



JAN 19 2017

1. Identify any and all notices or communications Champion Ford Edinboro received from Ford (including, but not limited to, notifications, service bulletins, stop sales instructions, reports, and letters, whether paper or electronic (such as through any Ford interactive network)) concerning safety recall 15V-279. For each notice or communication you identify, state: (a) its date; (b) the date Champion Ford Edinboro received it; (c) the type of the notice or communication (e.g., stop sale notice, recall notice, dealer bulletin, etc.); and (d) the number and/or the VINs of affected units Ford identified as within Champion Ford Edinboro's possession, if any.

Produce a copy of each notice you received and identified in response to this question, including any attachments or enclosures whether paper or electronic.

Answer: The state was PA, and the recall notice was dated May 12, 2015. Champion Ford Edinboro received notification on May 12, 2015, in the form of a recall notice and a stop sale notice. There were no effected VINs identified in Champion Ford Edinboro's possession at that time. Recall and stop sale notice attached.

The source of the information gathered is Ford Motor Co. The last date gathered is 01/17/2017.

2. Produce copies of all communications, including any attachments or enclosures whether paper or electronic, other than those already identified and produced in your response to Information Requests No. 1, between Champion Ford Edinboro and Ford concerning safety recall 15V-279. For each such communication, state: (a) its date; (b) the date Champion Ford Edinboro received it; and (c) the type of the notice or communication (e.g., stop sale notice, recall notice, dealer bulletin, etc.)

Answer: As stated in Answer 1, we have attached all documents requested.

The source of the information gathered and date is the same as question 1.



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

May 12, 2015

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S17**  
Certain 2015 Model Year F-150 Vehicles  
Upper Intermediate Steering Shaft Rivet Inspection

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2015	Dearborn	March 21, 2015 through March 30, 2015
F-150	2015	Kansas City	March 19, 2015 through March 21, 2015

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available by May 12, 2015.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the upper intermediate steering shaft may not have been assembled correctly, which can allow the steering shaft to separate, leading to a loss of steering control. A loss of steering control increases the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the upper intermediate steering shaft. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of May 18, 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter (To follow)

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621

Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S17**

Certain 2015 Model Year F-150 Vehicles  
Upper Intermediate Steering Shaft Rivet Inspection

**OASIS ACTIVATED?**

Yes, OASIS will be activated on May 12, 2015.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 12, 2015. Owner names and addresses will be available by May 12, 2015.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries.

Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Dealers are encouraged to proactively contact owners of sold vehicles to make arrangements to have their vehicle inspected. This includes the option to inspect the vehicles at a more convenient location specified by the customer (i.e., home or place of business).
- Special handling instructions apply to this recall. Refer to "Special Handling Instructions" in this Attachment for details.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Owners of affected vehicles may also be contacted by the Customer Relationship Center and will be directed to their dealer for vehicle inspection.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**ADDITIONAL LABOR TIME AND/OR PARTS**

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC prior to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S17**

Certain 2015 Model Year F-150 Vehicles  
Upper Intermediate Steering Shaft Rivet Inspection

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

If a customer's vehicle requires the replacement of the upper intermediate steering shaft and it is necessary to order parts, Ford Motor Company will pay for one day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

**SPECIAL HANDLING INSTRUCTIONS (SOLD UNITS ONLY)**

Dealers are authorized to claim a combined maximum of \$100 to:

- Wash and vacuum the customer's vehicle.
- Top off the fuel tank.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S17) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the Special Service Support Center.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- For claiming the Special Handling Allowance, enter up to \$100 on the same line as the repair. Enter the total amount of the special handling expense under Miscellaneous Expense Code "SCHP" for wash and vacuum and/or fuel.

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 15S17**  
 Certain 2015 Model Year F-150 Vehicles  
 Upper Intermediate Steering Shaft Rivet Inspection

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect upper intermediate steering shaft – PASS - no repair needed	15S17A	0.2 Hours
Replace upper intermediate steering shaft (Includes inspection)	15S17B	0.5 Hours
Technician travel time to perform inspection at a customer specified location (if required) (May be claimed with either 15S17A or 15S17B)	MT15S17C	Claim Actual Time

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
N808684-S101	Lower retaining bolt	1
W714409-S439	Upper retaining bolt (4 bolts/package, 1 bolt needed)	1
FL3Z-3E751-A	Upper intermediate steering shaft	1
W705132-S439	Shaft seal bolts (4 bolts/package, 3 bolt needed)	1

The DOR/COR number for this recall is 50598.

To confirm that the upper intermediate steering shaft needs replacement, dealers must email a photo similar to Figure 3 in Attachment III showing details of the failed inspection part to the SSSC at [15S17@Renkim.com](mailto:15S17@Renkim.com). In the email please include dealer P&A code, VIN, dealer contact name and phone number. The SSSC will contact the dealer with any questions or to advise the part has been ordered.

