

[REDACTED]

[REDACTED]

Case Print Report

Case Number [REDACTED]

Case Opened Date 6/25/2013 3:06 PM

Case Closed Date 6/25/2013

Case Status Resolved

Case Last Modified 6/25/2013 3:09 PM

Responsible Team Tier 1 Inbound

Case Classification Vehicle Concern > Legal > Alleged Injury > Not Portal

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUN 26 2013

OFFICE OF THE,
GENERAL COUNSEL

Customer Name [REDACTED]

Customer Number [REDACTED]

SAN ANTONIO TX [REDACTED]

Email

Dealer Red McCombs Ford

VIN 1FM5K8GT1DG [REDACTED]

Year 2013 Make FORD

Model EXPLORER Body Style K8G - SPORT 4WD 4-DR

Symptom

Level 1 Safe & Secure

Level 2 Smoke/Odor

Level 3 Exhaust

Level 4 OTHER

Case Print Report

Case Number [REDACTED]

Agent Name	Note Last Modified
------------	--------------------

Carmen Catanzaro 6/25/2013 3:08 PM

1FM5K8GT1DC [REDACTED]
MILES 7000
[REDACTED]

-CUST SAYS HIS VEC IS AT DLR NOW
--CUST SAYS THE EXHAUST IS LEAKING INTO A/C AND CAUSED HIS SON TO GO TO THE EMERGENCY ROOM
--CUST SAYS THIS A KNOWN ISSUE
--CUST SAYS DLR TOLD HIM FORD IS AWARE OF THE PROBLEM
-OBC TO DLR HAS NOT HEARD OF THIS
--CUST SAYS HIS SON SON HAD CONVULSIONS BECAUSE OF EXHAUST FUMES
-CUST SEEKING DAMAGES
INCIDENT

1. Were any injuries sustained? YES
- SON
2. What are you seeking from Ford Motor Company?
- Compensation/Financial Reimbursement -
4. What product defect is alleged to have caused the accident? EXHAUST FUMES
12. What is the name and address of customer's attorney? (only if the customer mentions they have sought one)
CUST ASKED THAT INFORMATION BE SENT TO ATTORNEY

ATTORNEY GEORGE DUNBAR [REDACTED]
111 SOLEBAD ST SUITE 1200
SAN ANTONIO TEXAS 78205
PHONE 2102811394

13. What mailing address would you like our Office of General Council to send your written response to? (You must document the full address in the case Notes)

[REDACTED]
SAN ANTONIO
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.

Account Red McCombs Ford

General

General Information

Account Name	Red McCombs Ford		
Doing Business As (DBA)			
Business Type	Dealer	Primary Contact	
Parent Account		Account Status	
CPA Account		Number of Employees	
Web Site			
Preferred Method of Contact	Any		
Main Phone	(210) 349-4949	Fax	(210) 357-1495
E-mail Address 1		E-mail Address 2	
E-mail Address 3		Active Date	10/1/1954
Master P&A	Yes		

Address Information

Address 1: Address Type		City	San Antonio
Street 1	8333 IH-10 West	State/Province	TX
Street 2		ZIP/Postal Code	78230
Street 3		Country/Region	USA
		County	029




















Fleet

FIN		Fleet Status	
P&A Code	04544	Geo-Sales Code	USA
Sub-Dealer Code		CLP Effective Date	

Dealership Info

P&A Code	04544	GOLDD ID	000018993
Dealer Type		Termination Date	
Code Type	P&A Code	Geo-Sales Code	USA
Primary P&A	Yes	Sub-Dealer Code	

Contact Associated View

Full Name	Position	Business Phone	Home Phone	Mobile
 Jesse Suniga	Service Manager			
 christopher siniff jr	Sales Manager			
 JOSE MARTINEZ	Sales Manager			
 Thomas Barraza	Sales Manager			
 James Jones	Parts Manager			
 MARY GARCIA	General Manager			
 shawn barry	General Manager			
 ALEX LIND	DEALER/PARTNER			
 MARSHA SHIELDS	DEALER/PARTNER			
 Amy Erickson	Customer Relatio...			
 Jennifer Morales	Customer Relatio...			
 June Sepulveda	Customer Relatio...			
 Naomi Varga	Customer Relatio...			
				
