INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

ENTERPRISE

RAC

ELCO
ADMINISTRATIVE SERVICES

P.O. BOX 350700
WESTMINSTER, CO 80035
720-895-1167 720-895-1501

OGC Lit
Product Claims

Ford
PO Box 70
Dearborn, MI 48121

RE: Date of Loss: 7/24/2014
Vehicle: Ford F-150
VIN: 1FTEW1CM6EK[redacted]
Our File No.:[redacted]

October 8, 2014

Dear To Whom It May Concern:

Please be advised this office handles claims for ENTERPRISE LEASING COMPANY - WEST, LLC (hereinafter "Enterprise").

Due to the allegation that the above vehicle has a mechanical defect, we have made an appointment with the local ford dealership. The appointment date is set for October 28, 2014 at 9am at Team Ford in North Las Vegas, Nevada.

Please contact me to confirm that your inspector will be attending. I can be reached at 303-439-6222.

Sincerely,

Allison Sandidge
Liability Administrator

Via Fax No.: 3138455555
Via Certified Mail No.: _____

Case Print Report

Case Number [redacted]

Case Opened Date 8/14/2014 3:43 PM

Case Closed Date

Case Status Active

Case Last Modified 8/14/2014 3:44 PM

Responsible Team Tier 1 Inbound

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

Customer Name ENTERPRISE RENT A CAR ENTERPRISE RENT A CAR
Customer Number [redacted]

600 CORPORATE PARK DR

SAINT LOUIS MO 63105

Email

Dealer

VIN 1FTEW1CM6EK[redacted]

Year 2014 **Make**

Model **Body Style**

Symptom

Level 1

Level 2

Level 3

Level 4

FORD MOTOR
RECEIVED
AUG 15 2014
OFFICE OF
GENERAL

Case Print Report

Case Number [redacted]

Agent Name	Note Created On
Tia Reed	8/14/2014 3:44 PM

CUSTOMER SAYS
[redacted] Claim number for Enterprise Liability. The vehicle was driven by [redacted]
Traffic stopped when the renter was driving. The driver alleges that the brakes failed. The customer hit 2 cars as a result of the faulty brakes. The driver hit several signs. The customer was going against traffic and was flung into the median.
1. Has the customer filed a claim with their insurance company? (Yes or No)
Yes
o If YES - continue with remaining questions
o If NO - advise customer to contact their insurance company. No further questions are needed an escalation to OGC will not occur).
2. If a claim has been filed with their insurance company, what is the status of the claim?
Still pending.
3. Is the vehicle repairable?
Unknown, perhaps.
4. Were any injuries sustained? If yes, provide the first and last name of all injured parties.
Yes
[redacted]
5. What are you seeking from Ford Motor Company?
A vehicle inspection for the faulty brakes.
6. What was the date of the accident?
7/24/2014
7. What product defect is alleged to have caused the accident?
Brakes
8. What is the city and state where the accident occurred?
Las Vegas, NV
9. Was a police report filed?
Yes
10. If a police report was filed, what were the findings?
The police found the driver of the vehicle at fault. Failure to reduce speed, and failure to use due care.
11. What is the police report number and in what city and county was the report filed?
[redacted] State of Nevada, Metro Police
State of Nevada, Metro Police
12. What is the name and address of the customer's attorney? (Ask this question only if the customer mentions they have sought/retained an attorney).
13. What mailing address would you like our Office of General Council to send your written response to? (Document the full address
[redacted]
Westminster, CO [redacted]

CUST SAYS DEALER SAYS
n/a

CRC ADVISES
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

[redacted]

From: DCPFORM, FMCDealer (.)
Sent: Friday, December 20, 2013 4:13 PM
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: dford@piersonford.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: Pierson Ford Lincoln, Inc.
Requesting Dealer Fleet: Pierson Ford Lincoln, Inc.
PA Code: 09269
Contact Person: Doug Ford
Title: Service Manager
Phone Number: 605-225-3720
Fax Number: 605-225-3723
Email: dford@piersonford.com
Region: Twin Cities