Less than 1% of the affected vehicle population is expected to require upper intermediate steering replacement.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Other questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

3. Identify, by stating the model, model year, and vehicle identification number ("VIN"), each and every new vehicle subject to safety recall 15V-279 of which Champion Ford Edinboro had possession at any time from May 5, 2015 through present.

For each vehicle you identify, state the following:

- a. The date on which Champion Ford Edinboro took possession of the vehicle;
- b. The disposition of the vehicle (e.g, sold, leased, still in inventory, etc.);
- c. The date of the disposition you identified in (b);
- d. The date on which the vehicle left the possession of Champion Ford Edinboro (e.g., delivery date to purchaser);
- e. Whether the recall remedy was performed on the vehicle. "Recall remedy" refers to the inspection and repair procedures Ford instructed Champion Ford Edinboro to perform under the recall;
- f. The date on which the recall remedy was performed on the vehicle;
- g. The name and address of the entity that performed the recall remedy on the vehicle (e/g), Champion Ford Edinboro).

Provide your responses in a table in Microsoft Access or Excel entitled "Vehicles 15V-279."

Answer: F-150, 2015, Vin: 1FTEX1EP8FF [REDACTED] See Attached document Excel titled Vehicles 15V-279.

The source of the information was customer file, and in house computer system. The last date gathered is 01/17/2017.

Vehicles 15V-279

	A	B	C	D	E	F	G	H
1	28-Oct-15	Sold, Retail	12-Nov-15	12-Nov-15	Recall not performed	11-Oct-16	Day Ford	
2							3696 William Penn Hwy	
3							Monroeville PA 15146	

4. Produce copies of all documents that evidence, substantiate, or are otherwise related to your responses to each item within the scope of Request No. 3. Organize the documents separately by VIN.

Answer: See attached Oasis with proof of recall performed, by Day Ford.

The source of the information gathered is from Ford Motor Co. The last date gathered is 01/17/2017.

OASIS RESULT: 1FTEX1EP8FF [REDACTED] USA: EN-US

17-JANUARY-2017 / 10:08:41 EST/ EDCAS041A  
Local Time: 17-JANUARY-2017 / 10:08:37 AM

● VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2015 F-150  
 BODY STYLE: Super Cab  
 ENGINE: 2.7L DOHC 4V DI GT V6 GAS/FFV  
 ENGINE CALIBRATION: FFC1PC0N  
 TRANSMISSION: 6 Speed Automatic Trans (6R80)  
 FLEX FUEL: N

VERSION/SERIES: 150 SERIES  
 DRIVE TYPE: 4 WHL L/H PART TIME DRIVE  
 AXLE RATIO: 3.55 Ratio  
 AXLE CODE: L9  
 WHEEL SIZE: 18 X 7.5" Chrome Wheel  
 TIRE: 275/65R 18 A/T OWL

Additional Information

PAINT COLOR: Ruby Red TC  
 PAINT CODE: RR  
 GROSS VEHICLE WEIGHT: 6500 LB. GVW  
 RADIO:  
 SYNC VERSION: V3 Gen2  
 VHR ACTIVATED: Y  
 MODEM:

● WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

FMC360 Message

There has been an FMC360 case for this vehicle in the past 180 days

● ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

● GENERAL WARRANTY INFORMATION

WARRANTY START DATE: 12-NOVEMBER-2015 BUILD DATE: 26-MARCH-2015  
 SALE MILEAGE: 00171

New Vehicle Base Warranty

RELEASE DATE: 26-MARCH-2015

● OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

● EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

● WARRANTY REPAIR HISTORY

27-DECEMBER-2016

DEALER: Kenny Ross Ford

WARRANTY CLAIM NUMBER: 922613

ODOMETER: 007972M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
RECAL	ECC PROCESSOR RECAL	000	160015A	04	SOFTWARE REVISION/FLASH MODULE

RAN OASIS, TSB16-0015, REPROGRAMED P CM

11-OCTOBER-2016

DEALER: Day Ford

WARRANTY CLAIM NUMBER: 303988

ODOMETER: 006142M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
			15S17A		

PREFORM FSA 15S17

25-JULY-2016

DEALER: Champion Ford Edinboro, Inc.

WARRANTY CLAIM NUMBER: 001772

ODOMETER: 005304M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2C006	CONTR ASY-TRLR MOD	000	12651D	04	SOFTWARE REVISION/FLASH MODULE
		000	12651D4		

FOUND SSM5508 INSPECT PLUG FOR CORROTIN, NONE FOUND, CHECKED FOUND SSM5508 INSPECT PLUG FOR CORROTIN, NONE FOUND, CHECKED TRAILER FOR NORMAL OPERATION ON ANOTHER TRUCK, NO PROBLEM FOUND WITH THE TRAILER. REPROGRAM TRAILER BRAKE CONTROL MODUAL. ROAD TEST TO CHECK REPAIR. NO OTHER PROBLEM FOUND.

