

Appendix B

Copies all files related to allegations of
crash, injury, and/or fatality

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ECI Record ID	
Source Code	FMC360
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	08/06/2014
Causal Part Prefix	
Causal Part Base	
Causal Part Suffix	
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	WAYSIDE FORD, INC.
Dealer City	MARLBOROUGH
Dealer State/Province	MA
Dealer Phone Number	5084608400
VIN	3FAHP07Z58R
Production Date	11/10/2007
Model Year	2008
Vehicle Description	FUSION
Engine Serial Number	"241007100054 "
Engine Description	2.3L-4V DOHC EFI NA I4 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	11/27/2007
Mileage	100000
Customer Comments	2014-08-06-20.28.39.000000 CUST SAYS: ABS ENGAGED BUT WENT TO THE FLOOR BROUGHT FOOT UP HIT IT AGAIN HIT THE VEHICLE IN FRONT OF HIM THE ABS CONTROL THIS IS A KNOWN CONCERN WITH FORD FOR A FAULTY PART. MODULE AND CONTROL VALVE. CUST IS VERY UPSET HE WAS IN AN ACCIDENT CAUSED BY THIS FAULTY PART AND WANTS TO KNOW WHY THERE IS NO RECALL ON THIS PART AS OF YET. THE CHILD IN THE OTHER CAR COULD HAVE BEEN KILLED OR HURT. HOWEVER HE FELT HIS DRIVING ABILITY HE DIDNT FILE AN INS CLAIM. PER CUST, DLR SAYS:DEALER AGREES WITH CUST THAT THIS IS A FAULTY PART AND UNDERSTANDS ABOUT THE PARTS SHOULD BE RECALLED. CRC ADVISED:I HAVE ENTERED ALL HIS INFO INTO THE SYSTEM AS FEED BACK FOR FORD MOTOR COMPANY.
Technician Comments	2014-08-06-20.28.39.000000

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Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	11/27/2007
Mileage	100000
Customer Comments	<p>2014-08-06-20.48.05.000000 PLEASE CONTACT YOUR INSURANCE COMPANY REGARDING THIS ISSUE. FORD IS UNABLE TO PROVIDE ASSISTANCE.</p> <p>2014-08-06-20.45.12.000000 CUST SAYS: ABS ENGAGED BUT WENT TO THE FLOOR FOOT UP HIT IT AGAIN HIT THE VEHICLE IN FRONT OF HIM THE ABS CONTROL THIS IS A KNOWN CONCERN WITH FORD FOR A FAULTY PART. MODULE AND CONTROL VALVE. CUST IS VERY UPSET HE WAS IN AN ACCIDENT CAUSED BY THIS FAULTY PART AND WANTS TO KNOW WHY THERE IS NO RECALL ON THIS PART AS OF YET. THE CHILD IN THE OTHER CAR COULD HAVE BEEN KILLED OR HURT. HOWEVER HE FELT HIS DRIVING ABILITY HE DIDNT FILE AN INS CLAIM. PER CUST, DLR SAYS:DEALER AGREES WITH CUST THAT THIS IS A FAULTY PART AND UNDERSTANDS ABOUT THE PARTS SHOULD BE RECALLED. CRC ADVISED:I HAVE ENTERED ALL HIS INFO INTO THE SYSTEM AS FEED BACK FOR FORD MOTOR COMPANY.WAYSIDE FORD, INC.428 MAPLE STREETMARLBOROUGH, MA 01752(508) 460-8400 ACCIDENT/INJURY TEMPLATE (ENSURE YOU DOCUMENT BOTH THE QUESTION AND ANSWERS IN THE CASE NOTES)1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY NO3. IS THE VEHICLE REPAIRABLEYES 4. WERE ANY INJURIES SUSTAINEDNO NOT TO CUST KNOWLEDGES. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANYWOULD BE TO HAVE THE PARTS AND LABOR PAID FOR AND ADVISE OTHER CUST THAT THIS SHOULD BE A RECALL.6. WHAT WAS THE DATE OF THE ACCIDENTJULY 25TH 20147. WHAT PRODUCT DEFECT IS ALLEGED TO HAVE CAUSED THE ACCIDENTABS CONTROL MODULE AND CONTROL VALVE8. WHAT IS THE CITY AND STATE WHERE THE ACCIDENT OCCURREDSUDBURY, MA 9. WAS A POLICE REPORT FILEDNO13. WHAT MAILING ADDRESS WOULD YO</p>
Technician Comments	<p>2014-08-06-20.48.05.000000</p> <p>2014-08-06-20.45.12.000000</p>

Darcy M. MacDonald ~ Attorney at Law

Six Cabot Place, Stoughton, MA 02072
Phone (781) 341-0066 * Facsimile (781) 341-3242
Email: dmacatty@aol.com

SENT CERTIFIED MAIL NO. [REDACTED] & FIRST CLASS MAIL

December 6, 2016

Ford Motor Company,
1 American Road,
Dearborn, Michigan 48126-2798 USA
Attn.: Legal Department

OGC Lit
Product Claims

COPY

Re: **Demand Letter Pursuant to Massachusetts General Law
Chapter 93A – Ford Fusion ABS Brake Failure/Stephen J. LeBlanc**

To Whom This May Concern:

This office has been retained by Mr. [REDACTED] regarding a failure of the ABS system in his 2008 Ford Fusion. [REDACTED] was involved in a car accident, when he attempted to stop in heavy traffic the brakes became spongy, and failed to stop before he made contact with the vehicle in front of him. After making a cursory search online about the problem he experienced, he discovered complaints, as far back as three years ago complaints, regarding the ABS Hydraulic Control Unit and master cylinder, began showing up on the NHTSA website and online. In total there the NHTSA website complaint page shows 74 complaints about the brakes on the 2008 Ford Fusion, 71 describing a similar failure to the one that [REDACTED] experienced. The ABS Hydraulic Control Unit and master cylinder are cited in these complaints with the failure being triggered by activation of the ABS. After becoming aware of the magnitude of this problem, and Ford's unwillingness to address it in a preemptory fashion [REDACTED] chose to seek legal redress for this matter. Additional complaints, highlighting this issue were also found on AboutAutomobile.com, ARFC.

I am hereby making a formal demand, on behalf of [REDACTED], on Ford Motor Company, as manufacturers, under M.G.L. c.93A Sec. 9 for relief related to the total loss of his vehicle, the out of pockets costs associated with replacing his vehicle and any resulting surcharge related to fault assigned to him as a driver which occurred as a result of a dangerous design defect and refusal to repair this in the ABS system of the Ford Fusion for multiple model years.

This office was contacted by [REDACTED] after his personal research revealed a known problem, along with a multitude of complaints, which were filed to address a known problem with the 2008 Ford Fusion and their ABS system. Specifically, the 2008 Ford Fusion, contains a dangerous design defect, known to the industry manufacturers, but left unaddressed – whereby a driver would press on the brake pedal but the pedal would go to the floor with loss of braking power, resulting in a collision.

As a result of this defect [REDACTED] was involved in a car accident, his Ford Fusion was declared a total loss, he incurred a loss of out of pocket income attributed to the need to rent a replacement vehicle, use of personal time from work, and will now face an increased surcharge which will result in an increase in insurance premiums for a minimum of 7 years.

[REDACTED] asserts claims for breach of express and implied warranties, strict product liability for failure to warn; unjust enrichment/restitution; fraudulent concealment/nondisclosure; negligence; actions or practices declared to be unfair, deceptive, and unlawful under Chapter 93A of the Massachusetts General Laws, the Massachusetts Consumer and Business Protection Act, and regulations promulgated thereunder by the Attorney General's Consumer Protection Division.

Ford designed, manufactured, marketed, advertised, distributed, and warranted for this model and make of automobile. In conjunction with each sale, Ford warranted that each automobile was of merchantable quality, fit for the ordinary purpose for which automobiles are used, free from defects in materials and workmanship, and would not pose a driving hazard. Complaints of "spongy" brakes began surfacing over three years ago, with a total of 71 known problems, and in spite of this known hazard nothing was done to repair or replace the hundreds of thousands of 2008 Ford Fusions, which contained this sleeping defect, throughout the United States. Additionally, no known cause for the defect has been identified or offered by Ford Motor Company.

A copy of the accident report, filed with Police Department and Mapfre Insurance is included with this letter. Also included is a list of the 74 NHTSA complaint file numbers, filed thus far, on vehicles either formerly or currently in operation

[REDACTED] believes, and I have affirmed their belief, that they are entitled to be reimbursed for the costs related to the damage caused by the failure of the ABS system in the 2008 Ford Fusion. Specifically, the cost for the replacement of the vehicle, the cost to rent a vehicle, use of personal time from work, and an increased surcharge which will result in an increase in insurance premiums for a minimum of 7 years, these costs are estimated at in excess of \$25,000.00.

It is important to note that the vehicle, because it was declared a total loss, has been transferred to a salvage yard. If Ford wishes to inspect the ABS unit, for its own information, the inspection will need to happen as soon as possible.

Failure to respond to this 93A demand letter within 30 days offering a reasonable settlement will compel the commencement of a law suit under section 9 of said Chapter 93A. We construe a reasonable offer of settlement to be no less than the damages suffered as described above which amount does not take into account the potential damages that could have resulted had Mr. [REDACTED] or the other driver, been seriously injured by this failure.

If suit is filed against you under Chapter 93A and your conduct is found to be unfair or deceptive, Mr. [REDACTED] will be awarded his actual damages and will automatically receive an award whereby you will be required to pay all of [REDACTED]'s reasonable attorney's fees. Furthermore, if a court determines that your conduct was willfully or knowingly unfair or deceptive the court must award Mr. LeBlanc up to three times, but not less than two times, his actual damages. A court may also award Mr. [REDACTED] up to three times, but not less than two times actual damages if you refuse to grant relief pursuant to this demand letter and a court determines that your refusal, after your review of this letter, was made in bad faith with reason to know your conduct was unfair and deceptive in violation of Chapter 93A.

Very truly yours,



Darcy M. MacDonald
Attorney at Law

DMM/kgb

Enclosures

cc: [REDACTED]

FOLD → ← HERE

New York State Department of Motor Vehicles
REPORT OF MOTOR VEHICLE ACCIDENT
www.dmv.ny.gov

Use only for accidents that happen in New York State

BEFORE COMPLETING THIS FORM, READ THE INSTRUCTIONS IN SECTION A ON PAGE 2

DO NOT FORGET ACCIDENT DATE Page 1 of 1 RUSH - DRIVER OF VEHICLE 1 - LICENSE SUSPENDED FOR FAILURE TO REPORT

Accident Date: Month 10 Day 28 Year 16 Day of Week FRIDAY Time 5:25 AM PM Number of Vehicles 2 Number Injured 0 Number Killed 0 Did police investigate accident at scene? Yes No If "Yes", Name of Police Agency or Precinct & Accident Number SP TARRYTOWN

DRIVER

DRIVER OF VEHICLE 1

Driver License ID Number [REDACTED] State of License MA Driver License ID Number [REDACTED] State of License NY

Driver Name—exactly as printed on license (Last, First, M.I.) [REDACTED] Name—exactly as printed on license (Last, First, M.I.) [REDACTED]

Address (Include Number & Street) [REDACTED] Apt. Number [REDACTED] Address (Include Number & Street) [REDACTED] Apt. Number [REDACTED]

City or Town WRENTHAM State MA Zip Code [REDACTED] City or Town BLAUVELT State NY Zip Code [REDACTED]

Date of Birth [REDACTED] Sex M Number of People in Vehicle 1 Public Property Damaged Date of Birth [REDACTED] Sex M Number of People in Vehicle [REDACTED] Public Property Damaged

REGISTRANT

Name—exactly as printed on registration [REDACTED] Date of Birth [REDACTED] Sex M Name—exactly as printed on registration [REDACTED] Date of Birth [REDACTED] Sex M

Address (Include Number & Street) [REDACTED] Apt. Number [REDACTED] Address (Include Number & Street) [REDACTED] Apt. Number [REDACTED]

City or Town WRENTHAM State MA Zip Code [REDACTED] City or Town BLAUVELT State NY Zip Code [REDACTED]

Plate Number [REDACTED] State of Reg. MA Vehicle Year & Make 2008 FORD Vehicle Type PAN Ins. Code X Plate Number [REDACTED] State of Reg. NY Vehicle Year & Make 2016 DODGE Vehicle Type PAN Ins. Code X

VEHICLE DAMAGE

Estimated Cost of Property Damage - Vehicle 1 \$1,001-\$1,500 \$1,501-\$2,500 Over \$2,500 Estimated Cost of Property Damage - Vehicle 2 \$1,001-\$1,500 \$1,501-\$2,500 Over \$2,500

Describe damage to vehicle 1: RIGHT PASSENGER SIDE HEADLIGHT, FENDER, HOOD, BUMPER DAMAGED, INTERNAL PARTS IN RIGHT FRONT ENGINE AREA

ACCIDENT DIAGRAM: Circle one of the 9 diagrams (numbered 0-8) if it describes the accident, or draw your own diagram below in space #9. Number the vehicles. Your vehicle is # 1

Describe damage to vehicle 2: SCUFF & DIMPLE DAMAGE TO REAR BUMPER ON LEFT/DRIVER SIDE

ACCIDENT LOCATION

Place Where Accident Occurred in New York State: County ROCKLAND City Village Town of NANUET Permanent Landmark -

Road on which accident occurred I-287 (Route Number or Street Name)

at 1) intersecting street _____ (Route Number or Street Name)

or 2) .25 N S E W of GARDEN STATE PARKWAY (Milepost, Nearest intersecting Route Number or Street Name)

How did the accident happen? WHILE MERGING INTO HEAVY TRAFFIC FROM GS PARKWAY INTO I-287 EAST, IN MIDDLE LANE, TRAFFIC CAME TO A HALT IN FRONT OF ME. I ATTEMPTED TO BRAKE THE CAR, BUT THE BRAKE PEDAL WENT TO THE FLOOR OF THE CAR WITH LOSS OF BRAKING POWER, RESULTING IN COLLISION.

ALL INVOLVED

Names of All Persons Involved	8. Which Veh. Occupied	9. Position in/on Vehicle	10. Safety Equip. Used	12. Age	13. Sex	15. Injury	Describe Injuries	If Deceased, Enter Date of Death
<u>[REDACTED]</u>	<u>1</u>	<u>1</u>	<u>4</u>	<u>56</u>	<u>M</u>	<u>A</u> <u>B</u> <u>C</u>	<u>NONE</u>	
<u>[REDACTED]</u>	<u>1</u>	<u>1</u>	<u>X</u>	<u>37</u>	<u>M</u>	<u>A</u> <u>B</u> <u>C</u>	<u>NONE</u>	

INSURANCE

Identify Damaged Property Other Than Vehicle(s) [REDACTED] VIN 3FAHP07Z38R

Name of Insurance Company That Issued Policy For Vehicle 1 COMMERCE INSURANCE Policy Number LT1967-6

Name and Address of Policy Holder [REDACTED] WRENTHAM, MA Policy Period From 10/07/16 To 10/07/17

If Vehicle was Operated Under Permit (ICC, USDOT or NYSDOT), give No. _____ Name and Address of Permit Holder _____ and State _____

If Self-Insured, give Certificate No. _____

Date 11/06/2016 Print Name of Driver (or Representative*) of Vehicle 1 STEPHEN J. LEBLANC Signature of Driver (or Representative*) of Vehicle 1 [Signature]

* A representative may sign for the driver if the driver is unable to sign because of injury or death. If you are signing as the driver's representative, check the box that describes why the driver cannot sign. Injury Death

An accident report is not considered complete and filed unless it is signed, and if not signed may result in the suspension of your driver's license.

SECTION A

You must report within 10 days any accident occurring in New York State causing a fatality, personal injury or damage over \$1,000 to the property of any one person. Failure to do so within 10 days is a misdemeanor. Your license and/or registration may be suspended until a report is filed. Check the "RUSH" box at the top of page 1 if your license is suspended for failure to report this accident on time. You must fill in all information requested on the report.

Then fill in the boxes numbered 1-7 and 23-30 in the right margin on page 1 by entering the number of the item from Section B that best describes the circumstances of the accident. If a question does not apply, enter a dash ("-"). If you do not know an answer, enter an "X".

INSTRUCTIONS - PLEASE PRINT OR TYPE ALL INFORMATION - USE BLACK INK

* First — fold along this shaded, dotted line.

* Don't fold internet form. Instead, place page 2 over page 1, with the arrows on page 2 pointing to the boxes on the right edge of page 1.

VEHICLE INVOLVEMENT - If you were in an accident involving:

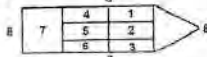
- **two-cars**, enter your information in the **VEHICLE 1** section and the other driver's information in the **VEHICLE 2** section.
- **a pedestrian, bicyclist or other pedestrian** (a person using a non-motorized conveyance such as in-line skates, skateboard, sled, etc.), enter the information in the "Driver" spaces provided for Vehicle 2, and check the **PEDESTRIAN, BICYCLIST or OTHER PEDESTRIAN** box.
- **a vehicle other than a motor vehicle** (such as a snowmobile, mini-bike, aircycle, all-terrain vehicle, trail bike, or other non-motor vehicle), enter the driver, registrant and vehicle information in the space provided for **VEHICLE 2**.
- **an unoccupied vehicle**, enter all available information. Be sure to enter the correct vehicle Plate Number and Vehicle Type in the **VEHICLE 2** block.
- **more than two vehicles**, fill out additional accident reports. On these reports, place the information for the third vehicle in the space marked **VEHICLE 1** and mark it # 3. Use the space marked **VEHICLE 2** for the fourth vehicle, and mark it # 4 and so on. Additional forms are available at any Motor Vehicles office or from the DMV website: www.dmv.ny.gov.

- DRIVER** - Enter the information for each driver EXACTLY as it appears on his/her driver license.
- REGISTRANT** - Enter registrant information EXACTLY as it appears on the registration of each vehicle involved in the accident.
- VEHICLE DAMAGE** - Indicate if the accident exceeds the \$1,000 threshold for property damage to any one vehicle or property caused by the accident, and describe the vehicle damage.
- ACCIDENT LOCATION** - Enter the county, locality and street(s) where the accident occurred. Check the box if there is an intersecting street. If available, identify a permanent landmark nearby, such as a business, school, shopping mall, parking lot, water tower, railroad, mountain or cell tower.
- ALL INVOLVED** - List the names of all persons involved in the accident, and provide the date of death if anyone was killed in, or as a result of, the accident. If more than four people are involved, complete another report. In the **ALL INVOLVED** section of that report, provide the required information for everyone else involved in the accident. Enter the following codes in the appropriate columns:

WHICH VEHICLE OCCUPIED (Column 8) - Enter the appropriate number or letter.
 1. Vehicle 1 2. Vehicle 2 B. Bicyclist P. Pedestrian O. Other Pedestrian

POSITION IN/ON VEHICLE (Column 9) - Enter the number from this diagram which corresponds to each person's position.

