

[REDACTED]

[REDACTED]

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

From: dcppform@ford.com
To: [Ordcalp, F \(F.\)](#)
Cc: FHERRERA@SANDERSONLINCOLN.COM
Subject: Dealer/Fleet Request For OGC Review
Date: Friday, March 08, 2024 10:50:25 AM

Dealer/Fleet Request For OGC Review	
Dealership/Fleet Name:	Sanderson Lincoln
Requesting Dealer/Fleet:	SANDERSON LINCOLN
P&A Code:	10063
Contact Person:	FRANCISCO HERRERA
Title:	SERVICE MANAGER
Phone Number:	6023757463
Fax Number:	
Email Address:	FHERRERA@SANDERSONLINCOLN.COM
Region:	United States
Address:	2121 W BELL RD
City:	PHOENIX
State:	Arizona
Zip Code:	85023
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	02/29/2024
Vehicle Year:	2024
Vehicle Model:	NAUTILUS
Vehicle VIN:	
Mileage:	923
Customer/Fleet Name:	
Street Address:	
City:	PEORIA
State:	Arizona
Zip Code:	
Contact Phone:	
Work Phone:	NONE
Email Address:	
Region:	Arizona
DETAILS OF INCIDENT	

Incident Involves:	Accident
Date of Incident:	2024-03-04
County in which incident occurred:	SAN DIEGO COUNTY
Is customer alleging a component defect CAUSED the incident?	Yes
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	C/S WHILE DRIVING ON HIGHWAY THEY SET CRUISE CONTROL 30MPH ON OFF RAMP, CAR TOLD HER TO PUT HANDS ON WHEEL WHILE SHE WAS TAKING A TURN TO GET ON ANOTHER HIGHWAY AND CAR ACCELERATED ON ITS OWN AND WENT OFF THE ROAD INTO THE GRAVEL AND SWERVED, THEN BRAKES KICKED ON BY ITSELF
Was a police report filed?	Yes
If yes, where:	SAN DIEGO COUNTY. CALIFORNIA HIGHWAY PATROL
Has the insurance company been contacted?	Yes
What did the insurance company advise?	SEND VEHICLE TO DEALER FOR INSPECTION
Name and phone number of owner's insurance company & agent's name:	FARMERS INSURANEC . POLICY NUMBER [REDACTED]
If the vehicle is a conversion unit, who is the coach builder?	
City:	PHOENIX

State:	Arizona
Zip Code:	85022
Vehicle Location:	SANDERSON LINCOLN
Attorney Information (if applicable):	NONE YET
CVO Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	CLIENT IS REQUESTING LINCOLN MOTORCOMPANY PURCHASE VEHICLE BACK. CLIENT DOES NOT FEEL SAFE WITH VEHICLE
COMMENTS:	

From: Francisco Herrera
To: Bardell, Steve (S.)
Subject: Re: OGC Review; 2024 Nautilus [REDACTED]
Date: Thursday, May 09, 2024 3:25:01 PM

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1. Was the Level 2 ADAS (i.e., Adaptive Cruise Control [ACC] with Lane Centering Assist [LCA]) engaged during or immediately before (within 30 seconds) the crash or incident? **Yes_X_**
No_
2. Was the vehicle involved in a **crash** on a publicly accessible road in the U.S.? **Yes_X_ No_**
3. Did the crash/incident result in a hospital-treated injury or fatality to anyone involved (not just the subject vehicle)? **Yes_ No_X_**
4. Did the crash/incident result in a tow-away (not just the subject vehicle)? **Yes_ No_X_**
5. Did the crash/incident result in an airbag deployment (not just the subject vehicle)? **Yes_**
No_X_
6. Did the crash/incident involve a vulnerable road user (pedestrian, bicyclist, or other type of vehicle)? **Yes_ No_X_**

DIAG: PERFORMED DIAG EEC TEST ALL MODULES PASS CODES. RAN OASIS NO
SSM TO TSBS. ROAD TEST AND PERFORMED BLUE CRUISE FOUND NORMAL OPERATION
AT THIS TIME

The insurance company has not paid the claim.

Francisco Herrera
Sanderson Lincoln Service Manager
fherrera@sandersonlincoln.com
602-375-7463

From: Bardell, Steve (S.) <sbardell@ford.com>
Sent: Monday, March 11, 2024 7:58 AM
To: Francisco Herrera <fherrera@sandersonlincoln.com>
Subject: [EXTERNAL] - RE: OGC Review; 2024 Nautilus [REDACTED]

Francisco – we need some clarifications please, as this was categorized as an accident but it's unclear whether there was an **actual collision** (if the driver hit/struck something, and if so, what). Because she's alleging unintended acceleration *while using the Cruise Control feature (unclear if it was "Adaptive" Cruise Control)*, please obtain the customer's answers to the following:

1. Was the Level 2 ADAS (i.e., Adaptive Cruise Control [ACC] with Lane Centering Assist [LCA]) engaged during or immediately before (within 30 seconds) the crash or incident? **Yes_ No_**
2. Was the vehicle involved in a **crash** on a publicly accessible road in the U.S.? **Yes_ No_**

3. Did the crash/incident result in a hospital-treated injury or fatality to anyone involved (not just the subject vehicle)? **Yes__ No__**
4. Did the crash/incident result in a tow-away (not just the subject vehicle)? **Yes__ No__**
5. Did the crash/incident result in an airbag deployment (not just the subject vehicle)? **Yes__ No__**
6. Did the crash/incident involve a vulnerable road user (pedestrian, bicyclist, or other type of vehicle)? **Yes__ No__**

It's unclear whether she's also alleging steering failure and/or brakes failure. Please also send me:

- Your diag RO with tech notes
- Wide-view photos of the vehicle, damaged/subject area, and **alleged defective parts** from multiple angles
- Confirmation whether or not her insurance company has already paid a claim (i.e., for body repairs)

I'll hold off requesting anything else pending your diag findings and receipt of the above information.

Thank you,

Steve Bardell

Legal Analyst - Product Claims

Office of the General Counsel

Ford Motor Company

313.845.5627 - *fax* 866.782.3280

sbardell@ford.com

CONFIDENTIAL

This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender.

From: Clark, Jessica (J.E.) <jclar401@ford.com> **On Behalf Of** Ordcalp, F (F.)

Sent: Monday, March 11, 2024 9:26 AM

To: Bardell, Steve (S.) <sbardell@ford.com>

Cc: FHERRERA@SANDERSONLINCOLN.COM

Subject: FW: Dealer/Fleet Request For OGC Review

Steve,

Here is a new claim for your handling.

Jennie,

For your review.

Note to Dealer

DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL

ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION

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

From: dcpform@ford.com <dcpform@ford.com>

Sent: Friday, March 08, 2024 10:50 AM

To: Ordcalp, F (F.) <fordcalp@ford.com>

Cc: FHERRERA@SANDERSONLINCOLN.COM

Subject: Dealer/Fleet Request For OGC Review

Dealership/Fleet

Name:	Sanderson Lincoln
P&A Code:	10063
Contact Person:	FRANCISCO HERRERA
Title:	SERVICE MANAGER
Phone Number:	6023757463
Email Address:	FHERRERA@SANDERSONLINCOLN.COM
Region:	United States
Address:	2121 W BELL RD
City:	PHOENIX
State:	Arizona
Zip Code:	85023
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	02/29/2024
Vehicle Year:	2024
Vehicle Model:	NAUTILUS
Vehicle VIN:	██████████
Mileage:	923
Customer/Fleet Name:	██████████
Street Address:	██████████
City:	PEORIA
State:	Arizona
Zip Code:	██████
Contact Phone:	██████████
Work Phone:	NONE
Email Address:	██████████
DETAILS OF INCIDENT	
Incident Involves:	Accident
Date of Incident:	██████████
County in which incident occurred:	SAN DIEGO COUNTY

Is customer alleging a component defect CAUSED the incident?	Yes
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	C/S WHILE DRIVING ON HIGHWAY THEY SET CRUISE CONTROL 30MPH ON OFF RAMP, CAR TOLD HER TO PUT HANDS ON WHEEL WHILE SHE WAS TAKING A TURN TO GET ON ANOTHER HIGHWAY AND CAR ACCELERATED ON ITS OWN AND WENT OFF THE ROAD INTO THE GRAVEL AND SWERVED, THEN BRAKES KICKED ON BY ITSELF
Was a police report filed?	Yes
If yes, where:	SAN DIEGO COUNTY. CALIFORNIA HIGHWAY PATROL
Has the insurance company been contacted?	Yes
What did the insurance company advise?	SEND VEHICLE TO DEALER FOR INSPECTION
Name and phone number of owner's insurance company & agent's name:	FARMERS INSURANEC . POLICY NUMBER [REDACTED]
Vehicle Location:	SANDERSON LINCOLN
RESOLUTION THAT CUSTOMER IS SEEKING:	CLIENT IS REQUESTING LINCOLN MOTORCOMPANY PURCHASE VEHICLE BACK. CLIENT DOES NOT FEEL SAFE WITH VEHICLE
COMMENTS:	

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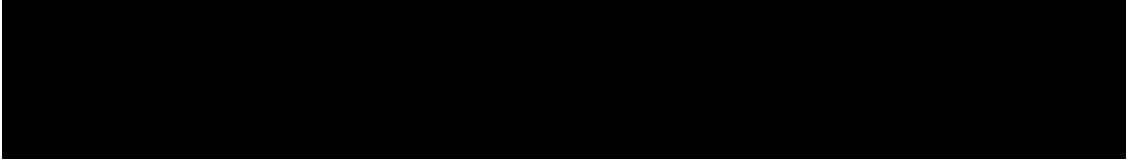












Case



General Info

Overview

Case Number		Status	Resolved
Priority	High	Owner	US Ford Truck Concern NA CRC
Input Channel	Phone	Status Reason	Information Provided
Originating Team	Tier 1 Inbound NA CRC		

Case Closure Details

Resolution Type	Information Provided / Concern Addressed	Case Disposition Team	US Ford Truck Concern NA CRC
Cancellation Type		Case Disposition Type	Not Satisfied; Action Required
Closed By	Alandra Robertson	Closed Date	3/18/2022 7:13 PM
Closure Comments			

Case Reopen Details

Reopened By	Reopened On
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Customer Info

Customer Info

Customer Name		Best Contact Method	Phone
Best Daytime Phone	Mobile Phone	Home Phone	

Business Phone

Email

brian

Mobile Phone

Delegate Info

Customer Delegate

Customer Delegate Relationship

Customer Delegate Phone

Customer Scores

LTV Score

97

All Marketing Scores

Loyalty Score

ESP Score

Defector Score

Dissat Score

Likelihood To Service In-Market

Yes

Service Segments

Dealer Info

Dealer Info

Dealer Name

Mahwah Ford Sales & Service, Inc.

P&A Code

20686

Dealer Service Manager

JOSEPH NIDOWICZ

Dealer Phone Number

2015293200

More Than One Service Manager

No

Dealer Contact

Vehicle Info

Vehicle Info

VIN

Mileage

3,800

Warranty Start Date	4/20/2021	Mileage Units	Miles
Hours In Service		Converted Mileage	

Vehicle Classification

Vehicle Classification Full Path	2021 > FORD > F-SERIES > W1E - F150 4X4 SUPERCREW STYLESIDE		
Model Year	2021	Engine Specification	2.7L DOHC 4V DI GT V6 GAS/FFV
Make	FORD	Transmission Specification	10 SPD AUTO TRANSMISSION-10R80
Model/Vehicle Line	F-SERIES		
Body Style	W1E - F150 4X4 SUPERCREW STYLESIDE		

Equipment & Software

SYNC Version		Modem/TCU?	No
Installed SYNC Version		Installed Date	
WIFI Capable	No	WIFI Enabled	No
Data Usage		Date Retrieved	

Case Classification

Case Classification

Case Classification Team	Tier 1 Inbound NA CRC
Case Classification Full Path	Legal > Alleged Injury due to Product Defect > Fin Assist for non-Medical Expenses

- Level 1

Legal
- Level 2

Alleged Injury due to Product Defect
- Level 3

Fin Assist for non-Medical Expenses
- Level 4

Symptom Code

Symptom Classification

Symptom Classification Full Path	Driver Aides & Information > Warning Indicators/Messages/Chimes > Charging system > Stays On
Level 1	Driver Aides & Information
Level 2	Warning Indicators/Messages/Chimes
Level 3	Charging system
Level 4	Stays On
More Than One Symptom Codes?	No

Additional Symptom Codes

Level 1	Level 2	Level 3	Level 4
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Activities

Activities

Subject	Activity Type	Status	Created On	Created By
Case Assignment - [REDACTED]	Case Assignment	Completed	3/17/2022 12:03 PM	a8ea806a-f003-47d4-a7d2-30447dcda4cf

Supervisor Escalation [REDACTED]	Task	5	3/17/2022 6:36 PM	Charrisse David
Case Assignment - [REDACTED]	Case Assignment	Completed	3/18/2022 4:17 PM	a8ea806a-f003-47d4-a7d2-30447dcda4cf
Call To - [REDACTED]	Phone Call	Completed	3/18/2022 6:30 PM	Alandra Robertson
Case Assignment - [REDACTED]	Case Assignment	Completed	3/18/2022 7:11 PM	a8ea806a-f003-47d4-a7d2-30447dcda4cf
Resolution for Case: [REDACTED]	Resolução de Incidentes	Completed	3/18/2022 7:13 PM	Alandra Robertson

Notes & Attachments

Title	Note	File Name
Created On 03/17/2022 18:34:36 By: Charrisse David Primary Team:Tier 1 Inbound NA CRC	***This is in reference to cas [REDACTED] *** CUST SAYS: I bough a truck months ago and it has an issue with charging system, made an appointment with dlr a month away and they diagnose it for failure codes, accelaration failure to power module, seartbelt failure due to power module, airbag deploy due to power module and 18 other listed failure, i involved in an accident and a trauma patient -the truck was in the shop and it cost me \$6000 dollars out my pocket for a rental car PER CUST DLR SAYS: N/A CRC ADVISED: Tried to deescalate: I acknowledge your request and understand your concern; however, if you give me the opportunity, I will utilize the resources available to me by Ford to try to resolve your concern as quickly as possible. Let me gather some information from you. If I'm unable to resolve your concern, I will be glad to escalate to my supervisor.	

	-but the customer insist to speak to a live supervisor- I will notify my supervisor that you have requested to speak to them. My supervisor will review your case and contact you back within one business day. What is the best number they can reach you at?	
Created On 03/18/2022 16:17:01 By: Raffy Del rosario Primary Team:Tier 1 Inbound NA CRC	BCM # [REDACTED] SME Rhalp assisting TL-Shan for supervisor escalation. Placed OBC to cust at phone # [REDACTED] and spoke with cust name [REDACTED]. Told cust call is recorded for training and quality purposes and states my name and position. Cust states I've been paying for my own rental since then while my truck is at a Mahwah FOrd Sales but already spent roughly \$6K for my own rental due to parts needed thats in National Back order. I need FOrd to do something about this. Told cust case will be escalated to CXS for review and he will get a call back before close of the next business day.	
Created On 03/18/2022 18:07:47 By: Alandra Robertson Primary Team:US Ford Truck Concern NA CRC	Alandra Robertson/Ext.79460/ AROB259@ford.com: OBC to CUST([REDACTED]) CUST stated the vehicle is at the DLR waiting for parts. CUST stated at 800 miles every time he start the truck a message for charging system service soon will show. CUST press okay button it would go away but happens every time he start his vehicle. CUST stated it was never any issues but every time he would start his vehicle. CUST stated he was going to get a loaner vehicle and the adviser said they were not giving out loaner vehicle due to the shortage. CUST stated the DLR stated he sorry about	

the loaner car issue. the next appointment he would get a loaner vehicle. the next appt was 3 weeks booked out. CUST stated the SM stated he could get one. CUST stated it's a brand new truck and DLR stated it's not a big deal. CUST stated he was in the wreck on November 29 2021. CUST had to have a knee replacement. CUST stated he filed an issue complaint and he was taken to the hospital. Customer stated the airbags were deployed. car ran itself into the pole. CUST stated the parts body shop needed were on back order. CUST stated not only is he paying for a rental car he is making payments on a truck that's in the shop. CUST stated he has rental coverage on the vehicle and they paid up to their maximum. CUST stated they paid \$1500 and he paid \$6000 of rental. CXS stated we only cover \$60 a day for no more than 10 days. CUST stated he is out of the enjoyment of his vehicle that his is paying monthly for and CUST stated he has to have knee surgery due to the accident. CUST stated in November the wheel turned and ran him into a pole it was all bad. CUST wants to be reimbursed for \$6000 for rental vehicle and for the survey that he might lose his leg from. CUST stated he hopes they do the right thing.

Has the customer filed a claim with their insurance company? Yes

If a claim has been filed with their insurance company, what is the status of the claim? They paid the body shop and it's still open because the truck is not completed.

Is the vehicle repairable? Yes

Were any injuries sustained for which the parties sought treatment? No, just the Customer.

Are you seeking any form of assistance from the Ford Motor Company? If yes, what form of assistance (e.g., medical bill reimbursement, repair assistance, or other)? Yes, Rental Financial Assistance and vehicle payments.

What was the date of the accident?
November 29,2021

Do you believe a product defect influenced or caused the accident? If yes, what product defect is alleged to have caused the accident? Yes, the steering wheel turned by itself so he would say it

	was the lane departure system that turned the wheel. What is the city and state where the accident occurred? Airmont, NY Was a police report filed? Yes If a police report was filed, what were the findings? It is being amended by motor vehicle because he was not on the scene because he was in the ambulance when the police got there. Are you able to provide a copy of the police report? Yes What is the police report number and in what city and county was the report filed? Ramapo town in Rockland County What is the name and address of the customer's attorney (Ask this question only if the customer mentions they have sought or retained an attorney)? He does not have an attorney yet. What email address would you like our Office of General Counsel to send communication to regarding this matter? [REDACTED] What mailing address would you like our Office of General Counsel to send your written response to (Document the full address)? [REDACTED] Airmont, NY [REDACTED] CXS stated the OGC will contact CUST within 15 business days NEXT STEPS: CXS will escalate to OGC. Ford Motor Company® Alandra Robertson Customer Experience Specialist, Ford CX Team AROB259@ford.com www.ford.com office: 866-631-3788 ext. 79460	
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Email

Direction	Date	From	To	Subject	Body
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Additional Info

Admin Info

Archived Case?	No	Caller Authorization Code	
Source System ID		Source System Name	
Created On	3/17/2022 12:03 PM	Created By	Charrisse David
Modified On	Alandra Robertson	Modified By	Alandra Robertson
Financial Assistance Provided?	N/A	Case Age (Hours)	98.20



From: dcpform@ford.com
To: [Ordcalp, F \(F.\)](#)
Cc: tduenkel@sandersonford.com
Subject: Dealer/Fleet Request For OGC Review
Date: Monday, March 21, 2022 8:11:02 PM

Dealer/Fleet Request For OGC Review	
Dealership/Fleet Name:	Don Sanderson Ford
Requesting Dealer/Fleet:	SANDERSON FORD
P&A Code:	20301
Contact Person:	CHRIS FRANCIS / TOM DUENKEL
Title:	SERVICE MANAGEMENT
Phone Number:	623-842-8728
Fax Number:	
Email Address:	tduenkel@sandersonford.com
Region:	PHOENIX
Address:	6400 N. 51ST AVE
City:	GLENDALE
State:	Arizona
Zip Code:	85301
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	12/09/20
Vehicle Year:	2020
Vehicle Model:	FORD ESCAPE
Vehicle VIN:	
Mileage:	10449
Customer/Fleet Name:	
Street Address:	
City:	SURPRISE
State:	Arizona
Zip Code:	
Home Phone:	
Work Phone:	
Email Address:	
Region:	PHOENIX
DETAILS OF INCIDENT	

Incident Involves:	Accident
Date of Incident:	2022-01-15
County in which incident occurred:	MARICOPA
Is customer alleging a component defect CAUSED the incident?	Yes
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	CUSTOMER CLAIMS THAT LANE AVOIDANCE SYSTEM MALFUNCTIONED AND THE VEHICLE WHIPPED TO THE RIGHT AND WENT OFF THE ROAD AND HIT A ROCK
Was a police report filed?	Yes
If yes, where:	MARICOPA COUNTY
Has the insurance company been contacted?	Yes
What did the insurance company advise?	ADVISED CUSTOMER THAT THE CUSTOMER DOES NOT HAVE COLLISION INSURANCE AND ONLY LIABILITY COVERAGE
Name and phone number of owner's insurance company & agent's name:	GEICO CLAIM # [REDACTED]
If the vehicle is a conversion unit, who is the coach builder?	N/A
City:	
State:	
Zip Code:	
Vehicle Location:	SANDERSON FORD BODY SHOP
Attorney Information (if	UNKNOWN

applicable):	
CVO Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	THE CUSTOMER WANTS THE VEHICLE REPAIRED DUE TO PRODUCT DEFECT AND FEELS THAT FORD SHOULD PAY FOR ALL REPAIRS
COMMENTS:	DEALERSHIP REQUESTS VEHICLE INSPECTION TO DETERMINE PRODUCT FUNCTIONALITY -- VEHICLE HAS BEEN STORED AT DEALERSHIP SINCE JANUARY AND DEALER WOULD LIKE RESOLVE

From: [Hello](#)
To: [Rudolph, La Shawn \(.\)](#)
Subject: OGC Review [REDACTED]
Date: Wednesday, March 23, 2022 12:55:14 PM

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Good morning La Shawn, In regards to info sent to you in regards to Mr. [REDACTED] vehicle. Our estimate shows a claim for Geico that [REDACTED] opened. That claim is currently not open, it was closed due to him not having collision coverage at time of accident. He only had liability coverage so Geico closed the claim. If you have any questions just email me back. Thank you in advance and have a nice day.

Sent from [Mail](#) for Windows

ARIZONA CRASH REPORT										REPORT ID										Agency Report Number																																																																																																															
POLICE ONLY - FORWARD COPY TO ADOT TRAFFIC RECORDS SECTION, 064R 206 S. 17 TH AVE., PHOENIX, ARIZONA 85007-3233										YEAR		MONTH		DAY		HOUR		NCIC NO.				OFFICER ID NO.				Total Number of Sheets																																																																																																									
1										2	2	0	1	1	5	1	0	2	1	0	7	2	1	0	1	2	0	4	0	4																																																																																																					
COMPLETE THE TRUCK/BUS SUPPLEMENT IF ANY (circle) AND ANY (diamond) ARE CHECKED																																																																																																																																			
2		Total Units	2	Total Injuries	2	Total Fatalities	0	Estimated Total Damage Compared To \$1,000 Limit: ☒ Over ☐ Under				☐ Fatal ☐ Hit/Run Unit #		☐ Person Transported for Immediate Medical Care?				☒ Tow Away of At Least One Vehicle from Scene?				District or Grid No.				80																																																																																																									
3		LOCATION										City				County																																																																																																																			
		On Highway/Road/Street ☒ Inside ☐ Outside										Paradise Valley				Maricopa																																																																																																																			
3		Intersecting Street/Road/M.P. or R.P.										☐ North ☐ East ☐ Plus ☐ Distance ☐ Measured ☐ Miles				☐ South ☐ West ☐ Minus ☐ Approximate ☐ Feet																																																																																																																			
		At ☒ From W SWAYBACK PASS																																																																																																																																	
3		Light Condition										Weather Conditions																																																																																																																							
		☒ 1 Daylight ☐ 4 Dark - Lighted ☐ 51 Unknown ☐ 2 Dawn ☐ 5 Dark - Not Lighted ☐ 3 Dusk ☐ 6 Dark - Unknown Lighting										☒ 1 Clear ☐ 4 Rain ☐ 8 Fog, Smog, Smoke ☐ 2 Cloudy ☐ 5 Snow or Blowing Snow ☐ 50 Other ☐ 3 Sleet, Hail (freezing rain/drizzle) ☐ 7 Blowing Sand, Soil, Dirt ☐ 51 Unknown																																																																																																																							
4		GLOBAL POSITION										Longitude																																																																																																																							
		Latitude: 33.711743										-112.285829628225																																																																																																																							
4		Is this a Secondary Collision: ☐ Yes ☒ No										Roadway Clear Time: 1 0 2 7				Incident Clear: 1 2 0 0																																																																																																																			
		If YES, were any of the following 1 st responders hit? ☐ Law Enforcement ☐ Fire ☐ EMS ☐ Tow Operator ☐ DOT Worker ☐ Other																																																																																																																																	
5		Safety Devices (SD)										Airbag (AB)										Injury Severity (IS)										Seating Position																																																																																																			
		0 - Not Applicable 1 - None Used 2 - Lap Belt 3 - Shoulder and Lap Belt 4 - Child Restraint System 5 - Helmet Used 50 - Other 51 - Unknown										0 - Not Applicable 1 - Deployed - Front 2 - Deployed - Side (Door, seatback) 3 - Deployed - Curtain (roof) 4 - Deployed - Other (knee, airbelt, etc.) 5 - Deployed - Combination 6 - Deployed - Unknown Location 7 - Not Deployed										1 - No Injury 2 - Possible Injury 3 - Suspected Minor Injury 4 - Suspected Serious Injury 5 - Fatal Injury 51 - Unknown/Not Reported										18 - Front Seat - Other (child in Lap) 28 or 38 - Additional passenger in vehicle by row 40 - In enclosed cargo area 41 - In unenclosed cargo area 42 - Riding on Vehicle Exterior 50 - Other 51 - Unknown																																																																																																			
1		DL # ☒ No Valid License/Permit										State										Class										End										Driver										Driverless										Name (First, Middle, Last)										☐ Ejected ☐ Extricated										Suffix										Sex																																							
		Restrictions										Address										City										State										Zip Code										Telephone Number																																																																															
1		Date of Birth										Owner/Carrier Name										☒ Same as Driver ☐ Gov't Vehicle										Address										City										State										Zip Code																																																																					
		Color										Vehicle Year										Make										Body Style										Plate Number										State										Plate Mo/Yr										☐ Bus (9 or more seats)																																																											
5		VIN										Autonomous Veh ☐										Trailer (Other Unit) Plate No.										State										Year										GVW / GCWR (Rated) Greater Than 10k pounds?										☐ Yes ☒ No										HazMat Placard?																																																											
		Safety Devices										Airbag										Injury Severity										Posted Speed Limit										Ofc Est. Speed										Injured Transported To/By										Not Transported																																																																					
5		Vehicle Removed to (Address/Storage Location Identifier)										☒ Disabled ☐ Not Disabled										Vehicle Removed by										Orders of																																																																																																			
		Western -										Western Towing										Law Enforcement																																																																																																													
2		Insurance Company										Telephone Number										Policy Number										Exp. Date																																																																																																			
		GEICO																														07/31/2022																																																																																																			
2		DL # ☒ No Valid License/Permit										State										Class										End										Driver										Driverless										Name (First, Middle, Last)										☐ Ejected ☐ Extricated										Suffix										Sex																																							
		Restrictions										Address										City										State										Zip Code										Telephone Number																																																																															
2		Date of Birth										Owner/Carrier Name										☒ Same as Driver ☐ Gov't Vehicle										Address										City										State										Zip Code																																																																					
		Color										Vehicle Year										Make										Body Style										Plate Number										State										Plate Mo/Yr										☐ Bus (9 or more seats)																																																											
2		VIN										Autonomous Veh ☐										Trailer (Other Unit) Plate No.										State										Year										GVW / GCWR (Rated) Greater Than 10k pounds?										☐ Yes ☒ No										HazMat Placard?																																																											
		Safety Devices										Airbag										Injury Severity										Posted Speed Limit										Ofc Est. Speed										Injured Transported To/By										Not Transported																																																																					
2		Vehicle Removed to (Address/Storage Location Identifier)										☐ Disabled ☒ Not Disabled										Vehicle Removed by										Orders of																																																																																																			
		Service										Other - Private Tow										Owner																																																																																																													
2		Insurance Company										Telephone Number										Policy Number										Exp. Date																																																																																																			
		PROGRESSIVE																																																																																																																																	
6		Unit #										Seat Pos										SD										AB										IS										Name										Address										City										State										Zip Code										Phone										Sex										D.O.B.									
		☐ transported by EMS/Fire										☐ ejected										☐ extricated																																																																																																													
6		☐ transported by EMS/Fire										☐ ejected										☐ extricated																																																																																																													
		☐ transported by EMS/Fire										☐ ejected										☐ extricated																																																																																																													
7		VEHICLE DAMAGED AREA(S) - (CIRCLE ALL THAT APPLY)										Unit #										0 - NONE 10 - UNDERCARRIAGE 51 - UNKNOWN										Unit #										0 - NONE 10 - UNDERCARRIAGE 51 - UNKNOWN																																																																																									
8		Property Damaged (Other than Vehicles)										Owner Code										3 - Federal Government										5 - County in Arizona										7 - Tribal Nation										Inventory Tag No																																																																															
												1 - Private 2 - Public Utility 4 - State of Arizona 6 - City in Arizona 51 - Unknown																																																																																																																							
9		OC										Owner's Name										Address (or Bar Code ID Number)										City										State										Zip Code										Telephone Number																																																																					
9		Name										Address										City										State										Zip Code										Telephone Number										D.O.B.																																																																					
10		UNIT #										A.R.S. NO. OR CITY CODE										UNIT #										A.R.S. NO. OR CITY CODE																																																																																																			
		1																																																																																																																																	
1		Photos Taken ☒ Yes ☐ No										Photographer's Name, ID Number and Agency Name										Invest. At Scene ☒ Yes ☐ No										Date Invest.										Time Invest.										Fire/EMS Incident No																																																																															
																																01/15/2022										10:28																																																																																									
1		Officer's Name / Badge #										Supervisor's Signature										Agency Name										Date Completed																																																																																																			
		Jared Kenney 12040										Martinez, Clinton										Peoria PD										01/15/2022																																																																																																			

01-2704B R07/17

ARIZONA CRASH REPORT		REPORT ID												Agency Report Number								
1 CONTINUED POLICE ONLY—FORWARD COPY TO ADOT TRAFFIC RECORDS SECTION, 064R 206 S. 17TH AVE., PHOENIX, ARIZONA 85007-3233		YEAR	MONTH	DAY	HOUR		NCIC NO.				OFFICER ID NO.											
		2	2	0	1	1	5	1	0	2	1	0	7	2	1	0	1	2	0	4	0	[REDACTED]
28		CRASH DIAGRAM															MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE MEASUREMENTS ARE SCALED (SCALE = _____)					
29 INDICATE NORTH Not To Scale Swayback Pass																						

30		NARRATIVE		Describe what happened
TU#1 was southbound on [REDACTED] just passing the intersection at Swayback pass when it failed to stay in its lane, hit the curb, and collided with TU#2. The driver of TU#1 said she was southbound in the #1 lane of [REDACTED] approaching the intersection at Swayback Pass. While driving through the intersection TU#1 drifted to the left causing it to hit the curb with the front driverside tire. TU#1's front driverside tire fell off and it swerved right into TU#2 going southbound in the #2 lane of [REDACTED] TU#1 ran off the roadway right and pushed TU#2 off the right side of the roadway as well. The driver of TU#1 said she felt her lane assist safety feature malfunctioned causing her to hit the curb, thus causing the accident. The Driver of TU#2 said she was southbound in the #1 lane of [REDACTED] approaching the intersection at Swayback Pass. After proceeding through the intersection TU#1 sideswiped her causing her to run off the roadway to the right.				

01-2712 R07/17 Page 2 of 2
AZ 2018 Accident 2022-00002938 Page 4 OF 4
PE24-012 000038 LCPV

From: [REDACTED]
To: [Rudolph, La Shawn \(.\)](#)
Cc: lrudolph1@ford.com
Subject: Police report
Date: Wednesday, March 30, 2022 1:07:54 PM

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

[REDACTED], here is the police report regarding the 2020 Escape incident from 1/15/22.

PEORIA POLICE DEPARTMENT
COLLISION INFORMATION EXCHANGE

Officer: Kenny 12049 [REDACTED] Date/Time: 01/15/2022 11:05 AM
Report Number: [REDACTED]
Location: [REDACTED]
SWAYBACK PASS

Driver: [REDACTED] Phone: [REDACTED]
DL: [REDACTED]
Address: [REDACTED]
City: SURPRISE State: AZ Zip: [REDACTED]
Veh Yr: 2020 Veh Tag: [REDACTED] State: AZ
Color: BLUE, DARK Model: ESCAPE HYBRID
Make: FORD VIN: [REDACTED]

Registered Owner:
Name: [REDACTED]
Address: [REDACTED]
SURPRISE AZ

Liability Insurance Info:
Insurance Policy #: [REDACTED]
Expires: [REDACTED]
Insurance Company: GEICO
Phone: [REDACTED]

Pin #2388

Driver: [REDACTED] Phone: [REDACTED]
DL: [REDACTED]
Address: [REDACTED]
City: WICKENBURG State: AZ Zip: [REDACTED]
Veh Yr: 2016 Veh Tag: [REDACTED] State: AZ
Color: BROWN Model: XA
Make: SCION VIN: [REDACTED]

Registered Owner:
Name: [REDACTED]
Address: [REDACTED]
WICKENBURG AZ

Liability Insurance Info:
Insurance Policy #: [REDACTED]
Expires: [REDACTED]
Insurance Company: PROGRESSIVE
Phone: [REDACTED]

EXCHANGE OF INFORMATION FORM

This form is provided for your convenience. You are required by state law to provide your information to the other driver(s) involved in the collision. We recommend that you report the incident to your own insurance company even if the collision was not your fault. To obtain a copy of this report online visit www.CRASHDOCS.org or call the Peoria Police Department Records Section at (623) 773-7098. Please note that collision reports could take up to ten business days before they are able to be released.

Call dealer on malfunction
Service Team (Cody) (Jamie) IDVA
Underwriting says NO

Sent from my iPhone



SANDERSON FORD

The dealership that service built
6409 N 53RD AVE., GLENDALE, AZ 85301
Phone: (623) 842-8705
FAX: (623) 842-8798

Workfile ID: [REDACTED]
PartsShare: 6C3Cnm
Federal ID: [REDACTED]

Preliminary Estimate

RO Number: [REDACTED]

Written By: DAVID BARRON

Insured: [REDACTED]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss: 1/15/2022 10:30 AM

Claim #: [REDACTED]
Days to Repair: 0

Owner:
[REDACTED]
[REDACTED] Cell

Inspection Location:
SANDERSON FORD
6409 N 53RD AVE.
GLENDALE, AZ 85301
Repair Facility
(623) 842-8705 Evening

Insurance Company:
GEICO INSURANCE COMPANY

VEHICLE

2020 FORD Escape Hybrid Titanium FWD 4D UTV 4-2.5L Hybrid Sequential MPI GOLD METALLIC

VIN: [REDACTED]	Interior Color:	Mileage In: 10,449	Vehicle Out:
License:	Exterior Color: GOLD METALLIC	Mileage Out:	
State: AZ	Production Date:	Condition: Good	Job #: DB-631

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package

DECOR

Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console
Wood Interior Trim

CONVENIENCE

Air Conditioning
Intermittent Wipers

Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Heated Steering Wheel
Climate Control
Navigation System
Backup Camera
Parking Sensors
Remote Starter
Intelligent Cruise
Home Link
RADIO
AM Radio

FM Radio
Stereo
Search/Seek
Auxiliary Audio Connection
Premium Radio
Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Xenon or L.E.D. Headlamps
Blind Spot Detection
Lane Departure Warning

ROOF

Luggage/Roof Rack

SEATS

Bucket Seats
Reclining/Lounge Seats
Leather Seats
Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Rear Spoiler
Signal Integrated Mirrors
California Emissions

TRUCK

Power Trunk/Liftgate

Get live updates at www.carwise.com/e/4aTXmU

Preliminary Estimate

RO Number: [REDACTED]

2020 FORD Escape Hybrid Titanium FWD 4D UTV 4-2.5L Hybrid Sequential MPI GOLD METALLIC

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER & GRILLE					
2		O/H front bumper				3.5	
3	Repl	Lower cover w/auto park	LJ6Z17D957C	1	249.37	Incl.	
4	R&I	R&I bumper cover				Incl.	
5	Repl	Molding	LJ6Z8419AA	1	139.10	Incl.	
6	R&I	Grille black/chrome				Incl.	
7	* Rpr	Bumper cover w/auto park				<u>1.5</u>	3.0
8		Add for Clear Coat					1.2
9	R&I	Ornament				Incl.	
10		FRONT LAMPS					
11	R&I	RT Fog lamp assy LED				Incl.	
12	R&I	LT Fog lamp assy LED				Incl.	
13		FENDER					
14	Repl	LT Fender	LJ6Z16006C	1	181.47	2.2	2.2
15		Add for Clear Coat					0.9
16		Add for Edging					0.5
17		Add for Clear Coat					0.1
18	R&I	LT Fender liner				Incl.	
19	Repl	LT Wheel opng mldg	LJ6Z16039AB	1	104.88	Incl.	
20	Repl	LT Fender liner rivet	W713610S300	8	12.00		
21	Repl	LT Deflector	LJ6Z16B075A	1	17.50	0.2	
22		WHEELS					
23	Repl	Wheel nut	ACPZ1012H	5	27.10		
24	Repl	LT/Front Wheel, alloy type 2	LJ6Z1007E	1	1,204.62 m	0.3	
25	Repl	RT/Rear Wheel, alloy type 2	LJ6Z1007E	1	1,204.62 m	0.3	
open	* Repl	TPMS sensor	SEE FOOTNOTE	1	<u>78.95</u>	Incl.	
27	* Repl	Valve stem spare only	F42Z1700A	1	<u>32.56</u>	Incl.	
28		FRONT SUSPENSION					
29		O/H frt susp lt				m 3.5	
30	Repl	LT Rotor w/o plug in hybrid	LX6Z1125N	1	93.00 m	Incl.	
31	Repl	LT Hub assy	LX6Z1104B	1	63.64 m	Incl.	
32		Wheel alignment align four wheels				m 2.0	
33	Repl	LT Bearing	LX6Z1215A	1	59.27		
34	Repl	LT Retainer ring	CV6Z7059A	1	11.31		
35	Repl	LT Splash shield	LX6Z2K005D	1	31.82 m	Incl.	
36	Repl	LT Caliper	JX6Z2B121N	1	104.36 m	0.8	
37		Bleed brake system				m 0.5	
38	Repl	LT Caliper mount	JX6Z2B292J	1	106.36	Incl.	
39	Repl	Brake pads	JX6Z2001J	1	69.67	Incl.	
40	Repl	LT Caliper spring	3M5Z2B486AA	1	23.08		
41	Repl	LT Brake hose	LX6Z2078A	1	23.09 m	0.6	
42		Deduct for Overlap				-0.3	

Preliminary Estimate

RO Number: XXXXXXXXXX

2020 FORD Escape Hybrid Titanium FWD 4D UTV 4-2.5L Hybrid Sequential MPI GOLD METALLIC

43	Repl	LT Caliper mount bolt	W715624S439	1	3.50		
44	Repl	LT Caliper bolt	W715624S439	1	3.50		
45	Repl	LT Axle nut	CCPZ3B477G	1	2.70		
46	Repl	LT Knuckle FWD	LX6Z3K186M	1	206.67	m	Incl.
47		Deduct for Overlap					-0.3
48	Repl	LT Lower cntrl arm mount bolt	W719924S439	1	2.31		
49	Repl	LT Lower cntrl arm retainer nut	W520515S442	1	0.77		
50	Repl	LT Lower cntrl arm	LX6Z3079B	1	301.82	m	Incl.
51		Deduct for Overlap					Incl.
52	Repl	LT Lower cntrl arm rear bolt	W719470S439	1	1.85		
53	Repl	LT Lower cntrl arm front bolt	W718909S900	1	2.28		
54	Repl	LT Stabilizer link	LX6Z5K484E	1	39.45	m	Incl.
55	Repl	LT Stabilizer link nut	W712503S440	2	4.72		
56	Repl	LT Stabilizer bar stud	W719917S439	2	7.00		
57	Repl	Stabilizer bar	LX6Z5482B	1	57.33	m	1.2
58	Repl	LT Strut 2.5 liter Hybrid, w/o plug in FWD	LX6Z18124W	1	168.18	m	Incl.
59		Deduct for Overlap					Incl.
60		Deduct for Overlap					Incl.
61	Repl	LT Lower pad	LX6Z5414A	1	13.98		
62	Repl	LT Spring 2.5 liter Hybrid FWD	LX6Z5310E	1	74.50	m	Incl.
63	Repl	LT Bearing	JX6Z18198G	1	34.33		
64	Repl	LT Upper mount	LX6Z3A197D	1	57.09		
65	Repl	LT Upper mount bolt	W719733S442	3	6.24		
66	Repl	LT Top nut	W710645S440	3	18.00		
67	Repl	LT Axle assy 2.5 liter Hybrid	LX6Z3B437C	1	229.09	m	1.0
68		Deduct for Overlap					-0.6
open	Repl	LT Axle nut	SEE FOOTNOTE	1			
FRONT DOOR							
70							
71	Blnd	RT Door shell (HSS)					1.1
72	R&I	RT Belt molding bright				0.3	
73	*	R&I	RT Side molding			<u>0.3</u>	
74		R&I	RT R&I mirror			0.3	
75		R&I	RT Handle, outside primed			0.4	
76	*	Rpr	LT Door shell (HSS)			<u>3.5</u>	2.2
77			Overlap Major Adj. Panel				-0.4
78			Add for Clear Coat				0.4
79	R&I	LT Belt molding bright				0.3	
80	R&I	LT R&I mirror				0.3	
81	R&I	LT Handle, outside primed				0.4	
82	R&I	LT R&I trim panel				0.5	
REAR DOOR							
83							
84	Repl	RT Door shell (HSS)	LJ6Z7824630A	1	863.60		3.1
85			Overlap Major Non-Adj. Panel				-0.2
86			Add for Clear Coat				0.6

Preliminary Estimate

RO Number: [REDACTED]

2020 FORD Escape Hybrid Titanium FWD 4D UTV 4-2.5L Hybrid Sequential MPI GOLD METALLIC

87	R&I	RT Door w/strip				Incl.	
88	R&I	RT W/strip on body				0.4	
89	Repl	RT Side molding	LJ6Z7825556AB	1	68.40	0.3	
90	Repl	RT Belt molding bright	LJ6Z7825860B	1	110.38	Incl.	
91	R&I	RT Door glass FORD gray tint				Incl.	
92	R&I	RT Handle, outside primed				Incl.	
93	*	R&I	RT Cap			<u>0.3</u>	
94	R&I	RT R&I trim panel				Incl.	
95	QUARTER PANEL						
96	#	Subl	R&I RT QTR GLASS	1	125.00	X	
97	#	Repl	Urethane kit	1	25.00		
98	Repl	RT Wheel opng mldg	LJ6Z78290A60AA	1	123.47	0.3	
99	Blnd	RT Quarter pnl assy					1.4
100	REAR BUMPER						
101		O/H rear bumper				2.8	
102	Repl	Bumper cover w/park sensors	LJ6Z17K835CA	1	307.25	Incl.	
103		Add for auto park			m	0.2	
104		Add for park sensor			m	0.4	
105	R&I	Lower cover				Incl.	
106	*	Rpr	RT Side extn w/auto park			<u>1.5</u>	1.8
107		Add for Clear Coat					0.4
108	R&I	LT Side extn w/auto park				Incl.	
109	R&I	RT Reflector				Incl.	
110	R&I	LT Reflector				Incl.	
111	TIRES						
112	*	Repl	BDGST 225/55R19 Ecopia HL422 Plus BW 99V	BR00494	1	<u>189.95</u>	0.3
113	#		Haz Waste		1	5.00	X
114	#	Repl	Cover Car for Refinish		1	10.00	0.3
115	#	Repl	Corrosion protection		1	10.00	0.3
116	#	Repl	Flex additive		1	8.00	
117	#		Denib & Finesse		1		1.0
118	#		Tint Color (1st Color)		1		0.5
119	#		Pre-Scan		1		1.0 M
120	#		Post-Scan		1		1.0 M
121	#	Subl	4 Wheel Alignment		1	139.95	
SUBTOTALS					7,059.08	37.8	18.8

Preliminary Estimate

RO Number: [REDACTED]

2020 FORD Escape Hybrid Titanium FWD 4D UTV 4-2.5L Hybrid Sequential MPI GOLD METALLIC

ESTIMATE TOTALS

Category	Basis			Rate	Cost \$
Parts					6,929.08
Body Labor	35.8 hrs	@		\$ 62.00 /hr	2,219.60
Paint Labor	18.8 hrs	@		\$ 62.00 /hr	1,165.60
Mechanical Labor	2.0 hrs	@		\$ 145.00 /hr	290.00
Paint Supplies	18.8 hrs	@		\$ 42.00 /hr	789.60
Miscellaneous					130.00
Subtotal					11,523.88
Sales Tax	\$ 7,718.68	@		9.2000 %	710.12
Grand Total					12,234.00
Deductible					0.00
CUSTOMER PAY					0.00
INSURANCE PAY					12,234.00

MyPriceLink Estimate ID / Quote ID:

[REDACTED]

The items herein before or attached are an estimate based on our inspection and does not cover any additional parts or labor which may be required after work has been opened up. Occasionally after work has been started, worn or damaged parts are discovered which were not evident on the first inspection. Because of this, the prices listed herein or attached are not guaranteed, and are for immediate acceptance only. I hereby authorize the described repair work to be done, along with the necessary material, and hereby grant you and/ or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/ or inspection. An express mechanic's lien is hereby acknowledged on the herein described vehicle to secure the amount of repairs thereto.

