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



Case

[redacted]

General Info

Overview

Case Number	[redacted]	**Status**	Resolved
Priority	None	**Owner**	US Ford Truck Inquiry NA CRC
Input Channel	Phone	**Status Reason**	Resolved
Originating Team	US Ford Truck Inquiry NA CRC		

Case Closure Details

Resolution Type	Resolved/No Action	**Case Disposition Team**	US Ford Truck Inquiry NA CRC
Cancellation Type		**Case Disposition Type**	Satisfied; No Further Action Needed
Closed By	[redacted]	**Closed Date**	11/13/2023 9:41 PM
Closure Comments			

Case Reopen Details

Reopened By		**Reopened On**	

Customer Info

Customer Info

Customer Name	[redacted]	**Best Contact Method**	
Best Daytime Phone		**Home Phone**	[redacted]

Business Phone	[redacted]	**Mobile Phone**	[redacted]
Email	[redacted]GMAIL.COM		

Delegate Info

Customer Delegate		**Customer Delegate Relationship**	
Customer Delegate Phone			

Customer Scores

LTV Score	32	**All Marketing Scores**	
Loyalty Score		**ESP Score**	
Defector Score		**Dissat Score**	
Likelihood To Service	Yes	**Service Segments**	
In-Market			

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	[redacted]	**Mileage**	

Warranty Start Date	2/9/2021	**Mileage Units**	Miles
Hours In Service		**Converted Mileage**	

Vehicle Classification

Vehicle Classification Full Path	2020 > FORD > ESCAPE > U0F - ESCAPE S 4X2 4-DR MPV

Model Year	2020	**Engine Specification**	
Make	FORD	**Transmission Specification**	
Model/Vehicle Line	ESCAPE		
Body Style	U0F - ESCAPE S 4X2 4-DR MPV		

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 Ford Truck Inquiry NA CRC
Case Classification Full Path	Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Insurance Company Contacted/ settlement > Requests Financial Assistance

Level 1	Update Settings
Level 2	Requests Financial Assistance
Level 3	Insurance Company Contacted/ settlement
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

Activities

Activities

Subject	Activity Type	Status	Created On	Created By
Call from [redacted]	Phone Call	Completed	11/13/2023 3:31 PM	Adrian Colson

Case Assignment - [redacted]	Case Assignment	Canceled	11/13/2023 3:38 PM	[redacted]
Supervisor Escalation [redacted]	Task	5	11/13/2023 3:46 PM	Adrian Colson
Call from 8[redacted]	Phone Call	Completed	11/13/2023 7:06 PM	[redacted]
Call To - [redacted]	Phone Call	Completed	11/13/2023 7:17 PM	[redacted]
Call To - [redacted]	Phone Call	Completed	11/13/2023 7:17 PM	[redacted]
Resolution for Case: [redacted] P3J8V2	Resolução de Incidentes	Completed	11/13/2023 9:41 PM	Adrian Colson
Call from [redacted]	Phone Call	Completed	11/20/2023 8:52 PM	Jasmine Menifee

Notes & Attachments

Title	Note	File Name
Created On 11/13/2023 11:44:03 By: [redacted] Primary Team:US BEV NA CRC	OBC to CUST[redacted] Customer stated that the vehicle was pulled up to the garage and the vehicle caught fire and then caused the garage to catch fire. Customer has filed a claim with her insurance company, claim is pending, adjuster has already looked at the vehicle and stated the vehicle is not repairable. When did the vehicle catch fire? – November 9th, 2023. Where did the fire originate in the vehicle? Customer stated that she came out of the car after turning the engine off. When she opened the driver door, she saw smoke coming out of the car and went to look underneath the vehicle visible flame coming from underneath the vehicle. Was the vehicle running when the fire started? Vehicle was not running. Where is the vehicle currently located? Vehicle is located at the customer house. [redacted] DELAND, FL[redacted] a fire report filed with the fire department (Yes or No)? Yes If a fire report was filed, can you provide a copy of the report? NoIf no fire report copy is available, what is the report number, and in what city and county was the report filed? Report #:[redacted] Deland, Florida. Dolusia County. What was the city and state where the fire occurred? Deland, Florida.Were any injuries sustained for which the parties sought treatment? If yes, provide the first	