				
				
				
				
				



Office of the General Counsel

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

June 26, 2013

George Dunbar, Esq.
111 Solebad St., Suite 1200
San Antonio, TX 78205

Your Client: [REDACTED]
Vehicle: 2013 Explorer
VIN#: 1FM5K8GT1DC [REDACTED]

Dear Mr. Dunbar:

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

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

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

To begin our evaluation, we will need the following documents:

- A copy of the title and vehicle registration.
- A separate sheet of paper providing a complete description of the incident.
- Medical records for each person alleged injured from all treating physicians/facilities.
- Medical bills for each person alleged injured from all treating physicians/facilities.
- Original photographs or laser copies of the vehicle and alleged defective parts from multiple angles. Include your client's name and the last 6 digits of their VIN# on the back of each photograph.
- A copy of your expert's report and the expert's original photographs.
- Repair estimate, repair order, a total loss worksheet with copies of draft payments.

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

Full Legal Name: _____

Full Legal Name: _____

Address: _____

Address: _____

Spouse's Name: _____

Spouse's Name: _____

DOB: _____ DOB: _____

Soc Security#: _____ Soc Security#: _____

Gender: _____ Gender: _____

Occupation: _____ Occupation: _____

Injury: _____ Injury: _____

Health Insurance Provider: _____ Health Insurance Provider: _____

Is the injured party receiving Medicare benefits _____
If so, state the name of the person(s) _____

Is the injured party receiving Worker Compensation benefits _____
If so, state the name of the person(s) _____

Has the injured party received more than 24 months of social security disability benefits prior to the incident _____
If yes, state the name of the person(s) _____

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

1. What are you seeking from Ford Motor Company in this matter?

2. What is the alleged defect: _____
3. Has the alleged defective part been repaired or replaced? (circle one) **Yes** or **No**
4. What was the **city**, **state** and **date** of occurrence: _____
5. List all after market additions or modifications that were made to the vehicle:

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

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

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

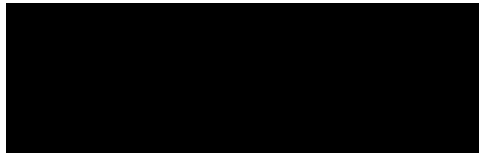
Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your client's vehicle will not be inspected until all the above information has been submitted and a determination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

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

Thank you for your prompt attention to this matter.

Sincerely,

Steve Bardell
Legal Analyst – OGC Product Claims



Title

"By CHRIS BARKER" - Customer says vehicle still has smell in vehicle. He is concerned that this is making his child's illness even worse. He is contacting an attorney. He wants vehicle bought back.

Regarding 

File Attachment

File name:

Title

Note created on 1/28/2016 9:14 AM by Dawn Michel, Default Team: Tier 2 CCT

Ticket Number: [REDACTED]

Customer: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

LTV Score: 94

Vehicle Purchase Status: Original Owner

Dealer name: Terrebonne Ford Lincoln

Dealer P&A: 06466

Dealer phone: (985) 876-5100

VIN: 1FM5K7D84EG [REDACTED]

Year : 2014

Make: FORD

Model: EXPLORER

Mileage: 32000

Warranty Start Date: 8/30/2014

Engines Specification: 3.5L V6 CYCLONE TIVCT

FSA: 12M02 SYNC WITH MYFORD/MYLINCOLN TOUCH - WARRANTY EXTENSION COVERING ACCESSORY PROTOCOL
INTERFACE MODULE (APIM)

ESP: N/A

Hotline: Yes

AWS: 8/25/2015: ROAD TEST UNIT AND VERIFY EXHAUST SMELL, RAN OASIS AND FOUND UNIT HAD TSB 14-0130 REPAIR
ASPER TSB AND ROAD TEST UNIT AND WORKING OK ,140130B 2011-2015 EXPLORER: REPROGRAM THE HVAC MODULE,
REPLACE AIR EXTRACTORS BOTH REAR FENDER MOULDINGS, SEAL THE BODY AND INSTALL LIFTGATE DRAIN VALVES (DO
NOT USE WITH ANY OTHER LABOR OPERATIONS) 2.0 HRS