1. Driver 2-7. Passengers 8. Riding/Hanging on Outside



SAFETY EQUIPMENT USED (Column 10)

- | | | |
|-----------------------------|---|------------------|
| 1. None | 7. Air Bag Deployed | C. Helmet Only |
| 2. Lap Belt | 8. Air Bag Deployed/Lap Belt | |
| 3. Shoulder Restraint | 9. Air Bag Deployed/Shoulder Restraint | D. Helmet/Other |
| 4. Lap Belt Restraint | A. Air Bag Deployed/ Lap Belt/Restraint | E. Pads Only |
| 5. Child Restraint Only | B. Air Bag Deployed/Child Restraint | F. Stoppers Only |
| 6. Helmet (Motorcycle Only) | O. Other | |

INJURY (Columns 16A-C) - Check all column(s) that apply and DESCRIBE INJURIES:

- A - Severe lacerations, broken or distorted limbs, skull fracture, crushed chest, internal injuries, unconscious when taken from the accident scene, unable to leave accident scene without assistance.
- B - Lump on head, abrasions, minor lacerations.
- C - Momentary unconsciousness, limping, nausea, hysteria, complaint of pain (no visible injury), whiplash (complaint of neck and head pain).

- INSURANCE** - Enter damage to private property, if any, insurance policy information and VIN. Attach additional reports to page one. Each page of the report must be numbered in the upper left corner. Mark additional sheets #2, #3, etc. **Date and sign on the bottom line of each attached report. THE REPORT MUST BE SIGNED BY THE DRIVER OF VEHICLE 1, UNLESS HE OR SHE IS UNABLE TO SIGN BECAUSE HE/SHE IS INJURED OR DECEASED.**

Send original to: CRASH RECORDS CENTER
 6 EMPIRE STATE PLAZA
 PO BOX 2925
 ALBANY NY 12220-0925

SECTION B

USE TO COMPLETE

BOXES 1-7 and 23-30 ON PAGE 1

Be sure your answers are marked INSIDE THE BOXES ON PAGE 1

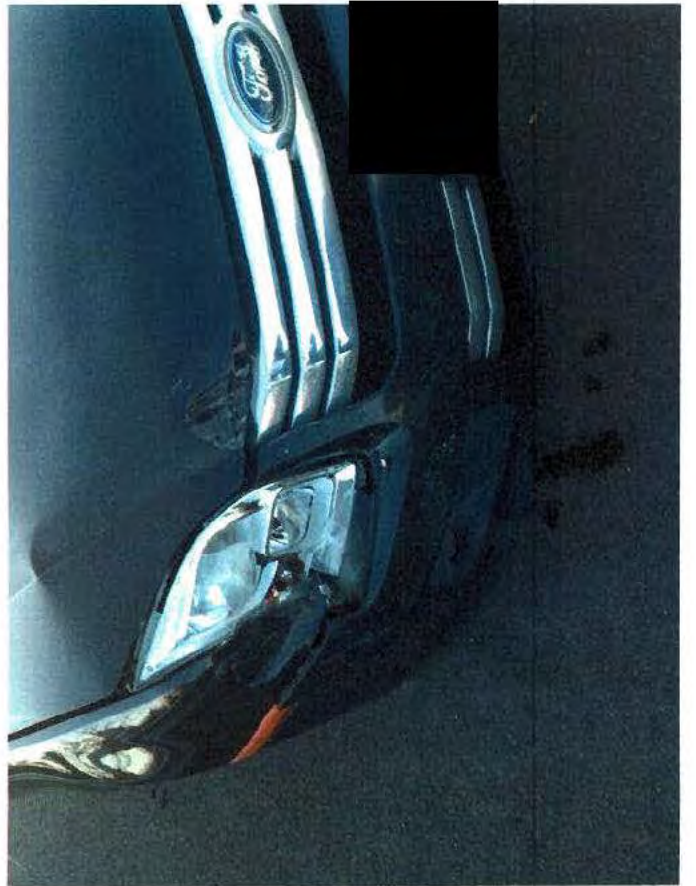
PEDESTRIAN/BICYCLIST/OTHER PEDESTRIAN LOCATION		PAGE 1
1. Pedestrian/Bicyclist/Other Pedestrian at Intersection	2. Pedestrian/Bicyclist/Other Pedestrian Not at Intersection	
PEDESTRIAN/BICYCLIST/OTHER PEDESTRIAN ACTION		1
1. Crossing, With Signal	2. Crossing, Against Signal	
3. Crossing, No Signal, Marked Crosswalk	4. Crossing, No Signal or Crosswalk	2
5. Riding/Walking/Skating Along Highway With Traffic	6. Riding/Walking/Skating Along Highway Against Traffic	
7. Emerging from in Front of/Behind Parked Vehicle	8. Going to/From Stopped School Bus	3
9. Getting On/Off Vehicle Other Than School Bus	11. Working in Roadway	
12. Playing in Roadway	13. Other Actions in Roadway	4
14. Not in Roadway		
TRAFFIC CONTROL		5
1. None	10. RR Crossing Gates	
2. Traffic Signal	11. Stopped School Bus-Red Lights Flashing	6
3. Stop Sign	12. Construction Work Area	
4. Flashing Light	13. Maintenance Work Area	7
5. Yield Sign	14. Utility Work Area	
6. Officer/Guard	15. Police/Fire Emergency	8
7. No Passing Zone	16. School Zone	
8. RR Crossing Sign	20. Other	
9. RR Crossing Flashing Light		
LIGHT CONDITIONS		9
1. Daylight	3. Dusk	
2. Dawn	4. Dark-Road Lighted	
ROADWAY CHARACTER		10
1. Straight and Level	4. Curve and Level	
2. Straight and Grade	5. Curve and Grade	11
3. Straight at Hillcrest	6. Curve at Hillcrest	
ROADWAY SURFACE CONDITION		12
1. Dry	3. Muddy	
2. Wet	4. Snow/Ice	
5. Slush	6. Flooded	
0. Other		
WEATHER		13
1. Clear	2. Cloudy	
3. Rain	5. Sleet/Hail/Freezing Rain	14
4. Snow	6. Fog/Smog/Smoke	
0. Other		
DIRECTION OF TRAVEL		15
	1. North	
	2. Northeast	5. South
	3. East	6. Southwest
	4. Southeast	7. West
	8. Northwest	
PRE-ACCIDENT VEHICLE ACTION		16
1. Going Straight Ahead	11. Avoiding Object in Roadway	
2. Making Right Turn	12. Changing Lanes	17
3. Making Left Turn	13. Passing	
4. Making U Turn	14. Merging	18
5. Starting from Parking	15. Backing	
6. Starting in Traffic	16. Making Right Turn on Red	19
7. Slowing or Stopping	17. Making Left Turn on Red	
8. Stopped in Traffic	18. Police Pursuit	20
9. Entering Parked Position	20. Other	
10. Parked		
LOCATION OF FIRST EVENT		21
1. On Roadway	2. Off Roadway	
TYPE OF ACCIDENT		22
COLLISION WITH		
1. Other Motor Vehicle	6. In-Line Skater	23
2. Pedestrian	7. Deer	
3. Bicyclist	8. Other Pedestrian	24
4. Animal	10. Other Object (Not Fixed)	
5. Railroad Train		
COLLISION WITH FIXED OBJECT		25
11. Light Support/Utility Pole	21. Median - Not At End	
12. Guide Rail - Not At End	22. Snow Embankment	26
13. Crash Cushion	23. Earth Embankment/Rock Cut/Ditch	
14. Sign Post	24. Fire hydrant	27
15. Tree	25. Guide Rail - End	
16. Building/Wall	26. Median - End	28
17. Curbing	27. Barrier	
18. Fence	30. Other Fixed Object	
19. Bridge Structure		
20. Culvert/Head Wall		
NO COLLISION		29
31. Overturned	33. Submersion	
32. Fire/Explosion	34. Ran Off Roadway Only	
	40. Other	

The NHTSA website Complaint page shows 74 complaints about the brakes on the Ford Fusion, 71 describing a similar failure to the one that I experienced. The ABS Hydraulic Control Unit and master cylinder are mentioned in some of these complaints; the failure seems to be triggered by activation of the ABS.

- NHTSA ID Number: 10926134
- NHTSA ID Number: 10924068
- NHTSA ID Number: 10920642
- NHTSA ID Number: 10920381
- NHTSA ID Number: 10917426
- NHTSA ID Number: 10917229
- NHTSA ID Number: 10910435
- NHTSA ID Number: 10897327
- NHTSA ID Number: 10893019
- NHTSA ID Number: 10892944
- NHTSA ID Number: 10888626
- NHTSA ID Number: 10885025
- NHTSA ID Number: 10881298
- NHTSA ID Number: 10876335
- NHTSA ID Number: 10875760
- NHTSA ID Number: 10863161
- NHTSA ID Number: 10863054
- NHTSA ID Number: 10862114
- NHTSA ID Number: 10860086
- NHTSA ID Number: 10855365
- NHTSA ID Number: 10854702
- NHTSA ID Number: 10850969
- NHTSA ID Number: 10837770
- NHTSA ID Number: 10837758
- NHTSA ID Number: 10836833
- NHTSA ID Number: 10836561
- NHTSA ID Number: 10825433
- NHTSA ID Number: 10824708
- NHTSA ID Number: 10823422
- NHTSA ID Number: 10822948
- NHTSA ID Number: 10822164
- NHTSA ID Number: 10820307
- NHTSA ID Number: 10819862
- NHTSA ID Number: 10818806
- NHTSA ID Number: 10818601
- NHTSA ID Number: 10811561
- NHTSA ID Number: 10807655
- NHTSA ID Number: 10806755
- NHTSA ID Number: 10806255
- NHTSA ID Number: 10794803
- NHTSA ID Number: 10787563
- NHTSA ID Number: 10786924
- NHTSA ID Number: 10786700
- NHTSA ID Number: 10779110
- NHTSA ID Number: 10778783
- NHTSA ID Number: 10760420
- NHTSA ID Number: 10760393
- NHTSA ID Number: 10712615
- NHTSA ID Number: 10694951
- NHTSA ID Number: 10683872
- NHTSA ID Number: 10690056
- NHTSA ID Number: 10680428

NHTSA ID Number: 10680357
NHTSA ID Number: 10670480
NHTSA ID Number: 10670179
NHTSA ID Number: 10668854
NHTSA ID Number: 10655357
NHTSA ID Number: 10653400
NHTSA ID Number: 10653180
NHTSA ID Number: 10644354
NHTSA ID Number: 10641549
NHTSA ID Number: 10640257
NHTSA ID Number: 10629592
NHTSA ID Number: 10618330
NHTSA ID Number: 10617511
NHTSA ID Number: 10615775
NHTSA ID Number: 10606597
NHTSA ID Number: 10587183
NHTSA ID Number: 10514752
NHTSA ID Number: 10489124

Additional reports on AboutAutomobile, ARFC.



ECI Record ID	
Source Code	FMC360
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	03/05/2015
Causal Part Prefix	
Causal Part Base	
Causal Part Suffix	
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	AUTONATION FORD MARGATE
Dealer City	MARGATE
Dealer State/Province	FL
Dealer Phone Number	9549727200
VIN	3FAHP08168R
Production Date	12/15/2007
Model Year	2008
Vehicle Description	FUSION
Engine Serial Number	"107565107049 "
Engine Description	3.0L DOHC EFI NA V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	01/05/2008
Mileage	71000
Customer Comments	<p>2015-03-05-00.20.35.000000 EMAIL CREATED ON: 3/4/2015 7:19:37 PMFROM: TIER 1 EMAIL - CRCFMCTO: [REDACTED] SSUBJECT: FORD MOTOR COMPANY [REDACTED] HELLO [REDACTED], MY NAME IS ALYSSA, I AM FROM FORDS CUSTOMER RELATIONSHIP CENTER (CRC). I HAVE REVIEWED YOUR EMAIL REGARDING THE CONCERNS ON YOUR 2008 FORD FUSION. I APOLOGIZE FOR ANY INCONVENIENCE THIS HAS CAUSED. TO ASSIST YOU, I HAVE CHECKED OUR RECORDS AND HAVE VERIFIED THAT YOUR VEHICLE HAS NO OPEN RECALL OR CUSTOMER SATISFACTION PROGRAMS (CSP) RELATED TO THIS ISSUE. PLEASE BE ADVISED THAT WHEN FORD MOTOR COMPANY RECOGNIZES AN ONGOING ISSUE, A RECALL OR CSP IS PUT INTO PLACE. FORD AND THE NATIONAL HIGHWAY TRAFFIC AND SAFETY ADMINISTRATION (NHTSA) WORK TOGETHER TO PROACTIVELY IDENTIFY AREAS OF CONCERN THROUGH INVESTIGATION OF CONSUMER AND DEALER FEEDBACK. DURING AN INVESTIGATION FORD COOPERATES FULLY WITH NHTSA. FORD DOES NOT SPECULATE ON THE OUTCOME OF ANY CURRENT INVESTIGATION OR FUTURE ACTIONS. DUE TO OUR RIGOROUS SAFETY STANDARDS AND CONSTANT TESTING, NOT ALL ISSUES RESULT IN RECALLS OR CSP. THANK YOU FOR CONTACTING FORD MOTOR COMPANY. SINCERELY, ALYSSA CUSTOMER RELATIONSHIP CENTER FORD MOTOR COMPANY SHOULD YOU FEEL THAT WE HAVE NOT ADEQUATELY ADDRESSED YOUR CONCERN(S), WE MAY REQUIRE ADDITIONAL INFORMATION, PLEASE FEEL FREE TO CONTACT US VIA TELEPHONE AT (800)392-3673 BETWEEN THE HOURS OF 8:00 A.M. - 8:00 P.M. EST (MONDAY-FRIDAY) / 9:00 A.M. - 5:30 P.M. EST (SATURDAY). HEARING-IMPAIRED CAL</p>

Technician Comments

2015-03-05-00.20.35.000000 WHAT IS YOUR VEHICLE SALES OR SERVICE ISSUE?:HYDRAULIC CONTROL UNIT ON THE ANTI-LOCK BRAKE SYSTEM FAILED! CRITICAL SAFETY SYSTEM FAILURE. DRIVING AT AROUND 30 MPH, CLEAR AND DRY CONDITIONS, MADE A HARD STOP AND ANTI-LOCK BRAKES ENGAGED AND THEN THE BRAKES FAILED, BRAKE PEDAL WENT TO THE FLOOR. PUMPED THEM AND THE BRAKES WERE NOW SPONGY AND WENT TO THE BOTTOM AGAIN. I TOOK THE CAR TO MY MECHANIC AND HE CHANGED THE BRAKE MASTER CYLINDER AND IT FAILED TO FIX THE PROBLEM. I GOT INTO A CAR ACCIDENT. I HAD TO TAKE IT TO THE DEALER TO CHANGE THE HYDRAULIC CONTROL UNIT ON THE ANTI-LOCK BRAKE SYSTEM. THE SYSTEM FAILED AND WAS STUCK OPEN. THERE HAVE BEEN MANY SIMILAR COMPLAINTS ON THIS CAR. WHAT ACTION HAS YOUR DEALER TAKEN TO ADDRESS THE ISSUE?:THEY CHECKED FOR ANY RECALL FOR MY FORD SINCE IT IS A SAFETY ISSUE. THEY COULDN T FIND ANY RECALLS AND I HAD TO REPLACE THE HYDRAULIC CONTROL UNIT AND PAID \$1,500.00 TO GET IT FIXED. WHAT ASSISTANCE ARE YOU SEEKING FROM FORD MOTOR COMPANY?:I BELIEVE THEY SHOULD MAKE THIS PROBLEM A RECALL SINCE IT IS A SAFETY ISSUE. AFTER RESEARCHING FOUND SEVERAL COMPLAINTS FOR THE FORD FUSION 2008 AND THE ABS SYSTEM. I REALIZED I M NOT THE ONLY ONE THAT HAD THIS PROBLEM. I URGE ADDITIONAL INVESTIGATION TO PREVENT DAMAGE TO PROPERTY OR LOSS OF LIFE. ARE YOU THE OWNER OF THE VEHICLE :YES VIN : 3FAHP08168F [REDACTED] MILEAGE : 71,000 WHERE IS YOUR VEHICLE NOW : INPOSSESSION HAVE YOU CONTACTED THE DEALER :YES DEALER NAME :AUTONATION FORD CONTACT INFORMATION FIRST NAME [REDACTED] LAST NAME [REDACTED] ADDRESS [REDACTED] : CORAL SPRINGS, STATE :FL, COUNTRY :USA, ZIP [REDACTED] EMAIL ADDRESS : [REDACTED] PHONE NUMBER [REDACTED]