[Click Here for Full Warranty History](#)

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5. Provide any additional information Champion Ford Edinboro considers important for the agency to consider in reviewing and evaluating Champion Ford Edinboro's responses to any of the requests above. As one example, identify any anomalies in the data or documents and explain the reason(s) for those anomalies.

Answer: Champion Ford Edinboro has no excuses for missing recall 15V-279 on this vehicle. It was just an oversight on our part, the recall was to inspect a rivet. There was not a parts availability issue to keep us from delivering this vehicle. It was just missed.

Please find attached copies of our new policy for making sure we do not miss another recall. Also attached are copies of the employee consultations with the employees involved, and examples of the Ford Oasis, as we are doing them now, with service writer and technicians initialing them.

The source of the information gathered was from the Service Manager, and General Manager. The last date gathered is 01/17/2017.

**POLICY FOR CHECKING FOR OPEN RECALLS**

**ALL SERVICE ADVISORS AND SERVICE MANAGERS WILL CHECK ALL FORD NEW, USED AND CUSTOMER OWNED VEHICLES FOR OPEN RECALLS. OASIS SHEETS WILL BE HIGHLIGHTED AND INITIALED WHEN OASIS IS CHECKED BY THE ADVISOR. AS A BACKUP TO THE ADVISORS ALL TECHS WILL CHECK AND INITIAL OASIS TOO.**

Justin Riccio  
Buy a Damn  
the Full

you Wes  
Deed Hor

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

DEALERSHIP: Champion Ford Edinboro

**EMPLOYEE CONSULTATION**

DATE: 12, 14, 16

\* Verbal council   
Written Warning

NAME: Brian Tidd

Manager/Supervisor: Rich Carson

Topics Discussed: Checking for Open Recalls

Managers Comments / Reccomendations: Discussed the importance of checking for open recalls and why the recall was missed

Employee's Comments: I understand the importance and it was carelessness that caused me to miss the recall

Course of Action: Put in place a new policy to check for recalls.

  
Employee Signature

\_\_\_\_\_  
Witness

  
Manger/Supervisor

\*Employee signature not applicable on verbal council memo.  
Employee advised memo of "verbal council" and all "written warnings" filed in personnel folder.

DEALERSHIP: Champion Ford Edinboro

**EMPLOYEE CONSULTATION**

DATE: 12/16/16

\* Verbal council  
Written Warning

NAME: Bryan Downes

Manager/Supervisor: Rich Carson

Topics Discussed: Checking for Open Recalls

Managers Comments / Reccomendations: Discussed the importance of checking for open recalls and why the recall was missed

Employee's Comments: No excuse for missing the recall. I was busy and forgot to look.

Course of Action: Will follow new policy put into place.

[Signature]  
Employee Signature

\_\_\_\_\_  
Witness

[Signature]  
Manager/Supervisor

\*Employee signature not applicable on verbal council memo.  
Employee advised memo of "verbal council" and all "written warnings" filed in personnel folder.

DEALERSHIP: Champion Ford Edinboro

**EMPLOYEE CONSULTATION**

DATE: 12, 16, 16

\* Verbal council   
Written Warning

NAME: Bill Melquist

Manager/Supervisor: Rich Carson

Topics Discussed: Checking for Open Recalls

Managers Comments / Reccomendations: Discussed the importance of checking for open recalls and why the recalls was missed.

Employee's Comments: Didn't check for recalls. I assumed the Advisor checked for the recall.

Course of Action: Will follow the new policy put into place.

  
Employee Signature

\_\_\_\_\_  
Witness

  
Manger/Supervisor

\*Employee signature not applicable on verbal council memo.  
Employee advised memo of "verbal council" and all "written warnings" filed in personnel folder.

DEALERSHIP: Champion Ford Edinboro

**EMPLOYEE CONSULTATION**

DATE: 12, 16, 16

\* Verbal council  
Written Warning

NAME: Brandon Hoag

Manager/Supervisor: Rich Carson

Topics Discussed: Checking for Open Recalls

Managers Comments / Reccomendations: Discussed the importance of checking for open recalls and why the recalls was missed.

Employee's Comments: Didn't check for recalls. I assumed the Advisor checked for the recall

Course of Action: Will follow the new policy put into place.

[Signature]  
Employee Signature

\_\_\_\_\_  
Witness

[Signature]  
Manger/Supervisor

\*Employee signature not applicable on verbal council memo.  
Employee advised memo of "verbal council" and all "written warnings" filed in personnel folder.