We are not responsible for loss or damage to vehicle or articles left in case of fire, theft, or any other cause beyond our control.

Signature _____ date _____

THIS ESTIMATE IS VOID IF INSURANCE COMPANY WRITES ESTIMATE

This estimate has been prepared based on the availability of parts in the current market. This can include both OEM and non-OEM parts. Repair costs that exceed the estimate must be approved prior to repairs. Failure to submit supplemental items before proceeding may result in additional out of pocket expenses.

FOR YOUR PROTECTION ARIZONA LAW REQUIRES THE FOLLOWING STATEMENT TO APPEAR ON THIS FORM. ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

RO

2020 FORD Escape Hybrid Titanium FWD 4D UTV 4-2.5L Hybrid Sequential MPI GOLD METALLIC

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR2MK20, CCC Data Date 03/17/2022, and potentially other third party sources of data; and (b) the parts presented are OEM-parts. OEM parts are manufactured by or for the vehicle's Original Equipment Manufacturer (OEM) according to OEM's specifications for U.S. distribution. OEM parts are available at OE/Vehicle dealerships or the specified supplier. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships with discounted pricing. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2022 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Intelligent Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Preliminary Estimate

RO Number: [REDACTED]

2020 FORD Escape Hybrid Titanium FWD 4D UTV 4-2.5L Hybrid Sequential MPI GOLD METALLIC

PARTS SUPPLIER LIST

Line	Supplier	Description	Price
5	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LJ6Z8419AA Molding Quote: 1121468938 Expires: 02/24/22	\$ 139.10
14	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LJ6Z16006C LT Fender Quote: 1121432356 Expires: 02/24/22	\$ 181.47
19	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LJ6Z16039AB LT Wheel opng mldg Quote: 1121432681 Expires: 02/24/22	\$ 104.88
20	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#W713610S300 LT Fender liner rivet Quote: 1121462968 Expires: 02/24/22	\$ 1.50
21	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LJ6Z16B075A LT Deflector Quote: 1121463244 Expires: 02/24/22	\$ 17.50
23	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#ACPZ1012H Wheel nut Quote: 1121439274 Expires: 02/24/22	\$ 5.42
27	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#F42Z1700A Valve stem spare only Quote: 1121439313 Expires: 02/24/22	\$ 32.56
30	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LX6Z1125N LT Rotor w/o plug in hybrid Quote: 1121448411 Expires: 02/24/22	\$ 93.00
34	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#CV6Z7059A LT Retainer ring Quote: 1121449414 Expires: 02/24/22	\$ 11.31

Preliminary Estimate

RO Number: [REDACTED]

2020 FORD Escape Hybrid Titanium FWD 4D UTV 4-2.5L Hybrid Sequential MPI GOLD METALLIC

35	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LX6Z2K005D LT Splash shield Quote: 1121449673 Expires: 02/24/22	\$ 31.82
38	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#JX6Z2B292J LT Caliper mount Quote: 1121450041 Expires: 02/24/22	\$ 106.36
39	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#JX6Z2001J Brake pads Quote: 1121450337 Expires: 02/24/22	\$ 69.67
41	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LX6Z2078A LT Brake hose Quote: 1121450946 Expires: 02/24/22	\$ 23.09
45	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#CCPZ3B477G LT Axle nut Quote: 1121451800 Expires: 02/24/22	\$ 2.70
46	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LX6Z3K186M LT Knuckle FWD Quote: 1121452861 Expires: 02/24/22	\$ 206.67
52	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#W719470S439 LT Lower cntrl arm rear bolt Quote: 1121453323 Expires: 02/24/22	\$ 1.85
54	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LX6Z5K484E LT Stabilizer link Quote: 1121454715 Expires: 02/24/22	\$ 39.45
55	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#W712503S440 LT Stabilizer link nut Quote: 1121455099 Expires: 02/24/22	\$ 2.36
56	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#W719917S439 LT Stabilizer bar stud Quote: 1121455762	\$ 3.50

Preliminary Estimate

RO Number: [REDACTED]

2020 FORD Escape Hybrid Titanium FWD 4D UTV 4-2.5L Hybrid Sequential MPI GOLD METALLIC

Expires: 02/24/22		
58	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LX6Z18124W LT Strut 2.5 liter Hybrid, w/o plug in FWD Quote: 1121456856 Expires: 02/24/22 \$ 168.18
62	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LX6Z5310E LT Spring 2.5 liter Hybrid FWD Quote: 1121458437 Expires: 02/24/22 \$ 74.50
63	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#JX6Z18198G LT Bearing Quote: 1121458852 Expires: 02/24/22 \$ 34.33
64	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LX6Z3A197D LT Upper mount Quote: 1121459138 Expires: 02/24/22 \$ 57.09
65	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#W719733S442 LT Upper mount bolt Quote: 1121459453 Expires: 02/24/22 \$ 2.08
67	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LX6Z3B437C LT Axle assy 2.5 liter Hybrid Quote: 1121461359 Expires: 02/24/22 \$ 229.09
84	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LJ6Z7824630A RT Door shell (HSS) Quote: 1121418995 Expires: 02/24/22 \$ 863.60
98	Sanderson Ford 6400 N. 1st Street Glendale AZ 85301	#LJ6Z78290A60AA RT Wheel opng mldg Quote: 1121428333 Expires: 02/24/22 \$ 123.47

From: [REDACTED]
To: [Rudolph, La Shawn \(.\)](#)
Subject: Other report
Date: Wednesday, March 30, 2022 1:29:36 PM

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

CITY OF PEORIA, AZ
Notice of Vehicle Impoundment

Peoria Police Department
8351 W Cinnabar Ave
Peoria, AZ 85345
(623) 773-8311
www.PeoriaAZ.gov

Date: 01/15/2022
Time: 10:45 AM
Case No: [REDACTED]

LOCATION
Upon a Public Street or Highway or Other Location Namely:
[REDACTED]

PEORIA AZ USA

VEHICLE
Veh Tag: [REDACTED] State: AZ USA Tag Expires: 12/31/2023
Veh Yr: 2020 Make: FORD Model: ESCAPE HYBRID
Type: SUV Color: TAN
VIN: [REDACTED] Mileage: [REDACTED]

REGISTERED OWNER/DRIVER

REGISTERED OWNER
First Name: [REDACTED] Middle: [REDACTED]
Last: [REDACTED]
Address: [REDACTED]
City: SURPRISE State: AZ Zip: [REDACTED]
Telephone: [REDACTED]

DRIVER
First Name: [REDACTED] Middle: [REDACTED]
Last: [REDACTED]
Address: [REDACTED]
City: SURPRISE State: AZ Zip: [REDACTED]
Telephone: [REDACTED]
DL #: [REDACTED] DL State: AZ

REASON FOR TOW
The request to tow the above listed vehicle was made for one or more of the following reasons: COLLISION

REASON FOR VEHICLE IMPOUNDMENT
The above listed vehicle has been impounded by the Peoria Police Department pursuant to Arizona State Law/Peoria City Code for one or more of the following reasons:

REASON FOR HOLD
The above listed vehicle shall be held until authorized for release by the Peoria Police Department. Reason for hold:

Officer Notes:

INVENTORY
Description INVENTORY ON BWC/CAD
Location Found
Quantity

CONDITION
Item MAJOR TIRE MISSING
Condition L FRONT
Item MAJOR
Condition R SIDE

MISCELLANEOUS
Officer O'Connor 10215
Tow Company WESTERN TOWING
7333 W. CAROLE LN GLENDALE, AZ 86303

Handwritten notes:
Till 6 PM
623-842-6395
Navel
389.82
30.00
419.82

Sent from my iPhone



[REDACTED]

[REDACTED]

From: dcppform@ford.com
To: [Ordcalp, F \(F.\)](#)
Cc: spadro@mullinaxford.com
Subject: Dealer/Fleet Request For OGC Review
Date: Monday, February 19, 2024 1:56:26 PM

Dealer/Fleet Request For OGC Review	
Dealership/Fleet Name:	Mullinax Ford
Requesting Dealer/Fleet:	Mullinax Ford
P&A Code:	03073
Contact Person:	Susan Padro
Title:	Service Manager
Phone Number:	407-889-7600
Fax Number:	
Email Address:	spadro@mullinaxford.com
Region:	United States
Address:	1551 E Semoran Blvd
City:	Apopka
State:	Florida
Zip Code:	32703
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	12/30/23
Vehicle Year:	2023
Vehicle Model:	F150 Raptor Series
Vehicle VIN:	
Mileage:	1530
Customer/Fleet Name:	
Street Address:	
City:	ORLANDO
State:	Florida
Zip Code:	
Contact Phone:	
Work Phone:	
Email Address:	
Region:	ORLANDO
DETAILS OF INCIDENT	

Incident Involves:	Accident, Injury, Medical Attention Sought
Date of Incident:	██████████
County in which incident occurred:	OKECHOBEE
Is customer alleging a component defect CAUSED the incident?	Yes
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	FRONT LEFT WHEEL CAME OFF WHILE DRIVING HIGHWAY SPEEDS USING ADAPTIVE CRUISE AND LANE KEEPING HIT GUARD RAIL INJURY TO DRIVER PASS DIDNT RECEIVE MEDICAL BUT HAD SEAT BELT INJURIES KIDS IN CAR CUSTOMER WENT BACK 3 DAYS LATER AND GOT WHEEL, POLICE REPORTED 911 CALL FOR WHEEL IN ROAD AT TIME INCIDENT
Was a police report filed?	Yes
If yes, where:	FLORIDA HIGHWAY PATROL
Has the insurance company been contacted?	Yes
What did the insurance company advise?	TOTAL LOSS... INSURANCE WANTS TO REMOVE VEHICLE CUSTOMER DOESNT WANT TO RELEASE UNTIL FORD INFORMED AND
Name and phone number of owner's insurance company & agent's name:	GEICO INSURANCE ADJUSTER CLAIM# ██████████
If the vehicle is a conversion unit, who is the coach builder?	NA
City:	

State:	
Zip Code:	
Vehicle Location:	FT PIERCE TOW YARD TRI-COUNTY TOWING [REDACTED] [REDACTED], FT PIERCE FL.
Attorney Information (if applicable):	NO GIVING FORD BENEFIT OF DOUBT BEFORE SEEKING LEGAL ASSISTANCE
CVO Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	1. WHAT HAPPENED, WHY DID THIS HAPPEN? 2. ACCOUNTABILITY
COMMENTS:	DUMP TRUCK BROKERS TRAVEL A LOT HAS BEEN VERY STRESSFUL DRIVING EVER SINCE CRC CASE# [REDACTED] [REDACTED] CRC ADVISED CUSTOMER COULD HAVE VEHICLE BROUGHT INTO DEALERSHIP AND AN ENGINEER WOULD COME INSPECT.MARQUIS STORY WAS THE CRC REP

From: [REDACTED]
To: [Bardell, Steve \(S.\)](#)
Cc: [REDACTED]
Subject: Product liability/injury claim; 2023 F150 Raptor; [REDACTED]
Date: Tuesday, March 12, 2024 8:08:35 PM
Attachments: [F150-RAPTOR-CRASH.pdf](#)

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Hello,

See attached the files.



2023 F150 RAPTOR_Claim.pdf

--

[REDACTED]
Main Office:

[REDACTED]
Orlando, FL [REDACTED]

Ph: [REDACTED]

E: [REDACTED]

Office of the General Counsel



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

[REDACTED]
Orlando, FL [REDACTED]

February 23, 2024

RE: 2023 F150 Raptor [REDACTED]
Incident date: 2/3/2024

Dear [REDACTED]

This is in response to Mullinax Ford's request for a review of your claim. Providing a best-in-class customer experience is important to Ford, so we regret to learn of the incident described. We apologize for any miscommunication you may have previously received from Ford's Customer Relationship Center.

We understand you submitted a claim to your auto insurance company, GEICO, for payment of damages from the incident. Your insurance carrier may, if it chooses, file a subrogation claim with Ford Motor Company seeking reimbursement related to this incident. Ford can review your claim only for losses *not* covered by your insurance.

Please review the following questions and be as concise as possible when answering.

1. Please specify what you are seeking from Ford in this matter:

PLEASE SEE ATTACHED.

2. Is the alleged defective part original equipment or a **replacement** part? (circle one)

3. List of aftermarket items or modifications installed on the vehicle:

NONE

4. What was paid and not paid by an insurance company with regard to this incident?

PLEASE SEE ATTACHED.

Please also provide (email preferred – documents sent by postal mail will not be returned to you):

- Copy of the vehicle title and registration

- Copy of GEICO's expert report supporting your manufacturer's defect allegation (if GEICO has done this; please indicate if they have not done this)
- Color photos of the incident scene, vehicle exterior/interior, damaged area, and **alleged defective parts** from multiple angles
- The police/accident report
- Written verification from your auto insurance company that it is not paying a claim for the same loss for which you are seeking consideration
- Any estimate, invoice, or receipt for which you are seeking consideration
- Vehicle repair/service records (indicate if none)

Personal Injury / Medical Information

Because you have alleged personal injuries related to this incident, Ford is required to provide the information requested below to Medicare:

- a. Full Legal Name: [REDACTED]
- b. Gender: FEMALE
- c. Date of Birth: [REDACTED]
- d. Last 5 digits of your SSN or Medicare HICN#: [REDACTED]
- e. Full Legal Name: _____
- f. Gender: _____
- g. Date of Birth: _____
- h. Last 5 digits of your SSN or Medicare HICN#: _____

Please also provide:

- Medical records, bills, and corresponding *Explanation of Benefits* statements related to treatment for injuries caused by the incident

Thank you for the opportunity to review this matter. We look forward to hearing from you with the requested information.

Sincerely,

/s/ Steve Bardell

Steve Bardell

Legal Analyst - OGC Product Claims

313-845-5627 - fax 866-782-3280

sbardell@ford.com

- 1- We were driving with Lane Keep Assist and Adaptive Cruise Control when suddenly the front left tire broke off from the truck, we lost control and crashed against the guard rail.

I bought the Ford F150 Raptor because it was the "toughest" truck to keep my family safe.

Only took 1.300 miles for the same truck to create the biggest pain in my family.

My 8-year-old daughter asked me if "someone was trying to kill us". My wife, besides the physical injuries that she endured from the accident every time she drives and hits defects on the road she tears up, she thinks is going to happen again. We have been traumatized and we still must drive back and forth to Miami and other areas for work every week since we live in Orlando.

Now, we must move back to Miami to drive less, and the accident has put a pause to our business expansion efforts and caused us economic loss.

So, you are asking how much I'm seeking, and I wish it didn't happen, so I didn't have to put a price, but sadly I must.

Compensation for the traumatic experience and loss of revenue: \$10,000.000

- 2- ORIGINAL

- 3- NONE

- 4- Nothing has been paid by the Insurance.

I have not released the truck yet to the Insurance Company.

CO/AGY 07 / 20

T#

B#

FLORIDA TRUCK/TRACTOR REGISTRATION

PLATE

DECAL

Expires **Midnight Tue 12/31/2024**

YR/MK

2023/FORD

BODY

TK

COLOR

WHI

Reg. Tax

140.10

Class Code

41

VIN

Plate Type

NET WT

TITLE

GVW

Init Reg.

County Fee

3.00

Back Tax Mos

12

Mail Fee

Credit Class

Sales Tax

Credit Months

Voluntary Fees

Grand Total

143.10

Date Issued

Plate Issued

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 30 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

WINTER GARDEN, FL

RGS - SUNSHINE STATE PLATE ISSUED X



Important Information

Here are your Policy Identification Cards

We've provided two (2) cards for each vehicle on your policy.

Need additional ID cards?

The GEICO Mobile app is the quickest way to get additional ID cards. You can also send a copy of your ID cards to anyone that needs them right from the app!

If your address changes, update it using the app or log in to [geico.com](https://www.geico.com). By keeping your information up-to-date, you'll continue to receive important policy documents.

[REDACTED]
WINTER GARDEN FL [REDACTED]

Cut Along the Dotted Line

Florida Automobile Insurance Identification Card	
GEICO GEICO CASUALTY COMPANY	
Policy Number / Florida Code No.	Effective Date
[REDACTED]	[REDACTED]
☒ Personal Injury Protection Benefits/Property Damage Liability	☒ Bodily Injury Liability
Named Insured(s) [REDACTED]	
2023 FORD F-150	
Vehicle ID No. [REDACTED]	
Not valid more than one year from the effective date	
FOLD HERE FOLD HERE FOLD HERE FOLD HERE FOLD HERE FOLD HERE	
2023 FORD F-150	
Additional Drivers	

Cut Along the Dotted Line

Florida Automobile Insurance Identification Card	
GEICO GEICO CASUALTY COMPANY	
Policy Number / Florida Code No.	Effective Date
[REDACTED]	[REDACTED]
☒ Personal Injury Protection Benefits/Property Damage Liability	☒ Bodily Injury Liability
Named Insured(s) [REDACTED]	
2023 FORD F-150	
Vehicle ID No. [REDACTED]	
Not valid more than one year from the effective date	
FOLD HERE FOLD HERE FOLD HERE FOLD HERE FOLD HERE FOLD HERE	
2023 FORD F-150	
Additional Drivers	

Vehicle Tow

Page 1 of 1

DATE / TIME 2/3/2024 4:59:09 PM	COUNTY OKEECHOBEE	CITY UNINCORPORATED	OTHER NUMBER	CASE NUMBER [REDACTED]	CITATION / REPORT [REDACTED]
------------------------------------	----------------------	------------------------	--------------	---------------------------	---------------------------------

NO HOLD - MAY BE RELEASED

OWNER	NAME (FIRST MIDDLE LAST SUFFIX) / BUSINESS NAME [REDACTED]				
	ADDRESS [REDACTED]		CITY WINTER GARDEN	STATE FL	ZIP CODE [REDACTED]
	☐ OWNER PRESENT OR ☐ OWNER NOTIFICATION ATTEMPTED		OWNER NOTIFICATION ATTEMPTS ☐ OWNER NOTIFICATION SUCCESSFUL		

DRIVER	NAME FIRST		NAME MIDDLE		LAST NAME		SUFFIX NAME	
	ADDRESS [REDACTED]		CITY ORLANDO		STATE FL		ZIP CODE [REDACTED]	
							TELEPHONE	

CMV	CARRIER NAME				
	ADDRESS		CITY		STATE
					ZIP CODE
					TELEPHONE

VEHICLE / TRAILERS	YEAR	MAKE	MODEL	VEHICLE STYLE	VEHICLE COLOR	TAG STATE / NUMBER	VIN	ODOMETER																										
	2023	FORD	F150 PICKUP	TK	WHI	[REDACTED]	[REDACTED]																											
	CIC ENTRY			RED TAG DATE / TIME	ID NUMBER	NAME																												
	REASON VEHICLE TOWED CRASH																																	
	<table border="1"><thead><tr><th>POWER UNIT</th><th>MAKE</th><th>YEAR</th><th>COLOR</th><th>UNIT NO.</th><th>VEHICLE IDENTIFICATION NO.</th><th>TAG NO.</th><th>STATE</th><th>EXP. DATE</th></tr></thead><tbody><tr><td>TRAILER 1</td><td>MAKE</td><td>YEAR</td><td>COLOR</td><td>UNIT NO.</td><td>VEHICLE IDENTIFICATION NO.</td><td>TAG NO.</td><td>STATE</td><td>EXP. DATE</td></tr><tr><td>TRAILER 2</td><td>MAKE</td><td>YEAR</td><td>COLOR</td><td>UNIT NO.</td><td>VEHICLE IDENTIFICATION NO.</td><td>TAG NO.</td><td>STATE</td><td>EXP. DATE</td></tr></tbody></table>								POWER UNIT	MAKE	YEAR	COLOR	UNIT NO.	VEHICLE IDENTIFICATION NO.	TAG NO.	STATE	EXP. DATE	TRAILER 1	MAKE	YEAR	COLOR	UNIT NO.	VEHICLE IDENTIFICATION NO.	TAG NO.	STATE	EXP. DATE	TRAILER 2	MAKE	YEAR	COLOR	UNIT NO.	VEHICLE IDENTIFICATION NO.	TAG NO.	STATE
POWER UNIT	MAKE	YEAR	COLOR	UNIT NO.	VEHICLE IDENTIFICATION NO.	TAG NO.	STATE	EXP. DATE																										
TRAILER 1	MAKE	YEAR	COLOR	UNIT NO.	VEHICLE IDENTIFICATION NO.	TAG NO.	STATE	EXP. DATE																										
TRAILER 2	MAKE	YEAR	COLOR	UNIT NO.	VEHICLE IDENTIFICATION NO.	TAG NO.	STATE	EXP. DATE																										

TOW	TOW SELECTION TYPE ROTATION WRECKER		LOCATION VEHICLE INVENTORIED / TOWED FROM SR 91 (FL TURNPIKE) M 183 SB	
	TOWING SERVICE TRI COUNTY		DAY TELEPHONE (772)465-5404	
	ADDRESS 3345 OKEECHOBEE RD FT PC		NIGHT TELEPHONE	
			CITY / STATE / ZIP	

STORAGE	VEHICLE STORAGE LOCATION TRI COUNTY		DAY TELEPHONE (772)465-5404	
	ADDRESS 3345 OKEECHOBEE RD FT PC		NIGHT TELEPHONE	
			CITY / STATE / ZIP	

VEHICLE INVENTORY & DAMAGE	☐ CELLULAR PHONE (MAKE/MODEL)	☒ WHEEL COVERS QTY 3		MARK AREA OF DAMAGE ☒ UNDERCARRIAGE ☐ OVERTURN ☐ WINDSHIELD ☐ FIRE ☐ TRAILER
	☐ RADAR DETECTOR (MAKE/MODEL)	☐ CUSTOM RIMS QTY		
	☐ STEREO SYSTEM (RADIO / CD / TAPE, ETC.)	NUMBER OF TIRES (INCLUDE SPARE)		
	☐ CB RADIO / 2 WAY RADIO	☒ TRUNK ACCESSIBLE		
	☒ TRAILER HITCH	☐ REAR SPOILER		
PROPERTY IN VEHICLE DRIVER AND PASSENGERS REMOVED BELONGINGS FROM THE VEHICLE				

OFFICER COMMENTS CRASH REPORT [REDACTED]

NO HOLD - MAY BE RELEASED

WE THE UNDERSIGNED OFFICER(S) AND TOW DRIVER, HEREBY CERTIFY THAT THE ABOVE LISTED JOINT PROPERTY INVENTORY IS CORRECT TO THE BEST OF OUR KNOWLEDGE

SIGNATURE OF TOW TRUCK DRIVER	DATE	SIGNATURE OF OFFICER	ORG / UNIT	I.D. NUMBER
PRINTED NAME OF TOW TRUCK DRIVER		TPR	RODRIGUEZ, ANDRE: K	4742

FLORIDA TRAFFIC CRASH DRIVER INFORMATION EXCHANGE

This Traffic Crash Report can be purchased online at:
www.FloridaCrashPortal.gov

Crash Number 89660272	Reporting Agency FLORIDA HIGHWAY PATROL		
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CRASH IDENTIFIERS

County of Crash OKEECHOBEE	City or Place of Crash OKEECHOBEE	☐ City Limits	Crash Date/Time 02/03/2024 04:15 PM	Reported Date/Time 02/03/2024 04:17 PM
Roadway Description for Location of Occurrence SR 91 (FL TURNPIKE) MM 183 SB				

VEHICLE

V01	Year 2023	Make FORD	Model F150 PICKUP	Color WHI	State FL	License Number [REDACTED]	Registration Expires 12/31/2024	☐ Permanent Registration	VIN [REDACTED]
Owner First Name GORED		Owner Middle Name TRUCKING		Owner Last Name REVOLUTION CORP		Owner Suffix	Owner Business (if not Person)		
Address [REDACTED]			Address Other			City WINTER GARDEN		State FL	Zip Code [REDACTED]
Owner Phone Number		Owner Phone Number (other)		Insurance Company GEICO CASUALTY COMPANY			Insurance Policy Number [REDACTED]		
Trailer One	License Number	State	Reg Expires	Permanent Reg. NO	VIN	Year	Make	Length	Axles
Trailer Two	License Number	State	Reg Expires	Permanent Reg. NO	VIN	Year	Make	Length	Axles

PERSON RECORD

Person Type DRIVER	NM#	Vehicle# V01	First Name [REDACTED]	Middle Name [REDACTED]	Last Name [REDACTED]	Suffix		
Address [REDACTED]			Address Other			City ORLANDO	State FL	Zip Code [REDACTED]
Phone Number		Phone Number (other)		Other Comments (Write In)				

PERSON RECORD

Person Type PASSENGER	NM#	Vehicle# V01	First Name [REDACTED]	Middle Name [REDACTED]	Last Name [REDACTED]	Suffix		
Address [REDACTED]			Address Other			City ORLANDO	State FL	Zip Code [REDACTED]
Phone Number		Phone Number (other)		Other Comments (Write In)				

REPORTING OFFICER

ID Number [REDACTED]	Rank TPR	Name RODRIGUEZ, ANDRES L	Troop / Post K	Officer Agency FLORIDA HIGHWAY PATROL	Phone Number 561-357-4299
-------------------------	-------------	-----------------------------	-------------------	--	------------------------------



Message Center

Claims

Delete



An Update On Your Claim

GEICO Claim [REDACTED] Your claim has been
successfully established.



GEICO Casualty Company

Attn: Florida Claims, P.O. Box 9091
Macon, GA 31208-9091

3/7/2024

[REDACTED]
[REDACTED]
Winter Garden, FL [REDACTED]

NOTIFICATION OF STORAGE

Subject: Important information about your GEICO claim

Claim #: [REDACTED]

Vehicle: 2023 FORD F-150

Location: Tri-County Towing 3345 Okeechobee Rd Fort Pierce FL 34947

Dear Lorena Pavicich,

This letter is to follow up on the inspection of your vehicle. Please understand that, regardless of the cause of the loss, you have a duty to avoid unnecessary expenses and mitigate damages related to this claim.

If your vehicle is located at a storage facility, tow lot, or other location that is accruing fees, the vehicle should be moved to a location where fees are not being charged.

GEICO can have the vehicle moved to a non-charge location we select. Alternatively, if you move the vehicle and GEICO is responsible for reimbursement for your loss, the reasonable cost of the move will be included as an expense of your claim. In that situation, you may have the vehicle moved to a non-charge location of choice.

If you need assistance with moving your vehicle, please contact your adjuster at (800)841-2920. GEICO will not be responsible for any storage charges incurred after 22/Mar/24.

Thank you for your immediate attention to this matter.

Sincerely,

Drew Zoeller

Claims Department

Good Samaritan Medical Center
1309 N. Flagler Drive, West Palm Beach, FL 33401-3406
Phone: 5616555511

Patient Education & Visit Summary

PERSON INFORMATION

Name: [REDACTED]

Address: [REDACTED] WINTER GARDEN FL [REDACTED] **Phone:**

DOB: [REDACTED] **MRN:** [REDACTED] **Acct#:** [REDACTED]

Arrival Time: 02/03/2024 22:25:00 **ED Discharge Time:**

VISIT INFORMATION

Presenting Complaint: MVC, AIR BAG DEPLOYMENT NECK AND SHOULDER PAIN , RIGHT HAND BRUISE AND PAIN

Patient Diagnosis: 1:Contusion; 2:Burn

Primary Care Provider:

Primary Physician: GOLDSTONE MD, ADAM

Allergy Info: NKA

Discharge Location:

FOLLOW-UP WITH:

With:

Address:

When:

Within 1-2 days

[REDACTED]
Gardens, FL [REDACTED]
[REDACTED] Business (1)

Comments:

Continuance of Care

Name
MRN:

If you should have any difficulty making arrangements, please call the Emergency Department. If you have a problem and are not able to contact your primary care provider, you may return to the Emergency Department at any time.

Patient Portal

Your test results and important health information are available online on My Health Rec. **If you did not sign up for My Health Rec during your visit, please go to the hospital website to enroll.** The first step is to create a My Health Rec account. Once you create an account, you will be able to use other online applications to manage your health information. When you use an online application, it will sign in to your secure My Health Rec account.

Call 1-888-252-8149 if you need help with My Health Rec. If you have questions about medicines or health concerns after going home from the hospital, please call your doctor's office.

PATIENT EDUCATION INFORMATION GIVEN:

Burn Care, Adult

IMMUNIZATIONS:

MAJOR TESTS AND PROCEDURES:

Laboratory Orders

No laboratory orders were placed.

Radiology Orders

Name	Status
XR Hand Minimum 3 Views Right	Completed
XR Shoulder Complete Min 2 Views Left	Completed

Cardiology Orders

No cardiology orders were placed.

Name:
MRN:



From: [REDACTED]
To: [Bardell, Steve \(S.\)](#)
Cc: [REDACTED]
Subject: Re: Product liability/injury claim; 2023 F150 Raptor; [REDACTED]
Date: Wednesday, March 20, 2024 4:04:51 PM
Attachments: [Ford_F150_Raptor_Pictures_March14-2024.pdf](#)
[CrashReport \[REDACTED\].pdf](#)

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Hello,

Attached are the pending pictures for the truck already parked in Ford Mullinax lot in Apopka. (I also have videos from the moment the tow truck moved the Ford F150 Raptor from the police impound in Fort Pierce to Mullinax Ford parking lot in Apopka, and videos of the truck, I can forward those if you may need them.)

I showed the pictures to a Ford mechanic and he explained to me that the defective part could be the Lower Control Arm, any mechanic at Mullinax Ford can confirm it.

I also sent you the Dash Cam video of the trooper which shows the truck's wheel on the side of the road. And clearly the video also shows when the tow truck is lifting the Ford F150 Raptor, there is no wheel there.

And finally, I received today the police crash report, attached to this email, which corroborates what I told you over the phone and in writing with my claim.

Thank you,

[REDACTED]
[REDACTED]

On Wed, Mar 20, 2024 at 7:59 AM Bardell, Steve (S.) <sbardell@ford.com> wrote:

[REDACTED] – engineer inspection with module data download is on hold pending receipt of copy of your vehicle title. Thank you.

CONFIDENTIAL

This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender.

From: Bardell, Steve (S.) <sbardell@ford.com>
Sent: Friday, March 15, 2024 8:39 AM
To: [REDACTED]
Cc: Susan Padro <spadro@mullinaxford.com>; [REDACTED]; [REDACTED]

Subject: RE: Product liability/injury claim; 2023 F150 Raptor; [REDACTED]
[REDACTED]

RE: [REDACTED]

Good morning, [REDACTED] – thank you for the partial information received. Please note my previous reply on Wednesday reiterating that the engineers need copy of vehicle title along with the signed EDR authorization form you sent.

From: Bardell, Steve (S.) sbardell@ford.com

Sent: Wednesday, March 13, 2024 8:42 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Product liability/injury claim; 2023 F150 Raptor; [REDACTED]

Good morning – I received your two emails, thank you. The vehicle registration doesn't substitute for copy of vehicle title in this situation, unfortunately. You can obtain copy of vehicle title from your lienholder (or their equivalent of it), or send copy of the application for title which would have been part of the vehicle purchase documents. Yes, it is best if you move your vehicle to a Ford dealership. When you send copy of the title (or lienholder equivalent, or application for title), please let me know where you had the vehicle moved to and dealer contact person's name (if not Susan at Mullinax). Thank you!

Thank you,

Steve Bardell

Legal Analyst - Product Claims

Office of the General Counsel

Ford Motor Company

313.845.5627 - *fax* 866.782.3280

sbardell@ford.com

CONFIDENTIAL

This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender.

From: [REDACTED]

Sent: Thursday, March 14, 2024 2:31 PM

To: Bardell, Steve (S.) <sbardell@ford.com>

Cc: Susan Padro <spadro@mullinaxford.com>; [REDACTED]
[REDACTED]

Subject: Re: Product liability/injury claim; 2023 F150 Raptor; [REDACTED]

Good afternoon [REDACTED]

The truck was delivered to Ford Mullinax in Apopka.

I will send you videos and photos in my next email.

Let me know when the engineers are going to check it.

Thank you

[REDACTED]

Main Office:

[REDACTED]

Orlando, FL [REDACTED]

Ph: [REDACTED]

E: [REDACTED]

--

[REDACTED]

Main Office:

[REDACTED]

Orlando, FL [REDACTED]

Ph: [REDACTED]

E: [REDACTED]

FLORIDA TRAFFIC CRASH REPORT

LONG FORM ☒ SHORT FORM ☐ UPDATE ☐

(Electronic Version)

HIGHWAY SAFETY & MOTOR VEHICLES,
TRAFFIC CRASH RECORDS
NEIL KIRKMAN BUILDING, TALLAHASSEE, FL 32399-0537

Date of Crash 03/Feb/2024 04:15 PM	Time of Crash 03/Feb/2024 04:15 PM	Date of Report 03/Feb/2024 04:56 PM	Invest. Agency Report Number [REDACTED]	HSMV Crash Report Number [REDACTED]
---------------------------------------	---------------------------------------	--	--	--

CRASH IDENTIFIERS

County Code 57	City Code 0	County of Crash OKEECHOBEE	Place or City of Crash UNINCORPORATED	Within City Limits No	Time Reported 03/Feb/2024 04:17 PM	Time Dispatched 03/Feb/2024 04:18 PM
Time on Scene 03/Feb/2024 04:51 PM	Time Cleared Scene 06/Feb/2024 01:05 AM	Completed Yes	Reason (if Investigation NOT Completed)			Notified By Law Enforcement

ROADWAY INFORMATION

Crash Occured On Street, Road, Highway [REDACTED]			1 At Street Address# [REDACTED]	2 At Latitude [REDACTED]
At Feet	Or Miles 10.00	Direction South	3 From Intersection With Street, Road, Highway [REDACTED]	4 Or From Milepost #
Road System Identifier [REDACTED]		Type Of Shoulder 1 Paved	Type Of Intersection 1 Not at Intersection	

CRASH INFORMATION (Check if Pictures Taken) ☐

Light Condition 1 Daylight	Weather Condition 1 Clear	Roadway Surface Condition 1 Dry	School Bus Related 1 No	Manner Of Collision 77 Other, Explain in Narrative
First Harmful Event Type	First Harmful Event 27	First Harmful Event Location 2 Off Roadway	Within Interchange No	First Harmful Event Relation to Junction 1 Non-Junction
Contributing Circumstances: Road 1 None		Contributing Circumstances: Road		Contributing Circumstances: Road
Contributing Circumstances: Environment 1 None		Contributing Circumstances: Environment		Contributing Circumstances: Environment
Work Zone Related 1 No	Crash In Work Zone	Type Of Work Zone	Workers In Work Zone	Law Enforcement In Work Zone

VEHICLE (Check if Commercial) ☐

Vehicle 1	Motor Vehicle Type 1 Vehicle in Transport	Hit and Run 1 No	Veh License Number [REDACTED]	State FL	Reg. Expires [REDACTED]	Permanent Reg. No	VIN [REDACTED]		
Year 2023	Make FORD	Model F150 PICKUP	Style TK	Color WHI	Extent of Damage Disabling	Est. Damage 2000	Towed Due To Damage Yes	Vehicle Removed By TRI COUNTY TOWING	Rotation Rotation
Insurance Company GEICO CASUALTY COMPANY					Insurance Policy Number 6087954134				

Name of Vehicle Owner (Check Box If Business) ☐	Current Address (Number and Street) [REDACTED]	City and State WINTER GARDEN FL	Zip Code [REDACTED]
--	---	------------------------------------	------------------------

Trailer One:	License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length	Axles
Trailer Two:	License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length	Axles

Vehicle Traveling: South	On Street, Road, Highway [REDACTED]	At Est. Speed 70	Posted Speed 70	Total Lanes 4
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CMV Configuration	Cargo Body Type	Area of Initial Impact	Most Damaged Area
Comm GVWR/GCWR	Trailer Type (trailer one)	Trailer Type (trailer two)	
Haz. Mat. Release	Haz Mat. Placard	Number	Class
Motor Carrier Name		US DOT Number	

Motor Carrier Address	City and State	Zip Code	Phone Number
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Comm/Non-Commercial	Vehicle Body Type 3 Pickup	Vehicle Defects (one) 1 None	Vehicle Defects (two)	Emergency Vehicle Use 1 No	Special Function of MV 1 No Special Function
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Vehicle Maneuver Action 1 Straight Ahead	Trafficway 4 Two-Way, Divided, Positive Median Barrier	Roadway Grade 1 Level	Roadway Alignment 1 Straight	Most Harmful Event	Most Harmful Event Detail 40 Equipment Failure (blown tire, brake failure, etc.)
---	---	--------------------------	---------------------------------	--------------------	---

Traffic Control Device For This Vehicle 1 No Controls	First (1) Sequence of Events 40 Equipment Failure (blown tire, brake failure, etc.)	Second (2) Sequence of Events 27 Guardrail Face	Third (3) Sequence of Events	Fourth (4) Sequence of Events
--	--	--	------------------------------	-------------------------------

PERSON RECORD

Person# 1	Description 1 Driver	Vehicle # 1	Name [REDACTED]	Date of Birth 30/Dec/1973	Sex 2 Female	Phone Number	Re-Exam No
Address [REDACTED]		City ORLANDO	State FL	Zip Code [REDACTED]			

Date of Crash 03/Feb/2024 04:15 PM		Date of Report 03/Feb/2024 04:15 PM		Invest. Agency Report Number [REDACTED]		HSMV Crash Report Number [REDACTED]		
Driver License Number [REDACTED]		State FL	Expires [REDACTED]	DL Type 5 E/Operator	Req. End. 3 No Req Endorsement	Injury Severity 1 None	Ejection 1 Not Ejected	
Restraint System 3 Shoulder and Lap Belt Used	Air Bag Deployed 6 Deployed-Combination	Helmet Use	Eye Protection 3 Not Applicable	Seating Location Seat 1 Left	Seating Location Row 1 Front	Seating Location Other		
Drivers Actions at Time of Crash (first) 1 No Contributing Action			Drivers Actions at Time of Crash (second)			Driver Distracted By 1 Not Distracted	Vision Obstruction 1 Vision Not Obscured	
Drivers Actions at Time of Crash (third)			Drivers Actions at Time of Crash (fourth)			Drivers Condition at Time of Crash 1 Apparently Normal		
Suspected Alcohol Use 1 No	Alcohol Tested 1 Test Not Given	Alcohol Test Type	Alcohol Test Result	BAC	Suspected Drug Use 1 No	Drug Tested 1 Test Not Given	Drug Test Type	Drug Test Result
Source of Transport to Medical Facility 1 Not Transported		EMS Agency Name or ID			EMS Run Number		Medical Facility Transported To	

PERSON RECORD

Person# 3	Description 3 Passenger	Vehicle # 1	Name [REDACTED] [REDACTED]		Date of Birth [REDACTED]	Sex 2 Female	Injury Severity 1 None	Ejection 1 Not Ejected
Address [REDACTED]			City ORLANDO				State FL	Zip Code [REDACTED]
Restraint System 3 Shoulder and Lap Belt Used	Air Bag Deployed 6 Deployed-Combination	Helmet Use	Eye Protection 3 Not Applicable	Seating Location Seat 3	Seating Location Row 2	Seating Location Other		
Source of Transport to Medical Facility 1 Not Transported		EMS Agency Name or ID			EMS Run Number		Medical Facility Transported To	

PERSON RECORD

Person# 2	Description 3 Passenger	Vehicle # 1	Name [REDACTED] [REDACTED]		Date of Birth [REDACTED]	Sex 1 Male	Injury Severity 1 None	Ejection 1 Not Ejected
Address [REDACTED]			City ORLANDO				State FL	Zip Code [REDACTED]
Restraint System 3 Shoulder and Lap Belt Used	Air Bag Deployed 6 Deployed-Combination	Helmet Use	Eye Protection 3 Not Applicable	Seating Location Seat 3	Seating Location Row 1	Seating Location Other		
Source of Transport to Medical Facility 1 Not Transported		EMS Agency Name or ID			EMS Run Number		Medical Facility Transported To	

PERSON RECORD

Person# 4	Description 3 Passenger	Vehicle # 1	Name [REDACTED] [REDACTED]		Date of Birth [REDACTED]	Sex 1 Male	Injury Severity 1 None	Ejection 1 Not Ejected
Address [REDACTED]			City ORLANDO				State FL	Zip Code [REDACTED]
Restraint System 3 Shoulder and Lap Belt Used	Air Bag Deployed 6 Deployed-Combination	Helmet Use	Eye Protection 3 Not Applicable	Seating Location Seat 1	Seating Location Row 2	Seating Location Other		
Source of Transport to Medical Facility 1 Not Transported		EMS Agency Name or ID			EMS Run Number		Medical Facility Transported To	

NARRATIVE

ID Number	Rank	Name	Troop / Post	Officer Agency	Phone Number	Date Created
4742	TPR	RODRIGUEZ, ANDRES L	K	FLORIDA HIGHWAY PATROL	[REDACTED]	Feb 03, 2024
Vehicle 01 (V01) was traveling southbound in the inside travel lane on State Road 91 (Florida's Turnpike) near the 183-mile marker, Okeechobee County. V01 suffered a mechanical failure causing V01's front left tire and rim to fall off. As a result, V01 veered towards the inside shoulder. The front left area of V01 collided with the inside shoulder guardrail. V01 came to final rest, facing south, against the inside shoulder guardrail.						
Due to the crash being the result of a mechanical failure at no fault of the driver, there was no enforcement action taken.						

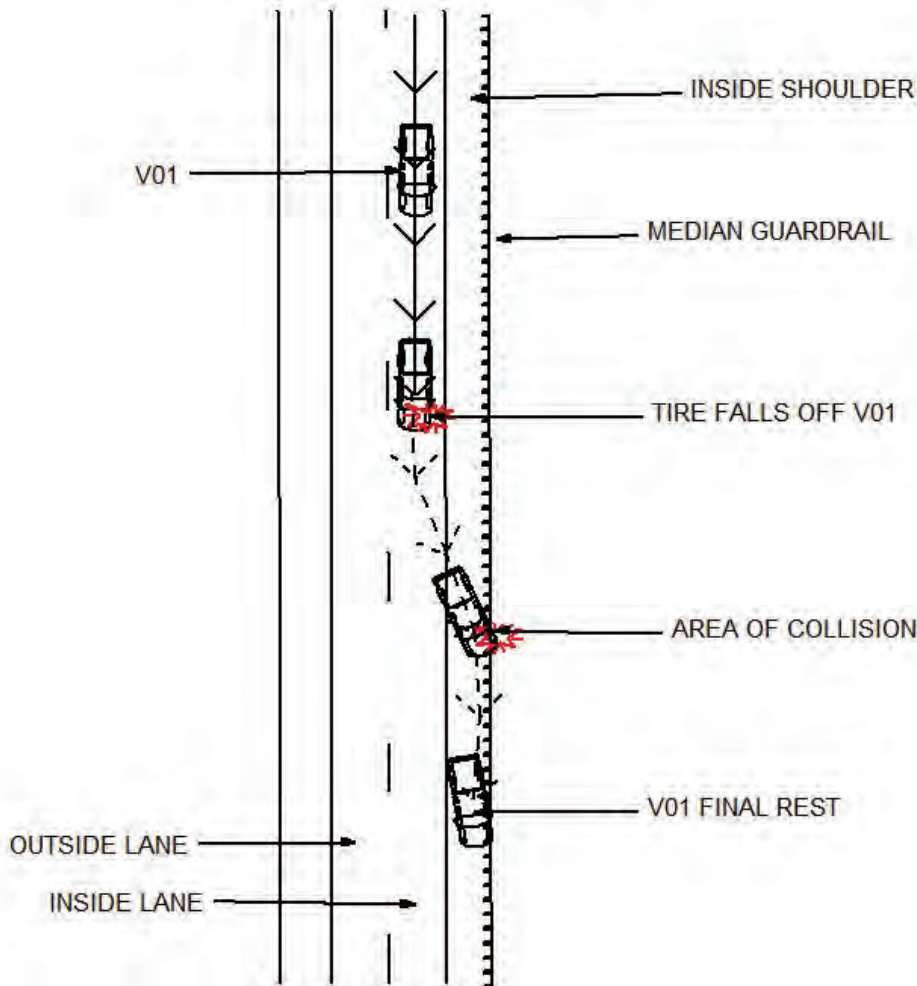
REPORTING OFFICER

ID/Badge # 4742	Rank and Name TPR RODRIGUEZ, ANDRES L			Department FHPK	Type of Department FHP
--------------------	--	--	--	--------------------	---------------------------

SR 91 (FLORIDA'S TURNPIKE)
MILE MARKER 183 SB



DIAGRAM NOT TO SCALE



















(407) 889-7600
State of Florida Registration # MV

TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS

1. WRITE YOUR ORDER ON THIS ENVELOPE.
2. READ AND SIGN BELOW STATEMENTS.
3. LEAVE YOUR CAR ON CURB.
4. PLACE YOUR KEYS IN THIS ENVELOPE.
5. DROP ENVELOPE IN MAIL SLOT.

NAME _____

ADDRESS

CITY WINTER

ZIF

PHONE (HM)

(BUS. or CELL)

MILEAGE 1540 APPROX EMAIL

EMAIL

Year 2022

Make a Model

VIN:

PLEASE LIST NEEDED REPAIRS

PLEASE LIST NEEDED REPAIRS
DRIVER SIDE FRONT WHEEL/TIRE →
PRIMARY CONCERN: FORD ENGINEERS ARE COMING TO
CHECK THE TRUCK

**PLEASE REMEMBER
TO SIGN BOTH STATEMENTS BELOW**

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

SIGNED

DATE _____

By providing you with my keys, I give permission to you and/or your employees to operate the vehicle on the streets, highways and elsewhere for testing, inspection and delivery purposes. It is understood and agreed that you shall not be responsible for any loss or damage to the described vehicle due to fire, theft or any other cause beyond your control. I acknowledge that I have removed all valuable articles from the vehicle and you shall not be responsible for loss or theft of any valuables left in the vehicle at the time of delivery to you. You, your repair shop, are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason. An express mechanic's lien is hereby acknowledged on the described vehicle to secure the charge for repairs thereto. You may share any repair information with third-parties.

CONTACT AUTHORIZATION: The dealer or repair shop would like to be able to contact you in order to ensure that you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary maintenance or service your vehicle may need, and for other reasons. You authorize us to contact you in writing, by e-mail, or using prerecorded artificial voice messages, by mail, telephone, facsimile, telex, pager, and automatic telephone dialing systems, as the law allows. You also agree to provide us with your name, address, telephone number, and other ways at any address or telephone number you provide us, even if you have previously provided this information to us. We will not use or disclose your information for any other purpose or the contact results in a charge to you.

SIGNED

FADA-EBE (Rev. 4/21)

© 2021 The Reynolds and Reynolds Company

Toll FREE: 1-800-344-2896 Fax: 1-800-531-9058

**FADA**

From: [REDACTED]
To: [Bardell, Steve \(S.\)](#)
Cc: [REDACTED]
Subject: Product liability/injury claim; 2023 F150 Raptor; [REDACTED] Arbitrator Video
Date: Wednesday, March 13, 2024 1:06:04 PM

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Hello,

Attached is the Dash-Cam Footage from the officer.

----- Forwarded message -----

From: [REDACTED]
Date: Wed, Mar 13, 2024 at 5:15 AM
Subject: Arbitrator Video
To: [REDACTED]

Hello **User**,

Click the links below to download the copy of the video(s) you requested.
This link will expire in 30 days and valid until 4/11/2024 12:18:22 PM.

Dash-Cam Video Case No: [REDACTED] Crash Date: 02-03-2024 County (Okeechobee/Turnpike) FHP Trooper Andres Rodriguez, FHP Troop-K/Turnpike Records Request # P743470 Video: 1

Case File Number	: CrashReport_89660272_FHPTrp.Rodriguez_Video1_[REDACTED]
Agency	: FHP
Unit	: Patrol
Shift	: Day
Area	: Ft. Pierce
Vehicle ID	: [REDACTED]
Officer Name1(Officer ID)	: Rodriguez, Andres (RodrigA3)

[Download Video 1](#)

Thanks
Florida Highway Patrol

This email originated from a Florida Department of Highway Safety and Motor Vehicles email address. Always use caution when clicking links or opening attachments unless you recognize the sender and know the content is safe.
Please Note: Florida has very broad public records laws. Unless a statutory exemption applies, emails are subject to public disclosure.
This email has been scanned by the Symantec Email Security.cloud service.

--

[REDACTED]
Main Office:

[REDACTED]
Orlando, FL [REDACTED]

Ph: [REDACTED]

E: [REDACTED]

From: [REDACTED]
To: [Bardell, Steve \(S.\)](#)
Cc: [REDACTED]
Subject: Re: Product liability/injury claim; 2023 F150 Raptor; [REDACTED]
Date: Tuesday, March 12, 2024 8:46:04 PM
Attachments: [Ford F150 Raptor PCM Authorization.pdf](#)

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Hello,

Attached is the signed form, with the registration, we don't have the title.
Will it be better if I send the truck to a Ford dealership?

On Tue, Mar 12, 2024 at 3:10 PM Bardell, Steve (S.) <sbardell@ford.com> wrote:

Dear [REDACTED] – thank you for your call earlier today. I've been informed that the tow yard (contact person's name was not specified) told GEICO rep (name not specified) that they (tow yard) will **not** allow Ford access to inspect your vehicle. I've been asked to send you the attached form and ask if you'll complete/sign the authorization form, and then call the tow yard to give Ford permission to inspect? Along with returning to me the signed/completed form, it also requires copy of title. Ford's engineer is required to have these two documents in order to download data from the vehicle module/s.

If you can also let me know the contact person's name at your tow yard who agrees to cooperate and allow Ford access to the vehicle, that will be very helpful.

Thank you.

CONFIDENTIAL

This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender.

From: Bardell, Steve (S.) <sbardell@ford.com>
Sent: Friday, February 23, 2024 1:52 PM
To: [REDACTED]
Cc: Susan Padro <spadro@mullinaxford.com>
Subject: Product liability/injury claim; 2023 F150 Raptor; [REDACTED]

Dear [REDACTED] – please see attached. Thank you.

03073-Mullinax Ford

RE: [REDACTED]

FYI Susan.

Thank you,

Steve Bardell

Legal Analyst - Product Claims

Office of the General Counsel

Ford Motor Company

313.845.5627 - fax 866.782.3280

sbardell@ford.com

CONFIDENTIAL

This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender.

From: Susan Padro <spadro@mullinaxford.com>

Sent: Thursday, February 22, 2024 3:32 PM

To: Bardell, Steve (S.) <sbardell@ford.com>

Subject: FW: OGC Review; 2023 F150 Raptor [REDACTED]

--

[REDACTED]
Main Office:

[REDACTED]
Orlando, FL [REDACTED]

Ph: [REDACTED]

E: [REDACTED]

**RESTRAINTS OR POWERTRAIN CONTROL MODULE
DATA READOUT AUTHORIZATION**

Owners Name: [REDACTED]

Vehicle Make/Model: FORD / F150 - RAPTOR

Vehicle Identification Number (VIN): [REDACTED]

Owner's Address: [REDACTED]

WINTER GARDEN FL [REDACTED]
City State Zip

I certify that I am the registered owner/long term lessee of the vehicle referenced above and have provided a copy of the vehicle Title with this Authorization.

I authorize Ford or its supplier to readout certain electronic information that may be stored in the restraints control module ("RCM") or powertrain control module ("PCM") of the above referenced vehicle. I understand that these modules are capable of recording detailed data that may include information regarding the use of the restraint systems (including use of seatbelts by the driver and passengers), information about the performance of various systems and modules in the vehicle, and information related to engine, throttle, steering, brake, or other system status (data recorded varies by vehicle model). This data could potentially include information regarding how the driver operates the vehicle. I understand that this information may be stored during regular operation or in a crash or near crash event.

I understand that due to technical problems, physical damage, or other reasons, some or all of the data may not be recorded or retrievable. I understand that there is a possibility that the RCM or PCM may be damaged in the process of fulfilling this request and I relieve Ford and its suppliers from any responsibility for any such damage. I acknowledge that Ford and its suppliers have no responsibility for loss or damage during handling of the RCM or PCM.

I understand that in addition to myself, Ford, and its necessary suppliers having access to the information, Ford or its suppliers may provide access to the RCM or PCM or the information contained in the RCM or PCM to suppliers, dealers, or agents/service providers in connection with the readout and analysis of the data. I understand that Ford and its suppliers may also be required to provide the information to others who demonstrate sufficient legal authority to receive it.

I acknowledge that I have read and understand the terms set forth above and agree to them, and that I enter this agreement freely with full authority and right to do so.

[REDACTED]
Signature of Owner

03/12/24
Date

CO/AGY 07 / 20

T#
B#

FLORIDA TRUCK/TRACTOR REGISTRATION

PLATE [REDACTED] DECAL [REDACTED] Expires **Midnight Tue 12/31/2024**YR/MK **2023/FORD** BODY **TK**
VIN [REDACTED]
Plate Type **RGS** NET WT **5536**COLOR **WHI**
TITLE [REDACTED]
GVW [REDACTED]

Reg. Tax	140.10	Class Code	41
Init Reg.		Tax Months	12
County Fee	3.00	Back Tax Mos	
Mail Fee		Credit Class	
Sales Tax		Credit Months	
Voluntary Fees			
Grand Total	143.10		

Date Issued [REDACTED] Plate Issued [REDACTED]

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 30 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

[REDACTED]
WINTER GARDEN, FL [REDACTED]

RGS - SUNSHINE STATE PLATE ISSUED X

From: GoRED Trucking
To: Bardell, Steve (S.)
Cc: Susan Padro; Alex Gonzalez; lori.pavicich@gmail.com
Subject: RE: Product liability/injury claim; 2023 F150 Raptor; GoRED Trucking Revolution - Public Records Request :: P743470-031224
Date: Friday, April 12, 2024 3:15:21 AM

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Hello Steve,

Attached are the 911 call logs and call recordings with the eye witness call recording reporting the moment when our tire broke off and hit their car and also our 911 call.

Alex

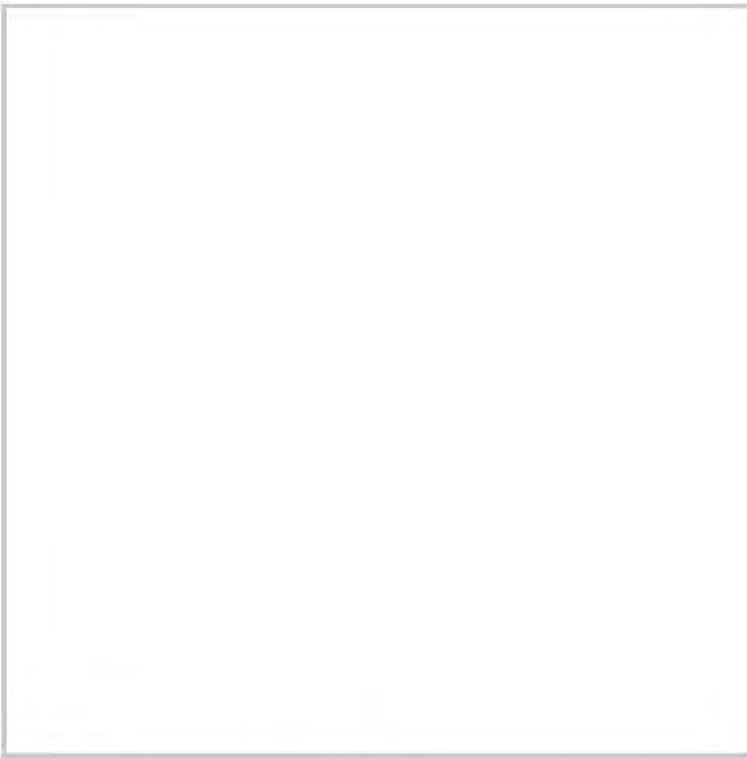
----- Forwarded message -----

From: HSMV Public Records Operations Center <flhsmv@govqa.us>
Date: Mon, Apr 1, 2024 at 9:22 AM
Subject: Public Records Request :: [REDACTED]
[REDACTED]

Attachments:

[FHP24ON0057663_CAD.pdf](#)
[FHP24ON0057665_CAD.pdf](#)
[FHP24ON0057680_CAD.pdf](#)
[Start_Time_02_03_2024_16_16_37_REDACTED.wav](#)
[Start_Time_02_03_2024_16_16_47_REDACTED.wav](#)

--- Please respond above this line ---



Dear Mr. [REDACTED],

Thank you again for contacting the Florida Department of Highway Safety and Motor Vehicles. With regard to your public records request Ref. [REDACTED], you substantially sought the following records:

"Dash-Cam Video

Case No: [REDACTED]

Crash Date: [REDACTED]

County (Okeechobee/Turnpike)

Requester: [REDACTED]

Request via phone: [REDACTED]."

Included with this message are download link(s) to the records you requested; those links remain active for 30 days. Accordingly, public records request Ref. # [REDACTED] is CLOSED.

Respectfully yours,

[REDACTED]
FHP Troop L (Fort Pierce Station)
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

--

[REDACTED]
Main Office:

[REDACTED]
Orlando, FL [REDACTED]

Ph: [REDACTED]

[REDACTED]



ORLANDO REGIONAL COMMUNICATIONS CENTER

CALL HISTORY RECORD

Page 1 of 2

Printed By:
3GNT1Printed On:
03/21/2024 11:39:12

DISPATCH TO LOCATION

Address		Apt / Lot		Domicile Type			
[REDACTED]							
Cross Street		City		Incorporated?	State	County	Zip Code
[REDACTED]		OKEECHOBEE		No	FL	OKEECHOBEE	[REDACTED]
Latitude		Longitude		National Grid			
[REDACTED]		[REDACTED]		[REDACTED]			
ZONE	TROOP	CVEREG	REGION	FHP	RCC	FWC	Wrecker
K57	K	J	SA	68W6	LWRC	W47	68Z6

LOCATION OF OCCURRENCE

Address		Apt / Lot		Domicile Type			
[REDACTED]							
Cross Street		City		Incorporated?	State	County	Zip Code
[REDACTED]		OKEECHOBEE		No	FL	OKEECHOBEE	[REDACTED]
Latitude		Longitude		National Grid			
[REDACTED]		[REDACTED]		[REDACTED]			
ZONE	TROOP	CVEREG	REGION	FHP	RCC	FWC	Wrecker
K57	K	J	SA	68W6	LWRC	W47	68Z6

Complaint Type / Call Nature	Priority	Additional Info	Weapon
S4	4	[REDACTED]	

Complainant	Phone Number	Ext	Contact 911
[REDACTED]	[REDACTED]		

Primary Unit	BackUp Units	Dispatcher	Disposition Codes
			(1) DUPE (4)
		Call Taker	(2) (5)
		APT1373	(3) (6)

Incident Number	CALL DATES & TIMES (Note: Individual Unit Times & Close/Code Times are listed after the Call Notes)					
[REDACTED]	Received	Shipped	Dispatched	Enroute	Onscene	Closed
Radio Channel	02/03/2024	02/03/2024				02/03/2024
	16:16:48	16:17:13				16:19:16

CALL STATISTICS	Create Time	Hold Time	Rollout Time	Enroute Time	Onscene Time
	00:00:24				
		Dispatch Time		Response Time	Total Call Time
					00:02:27

Report Number



ORLANDO REGIONAL COMMUNICATIONS CENTER

CALL HISTORY RECORD

Page 2 of 2

Printed By:

3GNT1

Printed On:

03/21/2024 11:39:13

SUBJECT RECORD

Date Added
02/03/2024Time Added
16:18:17Added By
APT1373Subject Type
COMPLAINANT

Last Name

First Name

Middle Name

Title (jr, sr, etc.)

Race Sex DoB

Age
0

Hair

Eyes

Height

Weight
0

DL/ID Number

State

Description/Comments

Activity

☐ Drinking☐ Drugs☐ Weapon

Weapon Description

Extent of Injuries

☐ Seat Belt Required?☐ Airbag Installed?☐ Childseat Used?☐ Seat Belt Used?☐ Airbag Deployed?☐ Childseat Required?

Next of Kin

Notified by:

☐ Notified?

Approved for Release By:

☐ Allow Public Release of Information on this Subject?

CALL NOTES

Added By	Date	Time	CallNo	Ncte
APT1373	02/03/2024	16:17:15		OFFENSE NUMBER [REDACTED] AUTOMATICALLY GENERATED USING AGENCY [FHP] CHOSEN BY USER
APT1373	02/03/2024	16:17:23		FORD TRUCK RAPTOR WHI VS G-RAIL
APT1373	02/03/2024	16:17:27		AIRBAGS DEPLOYED
APT1373	02/03/2024	16:17:47		L/S
APT1373	02/03/2024	16:18:29		VEH IS ON THE L/S
4SMT1	02/03/2024	16:18:35		CALL STATUS CHANGED FROM [BLANK] TO X39 TMC.
APT1373	02/03/2024	16:18:38		ADVISED TIRE 'RIMS' ARE BLOCKING
APT1373	02/03/2024	16:18:45		@WEB POSSIBLE ROADBLOCK, USE CAUTION IN THE AREA
WRT263	02/03/2024	16:19:05		LINK CREATED BETWEEN INCIDENT [REDACTED] AND INCIDENT [REDACTED]

UNIT / CALL TIMES

DATE	TIME	CALLNO	AGENCY	DESCRIPT	DISPATCHER	MILEAGE
02/03/2024	16:19:16			CLOSED	WRT263	
02/03/2024	16:19:18			CODED	WRT263	

Complaint History

Date/Time	Complaint	Priority	Complaint Addinfo	Status	Law	Fire	EMS	Weapon
02/03/2024 16:17:13	S4	4			☒	☒	☐	

END OF CALL HISTORY RECORD



ORLANDO REGIONAL COMMUNICATIONS CENTER

CALL HISTORY RECORD

Page 1 of 4

Printed By:

3GNT1

Printed On:

03/21/2024 11:26:04

DISPATCH TO LOCATION

Address		Apt / Lot		Domicile Type			
[REDACTED]							
Cross Street		City		Incorporated?	State	County	Zip Code
[REDACTED]		OKEECHOBEE		No	FL	OKEECHOBEE	[REDACTED]
Latitude		Longitude		National Grid			
[REDACTED]		[REDACTED]		[REDACTED]			
ZONE	TROOP	CVEREG	REGION	FHP	RCC	FWC	Wrecker
K57	K	J	SA	68W6	LWRC	W47	68Z6

LOCATION OF OCCURRENCE

Address		Apt / Lot		Domicile Type			
[REDACTED]							
Cross Street		City		Incorporated?	State	County	Zip Code
MM183		OKEECHOBEE		No	FL	OKEECHOBEE	[REDACTED]
Latitude		Longitude		National Grid			
[REDACTED]		[REDACTED]		[REDACTED]			
ZONE	TROOP	CVEREG	REGION	FHP	RCC	FWC	Wrecker
K57	K	J	SA	68W6	LWRC	W47	68Z6

Complaint Type / Call Nature	Priority	Additional Info	Weapon
S4	4	[REDACTED]	

Complainant	Phone Number	Ext	Contact 911
[REDACTED]	[REDACTED]		

Primary Unit	BackUp Units	Dispatcher	Disposition Codes
1480	H091	WRT263	(1) L (4)
FHPK	VLWW	Call Taker	(2) NA (5)
		WRT263	(3) (6)

Incident Number	CALL DATES & TIMES (Note: Individual Unit Times & Close/Code Times are listed after the Call Notes)					
[REDACTED]	Received	Shipped	Dispatched	Enroute	Onscene	Closed
Radio Channel	02/03/2024	02/03/2024	02/03/2024	02/03/2024	02/03/2024	02/03/2024
	16:17:17	16:17:45	16:18:39	16:18:39	16:51:01	17:37:10

CALL STATISTICS	Create Time	Hold Time	Rollout Time	Enroute Time	Onscene Time
	00:00:27	00:00:54	00:00:00	00:32:21	00:46:08
		Dispatch Time		Response Time	Total Call Time
		00:01:21		00:32:21	01:19:52

Report Number

[REDACTED]



ORLANDO REGIONAL COMMUNICATIONS CENTER

CALL HISTORY RECORD

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Printed By:

3GNT1

Printed On:

03/21/2024 11:26:04

SUBJECT RECORDDate Added
02/03/2024Time Added
16:18:25Added By
WRT263Subject Type
COMPLAINANT

Last Name

First Name

Middle Name

Title (jr, sr, etc.)

Race Sex DoB

Age
0

Hair

Eyes

Height

Weight
0

DL/ID Number

State

Description/Comments

Activity

☐ Drinking☐ Drugs☐ Weapon

Weapon Description

Extent of Injuries

☐ Seat Belt Required?☐ Airbag Installed?☐ Childseat Used?☐ Seat Belt Used?☐ Airbag Deployed?☐ Childseat Required?

Next of Kin

Notified by:

☐ Notified?

Approved for Release By:

☐ Allow Public Release of Information on this Subject?**SUBJECT RECORD**Date Added
02/03/2024Time Added
17:32:04Added By
AR4742Subject Type
DRIVER

Last Name

First Name

Middle Name

Title (jr, sr, etc.)

Race Sex DoB

Age
50

Hair

Eyes

Height
507Weight
0

DL/ID Number

State
FL

Description/Comments

Activity

☐ Drinking☐ Drugs☐ Weapon

Weapon Description

Extent of Injuries

☐ Seat Belt Required?☐ Airbag Installed?☐ Childseat Used?☐ Seat Belt Used?☐ Airbag Deployed?☐ Childseat Required?

Next of Kin

Notified by:

☐ Notified?

Approved for Release By:

☐ Allow Public Release of Information on this Subject?



ORLANDO REGIONAL COMMUNICATIONS CENTER

CALL HISTORY RECORD

Page 3 of 4

Printed By:
3GNT1Printed On:
03/21/2024 11:26:04**VEHICLE RECORD**Date Added
02/03/2024Time Added
16:48:05Added By
[REDACTED]

State Tag Number Tag Year Description
FL

VIN Year Make Model Color

Vehicle Type Vehicle Activity Crash Type

ROTATION TOW Company: TRI-COUNTY TOWING, Date/Time: 02/03/2024 16:48:16, User: MMT1406, Area: 68Z6, Class: A, Storage Location: , Storage Location Address:

☒ Towed? ☒ Rotation? ☐ Requested? ☐ Other Tow Type

Description of Other Tow Type

☐ Abandoned? ☐ Cleared?

Abandoned On Date/Time:

Removal Due On Date/Time:

VEHICLE RECORDDate Added
02/03/2024Time Added
17:31:53Added By
[REDACTED]

State Tag Number Tag Year Description
FL [REDACTED] 24 V01

VIN Year Make Model Color
[REDACTED] 2023 FORD

Vehicle Type Vehicle Activity Crash Type

☐ Towed? ☐ Rotation? ☐ Requested? ☐ Other Tow Type

Description of Other Tow Type

☐ Abandoned? ☐ Cleared?

Abandoned On Date/Time:

Removal Due On Date/Time:



ORLANDO REGIONAL COMMUNICATIONS CENTER

CALL HISTORY RECORD

Page 4 of 4

Printed By:

3GNT1

Printed On:

03/21/2024 11:26:04

CALL NOTES

Added By	Date	Time	CallNo	Ncte
WRT263	02/03/2024	16:17:47		OFFENSE NUMBER [REDACTED] AUTOMATICALLY GENERATED USING AGENCY [FHP] CHOSEN BY USER
WRT263	02/03/2024	16:17:57		FCRD F150 VS UNK
WRT263	02/03/2024	16:18:00		OLD@WEB NO ROAD BLOCK
WRT263	02/03/2024	16:18:07		X23 LS
WRT263	02/03/2024	16:19:05		LINK CREATED BETWEEN INCIDENT [REDACTED] AND INCIDENT [REDACTED]
WRT263	02/03/2024	16:23:45		LINK CREATED BETWEEN INCIDENT [REDACTED] AND INCIDENT [REDACTED]
4SMT1	02/03/2024	16:26:53		CALL STATUS CHANGED FROM [BLANK] TO CCTV 185.0 XR.
MMT1406	02/03/2024	16:48:16		ROTTATION TOW: TRI-COUNTY TOWING (PH: (772)465-5404) FOR: FL AREA: 6826 CLASS: A
MMT1406	02/03/2024	16:48:16		STORAGE LOCATION: ADDRESS:
SWT1490	02/03/2024	17:11:21	1480	L/L X38 UNTIL X70 COMES
SWT1490	02/03/2024	17:12:42		@WEB LEFT LANE BLOCKED
AR4742	02/03/2024	17:31:43		X70 X97
AR4742	02/03/2024	17:33:08		DOT DAMAGE: 6 GUARD RAIL, 5 PANELS

UNIT / CALL TIMES

DATE	TIME	CALLNO	AGENCY	DESCRIPT	DISPATCHER	MILEAGE
02/03/2024	16:18:39	1480	FHPK	ENROUTE	WRT263	0
02/03/2024	16:50:11	H091	VLWW	ENROUTE	MMT1406	0
02/03/2024	16:51:01	1480	FHPK	REPORTING	MMT1406	0
02/03/2024	16:51:02	1480	FHPK	ONSCENE	MMT1406	0
02/03/2024	17:24:05	H091	VLWW	ONSCENE	MGT1659	0
02/03/2024	17:37:10			CLOSED	[REDACTED]	
02/03/2024	17:37:14			CODED	[REDACTED]	

Complaint History

Date/Time	Complaint	Priority	Complaint Addinfo	Status	Law	Fire	EMS	Weapon
02/03/2024 16:17:45	S4	4			☒	☒	☐	

END OF CALL HISTORY RECORD



ORLANDO REGIONAL COMMUNICATIONS CENTER

CALL HISTORY RECORD

Page 1 of 2

Printed By:
3GNT1Printed On:
03/21/2024 11:45:41

DISPATCH TO LOCATION

Address		Apt / Lot		Domicile Type			
FLORIDA'S TPKE SB							
Cross Street		City		Incorporated?	State	County	Zip Code
		OKEECHOBEE		No	FL	OKEECHOBEE	
Latitude		Longitude		National Grid			
ZONE	TROOP	CVEREG	REGION	FHP	RCC	FWC	Wrecker
K57	K	J	SA	68W6	LWRC	W47	68Z6

LOCATION OF OCCURRENCE

Address		Apt / Lot		Domicile Type			
FLORIDA'S TPKE SB							
Cross Street		City		Incorporated?	State	County	Zip Code
		OKEECHOBEE		No	FL	OKEECHOBEE	
Latitude		Longitude		National Grid			
ZONE	TROOP	CVEREG	REGION	FHP	RCC	FWC	Wrecker
K57	K	J	SA	68W6	LWRC	W47	68Z6

Complaint Type / Call Nature	Priority	Additional Info	Weapon
S4	4		

Complainant	Phone Number	Ext	Contact 911

Primary Unit	BackUp Units	Dispatcher	Disposition Codes
			(1) DUPE (4)
		Call Taker	(2) (5)
		MGT1659	(3) (6)

Incident Number	CALL DATES & TIMES (Note: Individual Unit Times & Close/Code Times are listed after the Call Notes)					
Radio Channel	Received	Shipped	Dispatched	Enroute	Onscene	Closed
	02/03/2024	02/03/2024				02/03/2024
	16:21:20	16:22:17				16:23:47

CALL STATISTICS	Create Time	Hold Time	Rollout Time	Enroute Time	Onscene Time
	00:00:57				
		Dispatch Time		Response Time	Total Call Time
					00:02:27

Report Number





ORLANDO REGIONAL COMMUNICATIONS CENTER

CALL HISTORY RECORD

Page 2 of 2

Printed By:
3GNT1Printed On:
03/21/2024 11:45:41

SUBJECT RECORD

Date Added
02/03/2024Time Added
16:22:18Added By
[REDACTED]Subject Type
COMPLAINANTLast Name
[REDACTED]

First Name

Middle Name

Title (jr, sr, etc.)

Race Sex DoB

Age
0

Hair

Eyes

Height

Weight
0

DL/ID Number

State

Description/Comments

Activity

☐ Drinking☐ Drugs☐ Weapon

Weapon Description

Extent of Injuries

☐ Seat Belt Required?☐ Airbag Installed?☐ Childseat Used?☐ Seat Belt Used?☐ Airbag Deployed?☐ Childseat Required?

Next of Kin

Notified by:

☐ Notified?

Approved for Release By:

☐ Allow Public Release of Information on this Subject?

CALL NOTES

Added By	Date	Time	CallNo	Ncte
MGT1659	02/03/2024	16:22:17		LEFT SHOULDER - TIRE IN THE RIGHT LANE
MGT1659	02/03/2024	16:22:17		WHI PICK UP TRUCK VS GRAIL
MGT1659	02/03/2024	16:22:17		X54 INJ
MGT1659	02/03/2024	16:22:19		OFFENSE NUMBER [REDACTED] AUTOMATICALLY GENERATED USING AGENCY [FHP] CHOSEN BY USER
MGT1659	02/03/2024	16:22:28		@WEB TIRE IN THE RIGHT LANE - USE CAUTION
MGT1659	02/03/2024	16:22:46		CALL STATUS CHANGED FROM [BLANK] TO X39 TMC BRAND.
WRT263	02/03/2024	16:23:44		LINK CREATED BETWEEN INCIDENT [REDACTED] AND INCIDENT [REDACTED]

UNIT / CALL TIMES

DATE	TIME	CALLNO	AGENCY	DESCRIPT	DISPATCHER	MILEAGE
02/03/2024	16:23:47			CLOSED	WRT263	
02/03/2024	16:23:49			CODED	WRT263	

Complaint History

Date/Time	Complaint	Priority	Complaint Addinfo	Status	Law	Fire	EMS	Weapon
02/03/2024 16:22:18	S4	4			☒	☒	☐	

END OF CALL HISTORY RECORD

From: [REDACTED]
To: [Bardell, Steve \(S.\)](#)
Cc: [REDACTED]
Subject: Re: Product liability/injury claim; 2023 F150 Raptor; [REDACTED]
Date: Wednesday, May 01, 2024 5:30:32 AM

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Honestly Steve I deeply saddened, with all the evidence (police report, 911 calls and logs, etc) Ford chose to send an “engineer “ who had his mind already set on that the wheel broke off when we hit the “Leading Edge” of the guard rail (per his words) when even on the EDR showed that our tires were straight and we were on a straight away, also we showed him a video of the guard rail where we exactly crashed which was nowhere near the leading edge of the guard rail and he said he had to do “homework “.

Can you please tell me what his “homework “ says happened?

Alex

[REDACTED]

Main Office:

[REDACTED]

Orlando, FL [REDACTED]

Ph: [REDACTED]

E: [REDACTED]

On Apr 30, 2024, at 11:04 AM, Bardell, Steve (S.) <sbardell@ford.com> wrote:

Dear [REDACTED] – please see attached. Regretfully, Ford is unable to attribute your incident to a manufacturer’s defect. Thank you.

03073-Mullinax Ford

RE: [REDACTED]

Susan – if you provided a rental and/or used any manual/tech time for the engineer inspection, please send me:

- RO#
- Line#
- Mileage at RO open date
- RO open date
- Amount

...and I’ll generate payment code(s) in OWS. Payments are line-specific so if you use more than one line (i.e., one for rental and another for labor) then specify which amount is for which line.

Thank you,
Steve Bardell
Legal Analyst - Product Claims
Office of the General Counsel
Ford Motor Company
313.845.5627 - *fax* 866.782.3280
sbardell@ford.com

CONFIDENTIAL

This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender.

From: [REDACTED]

Sent: Friday, April 12, 2024 12:48 PM

To: Susan Padro <spadro@mullinaxford.com>

Cc: Bardell, Steve (S.) <sbardell@ford.com>; [REDACTED]
[REDACTED]

Subject: Re: Product liability/injury claim; 2023 F150 Raptor; [REDACTED]

Ok, no problem.

We'll be there.

[REDACTED]

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	[REDACTED]
User	Maier
Case Number	[REDACTED]
EDR Data Imaging Date	04/24/2024
Crash Date	
Filename	[REDACTED]
Saved on	Wednesday, April 24 2024 at 10:31:33
Imaged with CDR version	Crash Data Retrieval Tool 24.0
Imaged with Software Licensed to (Company Name)	Ford Motor Company
Reported with CDR version	Crash Data Retrieval Tool 24.0
Reported with Software Licensed to (Company Name)	Ford Motor Company
EDR Device Type	Airbag Control Module
ACM Adapter Detected During Download	No
Event(s) recovered	locked side event

Comments

D230499

DAE: Maier

Location: Mullenaux Ford Central Florida
Apopka, FL
4/24/2024

The retrieval of this data has been authorized by the vehicle's owner, or other legal authority such as a court order or search warrant, as indicated by the CDR tool user on Wednesday, April 24 2024 at 10:31:33.

Data Limitations

Data Imaging:

CAUTION: When imaging data directly from the RCM on a bench top, make sure the RCM is placed on a flat surface without any movement (static) while connected to and powered by the CDR interface. Not following the above guideline for bench top imaging could risk inducing new events to be recorded in the RCM and possibly overwriting a Non airbag deployment.

Note that the RCM Adapter Detected during Download parameter equal to "Yes" indicates that the EDR data was collected directly from the RCM. When equal to "No", it indicates that the EDR data was collected through the OBD II from the vehicle.

Restraints Control Module (RCM) Recorded Crash Event(s):

The RCM can store up to two crash events. Event types are categorized as follow:

1. Non deployment trigger event is an event in which EDR recording trigger threshold is met or exceeded (minimum of 5 mph (8kph) Accumulated Delta Velocity within 150ms interval), but no device(s) have deployed. The data from such event can be overwritten by subsequent events.
2. Airbag deployment event is an event in which frontal, side or curtain airbags have deployed. Note that such event cannot be overwritten or cleared from the Restraints Control Module (RCM). Once the RCM has deployed any airbag device(s), the RCM must be replaced.
3. Some RCM may also categorize Non airbag deployment event. This type is an event in which non airbag devices such as pretensioners, knee bolster etc... have deployed. Note that such event can be overwritten given a subsequent "deployment" event.

"Time zero" or Event Beginning of any event (First Record or Second Record) is defined as the first Algorithm wake up during that event. So all the Pre-Crash, At Event, Delta V Data, deployment times etc... are relative to "Time zero".

It is possible that conditions in a crash may result in an incomplete event data record.

EDR Data Elements Overview/Interpretation in CDR Report:**Under CDR File Information Section**

- Event(s) recovered indicates if an event was detected and recorded by RCM. If no event is detected, it will indicate "none". If a trigger or non airbag deployment event is detected, it will indicate "unlocked event". If an airbag deployment is detected, it will indicate "locked frontal event", or "locked side event", or "locked rollover event".

Under System Status at Event Section

- Complete file recorded indicates if data from the recorded event has been fully written to the RCM memory.
- If the RCM detected a peripheral crash sensor was lost during an event, the crash sensor would be identified as well as the time it was lost during that event relative to Time zero. If no loss of a peripheral crash sensor, nothing would be displayed. Note in some vehicles, loss of a peripheral crash sensor may lead to the loss of another peripheral crash sensor due to shared communication.

Under Deployment Data Section

- If the RCM commanded a deployment during an event, the deployment device(s) would be identified as well as the time the RCM commanded its deployment relative to Time zero. If no device was commanded to deploy by the RCM, nothing (no deployment device(s)) would be displayed.

Under Pre-Crash Data -5 to 0 sec

- Steering Wheel Angle if Applicable: positive value indicates left turn, and negative value would indicate right turn.
- Stability Control Lateral Acceleration if Applicable: Lateral Acceleration (Y-direction) is the acceleration along the lateral axis of the vehicle, reported as positive when accelerating to the left.
- Stability Control Longitudinal Acceleration if Applicable: Longitudinal Acceleration (X-direction) is the acceleration along the longitudinal axis of the vehicle, reported as positive when accelerating in a forward direction.
- Stability Control Yaw Rate if Applicable: The Yaw Axis is the vertical axis of the vehicle, generally perpendicular to the plane of the road. A positive Yaw Rate is counter-clockwise when observing the vehicle from above.
- Stability Control Roll Rate if Applicable: The Roll Axis is the longitudinal axis of the vehicle, generally aligned with the primary axis of motion of the vehicle. A positive Roll Rate is counter-clockwise when observing the vehicle from the front.

Under Longitudinal Crash Pulse

- Delta-V, longitudinal: SAE J211 sign convention, negative value generally indicates a front crash and positive value generally indicates a rear crash. Longitudinal delta-V reflects the change in forward velocity that the sensing system experienced from Time zero. It is not the speed the vehicle was traveling before the event. Note that the vehicle speed is recorded separately. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle longitudinal delta-V.

Under Lateral Crash Pulse

- Delta-V, lateral: SAE J211 sign convention, Positive value generally indicates a driver side crash and negative value generally indicates a passenger side crash.

Under Rollover Sensor Data (if Applicable)

- Vehicle roll angle if applicable: The Roll Axis is the longitudinal axis of the vehicle, generally aligned with the primary axis of motion of the vehicle. A positive Roll Angle is counter-clockwise when observing the vehicle from the front.

Data Sources:

The Restraints Control Module (RCM) contains all recorded data on any event. Data collected from the RCM comes from multiple sources:

1. Internal to the RCM such as internal sensors for delta Velocity data, rollover angle data if applicable, etc... which are measured, calculated and stored internally.
2. External to the RCM but with a direct connection such as buckle switches, peripheral crash sensors, seat track switch(s) etc... which are measured, calculated and stored internally.
3. External Modules to the RCM such as Powertrain Control Module, Brake Control Module, etc... These modules communicate to the RCM via Vehicle Communication Network. The RCM stores the received data internally.

02018_RCM-RC8_r001

System Status at Time of Retrieval

VIN As Programmed into RCM at Factory	
Current VIN (From PCM)	
Ignition Cycle, Download (First Record)	203
Ignition Cycle, Download (Second Record)	N/A
Restraints Control Module Part Number	
Restraints Control Module Serial Number	
Restraints Control Module Software Part Number (Version)	
Restraints Control Module Calibration Part Number (Version)	
Driver/Center Frontal Restraints Sensor Serial Number	
Driver Side Restraint Sensor 1 Serial Number	
Driver Side Restraint Sensor 2 Serial Number	
Passenger Frontal Restraints Sensor Serial Number	
Passenger Side Restraint Sensor 1 Serial Number	
Passenger Side Restraints Sensor 2 Serial Number	
Internal Sensor Serial Number	
Driver Side Restraints Sensor 3 Serial Number	N/A
Passenger Side Restraints Sensor 3 Serial Number	N/A
Driver Side Restraints Sensor 4 Serial Number	N/A
Passenger Side Restraints Sensor 4 Serial Number	N/A
Steering Wheel Location	Left Hand Drive
Occupant Classification Sensor (OCS) Serial Number	

System Status at Event (First Record)

Complete File Recorded (Yes,No)	Yes
Multi-Event, Number of Events	1
Time From Event 1 to 2 (seconds)	N/A
Lifetime Operating Timer at Event Time Zero (sec)	256,535
Key-On Timer at Event Time Zero (sec)	5,300
Vehicle Voltage at Time Zero (V)	13.1
Energy Reserve Mode Entered During Event (Yes, No)	No
Longitudinal Delta-V Time Zero Offset (msec)	3.0
Lateral Delta-V Time Zero Offset (msec)	3.0
Roll Angle Time Zero Offset (msec)	93.0
Time RCM longitudinal acceleration reached maximum sensor range (msec)	maximum not reached
Time RCM lateral acceleration reached maximum sensor range (msec)	maximum not reached
Time from Time zero to Frontal Algorithm Wake Up (msec)	Wake up threshold not reached
Time from Time zero to Side Algorithm Wake Up (msec)	163
Time from Time zero to Rear Algorithm Wake Up (msec)	Wake up threshold not reached
Time from Time Zero to Rollover Algorithm Wake Up (msec)	Wake up threshold not reached
Time from Time zero to Frontal Algorithm Reset (msec)	Reset threshold not reached
Time from Time zero to Side Algorithm Reset (msec)	411
Time from Time zero to Rear Algorithm Reset (msec)	Reset threshold not reached
Time from Time zero to Rollover Algorithm Reset (msec)	Reset threshold not reached
RCM number	██████████
RCM internal flag	00000000

Faults Present at Start of Event (First Record)

No Faults Recorded

Deployment Data (First Record)

Side (Thorax) Airbag Deployment, Time to Deploy, Driver (msec)	349.5
Side (Thorax) Airbag Deployment, Time to Deploy, Right Front Passenger (msec)	349.5
Side Curtain Airbag Deployment, Time to Deploy, Driver Side (msec)	349.5
Side Curtain Airbag Deployment, Time to Deploy, Passenger Right Side (msec)	349.5
Pretensioner (Retractor) Deployment, Time to Fire, Driver (msec)	349.5
Pretensioner (Retractor) Deployment, Time to Fire, Right Front Passenger (msec)	349.5
Pretensioner (Retractor) Deployment, Time to Fire, Row 2, Driver (msec)	349.5
Pretensioner (Retractor) Deployment, Time to Fire, Row 2, Right Passenger (msec)	349.5
Pretensioner (Anchor) Deployment, Time to Fire, Driver (msec)	354.5
Pretensioner (Anchor) Deployment, Time to Fire, Right Front Passenger (msec)	354.5
Maximum Delta-V, Longitudinal (MPH [km/h])	-9.30 [-14.96]
Time, Maximum Delta-V Longitudinal (msec)	294.5
RCM High-G (Lateral), Discriminating Deployment	Yes
RCM High-G (Lateral), Safing	Yes
Driver Row 1, Side Sensor, Discriminating Deployment	Yes
Driver Row 1, Side Sensor, Safing	Yes
Driver Row 3, Side Sensor, Discriminating Deployment	Yes
Driver Row 3, Side Sensor, Safing	Yes

Pre-Crash Data -1 sec (First Record)

Ignition cycle, Crash	189
Frontal Air Bag Warning Lamp, On/Off	Off
Safety Belt Status, Driver	Belted
Safety Belt Status, Front Passenger	Belted
Seat Track Position Switch, Foremost, Status, Driver	Rearward
Rear Safety Belt Status, 2nd Row Driver Side	Belted
Rear Safety Belt Status, 2nd Row Middle	Unbelted
Rear Safety Belt Status, 2nd Row Passenger Side	Belted
Brake Telltale	Off(No)
ABS Telltale	Off
ESC/TC Telltale	Off
ESC/TC Off Telltale	Default Mode
Powertrain Wrench Telltale	Off
MIL Telltale (Powertrain Malfunction Indicator)	Fresh Off
Global Real Time (seconds)	10,194,940.3

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

Time (sec)	Driver Gear Selection (Auto Trans)	Wheel Torque Requested (Nm)	Total Arbitrated Brake Torque (Nm)	Ignition Status	Speed Control Status
- 5.0	Drive	600	0	Run	Active
- 4.5	Drive	608	0	Run	Active
- 4.0	Drive	628	0	Run	Active
- 3.5	Drive	656	0	Run	Active
- 3.0	Drive	660	0	Run	Active
- 2.5	Drive	672	0	Run	Active
- 2.0	Drive	676	0	Run	Active
- 1.5	Drive	660	0	Run	Active
- 1.0	Drive	656	0	Run	Active
- 0.5	Drive	640	0	Run	Active
0.0	Drive	628	0	Run	Active

Pre-Crash Data -5 to 0 sec [10 samples/sec] (First Record) - Table 1 of 2

Time (sec)	ABS Activity (Engaged, Non-Engaged)	Stability Control Active	Traction Control Via Engine	Traction Control via Brakes	Stability Control Lateral Acceleration (g)	Stability Control Longitudinal Acceleration (g)	Stability Control Yaw Rate (deg/sec)
- 5.0	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.03	0.01	0.49
- 4.9	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.03	-0.01	0.27
- 4.8	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	-0.01	0.32
- 4.7	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	0.01	0.33
- 4.6	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.06	0.00	0.50
- 4.5	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	-0.04	0.51
- 4.4	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	0.00	0.62
- 4.3	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.03	0.00	0.87
- 4.2	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.00	0.63
- 4.1	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	-0.02	0.56
- 4.0	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	0.00	0.46
- 3.9	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.09	0.03	0.49
- 3.8	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	0.00	0.58
- 3.7	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.01	0.59
- 3.6	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.06	-0.01	0.51
- 3.5	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.07	0.00	0.49
- 3.4	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.00	0.35
- 3.3	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	0.00	0.23
- 3.2	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	0.00	0.38
- 3.1	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.03	0.01	0.39

Time (sec)	ABS Activity (Engaged, Non-Engaged)	Stability Control Active	Traction Control Via Engine	Traction Control via Brakes	Stability Control Lateral Acceleration (g)	Stability Control Longitudinal Acceleration (g)	Stability Control Yaw Rate (deg/sec)
- 3.0	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.03	-0.01	0.66
- 2.9	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.07	0.01	0.35
- 2.8	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.00	0.40
- 2.7	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	-0.01	0.22
- 2.6	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.03	0.00	0.38
- 2.5	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	0.01	0.26
- 2.4	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.07	0.01	0.34
- 2.3	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	-0.01	0.40
- 2.2	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.01	0.31
- 2.1	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.06	0.00	0.35
- 2.0	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.06	0.00	0.58
- 1.9	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	-0.01	0.71
- 1.8	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.00	0.63
- 1.7	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	0.01	0.71
- 1.6	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.00	0.53
- 1.5	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.07	-0.01	0.56
- 1.4	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	0.02	0.63
- 1.3	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.01	0.71
- 1.2	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.03	0.00	0.74
- 1.1	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.05	0.01	0.75

Time (sec)	ABS Activity (Engaged, Non-Engaged)	Stability Control Active	Traction Control Via Engine	Traction Control via Brakes	Stability Control Lateral Acceleration (g)	Stability Control Longitudinal Acceleration (g)	Stability Control Yaw Rate (deg/sec)
- 1.0	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.01	0.77
- 0.9	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.01	0.01	0.56
- 0.8	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.01	-0.01	0.47
- 0.7	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.02	0.56
- 0.6	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.06	0.00	1.27
- 0.5	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.13	-0.03	0.96
- 0.4	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.11	-0.03	1.19
- 0.3	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.07	-0.02	2.23
- 0.2	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.04	0.00	3.38
- 0.1	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	0.20	0.03	3.00
0.0	Off/non-engaged	Off/non-engaged (No)	Off/non-engaged (Inactive)	Off/non-engaged (Inactive)	-1.48	-0.72	-19.89

Pre-Crash Data -5 to 0 sec [10 samples/sec] (First Record) - Table 2 of 2

Time (sec)	Stability Control Roll Rate (deg/sec)	Steering Wheel Angle (deg)	Steering Wheel Angle Quality Factor
- 5.0	1.40	0.3	OK
- 4.9	1.65	0.3	OK
- 4.8	0.34	0.4	OK
- 4.7	0.06	0.5	OK
- 4.6	0.01	0.6	OK
- 4.5	0.29	0.8	OK
- 4.4	1.04	0.8	OK
- 4.3	1.71	0.8	OK
- 4.2	1.76	0.7	OK
- 4.1	1.19	0.7	OK
- 4.0	0.41	0.7	OK
- 3.9	0.58	0.8	OK
- 3.8	0.90	1.0	OK
- 3.7	0.50	1.0	OK
- 3.6	0.79	1.0	OK
- 3.5	0.19	1.0	OK
- 3.4	-0.57	1.1	OK
- 3.3	0.18	1.0	OK
- 3.2	1.20	1.0	OK
- 3.1	1.55	1.0	OK
- 3.0	0.35	1.0	OK
- 2.9	0.78	1.0	OK
- 2.8	1.39	1.0	OK
- 2.7	0.85	1.0	OK
- 2.6	0.53	1.0	OK
- 2.5	0.35	1.0	OK
- 2.4	-0.70	1.1	OK
- 2.3	-1.63	1.1	OK
- 2.2	-2.20	1.1	OK
- 2.1	-1.46	1.3	OK
- 2.0	-0.53	1.5	OK
- 1.9	0.12	1.4	OK
- 1.8	0.51	1.4	OK
- 1.7	-0.43	1.4	OK
- 1.6	-1.30	1.5	OK
- 1.5	-1.38	1.5	OK
- 1.4	-0.70	1.5	OK
- 1.3	-0.40	1.6	OK
- 1.2	0.26	1.6	OK
- 1.1	1.14	1.6	OK
- 1.0	0.81	1.6	OK
- 0.9	1.64	1.6	OK
- 0.8	1.71	1.5	OK
- 0.7	1.40	1.5	OK
- 0.6	-2.83	2.0	OK
- 0.5	-9.25	3.2	OK
- 0.4	-9.95	4.6	OK
- 0.3	-7.11	5.4	OK
- 0.2	-13.21	6.4	OK
- 0.1	-15.06	9.0	OK
0.0	-8.77	-8.7	OK

Pre-Crash Data -5 to 0 sec [5 samples/sec] (First Record) - Table 1 of 2

Time (sec)	Speed, Vehicle Indicated (MPH [km/h])	Speed, Vehicle Indicated, Quality Factor	Accelerator Pedal, % Full	Accelerator Pedal, % Full, Quality Factor	Service Brake, On/Off	Service brake, on/off Quality Factor	Engine RPM	Brake Pre-Charge Request
- 5.0	76.0 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,008	No PreCharge Request
- 4.8	76.0 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,004	No PreCharge Request
- 4.6	76.0 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,006	No PreCharge Request
- 4.4	76.0 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,002	No PreCharge Request
- 4.2	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,002	No PreCharge Request
- 4.0	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,004	No PreCharge Request
- 3.8	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,000	No PreCharge Request
- 3.6	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,002	No PreCharge Request
- 3.4	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,008	No PreCharge Request
- 3.2	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,000	No PreCharge Request
- 3.0	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,000	No PreCharge Request
- 2.8	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,004	No PreCharge Request
- 2.6	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,002	No PreCharge Request
- 2.4	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	1,998	No PreCharge Request
- 2.2	75.9 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,008	No PreCharge Request
- 2.0	76.0 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,006	No PreCharge Request
- 1.8	76.0 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,004	No PreCharge Request
- 1.6	76.0 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,008	No PreCharge Request
- 1.4	76.0 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,008	No PreCharge Request
- 1.2	76.0 [122]	OK	0	OK	OFF(Driver_Not_Braking)	OK	2,006	No PreCharge Request

Time (sec)	Speed, Vehicle Indicated (MPH [km/h])	Speed, Vehicle Indicated, Quality Factor	Accelerator Pedal, % Full	Accelerator Pedal, % Full, Quality Factor	Service Brake, On/Off	Service brake, on/off Quality Factor	Engine RPM	Brake Pre- Charge Request
- 1.0	76.0 [122]	OK	0	OK	OFF(Driver_N ot_Braking)	OK	2,014	No PreCharge Request
- 0.8	76.0 [122]	OK	0	OK	OFF(Driver_N ot_Braking)	OK	2,010	No PreCharge Request
- 0.6	76.0 [122]	OK	0	OK	OFF(Driver_N ot_Braking)	OK	2,002	No PreCharge Request
- 0.4	76.0 [122]	OK	0	OK	OFF(Driver_N ot_Braking)	OK	2,010	No PreCharge Request
- 0.2	76.0 [122]	OK	0	OK	OFF(Driver_N ot_Braking)	OK	2,012	No PreCharge Request
0.0	76.2 [123]	OK	0	OK	OFF(Driver_N ot_Braking)	OK	2,028	No PreCharge Request

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

Time (sec)	Brake Assist Sensitivity Level	Brake Deceleration Request (m/s^2)	Brake Override Status Flag	Brake Deceleration Request Enable	Large Driver Steering or Accel Pedal Input	Collision Mitigation System Fault	Collision Mitigation System Enabled	Cruise Control Driver Accelerator Pedal Override
- 5.0	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 4.8	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 4.6	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 4.4	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 4.2	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 4.0	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 3.8	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 3.6	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 3.4	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 3.2	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 3.0	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 2.8	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 2.6	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 2.4	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)
- 2.2	Normal	0	Fresh_data_0 ff	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_N ot_Overridden(l nactive)

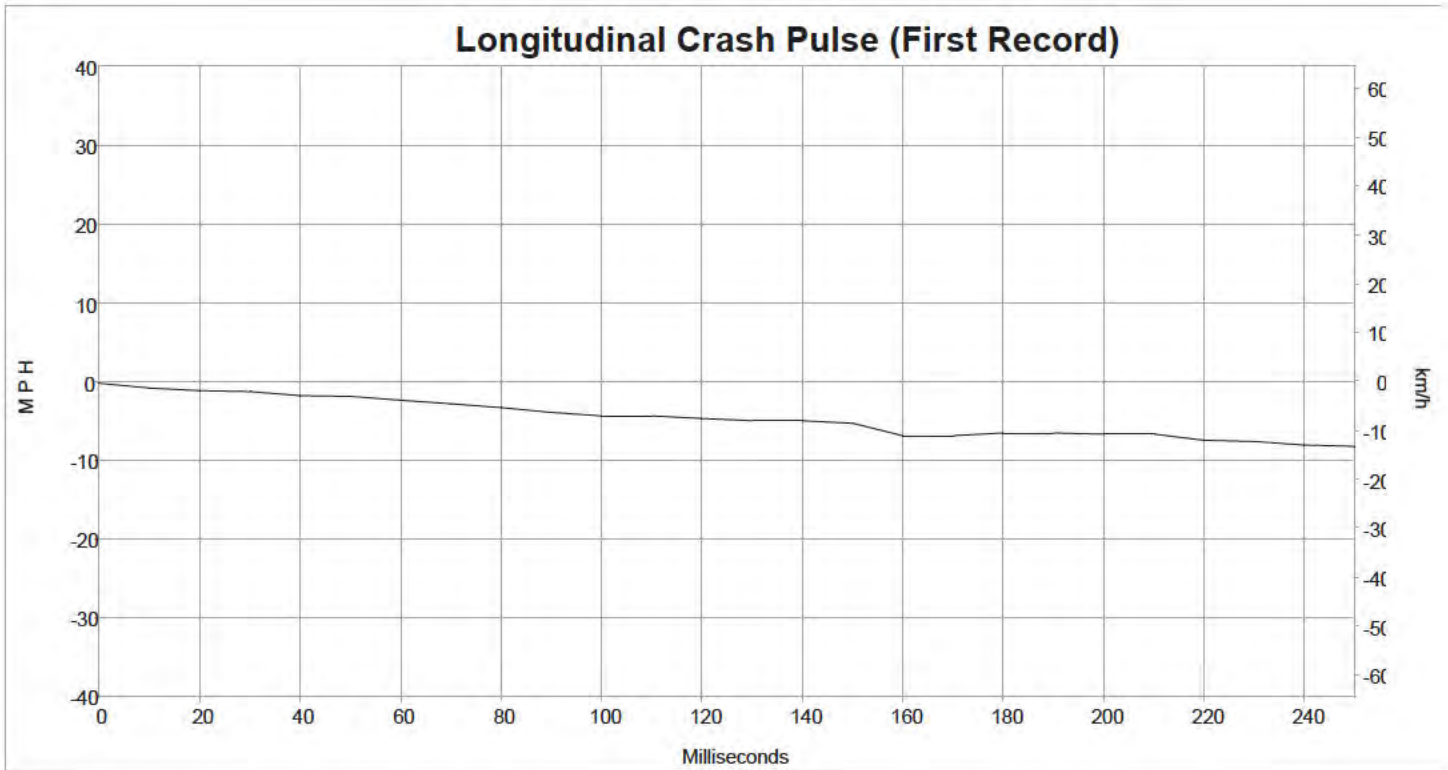
Time (sec)	Brake Assist Sensitivity Level	Brake Deceleration Request (m/s ²)	Brake Override Status Flag	Brake Deceleration Request Enable	Large Driver Steering or Accel Pedal Input	Collision Mitigation System Fault	Collision Mitigation System Enabled	Cruise Control Driver Accelerator Pedal Override
- 2.0	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)
- 1.8	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)
- 1.6	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)
- 1.4	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)
- 1.2	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)
- 1.0	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)
- 0.8	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)
- 0.6	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)
- 0.4	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)
- 0.2	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)
0.0	Normal	0	Fresh_data_Offset	No (no CMbB deceleration request)	No	No (not denied)	Yes	Cruise_Reg_Not_Overridden(Inactive)

Pre-Crash Data -5 to 0 sec [1 sample/sec] (First Record)

Time (sec)	Occupant Size Classification, Front Passenger (Child size Yes/No [Hex value])	Extended Power Status
- 5.0	No [\$04]	No Fault
- 4.0	No [\$04]	No Fault
- 3.0	No [\$04]	No Fault
- 2.0	No [\$04]	No Fault
- 1.0	No [\$04]	No Fault
0.0	No [\$04]	No Fault

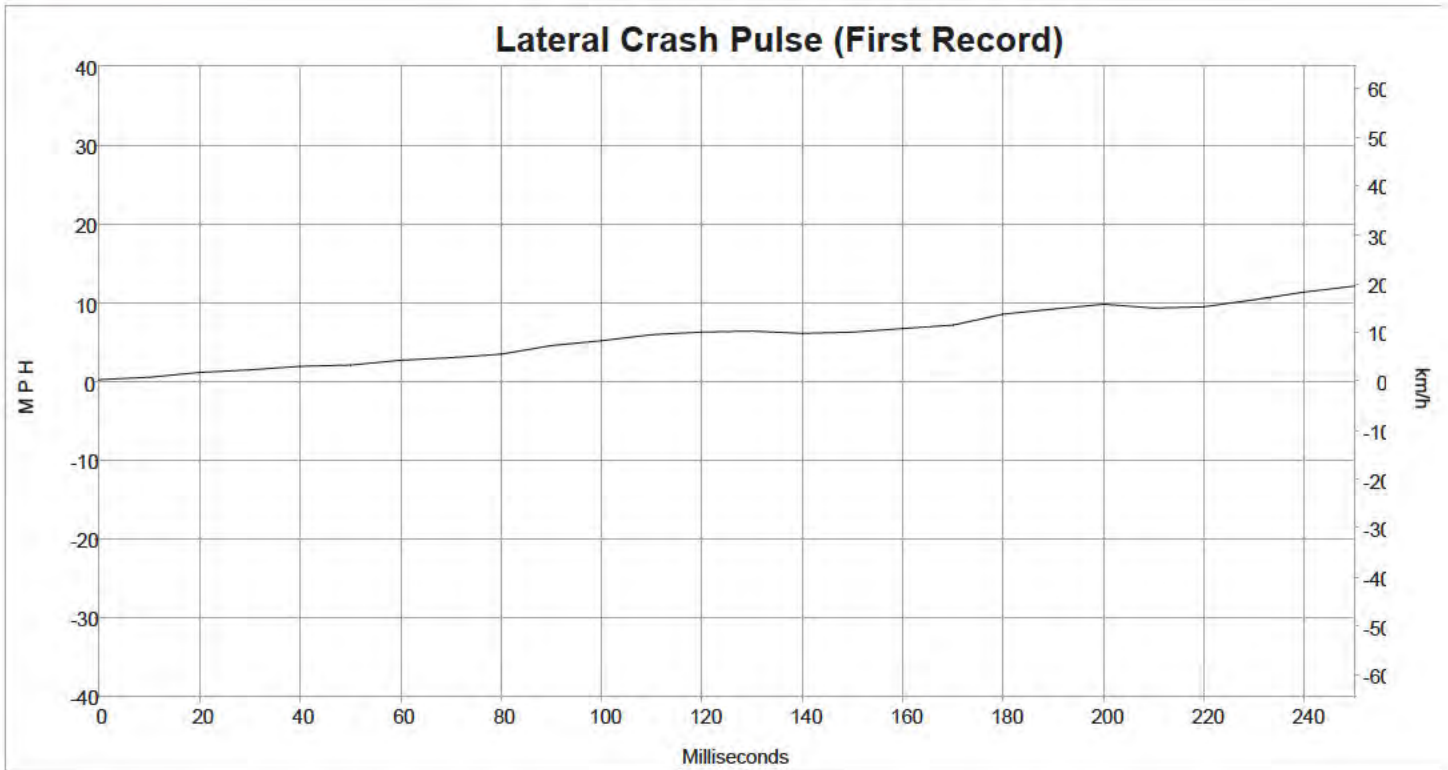
Post-Crash Data 0 to 5 sec [4 samples/sec] (First Record)

Time (sec)	Impact Event Feedback Status
0.00	Normal
0.25	Normal
0.50	EventInProgress
0.75	EventInProgress
1.00	EventInProgress
1.25	EventInProgress
1.50	EventInProgress
1.75	EventInProgress
2.00	EventInProgress
2.25	EventInProgress
2.50	EventInProgress
2.75	EventInProgress
3.00	EventInProgress
3.25	EventInProgress
3.50	EventInProgress
3.75	EventInProgress
4.00	EventInProgress
4.25	EventInProgress
4.50	EventInProgress
4.75	EventInProgress
5.00	EventInProgress



Longitudinal Crash Pulse (First Record)

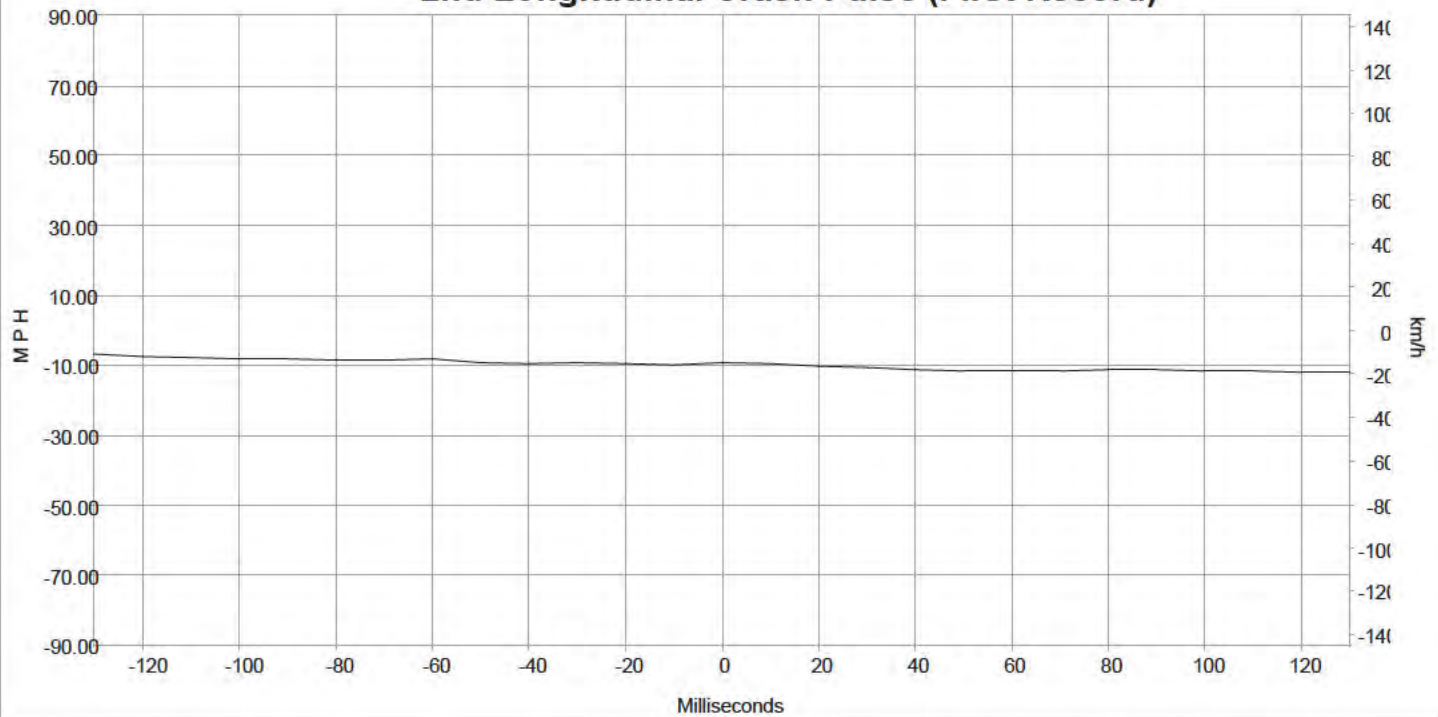
Time (msec)	Delta-V, longitudinal (MPH)	Delta-V, longitudinal (km/h)
0	-0.21	-0.34
10	-0.89	-1.43
20	-1.16	-1.87
30	-1.37	-2.21
40	-1.70	-2.73
50	-1.94	-3.12
60	-2.40	-3.86
70	-2.81	-4.53
80	-3.33	-5.36
90	-3.98	-6.41
100	-4.36	-7.01
110	-4.46	-7.17
120	-4.78	-7.69
130	-5.02	-8.08
140	-5.05	-8.13
150	-5.29	-8.52
160	-6.87	-11.06
170	-6.82	-10.98
180	-6.52	-10.49
190	-6.57	-10.58
200	-6.72	-10.81
210	-6.72	-10.82
220	-7.50	-12.07
230	-7.67	-12.34
240	-8.10	-13.04
250	-8.31	-13.38



Lateral Crash Pulse (First Record)

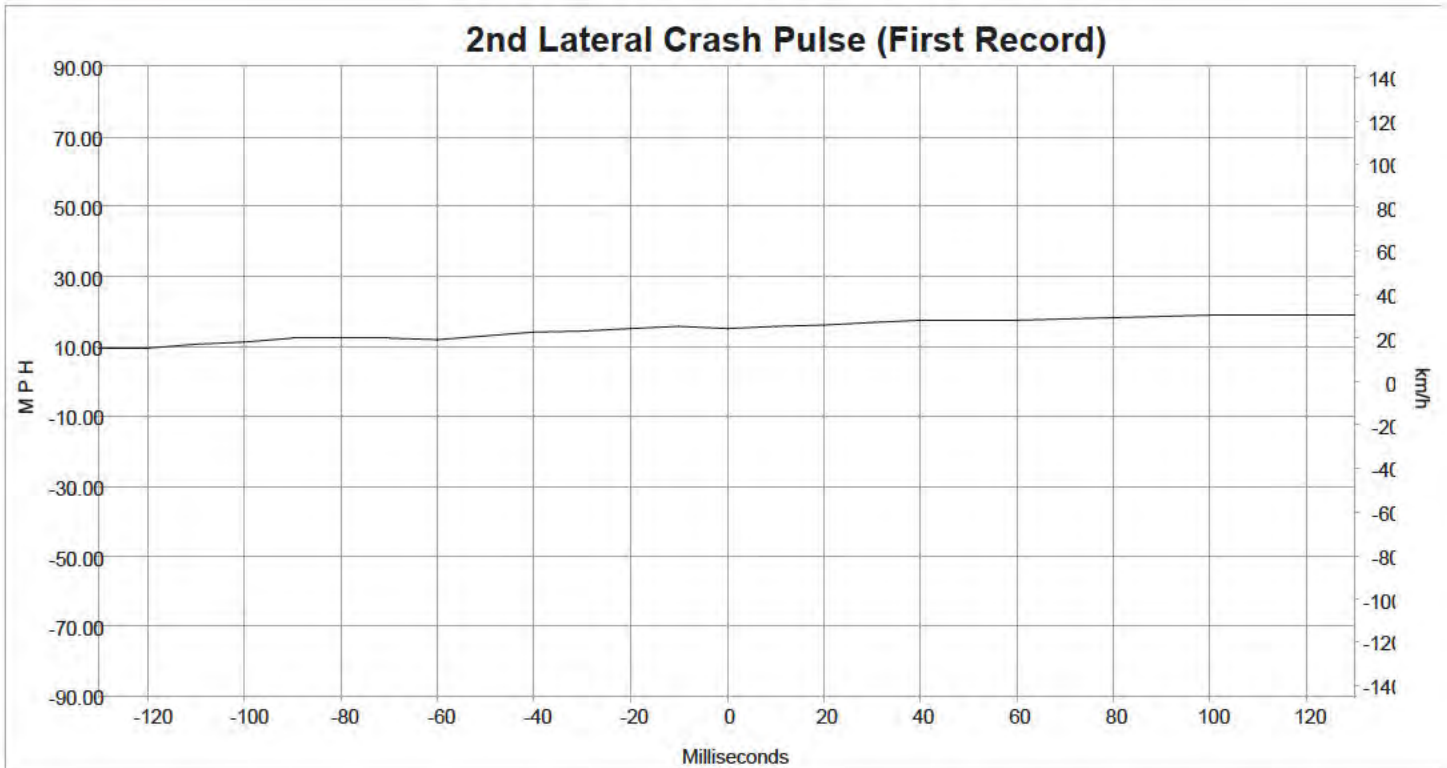
Time (msec)	Delta-V, Lateral (MPH)	Delta-V, Lateral (km/h)
0	0.16	0.26
10	0.58	0.94
20	1.09	1.76
30	1.53	2.46
40	1.96	3.15
50	2.13	3.43
60	2.68	4.32
70	3.08	4.96
80	3.50	5.64
90	4.57	7.36
100	5.13	8.26
110	5.86	9.43
120	6.31	10.15
130	6.47	10.41
140	6.07	9.77
150	6.19	9.96
160	6.75	10.86
170	7.23	11.64
180	8.58	13.81
190	9.14	14.71
200	9.80	15.77
210	9.38	15.09
220	9.47	15.24
230	10.45	16.81
240	11.28	18.16
250	12.16	19.57

2nd Longitudinal Crash Pulse (First Record)



2nd Longitudinal Crash Pulse (First Record)

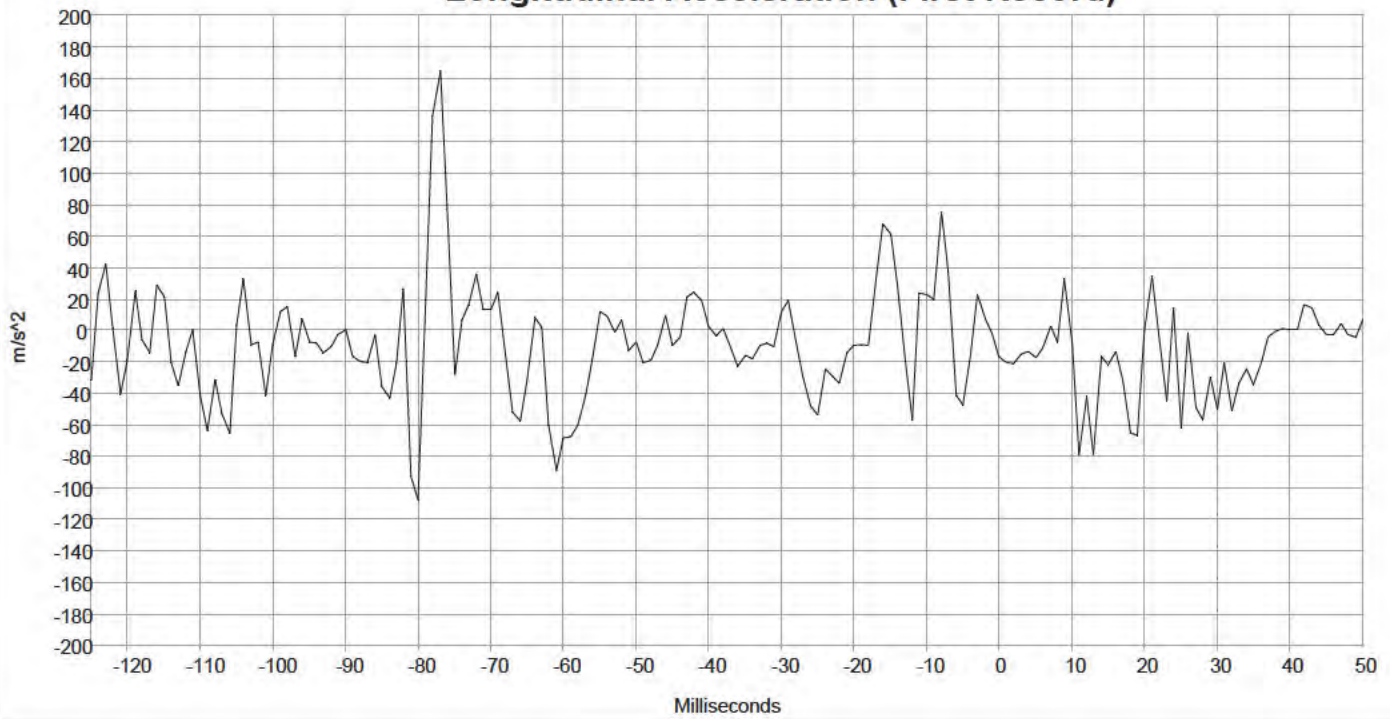
Time (msec)	2nd Delta-V, longitudinal (MPH)	2nd Delta-V, longitudinal (km/h)
-130	-6.72	-10.82
-120	-7.50	-12.07
-110	-7.67	-12.34
-100	-8.10	-13.04
-90	-8.31	-13.38
-80	-8.51	-13.69
-70	-8.51	-13.69
-60	-8.18	-13.17
-50	-9.25	-14.88
-40	-9.40	-15.12
-30	-9.27	-14.92
-20	-9.47	-15.24
-10	-9.95	-16.02
0	-9.35	-15.05
10	-9.66	-15.54
20	-10.12	-16.29
30	-10.63	-17.11
40	-11.42	-18.38
50	-11.55	-18.59
60	-11.48	-18.47
70	-11.45	-18.43
80	-11.39	-18.33
90	-11.41	-18.36
100	-11.69	-18.82
110	-11.78	-18.96
120	-11.81	-19.01
130	-11.84	-19.06



2nd Lateral Crash Pulse (First Record)

Time (msec)	2nd Delta-V, Lateral (MPH)	2nd Delta-V, Lateral (km/h)
-130	9.38	15.09
-120	9.47	15.24
-110	10.45	16.81
-100	11.28	18.16
-90	12.16	19.57
-80	12.36	19.89
-70	12.35	19.88
-60	11.94	19.22
-50	12.91	20.78
-40	13.88	22.34
-30	14.50	23.33
-20	15.02	24.17
-10	15.61	25.12
0	15.17	24.41
10	15.76	25.37
20	16.06	25.85
30	16.98	27.33
40	17.35	27.93
50	17.42	28.04
60	17.67	28.44
70	17.82	28.68
80	18.08	29.09
90	18.45	29.70
100	18.76	30.19
110	18.98	30.55
120	18.94	30.48
130	18.93	30.47

Longitudinal Acceleration (First Record)



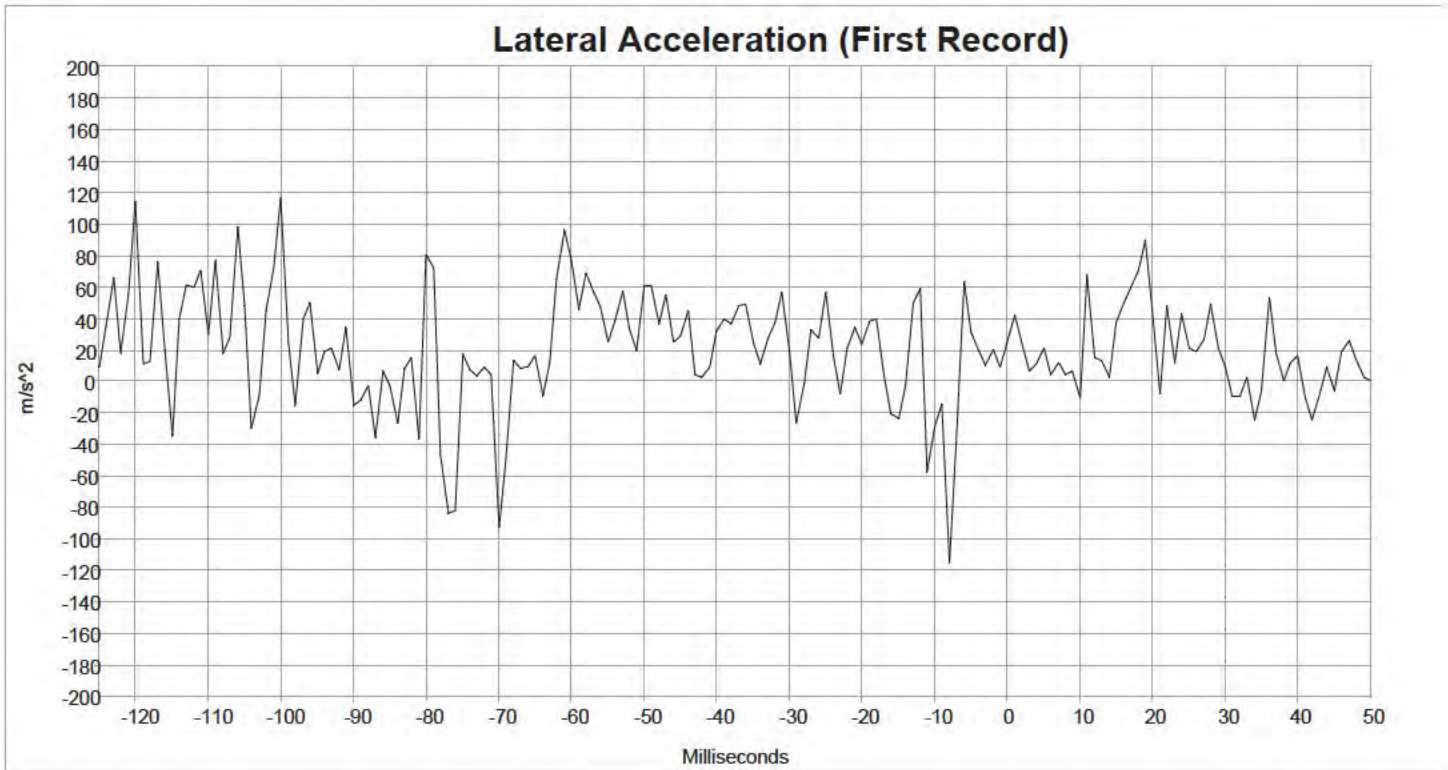
Longitudinal Acceleration (First Record)

Time (msec)	Longitudinal Acceleration (RCM internal high-G accel) (m/s^2)
-125	-31.87
-124	23.29
-123	41.68
-122	1.84
-121	-40.45
-120	-19.00
-119	25.13
-118	-5.52
-117	-14.10
-116	28.81
-115	20.84
-114	-20.23
-113	-34.94
-112	-13.48
-111	0.00
-110	-42.29
-109	-63.74
-108	-31.26
-107	-52.71
-106	-64.97
-105	3.68
-104	33.10
-103	-9.19
-102	-7.36
-101	-41.07
-100	-8.58
-99	11.65
-98	14.71
-97	-16.55
-96	7.36
-95	-7.36
-94	-7.97
-93	-14.10
-92	-10.42
-91	-2.45
-90	0.61
-89	-16.55
-88	-19.61
-87	-20.23
-86	-3.06
-85	-35.55
-84	-42.90
-83	-20.23
-82	26.97

Time (msec)	Longitudinal Acceleration (RCM internal high-G accel) (m/s^2)
-81	-92.55
-80	-107.26
-79	19.61
-78	136.07
-77	164.88
-76	77.23
-75	-28.19
-74	6.74
-73	16.55
-72	36.16
-71	13.48
-70	13.48
-69	23.90
-68	-15.94
-67	-52.10
-66	-57.61
-65	-31.87
-64	7.97
-63	1.84
-62	-59.45
-61	-88.87
-60	-68.03
-59	-67.42
-58	-59.45
-57	-41.07
-56	-18.39
-55	11.65
-54	9.19
-53	-1.23
-52	6.74
-51	-12.87
-50	-7.36
-49	-20.23
-48	-19.00
-47	-9.19
-46	9.81
-45	-9.81
-44	-4.29
-43	21.45
-42	24.52
-41	19.00
-40	2.45
-39	-3.68
-38	1.23

Time (msec)	Longitudinal Acceleration (RCM internal high-G accel) (m/s^2)
-37	-11.03
-36	-22.68
-35	-15.94
-34	-17.77
-33	-9.81
-32	-7.97
-31	-10.42
-30	12.26
-29	19.00
-28	-7.97
-27	-29.42
-26	-47.81
-25	-53.32
-24	-23.90
-23	-28.81
-22	-33.71
-21	-14.10
-20	-9.81
-19	-9.19
-18	-9.81
-17	33.10
-16	67.42
-15	61.29
-14	28.19
-13	-19.00
-12	-57.00
-11	23.29
-10	22.68
-9	19.61
-8	74.78
-7	37.39
-6	-41.07
-5	-47.19
-4	-14.71
-3	22.68
-2	7.36
-1	-1.84
0	-16.55
1	-20.23
2	-20.84
3	-14.71
4	-13.48
5	-17.16
6	-11.03

Time (msec)	Longitudinal Acceleration (RCM internal high-G accel) (m/s^2)
7	2.45
8	-7.36
9	32.48
10	-7.97
11	-79.07
12	-42.29
13	-79.07
14	-16.55
15	-22.07
16	-13.48
17	-31.87
18	-64.97
19	-66.81
20	-0.61
21	34.32
22	-2.45
23	-45.36
24	14.10
25	-61.90
26	-1.84
27	-49.03
28	-57.00
29	-29.42
30	-50.26
31	-20.23
32	-50.87
33	-33.71
34	-23.90
35	-34.32
36	-20.23
37	-4.29
38	-0.61
39	1.23
40	0.00
41	0.61
42	16.55
43	14.10
44	3.68
45	-2.45
46	-2.45
47	4.29
48	-2.45
49	-4.29
50	6.74



Lateral Acceleration (First Record)

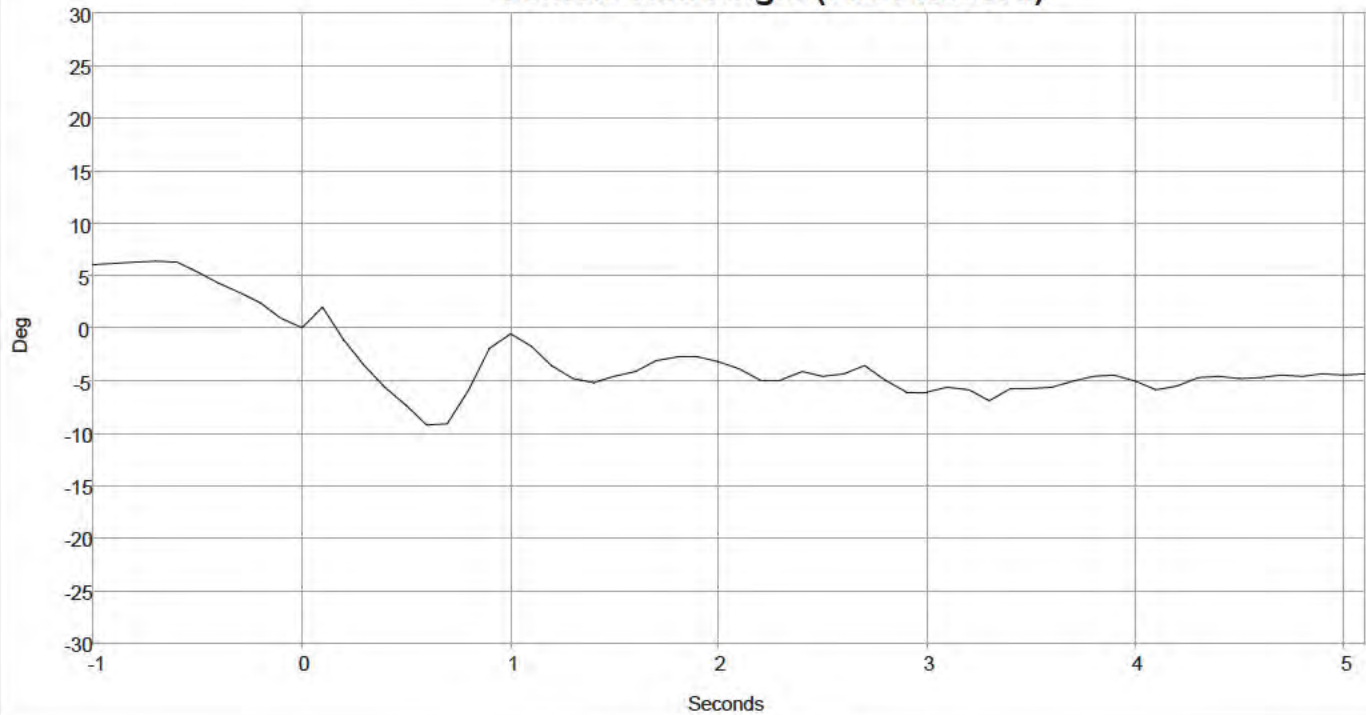
Time (msec)	Lateral Acceleration (RCM internal high-G accel) (m/s^2)
-125	8.58
-124	36.16
-123	66.20
-122	18.39
-121	55.78
-120	114.62
-119	11.03
-118	12.87
-117	76.00
-116	20.23
-115	-34.32
-114	39.84
-113	61.29
-112	59.45
-111	70.49
-110	29.42
-109	76.62
-108	17.77
-107	28.19
-106	98.07
-105	47.81
-104	-30.03
-103	-8.58
-102	45.36
-101	72.32
-100	117.07
-99	24.52
-98	-14.71
-97	39.84
-96	49.65
-95	4.90
-94	19.00
-93	20.84
-92	7.36
-91	34.32
-90	-14.71
-89	-12.26
-88	-3.06
-87	-36.16
-86	6.74
-85	-3.06
-84	-26.97
-83	7.97
-82	15.32

Time (msec)	Lateral Acceleration (RCM internal high-G accel) (m/s^2)
-81	-36.78
-80	80.91
-79	71.71
-78	-46.58
-77	-83.36
-76	-82.13
-75	17.16
-74	7.36
-73	3.68
-72	8.58
-71	4.29
-70	-92.55
-69	-49.65
-68	13.48
-67	7.97
-66	9.81
-65	16.55
-64	-8.58
-63	12.26
-62	64.97
-61	96.23
-60	77.84
-59	45.97
-58	68.65
-57	57.00
-56	47.19
-55	25.13
-54	39.23
-53	57.61
-52	33.10
-51	19.61
-50	61.29
-49	61.29
-48	36.78
-47	55.16
-46	25.13
-45	28.81
-44	45.36
-43	4.29
-42	2.45
-41	9.19
-40	31.87
-39	39.84
-38	36.78

Time (msec)	Lateral Acceleration (RCM internal high-G accel) (m/s^2)
-37	47.81
-36	49.03
-35	24.52
-34	11.03
-33	27.58
-32	37.39
-31	56.39
-30	19.00
-29	-26.97
-28	-1.23
-27	32.48
-26	27.58
-25	57.00
-24	16.55
-23	-7.97
-22	21.45
-21	34.32
-20	23.29
-19	38.00
-18	39.84
-17	3.68
-16	-20.23
-15	-23.29
-14	-2.45
-13	49.65
-12	58.84
-11	-57.61
-10	-28.81
-9	-14.10
-8	-115.23
-7	-38.61
-6	63.74
-5	31.26
-4	19.61
-3	10.42
-2	20.23
-1	8.58
0	23.90
1	42.29
2	25.13
3	6.74
4	11.03
5	21.45
6	4.29

Time (msec)	Lateral Acceleration (RCM internal high-G accel) (m/s^2)
7	11.65
8	4.29
9	6.74
10	-10.42
11	67.42
12	15.32
13	13.48
14	2.45
15	37.39
16	49.65
17	59.45
18	70.49
19	89.49
20	44.13
21	-7.97
22	48.42
23	12.26
24	42.90
25	21.45
26	19.00
27	26.36
28	49.03
29	20.84
30	9.19
31	-9.81
32	-9.81
33	2.45
34	-23.90
35	-6.74
36	53.32
37	17.77
38	0.61
39	12.26
40	16.55
41	-10.42
42	-24.52
43	-7.36
44	9.19
45	-6.13
46	19.00
47	25.74
48	14.10
49	2.45
50	0.61

Vehicle Roll Angle (First Record)



Vehicle Roll Angle (First Record)

Time (sec)	Vehicle Roll Angle (deg)
-1.0	6.03
-0.9	6.13
-0.8	6.27
-0.7	6.39
-0.6	6.25
-0.5	5.40
-0.4	4.29
-0.3	3.44
-0.2	2.51
-0.1	1.02
0.0	0.00
0.1	1.98
0.2	-1.12
0.3	-3.51
0.4	-5.59
0.5	-7.33
0.6	-9.22
0.7	-9.04
0.8	-5.86
0.9	-1.93
1.0	-0.49

Time (sec)	Vehicle Roll Angle (deg)
1.1	-1.64
1.2	-3.56
1.3	-4.84
1.4	-5.17
1.5	-4.57
1.6	-4.09
1.7	-3.12
1.8	-2.69
1.9	-2.70
2.0	-3.20
2.1	-3.86
2.2	-4.87
2.3	-4.87
2.4	-4.10
2.5	-4.59
2.6	-4.31
2.7	-3.47
2.8	-4.94
2.9	-6.12
3.0	-6.08
3.1	-5.61

Time (sec)	Vehicle Roll Angle (deg)
3.2	-5.89
3.3	-6.86
3.4	-5.72
3.5	-5.77
3.6	-5.64
3.7	-5.00
3.8	-4.53
3.9	-4.48
4.0	-5.01
4.1	-5.83
4.2	-5.53
4.3	-4.64
4.4	-4.58
4.5	-4.85
4.6	-4.64
4.7	-4.41
4.8	-4.56
4.9	-4.35
5.0	-4.47
5.1	-4.36

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.

\$5B17 - Event Type
04 00 00 00

\$F113 - RCM Part Number
4D 4C 33 54 2D 31 34 42 33 32 31 2D 59 45 00 00 00 00 00 00 00 00 00 00

\$F18C - RCM Serial Number
37 30 31 37 37 38 37 35 33 34 36 36 30 30 30 30

\$F188 - RCM Software Part Number
4D 42 33 54 2D 31 34 43 30 32 38 2D 45 41 00 00 00 00 00 00 00 00 00 00

\$F143 - Driver/Center Frontal Restraints Sensor Serial Number
43 39 31 30 39 37 39 30 34 33 32 46 30 30 00 00

\$F141 - Driver Side Restraint Sensor 1 Serial Number
30 30 42 36 33 44 44 30 33 39 43 30 46 33 00 00

\$F145 - Driver Side Restraint Sensor 2 Serial Number
43 37 30 46 45 32 38 43 32 46 35 41 30 30 00 00

\$F144 - Passenger Frontal Restraints Sensor Serial Number
41 44 31 30 35 32 42 38 31 43 35 39 30 30 00 00

\$F142 - Passenger Side Restraint Sensor 1 Serial Number
30 30 42 36 33 44 35 30 33 39 31 36 45 37 00 00

\$F146 - Passenger Side Restraints Sensor 2 Serial Number
42 42 30 46 45 32 38 41 35 44 32 46 30 30 00 00

\$DE00 - Original VIN
31 46 54 46 57 31 52 47 39 50 46 43 38 37 38 36 32

\$F190 - Current VIN
31 46 54 46 57 31 52 47 39 50 46 43 38 37 38 36 32 00 00 00 00 00 00 00

\$DE01 - RCM Option Content
C7 EA E7 3F 70 0C E6 99 00 00 00 00

\$5817 - Event Record 1

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FF FF 70 F6 FF FF 4B F8 FF FF 07 F5 FF FF 6D F2 FF FF 81 F2 FF FF 8A F3 FF FF ED F2 FF FF C6 F0
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3E 8A 3E 8B 3E 8A 3E 8A 3E 8A 3E 8A 3E 8A 3E 8A 3E 8A 3E 8A 3E 8B 3E 8B 3E 8B 3E 8B 3E 8B 3E 8D 3E 8F
3E 8E 3E 8E 3E 8E 3E 8F 3E 8F 3E 8F 3E 90 3E 90 3E 90 3E 90 3E 90 3E 90 3E 8F 3E 8F 3E 94 3E A0 3E AE
3E B6 3E C0 3E DA 3E 29 3E BC 0F BD 0F C3 0F D4 0F DA 0F C9 0F CC 0F BE 0F C5 0F D2 0F CD 0F F6
0F CF 0F C9 0F D6 0F E0 0F C8 0F D0 0F CE 0F C1 0F BB 0F E5 0F C2 0F C6 0F C1 0F CF 0F E7 0F C3
0F C2 0F D8 0F D7 0F CD 0F C3 0F CC 0F C6 0F E0 0F CF 0F C9 0F BD 0F CD 0F C4 0F A9 0F AA 0F C9
0F DC 0F 1C 10 09 10 E5 0F CA 0F 65 10 F6 09 AB 0F 9A 0F 94 0F A7 0F 9B 0F 79 0F 9C 0F A0 0F 9E
0F 8D 0F A0 0F C0 0F 9D 0F A5 0F 98 0F A0 0F 9B 0F A0 0F 9B 0F A8 0F 9A 0F A7 0F A4 0F 98 0F A1
0F A6 0F A5 0F 99 0F A9 0F 9F 0F A0 0F 95 0F A0 0F AB 0F A0 0F 92 0F B5 0F A8 0F A4 0F A8 0F A5
0F A7 0F 95 0F B1 0F A3 0F 86 0F 7F 0F 8F 0F 9B 0F BE 0F DE 0C FA 7E E7 7E EB 7E EC 7E FB 7E FC
7E 05 7E 1B 7E 06 7E 00 7E F7 7E FA 7E 02 7F 03 7F FC 7E FA 7E EE 7E E3 7E F0 7E F1 7E 09 7F EE
7E F2 7E E2 7E F0 7E E6 7E ED 7E F2 7E EA 7E EE 7E 02 7F 0D 7F 06 7F 0D 7F FD 7E 00 7F 06 7F 0D
7F 10 7F 11 7F 12 7F 00 7F F8 7E 00 7F 3E 7F 23 7F 37 7F 92 7F F6 7F D5 7F 07 78 49 7F 5F 7F ED
7E D4 7E D0 7E E8 7E 2A 7F 64 7F 69 7F 37 7F F3 7E 02 7F 1E 7F FB 7E 14 7F E0 7E 9D 7E DF 7E 38
7F 56 7F EE 7E 13 7F 48 7F 19 7F FD 7E EE 7E 92 7E 41 7E 0F 7E 50 7E A1 7E DA 7E FC 7E AA 7E 5E
7E 57 7E 92 7E AC 7E E6 7E 33 7F 16 7F 5E 7F 64 7F 49 7F D8 7D A8 7B 6B 7B 63 7C 4E 7A AD 79 D2
7B 00 00 00 00 00 1D 04 1D 04 1D 04 1D 04 1D 04 1D 04 1D 04 1D 04 1D 04 1D 04 1D 04 1D 04 1D 04
98 80 9D 80 A4 80 A5 80 A8 80 A9 80 A5 80 A4 80 A0 80 9D 80 08 00 08 00 08 00 08 00 08 00 08 00 08 00
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36 FB FF FF A9 FA FF FF 8A FA FF FF 3B FA FF FF 14 FA FF FF F1 F9 FF FF F1 F9 FF FF 2C FA FF FF
6A F9 FF FF 4F F9 FF FF 65 F9 FF FF 41 F9 FF FF E9 F8 FF FF 57 F9 FF FF 1F F9 FF FF CA F8 FF FF
6D F8 FF FF DE F7 FF FF C6 F7 FF FF D3 F7 FF FF D8 F7 FF FF E3 F7 FF FF E0 F7 FF FF AC F7 FF FF
9C F7 FF FF 96 F7 FF FF 90 F7 FF FF 52 F7 FF FF 41 F7 FF FF 8F F8 FF FF F7 F7 FF FF 57 F7 FF FF
32 F7 FF FF 34 F7 FF FF 7E F7 FF FF CE F6 FF FF 1D F6 FF FF AD F5 FF FF 4E F5 FF FF E2 F4 FF FF
32 F5 FF FF C6 F4 FF FF 8F F4 FF FF E7 F3 FF FF A3 F3 FF FF 97 F3 FF FF 6A F3 FF FF 4F F3 FF FF
20 F3 FF FF DB F2 FF FF A3 F2 FF FF 7B F2 FF FF 83 F2 FF FF 84 F2 FF FF 00 00 01 01 01 01 01 01 01
01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01 01
00 00 00 00 00 00 3F FF 98 00 10 01 0C 00 08 FE 84 FF A4 00 DC FF A4 FF BC 00 88 00 7C FF 1C FF A8
FF 00 00 EC FE 60 FE 34 FF A8 FE 58 FE 18 00 D8 00 C4 FF D0 FF F4 FE C8 FF 4C 00 60 00 94 FF 30
00 D0 FF CC FF A4 FF BC FF F0 FF 04 00 94 FF 80 FF 7C FF EC FF 18 FF E8 FE 7C FF B0 00 A4 FD 44
```

[illegible]

[illegible]



PE24-012 000136 LCPV

00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

\$F14E - Passenger Side Restraints Sensor 3 Serial Number
00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

\$F14F - Driver Side Restraints Sensor 4 Serial Number
00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

\$F150 - Passenger Side Restraints Sensor 4 Serial Number
00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.



Case



General Info

Overview

Case Number		Status	Resolved
Priority	Medium	Owner	US BEV NA CRC
Input Channel	Phone	Status Reason	Information Provided
Originating Team	US BEV NA CRC		

Case Closure Details

Resolution Type	Information Provided / Concern Addressed	Case Disposition Team	US BEV NA CRC
Cancellation Type		Case Disposition Type	Not Satisfied; Action Required
Closed By	Jessica Zavala	Closed Date	8/2/2023 12:14 PM
Closure Comments			

Case Reopen Details

Reopened By	Reopened On
-------------	-------------

Customer Info

Customer Info

Customer Name		Best Contact Method	Phone
Best Daytime Phone	Mobile Phone	Home Phone	

Business Phone

Mobile Phone

Email

M

Delegate Info

Customer Delegate

Customer Delegate Relationship

Customer Delegate Phone

Customer Scores

LTV Score

99

All Marketing Scores

Loyalty Score

ESP Score

Defector Score

Dissat Score

Likelihood To Service In-Market

No

Service Segments

Dealer Info

Dealer Info

Dealer Name

P&A Code

Dealer Service Manager

Dealer Phone Number

More Than One Service Manager

No

Dealer Contact

Vehicle Info

Vehicle Info

VIN

Mileage

23,872

Warranty Start Date 6/25/2022

Mileage Units Miles

Hours In Service

Converted Mileage

Vehicle Classification

Vehicle Classification Full Path 2022 > FORD > F-SERIES > W1E - F150 SUPERCREW STYLESIDE 4X4

Model Year 2022

Engine Specification

Make FORD

Transmission Specification

Model/Vehicle Line F-SERIES

Body Style W1E - F150 SUPERCREW STYLESIDE 4X4

Equipment & Software

SYNC Version

Modem/TCU? Yes

Installed SYNC Version

Installed Date

WIFI Capable No

WIFI Enabled No

Data Usage

Date Retrieved

Case Classification

Case Classification

Case Classification Team US BEV NA CRC

Case Classification Full Path Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Insurance Company NOT Contacted > Requests Financial Assistance

- Level 1

Legal
- Level 2

Alleged Accident/Property
Damage or Fire (Visible flames)
due to Product Defect
- Level 3

Insurance Company NOT
Contacted
- Level 4

Requests Financial Assistance

Symptom Code

Symptom Classification

Symptom
Classification
Full Path

Level 1

Level 2

Level 3

Level 4

More Than
One Symptom
Codes?No

Additional Symptom Codes

Level 1	Level 2	Level 3	Level 4
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Activities

Activities

Subject	Activity Type	Status	Created On	Created By
Case Assignment - [REDACTED]	Case Assignment	Completed	8/2/2023 11:56 AM	a8ea806a-f003- 47d4-a7d2- 30447dcda4cf

Resolution for Case: [REDACTED]	Palvelupyynnön ratkaisu	Completed	8/2/2023 12:14 PM	Jessica Zavala
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Notes & Attachments

Title	Note	File Name
Created On 08/02/2023 11:09:08 By: Jessica Zavala Primary Team:US BEV NA CRC	CXS - Jessica Zavalajzaval28@ford.com866-631-3788 Ext [REDACTED] /ActiveGlide (hands-free driving assistance)lightningthrew him into another lanehit some cones and messed up his bumpercracked his headlight[REDACTED] scratched side door tooCustomer wants to know if Ford will cover his damages done to vehicle.Customer did mention he didn't have hands on steering wheel.I advised him I can send information to Office of General Counsel and escalate case.He did not file police reportI did provide customer with case info. Informed customer that OGC will communicate with him via email within 15 daysNext step: Resolve	
Created On 08/02/2023 11:12:30 By: Jessica Zavala Primary Team:US BEV NA CRC	Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 99 Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : n/a Dealer P&A : n/a Dealer phone : n/a VIN : [REDACTED] Year : 2022 Make : FORD Model : F-SERIES Mileage : 23872 Engine Specification : LESS ENGINE Transmission Specification : Allison AT-545 Auto Trans Warranty Start Date : 2022-06-25 Open Recall/FSA : 22S71 WINDSHIELD WIPER MOTOR REPLACEMENT 23S30 REAR LIGHTBAR REPLACEMENT ESP : Y Hotline Contact : n/a Warranty History : Y	

Created On 08/02/2023 11:12:48 By: Jessica Zavala Primary Team:US BEV NA CRC	Which advanced driver assistance system was in use at the time of the accident: BlueCruise/ActiveGlide (hands-free driving assistance) Yes Lane Centering was in use Do you believe a product defect influenced or caused the accident? Yes, he believes the blue cruise caused the accident Did an airbag deploy? No Was the vehicle towed after the accident? No Has the customer filed a claim with their insurance company? No Is the vehicle repairable? Yes Were any injuries sustained for which the parties sought treatment? No Are you seeking any form of assistance from the Ford Motor Company? Cosmetic Repairs What was the date of the accident? 8/2/23 What is the city and state where the accident occurred? Corona, CA Was a police report filed? No If a police report was filed, what were the findings? N/A Are you able to provide a copy of the police report? N/A What is the police report number and in what city and county was the report filed? N/A What email address would you like our Office of General Counsel to send communication to regarding this matter? [REDACTED] What mailing address would you like our Office of General Counsel to send communication to regarding this matter? [REDACTED] MENIFEE, CA [REDACTED] What mailing address would you like our Office of General Counsel to send your written response to (Document the full address)? [REDACTED] MENIFEE, CA [REDACTED]	
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Email

Direction	Date	From	To	Subject	Body
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Additional Info

Admin Info

Archived Case?	No	Caller Authorization Code	
Source System ID		Source System Name	
Created On	8/2/2023 11:56 AM	Created By	Jessica Zavala
Modified On	Jessica Zavala	Modified By	Jessica Zavala
Financial Assistance Provided?	N/A	Case Age (Hours)	26.85



Nichols
D232344

Dealer/Fleet Request For OGC Review	
Dealership/Fleet Name:	Mark Ficken Lincoln
Requesting Dealer/Fleet:	Mark Ficken Lincoln
P&A Code:	05437
Contact Person:	Reinaldo Cueto
Title:	Service manager
Phone Number:	9802890490
Fax Number:	
Email Address:	rcueto@flcharlotte.com
Region:	MID ATLANTIC
Address:	7601 South blvd
City:	Charlotte
State:	
Zip Code:	28273
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	12/15/2023
Vehicle Year:	2023
Vehicle Model:	Navigator
Vehicle VIN:	
Mileage:	6037
Customer/Fleet Name:	
Street Address:	
City:	Charlotte
State:	you must press the button below once to proceed.
Zip Code:	28204
Contact Phone:	
Work Phone:	
Email Address:	
Region:	SE
DETAILS OF INCIDENT	
Incident Involves:	
Date of Incident:	

County in which incident occurred:	Iredell
Is customer alleging a component defect CAUSED the incident?	Yes
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	
Was a police report filed?	No
If yes, where:	
Has the insurance company been contacted?	Yes
What did the insurance company advise?	repair vehicle
Name and phone number of owner's insurance company & agent's name:	
If the vehicle is a conversion unit, who is the coach builder?	
City:	
State:	
Zip Code:	
Vehicle Location:	Mark Ficken Lincoln collision
Attorney Information (if applicable):	
CVO Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	Customer states vehicle veered off the lane he was in and hit dividers on highway. Guest states vehicle was in activeglide when accident happened
COMMENTS:	Customer states it was possible it was human error and not the vehicle

Case Notes:

Customer states vehicle veered off the lane he was in and hit dividers on highway. Guest states vehicle was in ActiveGlide (BlueCruise) when accident happened. Customer stated it was possible it was human error and not the vehicle.

The driver reported that ActiveGlide was engaged when the vehicle veered off and struck lane pylons. Additional information gathered in collaboration with the Field Service Engineer (FSE) indicated that the customer experienced a glitch in the navigation screen, which distracted the driver. The driver noted that the ADAS system issued an "eyes on road" warning in response to the navigation glitch. Based on the summary, there were no indications of injuries, no airbags deployed, and no tow-away. Consequently, the incident does not meet the SGO criteria and is classified as a non-reportable event.

From: Reinaldo Cueto <rcueto@flcharlotte.com>
Sent: Monday, April 15, 2024 11:56 AM
To: Roquemore, Tanya (T.)
Subject: FW: Workfile Attachments for The [REDACTED] - 2023 LINC Navigator L Reserve 4WD
Attachments: VIN Number.jpg; Front.jpg; Right Front.jpg; Left Front.jpg; Photo 02.jpg; Photo 01.jpg; Photo 03.jpg; Photo 04.jpg; Photo 06.jpg; Photo 05.jpg; Photo 09.jpg; Photo 07.jpg; Photo 10.jpg; Photo 08.jpg; Photo 12.jpg; Photo 11.jpg; Photo 15.jpg; Photo 13.jpg; Photo 16.jpg; Photo 14.jpg; Photo 18.jpg; Photo 17.jpg; Photo 20.jpg; Photo 19.jpg; Photo 22.jpg; Photo 21.jpg; Photo 23.jpg; Photo 24.jpg; Photo 26.jpg; Photo 25.jpg; Photo 28.jpg; Photo 30.jpg; Photo 27.jpg; Photo 29.jpg; Photo 31.jpg; Preliminary_Estimate.pdf

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

-----Original Message-----

From: Jessica Ward <jward@flcharlotte.com>
Sent: Thursday, April 11, 2024 4:07 PM
To: EDWARD MITTERKO <EMITTERKO@flcharlotte.com>; Reinaldo Cueto <rcueto@flcharlotte.com>
Subject: Workfile Attachments for [REDACTED] - 2023 LINC Navigator L Reserve 4WD

Set 1 of Photos

Thank You,

Jessica Ward
Collision Center Office Manager

7601 South Blvd, Charlotte, NC 28273
T 704.552.2760 Ext: 3001
F 704.973.9402
[https://\[REDACTED\]](https://[REDACTED])
[REDACTED]

The information contained in this message is privileged and confidential and is intended exclusively for the individual(s) and/or entity(ies) to which it is addressed. If you are not the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. Material transmitted, which is protected by the attorney-client privilege, that is reviewed in error by persons other than the individual intended for receipt shall not constitute a waiver of the attorney-client privilege. If you have received this message in error, please notify the sender immediately by email or telephone at 704-552-2760, and delete all copies of the message.



54









































N

Seat belts



Dismiss alert OK



PRND



























MFD. BY FORD MOTOR CO. DATE: 07/23 GVWR: [REDACTED]
FRONT GAWR: 1644 KG (3625 LB) REAR GAWR: 1987 KG (4380)
WITH 285/45R22 114H TIRES WITH 285/45R22 114H
22x9.5J RIMS AT 270 kPa/ 39 PSI COLD
AT 270 kPa/ 39 PSI COLD
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE
SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
TYPE: MPV
VIN: [REDACTED]



EXT PNT: AZ RC: 26 DSO:
WB INT TR TP/PS R AXLE TR SPR
132 PN F 3L U KKKK
ULC [REDACTED]



TIRE AND LOADING INFORMATION

SEATING CAPACITY TOTAL : 7 FRONT: 2 REAR: 5

The combined weight of occupants and cargo should never exceed : 713 kg or 1572

TIRE	SIZE	COLD TIRE PRESSURE
FRONT	285/45R22 114H	270 KPA, 39 PSI
REAR	285/45R22 114H	270 KPA, 39 PSI
Spare	255/70R18 113T	240 KPA, 35 PSI

SEE OWNERS
MANUAL FOR
ADDITIONAL
INFORMATION

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Mark Ficken

Mark Ficken Ford Lincoln
collision@fordlincolncharlotte.com
7601 South Blvd, Charlotte, NC 28273
Phone: (704) 469-5497

Workfile ID:
PartsShare:
Federal ID:



Preliminary Estimate

Customer:



Written By: Joseph Walker

Insured:
Type of Loss:
Point of Impact:



Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:

The

Inspection Location:

Mark Ficken Ford Lincoln
7601 South Blvd
Charlotte, NC 28273
Repair Facility
(704) 469-5497 Business

Insurance Company:

VEHICLE

2023 LINC Navigator L Reserve 4WD 4D UTV 6-3.5L Turbocharged Gasoline Port/Direct Injection

VIN:		Interior Color:	Mileage In:	Vehicle Out:
License:		Exterior Color:	Mileage Out:	
State:	NC	Production Date:	Condition:	Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package
Power Adjustable Pedals

DECOR

Dual Mirrors
Body Side Moldings
Privacy Glass
Console/Storage
Overhead Console

Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Heated Steering Wheel
Climate Control
Dual Air Condition
Navigation System
Backup Camera
Parking Sensors
Surround View Camera
Remote Starter
Intelligent Cruise
Home Link

Stereo
Search/Seek
Auxiliary Audio Connection
Premium Radio
Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Xenon or L.E.D. Headlamps
Blind Spot Detection
Heads Up Display
Lane Departure Warning

ROOF

Bucket Seats
Reclining/Lounge Seats
Leather Seats
Heated Seats
Rear Heated Seats
Ventilated Seats
Power Third Seat

WHEELS

20" Or Larger Wheels

PAINT

Metallic Paint
Three Stage Paint

OTHER

Fog Lamps
Rear Spoiler
Signal Integrated Mirrors
California Emissions

TRUCK

Rear Step Bumper
Trailer Hitch



Customer: The Nicholas Company

2023 LINC Navigator L Reserve 4WD 4D UTV 6-3.5L Turbocharged Gasoline Port/Direct Injection

Wood Interior Trim	RADIO	Electric Glass Sunroof	Trailer Package
CONVENIENCE	AM Radio	Skyview Roof	Pwr Retractable Running Boards
Air Conditioning	FM Radio	SEATS	Power Trunk/Liftgate



Preliminary Estimate

Customer: The Nicholas Company

2023 LINC Navigator L Reserve 4WD 4D UTV 6-3.5L Turbocharged Gasoline Port/Direct Injection

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER & GRILLE					
2	* <>	Rpr Bumper cover				5.0	3.2
3		Add for Three Stage					2.2
4		O/H bumper assy				4.0	
5		Repl RT End cover	NL7Z17E811AAPT	1	55.67	Incl.	0.3
6		Add for Three Stage					0.1
7		Repl LT End cover	NL7Z17E810AAPT	1	55.67	Incl.	0.3
8		Add for Three Stage					0.1
9	<>	Repl Lower cover	NL7Z17D957BAPT	1	462.43	Incl.	1.3
10		Overlap Major Non-Adj. Panel					-0.2
11		Add for Three Stage					0.4
12		Repl Valance	NL7Z17626AA	1	268.07	Incl.	
13		Repl RT Extension panel	NL7Z17B968A	1	99.48	Incl.	
14		Repl Grille surround	NL7Z8419AJ	1	782.03	0.2	
15	*	Rpr Molding chrome				2.0	
16		Repl Grille chrome	NL7Z8200AA	1	867.72	0.9	
17		Add for camera			m	0.2 M	
18		Repl Base chrome	NL7Z8C324BA	1	92.07	0.1	
19		Repl Emblem w/illuminated	LL7Z8213A	1	162.53	0.1	
20		Repl Access cover	NL7Z17E811AA	1	40.55	Incl.	0.2
21		Add for Three Stage					0.1
22	*	Repl Park sensor	JU5Z15K859APT	2	206.00 m	Incl. M	0.4
23		Add for Three Stage					0.2
24		Repl Wire harness w/illuminated emb	NL7Z15K867B	1	198.68	Incl.	
25		Repl Aim park sensor		1	m	0.8 M	
26		FRONT LAMPS					
27	*	Rpr RT Headlamp assy				0.5	
		Note: Buff to attempt repair					
28		Repl Aim headlamps		1		0.5	
29		Repl RT Fog lamp	NL7Z15200A	1	373.02	0.2	
30		Aim fog lamps				0.4	
31	#	Pre-scan		1		1.0 M	
32	#	Post-scan		1		1.0 M	
33	#	Subl Hazardous waste removal		1	5.00 T		
34	**	Rpr A/M Color tint / color match					1.0
35	#	Rpr Denib & Polish					1.0
36	**	Repl A/M Flex additive		1	10.00 T		0.3
37	#	Refn Prime & Block					1.0
38	#	Subl Wash And Vacum After Repair		1	45.00		
39	#	****MAY HAVE ADDITIONAL DAMAGE NOT VISIBLE****		1			
SUBTOTALS					3,723.92	16.9	11.9

Preliminary Estimate

Customer: The Nicholas Company

2023 LINC Navigator L Reserve 4WD 4D UTV 6-3.5L Turbocharged Gasoline Port/Direct Injection

ESTIMATE TOTALS

Category	Basis			Rate	Cost \$
Parts					3,708.92
Body Labor	13.9 hrs	@		\$ 70.00 /hr	973.00
Paint Labor	11.9 hrs	@		\$ 70.00 /hr	833.00
Mechanical Labor	3.0 hrs	@		\$ 185.00 /hr	555.00
Paint Supplies	11.9 hrs	@		\$ 62.00 /hr	737.80
Miscellaneous					15.00
Subtotal					6,822.72
Sales Tax	\$ 6,822.72	@		7.2500 %	494.65
Grand Total					7,317.37
Deductible					0.00
CUSTOMER PAY					0.00
INSURANCE PAY					7,317.37

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE MADE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUIVALENT IN TERMS OF FIT, QUALITY, PERFORMANCE, AND WARRANTY TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

Customer: The Nicholas Company

2023 LINC Navigator L Reserve 4WD 4D UTV 6-3.5L Turbocharged Gasoline Port/Direct Injection

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR2MU18, CCC Data Date 03/08/2024, and potentially other third party sources of data; and (b) the parts presented are OEM-parts. OEM parts are manufactured by or for the vehicle's Original Equipment Manufacturer (OEM) according to OEM's specifications for U.S. distribution. OEM parts are available at OE/Vehicle dealerships or the specified supplier. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships with discounted pricing. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (< >) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2024 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

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Mark Ficken

Mark Ficken Ford Lincoln

collision@fordlincolncharlotte.com
7601 South Blvd, Charlotte, NC 28273
Phone: (704) 469-5497

Workfile ID: [REDACTED]
PartsShare: [REDACTED]
Federal ID: [REDACTED]

Preliminary Estimate

Customer: The Nicholas Company

Written By: Joseph Walker

Insured: [REDACTED]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
[REDACTED]
[REDACTED]

Inspection Location:
Mark Ficken Ford Lincoln
7601 South Blvd
Charlotte, NC 28273
Repair Facility
(704) 469-5497 Business

Insurance Company:

VEHICLE

2023 LINC Navigator L Reserve 4WD 4D UTV 6-3.5L Turbocharged Gasoline Port/Direct Injection

VIN: [REDACTED]
License:
State: NC

Interior Color:
Exterior Color:
Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:
Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package
Power Adjustable Pedals

DECOR

Dual Mirrors
Body Side Moldings
Privacy Glass
Console/Storage
Overhead Console

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Message Center

Steering Wheel Touch Controls

Rear Window Wiper

Telescopic Wheel

Heated Steering Wheel

Climate Control

Dual Air Condition

Navigation System

Backup Camera

Parking Sensors

Surround View Camera

Remote Starter

Intelligent Cruise

Home Link

Stereo

Search/Seek

Auxiliary Audio Connection

Premium Radio

Satellite Radio

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Traction Control

Stability Control

Front Side Impact Air Bags

Head/Curtain Air Bags

Hands Free Device

Xenon or L.E.D. Headlamps

Blind Spot Detection

Heads Up Display

Lane Departure Warning

ROOF

Bucket Seats

Reclining/Lounge Seats

Leather Seats

Heated Seats

Rear Heated Seats

Ventilated Seats

Power Third Seat

WHEELS

20" Or Larger Wheels

PAINT

Metallic Paint

Three Stage Paint

OTHER

Fog Lamps

Rear Spoiler

Signal Integrated Mirrors

California Emissions

TRUCK

Rear Step Bumper

Trailer Hitch

Customer: The Nicholas Company

2023 LINC Navigator L Reserve 4WD 4D UTV 6-3.5L Turbocharged Gasoline Port/Direct Injection

Wood Interior Trim	RADIO	Electric Glass Sunroof	Trailer Package
CONVENIENCE	AM Radio	Skyview Roof	Pwr Retractable Running Boards
Air Conditioning	FM Radio	SEATS	Power Trunk/Liftgate



Preliminary Estimate

Customer: The Nicholas Company

2023 LINC Navigator L Reserve 4WD 4D UTV 6-3.5L Turbocharged Gasoline Port/Direct Injection

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER & GRILLE					
2	* <>	Rpr Bumper cover				<u>5.0</u>	3.2
3		Add for Three Stage					2.2
4		O/H bumper assy				4.0	
5		Repl RT End cover	NL7Z17E811AAPT	1	55.67	Incl.	0.3
6		Add for Three Stage					0.1
7		Repl LT End cover	NL7Z17E810AAPT	1	55.67	Incl.	0.3
8		Add for Three Stage					0.1
9	<>	Repl Lower cover	NL7Z17D957BAPT	1	462.43	Incl.	1.3
10		Overlap Major Non-Adj. Panel					-0.2
11		Add for Three Stage					0.4
12		Repl Valance	NL7Z17626AA	1	268.07	Incl.	
13		Repl RT Extension panel	NL7Z17B968A	1	99.48	Incl.	
14		Repl Grille surround	NL7Z8419AJ	1	782.03	0.2	
15	*	Rpr Molding chrome				<u>2.0</u>	
16		Repl Grille chrome	NL7Z8200AA	1	867.72	0.9	
17		Add for camera			m	0.2 M	
18		Repl Base chrome	NL7Z8C324BA	1	92.07	0.1	
19		Repl Emblem w/illuminated	LL7Z8213A	1	162.53	0.1	
20		Repl Access cover	NL7Z17E811AA	1	40.55	Incl.	0.2
21		Add for Three Stage					0.1
22	*	Repl Park sensor	JU5Z15K859APT	2	206.00 m	<u>Incl.</u> M	<u>0.4</u>
23		Add for Three Stage					0.2
24		Repl Wire harness w/illuminated emb	NL7Z15K867B	1	198.68	Incl.	
25		Repl Aim park sensor		1	m	0.8 M	
26		FRONT LAMPS					
27	*	Rpr RT Headlamp assy				<u>0.5</u>	
		Note: Buff to attempt repair					
28		Repl Aim headlamps		1		0.5	
29		Repl RT Fog lamp	NL7Z15200A	1	373.02	0.2	
30		Aim fog lamps				0.4	
31	#	Pre-scan		1		1.0 M	
32	#	Post-scan		1		1.0 M	
33	#	Subl Hazardous waste removal		1	5.00 T		
34	**	Rpr A/M Color tint / color match					1.0
35	#	Rpr Denib & Polish					1.0
36	**	Repl A/M Flex additive		1	10.00 T		0.3
37	#	Refn Prime & Block					1.0
38	#	Subl Wash And Vacum After Repair		1	45.00		
39	#	****MAY HAVE ADDITIONAL DAMAGE NOT VISIBLE***		1			
SUBTOTALS					3,723.92	16.9	11.9

Preliminary Estimate

Customer: The Nicholas Company

2023 LINC Navigator L Reserve 4WD 4D UTV 6-3.5L Turbocharged Gasoline Port/Direct Injection

ESTIMATE TOTALS

Category	Basis			Rate	Cost \$
Parts					3,708.92
Body Labor	13.9 hrs	@		\$ 70.00 /hr	973.00
Paint Labor	11.9 hrs	@		\$ 70.00 /hr	833.00
Mechanical Labor	3.0 hrs	@		\$ 185.00 /hr	555.00
Paint Supplies	11.9 hrs	@		\$ 62.00 /hr	737.80
Miscellaneous					15.00
Subtotal					6,822.72
Sales Tax	\$ 6,822.72	@		7.2500 %	494.65
Grand Total					7,317.37
Deductible					0.00
CUSTOMER PAY					0.00
INSURANCE PAY					7,317.37

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE MADE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUIVALENT IN TERMS OF FIT, QUALITY, PERFORMANCE, AND WARRANTY TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

Customer: The Nicholas Company

2023 LINC Navigator L Reserve 4WD 4D UTV 6-3.5L Turbocharged Gasoline Port/Direct Injection

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR2MU18, CCC Data Date 03/08/2024, and potentially other third party sources of data; and (b) the parts presented are OEM-parts. OEM parts are manufactured by or for the vehicle's Original Equipment Manufacturer (OEM) according to OEM's specifications for U.S. distribution. OEM parts are available at OE/Vehicle dealerships or the specified supplier. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships with discounted pricing. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

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Mark Ficken

Collision Center

7601 South Blvd. • Charlotte, NC 28273
844-728-1712



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JUDE PINEDA	1261	TAG NO. 7347	INVOICE DATE 04/29/24	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 6,037	COLOR PRSTN WHT M	STOCK NO. [REDACTED]
CHARLOTTE, NC [REDACTED]	YEAR / MAKE / MODEL 23/LINCOLN TRUCK/NAVIGATOR L/4DR 4WD			DELIVERY DATE 12/15/23	DELIVERY MILES 27
[REDACTED]	VEHICLE ID NO. [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	FTE NO.		P.O. NO.	R.O. DATE 03/27/24	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 6038

JOB# 1 CHARGES

LABOR-----
J# 1 80FOZ BODY REPAIRS TECH(S):1308 1662 4459.80

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----					
2	-N806830-S100	RIVET	2.00	4.00	
1	NL7Z-170957-BAPTM	COVER	476.43	476.43	
1	NL7Z-17E811-AAPTM	COVER	57.35	57.35	
1	NL7Z-17626-AA	PANEL	274.17	274.17	
1	NL7Z-17232-MAPTM	PANEL - FINISH	623.03	623.03	
1	NL7Z-17E811-AA	GRILLE - BUMPE	41.78	41.78	
1	NL7Z-178968-A	COVER	99.48	99.48	
1	NL7Z-8200-AA	GRILLE - RADIA	893.97	893.97	
1	NL7Z-8419-AJ	PANEL - FINISH	805.70	805.70	
1	LL7Z-8213-A	EMBLEM ASY - R	162.53	162.53	
1	NL7Z-8C324-BA	INSERT - MOULD	94.85	94.85	
2	JU5Z-15K859-APTM	SENSOR - PARKI	103.00	206.00	
1	NL7Z-15K867-B	WIRE - PARKING	198.68	198.68	
1	NL7Z-15200-A	LAMP ASY - FOG	378.70	378.70	
1	NL7Z-17E810-AAPTM	COVER	57.35	57.35	
1	JL7Z-15A201-A	LAMP ASY	251.23	251.23	
TOTAL - PARTS				4625.25	

G.O.G. & SUPPLIES-----
1.0 PAINT AND MATERIALS @ 480.000 /UNIT 480.00
TOTAL - GOG 480.00

JOB# 1 TOTALS-----
LABOR 4459.80
PARTS 4625.25
G.O.G. 480.00

JOB# 1 JOURNAL PREFIX FOCB JOB# 1 TOTAL 9565.05

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A BSS BODY SHOP SUPPLIES 39.50
TOTAL - MISC 39.50

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$10300.88 (+TAX)

COMMENTS-----
made by BP, guest is going to drop vehicle off on Thursday 3/7 and

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. Mark Ficken Collision Center hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from Mark Ficken Collision Center any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

*Thank
You!*

Mark Ficken

Collision Center

7601 South Blvd. • Charlotte, NC 28273

844-728-1712

CELL: [REDACTED]

CUSTOMER NO	ADVISOR JUDE PINEDA	1261	TAG NO 7347	INVOICE DATE 04/29/24	INVOICE #
	LABOR RATE	LICENSE NO	MILEAGE 6,037	COLOR PRSTN WHT M	STOCK NO
CHARLOTTE, NC	YEAR / MAKE / MODEL 23/LINCOLN TRUCK/NAVIGATOR L/4DR 4WD	DELIVERY DATE 12/15/23	DELIVERY MILES 27	SELLING DEALER NO	PRODUCTION DATE
	VEHICLE ID NO	F T E NO	P O NO	R O DATE 03/27/24	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: 6038

TOTALS

It is our goal to provide our guest with 5 star service and you would recommend our store for future service. If you have any questions or concerns please contact me at 980-285-7624. Lolli Cornelius Service Director.

***** THANK YOU! *****

SERVICE AND PARTS HOURS
Monday thru Friday 7:00 am - 6:00 pm
Saturday 8:00am-3:00pm

TOTAL LABOR....	4459.80
TOTAL PARTS....	4625.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	480.00
TOTAL MISC CHG.	39.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	696.33

*****TOTAL INVOICE \$ 10300.88*****

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CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

Thank You!

Roquemoire, Tanya (T.)

From: Bunderson, Tate (T.J.)
Sent: Wednesday, May 8, 2024 8:33 PM
To: Roquemoire, Tanya (T.)
Subject: [REDACTED] Legal Inspection
Attachments: DTCs retrieved from vehicle at time vehicle arrived at dealership.pdf; REPAIR ESTIMATE.pdf; Photo 02.jpg; Photo 03.jpg; Photo 06.jpg; Photo 07.jpg; Photo 09.jpg; Photo 12.jpg; Photo 18.jpg; Photo 23.jpg; Photo 24.jpg; Photo 25.jpg

Tanya,

Attached are some of the requested pictures of the damages to this vehicle, as well as the body shop repair quote indicating the components that were removed/replaced as a result of the alleged incident.

As mentioned, I was able to retrieve some DTCs that were set in the vehicle but they were only captured post incident. Trying to work with the ADAS team they expressed that they were unable to retrieve any connected data related to the operation of the active glide feature on the day in question and indicated that due to no airbags deploying in the incident that an RCM event was likely not detected so they suspected no data from the time of the incident would be retrievable.

Based on the data available at this time, no determination as to the root cause of the incident was identified at this time.

As you advised, I will be closing the TFOAMS inspection at this time.

Thank you,

Tate Bunderson

Ford Motor Company

Field Service Engineer – Charlotte NC

Phone: (980) 867-8216

Email: tbunders@ford.com

[Click to WebEx Me](#)



Report a Problem

Connected Vehicle Status

Units ⚙

Last Vehicle Status Update: March 11, 2024 06:49 AM
Note: Do not use as a pressure gauge

Refresh

Odometer



5037 Miles

Fuel Level



Fuel Level: 96%
Fuel Range: 386 Miles to empty

Tire Pressure (PSI)*



Recommended Tire Pressure (cold)
Front: 39 | Rear: 39

Oil Life Remaining



42%

60-Day VHA/DTC History

Last Vehicle Health Update: March 11, 2024 06:49 AM

January 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sun
	1	2	3	4	5	
7	8	9	10	11	12	
14	15	16	17	18	19	20
		23	24			
28	29	30	31			

February 2024

Mon	Tue	Wed	Thu	Fri
			1	2
4	5	6	7	8
11			15	
			22	
25				

March 2024

Sun	Mon	Tue	Wed	Thu	Fri
					1
3	4	5	6	7	8
			13	14	15
17	18	19	20	21	22
24	25	26	27	28	29
31					

Time : 06:45 AM

Odometer : 6038 mi

★

CMR

|

B115E: 97 : 08

SSM

★

CMR

|

B15E1: 97 : 08

SSM

CMR

|

B15E2: 97 : 0E

SSM

IPMA

|

B1B42: 08 : AF

RFA

|

B1598: 31 : 49

RFA

|

U200D: 11 : 48

VDM

|

U053B: 00 : 28

Select All

Camera Module

Driver Side LED

Passenger Side LED

Left Front Inner Sensor

Antenna #12

Control Module Output Power A

Invalid Data Received From Image Processing Module A

Time : 02:44 PM

OTA

OTA On-Vehicle Activity-Update Activation is finished

Time : 02:41 PM

OTA

OTA On-Vehicle Activity-Vehicle Activation Start

Time : 12:11 PM

Odometer : 5994 mi

★

CMR

|

B115E: 97 : 0E

SSM

★

CMR

|

B15E2: 97 : 0E

SSM

★

CMR

|

B15E1: 97 : 0E

SSM

★

IPMA

|

B1B42: 08 : AF

RFA

|

B1598: 31 : 49

RFA

|

U200D: 11 : 48

RGTM

|

B11C4: 23 : 08

VDM

|

U053B: 00 : 28

Select All

Camera Module

Passenger Side LED

Driver Side LED

Left Front Inner Sensor

Antenna #12

Control Module Output Power A

Boot/trunk close button

Invalid Data Received From Image Processing Module A

March 01, 2024

Time : 09:28 PM
Odometer :
5348 mi

★	CMR		B15E1: 97 : 0C	SSM
★	RGTM		B11C4: 23 : 08	
	CMR		B15E2: 97 : 08	SSM
	CMR		B115E: 97 : 08	SSM
	RFA		B1598: 31 : 49	
	RFA		U200D: 11 : 48	
	VDM		U053B: 00 : 28	

☐ Select All

- ☐ ⚠ Driver Side LED
- ☐ ⚠ Boot/trunk close button
- ☐ ⚠ Passenger Side LED
- ☐ ⚠ Camera Module
- ☐ ⚠ Antenna #12
- ☐ ⚠ Control Module Output Power A
- ☐ ⚠ Invalid Data Received From Image Processing Module A

February 29, 2024

Time : 11:14 PM
Odometer :
5329 mi

★	CMR		B115E: 97 : 08	SSM
★	CMR		B15E1: 97 : 08	SSM
★	RGTM		B11C4: 23 : 0A	
	CMR		B15E2: 97 : 08	SSM
	IPMA		B1385: 68 : 28	
	RFA		B1598: 31 : 49	
	RFA		U200D: 11 : 48	
	VDM		U053B: 00 : 28	

☐ Select All

- ☐ ⚠ Camera Module
- ☐ ⚠ Driver Side LED
- ☐ ⚠ Boot/trunk close button
- ☐ ⚠ Passenger Side LED
- ☐ ⚠ Lane Keeping Aid System
- ☐ ⚠ Antenna #12
- ☐ ⚠ Control Module Output Power A
- ☐ ⚠ Invalid Data Received From Image Processing Module A

February 28, 2024

Time : 07:41 PM
Odometer :
4852 mi

★	CMR		B115E: 97 : 0E	SSM
★	CMR		B15E2: 97 : 08	SSM
★	CMR		B15E1: 97 : 0E	SSM
	IPMA		B1385: 68 : 28	
	RFA		B1598: 31 : 49	
	RFA		U200D: 11 : 48	
	VDM		U053B: 00 : 28	

☐ Select All

- ☐ ⚠ Camera Module
- ☐ ⚠ Passenger Side LED
- ☐ ⚠ Driver Side LED
- ☐ ⚠ Lane Keeping Aid System
- ☐ ⚠ Antenna #12
- ☐ ⚠ Control Module Output Power A
- ☐ ⚠ Invalid Data Received From Image Processing Module A

February 26, 2024

Time : 05:19 PM
Odometer :
4808 mi

★	CMR		B115E: 97 : 0C	SSM
★	CMR		B15E2: 97 : 0C	SSM
★	CMR		B15E1: 97 : 0C	SSM
	IPMA		U3000: 89 : 28	SSM
	IPMA		B1385: 68 : 28	
	RFA		B1598: 31 : 49	
	RFA		U200D: 11 : 48	
	VDM		U053B: 00 : 28	

☐ Select All

- ☐ Camera Module
- ☐ Passenger Side LED
- ☐ Driver Side LED
- ☐ Control Module
- ☐ Lane Keeping Aid System
- ☐ Antenna #12
- ☐ Control Module Output Power A
- ☐ Invalid Data Received From Image Processing Module A

February 25, 2024

Time : 06:54 PM
Odometer :
4663 mi

★	CMR		B15E2: 97 : 0E	SSM
★	CMR		B15E1: 97 : 0E	SSM
★	IPMA		B1385: 68 : 28	
★	RFA		U200D: 11 : 48	
★	RFA		B1598: 31 : 49	
	CMR		B115E: 97 : 08	SSM
	IPMA		B115E: 31 : 28	
	IPMA		U3000: 89 : 28	SSM
	VDM		U053B: 00 : 28	

☐ Select All

- ☐ Passenger Side LED
- ☐ Driver Side LED
- ☐ Lane Keeping Aid System
- ☐ Control Module Output Power A
- ☐ Antenna #12
- ☐ Camera Module
- ☐ Camera Module
- ☐ Control Module
- ☐ Invalid Data Received From Image Processing Module A

Time : 08:53 AM
Odometer :
4653 mi

★	IPMA		B1385: 68 : 2E	
★	RFA		U200D: 11 : 0A	
	CMR		B15E1: 97 : 08	SSM
	CMR		B15E2: 97 : 08	SSM
	CMR		B115E: 97 : 08	SSM
	IPMA		B115E: 31 : 28	
	IPMA		U3000: 89 : 28	SSM
	VDM		U053B: 00 : 28	

- ☐ Lane Keeping Aid System
- ☐ Control Module Output Power A
- ☐ Driver Side LED
- ☐ Passenger Side LED
- ☐ Camera Module
- ☐ Camera Module
- ☐ Control Module
- ☐ Invalid Data Received From Image Processing Module A

February 24, 2024

Time : 09:46 PM

Odometer :

4618 mi

CMR		B15E1: 97 : 08	SSM
IPMA		B15E: 31 : 28	
CMR		B15E2: 97 : 08	SSM
IPMA		U3000: 89 : 28	SSM
RFA		U200D: 11 : 48	
VDM		U053B: 00 : 28	
CMR		B15E: 97 : 08	SSM

☐ Select All

- ☐ Driver Side LED
- ☐ Camera Module
- ☐ Passenger Side LED
- ☐ Control Module
- ☐ Control Module Output Power A
- ☐ Invalid Data Received From Image Processing Module A
- ☐ Camera Module

Time : 11:15 AM

Odometer :

4591 mi

★ CMR		B15E: 97 : 08	SSM
★ CMR		B15E2: 97 : 08	SSM
★ CMR		B15E1: 97 : 08	SSM
★ IPMA		U3000: 89 : 28	SSM
★ IPMA		B15E: 31 : 28	
RBM		U0140: 00 : 08	
RFA		U200D: 11 : 48	
VDM		U053B: 00 : 28	

- ☐ Camera Module
- ☐ Passenger Side LED
- ☐ Driver Side LED
- ☐ Control Module
- ☐ Camera Module
- ☐ Lost Communication With Body Control Module
- ☐ Control Module Output Power A
- ☐ Invalid Data Received From Image Processing Module A

February 18, 2024

Time : 02:45 PM

Odometer :

4054 mi

★ CMR		B15E: 97 : 0E	SSM
★ CMR		B15E2: 97 : 0E	SSM
★ CMR		B15E1: 97 : 0E	SSM
★ IPMA		B15E: 31 : 2C	
RBM		U0140: 00 : 08	
RFA		U200D: 11 : 48	
VDM		U053B: 00 : 28	

☐ Select All

- ☐ Camera Module
- ☐ Passenger Side LED
- ☐ Driver Side LED
- ☐ Camera Module
- ☐ Lost Communication With Body Control Module
- ☐ Control Module Output Power A
- ☐ Invalid Data Received From Image Processing Module A

February 15, 2024

Time : 01:55 PM
Odometer :
3726 mi

★	CMR		B115E: 97 : 08	SSM
★	CMR		B15E2: 97 : 08	SSM
★	CMR		B15E1: 97 : 08	SSM
★	RFA		U200D: 11 : 48	
	RBM		U0140: 00 : 08	
	VDM		U053B: 00 : 28	

☐ Select All

- ☐ Camera Module
- ☐ Passenger Side LED
- ☐ Driver Side LED
- ☐ Control Module Output Power A
- ☐ Lost Communication With Body Control Module
- ☐ Invalid Data Received From Image Processing Module A

Time : 08:55 AM
Odometer :
3725 mi

★	CMR		B115E: 97 : 0C	SSM
★	RFA		U200D: 11 : 0B	
	CMR		B15E1: 97 : 0C	SSM
	CMR		B15E2: 97 : 0C	SSM
	RBM		U0140: 00 : 08	
	TCU		U0146: 09 : 08	
	VDM		U053B: 00 : 28	

- ☐ Camera Module
- ☐ Control Module Output Power A
- ☐ Driver Side LED
- ☐ Passenger Side LED
- ☐ Lost Communication With Body Control Module
- ☐ Lost Communication With Serial Data Gateway 'A'
- ☐ Invalid Data Received From Image Processing Module A

February 08, 2024

Time : 09:59 AM
Odometer :
3234 mi

★	CMR		B15E2: 97 : 0C	SSM
★	CMR		B15E1: 97 : 0C	SSM
	CMR		B115E: 97 : 08	SSM
	RBM		U0140: 00 : 08	
	TCU		U0146: 09 : 08	
	VDM		U053B: 00 : 28	

☐ Select All

- ☐ Passenger Side LED
- ☐ Driver Side LED
- ☐ Camera Module
- ☐ Lost Communication With Body Control Module
- ☐ Lost Communication With Serial Data Gateway 'A'
- ☐ Invalid Data Received From Image Processing Module A

February 04, 2024

Time : 07:10 PM
Odometer :
2996 mi

★	CMR		B115E: 97 : 08	SSM
★	CMR		B15E2: 97 : 08	SSM
★	CMR		B15E1: 97 : 08	SSM
	IPMA		C1001: 97 : 28	GSB
	RBM		U0140: 00 : 08	
	TCU		U0146: 09 : 08	
	VDM		U053B: 00 : 28	

☐ Select All

- ☐  Camera Module
- ☐  Passenger Side LED
- ☐  Driver Side LED
- ☐  Vision System Camera
- ☐  Lost Communication With Body Control Module
- ☐  Lost Communication With Serial Data Gateway 'A'
- ☐  Invalid Data Received From Image Processing Module A

February 03, 2024

Time : 12:11 PM
Odometer :
2958 mi

★	CMR		B115E: 97 : 0C	SSM
★	CMR		B15E2: 97 : 0C	SSM
★	CMR		B15E1: 97 : 0C	SSM
★	TCU		U0146: 09 : 08	
	IPMA		C1001: 97 : 28	GSB
	RBM		U0140: 00 : 08	
	SCMJ		U0140: 87 : 08	
	VDM		U053B: 00 : 28	

☐ Select All

- ☐  Camera Module
- ☐  Passenger Side LED
- ☐  Driver Side LED
- ☐  Lost Communication With Serial Data Gateway 'A'
- ☐  Vision System Camera
- ☐  Lost Communication With Body Control Module
- ☐  Lost Communication With Body Control Module
- ☐  Invalid Data Received From Image Processing Module A

Time : 11:37 AM
Odometer :
2940 mi

★	CMR		B115E: 97 : 0E	SSM
★	CMR		B15E2: 97 : 0E	SSM
★	CMR		B15E1: 97 : 0E	SSM
★	GWM		U2402: 00 : 0B	
★	IPMA		C1001: 97 : 28	GSB
★	TCU		U0146: 09 : 0B	
	RBM		U0140: 00 : 08	
	SCMJ		U0140: 87 : 08	
	VDM		U053B: 00 : 28	

☐ Select All

- ☐  Camera Module
- ☐  Passenger Side LED
- ☐  Driver Side LED
- ☐  Ethernet Failure With Telematic Control Unit Module (TCU)
- ☐  Vision System Camera
- ☐  Lost Communication With Serial Data Gateway 'A'
- ☐  Lost Communication With Body Control Module
- ☐  Lost Communication With Body Control Module
- ☐  Invalid Data Received From Image Processing Module A

February 01, 2024

Time : 07:43 AM
Odometer :
2787 mi

★	CMR		B115E: 97 : 0C	SSM
★	CMR		B15E2: 97 : 0C	SSM
★	CMR		B15E1: 97 : 0C	SSM
★	IPMA		C1001: 97 : 2F	GSB
	RBM		U0140: 00 : 08	
	SCMJ		U0140: 87 : 08	
	VDM		U053B: 00 : 28	

☐ Select All

- ☐  Camera Module
- ☐  Passenger Side LED
- ☐  Driver Side LED
- ☐  Vision System Camera
- ☐  Lost Communication With Body Control Module
- ☐  Lost Communication With Body Control Module
- ☐  Invalid Data Received From Image Processing Module A

January 30, 2024

Time : 12:23 PM
Odometer :
2743 mi

	CMR		B15E1: 97 : 08	SSM
	CMR		B15E2: 97 : 08	SSM
	RBM		U0140: 00 : 08	
	SCMJ		U0140: 87 : 08	
	VDM		U053B: 00 : 28	
	CMR		B115E: 97 : 08	SSM

☐ Select All

- ☐  Driver Side LED
- ☐  Passenger Side LED
- ☐  Lost Communication With Body Control Module
- ☐  Lost Communication With Body Control Module
- ☐  Invalid Data Received From Image Processing Module A
- ☐  Camera Module

January 27, 2024

Time : 07:23 PM
Odometer :
2671 mi

	CMR		B15E1: 97 : 08	SSM
	IPMA		B115E: 31 : 28	
	CMR		B15E2: 97 : 08	SSM
	RBM		U0140: 00 : 08	
	SCMJ		U0140: 87 : 08	
	VDM		U053B: 00 : 28	
	CMR		B115E: 97 : 08	SSM

☐ Select All

- ☐  Driver Side LED
- ☐  Camera Module
- ☐  Passenger Side LED
- ☐  Lost Communication With Body Control Module
- ☐  Lost Communication With Body Control Module
- ☐  Invalid Data Received From Image Processing Module A
- ☐  Camera Module

January 26, 2024

Time : 10:38 AM

OTA

OTA On-Vehicle
Activity-Update
Activation is
finished

Time : 10:35 AM

OTA

OTA On-Vehicle
Activity-Vehicle
Activation Start

January 17, 2024

Time : 04:10 PM

Odometer :
2590 mi

★	CMR		B115E: 97 : 08	SSM
★	CMR		B15E2: 97 : 08	ISSM
★	CMR		B15E1: 97 : 08	ISSM
★	RBM		U0140: 00 : 08	
	DSM		U0140: 00 : 08	
	IPMA		B115E: 31 : 28	
	SCMB		U0140: 00 : 08	
	SCMJ		U0140: 87 : 08	
	VDM		U053B: 00 : 28	

☐ Select All

☐  Camera Module

☐  Passenger Side LED

☐  Driver Side LED

☐  Lost Communication With Body Control Module

☐  Lost Communication With Body Control Module

☐  Camera Module

☐  Lost Communication With Body Control Module

☐  Lost Communication With Body Control Module

☐  Invalid Data Received From Image Processing Module A

January 16, 2024

Time : 03:40 PM

Odometer : 2499 mi

★

DSM

|

U0140: 00 : 08

★

RBM

|

U0140: 00 : 0B

★

SCMB

|

U0140: 00 : 08

★

SCME

|

U0140: 00 : 08

★

SCMJ

|

U0140: 87 : 08

★

VDM

|

U053B: 00 : 28

CMR

|

B15E1: 97 : 0C

SSM

CMR

|

B15E2: 97 : 0C

SSM

CMR

|

B115E: 97 : 0C

SSM

IPMA

|

B115E: 31 : 28

Select All

☐ Lost Communication With Body Control Module

☐ Lost Communication With Body Control Module

☐ Lost Communication With Body Control Module

☐ Lost Communication With Body Control Module

☐ Lost Communication With Body Control Module

☐ Invalid Data Received From Image Processing Module A

☐ Driver Side LED

☐ Passenger Side LED

☐ Camera Module

☐ Camera Module

Time : 02:54 PM

OTA

OTA On-Vehicle Activity-Update Activation is finished

Time : 02:51 PM

OTA

OTA On-Vehicle Activity-Vehicle Activation Start

Time : 02:50 PM

OTA

OTA On-Vehicle Activity-Vehicle Activation Start

January 11, 2024

Time : 09:11 AM

Odometer : 1966 mi

★

CMR

|

B115E: 97 : 0C

SSM

★

CMR

|

B15E2: 97 : 0C

SSM

★

CMR

|

B15E1: 97 : 0C

SSM

★

IPMA

|

B115E: 31 : 28

★

VDM

|

U053B: 00 : 2E

Select All

☐ Camera Module

☐ Passenger Side LED

☐ Driver Side LED

☐ Camera Module

☐ Invalid Data Received From Image Processing Module A

Introduction

Refer to Wiring Diagrams Cell 145 for schematic and connector information.

Normal Operation and Fault Conditions

REFER to: Parking Aid - System Operation and Component Description (413-13B Parking Aid - Vehicles With: Parking Aid Camera, Description and Operation).

DTC Fault Trigger Conditions

DTC	Description	Fault Trigger Condition
APIM C1001:01	Vision System Camera: General Electrical Failure	A continuous and on-demand <u>DTC</u> that sets in the <u>APIM</u> when an expected video signal is not received from the <u>IPMA</u> .
APIM C1001:02	Vision System Camera: General Signal Failure	A continuous and on-demand <u>DTC</u> that sets in the <u>APIM</u> when the video signal is not received from the <u>IPMA</u> .
APIM C1001:1C	Vision System Camera: Circuit Voltage Out Of Range	A continuous and on-demand <u>DTC</u> that sets in the <u>APIM</u> when an unexpected voltage is detected on the coaxial cable between the <u>IPMA</u> and <u>APIM</u> .
APIM C1001:81	Vision System Camera: Invalid Serial Data Received	A continuous and on-demand <u>DTC</u> that sets in the <u>APIM</u> when an expected video signal is not received from the <u>IPMA</u> .
APIM C1001:87	Vision System Camera: Missing Message	A continuous and on-demand <u>DTC</u> that sets in the <u>APIM</u> when message is missing from the <u>IPMA</u> over the <u>LVDS</u> .
IPMA B115E:08	Camera Module: Bus Signal / Message Failure	A continuous and on-demand <u>DTC</u> that sets in the <u>IPMA</u> when expected communications are not received from the rear parking aid camera over the <u>LVDS</u> .
IPMA B115E:11	Camera Module: Circuit Short To Ground	A continuous and on-demand <u>DTC</u> that sets in the <u>IPMA</u> when rear parking aid camera coaxial cable is shorted to ground.
IPMA B115E:15	Camera Module: Circuit Short To Battery Or Open	A continuous and on-demand <u>DTC</u> that sets in the <u>IPMA</u> when rear parking aid camera coaxial cable is shorted to battery or open.
IPMA B115E:31	Camera Module: No Signal	A continuous and on-demand <u>DTC</u> that sets in the <u>IPMA</u> when expected video signals are not received from the rear parking aid camera over the coaxial cable.
IPMA B115E:92	Camera Module: Performance or Incorrect Operation	A continuous and on-demand <u>DTC</u> that sets in the <u>IPMA</u> when expected video signals are not received from the rear parking aid camera over the coaxial cable.
IPMA B1300:12	Video Output 'A': Circuit Short To Battery	A continuous and on-demand <u>DTC</u> that sets in the <u>IPMA</u> when the analog video signal to the <u>APIM</u> is shorted to battery.

Possible Causes

- Coaxial cable
- Communication network concern
- TR input concern
- Vehicle speed input concern
- Rear parking aid camera
- IPMA

[Report a Problem](#)

SSM 52257 2022-2023 Navigator - Intermittent Auto Fold Mirrors Not Opening Completely At Start Up - Built On And Before 03-Aug-2023

Some 2022-2023 Navigator vehicles built on and before 03-Aug-2023 and equipped with auto fold exterior mirrors may exhibit an intermittent condition with the mirrors not opening completely during vehicle start up. This may be due to the software in the driver door module (DDM) and passenger door module (PDM). To correct the condition, reprogram the DDM and PDM using the latest software level of the Ford Diagnosis and Repair System (FDRS) diagnostic scan tool. For claiming, use causal part 14B291 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.



TECHNICAL SERVICE BULLETIN

Android Auto/Apple CarPlay Connectivity, Center Display Screen Concerns, Navigator Not Storing Running Boards Enable/Disable

06 October
2023

This bulletin supersedes 22-2492.

Model:

Ford
2022-2023 Expedition
Lincoln
2022-2023 Navigator

Summary

This article supersedes 22-2492 to update the vehicle model years affected.

Issue: Some 2022-2023 Expedition/Navigator vehicles may experience Android Auto/Apple CarPlay connectivity concerns, or center display screen inoperative, frozen or blank. Navigator vehicles with power running boards may randomly not remember the enable/disable setting after a key cycle. This may be due to the software in the SYNC module (APIM). To correct the condition, follow the Service Procedure to reprogram the APIM.

NOTE: The APIM software update that addresses the symptom listed in this article may have been delivered over-the-air (OTA) via Ford Power-Up software updates to connected vehicles that have automatic updates enabled through the center display screen. Enter the vehicle identification number (VIN) in Professional Technician System (PTS) and check the OTA Dashboard under the Connected Vehicle tab for OTA update history. If an update to the APIM has been successfully completed recently and the customer is reporting the symptoms are no longer present, this article may not apply.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2022-2023 Expedition/Navigator
- At least one of the following:
 - Android Auto/Apple CarPlay connectivity concerns
 - Center display screen inoperative, frozen or blank
 - Navigator power running boards not storing the enable/disable setting after a key cycle

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2022-2023 Expedition/Navigator: Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT232320	Actual Time

Repair/Claim Coding

Causal Part:	14G371
Condition Code:	04

Service Procedure

NOTE: The time required to complete this procedure varies depending on several factors including the number of module software updates required, available internet bandwidth, universal serial bus (USB) flash drive variability, and the potential that controller area network (CAN) flashing (software update via the data link connector [DLC] with Ford Diagnosis and Repair System [FDRS]) may be required. Connect to the internet with an ethernet cable and use a USB 3.0 or higher flash drive when performing software updates.

1. Start an FDRS session and navigate to Toolbox tab > Datalogger > Body Control Module (BCM) and select the BATT_SOC parameter identification (PID). Verify the PID reads 50% or higher. If state of charge (SOC) is less than 50%, charge the battery then navigate back to Toolbox tab > BCM > Reset Battery Monitor Sensor Learned Values application. Perform the battery monitor sensor (BMS) reset.
 - (1). If the battery is unable to achieve an 50% SOC then a new battery may be required. Use the Rotunda GRX-3590 or DCA-8000 testers to verify if replacement is required. If the battery is replaced, fully charge the new battery. Disconnect the Rotunda charger and perform a BMS reset using the FDRS scan tool.
2. Reconnect the battery charger and set it to maintain a vehicle voltage of 12.6-13.6 volts. A low battery state of charge while performing a software update to any module may result in a repeat Restart Required message in the vehicle center display screen or a message on the FDRS saying Part Number Validation Failed or DID Validation Failed.
3. Are there any updates available for the GWM, TCU, and/or APIM modules?
 - (1). Yes - proceed to Step 4.
 - (2). No - this article does not apply. Refer to the appropriate section of the Workshop Manual (WSM).
4. Perform the Module Software Updating Procedures outlined below for the following modules: GWM, TCU, and APIM. Perform a network test after each software update using the latest software level of the FDRS scan tool. This will refresh the list of modules that have available software updates based current module software levels. If any error conditions are experienced during programming, refer to WSM Section 418-01A > General Procedures > Module Programming for the Error Condition Table.

Module Software Updating Procedure

NOTE: A 32GB or larger USB flash drive is required for APIM, TCU, and GWM software updates. USB 3.0 or higher is recommended for faster file transfer.

Make sure the USB flash drive being used is formatted correctly. To see the available drives, hold down the Windows icon keyboard key and press the E keyboard key. Right click on the USB flash drive and select Properties. If File System under the General tab is not exFAT, the drive must be formatted.

To format the USB flash drive:

- Right click on the USB flash drive
- Select Format, select exFAT for the File System
- Select Default Allocation Size for the Allocation Unit Size.

De-selecting Quick Format is not necessary and will result in a lengthier operation.

1. Using the FDRS, begin module programming by selecting the SW Updates tab. Follow all on-screen instructions carefully. Perform the software updates in the order below:
 - (1). GWM (first)
 - (2). TCU (second)
 - (3). APIM (third)
2. When prompted, connect the USB flash drive to the FDRS.
3. When prompted by the FDRS, safely remove/eject the USB flash drive from the FDRS and connect it to the USB media hub to install the software into the module. When the USB software update begins, the center display screen displays a message stating Do Not Remove USB. The update may take 10 minutes or longer to complete.

NOTE: It may take up to 5 minutes for the vehicle to recognize the USB flash drive.

4. When the pop-up stating Restart Required appears on the center display screen:
 - (1). Turn the ignition off.
 - (2). Wait for 10 minutes.

(3). Restart the vehicle (key-on vehicle running). The update is still in process at this time.

NOTE: It may take up to 5 minutes before the center display screen displays Update Successful pop up. After 5 minutes if Update Successful pop up is not shown on the center display screen, remove the USB and select yes on the FDRS Was the USB Update Successful prompt (FDRS verifies if the module software update was successfully installed on the module).

5. Once the pop up stating Update Successful appears in the center display screen, select Close, remove the USB flash drive from the USB media hub, and select Yes on FDRS indicating the update installed successfully. This initiates the remaining automated configuration steps and reports the module software part numbers and application software levels to the Ford online database. Failure to follow this step results in an inaccurate database as well as omitted, improperly installed, or improperly configured applications (features) such as navigation (if equipped). It is normal for the module to reset during this step.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

Vehicle Status : Odometer: 6037 Miles | Fuel Level: 96% | TPMS: Monitoring | Oil Life: 42% [View Status](#)

Vehicle Status Date/Time: March 11, 2024 6:49 AM

Current VHA/DTC Status [View Details](#)

VEHICLE HEALTH ALERTS: No Alerts

DIAGNOSTIC TROUBLE CODES:

VHA/DTC DATE/TIME: March 11, 2024 6:49 AM

VEHICLE HEALTH ALERTS: No Alerts

DIAGNOSTIC TROUBLE CODES:

Over The Air Update [View Details](#)

LATEST STATUS: Campaign Successful

DATE/TIME: March 6, 2024 2:45 PM

OASIS RESULTS

USA - EN

11-MARCH-2024 / 07:01:19 EST
LOCAL TIME: 11-MARCH-2024 / 7:01:20 AM

• VEHICLE INFORMATION		ADDITIONAL INFORMATION
I VEHICLE DESCRIPTION: 2023 Lincoln NAVIGATOR BODY STYLE: Extended Wagon ENGINE: 3.5L CYCLON-D4- G-DI-TIVCT-UPG ENGINE CALIBRATION: TRANSMISSION: 10 Speed Auto Transmission (10R80) FUEL TYPE: Gasoline Sold to Fleet: NO	VERSION/SERIES: LINCOLN SERIES	PAINTE COLOR: STAR WHITE 3C/PRISTINE WHITE 3 PAINT CODE: AZ
	DRIVE TYPE: 4 WHL L/H PART TIME DRIVE AXLE RATIO: 3.73 Ratio	GROSS VEHICLE WEIGHT: 7800 LB. GVW
	AXLE CODE: 3L WHEEL SIZE:	RADIO: SYNC VERSION: GEN4
	TIRE: P285/45R22 110H A/S BSW H-RTD Retail sales type: R	VHR ACTIVATED: MODEM: 4G
• OUTSTANDING FIELD SERVICE ACTIONS		
NO CAMPAIGN MESSAGE(S) FOUND		
• WARNING MESSAGES		
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY LAST KNOWN COUNTRY --> (OWNER EFFECTIVE DATE -)		
• GENERAL WARRANTY INFORMATION		
WARRANTY START DATE: 15-December-2023 SALE MILEAGE:00005	BUILD DATE: 29-July-2023	RELEASE DATE: 29-July-2023
• WARRANTY COVERAGE		
COVERAGE TYPE: Bumper-to-Bumper ADDITIONAL INFO:	COVERAGE DESCRIPTION: 4 years / 50,000 Miles (whichever occurs first)	

Some B-to-B parts have limited coverage available:

- a. Brake pads/linings are limited to 12 months / 18,000 mile coverage
- b. Wheel alignment and wheel balance are limited to 12 months / 12,000 mile coverage
- c. Windshields replaced for stress cracks are limited to 12 months / 12,000 mile coverage
- d. Windshield Wiper blades are limited to 6 months coverage
- e. Tires are prorated after 12,000 miles driven
- f. Utilize the LTIS policy for up to 36 months and 36,000 miles, where applicable, review EFC09932 for details.

COVERAGE TYPE: Corrosion Perforation
ADDITIONAL INFO:
No perforation req.on Aluminum Panels

COVERAGE DESCRIPTION: 5 years / Unlimited miles

COVERAGE TYPE: Powertrain
ADDITIONAL INFO: *

COVERAGE DESCRIPTION: 6 years / 70,000 Miles (whichever occurs first)

COVERAGE TYPE: Safety Restraint
ADDITIONAL INFO: *

COVERAGE DESCRIPTION: 5 years / 60,000 Miles (whichever occurs first)

FordPass & Lincoln Access Rewards

Is your customer a FordPass or Lincoln Access Rewards Member?

Please click here to visit the Rewards Member Portal and verify account information

• EXTENDED COVERAGES

Competitive make ESP part verification

COVERAGE CATEGORY: CCOMPDDL

0985 - USA 2024 48/50,000 LINCOLN PICK UP,DELIVERY & LOANER

STANDARD DEDUCTIBLE: 0 USD

OWNER NAME:

OPTIONS: 1ST,DY,RNT

VALUED LINCOLN CUSTOMER

EXPIRATION DATE: 12/15/2027

DISTANCE: 50000

RENTAL: 72 UP TO 2 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 40951

ESP CONTRACT START DATE: 12/15/2023

ESP CONTRACT SIGNATURE DATE: 12/15/2023. CONTRACT START DISTANCE: 10. OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY.

• WARRANTY REPAIR HISTORY

Click Here for Full Warranty History

05-SEPTEMBER-2023

DEALER: Mark Ficken Ford Lincoln

WARRANTY CLAIM NUMBER:

CONDITION CODE

CONDITION DESC (NO DESC AVAILABLE)

LABOR OP EPDIA, EPDIE, EPDIM

ODOMETER: 000000029M

PART NUMBER	PART DESCRIPTION	QUANTITY
-------------	------------------	----------

PD1 COMPLETE LINCOLN PRE DELIVERY INSPECTION

Test could not be completed		Historical DTCs		Search DTC Criteria		Last Updated:	
Pass		On Demand DTC Information		☐ Hide Pass ☒ Hide Permanent DTCs		March 11 - 07:14 AM	
Responded Negatively		★ TSB/SSM/GSB					
Continuous (CMDTC)							

Module	Network	DTC	FT	ST	Description	DTC Type	Time Since Set
ABS	FD1	Pass				CMDTC	
ACM	HS3	Pass				CMDTC	
APIM	HS3	Pass				CMDTC	
ATCM	HS2	Pass				CMDTC	
BCM	HS1	Pass				CMDTC	
BCM C	HS1	Pass				CMDTC	
CCM	FD1	Pass				CMDTC	
★ CMR	FD1	B115E	97	08	• Camera Module	CMDTC	
CMR [REDACTED] B115E = Camera Module FT: 97 = Component Or System Operation Obstructed Or Blocked ST: 08 = Not a Current DTC Fault previously detected, not currently present This module uses GGDS Format 00 DTC descriptions.						★	SSM 51775 2021-2023 Various Ford A...
★ CMR	FD1	B15E1	97	08	• Driver Side LED	CMDTC	
CMR [REDACTED] B15E1 = Driver Side LED FT: 97 = Component Or System Operation Obstructed Or Blocked ST: 08 = Not a Current DTC Fault previously detected, not currently present This module uses GGDS Format 00 DTC descriptions.						★	SSM 51776 2021-2023 Various Ford A...
★ CMR	FD1	B15E2	97	0E	• Passenger Side LED	CMDTC	
CMR [REDACTED] B15E2 = Passenger Side LED FT: 97 = Component Or System Operation Obstructed Or Blocked ST: 0E = Current DTC Fault is currently present This module uses GGDS Format 00 DTC descriptions.						★	SSM 51776 2021-2023 Various Ford A...
DCMR	HS1	Pass				CMDTC	
DDM	MS1	Pass				CMDTC	
DSM	MS1	Pass				CMDTC	
DSP	HS3	Pass				CMDTC	
FCIM	MS1	Pass				CMDTC	
GSM	HS2	Pass				CMDTC	
GVIM	HS1	Pass				CMDTC	
HCM	HS1	Pass				CMDTC	
HUD	HS3	Pass				CMDTC	
IPC	HS3	Pass				CMDTC	
IPMA	FD1	B1B42	08	AF	• Left Front Inner Sensor	CMDTC	
LDCMA	FD1	Pass				CMDTC	
LDCMB	FD1	Pass				CMDTC	
OCSM	HS2	Pass				CMDTC	
PCM	FD1	Pass				CMDTC	
PDM	MS1	Pass				CMDTC	
PSCM	FD1	Pass				CMDTC	
RACM	HS3	Pass				CMDTC	
RBM	MS1	Pass				CMDTC	
RCM	HS2	Pass				CMDTC	
RFA	HS4	B159B	31	49	• Antenna A12	CMDTC	
[REDACTED]	HS4	U200D	11	4B	• Control Module Output Power A	CMDTC	

RBTM	MS1	Pass				CMDTC	^
RTM	MS1	Pass				CMDTC	
SDDM	HS2	Pass				CMDTC	
SCMB	MS1	Pass				CMDTC	
SCME	MS1	Pass				CMDTC	
SCMF	MS1	Pass				CMDTC	
SCMG	MS1	Pass				CMDTC	
SCMH	MS1	Pass				CMDTC	
SCMJ	MS1	Pass				CMDTC	
SDDCMC	FD1	Pass				CMDTC	
SDDCMD	FD1	Pass				CMDTC	
SDDL	FD1	Pass				CMDTC	
SODR	HS1	Pass				CMDTC	
TCCM	FD1	Pass				CMDTC	
TCU	HS4	Pass				CMDTC	
TRM	HS3	Pass				CMDTC	
VDM	FD1	U052B	00	28	+ Invalid Data Received From Legacy Processing Module A	CMDTC	59 days, 21:05:00
WADM	HS3	Pass				CMDTC	▼



Network Test Results

Not Responding

Responded Positively

Responded Negatively

CMDTCs detected

Historical DTCs

Data Issues

Download

Download All

FD1

PCM

ABS

CCM

CTM

IPMA

ETCM

EDCTM

PSCM

SCDPMO

SCDCMU

SCDL

TCMU

VCM

HS1

ECM

ECMC

DCMR

CCM

ECM

SCDR

HS2

APCM

CSM

CCSM

PCM

SCPM

HS3

ACM

APIM

DSP

RFID

RFV

RACM

TRM

WACM

HS4

REA

TCU

MS1

DDM

DSM

ECM

FCM

RBM

RGTM

RTM

SCMB

SCME

SCMF

SCMS

SCMI

SCMJ

All

Low

Online

Multi...

SW

Diagn

Gold

★	all	PCM - Powertrain Control Module (PCM) Softw...	Download
★	all	ABS - Anti-Lock Brake System (ABS) Module...	Download
★	all	CMR - Driver Status Monitor Camera Module [...	Download
★	all	DDM - Driver Door Module (DDM) Software Up...	Download
★	all	PDM - Passenger Door Module (PDM) Softwar...	Download
★	all	RGTM - Rear Gate Trunk Module (RGTM) Soft...	Download
★	all	APIM - Accessory Protocol Interface Module (A...	Download
★	all	RFA - Remote Function Actuator (RFA) Modul...	Download

FDRS checks the software level in all modules during Vehicle ID.

If a software update is available for any module, then the tool needed to download and install the update will be shown above.

Additional module software updates may become available once software updates listed above are completed, and some modules may require multiple updates. If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Vin: 2023 Navigator

Over The Air Update Dashboard

Report a Problem

OTA Help

Refresh



Latest Status: Campaign Successful
Date/Time: March 06, 2024 2:45 PM
Update ID: [Redacted]
Release Notes: [Icon]

Over The Air Updates Currently In Process

Update ID	Group ID	Date	Time	Module	Latest Status	Update Status	Expiration Date	Vehicle Inhibit	Wi-Fi Required	Release Notes
No OTA Currently In Process										

Over The Air Update History

Update ID	Group ID	Date	Time	Module	Completion Status	Update Status	Vehicle Inhibit	Wi-Fi Required	Release Notes	Troubleshooting
[Redacted]	1	March 06, 2024	2:45 PM	APM	Campaign Successful	S1010	No	No	[Icon]	
	1	January 26, 2024	10:39 AM	TCU	Campaign Successful	S1010	No	No	[Icon]	
	1	January 16, 2024	2:54 PM	GWV	Campaign Successful	S1010	No	No	[Icon]	









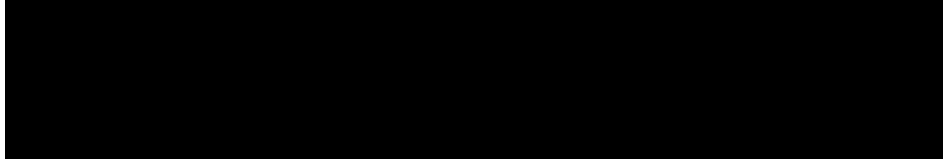












TRAVELERS 
TRAVELERS
P.O. BOX 5076
HARTFORD, CT 061025076

Ford Motor
P.O. Box 70
Dearborn, MI 48121



Ford Motor
P.O. Box 70
Dearborn, MI 48121

October 2, 2023

Dear Ford Motor,

Based on the investigation by THE STANDARD FIRE INSURANCE COMPANY of the above-referenced loss, your insured is liable for the resulting damages.

Your Insured Name: 2020 Lincoln Nautilus

Your Claim Number: N/a

To date, THE STANDARD FIRE INSURANCE COMPANY has paid \$35,366.78, and [REDACTED] has paid a deductible of \$1,000.00. I request reimbursement for \$36,366.78, which is 100% of the total amount of payments made.

Where to send the check

Please make your check payable to THE STANDARD FIRE INSURANCE COMPANY, indicate the claim number on the check, and mail to:

Travelers Claims Hartford
PO Box 660339
Dallas, TX 75266-0339

All other written correspondence

Please note that any correspondence other than payments should be directed to our attention at:

Travelers
PO Box 5076
Hartford, CT 06102-5076

Thank you for your attention to this matter.

Additional Information

P2507 10/2022

CLAIM PROFESSIONAL

CHRISTINE FRANK

cafrank@travelers.com

Call or send a text to **(508) 324-8328**

Claim number: [REDACTED]



Date of loss: **May 10, 2023**



Insured name: [REDACTED]

Underwriting
Company:

**THE STANDARD
FIRE INSURANCE
COMPANY**

This is Product claim for a 2020 Lincoln Nautilus R for the Vin # [REDACTED]. The Auto Pilot malfunctioned and the vehicle accelerated and hit 2 vehicles.

Questions?

If you have any questions, please contact us.

INSTRUCTIONS: Please fill out this questionnaire and gather the requested documents. Once you have done so, please send the materials to Chris Long (clong@erskinelaw.com).

CLAIM, VEHICLE, AND INCIDENT INFORMATION

1. What is the insured's name?

[REDACTED]

2. What is the insured's current mailing address?

[REDACTED] woodbury, MN [REDACTED]

3. What is your claim number?

[REDACTED]

4. What is the name of the insured's insurance company?

The Standard Fire Insurance.

5. What is the vehicle's year, make and model?

2020 Lincoln Nautilus

6. What is the vehicle's 17-digit VIN?

[REDACTED]

7. Was the vehicle purchased new, used, or certified pre-owned (CPO)?

N/a

8. If the vehicle was purchased used or CPO, where was the vehicle purchased, what was the date of purchase, and what was the mileage at purchase?

N/a

9. What aftermarket additions or modifications have been made to the vehicle?

N/a

10. What are the alleged defects pertaining to the vehicle, if any? Include recall numbers if applicable.

The vehicle was on Auto Pilot and then the vehicle started to Accelerate and hit two vehicles

11. In what city and state did the incident take place?

Inver Grove, MN

12. Please describe what happened before, during, and after the incident:

Insured was in White castle drive through with the Auto Pilot on and then the vehicle started to Accelerate and hit the vehicle in front and went over a curb and hit another vehicle head on.

13. What was the mileage of the vehicle at the time of the incident?

33085

14. Has the vehicle or the allegedly defective parts been repaired or replaced?

The vehicle was a total loss.

15. What is the current location of the vehicle and the allegedly defective parts?

The vehicle was sold

DOCUMENTS

1. ☐ Full-page color photographs of the following items from several different angles: (1) all sides of the vehicle; (2) the damage to the vehicle; (3) any allegedly defective parts; (4) the inside of the vehicle – including the steering wheel, dashboard, and roof areas; and (5) the scene of the incident.
2. ☐ The insured's statement with a complete description of the incident.
3. ☐ The police department report and fire department report.
4. ☐ Any expert reports, written findings, and photographs.
5. ☐ Any videos of the incident.
6. ☐ Any data/reports from any recording sensors or driver monitoring devices.
7. ☐ The complete service records for the vehicle, including any CARFAX reports, regular maintenance records, and oil change records.
8. ☐ Any loss worksheets, repair estimates, repair orders (including the repair orders generated from the incident), and draft payments for any alleged damages.
9. ☐ A full itemization of damage and their accompanying proofs.
10. ☐ Any applicable insurance policies for the insured, including any assignment of rights.

INJURY INFORMATION

If you are not alleging any injuries, skip this section.

If you are alleging any injuries, Ford is required to provide certain information to Medicare. As such, to properly consider your claim, Ford will need to collect the following information about the injured individuals:

1. Full Legal Name: Click or tap here to enter text.

Gender: Click or tap here to enter text.



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2 of 3

Date of Birth: Click or tap here to enter text.

SSN or Medicare HICN: Click or tap here to enter text.

Alleged Injury: Click or tap here to enter text.

2. Full Legal Name: Click or tap here to enter text.

Gender: Click or tap here to enter text.

Date of Birth: Click or tap here to enter text.

SSN or Medicare HICN: Click or tap here to enter text.

Alleged Injury: Click or tap here to enter text.

INJURY DOCUMENTS

If you are not alleging any injuries, skip this section.

1. ☐ All medical records related to the diagnosis or treatment of any alleged injuries.
2. ☐ All medical bills for any diagnoses or treatments undergone as a result of any alleged injuries.

OTHER NOTES AND INFORMATION

Please put any additional notes or information you would like to share in the box below

Click or tap here to enter text.



TRAVELERS - THE STANDARD FIRE INSURANCE COMPANY

Upper Midwest Claim Center (077)
Email Supplements: supplementrequest@travelers.com

PO Box 650293
Dallas, TX 75265
Phone: (800) 348-6944

Claim #:
Workfile ID:

Supplement of Record 1 Summary

Written By: BRAD HURRE, License Number: 242H, 6/14/2023 9:59:42 AM
Adjuster: AWAG

Insured:		Owner Policy #:		Claim #:	
Type of Loss:	Collision	Date of Loss:	05/10/2023 12:00 PM	Days to Repair:	35
Point of Impact:	15 Total Loss	Deductible:	1000.00		

Owner (Insured):

WOODBURY, MN
Cellular

Inspection Location:

7515 95th St S
Cottage Grove, MN 55016
Virtual
(651) 262-2000 Business

Appraiser Information:

bhurre@travelers.com
(612) 443-4395

Repair Facility:

CALIBER - COTTAGE GROVE
7515 95th St S
Cottage Grove, MN 55016
(651) 262-2000 Business
(651) 262-2020 Fax
330730794 Federal ID

VEHICLE

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

VIN:		Production Date:	08/2020	Interior Color:	
License:		Odometer:	33085	Exterior Color:	Gray
State:	MN	Condition:			

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package

DECOR

Dual Mirrors
Privacy Glass
Console/Storage

Intermittent Wipers

Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Heated Steering Wheel
Climate Control
Navigation System
Backup Camera
Parking Sensors
Surround View Camera
Remote Starter

FM Radio

Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Premium Radio
Satellite Radio
SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

Electric Glass Sunroof

Skyview Roof

SEATS

Bucket Seats
Leather Seats
Heated Seats
Rear Heated Seats
Ventilated Seats

WHEELS

20" Or Larger Wheels

PAINT

Clear Coat Paint
Metallic Paint

OTHER

Fog Lamps
Rear Spoiler
Signal Integrated Mirrors



Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

Overhead Console	Intelligent Cruise	Xenon or L.E.D. Headlamps	California Emissions
Wood Interior Trim	Home Link	Blind Spot Detection	TRUCK
CONVENIENCE	RADIO	Lane Departure Warning	Power Trunk/Liftgate
Air Conditioning	AM Radio	ROOF	



Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

Line		Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1	#	S01	TOTAL LOSS		1			
2	#		No After-Market Approval		1			
3	#		Additional Damage may be found		1			
			NOTE: Additional Damage Will Be Found upon Disassembly					
4	#	Subl	Storage and initial tow - Urgently		1	975.61 X		
5	#		Post-repair scan		1	X	0.5	
6	#		Pre-repair scan		1	X	0.5	
7	VEHICLE DIAGNOSTICS							
8	#	Subl	Dynamic Calibration - Active Parking Assist		1	250.00 X		
9	#	Subl	Dynamic Calibration - Surround View Camera		1	250.00 X		
10	#	Subl	Static Calibration - Surround View (Toy/Ford/Niss)		1	600.00 X		
11	FRONT BUMPER & GRILLE							
12			O/H front bumper				4.6	
13	<>	Repl	Bumper cover w/auto park w/o tow hook	KA1Z17D957FAPTM	1	804.20	Incl.	3.2
			NOTE: No Aftermarket Approval					
14			Add for auto park			m	0.2	
15			Add for fog lamps				0.2	
16			Add for park sensor			m	0.4	
17			Add for front camera			m	0.2	
18		Repl	Bumper grille	KA1Z17E810BA	1	340.98	Incl.	
19		Repl	RT Trim bezel w/fog lamps	KA1Z17E810AB	1	131.92	Incl.	
20		Repl	LT Trim bezel w/fog lamps	KA1Z17E811AB	1	130.65	Incl.	
21		Repl	Absorber	KA1Z17C882C	1	50.05	0.3	
22	*	Repl	LKQ Impact bar w/o tow hook (UHS) +25%	~351866737	1	733.75	<u>0.5</u>	
23		Repl	Valance	KA1Z17D957BA	1	331.42	Incl.	
24		Repl	License bracket	KA1Z17A385AA	1	31.22	0.2	
25		Repl	RT Reflector	FA1Z13A565C	1	39.87	Incl.	
26		Repl	LT Reflector	FA1Z13A565D	1	39.87	Incl.	
27	*	R&I	RT Auto park sensor	HU5Z15K859AAT		m	<u>Incl.</u>	
28		Repl	Park sensor	HU5Z15K859AAN	3	192.30 m	0.1	0.2
29	*	R&I	LT Auto park sensor	HU5Z15K859AAT		m	<u>Incl.</u>	
30		Repl	Distance sensor	JX7Z9E731E	1	622.55 m	0.2	
31			Aim distance sensor			m	1.0	
32		Repl	Grille w/front camera	KA1Z8200CB	1	936.20	Incl.	
33		Repl	Front camera	K2GZ19G490H	1	91.85 m	0.2	
34		Repl	Bracket	KA1Z8419AA	1	28.33		
35		Repl	Emblem	GD9Z8213A	1	61.03	Incl.	
36		Repl	License bracket rivet	W705297S300	3	3.72		

Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

37	RADIATOR SUPPORT							
38	*	Repl	LKQ Upper tie bar +25%	002209	1	218.75	1.8	0.8
39		Repl	Upper reinf	FT4Z8A284A	1	545.13	1.3	
40		Repl	Lower tie bar	FT4Z16138D	1	249.32	0.4	
41		Repl	Shutter	KA1Z8475A	1	803.20	0.4	
42		Repl	Lower deflector	KA1Z8327A	1	36.10	0.2	
43		Repl	Sight shield	KA1Z16A238B	1	237.53	Incl.	
44		R&I	Under cover	KA1Z8310A			Incl.	
45	FRONT LAMPS							
46	*	Repl	LKQ RT Headlamp assy w/o adaptive, w/o leveling	00000114	1	950.00	0.6	
47	*	Repl	LKQ LT Headlamp assy w/o adaptive, w/o leveling +25%	HVRZ1H	1	1,187.50	0.6	
48	*	Repl	LKQ RT Daytime run lamp +25%	UJUYBV	1	168.75	Incl.	
49		R&I	LT Daytime run lamp	KA1Z15A201B			Incl.	
50	*	Repl	LKQ RT Fog lamp assy +25%	MN0787	1	235.00	Incl.	
51	*	Repl	LKQ LT Fog lamp assy +25%	MN0787	1	235.00	Incl.	
52		Repl	Aim headlamps		1		0.5	
53	COOLING							
54	*	Repl	LKQ Radiator +25%	~350559936	1	206.25 m	3.8 M	
55	*	Repl	LKQ Fan assy +25%	~350559832	1	200.00 m	Incl. M	
56		Repl	Inlet hose	F2GZ6F072A	1	162.83 m	0.4 M	
57	*	Repl	Trans cooler	SEE FOOTNOTE	1	1.00		M
			NOTE: Subject to invoice					
58		Repl	Inlet tube	K2GZ7R081B	1	130.33 m	0.3 M	
59		Repl	Intercooler	F2GZ6K775A	1	186.67 m	1.3 M	
60		Repl	Outlet hose	K2GZ6C646C	1	200.00 m	0.4 M	
61	AIR CONDITIONER & HEATER							
62	*	Repl	LKQ Condenser from 09/02/2020 +25%	~350559937	1	243.75 m	Incl.	
63		R&I	Compressor assy	K2GZ19703B		m	1.5 M	
64		Repl	AC Service evacuate & recharge		1	m	1.4 M	
65		Repl	AC Service refrigerant recovery		1	m	0.4 M	
66		Repl	Upr press tube	K2GZ19D742H	1	140.55 m	0.6 M	
67		Repl	Lwr press tube	K2GZ19972FB	1	181.82 m	0.8 M	
68	ELECTRICAL							
69		Repl	Low note horn level 3	K2GZ13832P	1	72.17	0.1	
70		Repl	High note horn level 3	K2GZ13801C	1	58.53	0.1	
71	*	R&I	Alternator	F2GZ10346A		m	1.0 M	
72	HOOD							
73		Repl	Hood (ALU)	KA1Z16612B	1	692.18	1.7	3.0
74			Overlap Major Non-Adj. Panel					-0.2
75			Add for Underside(Complete)					1.5
76			Add for Clear Coat					0.3
77		R&I	Insulator	KA1Z16738B			Incl.	

Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

78	Repl	Front w'strip	KA1Z16B990A	1	98.08	Incl.	
79	Repl	RT Hinge	FA1Z16796A	1	106.97	0.6	0.3
80	Repl	LT Hinge	FA1Z16797A	1	106.97	0.6	0.3
81	Repl	Latch	KA1Z16700A	1	120.52	0.4	
82	Repl	Striker	FT4Z16K689A	1	36.92	Incl.	
83	FENDER						
84	*	Rpr	LT Fender	KA1Z16006A		<u>4.0</u>	2.2
85			Overlap Major Adj. Panel				-0.4
86	Repl	RT Fender	KA1Z16005A	1	242.42	2.4	2.2
87			Overlap Major Adj. Panel				-0.4
88			Add for Edging				0.5
89			Add for Clear Coat				0.1
90			Deduct for Overlap			-0.3	
91	R&I	RT Fender liner	KA1Z16102A			Incl.	
92	R&I	LT Fender liner	KA1Z16103A			0.3	
93	Repl	RT Wheel opng mldg	FA1Z16038AA	1	66.37	Incl.	
94	Repl	LT Wheel opng mldg	FA1Z16268AB	1	50.00	0.3	
95	R&I	RT Ornament platinum/chrome	KA1Z16720AA			0.1	
96	R&I	LT Ornament platinum/chrome	KA1Z16720AB			0.1	
97	*	Rpr	RT Apron panel (HSS)	F2GZ5802020C		s <u>2.0</u>	1.1
98			Overlap Minor Panel				-0.2
99	Repl	RT Inner shield	KT4Z16102D	1	11.53		
100	#	Repl	RT Hood Shock	KA1Z-16C82-A	1	52.71	
101	R&I	RT Corner molding	FA1Z17074AB			Incl.	
102	R&I	LT Corner molding	FA1Z17075AA			0.1	
103	Repl	Mud guard w/o logo	GA1Z16A550AA	1	53.00	0.4	
104	FRONT SUSPENSION						
105	R&I	Stabilizer bar 2.7 liter AWD	F2GZ5482B		m	0.3	M
106	*	Repl	LKQ Engine cradle 2.7 liter +25%	~347531212	1	993.75 m	<u>5.9</u> M
107	Repl	Engine cradle mount bolt	W716457S439	4	17.64		
		NOTE: One time use cannot be reused					
108	Repl	Wheel alignment align four wheels		1	m	1.8	M
109	ENGINE / TRANSAXLE						
110	Repl	Motor mount	K2GZ6038A	1	220.00 m	0.8	M
111	R&I	Air cleaner assy	K2GZ9600E		m	0.4	M
112	R&I	Engine cover	KT4Z6A949D			0.2	
113	Repl	LT Heat shield	FT4Z9Y427B	1	18.51		
114	WHEELS						
115	R&I	LT/Front R&I wheel	KA1Z1007C		m	0.1	
116	R&I	RT/Front R&I wheel	KA1Z1007D		m	0.1	
117	WINDSHIELD						
118	Repl	Windshield LINCOLN, w/auto dim mirr, w/o auto wipe w/o htd wiper prk	KA1Z5803100G	1	538.25	3.2	

Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

119	R&I	RT Wiper arm	FA1Z17526B	Incl.	
120	R&I	LT Wiper arm	FA1Z17527A	Incl.	
121	R&I	R&I washer reservoir	GT4Z17618H	0.4	
122	PILLARS, ROCKER & FLOOR				
123	*	Rpr	RT Aperture panel	FA1Z58211A10A	<u>4.0</u> <u>1.2</u>
			NOTE: Windshield Pillar Only		
124			Overlap Major Adj. Panel		-0.4
125	*	Rpr	LT Aperture panel	FA1Z58211A11A	<u>4.0</u> <u>1.2</u>
			NOTE: Windshield pillar only		
126			Overlap Major Non-Adj. Panel		-0.2
127	FRONT DOOR				
128	R&I	RT R&I door assy	FA1Z5820124B	1.2	
129	*	Rpr	RT Outer panel	FA1Z5820200B	<u>1.0</u> 2.2
130			Overlap Major Adj. Panel		-0.4
131			Clear Coat		2.5
132	R&I	RT Water shield	FA1Z58237A04A	0.1	
133	R&I	RT Door w'strip	FA1Z5820530A	0.7	
134	R&I	RT Belt molding	FA1Z5821452B	0.3	
135	R&I	RT Lower molding	FA1Z5820878CA	0.3	
136	R&I	RT Nameplate platinum/chrome	KA1Z16228AB	0.2	
137	R&I	RT Mirror assy w/side camera w/memory	FA1Z17682FCPTM	0.4	
138	R&I	RT Handle, outside	GJ7Z5422404ABPTM	0.4	
139	R&I	RT R&I trim panel	FA1Z7823942AK	0.5	
140	R&I	LT R&I door assy	FA1Z5820125B	1.2	
141	REAR DOOR				
142	R&I	RT R&I door assy	KA1Z5824630A	1.2	
143	R&I	LT R&I door assy	KA1Z5824631A	1.2	
144	QUARTER PANEL				
145	Blnd	RT Quarter panel	FA1Z5827840A		1.3
146	Blnd	LT Quarter panel	FA1Z5827841A		1.3
147	R&I	Fuel door	FA1Z58405A26A	0.1	
148	R&I	RT Wheel opng mldg	FA1Z58290A60AA	0.3	
149	R&I	LT Wheel opng mldg	FA1Z58290A61AB	0.3	
150	R&I	RT Qtr glass LINCOLN	FA1Z5829710G	1.6	
151	R&I	LT Qtr glass LINCOLN	FA1Z5829711G	1.6	
152	R&I	Qtr trim panel w/o 2nd row inflatable belts cappuccino	KA1Z5831013AF	0.6	
153	R&I	Qtr trim panel w/o 2nd row inflatable belts cappuccino	KA1Z5831012AD	0.6	
154	REAR LAMPS				
155	R&I	RT Tail lamp	KA1Z13404C	0.2	
156	R&I	LT Tail lamp	KA1Z13405C	0.2	
157	REAR BUMPER				
158	R&I	R&I bumper cover	KA1Z17810ABPTM	1.2	

Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

159	#	Refn	Left Roof Rail Clear Only					0.8
160	#	Refn	Right Roof Rail Clear Only					0.8
161	#	Rpr	Set Up and Measure Frame/Unibody (Frame Time)			2.0	F	
162	#	Repl	Corrosion Protection / Primer NOTE: Subject to invoice	1	10.00	T		0.3
163	#	Repl	Cavity Wax - 1/2 can	1	23.50	T		0.3
164	#		Cover Car for Overspray NOTE: Paint	1	5.00	X		0.2
165	#		Cover Car for Overspray NOTE: Primer	1	5.00	X		0.2
166	#	Repl	D&R Battery	1				0.3
167	#	Repl	Urethane Kit - Stock/Aftermarket	2	76.00	T		
168	#	Repl	Weld-Through Primer - 1/2 can	1	15.00	T		0.3
169	#	Subl	Hazardous Waste Disposal	1	6.00	X		
170	#	Repl	Antifreeze / Coolant NOTE: Subject to invoices	2	40.00			
171	#		Clean and Retape	1	3.00	T		0.5
172	COWL							
173		R&I	Cowl grille	KA1Z58018A16AA			Incl.	
174		Repl	Vacuum tube	F2GZ9C490K		1	58.17	M
175	#	S01	ADDITIONAL LIKEY	1				
SUBTOTALS					16,963.19		80.4	24.8

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			14,744.08
Body Labor	57.3 hrs @	\$ 70.00 /hr	4,011.00
Paint Labor	24.8 hrs @	\$ 70.00 /hr	1,736.00
Mechanical Labor	21.1 hrs @	\$ 120.00 /hr	2,532.00
Frame Labor	2.0 hrs @	\$ 95.00 /hr	190.00
Paint Supplies	26.1 hrs @	\$ 50.00 /hr	1,305.00
Miscellaneous			2,219.11
Subtotal			26,737.19
Sales Tax	\$ 16,176.58 @	7.3750 %	1,193.02
Total Cost of Repairs			27,930.21
Deductible			1,000.00
Total Adjustments			1,000.00
Net Cost of Repairs			26,930.21

MyPriceLink Estimate ID / Quote ID:

Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Added Items							
1	#	S01	TOTAL LOSS	1			
175	#	S01	ADDITIONAL LIKEY	1			
SUBTOTALS					0.00	0.0	0.0

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			0.00
Paint Supplies			0.00
Subtotal			0.00

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	27,930.21	Jeremiah Asuncion
Supplement S01	0.00	BRAD HURRE
Workfile Total:	\$ 27,930.21	
TOTAL ADJUSTMENTS:	\$ 1,000.00	
NET COST OF REPAIRS:	\$ 26,930.21	

MyPriceLink Estimate ID / Quote ID:

All supplements must be pre-approved by Travelers.

Supplement repair charges may be subject to rejection unless approved by Travelers prior to repairs.

This instrument is a damage estimate only and not an acceptance of liability or authorization to repair.

Repair must be pre-authorized by the vehicle owner.

Vehicle owner maintains the right to repair vehicle at a repair facility of their choice.

Please present this estimate to the repair facility prior to repairs.

Necessary Information for Photograph and Video Estimates (READ CAREFULLY):

This estimate may have been completed based wholly or in part using photographs and/or video. Because of the use of photographs and video, this estimate may not be complete, as there could be hidden damage. You should provide this estimate to the shop of your choice prior to commencement of work. If your shop finds additional damages or undiscovered damages, Travelers will work with your repairer to assess the appropriate scope of work. Your shop is instructed in this estimate to contact Travelers through its supplement process and the damages they discover must be reviewed and approved prior to repairing the vehicle. In the event that you are not repairing your vehicle and

Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

believe that our estimate does not account for all of your damages, please contact your Claim professional to discuss and address your concerns and options.

MN ST 60A.955 - A PERSON WHO FILES A CLAIM WITH INTENT TO DEFRAUD OR HELPS COMMIT A FRAUD AGAINST AN INSURER IS GUILTY OF A CRIME.

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR2MW19, CCC Data Date 06/09/2023, and potentially other third party sources of data; and (b) the parts presented are OEM-parts. OEM parts are manufactured by or for the vehicle's Original Equipment Manufacturer (OEM) according to OEM's specifications for U.S. distribution. OEM parts are available at OE/Vehicle dealerships or the specified supplier. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships with discounted pricing. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2023 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.



Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

CCC ONE Estimating - A product of CCC Intelligent Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.



Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

ALTERNATE PARTS SUPPLIERS

Line	Supplier	Description	Price
22	LKQ CORP 3024 SOUTH 40TH STREET PHOENIX AZ 85040 (800) 999-0404	#~351866737 LKQ Impact bar w/o tow hook (UHS) +25% Bumper Bar - Front SEL,4DR ,S#\$Y0616 Quote: 1535582290-450337458938790-1739108450 Expires: 07/09/23	\$ 587.00
38	REMINGTON AUTO SALVAGE SALES NUMBER 4004 CURVUE RD EAU CLAIRE WI 54703 (715) 834-2560	#002209 LKQ Upper tie bar +25% Radiator Support RADIATOR SUPPORT-2.0L,LOWER	\$ 175.00
46	ELITE AUTO LIGHTS SALES NUMBER 100 TABOR ROAD EXTENSION FLAT ROCK NC 28731 (828) 696-2060	#00000114 LKQ RT Headlamp assy w/o adaptive, w/o leveling VERIFY OPTIONS REFLECTOR TYPE LED STICKER ON LAMP WILL READ MID INS QUALITY COMPLETE W/ MODULE Quote: 1535619935-450337459678031-CCC~^~173052620 Expires: 06/04/23	\$ 975.00
47	ALPHA AUTOMOTIVE, INC. SALES NUMBER 3980 VELD AVENUE GREEN BAY WI 54313 (888) 371-3050	#HVRZ1H LKQ LT Headlamp assy w/o adaptive, w/o leveling +25% LT H/LAMP ASSY-KA1Z-13008-AG,S#AA0050 Quote: 1539339782-450337526634612-259690807 Expires: 06/30/23	\$ 1,120.00
48	ALPHA AUTOMOTIVE, INC. SALES NUMBER 3980 VELD AVENUE GREEN BAY WI 54313 (888) 371-3050	#UJYBV LKQ RT Daytime run lamp +25% LAMP PARK-KA1Z-15A201-A,S#AA0050 Quote: 1535621562-450337459715834-257645595 Expires: 06/24/23	\$ 135.00
50	SHARP AUTO PARTS SALES NUMBER 2910 QUANT AVE N., PO BOX 7376 STILLWATER, MN 55 STILLWATER MN 55082 (651) 439-2604	#MN0787 LKQ RT Fog lamp assy +25% Park Lamp, Rt LAMP PARK-NONE	\$ 188.00
51	SHARP AUTO PARTS SALES NUMBER 2910 QUANT AVE N., PO BOX 7376 STILLWATER, MN 55 STILLWATER MN 55082	#MN0787 LKQ LT Fog lamp assy +25% Park Lamp, Rt LAMP PARK-NONE	\$ 188.00

Supplement of Record 1 Summary

2020 LINC Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

(651) 439-2604

54	LKQ CORP 3024 SOUTH 40TH STREET PHOENIX AZ 85040 (800) 999-0404	#~350559936 LKQ Radiator +25% Radiator 2.7L (turbo),S#\$Y0616 Quote: 1539495731-450337529727535-1744451471 Expires: 07/15/23	\$ 165.00
55	LKQ CORP 3024 SOUTH 40TH STREET PHOENIX AZ 85040 (800) 999-0404	#~350559832 LKQ Fan assy +25% Radiator or Condenser Fan Motor 3.5L, STANDARD DUTY COOLING,S#\$Y0616 Quote: 1539496978-450337529759072-1744454182 Expires: 07/15/23	\$ 160.00
62	LKQ CORP 3024 SOUTH 40TH STREET PHOENIX AZ 85040 (800) 999-0404	#~350559937 LKQ Condenser from 09/02/2020 +25% Condenser Condenser,S#\$Y0616 Quote: 1536265492-450337473894788-1740170636 Expires: 07/10/23	\$ 195.00
106	LKQ CORP 3024 SOUTH 40TH STREET PHOENIX AZ 85040 (800) 999-0404	#~347531212 LKQ Engine cradle 2.7 liter +25% Suspension Crossmember/K-Frame FRONT, 3.5L,S#\$V3239 Quote: 1544947229-450337617348227-1751944709 Expires: 07/21/23	\$ 795.00



SELLER INVOICE

Lot #: [REDACTED]

Date: 7/21/23 2:04 AM

COPART AUTO AUCTIONS