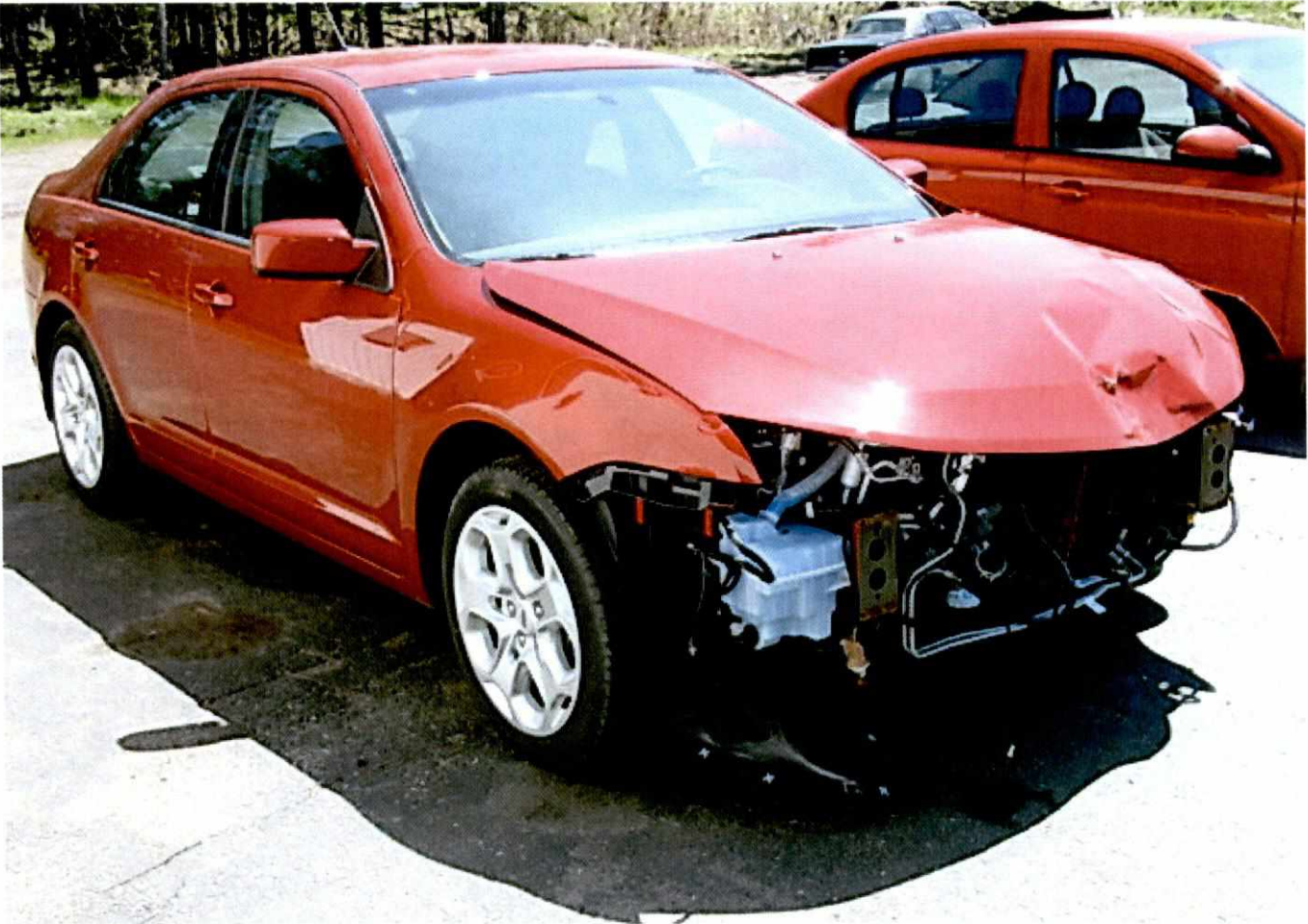
ECI Record ID	
Source Code	FMC360
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	06/06/2017
Causal Part Prefix	
Causal Part Base	
Causal Part Suffix	
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	DELACY FORD, INC.
Dealer City	ELMA
Dealer State/Province	NY
Dealer Phone Number	7166681200
VIN	3FAHP0CG8AR
Production Date	05/12/2010
Model Year	2010
Vehicle Description	FUSION
Engine Serial Number	"410167555055 "
Engine Description	3.0L 4V OHC V6 DURATEC 230HP
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	06/21/2010
Mileage	71000
Customer Comments	2017-06-06-22.26.18.000000 CUST SAYS: 31ST OF MAY WAS IN A CRASH HE WENT TO STOP AT 20 MPH THE VEH IN FRONT STOPPED QUICK AND HIS VEH HIT THE OTHER VEH HE THINKS IT IT THE BRAKE SYSTEM THAT FAILED PER CUST DLR SAYS: N/A CRC ADVISED: 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO)YES 2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM NO 3. IS THE VEHICLE REPAIRABLE YES 4. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. NO 5. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANYTHE COST OF THE REPAIR 6. WHAT WAS THE DATE OF THE ACCIDENT MAY 31 2017 7. WHAT PRODUCT DEFECT IS ALLEGED TO HAVE CAUSED THE ACCIDENT ABS SYSTEM 8. WHAT IS THE CITY AND STATE WHERE THE ACCIDENT OCCURRED PARKER CO9. WAS A POLICE REPORT FILED NO 10. IF A POLICE REPORT WAS FILED, WHAT WERE THE FINDINGS11. WHAT IS THE POLICE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED12. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS 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) 3762 BADGER LN ELBERT CO 80160
Technician Comments	2017-06-06-22.26.18.000000

ECI Record ID	
Source Code	FMC360
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	08/26/2014
Causal Part Prefix	
Causal Part Base	
Causal Part Suffix	
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	BOHN FORD
Dealer City	HARVEY
Dealer State/Province	LA
Dealer Phone Number	8888691082
VIN	3FAHP0HA5AP
Production Date	03/31/2009
Model Year	2010
Vehicle Description	FUSION
Engine Serial Number	"280209161304 "
Engine Description	2.5L DOHC PFI 170HP DURATEC HE
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	04/15/2009
Mileage	51933
Customer Comments	2014-08-26-15.57.02.000000 CUST SAYS:SHE HAS AN ISSUE AS THIS DEALER THAT LET HER DRIVE OUT OF THEIR SHOP STATING NOTHING WAS WRONG WITH HER VEHICLE IN NOVEMBER AND THEN IN JULY SHE HAD AN ACCIDENT DUE TO HER ABS NOT WORKING. SHE HAS NOW READ ONLINE THAT THERE HAVE BEEN A LOT OF PEOPLE COMPLAINING ABOUT THEIR ABS NOT WORKING IN THESE VEHICLES.ACCIDENT/INJURY TEMPLATE 1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMTHE CLAIM WAS FINALIZED AND THEY PAID FOR EVERYTHING AS THE OTHER TWO VEHICLES WHICH ALSO HAD STATE FARM AND ONE OF THEM WAS COVERED BY THEIR INSURANCE AS HERS WAS MAXED OUT.3. IS THE VEHICLE REPAIRABLENO4. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES.JENNIFER NAQUIN WAS THE ONLY PERSON IN HER VEHICLE AND SHE WAS INJURED AND THE OTHER PEOPLE IN ONE VEHICLE WAS ON THEIR WAY TO A FUNERAL AND SHE DOES NOT KNOW THE OTHER NAMES OF THE INJURED PEOPLES. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANYBASICALLY DISSATISFIED THAT A FMC DEALERSHIP SENT HER ON HER WAY WITH BRAKES THAT WERE BAD IN NOVEMBER AND ANYTIME SHE HAD SPOKE WITH ANYONE IN REGARDS TO HER BRAKES IT WAS ALWAYS DISREGARDED. ANYTIME SHE BROUGHT IT IN TO HAVE IT CHECKED OUT. IN NOVEMBER SHE BROUGHT IT IN AND THEY STATED THE ENGINE MOUNT WAS BROKEN AND NEEDED REPLACED AND THE BELT AND BELT TENSIONAR NEEDED REPLACED AND THE BRAKES AND PADS NEE
Technician Comments	2014-08-26-15.57.02.000000

ECI Record ID	
Source Code	GCQIS Ford
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	02/17/2010
Causal Part Prefix	
Causal Part Base	Unknown
Causal Part Suffix	
Causal Part Name	Unknown
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	WAYNE AKERS FORD, INC.
Dealer City	LAKE WORTH
Dealer State/Province	FL
Dealer Phone Number	5615824444
VIN	3FAHP0HA9AF
Production Date	08/10/2009
Model Year	2010
Vehicle Description	FUSION
Engine Serial Number	"280709100430 "
Engine Description	2.5L DOHC PFI 170HP DURATEC HE
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	08/26/2009
Mileage	5231
Customer Comments	
Technician Comments	<p>WEB FORM DATA - CONCERN: BRAKE PEDAL GOES TO THE FLOOR, NO BRAKES DIAGNOSTICS: VEHICLE HAS BEEN IN AN ACCIDENT. CUST REPLACED MASTER CYLINDER. I BLOCKED OFF MASTER CYLINDER AND STEPPED ON BRAKES, MASTER CYLINDER HELD PRESSURE. I REPLACED THE HCU AND PRESSURE BLEED THE SYSTEM ALONG WITH ABS BLEED, NO CHANGE TO PEDAL. THE BOOK SAYS THE BRAKE PROPORTIONING IS DONE BY THE HCU, IS THER ANYTHING ELSE IN THE SYSTEM THAT CAN CAUSE BRAKE FLUID TO CIRCULATE? PARTS REPLACED:: HCU, MASTER CYLINDER TECH QUESTION: WHY WERE YOU ABLE TO VERIFY THE CONCERN? YES IS THERE AN APPROPRIATE PINPOINT TEST IN THE WSM FOR THIS CONCERN? YES WAS THE PINPOINT TEST FOLLOWED? YES BRIAN REPORTS THAT THE MASTER CYLINDER CAN MAKE PRESSURE AND THE HCU HAS BEEN REPLACED FOR A CONCERN OF NO BRAKE PEDAL. THE BRAKE PEDAL GOES TO THE FLOOR. THE VEHICLE WAS IN AN ACCIDENT IN THE RF NEAR THE HCU. THE HCU AND THE MASTER CYLINDER HAVE BEEN REPLACED WITH THE CONCERN STILL PRESENT. BLOCKING OFF THE MASTER CYLINDER RESTORES A HARD PEDAL. THE SYSTEM HAS BEEN BLEED MULTIPLE TIMES USING THE PRESSURE BLEEDER. NO LEAKS ARE FOUND IN THE SYSTEM. THE RF LINE FROM THE MASTER CYLINDER TO THE HCU IS DAMAGED BUT NO LEAKS ARE FOUND IN THE LINE. THE LINES ARE NOT CROSSED AS COMPARED TO ANOTHER LIKE UNIT. PUMPING THE BRAKES WITH THE VEHICLE OFF DOES NOT RESTORE THE PEDAL.</p> <p>WAS IN THE STORE TODAY, TECH BRAIN & SM ASKED ME TO LOOK AT VEHICLE AS WELL. WE ARE ABLE TO GET A HARD PEDAL BY BLOCKING OFF AT THE MASTER CYLINDER. LINES FROM MASTER TO HCU ARE GOOD. NOT ABLE TO GET A HARD PEDAL AFTER BLOCKING OFF THE 4 OUTLET PORTS. HAVING THE TECH REPLACE THE HCU AT THIS TIME.</p> <p>TECH ASSIST REFERRAL HAS BEEN OPENED EHTR</p> <p>VEHICLE IS FIXED, REPLACED THE HCU AND PROPERLY BLEED THE SYSTEM USING THE WSM.</p> <p>TECH ASSIST REFERRAL HAS BEEN CLOSED</p> <p>SYMPTOM 3 01 5 53 CHANGED TO 6 60 3 40 BY CS012093</p>

ECI Record ID	
Source Code	AWS
Source Claim Key	
Time In Service	6
Repair/Report/Paid Date	03/08/2010
Causal Part Prefix	AE5Z
Causal Part Base	2C215
Causal Part Suffix	A
Causal Part Name	BRAKE ANTI LOCK ASSY
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	WAYNE AKERS FORD, INC.
Dealer City	LAKE WORTH
Dealer State/Province	FL
Dealer Phone Number	5615824444
VIN	3FAHP0HA9AF
Production Date	08/10/2009
Model Year	2010
Vehicle Description	FUSION
Engine Serial Number	"280709100430 "
Engine Description	2.5L DOHC PFI 170HP DURATEC HE
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	08/26/2009
Mileage	5231
Customer Comments	REPLACE DEFECTIVE HYDRO CONTROL UNIT
Technician Comments	5231 2C215***D8 AFTER REPLACING HCU ON ANOTHER LINE FOR AN EXTERNAL LEAK, BLED SYSTEM AND BRAKE PEDAL FELL TO THE FLOOR. MADE MULTIPLE ATTEMPTS TO BLEED THE SYSTEM AND PEDAL STILL FELL. REPLACED HCU, BLED SYSTEM AND RETESTED OK

ECI Record ID	
Source Code	AWS
Source Claim Key	
Time In Service	19
Repair/Report/Paid Date	04/02/2012
Causal Part Prefix	BESZ
Causal Part Base	2C219
Causal Part Suffix	G
Causal Part Name	MODULE-BRK ANTI/LK
Non Causal Part Prefix-Base-Suffix	- - -
Dealer Name	MORRIE'S MINNETONKA FORD LINCO
Dealer City	MINNETONKA
Dealer State/Province	MN
Dealer Phone Number	9525465441
VIN	3FAHP0HAXBF
Production Date	08/31/2010
Model Year	2011
Vehicle Description	FUSION
Engine Serial Number	"260810073644 "
Engine Description	2.5L DOHC PFI 170HP DURATEC HE
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	09/15/2010
Mileage	16778
Customer Comments	CUST STATES SERVICE ADVANCE TRAC LIGHT IS ON, SEE HISTORY ON SAME CONCERN
Technician Comments	NOT SAME CONCERN..EEC TESTED, CODES C1277 20 AND C1963 20 PERFORMED PINPOINT TESTS E, F AND G. FOUND ABS MODULE BAD. REPLACED ABS MODULE, PMI. CLEARED CODES AND RETESTED. TEST DROVE AND RETESTED, OK.



DATE: 08/10 FRONT GAWR: 1063KG/2344LB REAR GAWR: 720KG/1587LB
 THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
 VIN: 3FAHPOHAXBR134681 TYPE: Passenger Car
 MAXIMUM LOAD = OCCUPANTS + LUGGAGE = 385KG/850LB
 OCCUPANTS = 5 TOTAL; 2 FRONT, 3 REAR

TIRE (FR): P225/50R17 93V RIMS (FR): 17X7.5J
 (RR): P225/50R17 93V (RR): 17X7.5J
 PRESSURE (FR): 215 kPa/ 31 PSI COLD (RR): 215 kPa/ 31