	and last names of all injured parties. NO Injury Is the vehicle repairable? NO Are you seeking any form of assistance from Ford Motor Company? If yes, what form of assistance (e.g., medical bill reimbursement, repair assistance, etc.)? Customer is seeking assistance for a new vehicle and rental reimbursement. Other than the vehicle, were there any other damages? Yes, customer is looking for Garage repair and driveway repair. What is the name and address of the customer's attorney(ask this question only if the customer mentions they have sought/retained an attorney)? N/AWhat email address would you like our Office of General Counsel to send the communication to regarding this matter? [redacted] GMAIL.COM What mailing address would you like our Office of General Counselto send your written response to (document the full address)? [redacted] DELAND, FL [redacted]	
Created On 11/13/2023 11:46:48 By: [redacted] Primary Team:US BEV NA CRC	SUP ESCALATION has been completed. Please see task for notations.	
Created On 11/13/2023 19:23:34 By: [redacted] Primary Team:US Ford Passenger Vehicle Concern NA CRC	Ibc from cust seeking rental assistance or reimbursement. Issue: cust does not meet criteria, assistance was deneid. Next steps: FCR [redacted] Customer Experience Specialist, Ford CX Team Ford Motor Company ® kbrook85@ford.com | www.ford.com office: 866-631-3788 ext. 79322 Mon –Friday | 8:00AM – 4:30 PM CST	
Created On 11/20/2023 15:04:15 By: Deantwoney Rivers Primary Team:US Ford	IBC [redacted] [redacted] called and stated she would like to give additional information for [redacted] [redacted] Member stated she has location of the vehicle and would like to speak with Previous agent . Informed Cust. agent has notated in account Finacial Assistance was denied at this time. Cust stated she	

Passenger Vehicle Concern NA CRC	will speak with her Lawyer and have them to contact ford due to Recall on vehicle. Cust stated she took Vehicle to dealer to have recall fixed and car caught on fire to do recall. Cust Dissconnect line	

Email

Direction	Date	From	To	Subject	Body

Additional Info

Admin Info

Archived Case?	No	**Caller Authorization Code**	[redacted]
Source System ID		**Source System Name**	
Created On	11/13/2023 3:38 PM	**Created By**	Adrian Colson
Modified On	Adrian Colson	**Modified By**	Adrian Colson
Financial Assistance Provided?	N/A	**Case Age (Hours)**	528.88

From: [redacted]
To: [redacted] (S.)
Subject: Fire, and police report, car report, recall notice, recall receipt, last oil change
Date: Tuesday, December 19, 2023 11:45:39 AM

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Apparatus and Personnel 3

Apparatus or Resource	Date&Times	Response Code Detail & Hydrant	Action Taken
ID [redacted] **Type** 92-Chief officer car **Main Use Of Apparatus At Incident** 0-Other	**Dispatch** [redacted] **Enroute** [redacted] **Arrival** [redacted] **Clear** [redacted]	**Response Code** Emergency **Response Code Changed** 0 **Hydrant Used** **Hydrant Location**	92-Standby

Personal Identifier - [redacted]

Name - [redacted]

Rank - Division Chief

Mode of Arrival Scene - On Apparatus

NARRATIVES

Incident Narrative

Incident Narrative

:

SQ81 and BAT80 were dispatched to a vehicle fire a this location. DIV 83 added himself to the call based on the nature of the call. A column was visible prior to arriving on scene. SQ81 arrived on scene with BAT80 and DIV83 to find a gold Ford Escape with the engine compartment full involved. The vehicle was in close proximity to the door of the attached garage. DPD was removing residents from the structure upon arrival. SQ81 pulled the front jump line and quickly extinguished the fire. DIV83 made entry into the house and opened the garage door. The garage and house were charged with smoke, but no extension of the fire was found. DIV83 ventilated the structure while SQ81 completed extinguishing the vehicle fire. The resident stated she had just gotten home and was driving the vehicle. The fire appeared to have originated in the engine compartment and was mostly contained to that area of the vehicle. The fire dd not appear to be suspicious in nature. SQ81 finished mopping of the vehicle. SQ81, BAT80, and DIV83 completed the assignment and returned to service.