Address: 701 Auto Plaza Drive
City: Aberdeen
State: South Dakota
Zip Code: 57401
CUSTOMER VEHICLE INFORMATION:
WSD: August 30, 2013
Vehicle Year: 2013
Vehicle Model: F-150
Vehicle VIN: 1FTFX1EF5DF[redacted]
Mileage: 5790
customer Fleet Name: [redacted]
Street Address: [redacted]
City : Mellette
State : South Dakota
Zip Code : [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Customer Region: Twin Cities
DETAILS OF INCIDENT:
Accident
Date of Incident: 2013-12-11
County incident occurred: Spink
Is customer alleging a component defect CAUSED the incident? YES
Details: Customer states he applied the brakes and the truck did not slow down and he hit a garage door.
Was a police report filed? NO
Details :
Has the insurance company been contacted? YES
Insurance company advised: Agent filed claim with insurance company.
Insurance company contact information: De Smet Insurance 605-887-3604 Don Stahl - Agent
Coach builder:
City :
State :
Zip Code :
Vehicle Location: Customers home
Attorney information:
CVO Contact:
Resolution Customer is seeking: Unknown
Comments: Diagnostic's did not reveal any concerns with pick up. No Dtc's present and unable to verify concern on 60 mile road test.

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RECEIVED

BY

WORLD CLASS QUALITY – HOMETOWN SERVICE

PIERSON FORD - LINCOLN, Inc.
701 AUTO PLAZA DRIVE • P.O. BOX 1060
ABERDEEN, SOUTH DAKOTA 57402-1060
www.piersonford.com
TELEPHONE: (605) 225-3720 or 1-800-527-1237

FAX COVER SHEET

4 number of pages including cover sheet

SEND TO Company Name	FROM
Ford Motor Co.	Doug Ford
ATTENTION	DATE 11/2/14
OFFICE LOCATION	OFFICE LOCATION
FAX NUMBER	PHONE NUMBER

☐ Urgent ☐ Reply ASAP ☐ Please Comment ☐ Please Review ☐ For Your Information

COMMENTS

[redacted] Allegation Information

pierson [redacted] inc.
[redacted] LINCOLN

PIERSON FORD
701 Auto Plaza Drive
Aberdeen, SD 57401
(605) 225-3720

R/O [redacted]	VIN 1FTFX1E*5DF[redacted]	[redacted]			DATE 12/11/13
YEAR 2013	MAKE FORD	MODEL F150 CAB	COLOR [redacted]	N	TIME 6:34
MILES IN [redacted]	MILES OUT	FIRST SVC 08/31/13	USE [redacted]	[redacted] MELLETTE SD [redacted]	PROM. 00:00
SERVICE CONTRACT Expires:				[redacted]	ADVISOR DOUG

(1) CUSTOMER STATES TRUCK WONT STOP AT TIMES WHEN APPLYING BRAKES. (W)

12/19 (OSC) Review

[redacted]

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturers warranty are retained by the dealer for inspection by the manufacturer. ☐ DISCARD

R/O	DATE	MILES	TECH	TYPE	DESCRIPTION
[redacted]	12/04/2013	5742	17	I	TEST BATTERY, RECEIVED
	12/09/2013	5742	17	I	TIRE TREAD DEPTH IS 7/
	12/09/2013	5742	17	I	BRAKES ARE ABOVE MINIM
	12/09/2013	5742	17	I	FREE OIL AND FILTER CH
	09/04/2013	7	15	I	INSTALL FORD SMOKE BUG

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

Buyer shall not be entitled to recover from the seller any consequential damages, damages to property, damages for loss of time, loss of profit or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you 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 materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. 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 the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly or partially completed work. Such charge will be on the complexity of the repair and the level of expertise required to effect the repair.

Page 1 of 1

[redacted] Job [redacted]

X _____
CUSTOMER'S SIGNATURE

TECH	CONDITION	TECHNICIANS DETAILED EXPLANATION OF CAUSE AND CORRECTION
DH		Test drive, brakes are working normally, hooked up to IDS, Network test= Pass, ECU test= Pass, Ran on OASIS, No TSB or SSM, contacted hotline, there are no known concerns, could not verify concern, vehicle is working normally at this time

TIME STAMPS - BEGIN APPLYING FROM TOP	
1	TIME STAMP
2	TIME STAMP
3	TIME STAMP
4	TIME STAMP
5	TIME STAMP
6	TIME STAMP
7	TIME STAMP
8	TIME STAMP
9	TIME STAMP
10	TIME STAMP
11	TIME STAMP
12	TIME STAMP