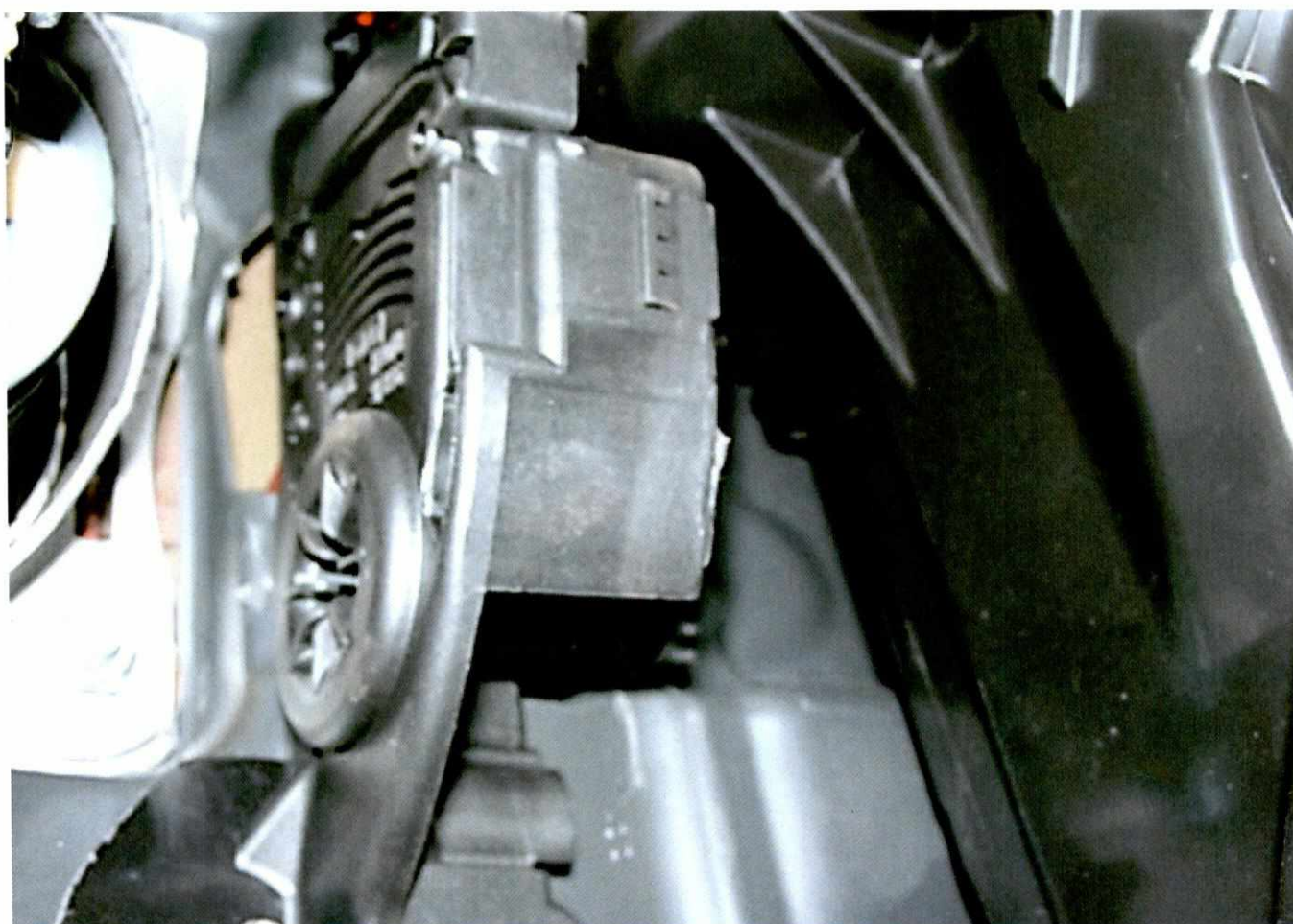
TRAILER TOWING - SEE OWNER GUIDE

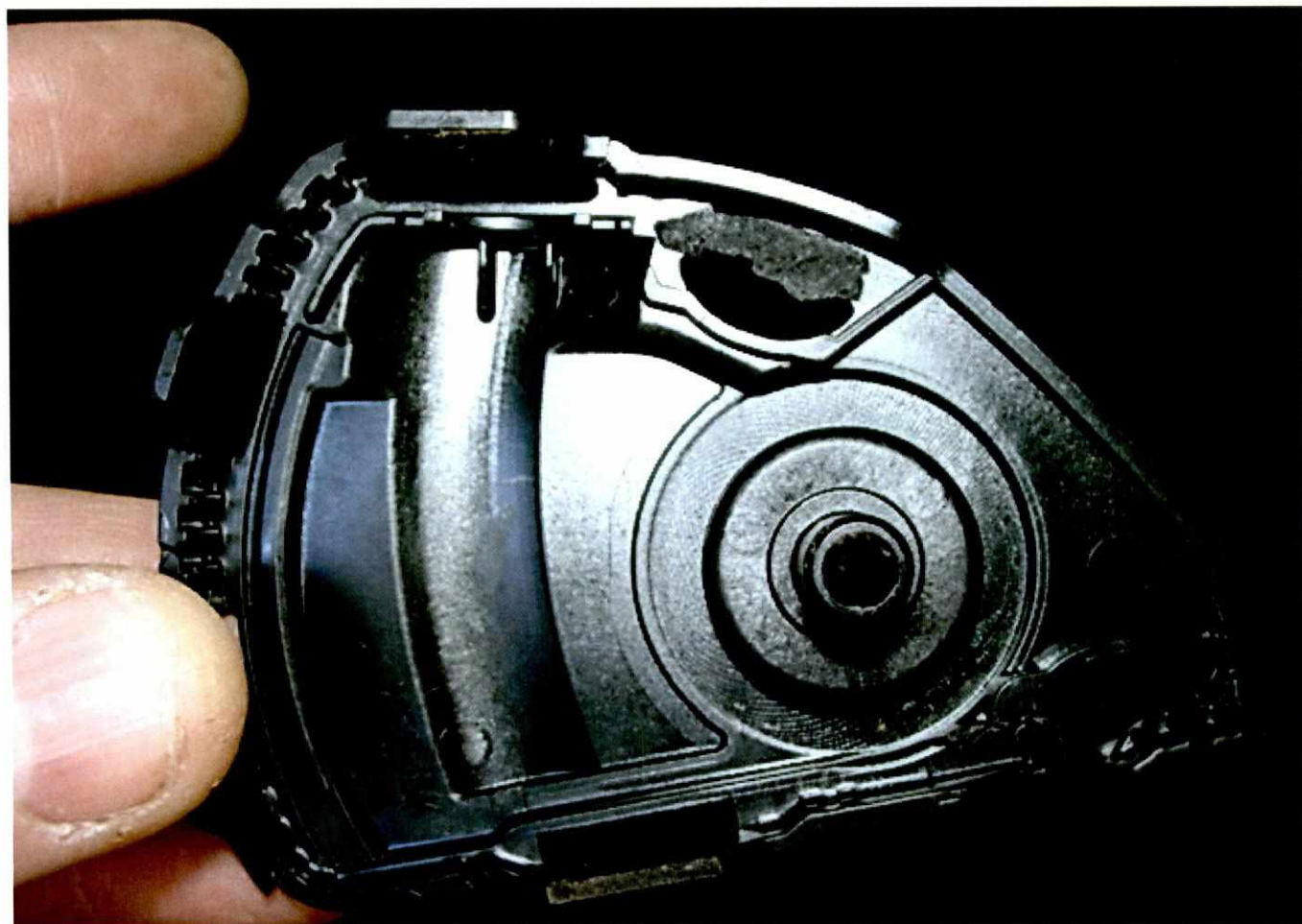
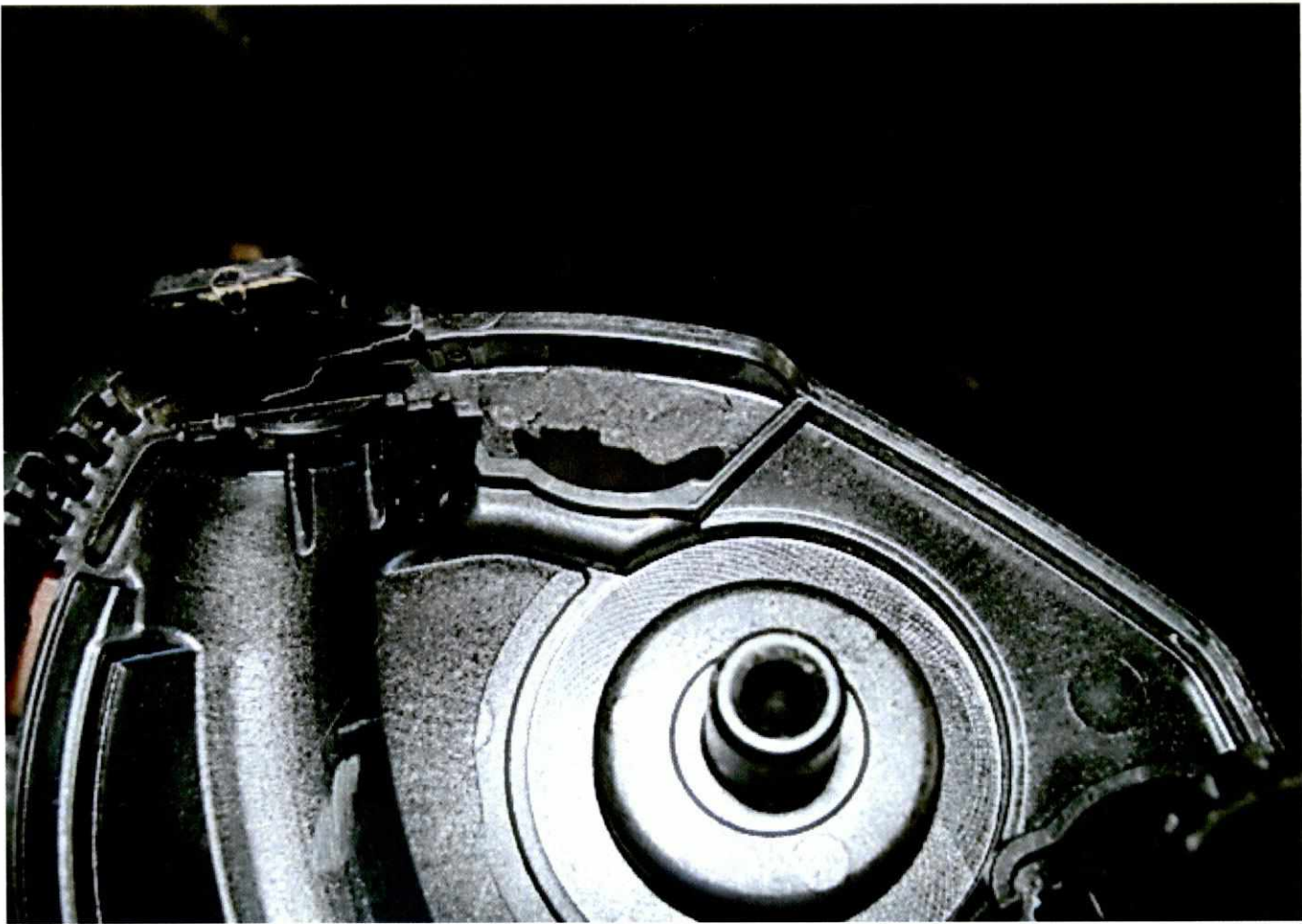
EXT PNT: U6 RC: 72 DSO:

INT TR	TP/PS	R	AXLE	TR	SPR	ADEIF
DW		F	30	W	AA11	40A
					CMC	▽

F0076
R0072







Bracket cover



MAY 06 2011

5

AT

Ford Potential Product Defect Allegation Form

Date 4/28/11	GP/BR 1916	Local A/E/N Contact Joshua Krugerud	Local A/E/N Contact Phone # 952-353-3338
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Unit Information

Unit # 7DQ7XV	Mileage 20857	Year 2011	Make Ford	Model Fusion	VIN 3FAHP0HAXBR [REDACTED]
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FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

Vehicle Location Information

Location * Colins Collision	Contact Kristy	Phone 218-729-6187
Address: 5082 Miller Trunk Hwy	ZIP : 55811	
City: Hermantown		
State: MN		

MAY 06 2011
OFFICE OF THE
GENERAL COUNSEL

* Note: Ford prefers all vehicles to be at a Ford/Lincoln/Mercury dealership.

Date of Loss/Concern:

DX/OX/ICE # DX1916M05/1488343

Injuries/Third-Party Property Damage: Yes - Stop. Contact ELCO, RIS, or TPA. Do not complete PDA form.
 No

Losses due to a potential product defect claim are the responsibility of the primary insurance carrier.

Is Enterprise the primary carrier? Yes
 No - Stop. Submit/subrogate a claim to the primary insurance carrier.

Nature of Problem/Need/Consideration:

SHE WAS TURNING FROM THE ALLEYWAY HEADED RIGHT INTO THE DRIVE WAY, HIT A BUMP & HEARD A SCRAPE FROM UNDERNEATH THE CAR. SUDDENLY CAR FASTLY ACCELARATED, BRAKE WASN'T WORKING. HER OPTIONS WERE TO HIT A TREE INSTEAD OF THE HOUSE.

This section is to be filled out by Deborah Levalds or Bob Agnew, Corporate Service Operations Department, Enterprise Holdings, 600 Corporate Park Drive, St. Louis, MO 63105 (phone: 314-512-2258 or 314-512-3616; email: deborah.k.levalds@ehi.com or bagnew@ehi.com)

Comments from ERAC corporate contact to Ford:

Revised 01/27/2010

[REDACTED]

From: Levalds, Deborah K [Deborah.K.Levalds@ehi.com]
Sent: Thursday, May 05, 2011 11:33 AM
To: [REDACTED]
Cc: Levalds, Deborah K
Subject: Ford PDA - ehi vin 3FAHP0HAXBR [REDACTED]
Attachments: FORD-BR134681-ehi.pdf
Alma - A defect allegation for you. Deborah

ENTERPRISE HOLDINGS.

Deborah Levalds
Executive Assistant
Corporate Service Operations Dept.
Corporate Warranty & Maintenance Dept.
314-512-2258 direct
314-512-5189 fax
Deborah.K.Levalds@ehi.com

Operating
  

World Headquarters
600 Corporate Park Drive
St. Louis, MO 63105
USA
enterpriseholdings.com

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5/5/2011

ECI Record ID	
Source Code	GCQIS Ford
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	06/18/2012
Causal Part Prefix	
Causal Part Base	Unknown
Causal Part Suffix	
Causal Part Name	Unknown
Non Causal Part Prefix-Base-Suffix	- - -
Dealer Name	WATSON QUALITY FORD
Dealer City	JACKSON
Dealer State/Province	MS
Dealer Phone Number	6019567000
VIN	3FAHP0JA2AF
Production Date	02/17/2009
Model Year	2010
Vehicle Description	FUSION
Engine Serial Number	"120209102836 "
Engine Description	2.5L DOHC PFI 170HP DURATEC HE
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	07/01/2009
Mileage	61630
Customer Comments	
Technician Comments	<p>WEB FORM DATA - CONCERN:CHECK BRAKES,THE BRAKE PEDAL GOES TO THE FLOOR WHEN BRAKING,YOU HAVE TOUSE THE EMERGENCY BRAKE TO STOP THE CAR. DIAGNOSTICS: REPLACED ABS MODULE ,BECAUSE MODULE WAS NOT HE RIGHT ONE(VEHICLE WAS WRECKED MODULE CAME OFF ANOTHER VEHICLE.)TECH TRIED TO PUT IN AS BUILT DATA BUT MODULE WOULD NOT TAKEN INFORMATION SUCESSFULLY.CHECKED NET WORK TESTING AND ABS PASSED.VEHICLE HAS SEVERAL CODES IN IT-U0256.;00-0A,U0155;0-48 ACM,U0423;6848 HVAC,U0121;0028 IPC,U0121;00.08 PSCM,U0028;08-08 RCM,U3000;41-28 APIM, PENDING DTC-P0443 PCM, SNAP PENDING DATA,U0121-PSCM PARTS REPLACED:ABS MODULE TECH QUESTION:VEHICLE HAS SEVERAL LIGHTS ON RED BRAKE LIGHT, YELLOW ABS LIGHT,YELLOW SLIDING CAR LIGHT,YELLOWC TRACTION CONTROL LIGHT,CHECK BRAKE SYSTEM,AND SERVICE ADVANCE TRACK SYSTEM. TECH NOTICE THAT THE YELLOW AND RED WIRES WERE SLIGHTLY GOING TO THE RACK &PINION. TECH FIXED WIRES,AND THEY HAVE THE CURRNT VOLTAGE ON THEM, AAND ALLFUSES ARE GOOD. TECH WOULD LIKE TO KNOW WHY THES VEHICLE WILL NOT TAKE AS BUILT DATA WITH NEW MODULE., AND IF THE RACK &PINION POSSIBLE COULD BE BAD.</p>

ECI Record ID	
Source Code	AWS
Source Claim Key	
Time In Service	51
Repair/Report/Paid Date	08/12/2013
Causal Part Prefix	AE5Z
Causal Part Base	2140
Causal Part Suffix	A
Causal Part Name	CYLINDER ASY-BRK MST
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	CAVENAUGH FORD LINCOLN, LLC
Dealer City	JONESBORO
Dealer State/Province	AR
Dealer Phone Number	8709728000
VIN	3FAHP0JA2AF
Production Date	02/17/2009
Model Year	2010
Vehicle Description	FUSION
Engine Serial Number	"120209102836 "
Engine Description	2.5L DOHC PFI 170HP DURATEC HE
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	07/01/2009
Mileage	61640
Customer Comments	
Technician Comments	BRAKES FEEL SPONGY

ECI Record ID	
Source Code	FMC360
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	08/19/2015
Causal Part Prefix	
Causal Part Base	
Causal Part Suffix	
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	JACK DEMMER LINCOLN, INC.
Dealer City	DEARBORN
Dealer State/Province	MI
Dealer Phone Number	3132748800
VIN	3LNHL2GC2BF
Production Date	01/11/2011
Model Year	2011
Vehicle Description	MKZ
Engine Serial Number	"10L114700292 "
Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	02/28/2011
Mileage	28032
Customer Comments	<p>2015-09-01-17.45.05.000000 IBC FROM CLIENT, WANTED TO SPEAK TO CSM STEPHANIE. I ADVISED HER THAT HER CASE IS CURRENTLY UNDER OGCS WORK LIST AND SOMEONE WILL BE IN TOUCH WITH HER FROM THAT OFFICE. I WILL DOCUMENT HER CALL ABOUT THE INFORMATION THAT SHE WOULD LIKE TO TELL STEPHANIE THAT SHE WAS ADVISED THAT ANY DAMAGE THAT COMES FROM REPLACING THE RESTRAIN CONTROL MODULE SHE WILL BE RESPONSIBLE OF PAYING.</p> <p>2015-09-01-17.10.19.000000 THAT SHE WILL**</p> <p>2015-09-01-17.09.35.000000 IBC FROM CLIENT* CSM ADVISED THAT I WILL NO LONGER BE ABLE TO WORK WITH THE CRC DUE TO HER CASE WITH THE OGC. CSM ADVISED THAT I WILL NOT BE AUTHORIZING ANY REPAIRS. CSM THANKED CLIENT FOR THEIR TIME AND ADVISED CLIENT TO CONTINUE TO WORK WITH THE OGC. CSM CLOSING THE CASE.</p> <p>2015-09-01-16.50.16.000000 BY TODD PLUFF - ACCORDING TO THE LAWYER FROM OGC HE WAS TRYING TO GET AN ENGINEER TO COME OUT TO READ THE RCM. THE COMPUTERS THEY USE ARE ABLE TO GET MORE INFORMATION THAT OUR IDS. HE ALSO STATED THAT THE CLIENT HAS TO SIGN AUTHORIZATION FOR BEING ABLE TO READ THE INFORMATION FROM THE RCM. OGC COUNSEL IS STEVE BARDELL</p> <p>2015-09-01-16.41.15.000000 OBC TO CLIENT*(313) 274-8800**CLIENT DOESNT KNOW IF SHES WORKING WITH OGC. CLIENT SAYS THAT THE DLR SAYS THAT THEY CAN CHECK THE RESTRAINT MODULE FOR THE PROBLEM. CLIENT IS STILL SCARED TO DRIVE THE VEHICLE. CSM ADVISED THAT I WILL REACH OUT TO THE DLR TO HER GET AN APPOINTMENT.</p> <p>2015-08-28-17.25.03.000000 OBC TO CLIENT* (313) 935-5969** CSM CALLED THE CLIENT TO ADVISE TO CONTINUE TO WORK WITH OGC. CSM WAS UNABLE TO SPEAK WITH CLIENT. CSM LEFT VM. CSM CLOSING CASE.</p> <p>2015-08-28-17.22.52.000000 OBC TO DLR* (313) 274-8800** DLR WAS UNABLE TO DUPLICATE ANY CONCERNS, DLR SAYS THAT THE CLIENT HAS A LAWYER THROUGH FORD. LAWYER CONTACTED THE DLR. CLIENT IS ALREADY WORKING WITH OGC. CSM WILL REACH OUT TO CLIENT AND EXPLAIN THAT I CAN NO LONGER WORK WITH HER AND TO CONTINUE TO WORK WITH OGC.</p> <p>2015-08-28-16.06.00.000000 BY TODD PLUFF - NO CODES STORED LAWYER CONTACTED DEALERSHIP SEEKING INFORMATION. UNABLE TO DUPLICATE CUSTOMERS CONCERN</p>

2015-08-26-17.49.25.000000 OBC TO DLR* (313) 274-8800** DLR SAYS THAT THE SA IS JOSH. THE DLR HASNT HAD A CHANCE TO LOOK AT THE VEHICLE YET. CSM WILL F/U WITH CLIENT AND DLR ON 8/28.

2015-08-26-11.13.12.000000 BY TODD PLUFF - VEHICLE IS HERE FOR INSPECTION.

2015-08-25-16.29.16.000000 OBC TO DLR* (313) 274-8800** DLR SAYS THAT CLIENT BROUGHT VEHICLE IN TODAY AND IS CURRENTLY IN A LOANER. DLR SAYS THAT CSM SHOULD F/U TOMORROW AFTERNOON.

2015-08-22-17.22.20.000000 OBC TO DLR* DLR IS CLOSED. CSM WILL F/U WITH CLIENT AND DLR 8/25.

2015-08-22-17.20.42.000000 IBC FROM CLIENT** CLIENT SAYS THAT SHE VISITED THE CHIROPRACTOR AND A FEW BONES ARE OUT OF PLACE. CLIENT INQUIRING ABOUT MAKING AN APPOINTMENT AT DLR. CSM CONNECTED CLIENT TO SERVICE DEPT SO SHE COULD SCHEDULE AN APPOINTMENT.

2015-08-21-17.14.43.000000 OBC TO CLIENT*(313) 935-5969** CLIENT SAYS THAT SHE IS WAITING FOR THE DLR TO CALL HER SO SHE CAN BRING IT IN. CLIENT SAYS THAT THE DLR IS SUPPOSED TO CALL CLIENT AND LET HER KNOW THE LOANER AVAILABILITY. CLIENT WOULD LIKE THE DLR TO CHECK THE ACCELERATION AND THE BRAKES. CLIENT SAYS THAT BRAKES WENT TO THE FLOOR AND DID NOT STOP THE VEHICLE. CSM REACHED OUT TO DLR TO HELP SCHEDULE HER APPOINTMENT BUT WAS UNABLE TO REACH THE SERVICE DEPARTMENT. CSM WILL TRY AGAIN TOMORROW TO HELP SCHEDULE CLIENTS APPOINTMENT.ACCIDENT/INJURY TEMPLATE (ENSURE YOU DOCUMENT BOTH THE QUESTION AND ANSWERS IN THE CASE NOTES)HAS THE CLIENT FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO) YESIF YES - CONTINUE WITH REMAINING QUESTIONSIF NO - ADVISE CLIENT TO CONTACT THEIR INSURANCE COMPANY. NO FURTHER QUESTIONS ARE NEEDED AN ESCALATION TO OGC WILL NOT OCCUR).IF NO, BUT THE CLIENT DOES NOT HAVE INSURANCE, OR IS REFUSING TO CONTACT INSURANCE - CONTINUE WITH REMAINING QUESTIONSIF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM THE INSURANCE COMPANY HAS DONE THEIR PARTIS THE VEHICLE REPAIRABLE YESWERE ANY INJURIES SUSTAINED NOIF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. N/AWHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY CLIENT IS SEEKING THE CAUSE OF THE CONCERNWHAT WAS THE DATE OF THE ACCIDENT 7/18/2015WHAT PRODUCT DEFECT IS ALLEGED TO HAVE CAUSED THE ACCIDENT UNINTENDED ACCELERATION AND BRAKE FAILUREWHAT IS THE CITY AND STATE WHERE THE ACCIDENT OCCURRED DETROIT, MICHIGAN WAS A POLICE REPORT FILED NOIF A POLICE REPORT WAS FILED, WHAT WERE THE FINDINGS N/A WHAT IS THE POLICE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED N/AWHAT IS THE NAME AND ADDRESS OF THE CLIENTS ATTORNEY (ASK THIS QUESTION ONLY IF THE CLIENT MENTIONS THEY HAVE SOUGHT/RETAINED AN ATTORNEY). N/A, ALTHOUGH SHE HAS SEEN LAW SUITS ON THE INTERNET FOR HIS CONCERN.WHAT MAILING ADDRESS WOULD YOU LIKE OUR OFFICE OF GENERAL COUNCIL TO SEND YOUR WRITTEN RESPONSE TO (DOCUMENT THE FULL ADDRESS)

2015-08-20-20.19.41.000000 IBC FROM CLIENT, STATED THAT SHE WANTS TO TAKE VEHICLE BACK TO DLRSHIP, STATED THAT VEHICLE IS STILL ACCELERATING WHEN SHE PRESSES BRAKE, WHICH IS WHAT CAUSED HER TO WRECK VEHICLE INITIALLY, STATED THAT VEHICLE DOES NOT HAVE ISSUE ALL THE TIME, BUT SHE DOES NOT FEEL SAFE DRIVING VEHICLE, WANTED TO CONFIRM THAT IF SHE TAKES VEHICLE TO DLR TODAY , THERE WILL BE A LOANER VEHICLE AVAILABLE, MADE OBC TO DLR, NO ONE AVAILABLE IN SERVICE, TIANNA STATED THAT SHE WILL HAVE STEPHANIE IN SERVICE CALL CLIENT BACK AND ADVISE IF A LOANER WILL BE AVAILABLE TODAY. PROVIDED CLIENTS HOME AND MOBILE NUMBER FOR CB

2015-08-20-11.17.09.000000 BY TODD PLUFF - ALL I CAN DO IS CHECK FOR ANY CODES STORED TO SEE IF THERE WAS ANY TYPE OF FAILURE. IF THERE IS NO CODES WE WOULD HAVE TO ATTEMPT TO DUPLICATE.

