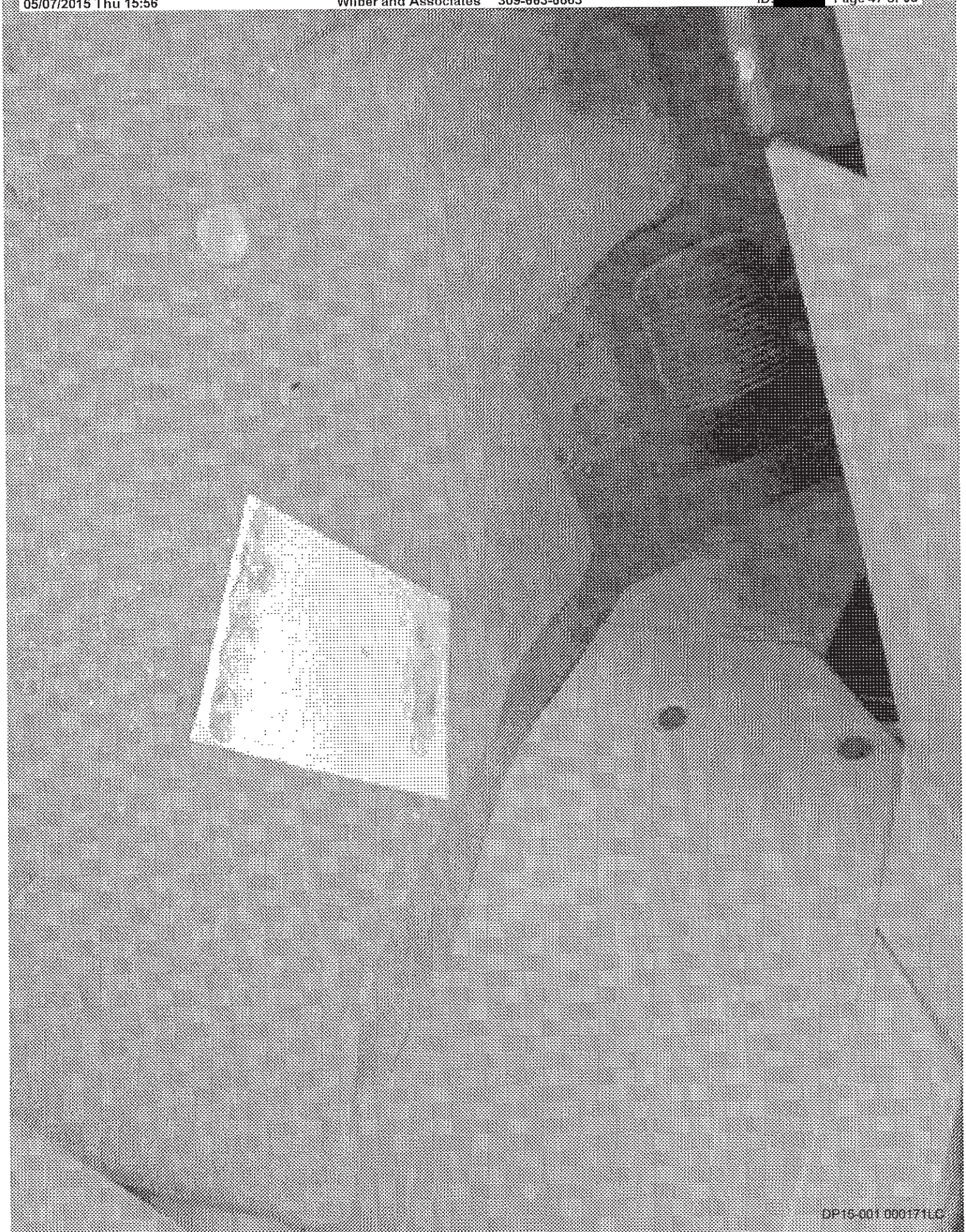




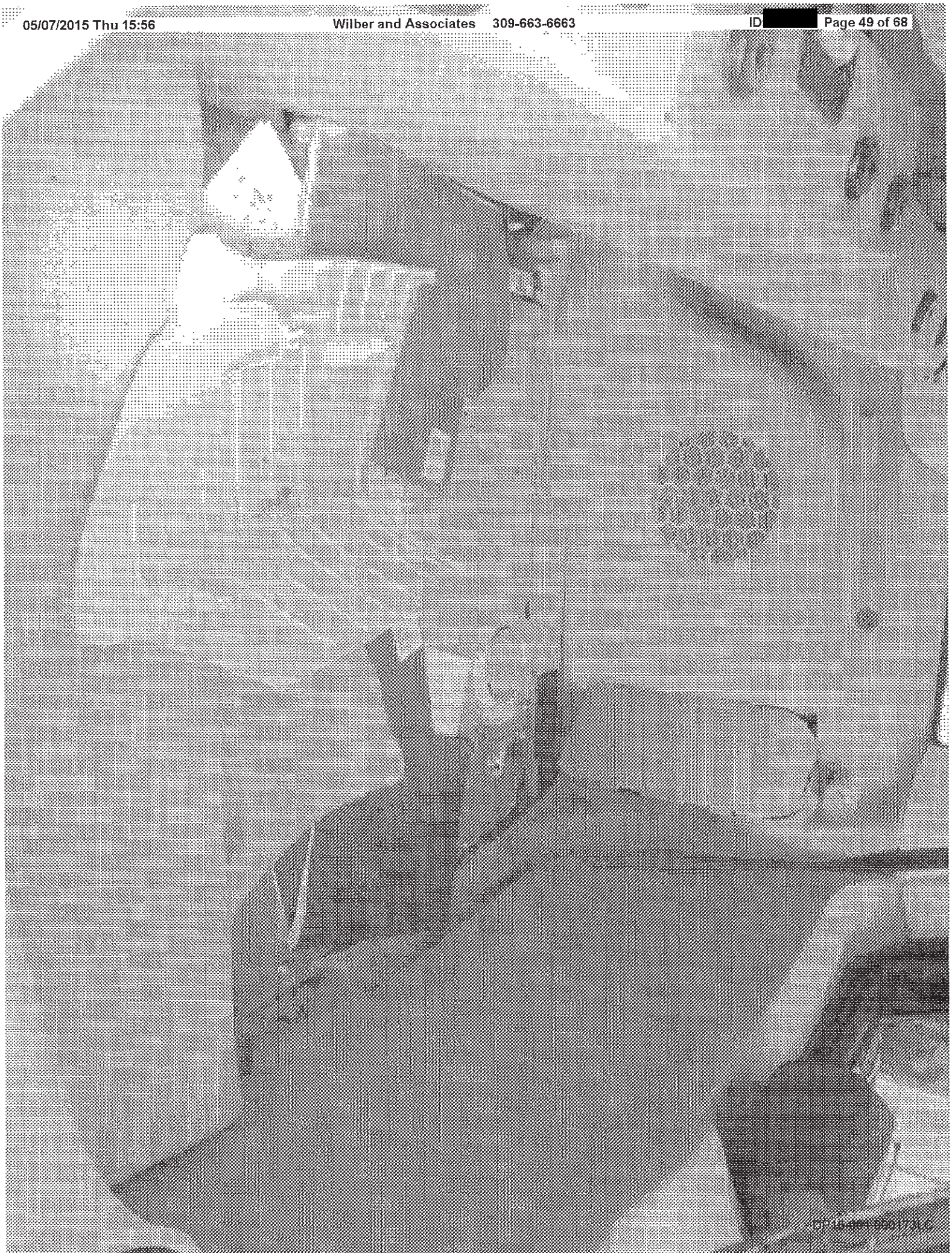


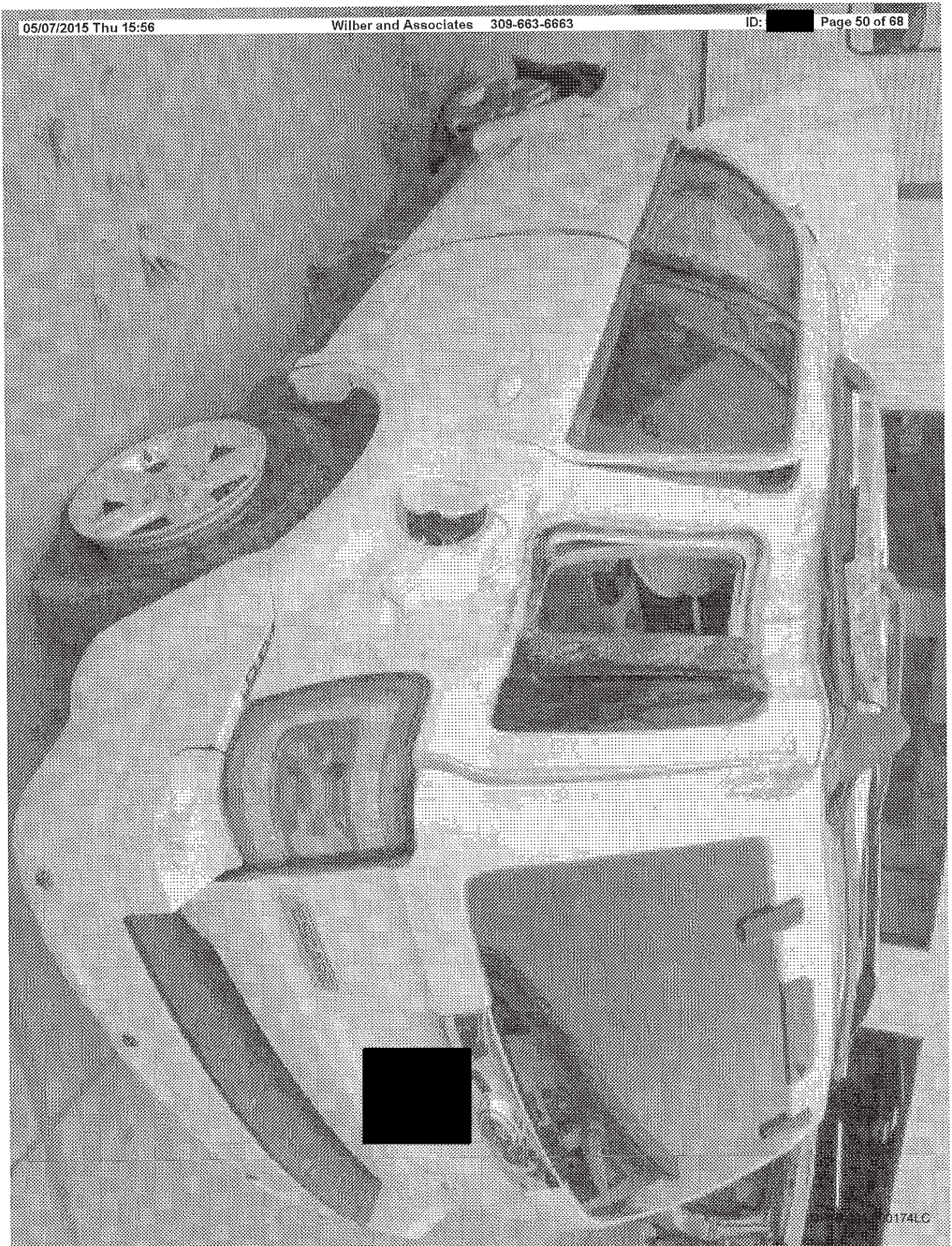

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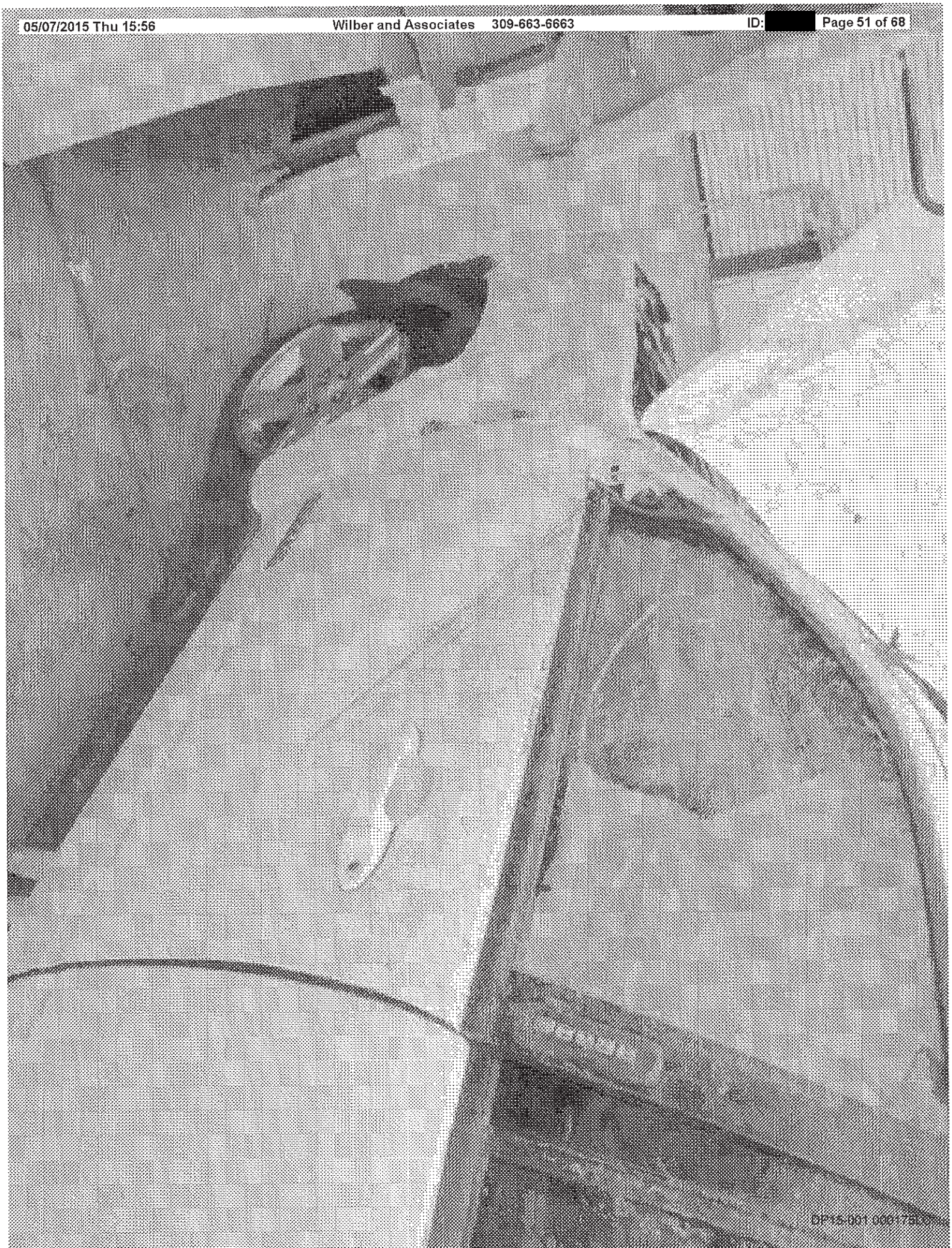