STRAIGHT TIME	FLAT RATE PRICE	R.O. NO.	TIME	OFF
1.0	.9	86224	.9	12:00
		EMP. NO. OPER. 04		ON 1:05 PM 17

PE16-003 000010LC - PEER

Hotline Assistance Request [redacted]

Contact Date:	12/11/2013 5:32:41 PM		
Technician:	Doug Ford	**VIN:**	1FTFX1EF5DF[redacted]
P&A Code:	09269	**R. O. Number:**	[redacted]
Vehicle:	F-SERIES LD		

Request Form Details:

Description of Vehicle Concern:
Customer states truck wont stop at times when applying brakes. Has happened twice.

Diagnostics Performed:
inspect brake system and road test. Check ABS system for codes. All pass and appears to be normal.

Parts Replaced:
None

Technician's Question:
Are there any known issue's with this make and model regarding this service brake issue?

Additional Comments

Comment From: Ford **Comment Date:** 12/12/2013 9:09:53 AM
Doug,

We have seen concerns with faulty brake boosters on this vehicle and/or faulty vacuum pumps sharing similar concerns. Since no DTC are present, it is recommended to duplicate the concern. If this concern is difficult to duplicate, recommend having the customer duplicate the concern or ask the customer for the conditions the vehicle was under when the concern occurred. When the concern is duplicated, recommend disconnecting the brake booster vacuum sensor/check valve from the brake booster and connect a suitable vacuum/pressure tester to the booster side of the vacuum sensor/check valve. Start the engine. The vacuum gauge should read between 51-74 kPa (15-22 in-Hg).

If it does not, disconnect the vacuum sensor/check valve from the vacuum hose and verify that the specified vacuum is available at the hose with the engine at idle speed and the transmission in NEUTRAL. If specified vacuum is not available, install a new brake vacuum pump to address this concern. If there is vacuum available at the brake booster, suspect the brake booster is at fault causing this intermittent concern.

Comment From: DEALER **Comment Date:** 12/13/2013 3:35:18 PM
The customer was contacted to verify and attempt to duplicate concern, he just contacted the dealer ship and said it has happened again and he states "the brake pedal feels normal and does not sink to the floor but the truck does not stop or even slow down." I'm a little confused on the diagnosis regarding the brake vacuum pump? The WSM indicates this feature is on the 3.5L engines. The customer indicated that the there were no warning lights and the lights prove out on start up. WSM does not seem to a symptom code for this concern but we will re-inspect on 12/17. If HCU or any part of the ABS malfunction will this set a code in the ABS module and will the brake pedal fade or feel the same as the customer indicates? **[d%2Dford][WEB]**

Comment From: Ford **Comment Date:** 12/13/2013 4:18:15 PM
Doug,
Sorry for the confusion. You are correct that the electronic vacuum pump is only on the 2013 F150 with the 3.5 GTDI engine.

If the HCU is faulted internally bypassing fluid, a low brake pedal or pedal fade would be felt.

The ABS module has 2 self-test options, one is carried out after the ignition is turned to the RUN position and the other is carried out after an ABS stop or after an AdvanceTrac® system activation. When the ignition is turned to the RUN position, the ABS module carries out a preliminary electrical check of the wheel speed sensors and their circuits by sending voltage through the sensor and checking for the voltage to return. When the vehicle is travelling at speeds above 21 km/h (13 mph) and the brake pedal is not being pressed, the HCU pump motor is commanded on for approximately 0.5 second to check pump motor operation. Also, during all phases of operation while the vehicle is in motion, the ABS module checks for correct operation of the wheel speed sensors by comparing wheel speed input to other sensor input. If faults are detected, DTCs will be set. Depending on the nature of the malfunction detected, the ABS module deactivates the anti-lock control system and sends a message over the HS-CAN to the IPC to illuminate the ABS warning indicator.

Some module faults may clear on each key cycle and any testing performed when the concern is not present will result in no problems found or lead to erroneous component replacement and or repeat customer concerns.

With no DTC's present when the vehicle arrives and with a normal brake pedal feel with no warning indicators present as stated by the customer there is no indication of what the failure may be. It will be necessary to duplicate the concern to determine if an ABS system or base brake system fault is occurring. Base brake system faults with the brakes not applying are usually not intermittent and are caused by lack of hydraulic pressure to the brake calipers or other conditions which can be identified when performing the Inspection and Verification procedure as outlined in section 206-00 of the online workshop manual.

It has been reported where brake fade may be perceived as loss of braking and can be caused by repeated high speed brake applications typically during aggressive driving or when applying the brakes on long mountain roads travelling downhill for extended periods of time. This condition can be induced more easily by hauling heavy loads or towing over weight trailers in the downhill conditions or when driving in an aggressive manor.

Recommend duplicating the customers concern, and then once duplicated if no concerns are identified with a base brake system inspection, to disconnect the ABS module and re-evaluate. Please not that ABS, Stability and Traction control systems will remain inoperative and many DTC's will be set when operating the vehicle in this manner. If the concern does not reoccur, this will indicate a base brake system concern. Repair as necessary and then confirm normal operation has been restored.

Comment From: DEALER **Comment Date:** 12/19/2013 5:13:06 PM
OBC made to Doug to clear up any confusion regarding any of the diagnostics provided.

The concern has occurred several times and on one occasion the customer ran into a garage door.

The pedal feel does not change when the concern occurs yet the vehicle does not slow down. The concern has not yet been duplicated by the dealership staff. **[DEALER][PHONE]**

Comment From: Ford **Comment Date:** 12/19/2013 5:13:06 PM
Doug,

When you have a concern alleging a fire, accident and/or an injury 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.

Please describe repair and/or any additional comments:

You have **950** characters remaining for your response...

☐ No Reply Required

Print Date: 2014-01-02 14:12:33.276 -05:00

By voluntarily providing your personally identifiable information (such as name, email, and mobile phone number) to us, you understand and consent to the collection, use, processing, transfer, and disclosure of this information globally – including by Ford in the United States and by Ford affiliates and their service providers. Your consent shall be deemed to include your consent to transfer the information to locations that may have different levels of privacy protection than in your country.

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Stahl Insurance Agency

Donald L. Stahl
Agent

P.O. Box 22 · Mellette, SD 57461
Toll Free in SD: 1-800-550-3604
Office: (605) 887-3604 · *Fax:* (605) 887-3573 · *Home:* (605) 887-3424

12-16-2013

Pierson Ford

Doug Ford - Service Manager

Enclosed is pictures of Claims That [redacted] has had with his new 2013 Ford Pickup.

Please use & keep this information as documentation for Marc's Pickup not stopping when applying brakes.

[redacted]

PE16-003 000014LC - PEER

AUTOMOBILE LOSS NOTICE

TODAY'S DATE: 12-13-2013

DE SMET INSURANCE COMPANY
OF SOUTH DAKOTA
PO BOX 9 - 120 CALUMET AVE
DE SMET, SD 57231
605-854-3337 OR 605-854-3704(fax)

AUTOMOBILE POLICY INFORMATION
FILE - 16-86-62
POLICY - [redacted]
EFF. DATE- EXP. DATE-

DATE OF LOSS: 12-11-2013 TIME: 11:00 [X] AM [ ] PM
M V D D-CODE

INSURED
[redacted]
Mellette, S.D. [redacted]

CLAIM NUMBER

OTHER CONTACT INFORMATION COPY

RESIDENCE PHONE	CELL PHONE	WORK PHONE	OTHER CONTACT INFORMATION
[redacted]	[redacted]	-	

LOSS

LOCATION OF ACCIDENT: Fathers House [redacted]
AUTHORITY CONTACTED: No
VIOLATIONS: None

DESCRIPTION OF ACCIDENT
While driving up to Fathers house & garage in Driveway More Stepped on brakes of his new pickup & they did not work, He hit garage door & caved in bottom two panels. 3rd Time they have failed

INSURED VEHICLE

YEAR	MAKE/MODEL	COMP/COLLISION DEDUCTIBLE	MED PAY LIMIT (SELECT ONE)
2013	Ford F-150 Extended Cab	250 / 500	NONE $2,000 ($5,000)

OTHER COVERAGE INFORMATION

DRIVER'S NAME (if not parked)	DRIVER'S CONTACT INFORMATION	VIN #
[redacted]	Above	1FTFX1EF5DF[redacted]
RELATION TO INSURED	VEHICLE DRIVABLE (SELECT ONE)	WHERE CAN VEHICLE BE SEEN?
	(YES) NO	Home