2015-08-19-11.55.21.000000 VEHICLE NOW IN CLIENTS POSSESSION AFTER BODY REPAIRS. CLIENT PLEASED WITH THE MINIMAL DAMAGE TO CAR AND NONE TO HERSELF, BUT IS WORRIED ABOUT A REPEAT OCCURRENCE.BODY SHOP CONTACT: CHERYL REMBO - 313-359-7453

2015-08-19-11.54.15.000000 CLIENT SAYS: CLIENT WAS PULLING VEHICLE INTO GARAGE JULY 18 AND HAD SUDDEN ACCELERATION. APPLIED BRAKES AND ACCELERATION CONTINUED. VEHICLE WAS TAKEN TO JACK DEMMER LINCOLNS BODY SHOP AND REPAIRED BODY DAMAGE. CLIENT FEELS UNSAFE DRIVING VEHICLE NOW AFTER DEALER SAID THEY COULDNT FIND ANYTHING WRONG/CAUSE.PER CLIENT, DLR SAYS: DEALER COULDNT FIND ANYTHING WRONG WITH VEHICLE AND DID NOT OFFER ANY DIAGNOSTIC INFORMATION TO CLIENT. SAID ADDITIONAL DIAGNOSTICS WOULD BE EXPENSIVE.CRC ADVISED: ADVISED CRC WOULD CONTACT DEALERSHIP FOR MORE INFORMATION AND WOULD CONTACT CLIENT WITHIN 2 BUS. DAYS ON NEXT STEPS.

Technician Comments	2015-09-01-17.45.05.000000 2015-09-01-17.10.19.000000 2015-09-01-17.09.35.000000 2015-09-01-16.50.16.000000 2015-09-01-16.41.15.000000 2015-08-28-17.25.03.000000 2015-08-28-17.22.52.000000 2015-08-28-16.06.00.000000 2015-08-26-17.49.25.000000 2015-08-26-11.13.12.000000 2015-08-25-16.29.16.000000 2015-08-22-17.22.20.000000 2015-08-22-17.20.42.000000 2015-08-21-17.14.43.000000 2015-08-20-20.19.41.000000 2015-08-20-11.17.09.000000 2015-08-19-11.55.21.000000 2015-08-19-11.54.15.000000

ECI Record ID	
Source Code	FMC360
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	04/17/2017
Causal Part Prefix	
Causal Part Base	
Causal Part Suffix	
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	- - -
Dealer Name	JACK DEMMER LINCOLN, INC.
Dealer City	DEARBORN
Dealer State/Province	MI
Dealer Phone Number	3132748800
VIN	3LNHL2GC2BR
Production Date	01/11/2011
Model Year	2011
Vehicle Description	MKZ
Engine Serial Number	"10L114700292 "
Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	02/28/2011
Mileage	37647
Customer Comments	<p>2017-05-23-19.25.45.000000 IBC FROM DLR -CSM RECONNECTED P11 CODE FOR REPAIR ASSISTANCE - RO OPEN DATE 4/17/2017MSPA680890</p> <p>2017-04-27-19.12.21.000000 MSPA433775 P11 CODE 629.19 AMT</p> <p>2017-04-27-19.11.33.000000 CLP REMEDY</p> <p>2017-04-27-19.09.12.000000 RC LINE A REPAIR OPEN DATE 4-17-2017 RO MILES 37,647PARTS 1573.53LABOR 303.441,876.97 TOTAL CLIENT 618.58LINCOLN 629.19DLRSH 629.19</p> <p>2017-04-27-15.10.30.000000 BY - CUSTOMERS VEHICLE IS ALL SET. JUST NEED THE P11 CODE PLEASE.</p> <p>2017-04-24-17.03.48.000000 OBC TO THE DLRSH SPOKE TO REBECCA S/A SAID THE VEH IS THERE AND THE CLIENT IN A LOANER. THEY DO HAVE TO ORDER PARTS AND MAY BE DONE ON FRIDAY. WILL F/U THEN.</p> <p>2017-04-18-19.44.26.000000 INBOUND CALL FROM JOSH S/M ADVISED THE CLIENT ACCEPTED THE OFFER. DLRSH SAID HE HAS TO ORDER THE PARTS AND SHOULD BE THERE BY MONDAY. OBC TO THE CLIENT CONNECT TO THE DLRSH TO SET UP THE APPT.</p> <p>2017-04-18-16.49.17.000000 OBC TO THE CLIENT 313 935 5969 ADVISED OF HER PORTION. CLIENT AGREED TO PAY ADVISED THAT I WILL LET THE DLRSH KNOW TO GO AHEAD AND ORDER THE PART. OBC TO THE DLRSH 313 274 8800 LEFT V/M FOR JOSH S/M.</p> <p>2017-04-17-18.05.48.000000 LINCOLN TO PAY 618.58/ DLRSH 618.58/ CLIENT 618.58 PLUS TAX ***</p> <p>2017-04-17-18.04.58.000000 BY - RO LINE A , REPAIR OPEN DATE 4-17-2017 , MILES 37647</p> <p>2017-04-17-18.04.08.000000 BY - WARRANTY PRICE FOR LABOR IS \$303.44WARRANTY PARTS PRICES IS \$1552.31TOTAL WITHOUT TAX IS \$1855.75DEALERSHIP WILL CONTRIBUTE 33% TOWARD VEHICLE REPAIR. CUSTOMER WOULD HAVE TO PAY 33% PLUS TAX ON PARTS.</p> <p>2017-04-17-18.02.54.000000 OBC TO THE CLIENT ADVISED THAT JOSH S/M IS LOOKING INTO THE ISSUE WITH THE PART AND WILL CALL YOU BACK TOMORROW.</p> <p>2017-04-17-17.44.24.000000 3LNHL2GC2BR763299 VEHICLE DESCRIPTION: 2011 FUSION/MILAN/ZEPHYR/MKZ WARRANTY START DATE: 28-FEBRUARY-2011 14M03 TAIL LAMP ASSEMBLY EXTENDED COVERAGENO RECALLSNO ESP MILES 37,647LTV N/SOTHER VEH ON FILE 1998 MARK VIII</p> <p>2017-04-17-17.42.38.000000 OBC TO THE DLRSH PUT IN THE VOICE MAIL AND CALLED BACK AGAIN. SPOKE TO JOSH S/M ADVISED THE S/A IS REBECCA AND CLIENT SAID THE ADVANCE TRACK LIGHT CAME ON.DLRSH DID GET A CODE TO COME UP, PUMP CIRCUIT FAILURE. WE HAD TWO LIGHTS ON ADVANCE TRACK AND BRAKE SYSTEM.THE CONCERN IS INTERMITTENT. NEEDS THE PUMP MOTOR AND ABS MODULE. ADVISED TO PROVIDE THE PARTS AND LABOR AT WARRANTY RATE.</p> <p>2017-04-17-17.35.15.000000 CLIENT SAYSTHE ADVANCE TRACK LIGHT CAME ON LAST THURSDAY.I TOOK THE VEH TO THE DLRSH JACK DEMMER LINCOLN.MY ADVISOR IS REBECCA.SHE SAID IT WOULD COST 2,500.00 TO FIX THE VEH. CAN LINCOLN HELPPER CLIENT DEALER SAYSCOST IS 2,500 FOR THE REPAIR.CRC ADVISEDSORRY TO HEAR OF THIS CONCERN AND WILL CALL THE DLRSH TO LOOK INTO THIS MATTER.</p>
Technician Comments	<p>2017-05-23-19.25.45.000000</p> <p>2017-04-27-19.12.21.000000</p> <p>2017-04-27-19.11.33.000000</p> <p>2017-04-27-19.09.12.000000</p> <p>2017-04-27-15.10.30.000000</p> <p>2017-04-24-17.03.48.000000</p> <p>2017-04-18-19.44.26.000000</p> <p>2017-04-18-16.49.17.000000</p> <p>2017-04-17-18.05.48.000000</p> <p>2017-04-17-18.04.58.000000</p> <p>2017-04-17-18.04.08.000000</p> <p>2017-04-17-18.02.54.000000</p> <p>2017-04-17-17.44.24.000000</p> <p>2017-04-17-17.42.38.000000</p> <p>2017-04-17-17.35.15.000000</p>

ECI Record ID	
Source Code	AWS
Source Claim Key	
Time In Service	75
Repair/Report/Paid Date	05/24/2017
Causal Part Prefix	CE5Z
Causal Part Base	2C219
Causal Part Suffix	A
Causal Part Name	MODULE-BRK ANTI/LK
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	JACK DEMMER LINCOLN, INC.
Dealer City	DEARBORN
Dealer State/Province	MI
Dealer Phone Number	3132748800
VIN	3LNHL2GC2BR
Production Date	01/11/2011
Model Year	2011
Vehicle Description	MKZ
Engine Serial Number	"10L114700292 "
Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	02/28/2011
Mileage	37647
Customer Comments	ABS AND TRACTION CONTROL LIGHTS ON
Technician Comments	ROAD TEST, ABS DIAG. C1095, ABS PINPOINT TEST E1 NO E3 NO E5 YES E6 YES E7 YES. RECOVERED FREON. REMOVED AC LINES TO ACCESS AND REPLACE HCU AND ABS MODULE. REASSEMBLED, EVAC AND RECHARGED SYSTEM, BLED/FLUSHED BRAKE SYSTEM, PROGRAMMED MODULE, ROAD TEST, OK

ECI Record ID	
Source Code	AWS
Source Claim Key	
Time In Service	77
Repair/Report/Paid Date	06/07/2017
Causal Part Prefix	
Causal Part Base	2C219
Causal Part Suffix	
Causal Part Name	MODULE-BRK ANTI/LK
Non Causal Part Prefix-Base-Suffix	- - -
Dealer Name	JACK DEMMER LINCOLN, INC.
Dealer City	DEARBORN
Dealer State/Province	MI
Dealer Phone Number	3132748800
VIN	3LNHL2GC2BF
Production Date	01/11/2011
Model Year	2011
Vehicle Description	MKZ
Engine Serial Number	"10L114700292 "
Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	02/28/2011
Mileage	37755
Customer Comments	P18 GOODWILL ASSIST FOR REPLACEMENT OF ABS HCU AND MODULE \$629.20 REFER TO RO 4427 74
Technician Comments	P18 GOODWILL ASSIST FOR \$629.20 FOR REPLACEMENT OF ABS HCU AND MODULE

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	3LNHL2GC2BR [REDACTED]
User	[REDACTED]
Case Number	[REDACTED]
EDR Data Imaging Date	09/17/2015
Crash Date	[REDACTED]
Filename	[REDACTED]
Saved on	Thursday, September 17, 2015 at 12:55:50
Collected with CDR version	Crash Data Retrieval Tool 16.2
Reported with CDR version	Crash Data Retrieval Tool 16.2
EDR Device Type	Airbag Control Module
ACM Adapter Detected During Download	No
Event(s) recovered	unlocked event

Comments

No comments entered.

Data Limitations

Restraints Control Module Recorded Crash Events:

Deployment Events cannot be overwritten or cleared from the Restraints Control Module (RCM). Once the RCM has deployed any airbag device, the RCM must be replaced. The data from events which did not qualify as deployable events can be overwritten by subsequent events. The RCM can store up to two deployment events.

Airbag Module Data Limitations:

- Restraints Control Module Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced from the point of algorithm wake up. It is not the speed the vehicle was traveling before the event. Note that the vehicle speed is recorded separately five seconds prior to algorithm wake up. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change.
- Event Recording Complete will indicate if data from the recorded event has been fully written to the RCM memory or if it has been interrupted and not fully written.
- If power to the Airbag Module is lost during a crash event, all or part of the crash record may not be recorded.
- For 2011 Ford Mustangs, the Steering Wheel Angle parameter indicates the change in steering wheel angle from the previously recorded sample value and does not represent the actual steering wheel position.

Airbag Module Data Sources:

- Event recorded data are collected either INTERNALLY or EXTERNALLY to the RCM.
 - INTERNAL DATA is measured, calculated, and stored internally, sensors external to the RCM include the following:
 - > The Driver and Passenger Belt Switch Circuits are wired directly to the RCM.
 - > The Driver's Seat Track Position Switch Circuit is wired directly to the RCM.
 - > The Side Impact Sensors (if equipped) are located on the side of vehicle and are wired directly to the RCM.
 - > The Occupant Classification Sensor is located in the front passenger seat and transmits data directly to the RCM on high-speed CAN bus.
 - > Front Impact Sensors (right and left) are located at the front of vehicle and are wire directly to the RCM.
 - EXTERNAL DATA recorded by the RCM are data collected from the vehicle communication network from various sources such as Powertrain Control Module, Brake Module, etc.

02007_RCM-RC6_r002

[REDACTED]

System Status at Time of Retrieval

VIN as programmed into RCM at factory	3LNHL2GC2BR
Current VIN from PCM	3LNHL2GC2BR
Ignition cycle, download (first record)	9,989
Ignition cycle, download (second record)	N/A
Restraints Control Module Part Number	BE53-14B321-BB
Restraints Control Module Serial Number	3135794400000000
Restraints Control Module Software Part Number (Version)	BR33-14C028-AB
Left/Center Frontal Restraints Sensor Serial Number	1348726A
Left Side Restraint Sensor 1 Serial Number	135346F1
Left Side Restraint Sensor 2 Serial Number	1345C0F1
Right Frontal Restraints Sensor Serial Number	13487309
Right Side Restraint Sensor 1 Serial Number	DBC066F1
Right Side Restraints Sensor 2 Serial Number	1348E9AC

System Status at Event (First Record)

Recording Status	Unlocked Record
Complete file recorded (yes,no)	Yes
Multi-event, number of events (1,2)	1
Time from event 1 to 2 (msec)	N/A
Lifetime Operating Timer at event time zero (seconds)	6,238,985
Key-on Timer at event time zero (seconds)	225
Vehicle voltage at time zero (Volts)	13.77
Energy Reserve Mode entered during event (Y/N)	No

[Redacted]

Faults Present at Start of Event (First Record)

No Faults Recorded



Deployment Data (First Record)

Maximum delta-V, longitudinal (MPH [km/h])	-5.23 [-8.42]
Time, maximum delta-V longitudinal (msec)	108
Maximum delta-V, lateral (MPH [km/h])	-0.31 [-0.49]
Time, maximum delta-V lateral (msec)	104
Longitudinal Delta-V Time Zero Offset	4.5 ms
Lateral Delta-V Time Zero Offset	4.5 ms



Pre-Crash Data -1 sec (First Record)

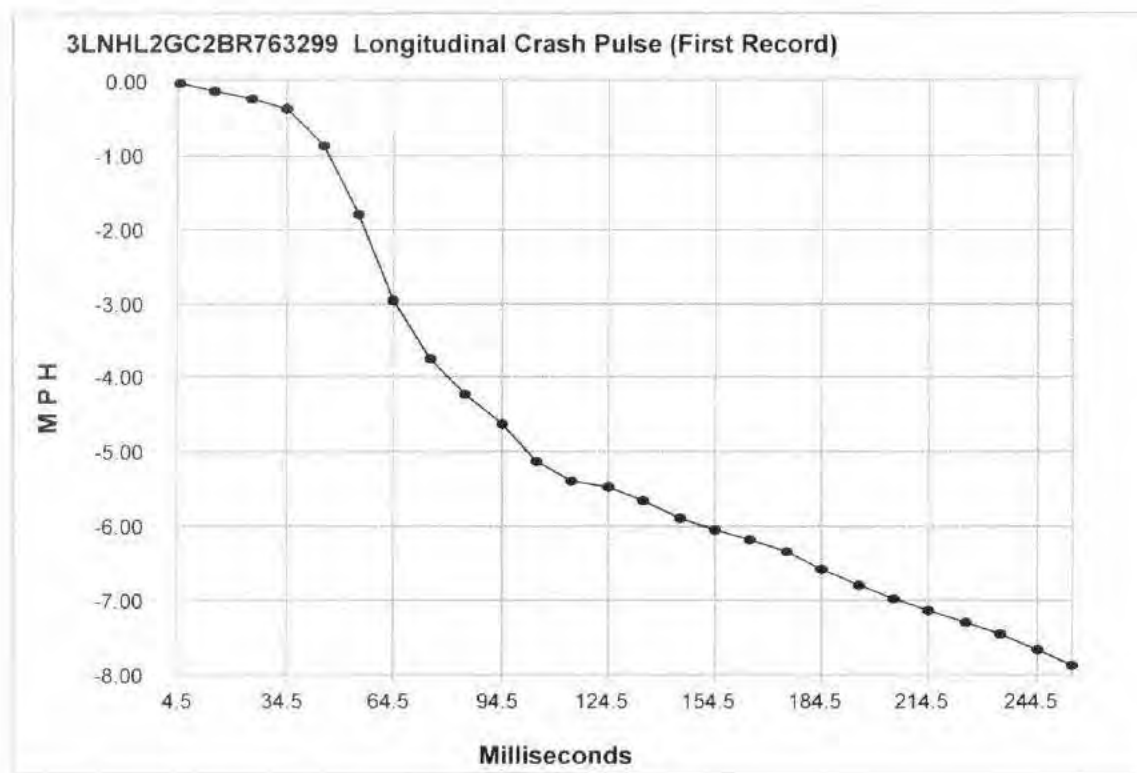
Ignition cycle, crash	9,771
Frontal air bag warning lamp, on/off	Off
Occupant size classification, front passenger (Child size Yes/No [Hex value])	No [\$01]
Safety belt status, driver	Driver Not Buckled
Seat track position switch, foremost, status, driver	Not Forward
Safety belt status, front passenger	Passenger Not Buckled
Brake Telltale	Off
ABS Telltale	Off
Stability Control Telltale	Off
Speed Control Telltale	Off
Powertrain Wrench Telltale	Off
Powertrain Malfunction Indicator Lamp (MIL) Telltale	Off

Pre-Crash Data -5 to 0 sec [2 samples/sec] (First Record)