9/14/2015: CHECK OUT UNIT AND ROAD TEST FOR EXHAUST FUMES , REMOVE REAR TAIL LIGHTS AND CHECK GROMMET
AND TRY PUTTING TAPE ON ALL BUMPER SEAMS AND ROAD TEST AND SMELL STILL THERE REMOVE COWL PANEL AND
SEAL UP FRESH AIR INTAKE AND ROAD TEST

11/5/2015: RE INSPECT BODY SEAMS AND PERFORM SMOKE TEST WITH 20 PSI OF PRESSURE ASPER HOT LINE NO
PROBLEM FOUND , REPLACED MUFFER ASSY ASPER HOT CONTACT NUMBER 109106968 DATE NOV,5 2015,

1/18/2016: VERIFIED CONCERN ODOR COMING IN UNIT CONCERN ADDRE SSED BY TSB 14-0130 CONCERN INITIALLY DONE
BY TERR EBONNE MOTORS ON CLAIM [REDACTED] AND PROBLEM STILL EX ITST FOUND THAT VENTS WERE NOT CHANGED NO
3M COATI NG USED PERFORMED TSB 14-0130 AGAIN DEODORIZE AC E VAP WITH YN29 EXTRA TIME REQUIRED TO PREP
FOR INST LLION OF TSB

Regarding [REDACTED]

File Attachment

File name:

Title

Note created on 1/28/2016 9:18 AM by Dawn Michel, Default Team: Tier 2 CCT

CSM conducted GFR. Veh was purchased and registered in LA. The WSD: 8/30/2014. The first repair attempt was on 8/25/2015: 31,250 mileage: ROAD TEST UNIT AND VERIFY EXHAUST SMELL, RAN OASIS AND FOUND UNIT HAD TSB 14-0130 REPAIR AS PER TSB AND ROAD TEST UNIT AND WORKING OK ,140130B 2011-2015 EXPLORER: REPROGRAM THE HVAC MODULE, REPLACE AIR EXTRACTORS BOTH REAR FENDER MOULDINGS, SEAL THE BODY AND INSTALL LIFTGATE DRAIN VALVES (DO NOT USE WITH ANY OTHER LABOR OPERATIONS) 2.0 HRS. At this time, veh does not appear to meet CUST request for a buyback; Denied.

Regarding



File Attachment

File name:

Title

Note created on 1/28/2016 9:18 AM by Dawn Michel, Default Team: Tier 2 CCT

CSM Shelley x77775

OBC to DLR (5100)

Left VM. CSM advised conducted visual GFR and the veh does not appear to meet CUST request for a buyback. CSM provided contact info and CAS# and email address. CSM will be closing case.

Regarding [REDACTED]

File Attachment

File name:



Title

"By Cecilio Gonzales " - Customer requesting trade in assistance for following reasons: This vehicle qualified for both replacement and refund back in Oct-Nov of 2013 for exhaust fumes coming inside vehicle while traveling and on heavier acceleration. This issue started back in Sept of 2012 and spent a lot of time here at dealership with no successful repair. Customer interested in purchasing a 2015 Ford Explorer Sport with trade in assistance. Customer attempted to request this thru Customer service website and received a response which she felt that her statement was not even read due to the response she received. Customer felt that the offers did not warrant acceptance due to heavy deductions for mileage. [REDACTED] requested to speak to from Ford but would just end up with a Charisse Reynolds-Johnson who told her just to take it to ford service dept to have fixed. Then advise that she had three choices only. Replacement offer, Refund offer, or just simply keep the vehicle.

Customer [REDACTED] is requesting trade in assistance. ph [REDACTED] email address veronicatg@att.net. please advise where Mrs [REDACTED] can make this request.