SIGN OFFS

Authorization

Officer in charge id [redacted]
Assignment
Officer in charge id
Assignment

Position Or Rank : Lieutenant
Arrival : [redacted]
Position Or Rank : Lieutenant
Arrival : [redacted]

Member making report

Member making report id : [redacted]
Assignment :
Member making report id :
Assignment :

Position Or Rank : Lieutenant
Arrival : [redacted]
Position Or Rank : Lieutenant
Arrival : [redacted]

Signature

Name	Date	Signature Type	Member Making/Officer Incharge
[redacted]	11/09/2023 16:29:29	Member Making Report	[redacted]
	11/09/2023 16:29:26	Officer in Charge	

01/06/2021 Coggin Deland Ford		$20,320		15
01/05/2021 Coggin Automotive Group		$26,725	2	0
12/27/2020 Coggin Deland Ford	sale	$22,320	2	
12/17/2020 Coggin Deland Ford	sale	$19,820		
12/16/2020 Asbury Automotive Group	sale	$24,320	2	
12/07/2020 Coggin Deland Ford	sale	$22,320	2	
12/07/2020 Asbury Automotive Group		$24,320	2	65
11/30/2020 Asbury Automotive Group	sale	$24,320	2	
11/30/2020 Coggin Deland Ford	sale	$19,820		
11/25/2020 Coggin Automotive Group		$24,725	2	40
11/16/2020 Coggin Deland Ford	sale	$24,725		
11/04/2020 Coggin Deland Ford	sale	$24,725		
11/03/2020 Coggin Deland Ford	sale	$23,975		
11/02/2020 Coggin Deland Ford	sale	$23,975		

No accidents found!

PLEASE BE ADVISED: Bumper reports are based upon data available and may include historical accident records from 27 state-level agencies, including Alaska, Arizona, Connecticut, Florida, Idaho, Illinois, Iowa, Kansas, Kentucky, Maryland, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Jersey, New Mexico, New York, North Dakota, Ohio, Rhode Island, Texas, Utah, Vermont, Washington and Wyoming, to the extent such specific data is available. Bumper may not have the complete historical records of every vehicle.

No salvage records found!

EXPLANATORY NOTE: If this VIN has a record in the Junk/Salvage or Insurance information then the business that submitted the VIN to NMVTIS deemed the vehicle to be either a junk, salvage, or in the case of an insurer, a total loss. The information in the DISPOSITION field in the Junk/Salvage section denotes what has happened to the VIN (i.e., vehicle) since it came into the possession of the business.

No theft records found!

No ownership history found!

1 Title Record Reported

Source: NMVTIS

RQ24-008.2 000013 LC

02/23/2021	FL	Current	9	[redacted]

How to Request a State Vehicle Record

Florida

To request a Motor Vehicle record: use this form https://www.flhsmv.gov/pdf/forms/90510.pdf
For Motor Vehicle information check: visit https://services.flhsmv.gov/MVCheckWeb/

No title brands found!