Times (sec)	Speed vehicle indicated MPH [km/h]	Accelerator pedal, % full	Service brake, on/off	Engine RPM	ABS activity (engaged, non-engaged)	Stability control (engaged, non-engaged)	Traction Control via Brakes (engaged, non-engaged)	Traction Control via Engine (engaged, non-engaged)
- 5.0	0.0 [0.0]	16	On	3,400	non-engaged	non-engaged	non-engaged	non-engaged
- 4.5	0.0 [0.0]	19	On	2,200	non-engaged	non-engaged	non-engaged	non-engaged
- 4.0	1.2 [2.0]	18	On	1,500	non-engaged	non-engaged	non-engaged	non-engaged
- 3.5	1.9 [3.0]	10	On	1,600	non-engaged	non-engaged	non-engaged	non-engaged
- 3.0	1.9 [3.0]	28	On	1,700	non-engaged	non-engaged	non-engaged	non-engaged
- 2.5	2.5 [4.0]	28	On	1,900	non-engaged	non-engaged	non-engaged	non-engaged
- 2.0	3.1 [5.0]	34	On	2,000	non-engaged	non-engaged	non-engaged	non-engaged
- 1.5	5.0 [8.0]	48	On	2,200	non-engaged	non-engaged	non-engaged	non-engaged
- 1.0	6.2 [10.0]	38	On	2,200	non-engaged	non-engaged	non-engaged	non-engaged
- 0.5	7.5 [12.0]	58	On	2,200	non-engaged	non-engaged	non-engaged	non-engaged
0.0	8.1 [13.0]	57	On	2,300	non-engaged	non-engaged	non-engaged	non-engaged

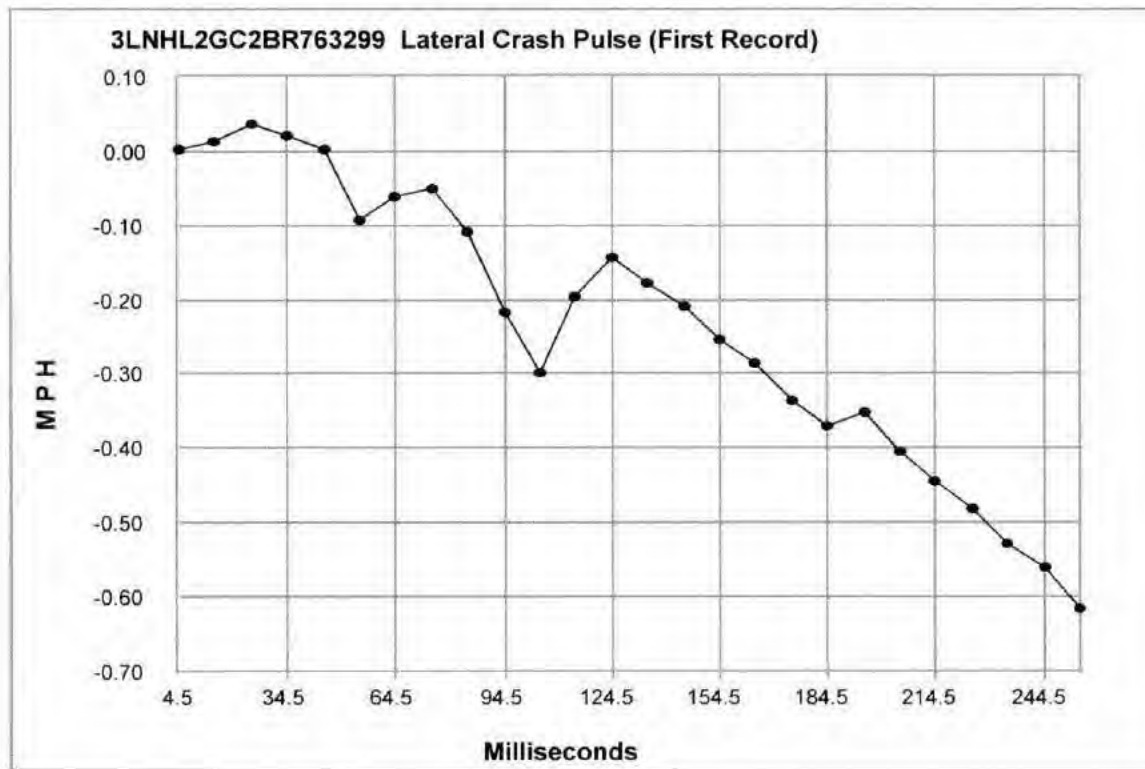
Pre-Crash Data -5 to 0 sec [10 samples/sec] (First Record)

Times (sec)	Steering Wheel Angle (degrees)	Stability Control Lateral Acceleration (g)	Stability Control Longitudinal Acceleration (g)	Stability Control Yaw Rate (deg/sec)
-5.0	Invalid	-0.045	0.003	-1.24
-4.9	Invalid	0.002	0.054	-1.24
-4.8	Invalid	-0.016	0.117	-0.99
-4.7	Invalid	-0.019	0.113	-0.61
-4.6	Invalid	0.021	0.385	-1.74
-4.5	Invalid	-0.016	0.016	-1.86
-4.4	Invalid	-0.002	0.113	-0.49
-4.3	Invalid	-0.016	0.007	-0.74
-4.2	Invalid	-0.009	0.049	-0.86
-4.1	Invalid	-0.028	0.018	-1.24
-4.0	Invalid	-0.037	0.071	-1.49
-3.9	Invalid	-0.035	0.138	-3.24
-3.8	Invalid	0.012	0.215	-2.36
-3.7	Invalid	-0.045	0.121	-1.86
-3.6	Invalid	-0.107	-0.058	-3.86
-3.5	Invalid	-0.056	-0.215	-3.86
-3.4	Invalid	-0.035	-0.152	-3.49
-3.3	Invalid	0.023	-0.067	-4.74
-3.2	Invalid	0.003	0.094	-4.11
-3.1	Invalid	-0.016	0.102	-3.86
-3.0	Invalid	-0.075	0.117	-4.74
-2.9	Invalid	-0.045	0.117	-5.61
-2.8	Invalid	-0.003	0.121	-4.61
-2.7	Invalid	0.021	0.111	-4.61
-2.6	Invalid	0.002	0.117	-3.61
-2.5	Invalid	-0.035	0.099	-3.99
-2.4	Invalid	-0.034	0.117	-5.74
-2.3	Invalid	-0.043	0.136	-5.24
-2.2	Invalid	-0.072	0.136	-7.11
-2.1	Invalid	-0.034	0.156	-7.99
-2.0	Invalid	0.017	0.119	-6.61
-1.9	Invalid	0.021	0.098	-5.36
-1.8	Invalid	-0.027	0.083	-7.11
-1.7	Invalid	-0.076	0.087	-6.86
-1.6	Invalid	0.079	0.118	-6.99
-1.5	Invalid	0.096	0.018	-6.36
-1.4	Invalid	-0.194	0.143	-5.36
-1.3	Invalid	-0.045	0.171	-7.11
-1.2	Invalid	-0.012	0.161	-6.61
-1.1	Invalid	0.06	0.166	-5.11
-1.0	Invalid	0.002	0.097	-5.49
-0.9	Invalid	0.011	0.069	-6.24
-0.8	Invalid	-0.084	0.049	-4.24
-0.7	Invalid	0.044	0.097	-5.86
-0.6	Invalid	0.103	0.001	-3.61
-0.5	Invalid	-0.076	0.107	-1.49
-0.4	Invalid	-0.026	0.136	-3.11
-0.3	Invalid	0.007	0.116	-2.61
-0.2	Invalid	0.024	0.127	-1.24
-0.1	Invalid	0.05	0.128	-2.61
0.0	Invalid	-0.053	0.001	-3.36



Longitudinal Crash Pulse (First Record)

Time (msec)	Delta-V, longitudinal (MPH)	Delta-V, longitudinal (km/h)
4.5	-0.02	-0.04
14.5	-0.14	-0.23
24.5	-0.23	-0.36
34.5	-0.36	-0.57
44.5	-0.87	-1.40
54.5	-1.78	-2.87
64.5	-2.96	-4.76
74.5	-3.74	-6.02
84.5	-4.23	-6.81
94.5	-4.62	-7.44
104.5	-5.11	-8.23
114.5	-5.37	-8.65
124.5	-5.47	-8.80
134.5	-5.66	-9.11
144.5	-5.89	-9.48
154.5	-6.05	-9.73
164.5	-6.18	-9.95
174.5	-6.35	-10.21
184.5	-6.58	-10.60
194.5	-6.79	-10.92
204.5	-6.98	-11.23
214.5	-7.13	-11.47
224.5	-7.28	-11.71
234.5	-7.45	-12.00
244.5	-7.66	-12.32
254.5	-7.88	-12.68



Lateral Crash Pulse (First Record)

Time (msec)	Delta-V, lateral (MPH)	Delta-V, lateral (km/h)
4.5	0.00	0.00
14.5	0.01	0.02
24.5	0.04	0.06
34.5	0.02	0.03
44.5	0.00	0.01
54.5	-0.09	-0.15
64.5	-0.06	-0.10
74.5	-0.05	-0.08
84.5	-0.11	-0.17
94.5	-0.22	-0.35
104.5	-0.30	-0.48
114.5	-0.20	-0.32
124.5	-0.14	-0.23
134.5	-0.18	-0.29
144.5	-0.21	-0.33
154.5	-0.25	-0.41
164.5	-0.29	-0.46
174.5	-0.34	-0.54
184.5	-0.37	-0.60
194.5	-0.35	-0.56
204.5	-0.40	-0.65
214.5	-0.44	-0.72
224.5	-0.48	-0.78
234.5	-0.53	-0.85
244.5	-0.56	-0.90
254.5	-0.62	-0.99