1526 BUNKER LAKE BLVD
HAM LAKE, MN 55304 6921
PHONE (763) 772-0700
TAX ID# [REDACTED]

Date 7/21/23

Visit us at www.copart.com
All Amounts are in USD

FINAL INVOICE

Copart Lot# [REDACTED] 80 MN - MINNEAPOLIS NORTH
Loss Date 5/10/23
Called In 6/14/23
P/U Cleared 6/21/23
Pickup Date 6/21/23
Original Title 6/23/23
Trans Title 7/12/23
Sale Document 7/12/23
Loss Type COLLISION
Description 20 LINC NAUTILUS R GRAY
Vehicle ID# [REDACTED]
License#/ST [REDACTED]
Mileage 33,085
Pickup From CALIBER
7515 95TH ST S
COTTAGE GROVE, MN 55016
(651) 262-2000

[REDACTED]
LAURIE LADUE
TRAVELERS INDEMNITY COMPANY
60 LAKEFRONT BLVD
STE 226
BUFFALO, NY 14202

Claim# [REDACTED]
Policy# UNKNOWN
Loss Code C
Reference# 001 COLL
Insured [REDACTED]
Owner [REDACTED]

ADVANCE CHARGES PAID BY COPART

TOW SERVICE	975.61
YARD/GATE	250.00
TEARDOWN/ESTIMATING FEE	497.00

TOTAL ADVANCE CHARGES	1722.61

COPART SERVICE CHARGES

PIP FEE/SERVICE FEE	113.00

TOTAL COPART SERVICE CHARGES	113.00

TOTAL DUE COPART	1835.61
PROCEEDS FROM SALE	8200.00CR
CHECK PAYMENT FROM COPART	6364.39

NET DUE COPART	.00

Bid Raised By Internet

COPART PAYMENTS DETAIL

COPART CHECK# [REDACTED]	07/20/23	6,364.39
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SALE INFORMATION

Lot# [REDACTED]	Sold To	81687 ABC CARS & LEASING LLC
Sale Date 7/18/23		1200 MENDELSSOHN AVE N #103
Sale Amount 8200.00		GOLDEN VALLEY, MN 55427
ACV 38/19.00		(612) 781-3055
Repair Es27930.21		
Return 21.1%	Item# 113	Invoice Date 7/20/23
Cert# [REDACTED]		Invoice Amount .00 USD
Payment From Buyer 7/19/23	REMIT TO: COPART	
Reported To NICB 7/19/23	4610 WESTAMERICA DRIVE	
	FAIRFIELD, CA 94534	



ADVANCE CHARGES DOCUMENT

Lot #: [REDACTED]

Date: 7/21/23 2:04 AM

CALIBER COLLISION

CALIBER - COTTAGE GROVE

RESTORING THE RHYTHM OF YOUR LIFE
7515 95th St S, Cottage Grove, MN 55016
Phone: (651) 262-2000
FAX: (651) 262-2020

Workfile ID:
Federal ID:
State EPA:

N/A

Final Bill

RO Number: [REDACTED]

Customer: [REDACTED]

WOODBURY, MN

Insurance:
TRAVELERS - THE STANDARD

OVERLAND PARK

Adjuster: AWAG
Phone: [REDACTED]
Claim: [REDACTED]
Loss Date: 5/10/2023
Deductible: 1,000.00

Estimator: Mario Gamez
Create Date: 5/14/2023

2020 LINX Nautilus Reserve AWD 4D UTILITY 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

VIN: [REDACTED] Interior Color: Mileage In: 33,085 Vehicle Out: 7/26/2023
License: [REDACTED] Exterior Color: Gray Mileage Out: 33,085
State: MN Production Date: 8/2020 Condition: Job #:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	TTL		Total Loss Processing Fee	1	250.00	Other			
2	TTL		FRONT BUMPER & GRILLE						
3	TTL	Remove/Instal	Impact bar w/o tow hook (UHS)				0.3	Body	
4	TTL	Remove/Instal	License bracket				0.1	Body	
5	TTL	Remove/Instal	Absorber				0.2	Body	
6	TTL	Remove/Instal	Front camera				0.1	Body	
7	TTL	Remove/Instal	Distance sensor				0.1	Body	
8	TTL		FRONT LAMPS						
9	TTL	Remove/Instal	RT R&I headlamp assy				0.3	Body	
10	TTL	Remove/Instal	LT R&I headlamp assy				0.3	Body	
11	TTL		RADIATOR SUPPORT						
12	TTL	Remove/Instal	RT Air guide			OEM	0.1	Body	
13	TTL	Remove/Instal	R&I upper tie bar				0.2	Body	
14	TTL	Remove/Instal	Shutter				0.0	Body	
15	TTL	Remove/Instal	LT Air guide				0.1	Body	
16	TTL	Remove/Instal	Lower deflector				0.1	Body	
17	TTL	Overhaul	O/H bumper assy			OEM	2.0	Body	
18	TTL	Remove/Instal	Sight shield			OEM	0.0	Body	
19	TTL	Remove/Instal	Upper reinf			OEM	0.7	Body	
20	TTL		COOLING			OEM			
21	TTL	Remove/Instal	Radiator			LKQ	0.0	Body	
22	TTL	Remove/Instal	Trans cooler			OEM	0.3	Body	
23	TTL	Remove/Instal	Intercooler			OEM	0.0	Body	
24	TTL		ELECTRICAL			OEM			

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PCR = Paintless Dent Repair, AM = Aftermarket, Recr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-core, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

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Page 1



ADVANCE CHARGES DOCUMENT

Lot # [REDACTED]

Date: 7/21/23 2:04 AM

Final Bill

Order: [REDACTED]

2016 Nautilus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

25	TTL	Remove/Install	Low note horn level 2	OEM	0.1	Body
26	TTL	Remove/Install	High note horn level 2		0.1	Body
27	TTL		AIR CONDITIONER & HEATER	OEM		
28	TTL	Remove/Install	Condenser to 09/01/2020		1.3	Body
29	TTL		FENDER	OEM		
30	TTL	Remove/Install	RT Wheel cping mildg		0.2	Body
31	TTL	Remove/Install	LT Wheel cping mildg	OEM	0.3	Body
32	TTL		HOOD	OEM		
33	TTL	Remove/Install	Latch	OEM	0.2	Body
34	TTL		Towing	1	975.61	Other

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts					1,225.61
Labor, Body			70.00	7.1	497.00
Subtotal					1,722.61
Sales Tax					0.00
Grand Total					1,722.61
Deductible					(1,000.00)
Net Total					722.61

Estimate Version	Total \$
Original	27,930.21
Supplement TTL	1,722.61

Insurance Total \$:	722.61
Received from Insurance \$:	0.00
Balance due from Insurance \$:	722.61
Customer Total \$:	1,000.00
Received from Customer \$:	0.00
Balance due from Customer \$:	1,000.00

TERMS AND CONDITIONS OF REPAIR SERVICES

- 1.Payment Upon Completion and Authority to Endorse Checks.Customer agrees that he/she is fully responsible & liable for timely payment of all charges for labor, parts, material & accessories, sublet repairs, and any other charges incurred under these Terms & Conditions, and payment in full shall be made prior to the release of the vehicle.To facilitate timely payment, Customer hereby authorizes Caliber & its authorized employees, to act in Customer's place for the purpose of endorsing, on Customer's behalf, all insurance checks made payable to Caliber and Customer, or to Customer regarding authorized repairs to the vehicle described in this agreement with such limited authorization terminating upon full payment for the repairs of the vehicle.
- 2.Additional Repairs.Customer may authorize Caliber to conduct additional repairs that are discovered following closer inspection or disassembly orally, in written form, or via electronic messaging & all such additional repairs shall be listed on the final invoice.
- 3.Sublet Repairs, Repair Location and Authority to Operate Vehicle.Customer acknowledges & authorizes Caliber, including its subcontractors & employees, as Caliber deems appropriate, to: perform portions of the repairs through use of subcontractor(s) hired by Caliber; conduct repairs at

T = Taxable Item, NPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Mech = Mechanical, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-core, RECOND = Reconditioned, UQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural
6/12/2023 4:25:17 PM

Page 2



ADVANCE CHARGES DOCUMENT

Lot #: [REDACTED]

Date: 7/21/23 2:04 AM

Final Bill

[REDACTED]
Jutillus Reserve AWD 4D UTV 6-2.7L Turbocharged Gasoline Gasoline Direct Injection Gray

Caliber facility; and, operate the vehicle, including use on public streets, for the purposes of including, but not limited to, inspecting, testing, up, delivery, & facilitating repairs.

4. Damage or Theft. Customer acknowledges and agrees that Caliber is not responsible for & does not accept any liability for the theft, or damage to, the vehicle, or any personal property left in the vehicle, that is not a direct result of Caliber's gross negligence. Customer acknowledges that said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss related to theft, fire or vandalism while the property remains with Caliber. Customer further acknowledges that all personal property has been removed from the vehicle, and that Caliber, its employees and its subcontractors are not responsible for inspection thereof.

5. Storage Fees & Lien Sale. Customer authorizes & acknowledges that if the vehicle is not picked up within ten (10) days after Caliber has notified the Customer that the repairs are completed, Caliber may charge daily storage fees at rates that are ordinary & customary for the area, but not to exceed \$35.00 per day. In addition to any and all other available legal & equitable remedies, Caliber may, in accordance with applicable state law, begin lien sale proceedings & sell the vehicle by way of a public auction.

6. DISPUTE SETTLEMENT AND ARBITRATION. CUSTOMER & CALIBER ACKNOWLEDGE AND AGREE THAT IN THE EVENT A DISPUTE OR CONTROVERSY ARISES CONCERNING THIS AGREEMENT OR THE REPAIRS TO THE VEHICLE, CUSTOMER & CALIBER SHALL FIRST ATTEMPT IN GOOD FAITH TO SETTLE THE DISPUTE BY MEDIATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS CONSUMER OR COMMERCIAL MEDIATION PROCEDURES, AS APPLICABLE. IN THE EVENT THAT THE MATTER IS NOT SETTLED BY MEDIATION AS PROVIDED FOR IN THIS PARAGRAPH, CUSTOMER & CALIBER AGREE THAT SUCH DISPUTE OR CONTROVERSY SHALL BE RESOLVED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS CONSUMER OR COMMERCIAL ARBITRATION RULES, AS APPLICABLE. CUSTOMER HEREBY ACKNOWLEDGES THAT A COPY OF SUCH RULES, A GUIDE TO THE APPLICABLE PROCEDURES AND INFORMATION NOTING THE NEAREST AMERICAN ARBITRATION ASSOCIATION LOCATION IS AVAILABLE FOR CUSTOMER'S REVIEW AT www.adr.org/aaq/faces/rules. CUSTOMER MAY ALSO CONTACT THE AMERICAN ARBITRATION ASSOCIATION AT 212-484-4181 or 888-855-9575. JUDGMENT ON THE ARBITRATION AWARD RENDERED BY THE ARBITRATOR MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF. IF EITHER CUSTOMER OR CALIBER ELECTS TO RESOLVE A CLAIM BY ARBITRATION, THAT CLAIM SHALL BE ARBITRATED ONLY ON AN INDIVIDUAL BASIS. THERE SHALL BE NO RIGHT OR AUTHORITY FOR ANY CLAIMS TO BE ARBITRATED ON A CLASS ACTION BASIS OR ON BASES INVOLVING CLAIMS BROUGHT IN A PURPORTED REPRESENTATIVE CAPACITY, WHETHER ON BEHALF OF THE GENERAL PUBLIC, OTHER CALIBER CUSTOMERS OR OTHER PERSONS SIMILARLY SITUATED. NOTWITHSTANDING THE FOREGOING, CALIBER AND CUSTOMER AGREE THAT CLAIMS ARISING UNDER THE MAGNUSON-MOSS WARRANTY ACT ("MMWA"), SHALL BE MEDIATED BUT SHALL NOT BE ARBITRATED. IF MEDIATION DOES NOT RESOLVE A CLAIM UNDER THE MMWA, THE CUSTOMER MAY PURSUE THE MMWA CLAIM, AND ONLY THE MMWA CLAIM, IN COURT. ANY CLAIMS NOT UNDER THE MMWA SHALL BE ARBITRATED AS SET FORTH HEREIN. IN THE EVENT THE CUSTOMER DOES BRING AN MMWA CLAIM IN COURT, CUSTOMER AND CALIBER EXPRESSLY WAIVE THEIR RIGHT TO A TRIAL BY JURY AS TO SUCH CLAIM.

7. Limited Warranty. Subject to the obligations and exclusions below, Caliber warrants the repairs against defects in materials and workmanship for the applicable period of time set forth in Section 7(A). During such time, Caliber will repair or replace any parts which prove to be defective by reason of improper workmanship or materials without charge for parts or labor relating thereto, subject to the terms and conditions herein, including, but not limited to Section 7(C) below. All warranty repairs must be performed at one of Caliber's facilities. If the vehicle is outside Caliber's market area, the warranty repairs may be performed at any repair facility nationwide that is approved in advance by Caliber.

A. Warranty Period. Non-Transferability & Non-Assignability. Except as otherwise provided herein, Caliber warrants the repairs and paint only to Customer and for only as long as Customer owns the vehicle, but in no event for less than sixty (60) days. Customer may not expressly or implicitly transfer or assign any rights granted under this limited warranty.

B. Defects in Manufacturer's Parts, Material or Accessories. In certain instances Caliber may use parts, materials or accessories in its repairs that have been procured from third-party manufacturers and/or suppliers. In such instances, Caliber warrants such parts, materials or accessories only to the extent that the third-party manufacturer or supplier's warranties apply to Caliber.

C. Limitations and Exclusions. This limited warranty does not apply to repairs necessitated by any cause beyond the reasonable control of Caliber, including any defects, damage or malfunctions caused by or resulting from unauthorized service or parts, improper or inadequate vehicle maintenance, use for which any parts or accessories were not designed or approved, alterations, accidents, modification of repairs, subsequent repairs performed by a party other than Caliber (except as set forth in this Section 7), abuse, misuse, neglect, or acts of God. Any and all disputes related to this section shall be resolved according to the procedures set forth in Paragraph 6 above.

D. Environmental Damage. This limited warranty does not apply to damage caused by chemicals, tree sap, road salt, sand, rocks, pebbles, hail, windstorms, sun, pollution or other environmental factors or road hazards that may damage cloth, leather, plastic, wood, vinyl, paint, chrome, upholstery and/or convertible tops.

E. Waiver of Right to Return of Replaced Auto Parts. By entering into this agreement Customer waives any right to the return of auto parts replaced by Caliber and Customer agrees that all parts replaced under this limited warranty shall become the property of Caliber. If you do not wish to waive your

T = Taxable Item, RPO = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/R = Aftermarket, Recor = Reconditioned, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-core, RECOND = Reconditioned, LKQ = Like Kind Quality or Lost, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

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Financials

[Expand All](#) | [Collapse All](#)

Financials

Monday, October 2, 2023

NOL Insured Information:

WOODBURY, MN

Claim Number:

RP Sequence Number:
001

Responsible Party Information:

FORD MOTOR
P.O. BOX 70
DEARBORN, MI 48121

Loss Date:

05/10/2023

Accident State:

INVER GROVE H, MN

Summary of Loss:

\$38719.00 ACV \$ 2536.74 TAX \$ 275.43 Tag & Title \$ 1000.00 -ded \$ 1200.00 RR \$ 6364.39 -Salvage \$35366.78
Net due \$ 1000.00 Ded \$36366.78 Total due

Claimant Summary

Claimant Number	Name	Type	Cov Code	Deductible	Reduction	Total Subro Demand
001		INSD	RR	\$ 0.00	\$ 0.00	\$ 1,200.00
			COLL	\$ 1,000.00	\$ 0.00	\$ 35,166.78
	001 CMT (SUBTOTAL)			\$ 0.00	\$ 0.00	\$ 36,366.78
	TOTALS (AMOUNT DUE)			\$ 0.00	\$ 0.00	\$ 36,366.78

Payment Details

Clm Nbr	PERS Auth Id	Cov Cd	Reference	Seq Nbr	Transaction Date	Amount	Payee or Sold to Name	For	Explanation
001	ENT\$	RR		001	06/13/2023	\$ 1,200.00	ENTERPRISE RAC		
001	MJ7	COLL		002	06/20/2023	\$ 30,706.18	LINCOLN AUTOMOTIVE FINANCIAL SERVICES		2020 LINCOLN NAUTILUS R / VIN
001	MJ7	COLL		009	06/22/2023	\$ 9,824.99		TOTAL LOSS SETTLEMENT	2020 LINCOLN NAUTILUS R /
001	CPT\$	COLL			07/21/2023	\$ 6,364.39		CREDIT	SALVAGE

Indemnity Net Paid Amount(LESS CREDITS):

\$35,366.78



REPORT SUMMARY



CLAIM INFORMATION

Owner	[REDACTED] [REDACTED] Woodbury, MN [REDACTED]
Loss Vehicle	2020 Lincoln Nautilus Reserve AWD
Loss Incident Date	05/10/2023
Claim Reported	06/08/2023

The CCC ONE® Market Valuation Report reflects CCC Intelligent Solutions Inc.'s opinion as to the value of the loss vehicle, based on information provided to CCC by TRAVELERS - THE STANDARD FIRE INSURANCE COMPANY.

Loss vehicle has 22% fewer than average mileage of 42,200.



INSURANCE INFORMATION

Report Reference Number	[REDACTED]
Claim Reference	[REDACTED]
Adjuster	Peterson, John
Odometer	33,085
Last Updated	06/14/2023 10:02 AM



VALUATION SUMMARY

Base Vehicle Value	\$ 38,719.00
Adjusted Vehicle Value	\$ 38,719.00
Vehicular Tax (6.5517%)	+ \$ 2,536.74
Tax reflects applicable state, county and municipal taxes.	
Title, Registration and Other Fees*	+ \$ 275.43
Value before Deductible	\$ 41,531.17
Deductible*	- \$ 1,000.00

Total	\$ 40,531.17
--------------	---------------------

Adjustments indicated with an Asterisk (*) have been determined by TRAVELERS - THE STANDARD FIRE INSURANCE COMPANY and have been added here for convenience.

The total may not represent the total of the settlement as other factors (i.e. other applicable fees) may need to be taken into account.

BASE VEHICLE VALUE

This is derived per our Valuation methodology described on the next page.

ADJUSTED VEHICLE VALUE

This is determined by adjusting the Base Vehicle Value to account for the actual condition of the loss vehicle and certain other reported attributes, if any, such as refurbishments and after factory equipment.

Inside the Report

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Vehicle Information.....	3
Vehicle Condition.....	7
Taxes and Fees.....	9
Comparable Vehicles.....	10
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VALUATION METHODOLOGY

How was the valuation determined?



CLAIM INSPECTION

TRAVELERS - THE STANDARD FIRE INSURANCE COMPANY has provided CCC with the zip code where the loss vehicle is garaged, loss vehicle VIN, mileage, equipment, as well as loss vehicle condition, which is used to assist in determining the value of the loss vehicle.

DATABASE REVIEW

CCC maintains an extensive database of vehicles that currently are or recently were available for sale in the U.S. This database includes vehicles that CCC employees have physically inspected, as well as vehicles advertised for sale by dealerships or private parties. All of these sources are updated regularly.

SEARCH FOR COMPARABLES

When a valuation is created the database is searched and comparable vehicles in the area are selected. The zip code where the loss vehicle is garaged determines the starting point for the search. Comparable vehicles are similar to the loss vehicle based on relevant factors.

CALCULATE BASE VEHICLE VALUE

Adjustments to the price of the selected comparable vehicles are made to reflect differences in vehicle attributes, including mileage and options. Dollar adjustments are based upon market research.

Finally, the Base Vehicle Value is the weighted average of the adjusted values of the comparable vehicles based on the following factors:

- Source of the data (such as inspected versus advertised)
- Similarity (such as equipment, mileage, and year)
- Proximity to the loss vehicle's primary garage location
- Recency of information



VEHICLE INFORMATION

VEHICLE DETAILS

Location	SAINT PAUL, MN [REDACTED]
VIN	[REDACTED]
Year	2020
Make	Lincoln
Model	Nautilus
Trim	Reserve
Body Style	AWD
Body Type	Sports Utility
Engine -	
Cylinders	6
Displacement	2.7L
Induction	Turbocharged
Fuel Type	Gasoline
Carburation	Gasoline Direct Injection
Transmission	Automatic Transmission 4 Wheel Drive
Curb Weight	4305 lbs

VEHICLE ALLOWANCES

Package 1: 201a + 186

Odometer 33,085 + 1,780

Options

Aluminum/Alloy Wheels	Not Present	- 200
20" Or Larger Wheels	Package 1	+ 400
Surround View Camera	Package 1	+ 200
Parking Sensors	Package 1	+ 100
Intelligent Cruise	Package 1	+ 200

Reported* Option(s) added after initial valuation

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number(VIN). This number provides certain specifications of the vehicle.

Please review the information in the Vehicle Information Section to confirm the reported mileage and to verify that the information accurately reflects the options, additional equipment or other aspects of the loss vehicle that may impact the value.

Allowances are factors influencing the value of the loss vehicle when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard equipment. These allowances are displayed for illustrative purposes only.

The Base Vehicle Value is calculated from the comparable vehicles with adjustments to reflect the loss vehicle configuration

VEHICLE INFORMATION

VEHICLE EQUIPMENT

Package 1:	201a	
Odometer	33,085	
Transmission	Automatic Transmission	✓
	4 Wheel Drive	✓
Power	Power Steering	✓
	Power Brakes	✓
	Power Windows	✓
	Power Locks	✓
	Power Mirrors	✓
	Power Driver Seat	✓
	Power Passenger Seat	✓
	Power Trunk/Liftgate	✓
Decor/Convenience	Air Conditioning	✓
	Climate Control	✓
	Tilt Wheel	✓
	Cruise Control	✓
	Rear Defogger	✓
	Intermittent Wipers	✓
	Console/Storage	✓
	Overhead Console	✓
	Memory Package	✓
	Navigation System	✓
	Keyless Entry	✓
	Telescopic Wheel	✓
	Heated Steering Wheel	✓
	Message Center	✓
	Home Link	✓
	Remote Starter	✓
	Wood Interior Trim	✓
Seating	Bucket Seats	✓
	Reclining/Lounge Seats	📄
	Leather Seats	✓

To the left is the equipment of the loss vehicle that TRAVELERS - THE STANDARD FIRE INSURANCE COMPANY provided to CCC.

✓ **Standard** This equipment is included in the base configuration of the vehicle at time of purchase.

📄 **Additional** Equipment that is not Standard but was noted to be on the loss vehicle.

 VEHICLE INFORMATION

VEHICLE EQUIPMENT

Radio	Heated Seats	✓
	Rear Heated Seats	✓
	Ventilated Seats	✓
	AM Radio	✓
	FM Radio	✓
	Stereo	✓
	Search/Seek	✓
	CD Player	✓
	Steering Wheel Touch Controls	✓
	Auxiliary Audio Connection	✓
Wheels	Premium Radio	✓
	Satellite Radio	✓
	20" Or Larger Wheels	
	Electric Glass Roof	✓
	Skyview Roof	✓
Safety/Brakes	Air Bag (Driver Only)	✓
	Passenger Air Bag	✓
	Anti-lock Brakes (4)	✓
	4-wheel Disc Brakes	✓
	Front Side Impact Air Bags	✓
	Head/Curtain Air Bags	✓
	Backup Camera	✓
	Surround View Camera	
	Parking Sensors	
	Hands Free	✓
Exterior/Paint/Glass	Xenon Or L.E.D. Headlamps	✓
	Alarm	✓
	Traction Control	✓
	Stability Control	✓
	Intelligent Cruise	
	Lane Departure Warning	✓
	Blind Spot Detection	✓
	Dual Mirrors	✓

VEHICLE INFORMATION

VEHICLE EQUIPMENT

	Heated Mirrors	✓
	Privacy Glass	✓
	Fog Lamps	✓
	Rear Spoiler	✓
	Rear Window Wiper	✓
	Signal Integrated Mirrors	✓
	Clearcoat Paint	✓
	Metallic Paint	📄
Other - Trucks	California Emissions	✓





VEHICLE CONDITION

COMPONENT CONDITION

	Condition	Inspection Notes/Guidelines	Value Impact
INTERIOR			
Seats	PRIVATE OWNER	Notes: FRONT AND REAR SEAT HAVE LIGHT WEAR NO TEARS Guideline: Clean. No significant tears, holes and/or burn marks. No significant wear. No bare spots. Lightly worn primarily in driver's area.	\$ 0
Carpets	PRIVATE OWNER	Notes: CARPETS HAVE LIGHT WEAR AROUND WEATHER TECH MATS NO OPEN WEAR SPOTS Guideline: Clean. No significant tears, holes and/or burn marks. No significant wear. No bare spots. Lightly worn primarily in driver's area.	\$ 0
Dashboard	PRIVATE OWNER	Notes: COMPONENTS INTACT SHOWING LIGHT WEAR Guideline: Few small scratches and/or gouges. Minimal damage to components. Light wear.	\$ 0
Headliner	PRIVATE OWNER	Notes: CLEAN NO TEARS Guideline: Clean. No significant holes and/or burn marks. No significant scuffing.	\$ 0
EXTERIOR			
Sheet Metal	PRIVATE OWNER	Notes: NO LARGE DENTS OR RUST Guideline: Few dings. No rust. All panels intact and properly aligned.	\$ 0
Trim	PRIVATE OWNER	Notes: REAR BUMPER CLEAN HEADLAMPS ARE CLEAR Guideline: No broken and/or missing components. No dents. Few dings.	\$ 0
Paint	PRIVATE OWNER	Notes: NO FADING OR PEELING Guideline: Few small chips and/or scratches. No peeling and/or flaking. Minor swirl marks. Slight Fading.	\$ 0

TRAVELERS - THE STANDARD FIRE INSURANCE COMPANY uses condition inspection guidelines to determine the condition of key components of the loss vehicle prior to the loss. The guidelines describe physical characteristics for these key components, for the condition selected based upon age. Inspection Notes reflect observations from the appraiser regarding the loss vehicle's condition.

CCC makes dollar adjustments that reflect the impact the reported condition has on the value of the loss vehicle as compared to Private Owner condition. These dollar adjustments are based upon interviews with dealerships across the United States.



VEHICLE CONDITION

COMPONENT CONDITION

	Condition	Inspection Notes/Guidelines	Value Impact
Glass	PRIVATE OWNER	Notes: NO LARGE CRACKS IN THE WINDSHIELD Guideline: Light surface scratches and/or pitting.	\$ 0
MECHANICAL			
Engine	PRIVATE OWNER	Notes: ENGINE COMPARTMENT HAS MINIMAL DIRT AND GREASE Guideline: Minor seepage. Belts and hoses firm, show minimal wear. Minimal dirt and grease in engine compartment.	\$ 0
Transmission	PRIVATE OWNER	Notes: AVERAGE CONDITION SELECTED Guideline: Fluid slightly discolored. A few areas of seepage.	\$ 0
TIRES			
Front Tires	PRIVATE OWNER	Notes: 6/11 AVERAGE REMAINING 54% Guideline: 41% to 68% of new. Example: Typical new car tires are 11/32, loss measures at 5/32 = 46% (5/11)	\$ 0
Rear Tires	PRIVATE OWNER	Notes: 6/11 AVERAGE REMAINING 54% Guideline: 41% to 68% of new. Example: Typical new car tires are 11/32, loss measures at 5/32 = 46% (5/11)	\$ 0
Total Condition Adjustments			\$ 0



TITLE, REGISTRATION AND OTHER FEES

VEHICLE FEES

Zip:	[REDACTED]
Zip+4:	3008
Registration Expires:	10/01/2023
Plates are:	Transferable
Salvage retained by:	Insurance Carrier
Curb Weight:	4305
MSRP:	\$ 50,995.00
Plate Type:	Standard
Plate Numbering:	Standard
Number Of Plates:	2
Third Party Vehicle:	No
Lien Present:	Yes

Title Fees

Title Technology Surcharge	\$ 2.25
Lien Fee	\$ 2.00
Title or Title Transfer Fee	\$ 8.25

Registration Fees

Registration Tax	\$ 218.43
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Additional Fees

Transfer Tax - (Additional Reference 1)	\$ 10.00
State or Deputy Filing Fee	\$ 11.00
Public Safety Vehicle Fee	\$ 3.50
Wheelage Tax	\$ 20.00
Total Title, Registration and Other Fees	\$ 275.43

Fees listed have been identified to be applicable for reimbursement by the TRAVELERS - THE STANDARD FIRE INSURANCE COMPANY based on information provided by TRAVELERS - THE STANDARD FIRE INSURANCE COMPANY. Fees may include title, registration, license plate transfer and other related state/jurisdictional fees.

Fees are determined by vehicle attributes, provided by the Insurance company, including, but not limited to, vehicle type, size, weight, primary usage, vehicle salvaged, or owner retained.

Reference links are provided for informational purposes only. The links and content contained in the links are not produced, maintained or affiliated with CCC, and CCC bears no responsibility for the content provided therein.

COMPARABLE VEHICLES

Options	Loss Vehicle	Comp 1	Comp 2	Comp 3
201a	✓	✗	✓	✗
Odometer	33,085	43,399	44,997	40,894
Automatic Transmission	✓	✓	✓	✓
4 Wheel Drive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Mirrors	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Passenger Seat	✓	✓	✓	✓
Power Trunk/Liftgate	✓	✓	✓	✓
Air Conditioning	✓	✓	✓	✓
Climate Control	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Console/Storage	✓	✓	✓	✓
Overhead Console	✓	✓	✓	✓
Memory Package	✓	✓	✓	✓
Navigation System	✓	✓	✓	✓
Entertainment Center	✗	✓	✗	✗
Keyless Entry	✓	✓	✓	✓
Telescopic Wheel	✓	✓	✓	✓
Heated Steering Wheel	✓	✓	✓	✓
Message Center	✓	✓	✓	✓
Home Link	✓	✓	✓	✓
Remote Starter	✓	✓	✓	✓
Wood Interior Trim	✓	✓	✓	✓
Bucket Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	✗	✗	✗
Leather Seats	✓	✓	✓	✓
Heated Seats	✓	✓	✓	✓
Rear Heated Seats	✓	✓	✓	✓
Ventilated Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓

Comp 1 Updated Date: 05/25/2023

2020 Lincoln Nautilus Reserve Awd 6
2.7i Gasoline Turbocharged Gasoline
Direct Injection

VIN [REDACTED]

Dealership Apple Valley Ford/lincoln
Contact Rick Mcclarey

Telephone (952) 234-8768

Source Inspected Inventory

Stock # D7830A

Distance from Saint Paul, MN

18 Miles - Saint Paul, MN

Comp 2 Updated Date: 06/04/2023

2020 Lincoln Nautilus Reserve Awd 6
2.7i Gasoline Turbocharged Gasoline
Direct Injection

VIN [REDACTED]

Dealership Hudson Ford
Telephone (715) 386-2334

Source Autotrader

Stock # HF1002

Distance from Saint Paul, MN

9 Miles - Hudson, WI

Comp 3 Updated Date: 05/30/2023

2020 Lincoln Nautilus Reserve Awd 6
2.7i Gasoline Turbocharged Gasoline
Direct Injection

VIN [REDACTED]9

Dealership Inver Grove Ford Lincoln
Telephone (651) 451-2201

Source Dealer Ad

Distance from Saint Paul, MN

10 Miles - Inver Grove Heights, MN

Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but are reflective of the market value, and may no longer be available for sale.

List Price is the sticker price of an inspected dealer vehicle and the advertised price for the advertised vehicle.

Take Price is the amount that the dealership will accept to sell the inspected vehicle, though a lower price may be obtainable through negotiation.

COMPARABLE VEHICLES

Options	Loss Vehicle	Comp 1	Comp 2	Comp 3
CD Player	✓	✓	✓	✓
Steering Wheel Touch Controls	✓	✓	✓	✓
Auxiliary Audio Connection	✓	✓	✓	✓
Premium Radio	✓	✓	✓	✓
Satellite Radio	✓	✓	✓	✓
Aluminum/Alloy Wheels	✗	✗	✗	✓
20" Or Larger Wheels	✓	✓	✓	✗
Electric Glass Roof	✓	✓	✓	✓
Skyview Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-lock Brakes (4)	✓	✓	✓	✓
4-wheel Disc Brakes	✓	✓	✓	✓
Front Side Impact Air Bags	✓	✓	✓	✓
Head/Curtain Air Bags	✓	✓	✓	✓
Backup Camera	✓	✗	✓	✓
Surround View Camera	✓	✗	✓	✓
Parking Sensors	✓	✗	✓	✓
Communications System	✗	✓	✗	✗
Hands Free	✓	✓	✓	✓
Xenon Or L.E.D. Headlamps	✓	✓	✓	✓
Alarm	✓	✓	✓	✓
Traction Control	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Intelligent Cruise	✓	✗	✓	✓
Lane Departure Warning	✓	✓	✓	✓
Blind Spot Detection	✓	✓	✓	✓
Dual Mirrors	✓	✓	✓	✓
Heated Mirrors	✓	✓	✓	✓
Privacy Glass	✓	✓	✓	✓
Fog Lamps	✓	✓	✓	✓
Luggage/Roof Rack	✗	✗	✓	✗
Rear Spoiler	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Signal Integrated Mirrors	✓	✓	✓	✓
Clearcoat Paint	✓	✓	✓	✓
Metallic Paint	✓	✗	✗	✗
Trailer Hitch	✗	✗	✗	✓
Trailerling Package	✗	✗	✗	✓
California Emissions	✓	✓	✓	✓

Distance is based upon a straight line between loss and comparable vehicle locations.

[†]The Condition Adjustment sets that comparable vehicle to Private Owner condition, which the loss vehicle is also compared to in the Vehicle Condition section.

COMPARABLE VEHICLES

List Price	\$ 38,580	\$ 37,395	\$ 40,000
Take Price	\$ 38,580		
Adjustments:			
Package	+ \$ 186		+ \$ 186
Options	+ \$ 100	- \$ 50	
Mileage	+ \$ 2,061	+ \$ 2,405	+ \$ 1,475
Condition ¹	- \$ 2,694	- \$ 2,694	- \$ 2,694
Adjusted Comparable Value	\$ 38,233	\$ 37,056	\$ 38,967

COMPARABLE VEHICLES

ADDITIONAL COMPARABLE VEHICLES

Source	Vehicle	Price	Adjusted Comparable Value
Comp 4			
Source: Dealer Ad Rosedale Chevrolet Saint Paul, MN (651) 300-0005 14 Miles From Saint Paul, MN	2020 Lincoln Nautilus Reserve Awd 6 2.7l Gasoline Turbocharged Gasoline Direct Injection Odometer: 41,372 [REDACTED] Updated Date: 05/30/2023	\$ 39,991 (List)	\$ 38,881
Comp 5			
Source: Autotrader White Bear Lincoln Saint Paul, MN (888) 756-9530 13 Miles From Saint Paul, MN	2020 Lincoln Nautilus Reserve Awd 6 2.7l Gasoline Turbocharged Gasoline Direct Injection Odometer: 22,960 VIN: [REDACTED] Stock #: P30802A Updated Date: 06/06/2023	\$ 45,995 (List)	\$ 42,916
Comp 6			
Source: Autotrader Bloomington Lincoln Minneapolis, MN (952) 888-2271 19 Miles From Saint Paul, MN	2020 Lincoln Nautilus Reserve Awd 6 2.7l Gasoline Turbocharged Gasoline Direct Injection Odometer: 20,800 VIN: [REDACTED] Stock #: PM27599 Updated Date: 06/04/2023	\$ 42,991 (List)	\$ 38,782
Comp 7			
Source: Autotrader Apple Ford Lincoln Apple Valley Saint Paul, MN (952) 204-9413 18 Miles From Saint Paul, MN	2020 Lincoln Nautilus Reserve Awd 6 2.7l Gasoline Turbocharged Gasoline Direct Injection Odometer: 27,607 VIN: [REDACTED] Stock #: A5588A Updated Date: 04/09/2023	\$ 40,999 (List)	\$ 38,448
Comp 8			

Additional Comparable Vehicles are in summary format, but are adjusted the same as those on the previous page.

Comparable vehicles used in the determination of the Base Vehicle Value are not intended to be replacement vehicles but are reflective of the market value, and may no longer be available for sale.

List Price is the sticker price of an inspected dealer vehicle and the advertised price for the advertised vehicle.

Distance is based upon a straight line between loss and comparable vehicle locations.

COMPARABLE VEHICLES

ADDITIONAL COMPARABLE VEHICLES

Source: Autotrader	2020 Lincoln Nautilus	\$ 41,999	\$ 37,989
Apple Ford Lincoln Apple Valley	Reserve Awd 6 2.7l	(List)	
Saint Paul, MN	Gasoline Turbocharged		
(952) 204-9413	Gasoline Direct Injection		
18 Miles From Saint Paul, MN	Odometer: 22,245		
	VIN: [REDACTED]		
	Stock #: 45480A		
	Updated Date: 04/23/2023		
Comp 9			
Source: Autotrader	2020 Lincoln Nautilus	\$ 40,999	\$ 37,518
Apple Ford Lincoln Apple Valley	Reserve Awd 6 2.7l	(List)	
Saint Paul, MN	Gasoline Turbocharged		
(952) 204-9413	Gasoline Direct Injection		
18 Miles From Saint Paul, MN	Odometer: 24,264		
	VIN: [REDACTED]		
	Stock #: A4556A		
	Updated Date: 04/16/2023		



VALUATION NOTES

06/14/2023 10:02 - POADJ CHANGE REQUESTED BY: HURRLE,BRAD

This Market Valuation Report has been prepared exclusively for use by TRAVELERS - THE STANDARD FIRE INSURANCE COMPANY, and no other person or entity is entitled to or should rely upon this Market Valuation Report and/or any of its contents. CCC is one source of vehicle valuations, and there are other valuation sources available.

Statutes concerning vehicle value include Minnesota Statute 72A.201.

SUPPLEMENTAL INFORMATION



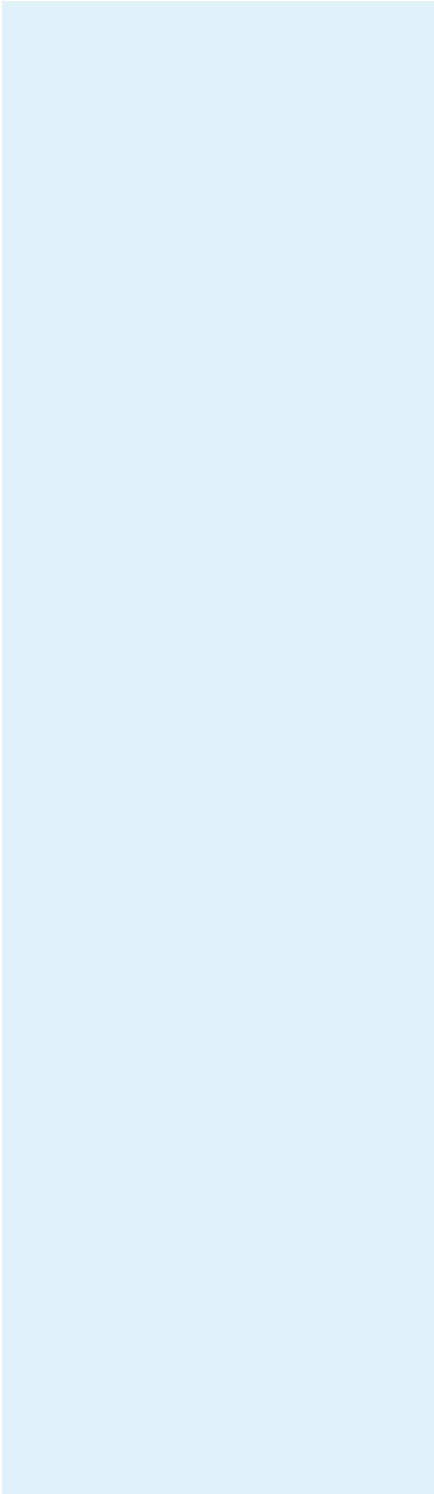
VEHICLE HISTORY INFORMATION

VINGuard®

VINGuard® Message: VINGuard has decoded this VIN without any errors

ISO Vehicle History:

Number of times reported to ISO:	1
ISO's file number:	[REDACTED]
Loss date:	05/10/2023
Phone:	8003486944
Claim ref:	[REDACTED]



SUPPLEMENTAL INFORMATION



EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

TITLE CHECK	RESULTS FOUND
Abandoned	✓ No Abandoned Record Found
Damaged	✓ No Damaged Record Found
Fire Damage	✓ No Fire Damage Record Found
Grey Market	✓ No Grey Market Record Found
Hail Damage	✓ No Hail Damage Record Found
Insurance Loss	✓ No Insurance Loss Record Found
Junk	✓ No Junk Record Found
Rebuilt	✓ No Rebuilt Record Found
Salvage	✓ No Salvage Record Found
EVENT CHECK	RESULTS FOUND
NHTSA Crash Test Vehicle	✓ No NHTSA Crash Test Vehicle Record Found
Frame Damage	✓ No Frame Damage Record Found
Major Damage Incident	✓ No Major Damage Incident Record Found
Manufacturer Buyback/Lemon	✓ No Manufacturer Buyback/Lemon Record Found
Odometer Problem	✓ No Odometer Problem Record Found
Recycled	✓ No Recycled Record Found
Water Damage	✓ No Water Damage Record Found
Salvage Auction	✓ No Salvage Auction Record Found
VEHICLE INFORMATION	RESULTS FOUND
Accident	📄 Accident Record Found
Corrected Title	✓ No Corrected Title Record Found
Driver Education	✓ No Driver Education Record Found
Fire Damage Incident	✓ No Fire Damage Incident Record Found
Lease	✓ No Lease Record Found
Lien	✓ No Lien Record Found
Livery Use	✓ No Livery Use Record Found
Government Use	✓ No Government Use Record Found
Police Use	✓ No Police Use Record Found
Fleet	✓ No Fleet Record Found
Rental	✓ No Rental Record Found
Fleet and/or Rental	✓ No Fleet and/or Rental Record Found
Repossessed	✓ No Repossessed Record Found
Taxi use	✓ No Taxi use Record Found
Theft	✓ No Theft Record Found
Fleet and/or Lease	✓ No Fleet and/or Lease Record Found
Emissions Safety Inspection	✓ No Emissions Safety Inspection Record Found
Duplicate Title	✓ No Duplicate Title Record Found

CCC provides TRAVELERS - THE STANDARD FIRE INSURANCE COMPANY information reported by Experian regarding the 2020 Lincoln Nautilus (2LMPJ8KPXLBL24810). This data is provided for informational purposes. Unless otherwise noted in this Valuation Detail, CCC does not adjust the value of the loss vehicle based upon this information.

LEGEND :

- ✓ No Event Found
- 🚫 Event Found
- 📄 Information Needed

TITLE CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

EVENT CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

VEHICLE INFORMATION

INFORMATION FOUND

AutoCheck found additional information on this vehicle. These records will provide more history for this loss vehicle

ODOMETER CHECK

THIS VEHICLE CHECKS OUT

AutoCheck's result for this loss vehicle show no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

SUPPLEMENTAL INFORMATION



FULL HISTORY REPORT RUN DATE: 06/14/2023

Below are the historical events for this vehicle listed in chronological order.

EVENT DATE	RESULTS FOUND	ODOMETER READING	DATA SOURCE	EVENT DETAIL
			Independent Source	Vehicle Manufactured and Shipped to Dealer
08/28/2020	MN	5	Independent Repair Center	Vehicle Serviced
10/26/2020	MN	22	Dealer Record	Vehicle in Dealer Inventory
11/06/2020	SAINT PAUL, MN		Motor Vehicle Dept.	Registration Event/ Renewal
12/07/2020	SAINT PAUL, MN	22	Motor Vehicle Dept.	Title (Lien Reported)
09/30/2021	SAINT PAUL, MN		Motor Vehicle Dept.	Registration Event/ Renewal
09/19/2022	SAINT PAUL, MN		Motor Vehicle Dept.	Registration Event/ Renewal
05/10/2023	MN		State Agency	Front Impact with Another Vehicle
05/10/2023	MN		State Agency	Vehicle Was Towed

AUTOCHECK TERMS AND CONDITIONS:

Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experian shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is caused by events beyond the reasonable control of Experian, including, without limitation, "acts of God", terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes, flood, epidemics, riots and strikes.

These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA) without regard to its conflict of law provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

SUPPLEMENTAL INFORMATION



NHTSA VEHICLE RECALL

NHTSA Campaign ID : 20V414000**Mfg's Report Date :** JUL 16, 2020**Component :** ELECTRICAL SYSTEM:WIRING:INTERIOR/UNDER DASH**Potential Number Of Units Affected :** 19299

Summary : Ford Motor Company, Inc. (Ford) is recalling certain 2016-2018 Lincoln MKX and 2019-2020 Nautilus vehicles equipped with 16-way electric tilt seats. The seat cushion frame edge may contact the wire harness when the seat occupant uses the tilt function of the seat, potentially damaging one or more wires within the harness, which can result in either inadvertent deployment of the air bag or nondeployment of the air bag in the event of a crash.

Consequence : An air bag that deploys inadvertently increases the risk of a crash. An air bag that does not deploy in the event of a crash increases the risk of injury.

Remedy : Ford will notify owners, and dealers will install protective flocking tape onto the exposed edge of the 16-way seat cushion frames, and inspect the wire harness for damage, and repair or replace it as needed, free of charge. This recall began August 12, 2020. Owners may contact Ford/Lincoln customer service at 1-866-436-7332. Ford's number for this recall is 20S37.

Manufacturer Recall No. : 20S37**NHTSA Campaign ID :** 20V575000**Mfg's Report Date :** SEP 22, 2020**Component :** VISIBILITY:REARVIEW MIRRORS/DEVICES**Potential Number Of Units Affected :** 620246

Summary : Ford Motor Company (Ford) is recalling certain 2020 Ford F-150, F-250, F-350, F-450, F-550, Explorer, Mustang, Transit, Expedition, Escape, Ranger and Edge, and Lincoln Nautilus and Corsair vehicles. Due to a poor electrical connection, the rearview camera may intermittently display a blank or distorted image. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear Visibility."

Consequence : Reduced rearward visibility can increase the risk of a crash.

Remedy : Ford will notify owners, and dealers will replace the rearview camera, free of charge. The recall began November 17, 2020. Remedy became available on February 1, 2021. Owner notification letters were mailed on February 1, 2021. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20C19.

Manufacturer Recall No. : 20C19

The National Highway Traffic Safety Administration has issued 3 safety related recall notices that may apply to the above valued vehicle.

NHTSA Campaign ID : 21V011000**Mfg's Report Date :** JAN 14, 2021

SUPPLEMENTAL INFORMATION

Component : POWER TRAIN:DRIVELINE:DRIVESHAFT

Potential Number Of Units Affected : 147

Summary : Ford Motor Company (Ford) is recalling certain 2020-2021 Edge, 2020 Lincoln Nautilus and Ford Escape and 2021 Lincoln Corsair and Ford Bronco Sport vehicles. An inadequate amount of lubricant in the rear drive unit may cause seizure of the rear drive axle.

Consequence : If the rear drive unit seizes, there may be a loss of drive and/or a loss of vehicle control, increasing the risk of a crash.

Remedy : Ford will notify owners, and dealers will check the rear drive unit lubricant level. Axles found to have lubricant at the minimum level will be filled to the full level. Axles found to be below the minimum lubricant fill level will be replaced, free of charge. This recall began March 12, 2021. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 21S02.

Manufacturer Recall No. : 21S02



Ford Motor
P.O. Box 70
Dearborn, MI 48121

October 2, 2023

Dear Ford Motor,

Based on the investigation by THE STANDARD FIRE INSURANCE COMPANY of the above-referenced loss, your insured is liable for the resulting damages.

Your Insured Name: 2020 Lincoln Nautilus
Your Claim Number: N/a

To date, THE STANDARD FIRE INSURANCE COMPANY has paid \$35,366.78, and [REDACTED] has paid a deductible of \$1,000.00. I request reimbursement for \$36,366.78, which is 100% of the total amount of payments made.

Where to send the check

Please make your check payable to THE STANDARD FIRE INSURANCE COMPANY, indicate the claim number on the check, and mail to:

Travelers Claims Hartford
PO Box 660339
Dallas, TX 75266-0339

All other written correspondence

Please note that any correspondence other than payments should be directed to our attention at:

Travelers
PO Box 5076
Hartford, CT 06102-5076

Thank you for your attention to this matter.

Additional Information

[REDACTED]

[REDACTED]

CLAIM PROFESSIONAL

CHRISTINE FRANK

cafrank@travelers.com

Call or send a text to (508) 324-8328

Claim number [REDACTED]



Date of loss: **May 10, 2023**



Insured name: [REDACTED]

Underwriting
Company:

**THE STANDARD
FIRE INSURANCE
COMPANY**

This is Product claim for a 2020 Lincoln Nautilus R for the Vin # [REDACTED] The Auto Pilot malfunctioned and the vehicle accelerated and hit 2 vehicles.

Questions?

If you have any questions, please contact us.

TRAVELERS
P.O. BOX 5076
HARTFORD, CT - 061025076

Ford Motor
P.O. Box 70
Dearborn, MI - 48121

FORD MOTOR COMPANY

OCT 11 REC'D

OFFICE OF THE GENERAL
COUNSEL



Case Notes:

Note from Travelers Insurance: This is product claim for a 2020 Lincoln Nautilus R for the VIN [REDACTED]. The Auto Pilot malfunctioned, and the vehicle accelerated and hit 2 vehicles.

ADAS POV:

There is no indication of any ADAS Level 2 engagement, the lack of lane lines would put LCA (Lane Center Assist) in a disengaged state. There were no reported injuries, airbag deployments, or towed vehicles. Please monitor the claim for further details.

No other information available