Regarding [REDACTED]

File Attachment

File name:

Title Note created on 12/04/2014 08:46 AM by Amanda Schluessell, Default Team: Tier 2 CCT

12/04/14

CSM Amanda x77736

OBC to SM Cecil @ (830) 303-3673 == SM not available == CSM requested call back

Regarding 

File Attachment

File name:

Title Note created on 12/04/2014 08:49 AM by Amanda Schluessell, Default Team: Tier 2 CCT

CSM will F/U Mon as no trade assistance is available but will discuss X plan pin with DLR

Regarding [REDACTED]

File Attachment _____


File name:

Title Note created on 12/08/2014 11:12 AM by Lucy Rodriguez, Default Team: Tier 2 CCT

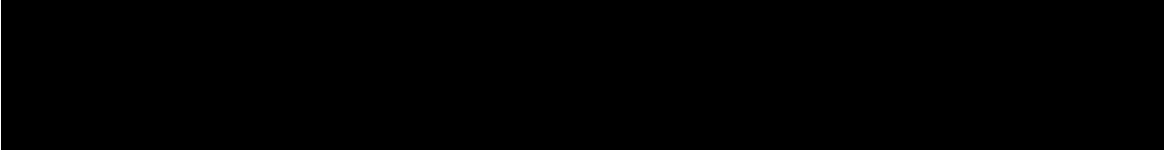
CSM LUCY EXT 77754 ASSISTING CSM AMANDA

PER SM:

Veh is related to SM, seeking additional resources as the odor has been a concern since before the TSB was performed. CSM adv to speak with FSE while FSE visited for another case. CSM adv that FMC could not legally offer trade assistance and CSM Amanda had offered Xplan. SM acknowledged

Regarding 
File Attachment

File name:



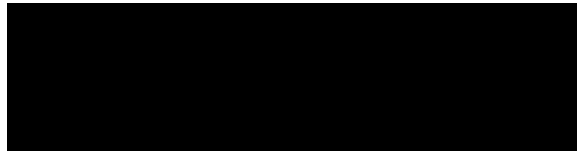
Title

"By TERRY HARRIS " - Customer called today said he traded the vehicle for another make and would not buy another Ford product due to Ford' slow to no response to his on going concern of exhaust odor in the vehicle

Regarding 

File Attachment

File name:



Title

"By DWAYNE H. JONES" - Customer here for a concern of exhaust fumes smelt in the cabin of the vehicle. Concern has been verified and dealer found TSB 13-9-18 to be applicable. Concern is not under any manufacturers warranties. Customer requesting financial assistance.

Regarding ████████████████████

File Attachment

File name:

Title

Requestor/Approver Comments

Customer states exhaust fumes smelt inside the cabin of the vehicle.

Regarding

████████████████████

████████████████████

File name:

Title

Note created on 06/17/2015 01:48 PM by Autumn Lewis, Default Team: Tier 2 CCT

Csm Autumn x77763—2012 FORD EXPLORER-Mileage: 43375-CLP LTV: 59- Original owner- no related claims in AWS –WSD-22-DECEMBER-2011-15S11-no esp – csm emailed S/M Dwayne and advised that You opened a case for financial assistance on a 2012 Explorer referring to TSB 13-9-18 for a foul odor . The case notes states it's an exhaust fumes. Please charge the customer \$100.00 and I will assist with the remainder for \$363.83. Please let me know when the repairs are completed. csm will follow up on 06-24-2015

Regarding 

File Attachment

File name:

Title

Note created on 06/17/2015 01:48 PM by Autumn Lewis, Default Team: Tier 2 CCT

Csm Autumn x77763—2012 FORD EXPLORER-Mileage: 43375-CLP LTV: 59- Original owner- no related claims in AWS –WSD-22-DECEMBER-2011-15S11-no esp – csm emailed S/M Dwayne and advised that You opened a case for financial assistance on a 2012 Explorer referring to TSB 13-9-18 for a foul odor . The case notes states it's an exhaust fumes. Please charge the customer \$100.00 and I will assist with the remainder for \$363.83. Please let me know when the repairs are completed. csm will follow up on 06-24-2015

Regarding 

File Attachment

File name:

Title

Note created on 06/17/2015 03:18 PM by Autumn Lewis, Default Team: Tier 2 CCT

csm Autumn x77763—csm received email from S/M Dwanye and he advised that the cust has an aftermarket esp and csm advised to provide the original offer of 40% 215.43 Ford and 323.14 Cust

Regarding



File Attachment

File name:

Title

"By DWAYNE H. JONES" - Customer accepted offer. Scheduled in 6/29/15 for repairs.