CU9DG2AKA52V...

ENGINE...

Vehicle Information  
VEHICLE DESCRIPTION  
10 Escape/Mariner/Hybrid

BODY STYLE  
5 Door

ENGINE  
3.0L 4V DHC V6 Duratec 230mm

TRANSMISSION  
6 Speed Auto Trans 6F Mid-Ran35

AXLE CODE

ENGINE CALIBRATION  
AM71F30A

AXLE RATIO  
3.51 FINAL DRIVE RATIO

WHEEL BASE

WHEEL SIZE  
7.0X16" ALLOY ROAD WHL STYLE 1

TIRE  
P235/70R-16 OWL A-S

PAINT COLOR  
STEEL BLUE

RADIO  
ELETR AM/FM STRO/DISC/CLK

GROSS VEHICLE WEIGHT  
4680 LB. GVW  
SYNC VERSION  
V3 Gen1

VHR ACTIVATED  
Y

SALE MILEAGE

GENERAL WARRANTY INFORMATION:  
WARRANTY START DATE  
09/26/2009  
BUILD DATE  
09/19/2009  
OUTSTANDING FIELD SERVICE ACTIONS:

NUMBER: 13N03  
ELECTRONIC THROTTLE BODY EXTENDED COVERAGE

NUMBER: 16S41  
FUEL DELIVERY MODULE FLANGE REPLACEMENT *in PM 6/2*

WARNING MESSAGES:  
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

EXTENDED COVERAGES:  
NO ESP INFORMATION AVAILABLE

WARRANTY REPAIR HISTORY:  
7 RECENT REPAIR HISTORY ON VEHICLE

ARN MESSAGES FOUND

38CEF01557

Creation Date: 01/13/2017

ENGLISH EN EN EN

Vehicle Information:

VEHICLE DESCRIPTION 2012 Expedition	BODY STYLE Regular Wagon	ENGINE 5.4L 3V V8
TRANSMISSION 6 Speed Automatic Trans (6R8015)	AXLE CODE	ENGINE CALIBRATION CB714FOA
--AXLE RATIO	WHEEL BASE	WHEEL SIZE 20 X 8.5" POLISHED ALUM WHL
AXLE RATIO 3.31 FINAL DRIVE RATIO	WHEEL BASE	WHEEL SIZE
TIRE P275/55R20" BSW A/S	PAINT COLOR WHITE PLATINUM	RADIO AM/FM STR/CD/CLK/NAVIG SYSTEM
GROSS VEHICLE WEIGHT 7500 LB. GVW	VHR ACTIVATED Y	
SYNC VERSION V4 Gen1		

--GENERAL WARRANTY INFORMATION:

WARRANTY START DATE 11/05/2011	BUILD DATE 09/02/2011	SALE MILEAGE 00114
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--OUTSTANDING FIELD SERVICE ACTIONS:

NO CAMPAIGN MESSAGE(S) FOUND

--WARNING MESSAGES:

VERIFY STATE REGISTRATION. VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

--EXTENDED COVERAGES:

- NO ESP INFORMATION AVAILABLE

--WARRANTY REPAIR HISTORY:

NO RECENT REPAIR HISTORY ON VEHICLE

NO ARN MESSAGES FOUND

EM1DFA13568

Creation Date: 01/13/2017

ENGLISH EN EN EN

Vehicle Information:

VEHICLE DESCRIPTION	BODY STYLE	ENGINE
2013 F150/Mark LT	Regular Cab	3.7L 4V PFI V6 NA Gas
TRANSMISSION	AXLE CODE	ENGINE CALIBRATION
6 Speed Automatic Trans (6R8026)		CF617A0A
-- AXLE RATIO	WHEEL BASE	WHEEL SIZE
AXLE RATIO		18X7.5 5 SPK CAST ALUM WHL
3.73 FINAL DRIVE RATIO		
TIRE	PAINT COLOR	RADIO
P275/65R18 A/T OWL	TUXEDO BLACK METALLIC	PREM AM/FM STRO/DISC
GROSS VEHICLE WEIGHT	VHR ACTIVATED	
6650 LB. GVW	N	
SYNC VERSION		
V4 Gen1		

--GENERAL WARRANTY INFORMATION:

WARRANTY START DATE	BUILD DATE	SALE MILEAGE
01/29/2013	09/21/2012	00068

--OUTSTANDING FIELD SERVICE ACTIONS:

NO CAMPAIGN MESSAGE(S) FOUND **OK**

--WARNING MESSAGES:

VERIFY STATE REGISTRATION. VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

--EXTENDED COVERAGES:

NO ESP INFORMATION AVAILABLE

--WARRANTY REPAIR HISTORY:

NO RECENT REPAIR HISTORY ON VEHICLE

NO ARN MESSAGES FOUND