The following are all possible brands applied on this vehicle

Source: NMVTIS

- ✔ Clear
- ✔ Salt water damage
- ✔ Junk
- ✔ Test Vehicle
- ✔ Salvage Retention
- ✔ Original Police
- ✔ Antique
- ✔ Street Rod
- ✔ Owner Retained
- ✔ Recovered Theft
- ✔ Vehicle Non-conformity Corrected
- ✔ Gray Market
- ✔ Salvage--Stolen
- ✔ Crushed
- ✔ Actual
- ✔ Exceeds Mechanical Limits
- ✔ Odometer Discrepancy
- ✔ Junk Automobile
- ✔ Flood damage
- ✔ Vandalism
- ✔ Rebuilt
- ✔ Refurbished
- ✔ Prior Taxi
- ✔ Re-manufactured
- ✔ Classic
- ✔ Vehicle Contains Reissued VIN
- ✔ Reserved
- ✔ Undisclosed Lien
- ✔ Vehicle Safety Defect Uncorrected
- ✔ Gray Market
- ✔ Salvage--Reasons Other Than Damage or Stolen
- ✔ Inoperable Vehicle
- ✔ Not Actual
- ✔ Odometer may be Altered
- ✔ Call Title Division
- ✔ Fire damage
- ✔ Kit
- ✔ Reconstructed
- ✔ Collision
- ✔ Prior Police
- ✔ Reserved
- ✔ Agricultural Vehicle
- ✔ Replica
- ✔ Memorandum Copy
- ✔ Prior Owner Retained
- ✔ Vehicle Safety Defect Corrected
- ✔ Manufacturer Buy Back
- ✔ Disclosed Damage
- ✔ Hazardous Substance Contaminated Vehicle
- ✔ Not Actual - Odometer tampering verified
- ✔ Odometer Replaced
- ✔ Rectify Previous Exceeds Mechanical Limits Brand
- ✔ Hail damage
- ✔ Dismantled
- ✔ Salvage--Damage or Not Specified
- ✔ Reserved
- ✔ Original Taxi
- ✔ Warranty Return
- ✔ Logging Vehicle
- ✔ Totaled
- ✔ Reserved
- ✔ Vehicle Non-conformity Uncorrected
- ✔ VIN replaced by a new state assigned VIN
- ✔ Former Rental
- ✔ Prior Non-Repairable / Repaired
- ✔ Export Only Vehicle
- ✔ Exempt from Odometer Disclosure
- ✔ Reading at Time of Renewal
- ✔ Pending Junk Automobile

No lien records found!

No impounds found!

No exports found!

---

2 Recalls Reported

POWER WINDOW SWITCH CHROME TIP REPLACEMENT on 2023-05-16

Status: Open

Medium	Campaign	$43.96	0.3 Hours
Severity Code	Recall Type	Parts Cost	Labor

Summary

POWER WINDOW SWITCH CHROME TIP REPLACEMENT

State

Available

TAKE 5 OIL CHANGE

THE STAY IN YOUR CAR, 10 MINUTE OIL CHANGE.

FAST. FRIENDLY. SIMPLE.

INVOICE [redacted]

10/05/2023

TAKE 5 OIL CHANGE #363
19 S. Spring Garden Avenue
eland , FL 32720
386) 738-5406

CUSTOMER
[redacted]
Deland, FL [redacted]

VEHICLE
2020 Ford Escape S
VIN: [redacted]
PLATE:
Present Mileage: 73706

PART #	QTY	DESCRIPTION	TAXABLE	TOTAL
DM FU	1.00	DURAMAX FULL SYN	$67.27	$84.99
		PART / QTY / DESCRIPTION		
	1.00	Fee - Shop Service Fee	$3.99	$3.99
DMFS5	5.00	DURAMAX FULL SYN 5W20 DR	$0.00	$0.00
DMFS5	0.40	DURAMAX FULL SYN 5W20 DR	$3.60	$3.60
X241	1.00	OIL FILTER	$0.00	$0.00
WIPER	1.00	WIPER BLADE	$27.99	$27.99
		PART / QTY / DESCRIPTION		
11-G	1.00	REAR 11 IN	$0.00	$0.00
CH E	1.00	$1 CHILD HOSPT DONATION	$0.00	$1.00
		PART / QTY / DESCRIPTION		
T5 Ch	1.00	Customer Check	$0.00	$0.00
CH F	1.00	.50CENT CHILDHOSPT DONATE	$0.00	$0.50
		PART / QTY / DESCRIPTION		
T5 Ch	1.00	Customer Check	$0.00	$0.00

SERVICE TEAM: **SERVICE WRITER** (julyanny p) | **PIT** (Genessa A) | **HOOD** (Jamar P) | **SAFETY** (Jamar P) | **MANAGER ON DUTY** (Jamar P)

THANK YOU FOR YOUR BUSINESS!