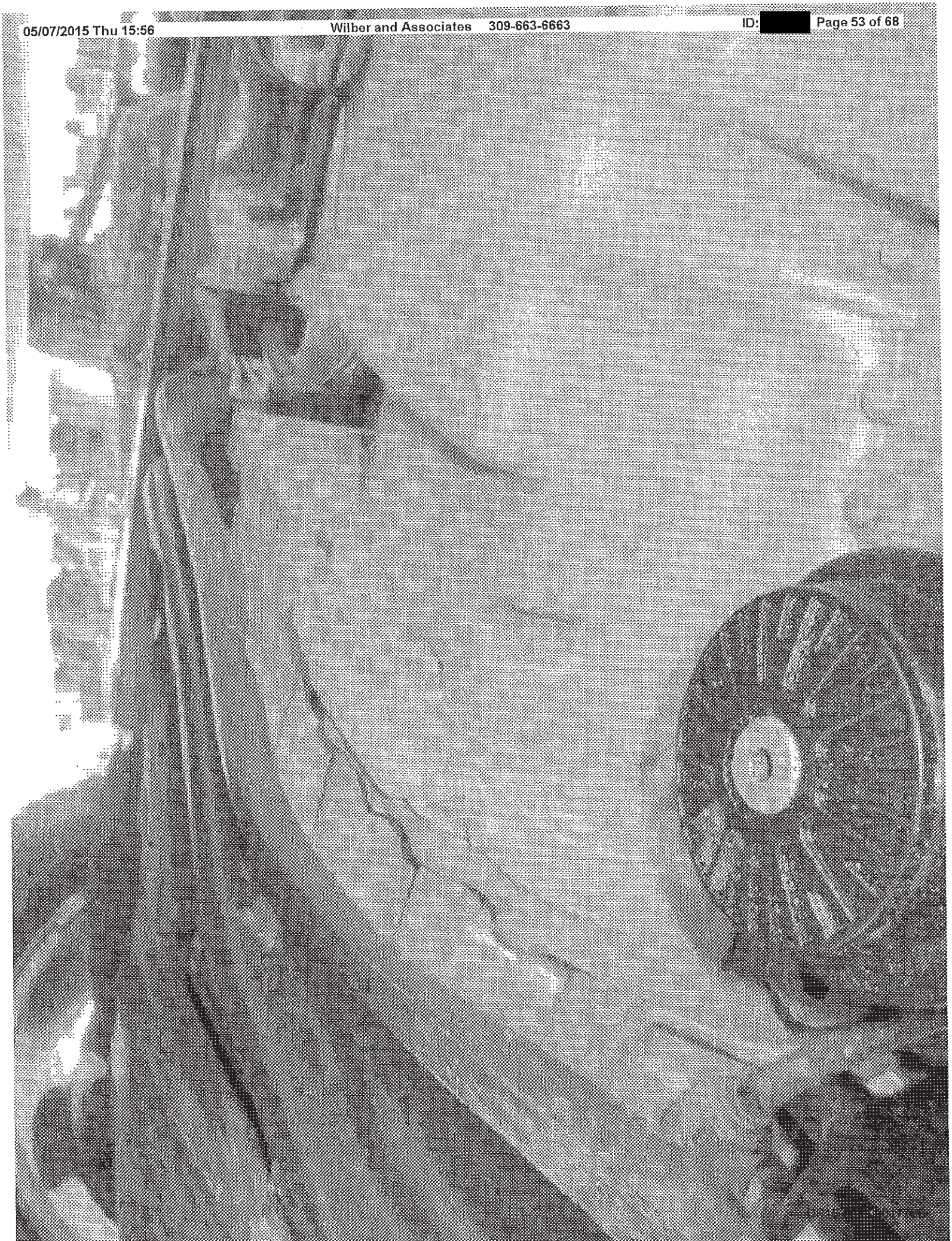


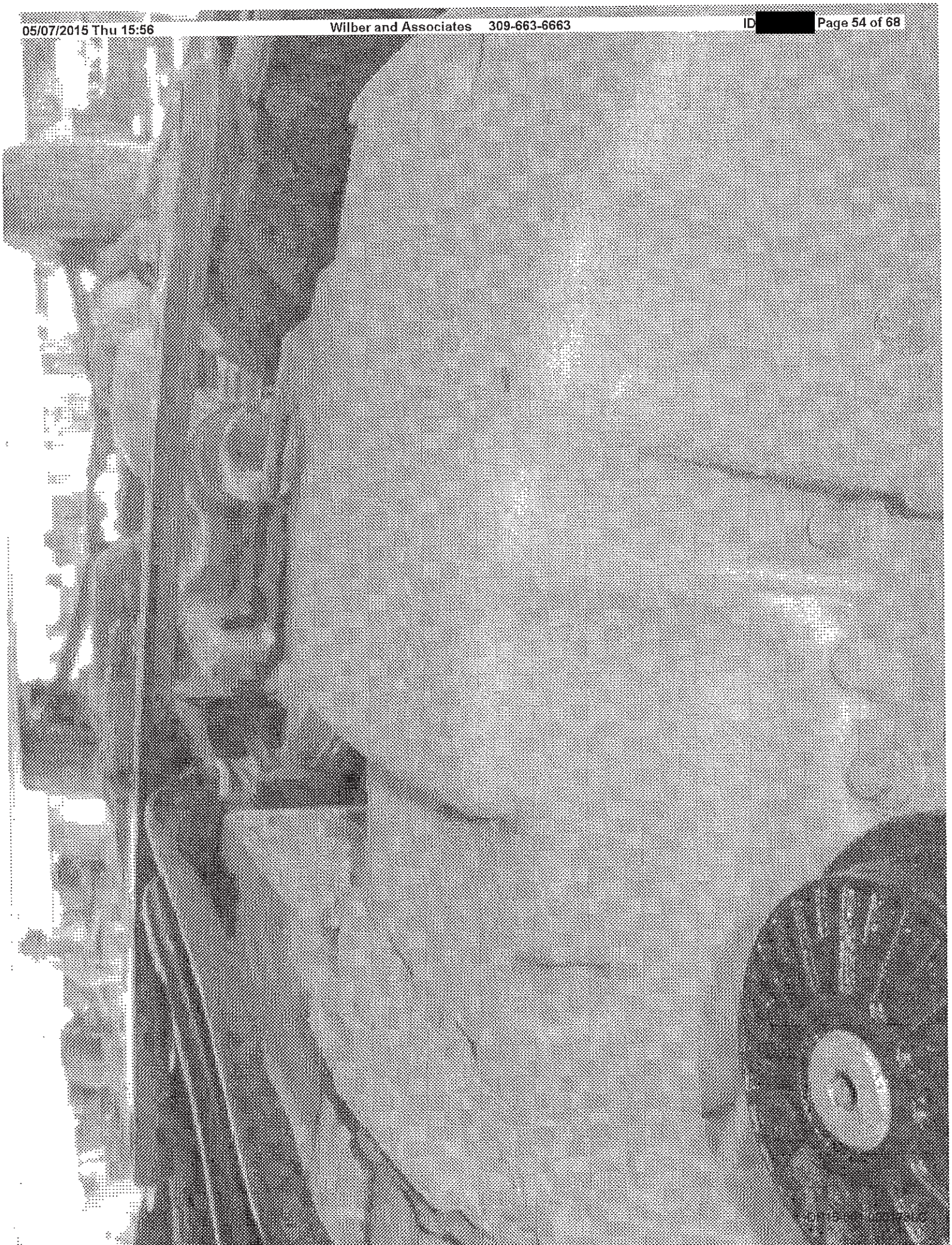


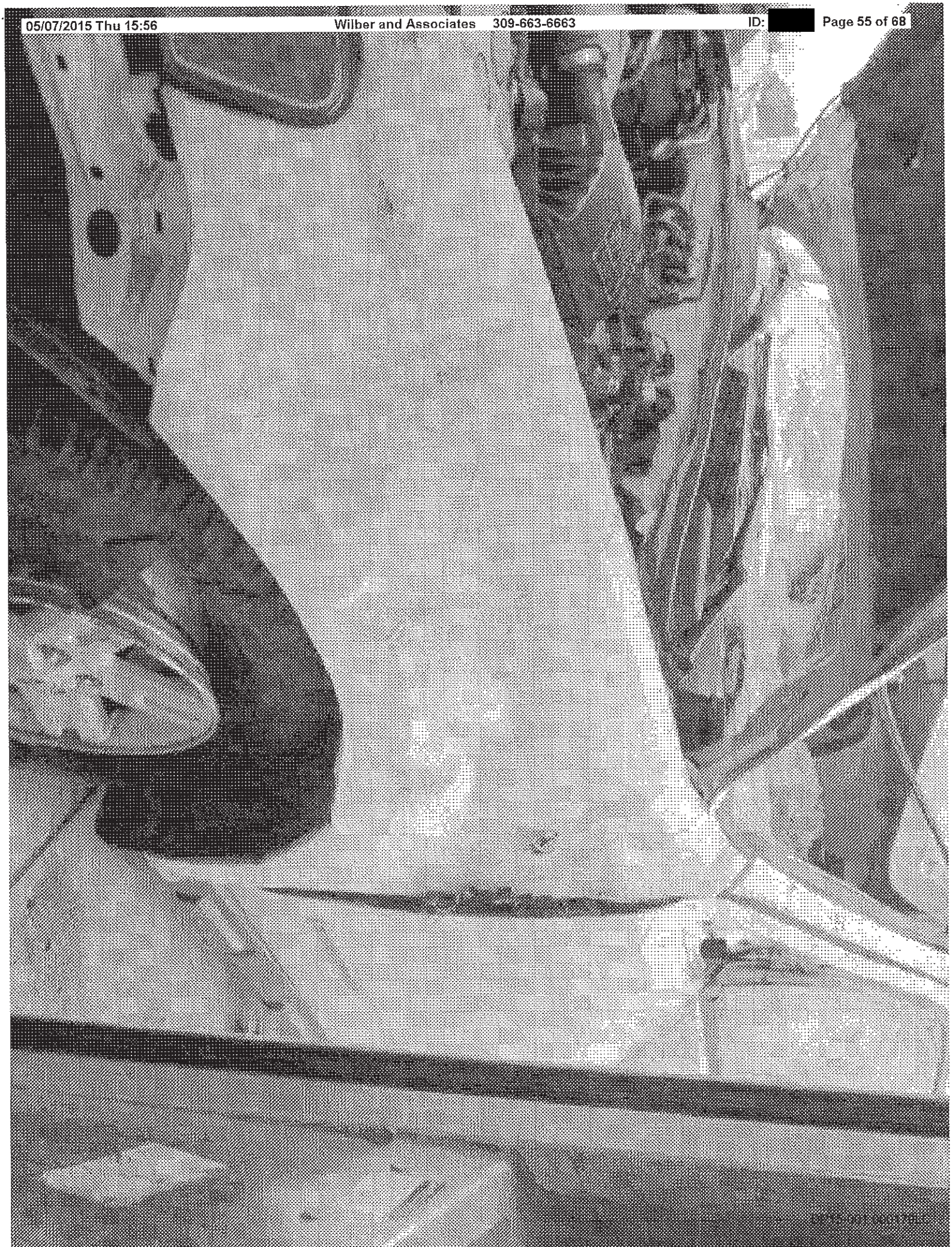

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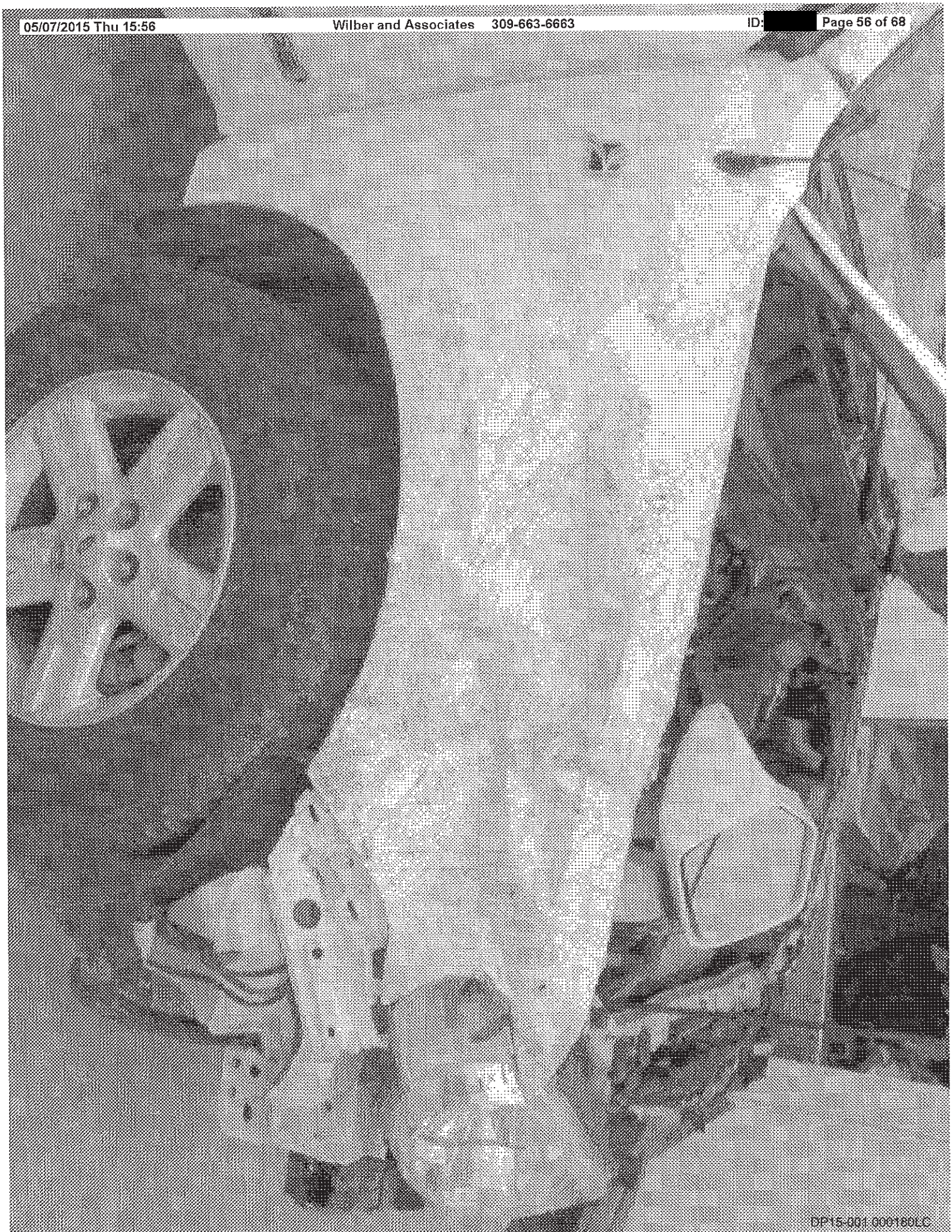