PROPERTY DAMAGE

DESCRIBE PROPERTY	RESIDENCE PHONE	COMPANY OR AGENCY NAME
Garage Door	[redacted]	
OWNER'S NAME [redacted]	CELL PHONE	POLICY INFORMATION
DRIVER'S NAME	WORK PHONE	
WHERE CAN PROPERTY BE SEEN? [redacted]	VEHICLE DRIVABLE (SELECT ONE) YES NO	

INJURED	PHONE	IV	OV	EXTENT OF INJURY
None				

REMARKS: See Conversation Record, Enclosed Bill & Pictures

REPORTED BY	REPORTED TO	AGENCY INFORMATION
[redacted]	Don Stahl	Stahl Insurance Agency 043

Stahl Insurance Agency

Donald L. Stahl
Agent

CONVERSATION RECORD

COPY

FOR: _____ INSURED: _____

FROM [redacted] DATE 12-13-13 TIME 9:46 p.m. a.m.

OF _____ PHONE NO. [redacted]

REGARDING Auto Incidents

☐ I placed call. ☐ Party returned your call. ☐ Party will call again.

☒ Party called. ☐ Party came in to see you. ☐ Please phone.

☐ I called returning this party's call of _____ (Date and Time) ☐ I agreed I would call party back.

☐ I talked with party while I was at his place of business.

OUR DISCUSSION WAS: Victim Claim

Damage to Garage Door at Larry Ford's Fathers @ 110 Railway Ave.

Damage to Personal Property in His own Garage

Three Times in Four Months Since [redacted]

GL his new pickup the Brakes have Failed

New Short Panel 8x16 Insulated Garage Door at Myers Short Panel 768.00 + Tax 46.08

First Incident Month Ago

2nd Incident 11:00 AM on 12-11-2013 Wed Morning Larry Ford's Garage Door

3rd Incident 9:00 AM on 7-13-2013 Marcs own Garage Personal Property!

Signed: _____

[redacted]

Malaney, Linda (L.)

From: Hull, Michelle (M.K.) on behalf of Ordcalp, F (F.)
Sent: Friday, May 24, 2013 3:19 PM
To: Miles, Felicia (F.)
Cc: kbeauvais@tasca.com
Subject: RE: Dealer/Fleet Request for OGC Review

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

MAY 24 2013

OFFICE OF THE
GENERAL COUNSEL

From: DCPFORM, FMCDealer (.)
Sent: Wednesday, May 22, 2013 5:45 PM
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: kbeauvais@tasca.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: Tasca Ford Lincoln
Requesting Dealer Fleet: Tasca Ford Lincoln
PA Code: 00796
Contact Person: Kim Beauvais
Title: Ford & Lincoln Service Manager
Phone Number: 401-681-1274
Fax Number: 401-681-1307
Email: kbeauvais@tasca.com
Region: Boston Region
Address: 1300 Pontiac Ave
City: Cranston
State: Rhode Island
Zip Code: 02920
CUSTOMER VEHICLE INFORMATION:
WSD: MAY 13, 2013 2013 vehicle
Vehicle Year: 2012
Vehicle Model: F150
Vehicle VIN: 1FTFX1EF1DK[redacted]
Mileage: 501
customer Fleet Name: [redacted]
Street Address: [redacted]
City : NORTH SCITUATE
State : Rhode Island
Zip Code : [redacted]
Home Phone: [redacted]
Work Phone:
Customer Region: BOSTON REGION

DETAILS OF INCIDENT:
Accident
Date of Incident: 2013-05-19
County incident occurred: PROVIDENCE
Is customer alleging a component defect CAUSED the incident? YES
Details: BRAKES PULSATING/DID NOT STOP IN TIME
Was a police report filed? YES
Details : NORTH PROVIDENCE POLICE DEPT
Has the insurance company been contacted? YES
Insurance company advised: FAX COPY OF POLICE REPORT
Insurance company contact information: USAA
Coach builder: N/A
City : N/A
State :
Zip Code : N/A
Vehicle Location: TASCA FORD 1300 PONTIAC AVE CRANSTON, RI 02920
Attorney information:
CVO Contact:
Resolution Customer is seeking: WOULD LIKE TRUCK REPAIRED AND RETURNED TO ME AT NO CHARGE TO ME
Comments: WANT COMPLETE SATISFACTION WITH VEHICLE

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