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```
00 00 00 00

42 45 35 33 2D 31 34 42 33 32 31 2D 42 42 00 00 00 00 00 00 00 00 00 00

33 31 33 35 37 39 34 34 30 30 30 30 30 30 30 30

42 52 33 33 2D 31 34 43 30 32 38 2D 41 42 00 00 00 00 00 00 00 00 00 00

13 48 72 6A 00 00 00 00 00 00 00 00 00 00 00 00

13 53 46 F1 00 00 00 00 00 00 00 00 00 00 00 00

13 45 C0 F1 00 00 00 00 00 00 00 00 00 00 00 00

13 48 73 09 00 00 00 00 00 00 00 00 00 00 00 00

DB C0 66 F1 00 00 00 00 00 00 00 00 00 00 00 00

13 48 E9 AC 00 00 00 00 00 00 00 00 00 00 00 00

33 4C 4B 48 4C 32 47 43 32 42 52 37 36 33 32 39 39

33 4C 4B 48 4C 32 47 43 32 42 52 37 36 33 32 39 39 00 00 00 00 00 00
```

██████████

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

AUG 25 2015

OFFICE OF THE,
GENERAL COUNSEL

8094 Ohio St.
Detroit Mich. 48204
Aug. 4, 2015

P.L.

Ford Motor Co. World Headquarters
1 American Rd.
P.O. Box 6248
Dearborn, Mi.

OGC Lit
Product Claims

AUG 24 2015

15
AUG 12 47:34

To the President of Ford Motor Co. & all High officials.
I am writing to inform you of a terrible accident
Crash I had on Sat. 7-18-15, due to the
malfunctioning of my 2011 Lincoln MKZ.

I had backed out of my garage and slowly
went to straighten up to align my car and the
car accelerated to a high speed on its own. I
immediately put on the brakes and the car accelerated
again to a higher speed, the brakes went all the
way down & didn't stop the car. The car
didn't stop until it hit the brick wall in
the garage - knocking the bricks out.

The malfunctioning of the car is the cause of
the crash & I could have been killed.
please respond.

Sincerely,
Sheila Lockhart

Phone # 313-935-5969



Theola L. Lockhart
8094 Ohio St.
Detroit, MI 48204-3236

METROPLEX MI 480
METROPLEX MI 480
07 AUG 2015 PM 2 L
07 AUG 2015 PM 2 L



Ford Motor Co. World Headquarters
1 American Rd.
P.O. Box 6248
Dearborn Mich.

Attn: Manager



ECI Record ID	
Source Code	AWS
Source Claim Key	
Time In Service	15
Repair/Report/Paid Date	05/30/2008
Causal Part Prefix	
Causal Part Base	2C219
Causal Part Suffix	
Causal Part Name	MODULE-BRK ANTI/LK
Non Causal Part Prefix-Base-Suffix	- - -
Dealer Name	COUNTRY FORD, LINCOLN MERCURY
Dealer City	HUNTINGTON
Dealer State/Province	NY
Dealer Phone Number	6312716800
VIN	3LNHM26T07F
Production Date	10/24/2006
Model Year	2007
Vehicle Description	MKZ
Engine Serial Number	"06L110400417 "
Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	03/27/2007
Mileage	13207
Customer Comments	CUSTOMER STATES CK BRAKES WHEN TRYING TO STOP THEY FAILED, TWO TIMES CUSTOMER JUMPED CURB
Technician Comments	H05 42 FP2C219 PERFORM DIAG, VISUALLY INCPCT BRAKE SYSTEM OK, ROAD TEST CAR UNABLE TO VERIFY PERFORM ABS TEST ALL PASSES

ECI Record ID	
Source Code	GCQIS Ford
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	05/12/2010
Causal Part Prefix	
Causal Part Base	NPF
Causal Part Suffix	
Causal Part Name	NO PROBLEM FOUND (NRTH AMER)
Non Causal Part Prefix-Base-Suffix	- - -
Dealer Name	NAPLETON LINCOLN
Dealer City	GLENVIEW
Dealer State/Province	IL
Dealer Phone Number	8478250770
VIN	3MEHM08169F
Production Date	11/06/2008
Model Year	2009
Vehicle Description	MILAN
Engine Serial Number	"008791082049 "
Engine Description	3.0L DOHC EFI NA V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	04/11/2009
Mileage	8492
Customer Comments	
Technician Comments	<p>WEB FORM DATA - CONCERN: BRAKE PEDAL GOSE TO FLOOR CAR WONT STOP AT TIMES DIAGNOSTICS: CHECK FLUID LEVEL CHECK BRAKES PARTS REPLACED:: MASTER CHL REPLACED ABUOT A MONTH AGO TECH QUESTION: ARE THERE ANY KNOWN REPAIRS FOR THIS CONCERN WERE YOU ABLE TO VERIFY THE CONCERN? NO IS THERE AN APPROPRIATE PINPOINT TEST IN THE WSM FOR THIS CONCERN? NO WAS THE PINPOINT TEST FOLLOWED? NO TAR PER CCST REQUEST: REQUESTED BY: BWALLAC1 ACTIVITY: CCST CUDL CASE #: VIN: 3MEHM08169F ODOMETER: 8492 BODY CONVERSION: NONE P&A CODE: 10565 DEALER: NAPLETONS PARK RIDGE L-M INC DEALER PHONE: 847-825-0770 DEALER CONTACT: KARL HAMMAN CONTACT POSITION: SERVICE MANAGER REQUEST DATE: 5/14/2010 4:30:58 PM PREVIOUS REPAIRS: TWO PREVIOUS REPAIR ATTEMPTS FOR BRAKE PEDAL GOING TO THE FLOOR. GCQIS - AELBD012 COMMENTS: VEHICLE IS CURRENTLY AT THE DEALER FOR THE ABOVE CONCERN. DEALER HAS INTERMITTENTLY VERIFIED THIS CONCERN. VEHICLE NOT YET LL ELGIBLE BUT IS GETTING CLOSE. THIS IS A SAFETY CONCERN. DEALER REQUESTING FSE INVOLVEMENT IN DIAGNOSIS AND REPAIR. HOPING TO AVOID POSSIBLE RAV ISSUE. INSPECTED VEHICLE ON 5/24, TESTED VEHICLE FOR 2 HOURS, DEALER HAD TESTED FOR SEVERAL DAYS, COULD NOT VERIFY THE CONCERN. DEALER ADVISED THAT THE ONLY CONCERN THEY WERE ABLE TO VERIFY WAS A SINKING PEDAL WHEN FIRST STARTING BUT VEHICLE BRAKES WERE FULLY FUNCTIONAL. PERFORMED GCQIS SEARCH AND FOUND SIMILAR CONCERN (BOOSTER STEP-THROUGH) WAS FOUND TO BE CHARACTERISTIC OF THE VEHICLE WHEN FIRST STARTING OR SITTING AT A STOP LIGHT FOR A LONG PERIOD OF TIME. ADVISED DEALER WITHOUT VERIFICATION, NO RECOMMENDATION CAN BE MADE. TECH ASSIST REFERRAL HAS BEEN CLOSED</p>

ECI Record ID	
Source Code	MORS\CUDL
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	05/14/2010
Causal Part Prefix	
Causal Part Base	
Causal Part Suffix	
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	NAPLETON LINCOLN
Dealer City	GLENVIEW
Dealer State/Province	IL
Dealer Phone Number	8478250770
VIN	3MEHM08169R
Production Date	11/06/2008
Model Year	2009
Vehicle Description	MILAN
Engine Serial Number	"008791082049 "
Engine Description	3.0L DOHC EFI NA V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	04/11/2009
Mileage	8492
Customer Comments	<p>2010-06-16-15.53.03.363409 CCS RCVD RENTAL INFO FROM SM KARL CUST IN VEH FOR 30 DAYS AT 30/DAY TOTALLING 900 CCS AGREED TO SPLIT RENTAL W DLR RO303446 LINE 3 P11 M356V \$450 SM ADVISED CUST HAS NOT REPORTED ANY COMPLAINTS SINCE HYDROLIC CONTROL UNIT REPLACED IN VEH</p> <p>2010-06-16-14.18.03.906931 CCS AWAITING RESPONSE FROM SM KARL TO PAY OUT RENTAL CLAIM</p> <p>2010-06-14-11.38.50.596932 CCS MADE OBC TO DLR TO PROVIDE APPROVAL CODE FOR ASSISTANCE W RENTAL CHARGE AS PREVIOUSLY AGREED SM NOT AVAILABLE CCS LFT MSG FOR CB AND SETTING F/U 06/16 BY 5PM EST</p> <p>2010-06-14-09.28.41.085232 CCS SPK W SM KARL ON 6/11 BUT FAILED TO DOCUMENT IN CASE SM ADVISED HE IS NOT SURE IF CUST HAS HAD THREE ACCIDENTS BUT CUST DOES HAVE TRUNK DAMAGE FROM ONE ACCIDENT SM ADVISED REPAIR IS COMPLETE CCS ADVISED W CUST OPENING A LEGAL CASE CCS CANNOT HAVE CONTACT W CUST HOWEVER THIS WAS A DEALER OPENED CASE AND CCS HAS ONLY BEEN WORKING WITH THE SM CCS WILL CONTINUE TO ASSIST UNTIL OFFICE OF GENERAL COUNCIL OPENS A CASE CCS WAS TO CALL SM BACK 6/14 TO FURTHER DISCUSS AND PROVIDE APPROVAL CODES FOR CLAIM</p> <p>2010-06-09-16.01.31.411901 CCS NOTES THAT CUST HAS CONTACTED CRC CENTER REGARDING THREE ACCIDENTS HE HAS HAD DUE TO BRAKE CONCERN CCS MADE OBC TO DLR AND LFT MSG TO DISCUSS CASE W SM KARL CCS RECALLS SM ADVISING CUST ALMOST HAD ONE ACCIDENT BUT HAS NO KNOWLEDGE OF CUST HAVING THREE ACCIDENTS</p> <p>2010-06-04-12.36.01.036539 CCS ADVISED BY SM THAT FSE CAME OUT AND COULD NOT DUPLICATE TH CONCERN BUT SM FEELS THR IS A PROBLEM W THE VEH BUT IT HAPPENS SO INTERMITTENLY IS HARD TO DUPLICATE CUST HAS ALREADY BACKED INTO A NEIGHBORS CAR DUE TO THE CONCERN AND SM WOULD LIKE TO MAKE A REPAIR ATTEMPT BY REPLACING THE HYDROLIC CONTROL UNIT FOR THE ABS CCS AGREES W SM ASSESSMENT AND REPAIR ATTEMPT DLR REQUESTED ASSISTANCE WITH RENTAL AS CUST HAS BEEN IN LOANER VEH CCS ADVISED W ASSIST DLR IS COST OF RENTAL VEH AND TO CONTACT W INFO WHEN VEH REPAIRED CCS SENT EMAIL TODAY REQUESTING STATUS OF REPAIR AND WILL DOCUMENT INFO AS RCVD CCS SETTING F/U 06/09 BY 5PM EST</p> <p>2010-05-28-16.20.52.349113 RESETTING F/U 06/04 BY 5PM EST</p> <p>2010-05-20-12.51.56.908681 CCS REQUESTED UPDATE IN STATUS OF CASE FROM SM KARL VIA EMAIL REQ'D INFO ON FSE APPT AND WHETHER CSAT TOOL SHOULD BE OFFERED TO CUST CCS WILL DOCUMENT AS INFO IS RCVD SETTING F/U 05/31 BY 5PM EST</p> <p>2010-05-14-16.19.35.191114 SENDING TO HOTLINE FOR APPROVAL</p> <p>2010-05-14-13.28.26.833748 CCS KRYSTAL X 7316 - ON BEHALF OF CCS KIM X 7068 - DLR ONLY CONTACT - ASSISTING DLR WITH TAR - SETTING F/U FOR 5-20 BY 5:00 PM(EST)</p> <p>2010-05-14-13.26.44.516222 CCS KRYSTAL X 7316 - ON BEHALF OF CCS KIM -X 7068 - DLR REQUESTING TO HAVE A FSE INSPECT VEH FOR BREAK PEDAL CONCERN - BREAK PEDAL WILL GO TO FLOOR - DLR WAS ABLE TO DUP CONCERN ONCE</p> <p>2010-05-14-13.21.53.056863 CCS KRYSTAL X 7316 - ON BEHALF OF CCS KIM X 7068- OPENING CASE TO ASSIT DLR WITH TAR REQUEST</p>
Technician Comments	

ECI Record ID	
Source Code	MORS\CUDL
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	06/09/2010
Causal Part Prefix	
Causal Part Base	
Causal Part Suffix	
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	
Dealer Name	NAPLETON LINCOLN
Dealer City	GLENVIEW
Dealer State/Province	IL
Dealer Phone Number	8478250770
VIN	3MEHM08169F
Production Date	11/06/2008
Model Year	2009
Vehicle Description	MILAN
Engine Serial Number	"008791082049 "
Engine Description	3.0L DOHC EFI NA V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	04/11/2009
Mileage	8500
Customer Comments	2010-06-09-11.53.20.321858 CUSTOMER SAID: 1.-SITUATION HAS OCCURRED THREE TIMES AND CUSTOMER DOESNT RECALL THE DATES2.-YES 3.-THERE WERE NO INJURIES4.-FIRST TIME WAS BACKING OUT OF HIS DRIVEWAY, SECOND TIME IT WAS BACKING OUT OF A PARKING PLACE, THIRD TIME OUT OF HIS DRIVEWAY AND HIT ANOTHER VEHICLES5.-THERE WAS NO REPORT FILED6.-N/A7.-N/A8.- CUSTOMER DIDNT FILE WITH INSURANCE SINCE IT WAS MERCURY SINCE THE BRAKES FAILED9.-N/A10. -VEHICLE IS REPAIRABLE11.N/A12. - REIMBURSEMENT FOR THE DAMAGES DUE TO THE ACCIDENTS ESTIMATED BALANCE IS FIRST WAS 2455, SECOND WAS 550, THIRD WAS NO DAMAGE-CUSTOMER STATES THAT HE HAS BEEN IN THREE ACCIDENTS DUE TO THE BRAKES NOT WORKING WHILE IN REVERSE-CUSTOMER HAS BROUGHT THE VEHICLE TO THE DLR NUMEROUS TIME AND WITH OUT A RESOLUTIONDEALER SAID: NAPLETON PARK RIDGE LINCOLN MERCURY LM CODE: 42B425 DEALER PROFILE 826 TOUHY AVEPARK RIDGE, IL 60068 TEL:(847) 825-0770CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.
Technician Comments	

ECI Record ID	
Source Code	AWS
Source Claim Key	
Time In Service	21
Repair/Report/Paid Date	12/30/2010
Causal Part Prefix	6E5Z
Causal Part Base	2C215
Causal Part Suffix	AA
Causal Part Name	BRAKE ANTI LOCK ASSY
Non Causal Part Prefix-Base-Suffix	- - -
Dealer Name	NAPLETON LINCOLN
Dealer City	GLENVIEW
Dealer State/Province	IL
Dealer Phone Number	8478250770
VIN	3MEHM08169R
Production Date	11/06/2008
Model Year	2009
Vehicle Description	MILAN
Engine Serial Number	"008791082049 "
Engine Description	3.0L DOHC EFI NA V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	04/11/2009
Mileage	11182
Customer Comments	AT TIMES AT LOWER SPEEDS CUSTOMER STEPS ON THE BRAKE PEDAL TO SLOW STOP AND THE PEDAL GOES TO THE FLOOR AND HAS TO USE
Technician Comments	VERIFY CONCERN, TEST ABS BRAKE SYSTEM, PINPOINT TEST, REMOVE D AND CAPPED HCU LINES TO ISOLATE FADE, REPLACE HCU UNIT, IDS SERVICE BLEED THEN CONVENTIONAL BLEED

BEGINNING OF CONTACT
06/10/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.24

REGION: G1 CHICAGO OGC ISSUE CASE NBR: [REDACTED]
VIN: 3MEHM08169R [REDACTED] ZONE: A02 OPENED: 06/09/2010
ENGINE: 1 VEH TYPE: C CLOSED: 06/09/2010

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: MR FIRST NAME: [REDACTED] MI: S
ADDRESS: [REDACTED]
CITY: NORRIDGE STATE: IL ZIP: [REDACTED]
HOME PHONE: 708-4538101
MODEL YEAR: 2009 MODEL: MILAN PREMIER 4-DR SEDAN FWD
MILEAGE: 8500
DEALER NAME: NAPLETONS PARK RIDG SALES CODE: L42425 P & A: 10565
REASON CODE: 0772 LEGAL - ACCIDENT
SYMPTOMS: 301688 SERVICE BRAKE INOP/INEFFECT FRONT AND REAR

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
DOCUMENT: ANALYST: COCONN25 O'CONNELL, CHRISTINA

DATE: 06/09/2010 TIME: 11.53.20 :
ACTION DATA/COMMENTS:

FIRE / ACCIDENT A
CUSTOMER SAID: 1.-SITUATION HAS OCCURRED THREE TIMES AND CUS
TOMER DOESNT RECALL THE DATES2.-YES 3.-THERE WERE NO INJURIE
S4.-FIRST TIME WAS BACKING OUT OF HIS DRIVEWAY, SECOND TIME
IT WAS BACKING OUT OF A PARKING PLACE, THIRD TIME OUT OF HIS
DRIVEWAY AND HIT ANOTHER VEHICLE5.-THERE WAS NO REPORT FILE
D6.-N/A7.-N/A8.- CUSTOMER DIDNT FILE WITH INSURANCE SINCE IT
WAS MERCURY SINCE THE BRAKES FAILED9.-N/A10.-VEHICLE IS RE
PAIRABLE11.N/A12.-REIMBURSEMENT FOR THE DAMAGES DUE TO THE
ACCIDENTS ESTIMATED BALANCE IS FIRST WAS 2455, SECOND WAS 55
0, THIRD WAS NO DAMAGE-CUSTOMER STATES THAT HE HAS BEEN IN T
HREE ACCIDENTS DUE TO THE BRAKES NOT WORKING WHILE IN REVERS
E-CUSTOMER HAS BROUGHT THE VEHICLE TO THE DLR NUMEROUS TIME
AND WITH OUT A RESOLUTIONDEALER SAID: NAPLETON PARK RIDGE LI
NCOLN MERCURY LM CODE: 42B425 DEALER PROFILE 826 TOUHY
AVEPARK RIDGE, IL 60068 TEL:(847) 825-0770CRC ADVISED: I WI
LL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL
COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BU
SINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY
ALL CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCI
DENT DATE PRIOR TO SENDING ISSUE.

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
JUN 10 2010
OFFICE OF THE
GENERAL COUNSEL

All Action Details for Issue

Print

VIN: 3MEHM08169R [REDACTED]	Year: 2009	Model: MILAN	Case: [REDACTED]
Name: MR [REDACTED]	Owner Status: Original	WSD: 2009-04-11	
Symptom Desc:		Primary Phone: 708-453-8101	
Reason Desc: DEALER GENERATED INFORMATION ISSUE		Secondary Phone: 708-453-8101	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ESCALATED HANDLING REQUIRED - OTHER (EXPLAIN IN COMMENTS)	Origin Desc: DEALER
Dealer: 10565 NAPLETONS PARK RIDGE L-M INC	
Odometer: 8492 MI	Comm Type: VISIT
Analyst Name: NAPLETON LM	Analyst: K-HAMANN
Action Date: 05/13/2010	Action Time: 16.27.17.211
	Action Data: No

Comments CUSTOMER COMPLAINS THAT AT TIMES THE BRAKE PEDAL GOES TO THE FLOOR, HE HAS ALREADY BACK INTO SOMETHING AND DAMAGED THE TRUNK LID. THIS IS HIS SECOND VISIT IN. ON THE FIRST VISIT WE COULD NOT DUPLICATE, BUT WE DID REPLACE THE MASTER CYLINDER. ON THIS VISIT WE COULD NOT DUPLICATE AND CHECKED OVER THE VEHICLE VERY THOROUGHLY. CUSTOMER GOT INTO VEHICLE TO LEAVE AND THE PEDAL WENT TO THE FLOOR. CUSTOMER IS NOW IN A LOANER CAR, I NEED TECH ASSISTANCE, I DO BELIEVE THERE IS A PROBLEM WITH THIS VEHICLE.

Ford Confidential

Report# : [REDACTED] **Received:** 05/12/2010
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2009,MILAN,PREMIER,SEDAN ,3MEHM08169R [REDACTED] **Build Date:** 11/06/2008
Odometer : 8,492 M **Engine:** 3.0L DOHC **Calibration:** 8DE1F60A
Transmission: 6SPD AISIN **Axle:** **A/C:** YES
Dealer: USA 10565 Napleton's Park Ridge Lincoln- **Phone#:** (847) 825-0770
City: Park Ridge **State:** Illinois **Country :** USA
Originator: JEFF NORTON
Symptom: 3 01 5 53 CHASS ,SERVICE BRAKE ,PEDAL,LOW PEDAL
Status:
VFG: V21 BRAKING
Additional Symptom: PEDAL FADES TO FLOOR
Fix: Y **Causal Component :** NO PROBLEM FOUND (NRTH AMER) -- NOA
Condition Code:
Hotliner: BMIYA1 **Phone:** 000 317-9357 **Regn Cd:** G1 Chicago
Engineering: **Phone:** **TAR:** CLD
Dir Contact: JEFF NORTON **Phone:** 847 825-0770 **Title Cde:** T

KOEO:

KOEC:

KOER:

REPAIR 05/12/2010 11:15AM BETH MIYA MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA - CONCERN: BRAKE PEDAL GOSE TO FLOOR CAR WONT STOP AT
 TIMES DIAGNOSTICS: CHECK FLUID LEVEL CHECK BRAKES PARTS
 REPLACED:: MASTER CHL REPLACED ABUOT A MONTH AGO TECH QUESTION: ARE
 THERE ANY KNOWN REPAIRS FOR THIS CONCERN WERE YOU ABLE TO VERIFY
 THE CONCERN? NO IS THERE AN APPROPRIATE PINPOINT TEST IN THE WSM
 FOR THIS CONCERN? NO WAS THE PINPOINT TEST FOLLOWED? NO

RECOMM 05/12/2010 11:15AM BETH MIYA MSS - FCSD - TECH SVC HOTLINE

JEFFREY, TO HELP ISOLATE THE CONCERN RECOMMEND THAT YOU CAP OFF THE
 BRAKE LINES BEFORE AND AFTER THE HCU. IF THE CONCERN IS STILL PRESENT
 WITH THE HCU LINES CAPPED OFF THEN YOU ARE LOOKING AT A BAD BOOSTER OR
 MASTER CYLINDER. PLEASE THEN SEPARATE THE MASTER FROM THE BOOSTER TO
 CHECK FOR ANY LEAKING THEN ISOLATE THE ROUTE CAUSE OF THE PEDAL
 CONCERN. IF THE PEDAL FADE IS GONE WHEN THE LINES AFTER THE HCU ARE
 CAPED OFF THEN POSSIBLE LEAK OR CALIPER SEAL THAT IS ROLLING PULLING
 THE CALIPER BACK AFTER BRAKE APPLICATION. WE DO NOT HAVE ANY COMMON

TRENDS OR PAST REPORT OF THIS CONCERN.

- TAR 05/14/2010 04:51PM ANTHONY GILL MSS - FCSD - TECH SVC HOTLINE**
TAR PER CCST REQUEST: REQUESTED BY: BWALLAC1 ACTIVITY: CCST CUDL
CASE #: [REDACTED] VIN: 3MEHM08169R [REDACTED] ODOMETER: 8492 BODY
CONVERSION: NONE P&A CODE: 10565 DEALER: NAPLETONS PARK RIDGE L-M
INC DEALER PHONE: 847-825-0770 DEALER CONTACT: KARL
HAMMAN CONTACT POSITION: SERVICE MANAGER REQUEST DATE: 5/14/2010
4:30:58 PM PREVIOUS REPAIRS: TWO PREVIOUS REPAIR ATTEMPTS FOR BRAKE
PEDAL GOING TO THE FLOOR. GCQIS - AELBD012 COMMENTS: VEHICLE IS
CURRENTLY AT THE DEALER FOR THE ABOVE CONCERN. DEALER HAS
INTERMITTENTLY VERIFIED THIS CONCERN. VEHICLE NOT YET LL ELGIBLE BUT
IS GETTING CLOSE. THIS IS A SAFETY CONCERN. DEALER REQUESTING FSE
INVOLVEMENT IN DIAGNOSIS AND REPAIR. HOPING TO AVOID POSSIBLE RAV
ISSUE.
- ADD-ON 06/01/2010 05:06PM MIKE TRIFILIO(FSE) MSS - FCSD - REG - CHICAGO**
INSPECTED VEHICLE ON 5/24, TESTED VEHICLE FOR 2 HOURS, DEALER HAD
TESTED FOR SEVERAL DAYS, COULD NOT VERIFY THE CONCERN. DEALER ADVISED
THAT THE ONLY CONCERN THEY WERE ABLE TO VERIFY WAS A SINKING PEDAL
WHEN FIRST STARTING BUT VEHICLE BRAKES WERE FULLY FUNCTIONAL.
PERFORMED GCQIS SEARCH AND FOUND SIMILAR CONCERN (BOOSTER
STEP-THROUGH) WAS FOUND TO BE CHARACTERISTIC OF THE VEHICLE WHEN FIRST
STARTING OR SITTING AT A STOP LIGHT FOR A LONG PERIOD OF TIME. ADVISED
DEALER WITHOUT VERIFICATION, NO RECOMMENDATION CAN BE MADE.
- AUDIT 06/01/2010 05:06PM MIKE TRIFILIO(FSE) MSS - FCSD - REG - CHICAGO**
TECH ASSIST REFERRAL HAS BEEN CLOSED

Requester: ATAYLO29
Report Summary
Server: FCWS686

Ford Proprietary, Private

31-Aug-2010
Retention: None

Report# : [REDACTED] **Received:** 05/17/2010
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2009,MILAN,PREMIER,SEDAN ,3MEHM08169R [REDACTED] **Build Date:** 11/06/2008
Odometer : 8,492 M **Engine:** 3.0L DOHC **Calibration:** 8DE1F60A
Transmission: 6SPD AISIN **Axle:** **A/C:** YES
Dealer: USA 10565 Napleton's Park Ridge Lincoln- **Phone#:** (847) 825-0770
City: Park Ridge **State:** Illinois **Country :** USA
Originator:
Symptom: 3 01 5 51 CHASS.,SERVICE BRAKE ,PEDAL,SOFT/SPONGY
Status:
VFG: V21 BRAKING
Additional Symptom:
Fix: **Causal Component :**
Condition Code:

Cust: [REDACTED] **Home Phone:** (000) 000 - 0000
Work Phone: (000) 000 - 0000 **Region:** G1 Chicago
Case Status: **Date:** 00 / 00 / 0000 **Vehicle Paint:** DARK INK BLUE

KOEO:
KOEC:
KOER:

OWNREL CCS KRYSTAL X 7316 - ON BEHALF OF CCS KIM X 7068- OPENING CASE TO ASSIT DLR WITH TAR REQUEST
 OWNREL CCS KRYSTAL X 7316 - ON BEHALF OF CCS KIM -X 7068 - DLR REQUESTING TO HAVE A FSE INSPECT VEH FOR BREAK PEDAL CONCERN - BREAK PEDAL WILL GO TO FLOOR - DLR WAS ABLE TO DUP CONCERN ONCE
 OWNREL CCS KRYSTAL X 7316 - ON BEHALF OF CCS KIM X 7068 - DLR ONLY CONTACT - ASSISTING DLR WITH TAR - SETTING F/U FOR 5-20 BY 5:00 PM(EST)
 OWNREL SENDING TO HOTLINE FOR APPROVAL
 OWNREL =CCS REQUESTED UPDATE IN STATUS OF CASE FROM SM KARL VIA EMAIL=REQ'D INFO ON FSE APPT AND WHETHER CSAT TOOL SHOULD BE OFFERED TO CUST=CCS WILL DOCUMENT AS INFO IS RCVD=SETTING F/U 05/31 BY 5PM EST
 OWNREL =RESETTING F/U 06/04 BY 5PM EST=
 OWNREL =CCS ADVISED BY SM THAT FSE CAME OUT AND COULD NOT DUPLICATE TH CONCERN BUT SM FEELS THR IS A PROBLEM W THE VEH BUT IT HAPPENS SO INTERMITTENLY IS HARD TO DUPLICATE=CUST HAS ALREADY BACKED INTO A NEIGHBORS CAR DUE TO THE CONCERN AND SM WOULD LIKE TO MAKE A REPAIR ATTEMPT BY REPLACING THE HYDROLIC CONTROL UNIT FOR THE ABS=CCS AGREES

W SM ASSESSMENT AND REPAIR ATTEMPT=DLR REQUESTED ASSISTANCE WITH RENTAL AS CUST HAS BEEN IN LOANER VEH=CCS ADVISED W ASSIST DLR IS COST OF RENTAL VEH AND TO CONTACT W INFO WHEN VEH REPAIRED=CCS SENT EMAIL TODAY REQUESTING STATUS OF REPAIR AND WILL DOCUMENT INFO AS RCVD=CCS SETTING F/U 06/09 BY 5PM EST

OWNREL =CCS NOTES THAT CUST HAS CONTACTED CRC CENTER REGARDING THREE ACCIDENTS HE HAS HAD DUE TO BRAKE CONCERN=CCS MADE OBC TO DLR AND LFT MSG TO DISCUSS CASE W SM KARL=CCS RECALLS SM ADVISING CUST ALMOST HAD ONE ACCIDENT BUT HAS NO KNOWLEDGE OF CUST HAVING THREE ACCIDENTS=

OWNREL =CCSSPK W SM KARL ON 6/11 BUT FAILED TO DOCUMENT IN CASE=SM ADVISED HE IS NOT SURE IF CUST HAS HAD THREE ACCIDENTS BUT CUST DOES HAVE TRUNK DAMAGE FROM ONE ACCIDENT=SM ADVISED REPAIR IS COMPLETE=CCS ADVISED W CUST OPENING A LEGAL CASE CCS CANNOT HAVE CONTACT W CUST HOWEVER THIS WAS A DEALER OPENED CASE AND CCS HAS ONLY BEEN WORKING WITH THE SM CCS WILL CONTINUE TO ASSIST UNTIL OFFICE OF GENERAL COUNCIL OPENS A CASE=CCS WAS TO CALL SM BACK 6/14 TO FURTHER DISCUSS AND PROVIDE APPROVAL CODES FOR CLAIM

OWNREL =CCS MADE OBC TO DLR TO PROVIDE APPROVAL CODE FOR ASSISTANCE W RENTAL CHARGE AS PREVIOUSLY AGREED=SM NOT AVAILABLE=CCS LFT MSG FOR CB AND SETTING F/U 06/16 BY 5PM EST

OWNREL =CCS AWAITING RESPONSE FROM SM KARL TO PAY OUT RENTAL CLAIM

OWNREL =CCS RCVD RENTAL INFO FROM SM KARL=CUST IN VEH FOR 30 DAYS AT 30/DAY TOTALLING 900=CCS AGREED TO SPLIT RENTAL W DLR=RO303446 LINE 3 P11 M356V \$450=SM ADVISED CUST HAS NOT REPORTED ANY COMPLAINTS SINCE HYDROLIC CONTROL UNIT REPLACED IN VEH

Requester: ATAYLO29

Report Summary

Server: FCWS686

Ford Proprietary, Private

31-Aug-2010

Retention: None



Office of the General Counsel

PRIVILEGED & CONFIDENTIAL

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

June 16, 2010

[Redacted]
NORRIDGE, IL [Redacted]

JUL 18 2010 [Signature]

Re: [Redacted]

Dear [Redacted]

Recently the Office of the General Counsel of Ford Motor Company was made aware of your recent contact to our Customer Relations Center in regards to the above vehicle. We thank you for the opportunity to address this concern in a timely manner.

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

In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

- 1. Attach on a separate piece of paper a complete description of the incident, including events that occurred prior to and subsequent to the loss.
- 2. A copy of the police and/or fire report and a copy of the Vehicle Title
- 3. Original color photographs of the vehicle's collision/fire damage & the alleged defective part(s), from several different angles.
- 4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- 5. Original color photographs of the accident scene showing the grade of the road.
- 6. Attach a copy of your expert's report and the expert's original photographs.
- 7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
- 8. A complete service history for the subject vehicle, including any tune-ups or oil changes.

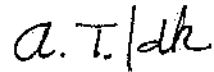
Please answer the following in the space provided. If you need additional space, please use the back of the form:

- 9. What was the city, state and date of occurrence:
Norridge, IL Starting date 7/2/10 - 6/4/10
- 10. The 17 digit vehicle identification number:
5MEHM08169R [Redacted]

claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

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

Sincerely,

Handwritten signature in black ink, appearing to read "A. T. / dk".

Alma Taylor
Product Claims

- 11. What was the mileage at time of occurrence:
Started 5,698
- 12. What is the alleged defect:
see attached services reports for details
- 13. Has the alleged defective part been repaired or replaced? (circle one) Yes or No
- 14. List all after market additions or modifications that were made to the vehicle:
None
- 15. Was the engine running? (circle one) Yes or No
- 16. Were the keys in the ignition? (circle one) Yes or No
- 17. Was this vehicle purchased new or used:
New
- 18. If purchased used, provide the date of purchase, mileage at the time of purchase, from whom the vehicle was purchased:

19. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).

Norridge, IL

- 20. Has an insurance company been advised of this incident? Yes No
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

(800) 435-7764 X23460
Farmers Insurance claim # [redacted]
Hien Tran

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

To be made financially whole concerning matters regarding the failure on ~~both~~ ^{all} occasions and new vehicle

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you



826 Touhy Avenue * Park Ridge, IL 60068 * (847) 825-0770

CUSTOMER NO. [REDACTED]	ADVISOR ROBERT ASHTON	245	TAG NO. [REDACTED]	INVOICE DATE 04/21/10	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 8,040	COLOR BLUE/	STICKER NO. 7999
NORRIDGE, IL	YEAR / MAKE / MODEL 09/MERCURY/MILAN/4DR SDN FWD PREMIER	DELIVERY DATE		DELIVERY MILES 162	
	VEHICLE I.D. NO. 3MEHM08169R	SELLING DEALER NO.		PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.D. DATE 04/16/10		
RE [REDACTED]	BUSINESS PHONE	COMMENTS			

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	TOTAL - SUBLET	WARRANTY
	17852		302526	04/21/10	RENTAL CAR		0.00
JOB# 4 TOTALS							
JOB# 5 CHARGES	JOB# 4 JOURNAL PREFIX LICs					JOB# 4 TOTAL	0.00
LABOR							
J# 5+02LIZGBATT	GBATT	TECH(S):1019			INTERNAL		
BATTERY CONDITION IS GOOD GBATTERY							
JOB# 5 TOTALS							
JOB# 6 CHARGES	JOB# 5 JOURNAL PREFIX LICs					JOB# 5 TOTAL	0.00
LABOR							
J# 6+02LIZGBK	GBK	TECH(S):1019			INTERNAL		
BRAKE LININGS ARE OK AT THIS TIME GBRAKE							
JOB# 6 TOTALS							
JOB# 7 CHARGES	JOB# 6 JOURNAL PREFIX LICs					JOB# 6 TOTAL	0.00
LABOR							
J# 7+02LIZGTIRE	GTIRE	TECH(S):1019			INTERNAL		
TIRE TREAD AND WEAR IS OK AT THIS TIME GTIRE							
JOB# 7 TOTALS							
JOB# 7 CHARGES	JOB# 7 JOURNAL PREFIX LICs					JOB# 7 TOTAL	0.00

STATEMENT OF DISCLAIMER
 "The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/items. The Seller Heraby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/items."

...Compare Service, Too!
 We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge, Parts and Labor. We give you a report card... You give us a grade. Our goal: "No unhappy owners."

AUTHORIZED REPRESENTATIVE
 If you are happy let your neighbor know. If you are unhappy call your authorized representative at once. Our Goal: "No unhappy owners!" THANK YOU for bringing your car to us for service.

**NAPLETON'S
 PARK RIDGE**

LINCOLN
 Mercury

MITSUBISHI

COMMENTS
 WAITER

The Reynolds and Reynolds Company EBANTRIVE 0505100-01 (01/09)

ECI Record ID	
Source Code	GCQIS Ford
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	04/13/2015
Causal Part Prefix	
Causal Part Base	Unknown
Causal Part Suffix	
Causal Part Name	Unknown
Non Causal Part Prefix-Base-Suffix	- - -
Dealer Name	CARMAN FORD
Dealer City	NEW CASTLE
Dealer State/Province	DE
Dealer Phone Number	3023232300
VIN	3LNHM26T18F
Production Date	10/03/2007
Model Year	2008
Vehicle Description	MKZ
Engine Serial Number	"07L110801191 "
Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	01/31/2008
Mileage	32951
Customer Comments	WEB FORM DATA DESCRIPTION OF VEHICLE CONCERN: BRAKE PEDAL GOES TO FLOOR PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: MASTER CYLINDER CHECK FOUND THAT AFTER CAPPING OFF THE LINE PORTS THE PEDAL STILL TRAVELED. BRAKE BOOSTER CHECK, VISUAL INSP OF BRAKING SYSTEM FOUND NO CONCERNS. BLEED SYSTEM TO SEE IT THERE WAS ANY AIR AND FOUND NONE. SPW MASTER CYLINDER AND BLEED SYSTEM WITH ABS SERVICE BLEED ALL AS PER WSM. PEDAL STILL TRAVELS TOO LOW. RE-CHECKED SYSTEM FOR AIR AND FOUND NONE. FOUND NO CODES IN THE ABS SYSTEM. PARTS REPLACED: ON PRIOR RO THE MASTER CYLINDER WAS REPLACED AND THE REAR CALIPERS. THIS VISIT, THE MASTER CYLINDER WAS REPLACED. YOUR QUESTION: WHAT ELSE COULD CAUSE THE SYMPTOM? THE VEHICLE STOPS AND THE PEDAL IS HARD AT THE BOTTOM OF IT S TRAVEL, BUT THE PEDAL TRAVEL IS TO LOW. IT ACTS LIKE AIR IN THE SYSTEM BUT I M NOT FINDING ANY WHEN I M BLEEDING THE SYSTEM.
Technician Comments	ARTICLE ISM 0405037 VACUUM BRAKE BOOSTER STEP THROUGH DIAGNOSIS

ECI Record ID	
Source Code	AWS
Source Claim Key	
Time In Service	88
Repair/Report/Paid Date	04/27/2015
Causal Part Prefix	9E5Z
Causal Part Base	2140
Causal Part Suffix	C
Causal Part Name	CYLINDER ASY-BRK MST
Non Causal Part Prefix-Base-Suffix	- - -
Dealer Name	CARMAN FORD
Dealer City	NEW CASTLE
Dealer State/Province	DE
Dealer Phone Number	3023232300
VIN	3LNHM26T18F
Production Date	10/03/2007
Model Year	2008
Vehicle Description	MKZ
Engine Serial Number	"07L110801191 "
Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	01/31/2008
Mileage	53030
Customer Comments	CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR, TODAY. THEN HAD ACCIDENT TODAY CAR DIFFICULT TO STOP
Technician Comments	SPW MASTER CYLINDER, VERIFIED CONCERN. INSPECTED SYSTEM FOUND NO LEAKS. PERFORMED MASTER CYLINDER TEST, FAILED. REMOVE AND REPLACE BATTERY AND TRY TO ACCESS AND REMOVE AND REPLACE MASTER CYLINDER.BLED SYSTEM WITH ABS SERVICE BLEED. RECHECK PEDAL IS HARD BUT LOW. RE BLED WHOLE BRAKING SYSTEM, NO AIR, PERFORMED BOOSTER TEST, INCONCLUSSIVE. CONTACTED HOTLINE, WHEN VACUUM ASSIST IS APPLIED, BRAKE REMOVE AND REPLACE BATTERY AND TRAY TO ACCESS, REMOVE AND REPLACE MASTER CYLDER TO ACCESS, REMOVE AND REPLACE PCM AND BRACKET TO ACCESS REMOVE AND REPLACE BRAKE BOOSTER FILLED AND BLED BRAKE SYSTEM WITH ABS SERVICE BLEED.RECHECK BRAKE PEDAL STILL DROPPING.MADE SURE THERE WAS NO AIR IN SYSTEM.CLAMPED OFF REAR CALIPERS AT THE HOSES, PEDAL STILL LOW. CLAMPED OFF FRONT CALIPERS AT THE HOSES AND PEDAL WAS HARD. REMOVE AND REPLACE FRONT CALIPERS AND RECHECK STILL LOW BRAKE PEDAL.FOUND THAT BLOCKING OFF THE CALIPERS AT THE HOESSES IS CLOSING THE VALAVE ON THE HCU. REPLACED HCU, PERFORM COMPLETE PRESSURE BLEED OF SYSTEM ABS SERVICE BLEED, RECHECK OK

ECI Record ID	
Source Code	FMC360
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	02/28/2018
Causal Part Prefix	
Causal Part Base	
Causal Part Suffix	
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	- - -
Dealer Name	WESTLAND FORD
Dealer City	OGDEN
Dealer State/Province	UT
Dealer Phone Number	8013948803
VIN	3MEHM07Z38F
Production Date	01/26/2008
Model Year	2008
Vehicle Description	MILAN
Engine Serial Number	"231207071309 "
Engine Description	2.3L-4V DOHC EFI NA I4 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	02/28/2008
Mileage	134615
Customer Comments	2018-02-28-20.55.42.000000 CUST SAYS:MY VEHICLE HAS BEEN IN THE ACCIDENT FOR 2 TIMES NOW BECAUSE OF THE BRAKE ISSUE. MY VEHICLE IS AT THE GARAGE RIGHT NOW. THE ABS IS NOT WORKING CORRECTLY MY BRAKES GONE OUT AND CAUSED INCIDENT. I WANT FORD TO HELP ME REPAIR MY VEHICLE. AS PER CUST DLR SAYS: N\ACRC ADVISED: I ADVISED CUST THAT I WILL FORWARD YOUR INFORMATION TO FORDS OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 DAYS BUSINESS DAYS TO YOUR CONCERN. I VERIFIED THE FOLLOWING INFORMATION:1. HAS THE CUSTOMER FILED A CLAIM WITH THEIR INSURANCE COMPANY (YES OR NO) YES2. IF A CLAIM HAS BEEN FILED WITH THEIR INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM INSURANCE WILL DO THE BODY WORK BUT THEY WILL NOT COVER REPAIR ON BRAKE BECAUSE IT IS A MALFUNCTION ON THE VEHICLE 3. IS THE VEHICLE REPAIRABLE YES4. WERE ANY INJURIES SUSTAINED IF YES, PROVIDE THE FIRST AND LAST NAME OF ALL INJURED PARTIES. NO5. WHAT ARE YOU SEEKING FROM FORD MOTOR COMPANY FINANCIAL ASSISTANCE TO REPAIR THE VEHICLE.6. WHAT WAS THE DATE OF THE ACCIDENT JAN 24 2018 7. WHAT PRODUCT DEFECT IS ALLEGED TO HAVE CAUSED THE ACCIDENT BRAKES8. WHAT IS THE CITY AND STATE WHERE THE ACCIDENT OCCURRED OGDEN UT9. WAS A POLICE REPORT FILED YES10. IF A POLICE REPORT WAS FILED, WHAT WERE THE FINDINGS CUST SAID SHE DOES NOT KNOW11. WHAT IS THE POLICE REPORT NUMBER AND IN WHAT CITY AND COUNTY WAS THE REPORT FILED CUST SAID SHE DOES NOT HAVE THE INFORMATION 12. WHAT IS THE NAME AND ADDRESS OF THE CUSTOMERS 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)452 E 875 NOGDEN UT 84404
Technician Comments	2018-02-28-20.55.42.000000 MICROSOFT.SQLSERVER.DTS.PIPELINE.BLOBCOLUMN

ECI Record ID	
Source Code	GCQIS Ford
Source Claim Key	
Time In Service	
Repair/Report/Paid Date	09/06/2013
Causal Part Prefix	
Causal Part Base	Unknown
Causal Part Suffix	
Causal Part Name	Unknown
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	SOUTHGATE LINCOLN, LLC
Dealer City	SOUTHGATE
Dealer State/Province	MI
Dealer Phone Number	7342858800
VIN	3MEHM08Z77R
Production Date	08/11/2006
Model Year	2007
Vehicle Description	MILAN
Engine Serial Number	"040606074340 "
Engine Description	2.3L-4V DOHC EFI NA I4 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	10/30/2006
Mileage	47858
Customer Comments	
Technician Comments	<p>WEB FORM DATA - CONCERN: BRAKE PEDAL LOW DIAGNOSTICS: VERIFIED CONCERN, NO LEAKS, MASTER CYL. HAD A BY PASS FEEL...MASTER CYL. ORDERED, BENCH BLEED, BLEED SYSTEM, PEDAL FEEL DID NOT FEEL GOOD. INSPECT CALIPERS TO VERIFY NOT STICKING, SEIZED CALIPER PINS, BRAKE PADS ARE LESS THEN 40% WORN. PERFORMED A ABS BLEED WITH IDS, THEN LOST ALL PEDAL, SERVICE PART WARRANTY ON MASTER CYL., BENCH BLEED SYSTEM, BLEED SYSTEM, STILL NO SOLID FEEL TO THE PEDAL. ABS SELF TEST PASSED. DUE TO ABOVE AND RE ASSESING, I AM BEGINNING TO BELIEVE IT MIGHT BE A ABS RELATED CONCERN. IS IT POSSIBLE THE ABS INTERNALLY A VALVE NOT WORKING OR BY PASSING INTERNALLY? THANK YOU PARTS REPLACED: 2 X MASTER CYL TECH QUESTION: SEE ABOVE</p>

ECI Record ID	
Source Code	AWS
Source Claim Key	
Time In Service	84
Repair/Report/Paid Date	09/27/2013
Causal Part Prefix	9E5Z
Causal Part Base	2140
Causal Part Suffix	C
Causal Part Name	CYLINDER ASY-BRK MST
Non Causal Part Prefix-Base-Suffix	- -
Dealer Name	SOUTHGATE LINCOLN, LLC
Dealer City	SOUTHGATE
Dealer State/Province	MI
Dealer Phone Number	7342858800
VIN	3MEHM08Z77R
Production Date	08/11/2006
Model Year	2007
Vehicle Description	MILAN
Engine Serial Number	"040606074340 "
Engine Description	2.3L-4V DOHC EFI NA I4 GAS
Plant Description	HERMOSILLO PLANT BUILD
Build Region	
Build Country Code	
Warranty Start Date	10/30/2006
Mileage	47858
Customer Comments	CK BRAKES POSS LEAK OR MASTER CYL ISSUE CUST HIT SOMETHING CUST HAS ESP PREM
Technician Comments	INSPECT VERIFY CONCERN RNR MASTER CYL., PERFORMED BLEED, PERFORMED ABS BLEED, LOST PEDAL, SERVICE PART MASTER CYL., CONSULTED WITH HOTLINE, DUE TO TECH BELIEVING INTERNAL ECU CONCERN CONSULTED WITH ROB NADER FIELD SERVICE ENGINEER . INSPECT VERIFY CONCERN 2001BCT BRAKE INSPECTION 1.3 HOURS, REMOVE CALIPERS, INSPECT SYSTEM 2140A RNR MASTER CYL. BENCH BLEED 12650D ABS DIAG 12650D45 ABS PPT/DIAG 9002A RNR ABS HCU UNIT, TRANSER NECESSARY COMPONENTS 9002A5 ABS FINAL M TIME REQUEST DUE TO ABNORMAL EXCESSIVE DIAG 2140 2C215