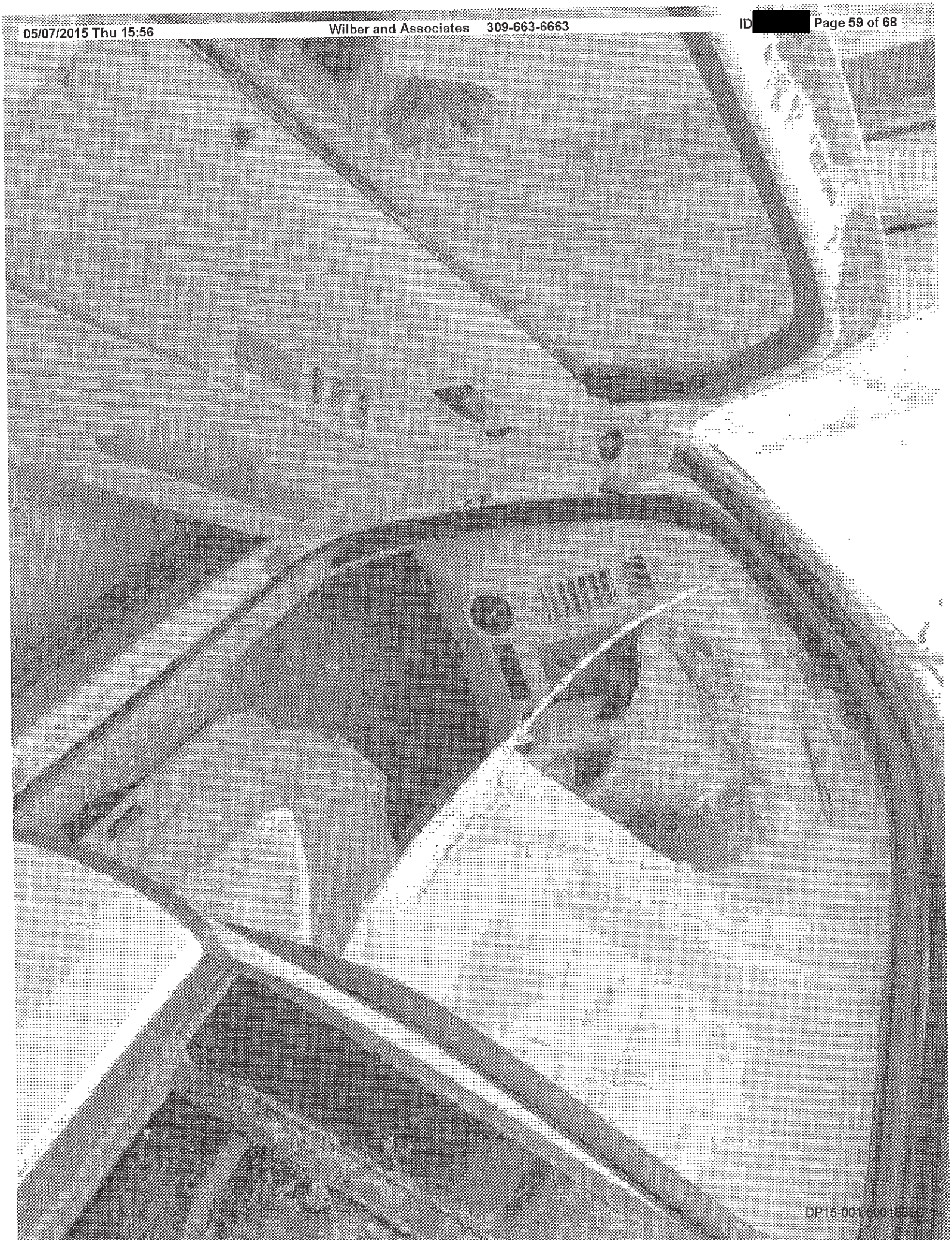








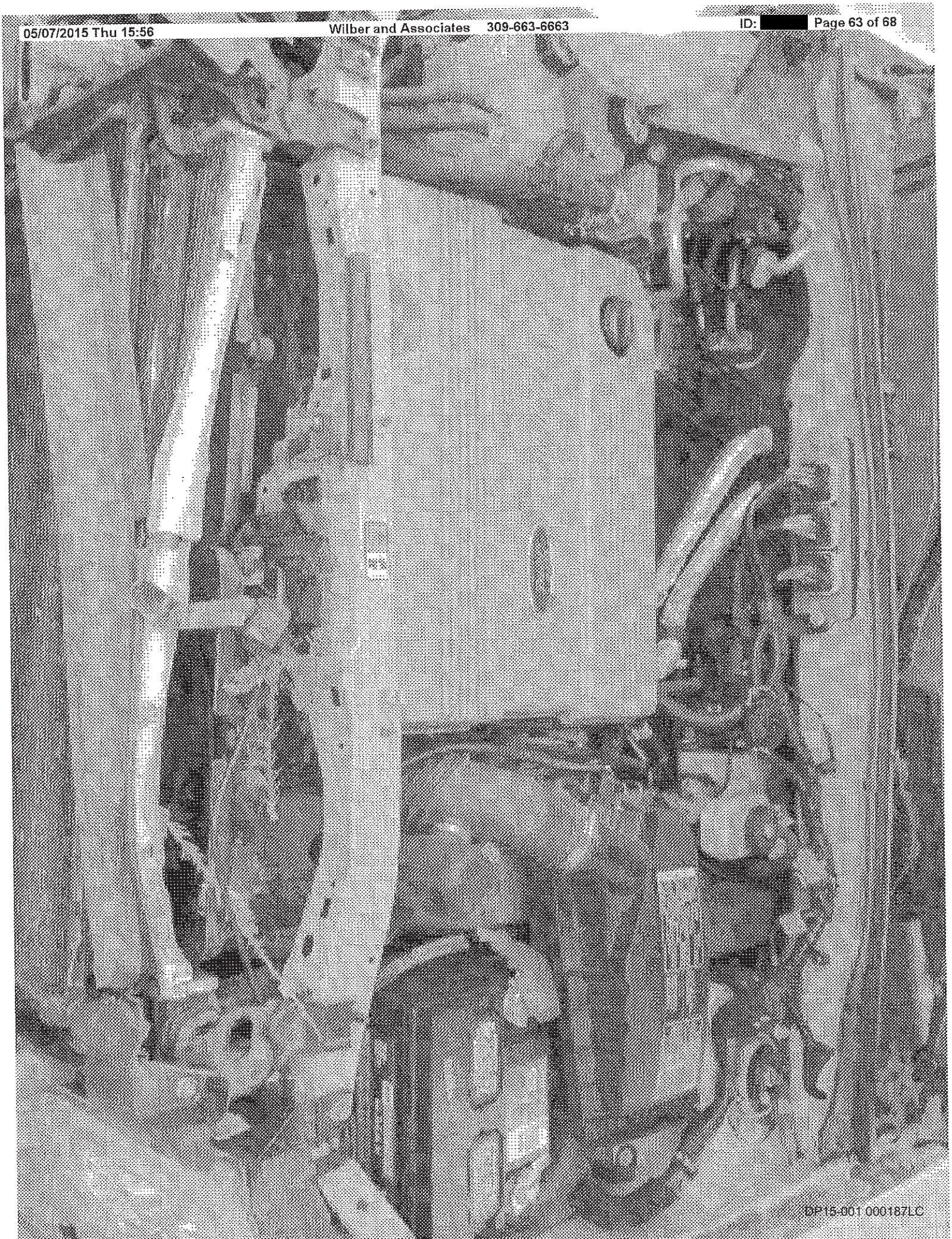




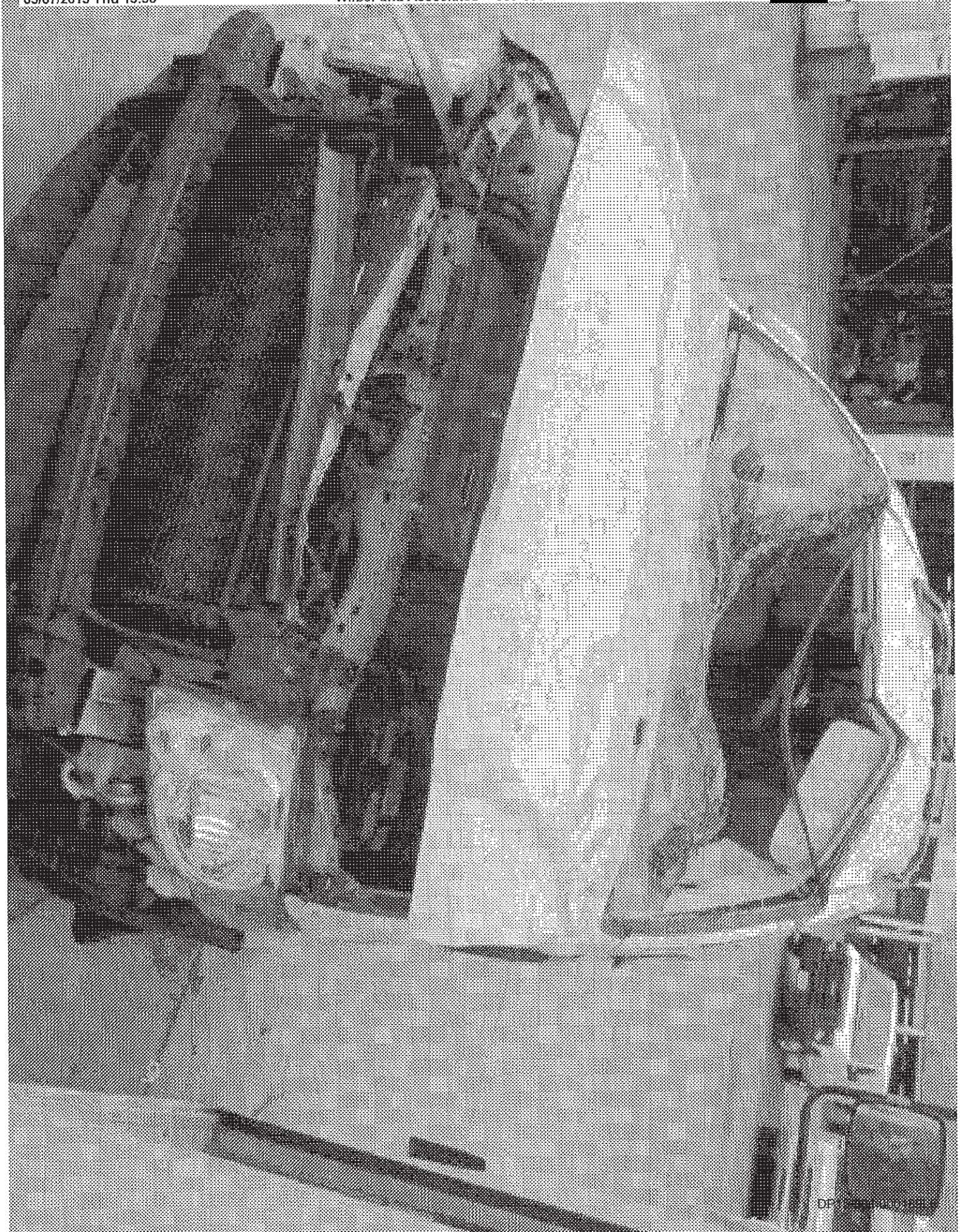


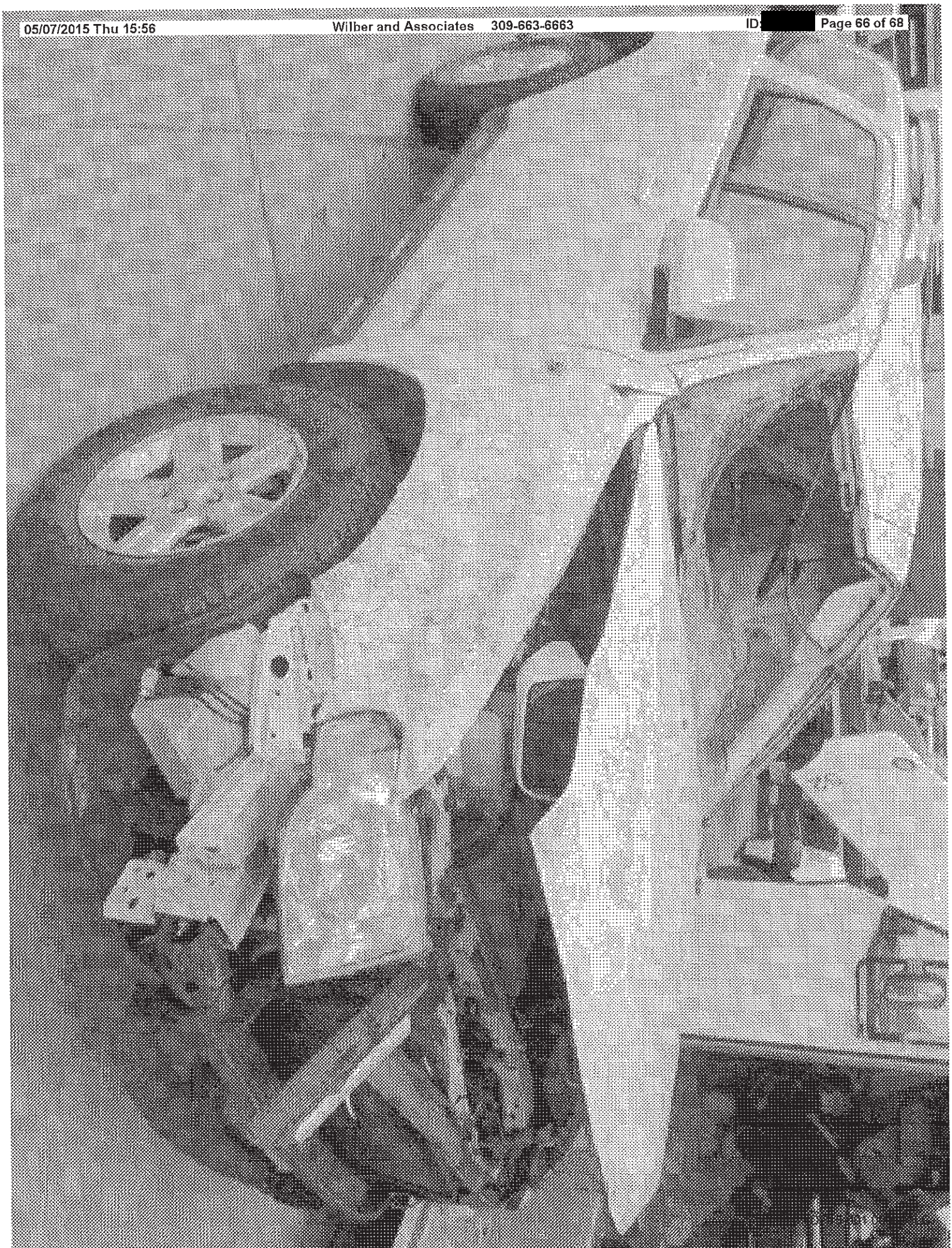


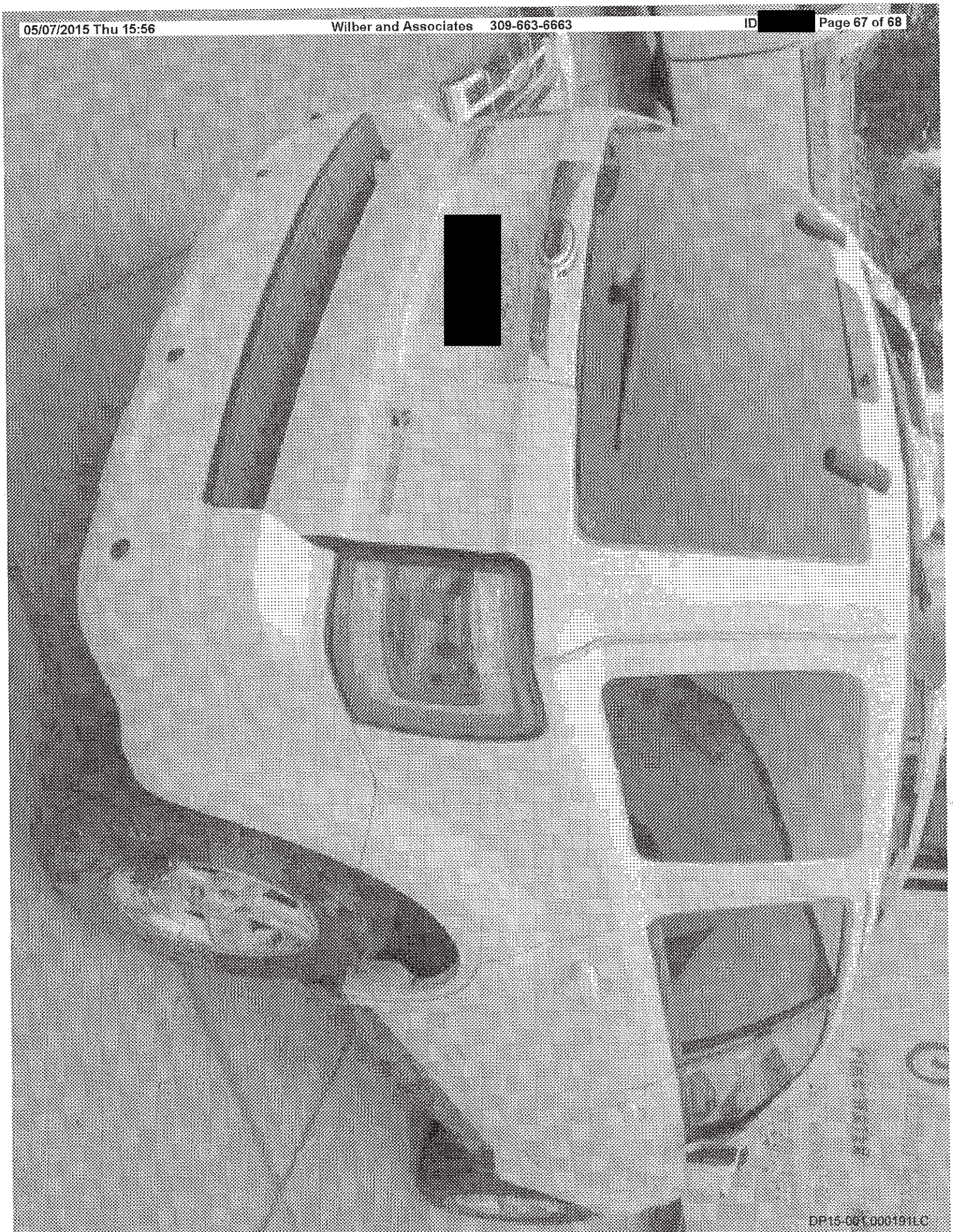


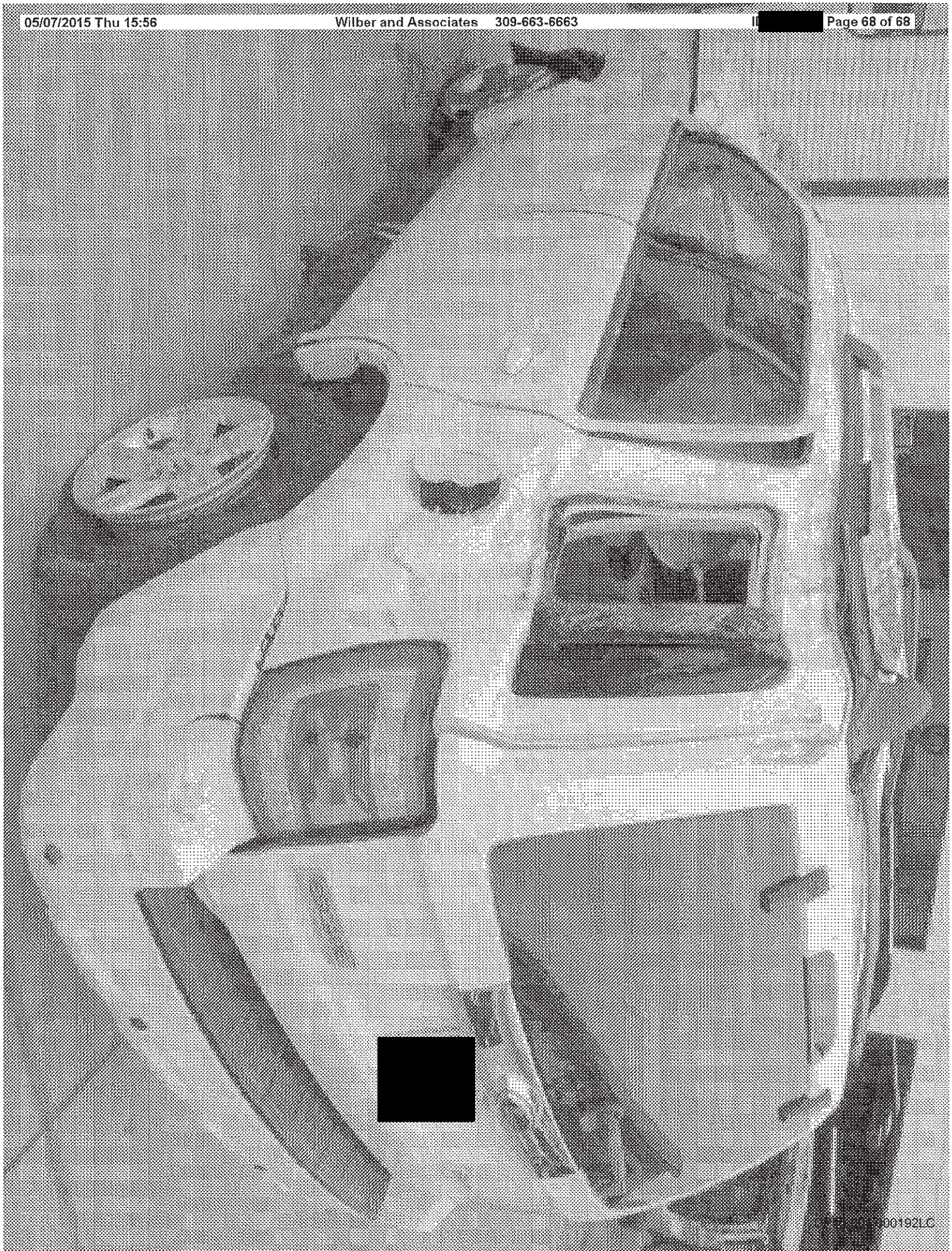









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Report# :	FEECR016 NHL			**Received:**	05/05/2015
CCRG/EPRC:S		**Reviewed Status:**		**Date:**	
Vehicle:	2008,ESCAPE (J87) 4X4 ,4X4 ,XLT ,MPV ,1FMCU93Z58K[redacted]			**Build Date:**	03/13/2008
Odometer :	95,338	**Engine:**	2.3L 4V	**Calibration:**	[redacted]
Transmission:	CD4E	**Axle:**	3800F2.73C	**A/C:**	YES
Dealer:	USA 03874 Stevens Ford Lincoln			**Phone#:**	203-876-6465
City:	Milford	**State:**	Connecticut	**Country :**	USA

Originator: robert jordon
Symptom: 6 62 4 71 SP/ST/RD,STEER/STER WHL,PERFORMANCE,STICK/BIND
Status:
VFG: V87 STEERING
Additional Symptom: Loss of steering assist
Fix: **Causal Component :**
Condition Code:

Hotliner: SGUNDER2 **Phone:** [redacted] **Regn Cd:** N1 New York
Engineering: **Phone:** **TAR:**
Dlr Contact: robert jordon **Phone:** **Title Cde:** T

KOEO:
KOEC:
KOER:

CONCER **05/05/2015 03:04PM SHAUGHN GUNDERMAN MSS - FCSD - TECH SVC HOTLINE**

Web Form Data Description of Vehicle Concern: cust states the steering wheel locked up after the recall 14s05 was performed.and they claim the hit a pole. Please list any diagnostics already performed: road tested vehicle ,no problems were felt during road test ,raise vehicle on lift removed tie rods from knuckle,the knuckle moves freely with no binding .installed the ids no dtcs were stored in pscm. Parts Replaced: none Your Question: any known concerns or any other helpful info,at this time no problem was found.

RECOMM **05/05/2015 03:04PM SHAUGHN GUNDERMAN MSS - FCSD - TECH SVC HOTLINE**

Robert, When you have a concern alleging a fire, accident, injury, property damage and/or burn 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.

EXHIBIT 20160194LC

ADD-ON **05/05/2015 03:04PM SHAUGHN GUNDERMAN MSS - FCSD - TECH SVC HOTLINE**

OGC response due to the allegation of the steering locking up and contact with a pole.

Requester: ATAYLO29 12-May-2015

Report Summary **Ford Proprietary, Private** **Retention:** None

Server: FCVWS962

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Taylor, Alma (A.)

From: Clark, Jessica (J.E.)
Sent: Wednesday, May 13, 2015 9:47 AM
To: Taylor, Alma (A.)
Subject: FW: Dealer/Fleet Request for OGC Review

Please see the note below.

Jessica Clark

Product Claims
OGC-WHQ 428-E5
Phone: 313-206-8913

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications.

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

From: Celina Huertas [mailto:chuertas@stevensautogroup.com]
Sent: Tuesday, May 12, 2015 2:09 PM
To: Clark, Jessica (J.E.)
Subject: Re: Dealer/Fleet Request for OGC Review

CAN I RETURN THE VEHICLE BACK TO THE CUSTOMER SINCE I CAN NOT PUT THEM IN A RENTAL? THEY ARE COMING TODAY AROUND 3:30PM-4:00PM. THEY WANTED A RENTAL SO WHAT SHOULD I DO?
THANK YOU
CELINA

From: Clark, Jessica (J.E.) <jclar401@ford.com>
Sent: Tuesday, May 12, 2015 8:58 AM
To: Taylor, Alma (A.)
Cc: Celina Huertas
Subject: FW: Dealer/Fleet Request for OGC Review

Alma,

Here is a new claim.

*****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

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

From: DCPFORM, FMCDealer (.)
Sent: Monday, May 11, 2015 11:56:33 AM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: CHUERTAS@STEVENSAUTOGROUP.COM
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: Stevens Ford Inc
Requesting Dealer Fleet: STEVENS FORD
PA Code: 03874
Contact Person: CELINA HUERTAS
Title: SERVICE ADVISOR
Phone Number: 2038766464
Fax Number: 2038766460
Email: CHUERTAS@STEVENSAUTOGROUP.COM
Region: NEW YORK
Address: 717 BRIDGEPORT AVE
City: MILFORD
State: Connecticut
Zip Code: 06460
CUSTOMER VEHICLE INFORMATION:
WSD: APRIL 29, 2008
Vehicle Year: 2008
Vehicle Model: ESCAPE
Vehicle VIN: 1FMCU93Z58[redacted]
Mileage: 95338
customer Fleet [redacted]
Street Address: [redacted]
City : TRUMBULL
State : Connecticut
Zip Code : [redacted]
Home Pho [redacted]
Work Pho [redacted]
Customer Region: NEW YORK
DETAILS OF INCIDENT:
Accident
Date of Incident: 2015-03-18
County incident occurred: FAIRFIELD
Is customer alleging a component defect CAUSED the incident? YES
Details: CUSTOMER STATES AFTER WE DID THE RECALL SHE GOT INTO AN ACCIDENT AND HIT A POLE.

Was a police report filed? YES
Details : FAIRFIELD POLICE
Has the insurance company been contacted? YES
Insurance company advised: THEY PAYED FOR ALL OF THE REPAIRS THAT NEEDED TO BE DONE ON THE VEHICLE.
Insurance company contact information:
Coach builder:
City :
State :
Zip Code :
Vehicle Location: CURRENTLY AT STEVENS FORD
Attorney information: [redacted] HAMDEN CT
CVO Contact:
Resolution Customer is seeking: CUSTOMER WANTS ALL COPAYS AND DEDUCTIBLE TO BE PAYED BACK AND ALSO MAKE SURE THE VEHICLE IS SAFE TO DRIVE.
Comments:

Copyright 2015 Ford Motor Company

Title

"By Paul Mohyde" - CUSTOMER SAME IN STATING THE STEERING WHEEL FROZE UP TWICE, SHE THEN HAD THE RECALL 14S05 DONE AND AFTER THE RECALL WAS PERFORM THE STEERING FROZE UP AND HER DAUGHTER HIT A POLE. RECALL WAS PERFORMED ON RO 738037 DONE ON DECEMBER 22, 2014.

Regarding CAS-7137993-Q4G3L1

File Attachment

File name:

CUSTOMER #: 9134102

743414

INVOICE

PAGE 1

STEVENS
FORD, INC
717 Bridgeport Ave.
MILFORD, CT 06460
Phone: (203) 876-6464

[redacted]
TRUMBULL, CT [redacted]
HOME
BUS: [redacted]

SERVICE ADVISOR: 7454 CELINA HUERTAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / MILEAGE OUT	TAG
WHITE	08	FORD ESCAPE	1FMCU93Z58K[redacted]		95338/95338	T7560

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV10 DD			WAIT 11MAY15		108.75	CASH	14MAY15

R.O. OPENED	READY	OPTIONS:
05MAY15	14MAY15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES CHECK STEERING LOCKED UP			
FVM DIAGNOSIS			
9960 CF		0.00	0.00
95338 perform diag ,installed ids perform pscm self test ,no dtcs were stored ,verify update recall was performed,perform cont dtcs no related dtcs were stored.road test vehicle.no problem were felt during road test ,return to shop ,removed tie rods and verfiy knuckel was not binding,re-assemble vehicle ,road test several times,contact tech hotline,at this time no problem could be found ,at this time there was no data showing any problems.			
**********			
B MULTI POINT INSPECTION			
99P MULTI POINT INSPECTION			
9960 CF		0.00	0.00
**********			
**********			
* VISIT US AT OUR WEBSITE *			
* STEVENSOFMILFORD.COM *			
**********			

Thank You Very Much !

LIMITED WARRANTY: We guarantee our service work for 90 days or 4,000 miles, whichever comes first, if our repair or replacement fails in normal service within the period, we'll fix it free of charge. Parts and labor. FRONT END ALIGNMENTS ARE NOT GUARANTEED.

DISCLAIMER OF WARRANTIES: The seller, STEVENS FORD, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. and STEVENS FORD, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products.

CUSTOMER SIGNATURE: X

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

STEVENS
OF MILFORD

717 - 739 Bridgeport Avenue • C.S. 1-5 • Milford, CT 06460-3148 • (203) 876-6464

RE[illegible]ED
MAY 15 2015
BY: AT

FACSIMILE COVER SHEET

TO: Alma Taylor

FROM: StevensFord (Celina)

Subject: [redacted]

DATE: 5/14/15

TIME: 4:11 pm

TOTAL NUMBER OR PAGES, INCLUDING THIS COVER SHEET:

OUR FAX NUMBER IS: (203) 876-6460

FOR PERSONAL ATTENTION, CALL OUR MAIN NUMBER

AT: (203) 876-6464 EXTENSION





Case Print Report

Case Numbe [redacted]

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
OCT 30 2014
OFFICE OF THE
GENERAL COUNSEL

Case Opened Date 10/29/2014 11:06 AM

Case Closed Date 10/29/2014

Case Status Resolved

Case Last Modified 10/29/2014 11:11 AM

Responsible Team Tier 1 Inbound

Case Classification Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Insurance Company Contacted/ settlement > Requests Financial Assistance

Customer Name [redacted]

Customer Numb [redacted]

HUMBLE TX [redacted]

Email [redacted]

Dealer Planet Ford

VIN 4M2CN8H70AK[redacted]

Year 2010 **Make** MERCURY

Model MARINER **Body Style** N8H - FWD PREMIER FWD 4-DR

Symptom

Level 1 Stop/Steer/Ride

Level 2 Stopping

Level 3 Performance/Effectiveness

Level 4 Inoperative

Cust was advised by her insurance that they will not be assisting. Cust seeking assist from FMC. Advised of 15 business day response letter from FMC.

CASE: [redacted]
CUST: [redacted]
VIN: 4M2CN8H70AK[redacted]

Ford Motor Company ®
Bradley Beame | CCR | FCSD
bbeame@ford.com | www.ford.com



Case Print Report

Case Number [redacted]

Agent Name	Note Created On
Grace Wolverton	10/29/2014 11:09 AM

Cust Says:
There was a recall done on the veh for the throttle body and the power steering in August. Yesterday cust was in an accident and feels it was due to these recalls. Cust was driving and trying to turn, but the veh wouldn't brake or turn and she hit the car in front of her. She was going 20-30 mph. Cust has had the throttle repaired twice.

Per Cust, DLR Says:
N/A

CRC Advised:
1. Has the customer filed a claim with their insurance company? Yes
2. If a claim has been filed with their insurance company, what is the status of the claim? It was just done today, completed 30 min ago.
3. Is the vehicle repairable? Cust doesn't know
4. Were any injuries sustained? No
5. What are you seeking from Ford Motor Company? Cust wants them to repair the veh if it's repairable, if not replace the veh.
6. What was the date of the accident? 10/29/14 8:00am
7. What product defect is alleged to have caused the accident? The power steering and the throttle body.
8. What is the city and state where the accident occurred? Houston, Texas
9. Was a police report filed? No
10. If a police report was filed, what were the findings? N/A
11. What is the police report number and in what city and county was the report filed? N/A
12. What is the name and address of the customer's attorney? N/A
13. What mailing address would you like our Office of General Council to send your written response to?

[redacted]
HUMBLE, TX [redacted]

I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern.

Phone [redacted]

[redacted] 10/30/2014 12:52 PM

OBC to Cust:
Cust didn't answer. Left VM. Stated that since they are working with their insurance company on seeking reimbursement, OGC won't assist in the reimbursement. Advised cust to continue to work with their insurance company. Advised that if they have further questions to call back to CRC.

Case Print Report

Case Number [redacted]

Bradley Beame 10/30/2014 4:47 PM

CUST SAYS:
Cust was involved in an accident, believes it was related to a throttle issue. Insurance company advised her that they will not be assist. Seeking expedite of the response from Ford. Wants repair of the veh or replacement of the veh.

PER CUST DLR SAYS:
n/a

CRC ADVISED:
Per TL Robert, cust will now be receiving written response from FMC within 15 business days since the insurance company has advised that they will not be providing assistance to cust.





Call RECEIVED diagnosed SEP 18 2014

CUSTOMER #: [redacted]

144558

WORKORDER

PAGE 2

BY: DT

[redacted]

[redacted]

RANDOM LAKE, WI [redacted]

HOME [redacted]

BUS: CELL:

SERVICE ADVISOR: 7725 WRIGHT, JORDYN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	08	MERCURY MARINER	4M2CU91188K[redacted]		96745/	T724

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 16SEP14			CASH	

R.O. OPENED	READY	OPTIONS: ENG:3.0_Liter_Duratec
16SEP2014 08:48		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	1200	25	C	CUSTOMER STATES STEERING IS LOOSE, WHEN SHE TURNED WHEEL CAR KEPT GOING STRAIGHT Diag 1.0 Test Drive unable to Duplicate concern ✓ Steering All tight, ✓ For Power Steering codes None Present Submitted case to Hotline # 10785 1935 See All other sheet
# B	1300	25	C	CUSTOMER STATES BRAKES DID NOT ENGAGE UNTIL 2-5 SECOMDS AFTER BEING APPLIED. CHECK AND ADVISE Replace Rotors Carl Rear Brakes 1.5 CA Test Drive unable to Duplicate concern, did Notice Slight Pulsation From Front Rotors Inspect Brake Front Pads 5mm Rear Shoes 4mm Replaced Front Rotors Adjusted Rear Drums
# C	800	NF 25 / 2.5	C	CUSTOMER STATES TIRES ARE FLAT. SHOULD BE AT 36-41 PSI Manufacture Spec 30 PSI See the DOOR Placard Tires set to 30 PSI And were set To 30PSI Verify tire gauge working correctly
# D	SUBLET		ISP	REPAIRS SUBLETTED OUT TO LANSWER TOW
# E	99P		ISP	PERFORM MULTI-POINT INSPECTION

FAX 888, 683-9898

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $50.00.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

NAME OF ANOTHER PERSON WHO MAY AUTHORIZE REPAIRS _____ PHONE _____

SHOP SUPPLIES: A small charge is included for supplies used on your vehicle. These items are nuts, bolts, screws, washers, petroleum products, cleaning cloths, grease

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

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

X _____

DESCRIPTION OF ADDITIONAL REPAIRS

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses, arising out of such purchases. 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.

I hereby authorize the repair work listed on this order along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle hereon described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto. The dealership is not responsible for damages from leaving skis in back of windows.

X _____ ADDL PERSON TO AUTH. X _____

TECHNICIAN COPY

From: DCPFORM, FMCDealer (.)
Sent: Wednesday, September 17, 2014 9:59:34 AM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: JWEINFURTER@THEFORDDEALER.COM
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: Eric von Schledorn Ford
Requesting Dealer Fleet: HOT LINE
PA Code: 04375
Contact Person: JERAD WEINFURTER
Title: SERVICE MANAGER
Phone Number: 9209944376
Fax Number: 9209942671
Email: JWEINFURTER@THEFORDDEALER.COM
Region: UNITED STATES
Address: W4873 COUNTY ROAD RR
City: RANDOM LAKE
State: Wisconsin
Zip Code: 54075
CUSTOMER VEHICLE INFORMATION:
WSD: ?
Vehicle Year: 2008
Vehicle Model: MERCURY
Vehicle VIN: 4M2CU91188K[redacted]
Mileage: 96745
customer Flee[redacted]
Street Addres[redacted]
City : KEWASKUM
State : Wisconsin
Zip Code : [redacted]
Home Pho[redacted]
Work Pho[redacted]
Customer Region: UNITED STATES
DETAILS OF INCIDENT:
Accident
Date of Incident: 2014-09-15
County incident occurred: FOND DU LAC
Is customer alleging a component defect CAUSED the incident? YES
Details: STEERING INOP AND LOOSE AFTER PERFORMING RECALL.SHE STATES SHE WAS DRIVING AROUND A CORNER A VERY SHARP CORNER AND LOST STEERING AND BRAKES FOR 2 TO 5 SECONDS.STATES STEERING WHEEL WAS TURNED BUT TRUCK STILL WENT FOREWORD INTO DITCH/SHOLDER OF THE SHARP TURN IN ROAD.
Was a police report filed? NO
Details :
Has the insurance company been contacted? NO

Insurance company advised:
Insurance company contact information: WILSON MUTUAL
Coach builder:
City :
State :
Zip Code :
Vehicle Location: AT DEALER (ERIC VON SCHLEDORN FORD)
Attorney information:
CVO Contact:
Resolution Customer is seeking: SHE WANT HER STEERING FIXED AND SHE IS WANTS HER BRAKES FIX.
Comments: TEST DROVE TRUCK WITH HER ON 9/16/14 COULD NOT DUPLICATE STEERING CONCERN.THE BRAKE CONCERN IS THE PEDAL FEELS DIFFERANT FROM LAST TIME SHE DROVE IT.BRAKES DO PULSATE FROM FRONT NOW AND BEFORE ANY REPAIR WAS DONE AND COULD USE AN ADJUSTMENT TO REAR BRAKE SHOES.

Copyright 2014 Ford Motor Company

Report# :	[redacted]			**Received:**	09/17/2014
CCRG/EPRC:S		**Reviewed Status:**		**Date:**	
Vehicle:	2008,MARINER 4X4 ,4X4 ,LUXURY ,MPV ,4M2CU91188K[redacted]			**Build Date:**	09/24/2007
Odometer :	96,475 M	**Engine:**	3.0L DUR	**Calibration:**	[redacted]
Transmission:	CD4E E	**Axle:**		**A/C:**	YES
Dealer:	USA 04375 Eric von Schledorn Ford			**Phone#:**	920-994-4376
City:	Random Lake	**State:**	Wisconsin	**Country :**	USA

Originator: lee sommerfeld
Symptom: 6 62 4 38 SP/ST/RD,STEER/STER WHL,PERFORMANCE,INOPERATIVE
Status:
VFG: V87 STEERING
Additional Symptom: Steering and Brake Concerns
Fix: **Causal Component :**
Condition Code:

Hotliner: WWOLOSIN **Phone:** [redacted] **Regn Cd:** G1 Chicago
Engineering: **Phone:** **TAR:**
Dlr Contact: lee sommerfeld **Phone:** **Title Cde:** T

KOEO:
KOEC:
KOER:

CONCER **09/17/2014 09:25AM WESLEY WOLOSIN MSS - FCSD - TECH SVC HOTLINE**

Web Form Data - Concern: customer states she turned steering wheel and car kept going straight hit brakes and did not engage until 2 seconds after applied.custamer wound up in the ditch Diagnostics: scanned computer no codes present and or in history. unable to duplicate concern Parts replaced: none but recall 14s05 was just performed and reprogram was all that was needed Tech Question: seen an other concerns like this.

RECOMM **09/17/2014 09:25AM WESLEY WOLOSIN MSS - FCSD - TECH SVC HOTLINE**

Lee, When there is a concern alleging a fire, accident, injury, property damage and/or burn 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.

ADD-ON

09/17/2014 09:25AM WESLEY WOLOSIN MSS - FCSD - TECH SVC

OPR/20110211LC

HOTLINE

Article ISM 1207003 REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE &/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT

Requester: ATAYLO29 18-Sep-2014

Report Summary **Ford Proprietary, Private** **Retention:** None

Server: ECCVWS962

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[redacted]

[redacted]

UPTOWN FORD LINCOLN
2111 NORTH MAYFAIR ROAD
MILWAUKEE, WI. 53226
PHONE: 414-777-5732 FAX: 414-771-8029
FEDERAL TAX ID #[redacted]

***** PRELIMINARY ESTIMATE *****

03/04/2015 03:29 PM

Owner

Owner: [redacted]

Control Information

Email:

Inspection

Inspection Date: 03/04/2015 03:29 PM
Inspection Type:

Company: UPTOWN MOTORS, INC
Contact: SCOTT DOMINSKI
Address: 2111 N. MAYFAIR RD.
City State Zip: Wauwatosa, WI 53226
Email: collisioncenter@uptownmotors.com
Appraiser License # :
Work/Day: [redacted]
Work/Day:
FAX:

Repairer

Repairer: UPTOWN MOTORS, INC
Address: 2111 N. MAYFAIR RD
City State Zip: Milwaukee, WI 53226
Email: COLLISIONCENTER@UPTOWNMOTORS.COM
Contact: [redacted]
Work/Day:
Work/Day:
FAX:

Vehicle

2008 Ford Escape XLT 3.0 4 DR Wagon
6cyl Gasoline 3.0
4 Speed Automatic

Lic Expire:
Prod Date:
Veh Insp# :
Condition:
Ext. Refinish: Two-Stage
VIN: 1FMCU93158K[redacted]
Mileage: 87,580
Mileage Type: Actual
Code: P7123C
Int. Refinish: Two-Stage

Options

4-Wheel Drive	AM/FM CD Player	Air Conditioning
Alarm System	Aluminum/Alloy Wheels	Anti-Lock Brakes
Center Console	Cruise Control	Dual Airbags
Electronic Transfer Case	Floor Mats	Fog Lights
Head Airbags	Intermittent Wipers	Keyless Entry System
Lighted Entry System	MP3 Decoder	Power Brakes
Power Door Locks	Power Drivers Seat	Power Mirrors
Power Steering	Power Windows	Privacy Glass

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00/00 Zip Code [redacted] Default

Audatex Estimating 7.0.417 ES 04/16/2015 01:40 PM REL 7.0.417 DT 01/01/2015 DB 04/15/2015
Copyright (C) 2015 Audatex North America, Inc.

1.1 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE REPLACEMENT PARTS RATHER THAN BY THE MANUFACTURER OF YOUR MOTOR VEHICLE.

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/Reblt	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	

Audatex
a Solera company

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CUSTOMER #: [redacted]

323600

INVOICE

Ford LINCOLN

Uptown Motors

CELEBRATING 65 YEARS IN BUSINESS

2111 N. MAYFAIR ROAD · P.O. BOX 26319
MILWAUKEE, WIS. 53226
PHONE: (414) 771-9000

[redacted]

FRANKLIN, WI [redacted]

PAGE 1

HOME: [redacted]

BUS: CELL:

SERVICE ADVISOR: 6091 ALEX J REEVES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	08	FORD ESCAPE	1FMCU93158K[redacted]		87580/87580	T426

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			19:00 04MAR15			CASH	04MAR15

R.O. OPENED	READY	OPTIONS:
11:46 04MAR15	14:10 04MAR15	DLR:64E527 ENG:3.0_Liter_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT IN MORNING VEHICLE WAS BEEPING ONCE EVERY FEW MINUTES. AFTER ABOUT 45 MINUTES LATER WRENCH LIGHT CAME ON. PARKED CAR AFTER GOT TO DESTINATION. WHEN GOING BACK OUT TO CAR LATER IN DAY THE POWER STEERING WAS INOP. INSPECT AND ADVISE.			
EECD PERFORMED DIAGNOSIS PULLED CODES PSCM-B2278 TORQUE SENSOR FAULT-OUT OF WARRANTY AND RECALL WARRANTY-14S05 ALREADY DONE AUG 2014			
8214 GRAHAM,PAUL A LIC#: 655			
CF		99.95	99.95
PARTS: 0.00 LABOR: 99.95 OTHER: 0.00 TOTAL LINE A:			99.95
**********			
B CUSTOMER WOULD LIKE 2 SEPERATE BODY SHOP ESTIMATES FOR REAR BUMPER AND ONE FOR REAR TAIL LIGHT ASSEMBLY.			
BODY MOLDING,TRIM,GLASS ETC.			
9999 CF		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
NEEDS TORQUE SENSOR REPLACED $492.00 3.0L			

Your next Oil Change or Service Appointment is just a "CLICK" away!

Visit www.uptownmotors.com

SERVICE DEPARTMENT HOURS:

Ford **Mondays & Wednesdays 7:00AM - 7:00PM** LINCOLN

Tuesdays - Thursdays & Fridays 7:00AM - 6:00PM Saturday 8:00AM - 4:00PM

THANK YOU

MILWAUKEE'S OLDEST LINCOLN DEALER

CELEBRATING 65 YEARS IN BUSINESS

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	99.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.95
LESS INSURANCE	0.00
SALES TAX	5.60
PLEASE PAY THIS AMOUNT	105.55

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

CUSTOMER COPY

DP15-001 000216LC

From: C6Complaint [mailto:C6Complaint@fox6now.com]
Sent: Wednesday, April 01, 2015 3:06 PM
To: [redacted]
Subject: [redacted] & Vierthaler Ford - File# [redacted]

Elizabeth:
We have received the attached consumer complaints concerning your business.

I know you and I have been playing phone tag the last few days so I decided to email you the attached complaints.

As you might know, Contact 6 investigates and tries to help resolve these matters.
Obviously, we need to hear from you to judge the merits of this claim.
We ask that you review the attached information and respond, in writing, to our office.
In two weeks from the date of this letter, we will be considering this case for a Contact 6 story and following up to see whether you have responded or if a resolution has been reached.
Please fax us at (414) 586-2141 **OR** email us at
c6complaint@fox6now.com. There is no need to send any additional hard copies in the mail.
Thank you for your time.
Val-
The Contact 6 Team

Contact 6

Submission ID	[redacted]
Submission Date	2015-03-30 14:18:30
Full Name	[redacted]
Phone Number	
E-mail	
Address	City: Franklin State / Province: Wisconsin Postal / Zip Code: [redacted] Country: United States
Company Name	Ford Motor Company
Company Contact	Customer Service
Company Number	(800) 392-3673
Company Address	Company Street Address: 1 American Rd Company Street Address Line 2: PO Box 6248 Company City: Dearborn Company State / Province: Michigan Co Postal / Zip Code: 48126 Company Country: United States
I agree to release the above company to provide my personal information to FOX 6 News *By answering "Yes" Contact 6 will be better able to help resolve your complaint.	Yes
I agree to do an on-camera interview should Contact 6 pursue my story. *By answering "Yes" Contact 6 will be better able to help resolve your complaint	Yes
Please explain your problem accurately	In August of 2014, we received a letter informing us there was a recall on our power steering system and that we should bring the car in for the repair. We brought the car in and got it back later that day under the impression the problem was fixed. 6 months later, this past February, we had an issue with a sensor in our power steering causing it to fail. It failed as my husband was driving and he backed into a dumpster. Thank God it was only a dumpster and nothing worse. When we took it to the dealership for them to look over, we mentioned the recall and asked them to look into why our power steering failed despite it being fixed in August. We discovered the company's idea of fixing the power steering was to hook up our car to a computer and if it failed at the time the part was replaced. If it didn't fail at the time (as ours didn't) it was left alone. Now, we sit with an estimate of $1200 to fix the entire steering column (which failed as a result) and the tail light and bumper damaged as a result of the steering failure.
What are you seeking from this company?	We want the company to pay for all the repairs to the car, including the damage caused by my husband not being able to steer the car out of the way of a dumpster.

DP15-001

FORD

6/26/2015

APPENDIX E

MY	MODEL	VIN	Vehicle Build Date	Report_Date	Mileage	Cat	Source	Inquiry
2008	Escape	1FMCU93Z58K	3/13/2008	05-May-15	95338	A5	CQIS & OGC	DP15-001
2008	Escape	1FMCU93158K	3/14/2008	04-Mar-15	87000	A1	FMC360 & OGC	DP15-001
2008	Mariner	4M2CU39H38	4/25/2007	11-Aug-14	157000	A5	FMC360	DP15-001
2008	Escape Hybrid	1FMCU49H88	3/2/2007	05-Sep-14	UNKNOWN	A5	OGC	DP15-001
2008	Escape	1FMCU03Z18K	4/8/2008	05-Nov-14	70000	A5	FMC360	DP15-001
2010	Mariner	4M2CN8H70A	10/10/2009	30-Oct-14	UNKNOWN	A5	OGC	DP15-001

Alleged_ Accident	Alleged _Fire	Alleged_ Injury	Alleged_ Fatality
Y	N	N	N
Y	N	N	N
Y	N	N	N
Y	N	N	N
Y	N	N	N
Y	N	N	N

Comments
Web Form Data Description of Vehicle Concern cust states the steering wheel locked up after the recall 14s05 was performed.and theyclaim the hit a pole. ,, Please list any diagnostics already performed road tested vehicle no problems were felt during road test raise vehicle on lift removed tie rods from knuckle the knuckle movesfreely with no binding .installed the ids no dtcs were stored in pscm. ,, Parts Replacednone ,, Your Question any known concerns or any other helpful info atthis time no problem was found.OGC response due to the allegation of the
Activity: CASE Date: 3/4/2015 8:13:38 PM CUST SAYS: ..Explains the torque sensor has gone out. The vehicle has lost power steering. He knows there was a recall done in august for the power steering. The dlr has the vehicle and cannot assist. ....PER CUST, DLR SAYS:..n/a....CRC ADVISED: ..I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case to ensure all resources available through Ford Motor Company are utilized to assist you. You should contact your Service Manager for updates regarding your case. Based on our resources, your point of contact will be Robert. The case number that I have established for you today is CAS-XXXXXXX...*Note to S/M please contact SSSC for consideration of coverage under 14s05..-..OFFERED THE WORKS Activity: CASE Date: 3/4/2015 8:43:04 PM "By Uptown Lincoln/Mercury" - This vehicle has no open recalls. 14S05 was per formed at another dealership. The customer has never been at Uptown before. Under the Q & A section of the recall Ford states:"Q4. What if a customer experiences loss of steering assist after the modules have..been reprogrammed?..A. The modules were reprogrammed to prevent sudden loss of steering assist while driving...Additionally, the instrument cluster software update will provide audible and visual..indications to the driver in the unlikely event of a torque sensor fault. Any subsequent..loss of assist repairs experienced after completion of module
Activity: CASE Date: 8/11/2014 7:45:07 PM CUSTOMER SAYS:..Daughter was just involved in accident. Veh was involved in the steering column recall which has been performed. Not sure if what she experienced is associated with that repair or not. She tried avoiding the accident, but when trying to turn the steering column left it locked up. Talked to insurance, but was directed to contact FMC. Daughter has claim open with them. ....PER CUSTOMER DEALER SAYS: ..n/a ....CRC ADVISED:..You daughter will need to continue working with the insurance company, as they would have the right to subrogate on her behalf and pursue claims against FMC if they feel necessary. Activity: CASE Date: 8/13/2014 5:44:30 PM CUST SAYS: ..cas-5042090..She is checking on case.....PER CUST DLR SAYS:.. N/A....CRC:..Ford Motor Company..PO Box 70..Dearborn, MI 48121..Fax (313) 845-5555
Statement from husband of driver (not present during the accident) noted wife drove vehicle straight off the opposite side of road as it curved right, corrected right to avoid on coming traffic, hit the curb on the right lane, then rolled twice. No skid marks as it left the first lane, skid marks from avoiding the on coming traffic. No injuries noted.
Activity: CASE Date: 11/5/2014 4:26:09 PM CUST SAYS:....He is calling because on Saturday veh got totaled and it was because of the power steering his..wheel locked up on him ..no control of brake or accelerator ..Insurance company is already involved and is paying out his loan on the veh. Wanted to call in today to adv us of what happened. ....PER CUST, DLR SAYS: ..N/A.....CRC ADVISED:..The information you have provided has been documented. We appreciate your call to Ford Motor Company.
Customer states she was driving and trying to turn, but the vehicle would not brake or turn and she hit the car in front of her. She was going 20-30 mph. No injuries. Wants Ford to pay for repairs.

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APPENDIX F

Torque sensor kit and steering columns for use on:
2008-2012 model year Ford Escape, Mercury Mariner, and Mazda Tribute

The electronics portion of the Power Steering Control Module (PSCM) is part of the Steering Column Assembly and is not available separately.
Some Ford documents may refer to the Steering Column Assembly as the PSCM.
The electric motor used in the PSCM is not available separately.

Torque Sensor Kit and Steering Column Assembly produced by:
Nexteer
3900 E. Holland Rd.
Saginaw, MI 48601-9494
(989) 757-5000
Point of Contact at Supplier: VP of Quality, (989) 757-5000

Service part sales:

SERVICE PART: CL8Z- 3F818-A TORQUE SENSOR KIT
Engineering CL84-3F818-AA

MO	YR	Quantity
05	2015	244
04	2015	1247
03	2015	2462
02	2015	2119
01	2015	1814
12	2014	1541
11	2014	1551
10	2014	908
09	2014	800
08	2014	882
07	2014	1717
06	2014	490
05	2014	223
04	2014	460
03	2014	745
02	2014	658
01	2014	76
12	2013	0
11	2013	0
10	2013	0

SERVICE PART: CL8Z- 3C529-D COLUMN ASY - STEERING
Engineering CL84-3C529-BB

MO	YR	Quantity
May-15		290
Apr-15		784

Mar-15	1777
Feb-15	1501
Jan-15	1022
Dec-14	874
Nov-14	765
Oct-14	550
Sep-14	427
Aug-14	622
Jul-14	799
Jun-14	468
May-14	401
Apr-14	985
Mar-14	1709
Feb-14	2280
Jan-14	2416
Dec-13	1499
Nov-13	1433
Oct-13	922
Sep-13	814
Aug-13	311
Jul-13	308
Jun-13	326
May-13	545
Apr-13	959
Mar-13	1359
Feb-13	1273
Jan-13	1221
Dec-12	638
Nov-12	674
Oct-12	473
Sep-12	338
Aug-12	271
Jul-12	278
Jun-12	273
May-12	492

Annual sales summary for steering column assembly:

Year	Quantity	Prior part number			
2015	4690				
2014	12296	CL8Z-	3C529-B	CL8Z-	3C529-C
2013	8618				
2012	6543	CL8Z-	3C529-A		
2011	6853	BL8Z-	3C529-B		
2010	1253				
2009	0				
2008	0				
2007	0				

DP15-001

FORD

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APPENDIX G

2008-2012 Model Year Ford Escape and Mercury Mariner Electronic Power Assisted Steering System Description and Principles of Operation

The Electronic Power Assist Steering (EPAS) system consists of the following components:

- Power Steering Control Module (PSCM) — the PSCM controls the functions of the EPAS system and communicates with other modules that are on the High Speed Controller Area Network (HS-CAN) bus. The PSCM is attached to the EPAS column assembly and is not available separately for service.
- Motor — the EPAS gear uses a 12-volt brushless, reversible motor, a worm gear and a reduction gear to control the steering effort. The motor is attached to the EPAS column assembly and is not available separately for service.
- Steering sensor — the steering sensor is used by the PSCM to determine force applied to, speed and direction of the steering wheel. This information is transmitted to other modules along the HS-CAN bus. The sensor is attached to the EPAS column assembly and is available separately for service.
- Steering column shaft — the steering column shaft connects the EPAS column assembly to the steering gear and is available separately for service.
- Steering gear — the steering gear is a rack and pinion type gear, which is serviced as an assembly and is contained within a one-piece aluminum housing. The steering gear uses tie-rod ends to connect the gear to the wheel knuckles. The steering gear can be serviced separately from the EPAS column assembly.

Principles of Operation:

Electronic Power Assist Steering (EPAS)

The Electronic Power Assist Steering (EPAS) system provides power steering assist to the driver by replacing the conventional hydraulic valve system with an electric motor coupled to the steering shaft. The motor is controlled by the Power Steering Control Module (PSCM) that senses the steering effort through the use of a torque sensor mounted between the steering column shaft and the steering gear. Steering assist is provided in proportion to the steering input effort and vehicle speed.

The EPAS system requires a 12-volt, hot at all times feed for system operation. The PSCM is activated when power is applied to the hardwired ignition/run input. After activation, the PSCM monitors the High Speed Controller Area Network (HS-CAN) bus to determine if the vehicle is operating in a manner capable of supporting the EPAS system.

The vehicle speed, which is sent by the PCM over the HS-CAN bus, provides the necessary information to the EPAS to determine the amount or level of power assist. As vehicle speed increases, the amount of power assist provided by the system is reduced to improve and enhance road feel at the steering wheel. If the vehicle speed is missing or out of range, the PSCM defaults to a reduced level of assist. If the vehicle speed returns to the correct in-range values, the PSCM adjusts the steering assist level accordingly.

Low battery and/or charging system voltage or a charging system DTC being present may cause the PSCM to enter into a limited operation mode resulting in uneven steering assist or a

lack of steering assist. This limited operation mode feature is built into the PSCM to allow the safe, continued operation of the vehicle in the event of an EPAS concern. A DTC may or may not be present when the PSCM is operating in limited operation mode. Additionally, overheating the steering system may cause the PSCM to go into the limited operation mode, this is in order to protect the electronic components from overheating.

Power Steering Control Module (PSCM)

The PSCM manages the EPAS system. The PSCM receives vehicle speed information from the PCM via the HS-CAN bus, the module also receives information from the steering shaft torque sensor to determine the amount of assist that is needed. At lower speeds, the control module will provide greater assist. At higher speeds, the control module will provide less assist. The PSCM is part of the steering column and is not serviceable separately.

The PSCM is self-monitoring and has the capability of setting and storing DTCs. Depending on the DTC set, the control module will enter into a "safe mode" and will provide a set amount of assist to the EPAS system.