Regarding ████████████████████

File Attachment

File name:

Title

Note created on 06/30/2015 10:12 AM by Autumn Lewis, Default Team: Tier 2 CCT

esm Autumn x77763-- OBC to dlr @ 0654 and spoke to SM Dwanye and he advised that vehicle will be in tomorrow . esm advised that will follow up on 07-08-2015

Regarding

[REDACTED] 8

File Attachment

File name:

Title

Note created on 07/07/2015 03:45 PM by Autumn Lewis, Default Team: Tier 2 CCT

csm Autumn x77763-- OBC to dlr @ 0654 and spoke to SM Dwanye and he advised that the vehicle will be repaired tomorrow . csm will follow up on 07-15-2015

Regarding [REDACTED]

File Attachment

File name:

Title Note created on 07/15/2015 10:53 AM by Joshua Gee, Default Team: Tier 2 CCT

CSM Joshua - 77721 - sent email to s/m for confirmation of repair to supply CLP code.

f/u 07/16 pending dealer contact

Regarding [REDACTED]

File Attachment

File name:

Title Note created on 07/16/2015 04:02 PM by Joshua Gee, Default Team: Tier 2 CCT

Vehicle repaired and returned to customer

Closing case

Regarding [REDACTED]

File Attachment

File name:

Title Note created on 08/04/2015 01:50 PM by Joshua Gee, Default Team: Tier 2 CCT

Case being re-opened to modify existing CLP remedy form.

Code M03MM for Ro [REDACTED] is invalid.

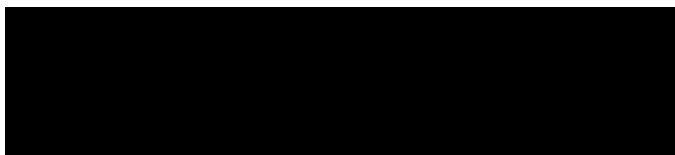
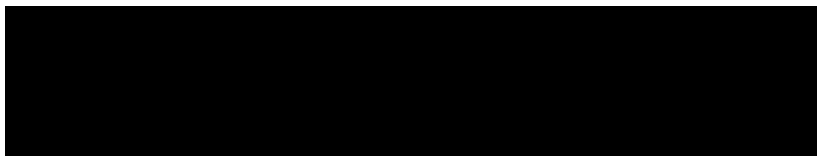
New code provided M033J.

Closing case

Regarding [REDACTED]

File Attachment

File name:



Title

"By Jason Hipp" - customer is seeking a buy back-vehicle has a strong exhaust smell in cabin about 20-30 seconds after a hard acceleration. customer first came in 6/5/14 @8518 miles wrote a internal ticket- was unable to duplicate and rinsed out evaporator. Came back 6-18-14 @9017 miles 4 times under same ro performed tsb 12-12-04 and contacted hotline #107533223 and checked multiple items then was told engineering was investigating no additional repair attempts are to be attempted to try and resolve this condition monitor oasys for future updates. Came back 11-5-14 @17662 vehicle still has strong exhaust smell-contacted hotline #107999235 was told tsb was changed to 14-0130-performed 14-0130 still present-per hotline checked all body sealing, lift gate seal and hotline stated engineering is still investigating odor and updates for this concern will be released in the future.

Customer is seeking a buy back--states has asthma and the odor has almost caused an accident on multiple occasions.

Regarding [REDACTED]

File Attachment

File name:

Title

Note created on 11/10/2014 02:57 PM by Paul Szubielski, Default Team: Tier 2 CCT

Ticket Number: [REDACTED]

Customer [REDACTED]

Business phone: null

Home phone: null

Mobile phone: null

CLP LTV: 99

Dealer name: Lebanon Ford, Inc.

Dealer P&A: null

Dealer phone: null

VIN: 1FM5K8D81EG [REDACTED]

Year : 2014

Make: FORD

Model: EXPLORER

Mileage: 17662

ESP : 2014 NEW 72/100000 PREMIUMCARE W/ROADSIDE

WSD 12/12/2013 -

Hotline - Yes

Will not Qualify for Ford to buyback.

F/U 11/14/14

Regarding [REDACTED]

File Attachment

File name:

Title

Note created on 11/17/2014 09:22 AM by Heather Nabb, Default Team: Tier 2 CCT

CSM Heather assisting CSM Paul 77729 – OBC Jason SM @ 513-721-0837 – notified cust to move forward on his end

Regarding



File Attachment

File name: