

PE15-017

FORD

7/2/2015

APPENDIX B

DISC 1

2015 Model Year Explorer Police Interceptor Front Brake Jounce Hose

OWNER REPORTS

As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as FMC360.

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: 2013 through 2015

Subject Vehicle: Ford Explorer Police and Civilian vehicles built on or after June 25, 2012, manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1012 through May 14, 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 Category	Symptom Code	Symptom Description
Stop/Steer/Ride	660300	Stopping Pedal Feel Other
Stop/Steer/Ride	660328	Stopping Pedal Feel Excessive Effort
Stop/Steer/Ride	660340	Stopping Pedal Feel Long Travel
Stop/Steer/Ride	660367	Stopping Pedal Feel Spongy/Mushy
Stop/Steer/Ride	666200	Brake Fluid Other
Stop/Steer/Ride	666216	Brake Fluid Consumption
Stop/Steer/Ride	666287	Brake Fluid Visible Leak
Driver Aids & Information	227700	Brake System Warning Indicator Other
Driver Aids & Information	227768	Brake System Warning Indicator Stays On

LEGAL CONTACTS

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

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

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

The claims, known as "Legal Contacts" are entered into the 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:

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

Model Year: 2013 through 2015

Subject Vehicle: Ford Explorer Police and Civilian vehicles built on or after June 25, 2012, manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2012 through May 14, 2015 (the date of this inquiry)

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Stop/Steer/Ride	660300	Stopping Pedal Feel Other
Stop/Steer/Ride	660328	Stopping Pedal Feel Excessive Effort
Stop/Steer/Ride	660340	Stopping Pedal Feel Long Travel
Stop/Steer/Ride	660367	Stopping Pedal Feel Spongy/Mushy
Stop/Steer/Ride	666200	Brake Fluid Other
Stop/Steer/Ride	666216	Brake Fluid Consumption
Stop/Steer/Ride	666287	Brake Fluid Visible Leak
Driver Aids & Information	227700	Brake System Warning Indicator Other
Driver Aids & Information	227768	Brake System Warning Indicator Stays On

OASIS MESSAGES

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

SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number)

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

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

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

Model Year: 2013 through 2015

Subject Vehicle: Ford Explorer Police and Civilian vehicles built on or after June 25, 2012, manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1012 through May 14, 2015 (the date of this inquiry)

OASIS Service Code(s):

Symptom Category	Symptom Code	Symptom Description
Stop/Steer/Ride	660300	Stopping Pedal Feel Other
Stop/Steer/Ride	660328	Stopping Pedal Feel Excessive Effort
Stop/Steer/Ride	660340	Stopping Pedal Feel Long Travel
Stop/Steer/Ride	660367	Stopping Pedal Feel Spongy/Mushy
Stop/Steer/Ride	666200	Brake Fluid Other
Stop/Steer/Ride	666216	Brake Fluid Consumption
Stop/Steer/Ride	666287	Brake Fluid Visible Leak
Driver Aids & Information	227700	Brake System Warning Indicator Other
Driver Aids & Information	227768	Brake System Warning Indicator Stays On

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

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

INTERNAL SERVICE MESSAGES

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

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

Model Year: 2013 through 2015

Subject Vehicle: Ford Explorer Police and Civilian vehicles built on or after June 25, 2012, manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1012 through May 14, 2015 (the date of this inquiry)

CQIS Symptom Code(s):

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

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

FIELD REVIEW COMMITTEE

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

WARRANTY

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

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

Model Year: 2013 through 2015

Subject Vehicle: Ford Explorer Police and Civilian vehicles built on or after June 25, 2012, manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

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

Customer Concern Code(s):

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

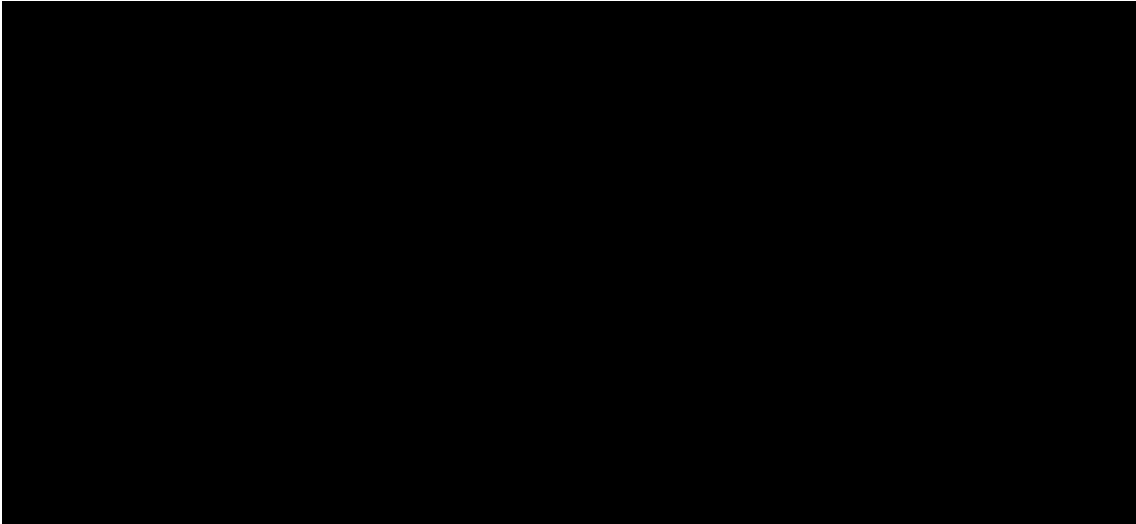
PE15-017

FORD

7/2/2015

APPENDIX D

DISC 1



*****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: [REDACTED]
Sent: Wednesday, January 08, 2014 8:52 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: J.C. Lewis Ford

Requesting Dealer Fleet: JC Lewis Ford

PA Code: 04927

Contact Person: Keith Comer

Title: Service Director

Phone Number: [REDACTED]

Fax Number:

Email: [REDACTED]

Region: Southeast

Address: 9505 Abercorn Rd

City: Savannah

State: Georgia

Zip Code: 31406

CUSTOMER VEHICLE INFORMATION:

WSD: ??

Vehicle Year: 2014

Vehicle Model: Explorer

Vehicle VIN: 1FM5K7F82EG [REDACTED]

Mileage: 6000

customer Fleet Name: [REDACTED]

Street Address: [REDACTED]

City : Richmond Hill

State : Georgia

Zip Code : [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Customer Region: Southeast

DETAILS OF INCIDENT:

Accident

Date of Incident: 2013-12-16

County incident occurred: Chatham

Is customer alleging a component defect CAUSED the incident? YES

Details: Customer had brakes inspected at the dealership and we determined at that time that the brakes were operating as designed at that time. The customer had a minor accident at a later date (no air bag deployment) and claimed the vehicle would not stop

Was a police report filed? NO

Details : ?

Has the insurance company been contacted? YES

Insurance company advised: ?

Insurance company contact information: Mercury Ins Adjuster is [REDACTED]

Coach builder:

City :

State :

Zip Code :

Vehicle Location: JC Lewis Ford Body Shop

Attorney information:

CVO Contact:

Resolution Customer is seeking:

Comments:

Report# : DLSNP105 CACSFE--or-- C3 0001915196MS **Received:** 12/20/2013
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2014,EXPLORER 4X2 (U502) ,LIMITED,4 DOOR ,MPV ,1FM5K7F82EG [REDACTED] **Build Date:** 07/08/2013
Odometer : 0 M **Engine:** 3.5L CYCLO **Calibration:** EUB1SN0A
Transmission: 6F50 **Axle:** **A/C:** YES
Dealer: USA 04927 J.C. Lewis Ford **Phone#:** [REDACTED]
City: Savannah **State:** Georgia **Country :** USA
Originator:
Symptom: 6 65 1 00 SP/ST/RD,PEDALS/LEVER,BRAKE,UNKNOWN
Status:
VFG: V21 BRAKING
Additional Symptom:
Fix: **Causal Component :**
Condition Code:
Cust: [REDACTED] **Home Phone:** ()
Work Phone: () **Region:** S1 Atlanta
Case Status: **Date:** 00 / 00 / 0000 **Vehicle Paint:** STERLING GRAY METALL

KOEO:
KOEC:
KOER:

OWNREL ***CUST1FM5K7F82 [REDACTED] [REDACTED] [REDACTED] 210-0073 [REDACTED] CCI
HUSBANDBREAK PEDAL GOES ALLTHE WAY TO THE FLOOR AND DOES NOT STOP-TOOK
TO DLRSHIP LAST WEDNESDAY (12/16/13) THEY STATED WRONG W/BREAKS THEN
THIS PAST MONDAY 12/16/13 OWNER TRIED TO BREAK WHILE DRIVING AND HIT
VEHICLE. 1. Were any injuries sustained NO- Please provide the first
and last name of all injured parties.2. What are you seeking from Ford
Motor Company- Compensation/Financial | Reimbursement - Proceed with
opening a OGC Legal Case INVESTIGATOR TO INSPECT THE BREAKS FEELS THE
DLRSHIP IS RESPONSIBLE FOR FAILURE TO DIAGNOSIS AND REPAIR BREAKS- Not
Sure (customer unsure of what they want from FMC) - Proceed with
opening a OGC Legal Case- Nothing - just called Ford to advise us of
the accident/fire. a) If the answer is nothing and no injuries were
sustained, an OGC legal case should not be run. Follow the
Feedback/Product/Negat tive or Positive case classification path. b)
If the answer is nothing and injuries were sustained, an OGC legal
case is required 3. What was the date of the accident 12/16/134. What
product defect is alleged to have caused the accident BREAKS5. What is
the City and State where the accident occurredSAVANNA GA6. Was a

police report filed YES. If a police report was filed, what were the findings FOLLOWING TO CLOSE BUT TO SUBMIT PAPERWORK FROM DLRSH VISIT PREVIOUS WEEK. 8. What is the police report number and in what city and cou

OWNREL *CLARIFICATION OF OPENING NOTES CUST REPORTS DLRSH STATED NOTHING WAS WRONG W/BREAKS ON WEDNESDAY 12/11/13 (I LEFT THE WORK "NOTHING" OUT IN MY NOTE)

OWNREL Per email from TL Thomas - called back and spoke with [REDACTED] "the OCG will not be sending out information on this case. The CUSTs need to continue to work with their insurance company on this matter. [REDACTED] stated she would contact her insurance company with that information.

OWNREL Customer called in asking for a different resolution on his case. I supported previous notes by CSM.

Requester: ATAYLO29

Report Summary

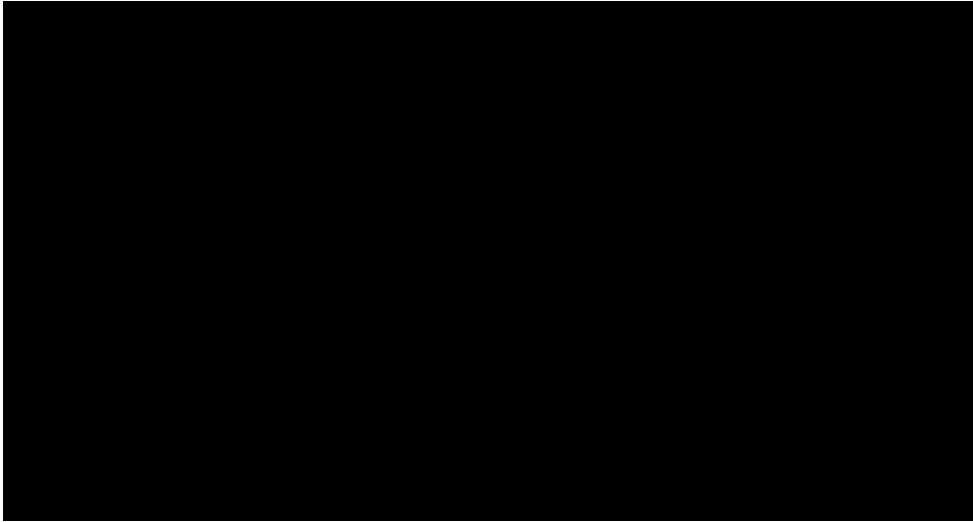
Server: ECCVWS962

Ford Proprietary, Private

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4-Mar-2014

Retention: None



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

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

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: Ford of Moses Lake

Requesting Dealer Fleet: Ford of Moses Lake

PA Code: 07426

Contact Person: Laura Riley

Title: Warranty Administrator

Phone Number: 5097654551

Fax Number: 5097661354

Email: [REDACTED]

Region: Seattle

Address: [REDACTED]

City: Moses Lake

State: Washington

Zip Code: 98837

CUSTOMER VEHICLE INFORMATION:

WSD: 12/16/2012

Vehicle Year: ~~2012~~ 2013

Vehicle Model: Explorer

Vehicle VIN: 1FM5K8D85DG [REDACTED]

Mileage: 1709

customer Fleet Name: [REDACTED]

Street Address: [REDACTED]

City : Moses Lake

State : Washington

Zip Code : [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Customer Region: Seattle

DETAILS OF INCIDENT:

Accident

Date of Incident: 2013-03-14

County incident occurred: Grant

Is customer alleging a component defect CAUSED the incident? YES

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

Was a police report filed? YES

Details : Moses Lake Police Department

Has the insurance company been contacted? YES

Insurance company advised: Proceed with repairs.

Insurance company contact information: Trask Insurance, SafeCo, [REDACTED]

Coach builder:

City : Moses Lake

State : Washington

Zip Code : 98837

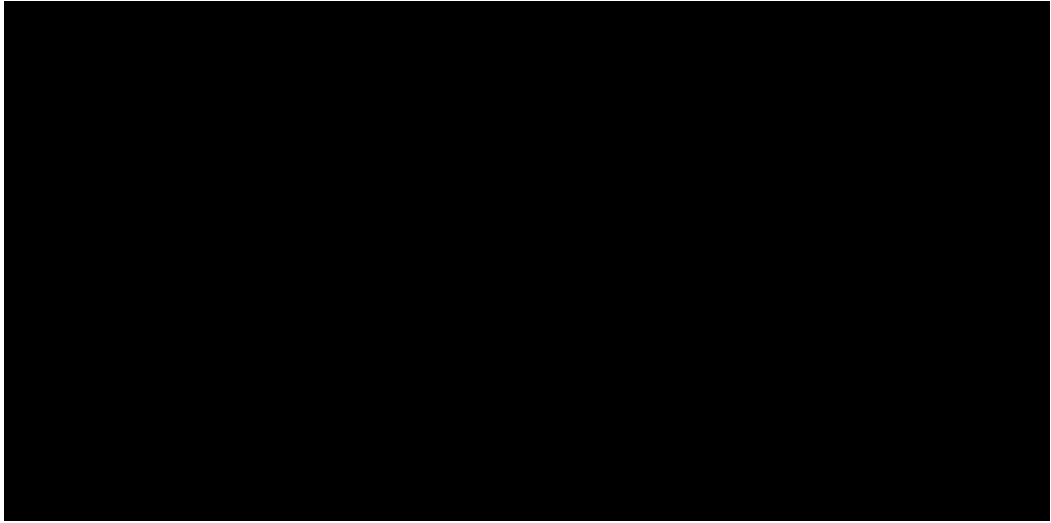
Vehicle Location: Customer's home.

Attorney information:

CVO Contact:

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

Comments:



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

From: DCPFORM, FMCDealer (.)
Sent: Thursday, November 13, 2014 7:32:04 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: [REDACTED]
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: Holmes Tuttle Ford Lincoln

Requesting Dealer Fleet: holmes tuttle ford lincoln

PA Code: 20337

Contact Person: jason davis

Title: service director

Phone: [REDACTED]

Fax Number: [REDACTED]

Email: [REDACTED]

Region: west

Address: [REDACTED]

City: tucson

State: Arizona

Zip Code: 85705

CUSTOMER VEHICLE INFORMATION:

WSD: 08/21/2014

Vehicle Year: 2014

Vehicle Model: 15 EXPLORER

Vehicle VIN: 1FM5K7D87FG [REDACTED]

Mileage: 738

customer Fleet Name: [REDACTED]

Street Address: [REDACTED]

City : TUCSON

State : Arizona

Zip Code : [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Customer Region: WEST

DETAILS OF INCIDENT:

Accident

Date of Incident: 2014-11-13

County incident occurred: PIMA

Is customer alleging a component defect CAUSED the incident? YES

Details: customer says previously when braking out of a driveway and today when backing out of a parking space that the vehicle would not stop and today, he hit two cars

Was a police report filed? NO

Details :

Has the insurance company been contacted? YES

Insurance company advised: customer has not yet provided insurance co info or mentioned what the insurance co advised

Insurance company contact information:

Coach builder:

City :

State :

Zip Code :

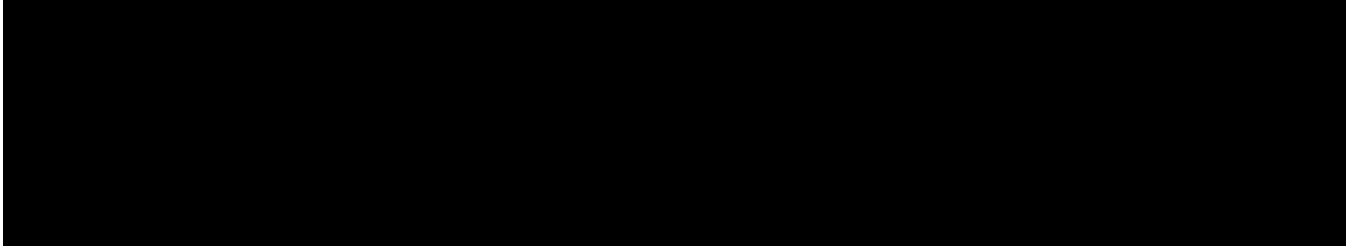
Vehicle Location: customer has the vehicle

Attorney information:

CVO Contact:

Resolution Customer is seeking: repair cause of failure

Comments: i asked customer what the brake pedal felt like when he was applying it and the vehicle wouldn't stop ie: hard, went to the floor, mushy, had to pump it) but he stated the brake pedal felt like it always does. He will contact us to schedule a date to inspect the brakes and try to duplicate his concern.





Mailing Address: PO Box 3328 | Englewood [REDACTED] (26)

January 15, 2014

16-RXT008

FORD
PO BOX 6248
DEARBORN MI 48121-6248

1-24-14 Je

Maggie
D089327

14 JAN 22 AM 10:30

CONSUMER AFFAIRS
SECTION

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

Dear Ford:

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

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

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

Respectfully,

Anna A Berry
Subrogation Senior Adjuster
American Family Mutual Insurance Company

[REDACTED]

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

Enc:

[REDACTED]

SATRN

Insured: ██████████

Policy: ██████████

Claim: ██████████

Loss Date: 12-16-2013

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

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

RIVER CITY BODY AND PAINT
34 E. MAIN AVE
PHONE: [REDACTED]

*** SUPPLEMENT 1 ***

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

Owner

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

Control Information

Claim #: [REDACTED] Insured Policy #: [REDACTED]
Loss Date/Time: 12/16/2013 04:00 AM Loss Type: Collision
Deductible: \$500.00
Ins. Company: American Family Insurance
Address: po box 3769 Work/Day: [REDACTED]
City State Zip: Portland, OR 97208 FAX: [REDACTED]
Insured: [REDACTED]
Address: [REDACTED]

Inspection

Inspection Date: 12/24/2013 09:22 AM Inspection Type: Direct Repair Program
Inspection Location: Camp Chevrolet Contact: [REDACTED]
Address: [REDACTED]
City State Zip: [REDACTED] Secondary Impact: [REDACTED]
Primary Impact: Right Rear Corner Rental Assisted: [REDACTED]
Driveable: No
Assigned Date/Time: [REDACTED] Received Date/Time: 12/20/2013 04:41 PM
First Contact Date/Time: [REDACTED] Appointment Date/Time: 12/23/2013 04:00 AM
Appraiser Name: BRIANNE RASMUSSEN Appraiser License #: [REDACTED]
Address: [REDACTED] Work/Day: [REDACTED]
City State Zip: [REDACTED] FAX: [REDACTED]
Email: [REDACTED]
Orig Appraiser Name: BRIANNE RASMUSSEN Appraiser License #: [REDACTED]
Address: [REDACTED] Work/Day: [REDACTED]
City State Zip: [REDACTED] FAX: [REDACTED]
Email: [REDACTED]

Repairer

Repairer: RIVER CITY BODY & PAINT Contact: [REDACTED]
Address: [REDACTED] Work/Day: [REDACTED]
City State Zip: [REDACTED] FAX: [REDACTED]
Email: [REDACTED] Work/Day: [REDACTED]

Target Complete Date/Time: [REDACTED] Days To Repair: 3

Remarks

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

Vehicle

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

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

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

Options

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

Damages

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

Front Suspension

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

Steering

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

Manual Entries

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

MC Message

01 CALL DEALER FOR EXACT PART # / PRICE

Estimate Total & Entries

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

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

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

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

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

Op Codes

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



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*** SUPPLEMENT RECONCILIATION ***

Supplement S1

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

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


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

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

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

Actual Supplement 1 Net Total **\$465.20+**

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



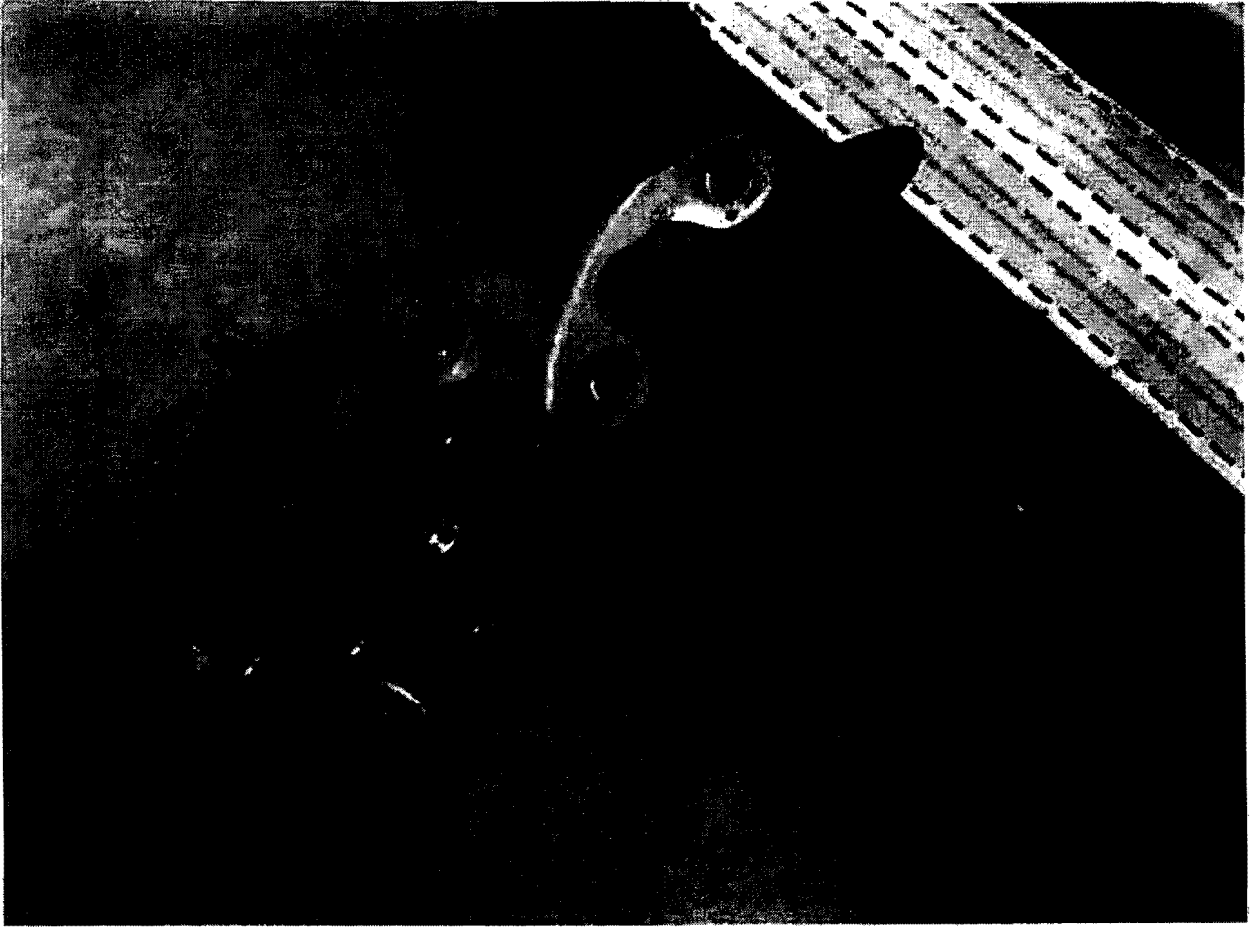
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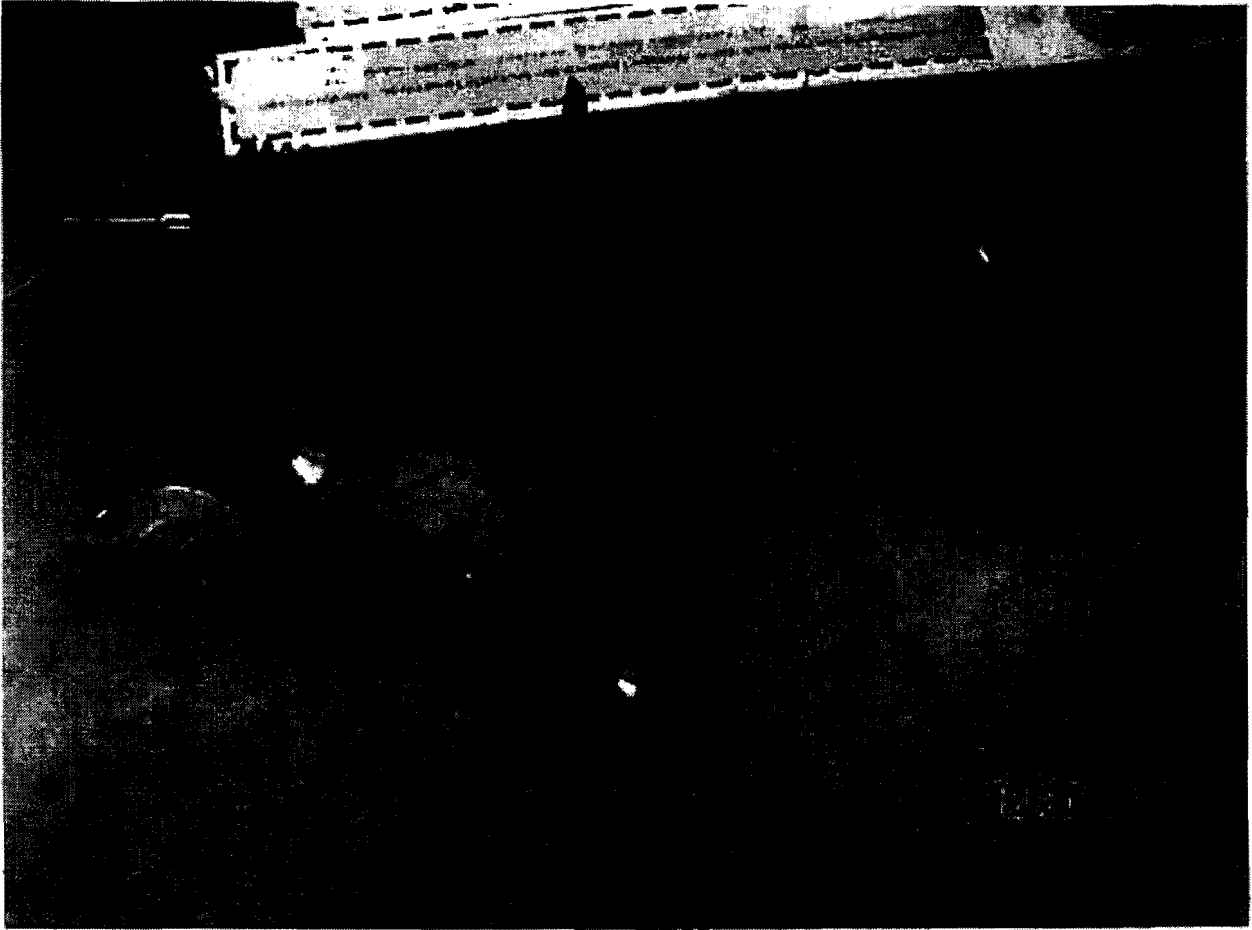
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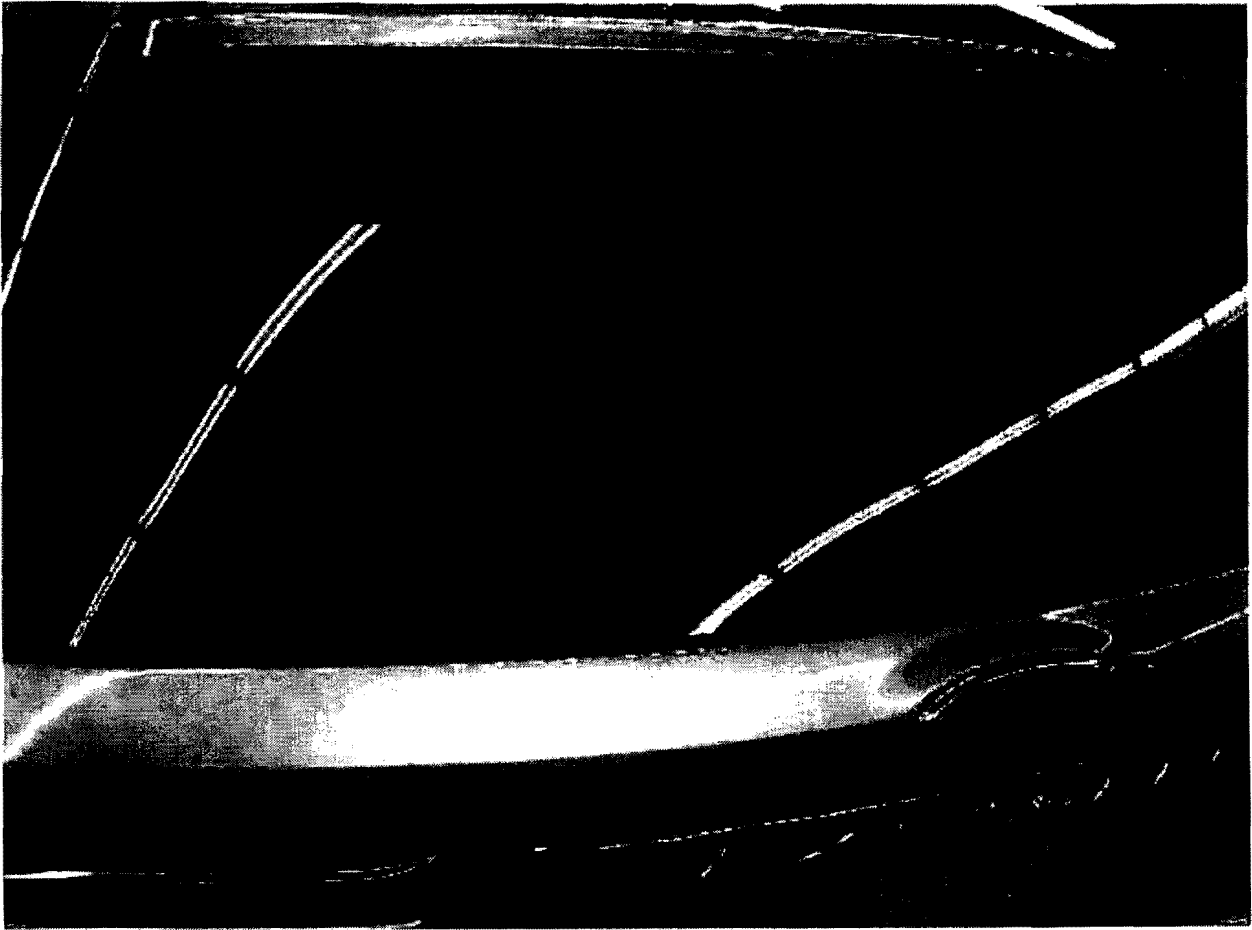


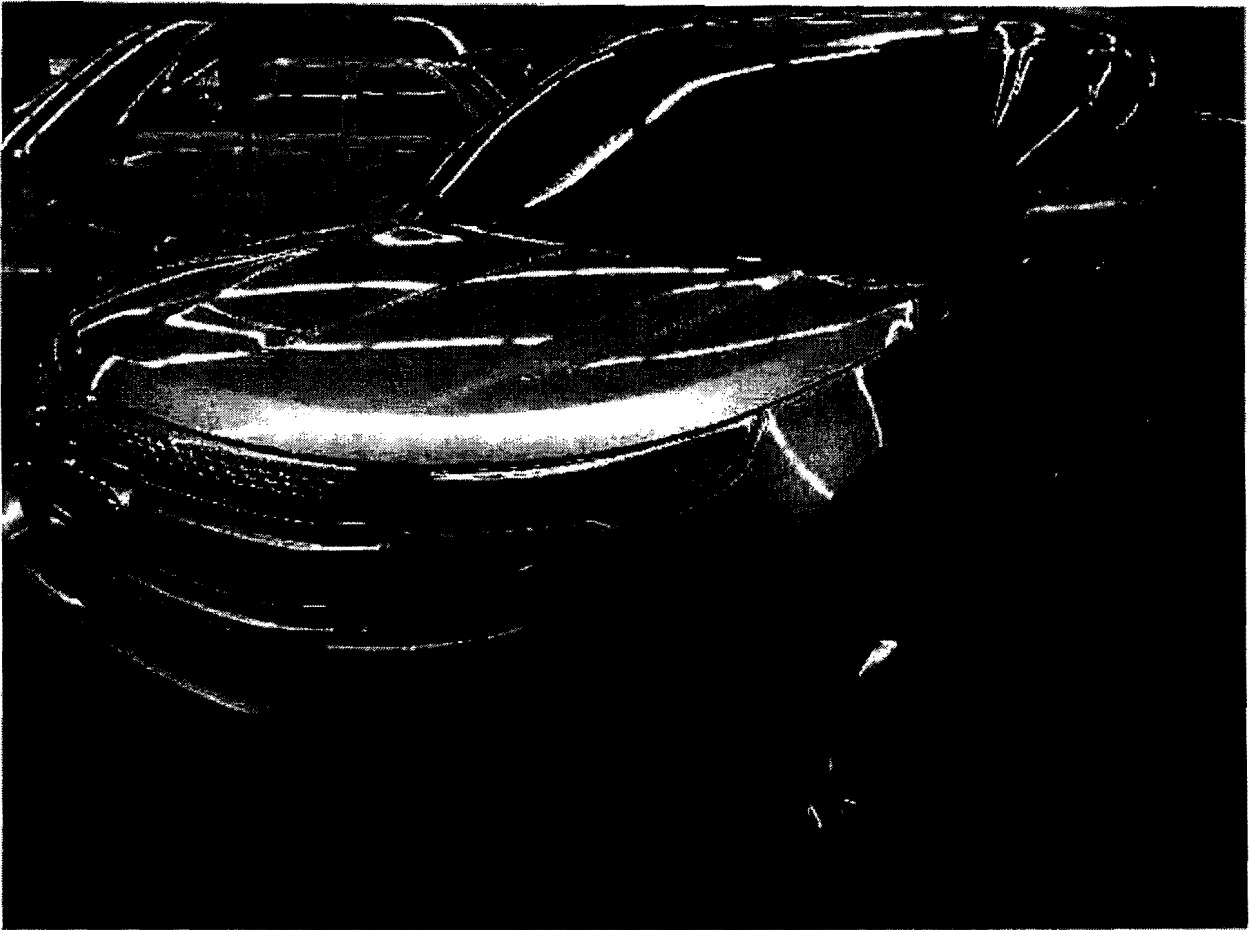




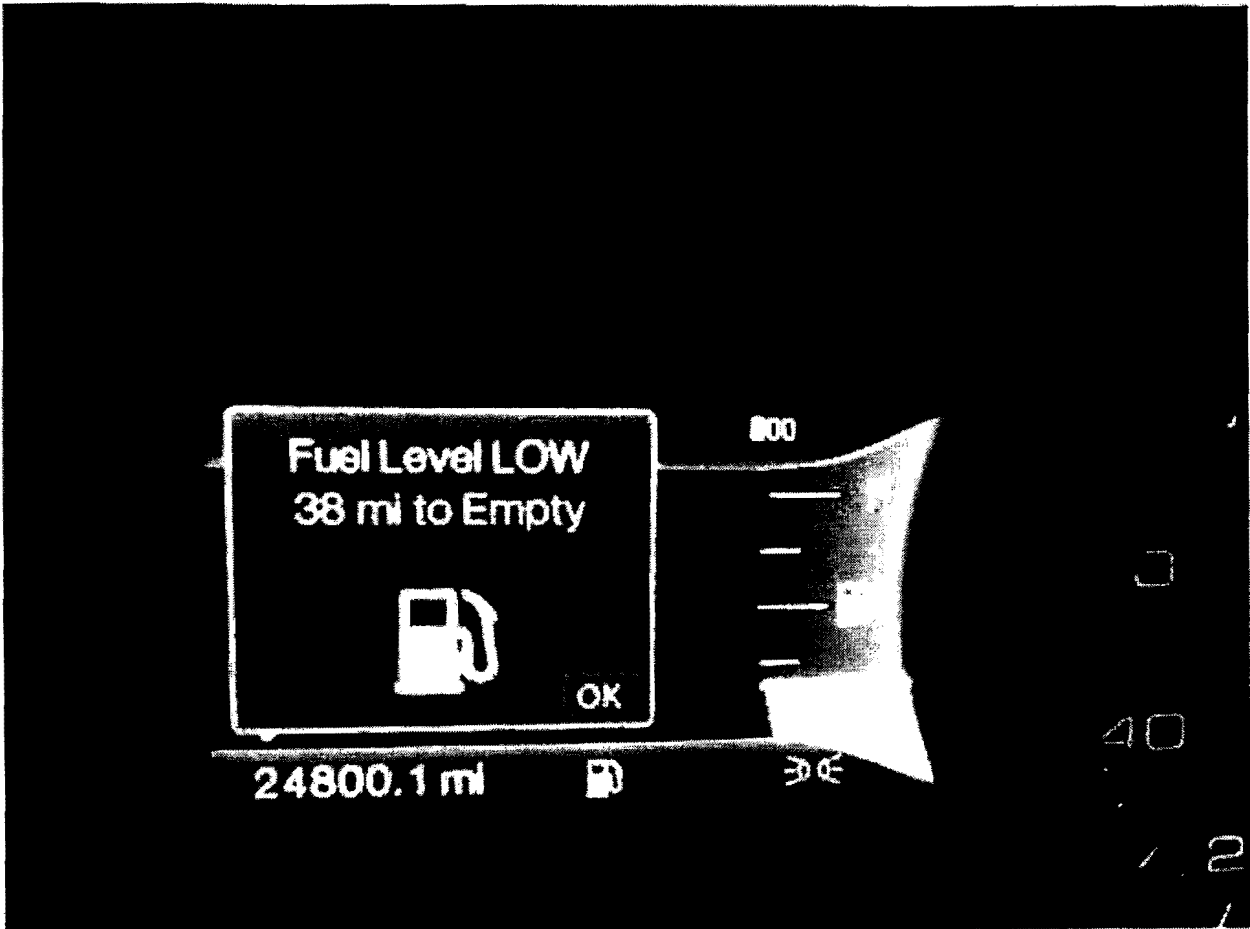


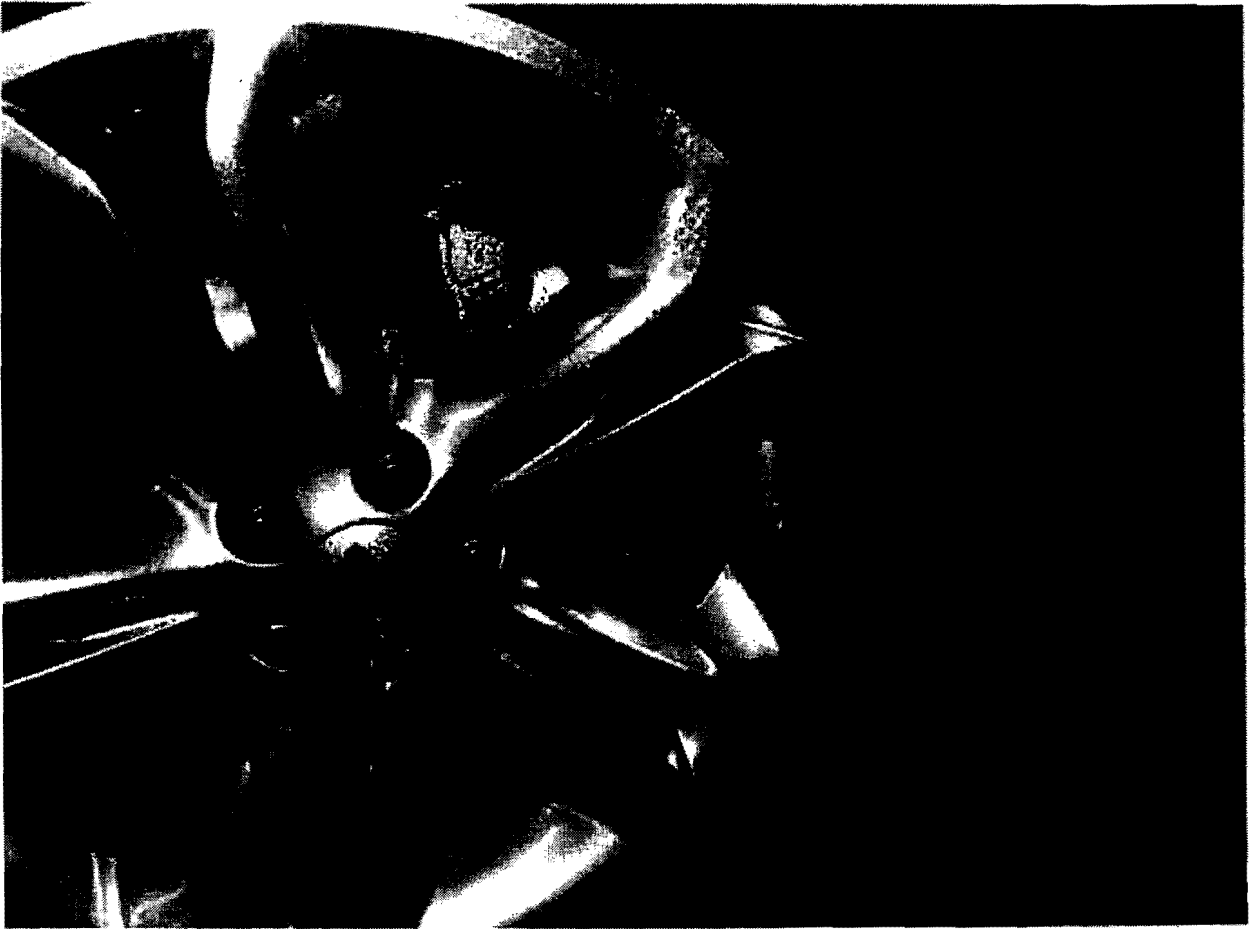




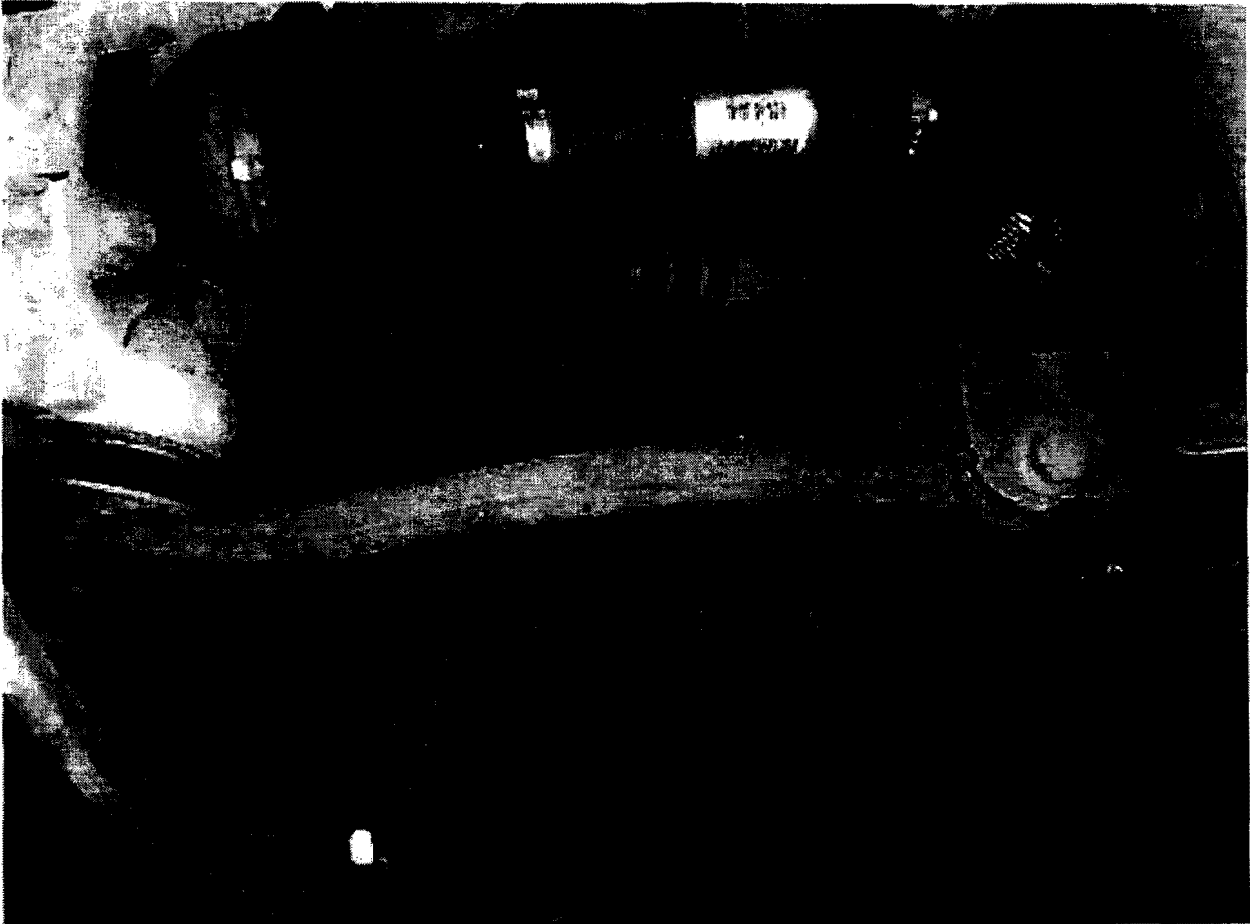




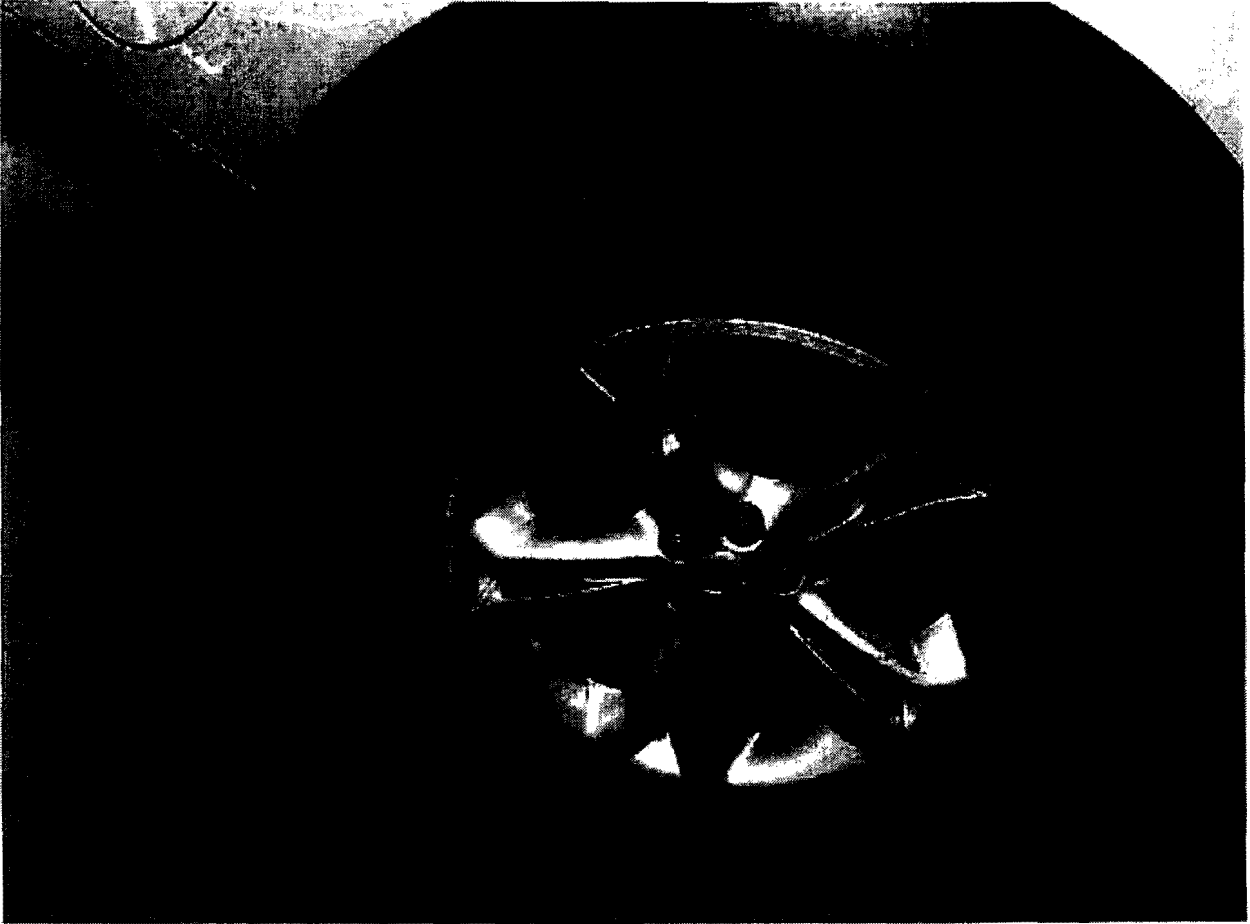














PE15-017

FORD

7/2/2015

APPENDIX G

DISC 1

2013-2015 Model Year Explorer Police/Civilian
Front Jounce Hose Part Change Log

Part Name	A	B	C	D	E	F		G	H
	Date Part Incorporated into Vehicle Production	Description of Change	Reasons for Change	Original	Modified	Disposition of Original Parts		New Component Availability Date For Service	New Component Interchangeable With Old (Y/N)
				Ford Engineering and Service Part Numbers	Ford Engineering and Service Part Numbers	Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date		
1) Jounce Hose Assembly									
JOUNCE HOSE ASY	June 25, 2012 (Job #2 2013 MY)	Removed banjo tube and lengthened hose	Material Cost Reduction (MCR)	BB53-2078-AD (Engr) - Right CB5Z-2078-A (Serv) - Right BB53-2B557-AD (Engr) - Left CB5Z-2078-B (Serv) - Left	DB53-2078-AA (Engr) - Right DB5Z-2078-B (Serv) - Right DB53-2B557-AA (Engr) - Left DB5Z-2078-A (Serv) - Left	Consume	N/A	5/25/2012	Y
JOUNCE HOSE ASY	April 1, 2013	Move crimped washer location from banjo block to 4-7mm from end of bolt.	Hand start issue at the assembly plant	DB53-2078-AA (Engr) - Right DB5Z-2078-B (Serv) - Right DB53-2B557-AA (Engr) - Left DB5Z-2078-A (Serv) - Left	DB53-2078-AB (Engr) - Right DB5Z-2078-D (Serv) - Right DB53-2B557-AB (Engr) - Left DB5Z-2078-C (Serv) - Left	Consume	N/A	N/A	Y
JOUNCE HOSE ASY	June 7, 2014	Added hole in bracket for wire clip - left side only	Hole added for ride height sensor attachment on left side only	DB53-2078-AB (Engr) - Right DB5Z-2078-D (Serv) - Right DB53-2B557-AB (Engr) - Left DB5Z-2078-C (Serv) - Left	DB53-2078-AB (Engr) - Right DB5Z-2078-D (Serv) - Right DB53-2B557-AC (Engr) - Left DB5Z-2078-E (Serv) - Left	Consume	N/A	N/A	Y

PE15-017

FORD

7/2/2015

APPENDIX H

DISC 1

**2013 through 2015 Ford Explorer Police and Civilian
Service Part Sales by Year**

Front Jounce Hose Assembly:

Supplier: HITACHI CABLE AUTOMOTIVE PRODUCTS



Contact: TOM GADDIS



Engineering Part: Service Part:	<u>Right Hose</u>		<u>Left Hose</u>		
	DB53-2078-AA DB5Z-2078-B	DB53-2078-AB DB5Z-2078-D	DB53-2B557-AA DB5Z-2078-A	DB53-2B557-AB DB5Z-2078-C	DB53-2B557-AC DB5Z-2078-E
<u>Year</u>	<u>Quantity</u>	<u>Quantity</u>	<u>Quantity</u>	<u>Quantity</u>	<u>Quantity</u>
2015	0	252	0	77	147
2014	191	250	179	198	13
2013	396	15	378	13	0
2012	49	0	48	0	0

<u>Month</u>	<u>Year</u>	<u>Quantity</u>	<u>Quantity</u>	<u>Quantity</u>	<u>Quantity</u>	<u>Quantity</u>
6	2015	0	9	0	0	11
5	2015	0	76	0	0	62
4	2015	0	29	0	1	43
3	2015	0	41	0	23	18
2	2015	0	48	0	21	7
1	2015	0	49	0	32	6
12	2014	0	35	0	25	2
11	2014	0	29	0	22	1
10	2014	0	31	0	23	0
9	2014	0	30	0	14	2
8	2014	0	51	0	41	5
7	2014	33	50	34	59	3
6	2014	34	8	27	2	0
5	2014	36	1	22	0	0
4	2014	23	2	17	0	0
3	2014	19	11	20	11	0
2	2014	22	0	35	1	
1	2014	24	2	24	0	
12	2013	21	0	18	1	
11	2013	46	0	44	0	
10	2013	31	0	33	0	
9	2013	26	0	20	0	
8	2013	14	2	8	1	
7	2013	18	0	23	0	
6	2013	17	3	12	0	
5	2013	40	0	27	1	
4	2013	14	0	9	0	
3	2013	11	10	35	10	
2	2013	139		133		
1	2013	19		16		
12	2012	17		15		
11	2012	13		15		
10	2012	11		10		
9	2012	2		8		
8	2012	0		0		
7	2012	6		0		
6	2012	0		0		