Power Steering Motor

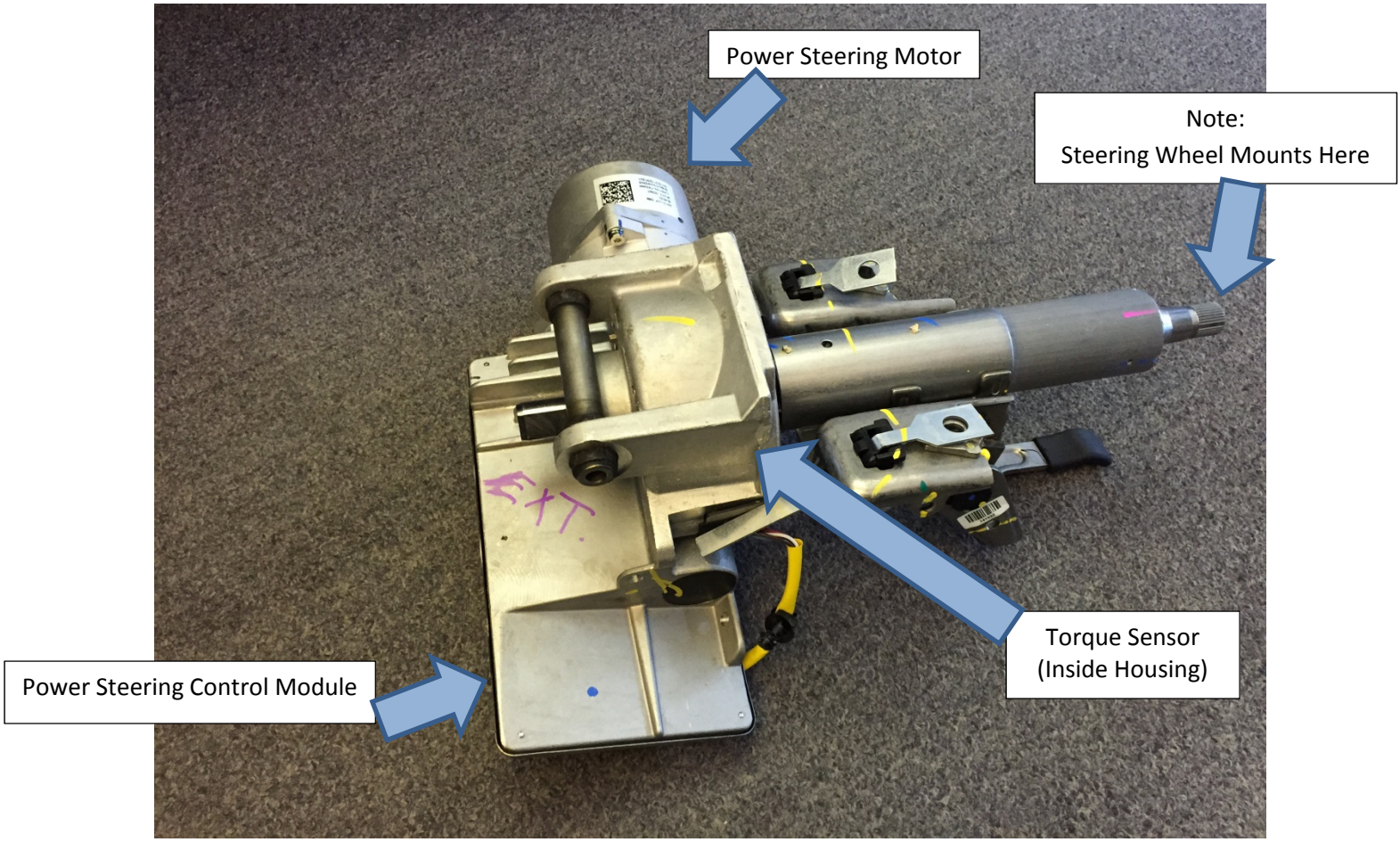
The EPAS system uses a 12-volt brushless reversible motor to control the steering effort. The motor is connected to the steering shaft through a worm gear and a reduction gear on the steering column. The motor is part of the steering column assembly and is not serviceable separately.

Steering Sensor

The steering sensor provides the PSCM with information on the direction, speed and amount of force being applied to the steering wheel. The module uses this information to determine the amount of steering assist required. The sensor is a 5-volt dual analog sensor with an output voltage range of 0.25 volt to 4.75 volts. When the steering wheel is turned to the left, the left signal increases while the right signal decreases, likewise when the steering wheel is turned to the right, the right signal increases while the left signal decreases.

Electronic Power Assist Steering (EPAS) Column Assembly Initialization

After installing a new EPAS steering column assembly, the steering column assembly must be configured and the steering wheel position sensor must be calibrated.



Steering Column Assembly

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FORD

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APPENDIX H

a) Code	b) Name	c) fault detection	d) warnings	e) Failsafe mode	f) time interval to failsafe transition. Restrictions on transition?	g) conditions needed to clear warnings and failsafe mode	h) Conditions needed to clear DTC (Removed from History)
P0635	External Angle Control limit exceeded for Auto Park	No effect on driving, only during auto park	Driver will receive autopark warning	PSCM will go into a reduced performance state	No loss of assist	At next key cycle will re-evaluate if the condition still exists.	64 Keycycles
P1653	External Angle Control tolerance command vs response exceeded for Auto Park	No effect on driving, only during auto park	Driver will receive autopark warning	PSCM will go into a reduced performance state	No loss of assist	At next key cycle will re-evaluate if the condition still exists.	64 Keycycles
C195C	Low Voltage	Voltage at PSCM < 11V	No warning	PSCM will go into a reduced performance state	Will follow voltage capability of the vehicle. No restrictions on transition.	Voltage returns to a value within specified tolerance within same keycycle.	64 Keycycles
C2000	Trim (cal) operation not performed in vehicle.	Performed in service or Veh Asm Plant	No warning	PSCM will go into a reduced performance state	No loss of assist	Trim position sensor.	64 Keycycles
B1317	High voltage	Voltage at PSCM > 16V for 1000ms	No warning	Ramp out to zero assist	Will follow voltage capability of the vehicle. No restrictions on transition.	Voltage returns to a value within specified tolerance within same keycycle.	64 Keycycles
B1318	High voltage or Low Voltage	Voltage at PSCM > 18V or < 9V	No warning	Remove Assist	Will follow voltage capability of the vehicle. No restrictions on transition.	Voltage returns to a value within specified tolerance within same keycycle.	64 Keycycles
B1342	Micro Test Failure	RAM, micro self test, Memory Checksum, internal comm with watchdog, A/D error, relay test, etc…	No warning	Remove Assist	20 ms detection time. No restrictions on transition.	At next key cycle will re-evaluate if the condition still exists.	64 Keycycles
B2277	Motor Failure	Motor position failure (hi or low resolution), position calculation error.	No warning	Remove Assist	20 ms detection time. No restrictions on transition.	At next key cycle will re-evaluate if the condition still exists.	64 Keycycles
B2278	Torque Sensor Failure	T1 vs T2, short to V, short to Gnd, diff torque, T1 Range, T2 Range, Torque trim not performed.	No warning	Remove Assist	20 ms detection time. No restrictions on transition.	At next key cycle will re-evaluate if the condition still exists.	64 Keycycles
B227B	Position Sensor Failure	Cal failed, signals invalid	No warning	PSCM will go into a reduced performance state	No loss of assist	At next key cycle will re-evaluate if the condition still exists.	64 Keycycles
B2477	Tuning Not selected	Did not get end of line cal.	No warning	PSCM will go into a reduced performance state	No loss of assist	Flash correct calibration	64 Keycycles
U0100	Vehicle speed message (Gas)	Loss of invalid vehicle speed	No warning	PSCM will go into a reduced performance state	No loss of assist	Receive correct values.	64 Keycycles
U0101	Vehicle speed message (HEV)	Loss or invalid vehicle speed	No warning	PSCM will go into a reduced performance state	No loss of assist	Receive correct values.	64 Keycycles
U0121 U0155 U0159 U0159 U0402 U0415 U045A U2023	HSCAN message missing	loss or invalid data received in network message	No warning	If wheel speed missing, auto park will not work. Vehicle speed missing will be reduced performance.	No loss of assist	Receive correct values.	64 Keycycles

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FORD

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APPENDIX I

All Torque Sensor Kit Claims

	Model Year				
Model	**2008**	**2009**	**2010**	**2011**	**Grand Total**
ESCAPE	3537	1196	757	56	5546
ESCAPE HYBRID	372	160	72	8	612
MARINER HYBRID	60	26	2		88
MARINER	853	226	114	5	1198
Grand Total	**4822**	**1608**	**945**	**69**	**7444**

All PSCM Claims

	Model Year				
Model	**2008**	**2009**	**2010**	**2011**	**Grand Total**
ESCAPE	7674	4232	3823	384	16113
ESCAPE HYBRID	1910	1271	490	77	3748
MARINER HYBRID	206	119	21	2	348
MARINER	1581	588	495	55	2719
Grand Total	**11371**	**6210**	**4829**	**518**	**22928**

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APPENDIX L

Article Number: 20895
Article Type: S
Global Concern Number:
Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	07/16/2009	07/15/2013
WD	***	07/16/2009	07/15/2013

Title:

2008-2009 ESCAPE/MARINER/HYBRID - REDUCED POWER STEERING ASSIST - NO DTC

Text:

SOME 2008-2009 ESCAPE, MARINER, ESCAPE HYBRID AND MARINER HYBRID VEHICLES MAY EXHIBIT REDUCED AND/OR INTERMITTENT POWER STEERING ASSIST WITHOUT DTCS IN THE POWER STEERING CONTROL MODULE (PSCM). IF THE PSCM RECEIVES LESS THAN 11 VOLTS THE PSCM ENTERS A LIMITED OPERATION MODE (LOM), THIS MODE REDUCES THE AMOUNT OF ASSIST BASED ON THE POWER SUPPLY SYSTEM VOLTAGE. PRIOR TO REPLACING THE PSCM, VERIFY THE FOLLOWING: 1) PROPER OPERATION OF THE POWER SUPPLY SYSTEM. 2) VOLTAGEFROM THE BJB AND SJB TO THE PSCM. FAILURE TO FIND THE ROOT CAUSE OF THE LOW VOLTAGE CONDITION MAY RESULT IN REPLACEMENT OF A GOOD PSCM AND POSSIBLE REPEAT REPAIRS. THE ONLINE WORKSHOP MANUAL, SECTION 211-00, HAS BEEN UPDATED WITH IMPROVED EXPLANATIONS AND DIAGNOSTICS FOR THIS CONDITION.

Vehicles:

2008-2009	ESCAPE (00130)
2008-2009	MARINER (00163)

Symptom Code:

200000	ELECTRICAL
203000	ELECTRICAL BASIC ELECTRICAL
203100	ELECTRICAL CHARGING SYSTEM
203200	ELECTRICAL WIRING-GENERAL
300000	CHASSIS
303000	CHASSIS STEERING/HANDLING

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Stop/Steer/Ride				6*****
Stop/Steer/Ride	Steering/Steering Wheel			662***
Stop/Steer/Ride	Steering/Steering Wheel	Feel/Wander/Pull		6623**
Stop/Steer/Ride	Steering/Steering Wheel	Feel/Wander/Pull	Intermittent	662339
Stop/Steer/Ride	Steering/Steering Wheel	Performance		6624**
Stop/Steer/Ride	Steering/Steering Wheel	Performance	Excessive Effort	662428
Stop/Steer/Ride	Steering/Steering Wheel	Performance	Inoperative	662438
Stop/Steer/Ride	Steering/Steering Wheel	Performance	Intermittent	662439

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FORD

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APPENDIX M

Aggressive driving on any road condition can cause you to lose control of your vehicle increasing the risk of personal injury or property damage. The occurrence of an AdvanceTrac® with RSC event is an indication that at least some of the tires have exceeded their ability to grip the road; this could reduce the operator's ability to control the vehicle potentially resulting in an accident, personal injury, or property damage. If you experience a severe road event, SLOW DOWN.

If a failure has been detected within the AdvanceTrac® with RSC system, the "sliding car" icon will illuminate steadily. Verify that the AdvanceTrac® with RSC system is not manually disabled (push the AdvanceTrac® with RSC button located on the center stack of the instrument panel). If the "sliding car" icon still illuminates steadily, have the system service by an authorized dealer immediately. Operating your vehicle with AdvanceTrac® with RSC disabled may severely reduce your ability to control your vehicle. Failure to have your vehicle properly serviced will increase the risk of an accident, injury or property damage.

STEERING

Your vehicle is equipped with an Electric Power-Assisted Steering (EPAS) system. There is no fluid reservoir to check or fill.

If your vehicle loses electrical power while you are driving (or if the ignition is turned off), you can steer the vehicle manually, but it takes more effort. Under extreme usage conditions, the steering effort may increase. This occurs to prevent overheating and permanent damage to your steering system. If this should occur, you will neither lose the ability to steer the vehicle manually nor will it cause permanent damage. Typical steering and driving maneuvers will allow the system to cool and steering assist will return to normal.

If the steering wanders or pulls, check for:

- an improperly inflated tire
- uneven tire wear
- loose or worn suspension components
- loose or worn steering components
- improper steering alignment

A high crown in the road or high crosswinds may also make the steering seem to wander/pull.