LEARN MORE AT TAKE5.COM

PLEASE RETAIN THIS RECEIPT. IT WILL PROVIDE A RECORD OF THE DATE AND MILEAGE FOR WARRANTY PURPOSES. If a problem should arise related to workmanship or product and you are seeking a refund, reimbursement, and/or repair, you must inform Take 5 Oil Change immediately by contacting the shop where the services were provided. Do not have any diagnostic or repair work performed on your vehicle without first securing approval from a Take 5 District Manager. Take 5 is not responsible for any repairs, towing, diagnostics, or other services completed without Take 5's authorization. See warranty information on the back of this invoice for details. We do not service manual transmissions or differentials.

RQ24-008.2 000015 LC

From: [redacted]
To: [redacted] (S.)
Date: Wednesday, December 06, 2023 11:18:30 PM

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RQ24-008.2 000017 LC


[redacted]



RG24.008.2.000019 LC



RQ24-008.2 000020 LC



RQ24-008.2 000021 LC



RQ24-008.2.000022.LC

From: [redacted]
To: [redacted] (S.)
Date: Wednesday, December 06, 2023 11:22:14 PM

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RQ24-008.2 000024 LC

From: [redacted]
To: [redacted] (S.)
Date: Thursday, December 07, 2023 10:29:11 AM

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[redacted]

From: [redacted]
To: [redacted] (S.)
Date: Thursday, December 07, 2023 1:25:31 PM

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RQ24-008.2 000028 LC

From: [redacted]
To: [redacted] (S.)
Date: Thursday, December 07, 2023 5:49:28 PM

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RG24-008.2 000031 LC



RQ24-008.2 0000332 LC

[redacted]

RG24.008.2.000033.LC



RO24-098 0 000035 LC

From: [redacted]
To: [redacted] (S.)
Date: Tuesday, December 19, 2023 11:57:33 AM

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APPARATUS AND PERSONNEL

Apparatus and Personnel 1

Apparatus or Resource	Date&Times	Response Code Detail & Hydrant	Action Taken
ID [redacted] **Type** 91-Mobile command post **Main Use Of Apparatus At Incident** 0-Other	**Dispatch** [redacted] **Enroute** [redacted] **Arrival** [redacted] **Clear** [redacted]	**Response Code** Emergency **Response Code Changed** 0 **Hydrant Used** **Hydrant Location**	81-Incident command

Personal Identifier - [redacted]

Name - Harry Taylor

Rank - Battalion Chief

Mode of Arrival Scene - On Apparatus

Apparatus and Personnel 2

Apparatus or Resource	Date&Times	Response Code Detail & Hydrant	Action Taken
ID SQE81 **Type** 11-Engine **Main Use Of Apparatus At Incident** 1-Suppression	**Dispatch** [redacted] **Enroute** [redacted] **Arrival** [redacted] **Clear** [redacted]	**Response Code** Emergency **Response Code Changed** 0 **Hydrant Used** **Hydrant Location**	11-Extinguishment by fire service personnel

Personal Identifier - [redacted]

Name - Jeff Vonbretzel

Rank - Firefighter

Mode of Arrival Scene - On Apparatus

Personal Identifier [redacted]

Name - Justin Bass

Rank - Lieutenant

Mode of Arrival Scene - On Apparatus

Personal Identifier - [redacted]

Name - Sebastian McCormick

Rank - Firefighter

Mode of Arrival Scene - On Apparatus

From: [redacted]
To: [redacted] (S.)
Date: Tuesday, December 19, 2023 11:57:54 AM

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Person / Entity involved

Person / Entity involved - 1

Business Name:
Phone Number: [redacted]
Prefix:
First Name: [redacted]
Middle Name:
Last Name: [redacted]
Race:
Ethnicity:
Gender: [redacted]
Age:
Post Office Box:
Longitude: [redacted]
Other:

Number / Milepost: [redacted]
Street Or Highway: [redacted]
State: FL
City: DELAND
Zip Code: [redacted]
Prefix1:
Suffix:
Street Type: Lane
Apt. / Suite / Room:
Suffix1:
Latitude: [redacted]
Involvement Type: Owner

Owner

Business Name :
Phone Number :
Prefix :
First Name : [redacted]
Middle Name :
Last Name : [redacted]
Race :
Ethnicity :
Gender : [redacted]
Age :
Post Office Box :
Longitude :
Other :

Number / Milepost :
Street Or Highway :
State :
City :
Zip Code :
Prefix1 :
Suffix :
Street Type :
Apt. / Suite / Room :
Suffix1 :
Latitude :
Involvement Type : Owner

From: [redacted]
To: [redacted] (S.)
Date: Tuesday, December 19, 2023 11:58:26 AM

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FIRE

Property Details

Estimated No of Units : 0
No of buildings involved :
Not Residential : Not Residential
Acres burned (outside fires) :

Ignition

Area Of Origin
83-Engine area, running gear, wheel area
Heat Source : UU-Undetermined
If Fire was spread : Yes
Items First Ignited : 00-Item first ignited, other
Type of Material : 99-Multiple types of material

Cause Of Ignition : 3-Failure of equipment or heat source
Age Of Person Involved :
Human Factors Contributing to Ignition : N-None
Gender :

Factors Contributing to Ignition

Code	Desc
20	Mechanical failure, malfunction, other

From: [redacted]
To: [redacted] (S.)
Date: Tuesday, December 19, 2023 11:59:10 AM

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DeLand Fire Department

343 West Howry Ave, DeLand, FL, 32720
386-740-5836
FDID: [redacted]

Incident Type: 131-Passenger vehicle fire
Incident Date: [redacted]
CAD Number : [redacted]

Exposure: 0
Incident Number [redacted]
Fire Station: Station #81

BASIC

Location

Location Name	:	**Location Type**	: In front of
Number / Milepost	: [redacted]	**Prefix**	:
Street Or Highway	:	**Street Type**	: Lane
Suffix	:	**Apt. / Suite / Room**	:
Census Tract	:	**State**	: FL
City	: DELAND	**Box Book No**	:
Zip Code	: [redacted]	**Cross Streets**	:
Latitude	:	**Longitude**	: [redacted]
USNG	:	**Address**	:
Management Zone	:		

Aid Given or Received

Desc	FDID	Mutual Station	State	Incident Number
N-None			-	

Dates and Times

PSAP	: [redacted]	**Alarm**	: [redacted]
Arrival	:	**Last Unit Cleared**	:
Response Time	: 00:05:26		

Shift and Alarms

Shift or Platoon	: A	**Alarms**	:
District	: DDF	**Alarm Type**	:
911 Used	:		

Action Taken

Code	Desc
11	Extinguishment by fire service personnel

Property Use : 419-1 or 2 family dwelling

From: [redacted]
To: [redacted] (S.)
Date: Tuesday, December 19, 2023 12:03:43 PM

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[redacted]

August, 2023

* * * IMPORTANT SAFETY RECALL REMINDER * * *

According to our records, your 2020 Escape has not had necessary safety recall repairs made. We urge you to have the free repair performed at your local dealership as soon as possible.

Recall Number and Description: **22S73 - 1.5L Oil Separator Post FSA 22S21 Inspection Underhood Fire Reports**

What is the issue? On your vehicle there is a possibility that a fuel injector may crack, which may result in fuel accumulating on the top of the engine.

Liquid fuel and/or fuel vapor that accumulates near a sufficiently hot surface may ignite resulting in an underhood fire, increasing the risk of injury.

If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**.
If you wish to contact us through the Internet, our address is: ford.com/support.

Thank you for your attention to this very important matter.

[redacted]

Augusto de, 2023

* * * RECORDATORIO IMPORTANTE PROGRAMA DE SEGURIDAD * * *

SegUR nuestros registros, no se realizaron en sur 2020 Escape las reparaciones necesarias correspondientes a la campaña de seguridad. Le solicitamos que realice esta reparación gratuita en su distribuidor local lo antes posible.

Número y descripción de la campaña: **22S73 - 1.5L separador de aceite posterior a FSA 22S21 Informesde la inspección del incendio bajo el cofre**

¿Cuál es el problema? En su vehículo, existe la posibilidad de que un inyector de combustible se agriete, lo cual podría ocasionar una acumulación de combustible en la parte superior del motor.

El combustible líquido o vapor de combustible que se acumula cerca de una superficie suficientemente caliente podría encenderse, lo cual generaría un incendio bajo el cofre, lo cual aumenta el riesgo de sufrir lesiones.

Si tiene dudas o preguntas, comuníquese con nuestro **Centro de Relación con Clientes Ford al 1-866-436-7332**.
Si desea ponerse en contacto con nosotros a través de Internet, nuestra dirección es: ford.com/support.

Gracias por su atenciic en este asunto sumamente importante.

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CUSTOMER #: [redacted]

[redacted]

INVOICE

COGGIN — YOU CAN TRUST

DELAND FORD LINCOLN

SERVICE DEPARTMENT HOURS
Mon - Fri
7:30 a.m. to 6:00 p.m.
Sat
8:00 a.m. to 5:00 p.m.

2655 N. Volusia Ave. · Orange City, FL 32763
(888) 861-7229 · (386) 210-0247
MV 11257

DELAND, FL [redacted]
HOME: CONT
BUS: CELL [redacted]

PAGE 1

SERVICE ADVISOR: 116580 RANDALL HECKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD	20	FORD ESCAPE	[redacted]	2191BG	69792/69792	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09FEB21 DD	02NOV20		18:00 24AUG23			CASH	24AUG23

R.O. OPENED	READY
09:06 24AUG23	14:00 24AUG23

OPTIONS: SOLD-STK:LUC57639
ENG:1.5L_ECOBOOST_W/START-STOP
TRN:8-SPD_AUTO_TRAN

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	PERFORM RECALL 22S73 PCM PROGRAMINGAND DRAIN TUBE INSTALLATION							
	CAUSE: .							
	RECALL DEFAULT							
	121653 W							
	1 NX6Z*8A507*A HOSE - WATER OUTLET							(N/C)
	FC: PART#: COUNT:							(N/C)
	CLAIM TYPE:							
	AUTH CODE:							
	121653							
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:							0.00
	PERFORMED RECALL 22S73 - DRAIN TUBE INSTALL AND PCM REPROGRAM							
	**********							
B	QUALITY CARE MULTI-POINT INSPECTION							
	99P QUALITY CARE MULTI-POINT INSPECTION							
	121653 CPC							
	GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME						0.00	0.00
	121653 CPC							
	GBATT BATTERY CONDITION IS GOOD						0.00	0.00
	121653 CPC							
	GBK BRAKE LININGS ARE OK AT THIS TIME						0.00	0.00
	121653 CPC							
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:						0.00	0.00
	PERFORMED MULTI-POINT INSPECTION							
	**********							

CREATED 2023-08-23 08:19:00AM
TAKEN BY [redacted]

WE AT DELAND FORD LINCOLN WOULD LIKE TO THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE, YOU MAY RECEIVE A SURVEY AND IF FOR ANY REASON YOU ARE NOT COMPLETLY SATISFIED PLEASE LET ME KNOW JASON PERILLO (386)917-1230
AGAIN THANK YOU FOR ALLOWING US TO SERVE YOU.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed $45.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENTS	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

REMIT TO: 4365 River Green Parkway, Suite 100
Duluth, GA 30096

DealerCAP © 2006 ADP (10/10) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - FLORIDA - 9698023

Deland Police Department

- Incident Report -

CASE No [redacted]

Agency ORI Number: [redacted]	Reporting Agency: Deland Police Department	☐ Domestic Violence	☐ Juvenile	Nature of Call: Vehicle Fire

EVENT

Reported Date/Time	Dispatch Date/Time	Arrival Date/Time	Completed Date/Time	Incident From Date/Time	Incident To Date/Time
[redacted]			[redacted]	[redacted]	[redacted]

Commonplace Name	Incident Location	City	State	Zip Code	County	Zone
		Deland	FL			

OFFENSES

Offense No. 1

Felony/Misdemeanor	UCR/NIBRS Code	Description	Attempted/Completed
	999	999 NON REPORTABLE OFFENSE	Completed

Location Type	# Prem. Entered	Method of Entry	Offender Suspected of Using	Criminal Activity/Gang
Residence/Home			Not Applicable (Mutually Exclusive)	

Weapon Types	Bias Motivation	Cargo Theft	Activity Type
	None (no bias)		

SUBJECT

Attorney:

Subject No. 1

Last Name	First Name	Middle Name	Suffix	Maiden Name	Nickname	Sex	Race	Ethnicity
[redacted]		[redacted]				[redacted]	[redacted]	[redacted]

Date of Birth	Place Of Birth	Age	To Age	Height	Weight	Eye Color	Hair Color	Hair Length	Hair Style	Facial Hair	Build
[redacted]		[redacted]									

Complexion	Glasses	Teeth	Speech/Voice	Physical Feature Code	Special Identifiers

Clothing Descrption	Resident Status	Immigration Status	Education Level	Social Security Number
	Resident			--

Driver's License Number	State	Misc ID Number / Type / State
		-- / -- / --

- Contact information -

Last Known Address	City	State	Zip Code	County	Country
[redacted]	Deland	FLORIDA	[redacted]	VOLUSIA	

Employer/School Name	Employer/School Phone	Employer/School Address	City	County	State	Zip Code	Country

Cell Phone	Home Phone	Work Phone	Email	Social Media Information
[redacted]			NONE	

Heroin/Opioid?	Narcan Administered? / patient respond?	Narcan Dosage	Date/Time Administered	Who Administered	Narcotic Involved	Transported to Hospital
No	-- / --					

- Related Offenses -

	Code	Description	UCR Code
1	999	NON REPORTABLE OFFENSE	999

Attorney:

Subject No. 2

Last Name	First Name	Middle Name	Suffix	Maiden Name	Nickname	Sex	Race	Ethnicity
[redacted]		[redacted]				[redacted]	[redacted]	[redacted]

Date of Birth	Place Of Birth	Age	To Age	Height	Weight	Eye Color	Hair Color	Hair Length	Hair Style	Facial Hair	Build
[redacted]		56									

Complexion	Glasses	Teeth	Speech/Voice	Physical Feature Code	Special Identifiers

Clothing Descrption	Resident Status	Immigration Status	Education Level	Social Security Number
	Non-Resident			--

Driver's License Number	State	Misc ID Number / Type / State
		-- / -- / --

- Contact information -

Last Known Address	City	State	Zip Code	County	Country

Employer/School Name	Employer/School Phone	Employer/School Address	City	County	State	Zip Code	Country

Cell Phone	Home Phone	Work Phone	Email	Social Media Information
			NONE	

Heroin/Opioid?	Narcan Administered? / patient respond?	Narcan Dosage	Date/Time Administered	Who Administered	Narcotic Involved	Transported to Hospital
No	-- / --					

- Related Offenses -

	Code	Description	UCR Code
1	999	NON REPORTABLE OFFENSE	999

RQ24-008.2 000047 LC

- Incident Report (Cont.) -

VEHICLE/VESSEL

Vehicle/Vessel No. 1

Vehicle Status	Registration Number	Registration State	Registration Year	Registration Expiration Date	Color (Top/Bottom)	Estimated Value
Other	[redacted]	FL	[redacted]	[redacted]	[redacted]	1000

Damage						
OTHER						

Disposition	Dispo Date	Description	Insurance Company	Lien Holder

Person Code	Owner Last Name	Owner First Name	Owner Middle Name	Suffix	Owner Address	Owner Phone Number
	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]

- Owner Information -

Method Theft	Locked/Unlocked	FCIC/NCIC

PROPERTY

Property No. 1

Description	Property Status	NCIC Property Category	Property Type	Make
EVIDENCE.COM BWC COOPER	Digital Evidence			

Model	Brand	Color	Serial	Qty	Estimated Value

FCIC/NCIC	Forfeiture	Damage
	No	

- Evidence information -

Hold Reasons
Evidence

Property No. 2

Description	Property Status	NCIC Property Category	Property Type	Make
EVIDENCE.COM DIGITAL IMAGES	Digital Evidence			

Model	Brand	Color	Serial	Qty	Estimated Value

FCIC/NCIC	Forfeiture	Damage
	No	

- Evidence information -

Hold Reasons
Evidence

NARRATIVE

On [redacted] at [redacted] Officer Cooper responded to [redacted] in reference to a vehicle fire. While en-route dispatch advised that the vehicle was in the driveway and nobody was inside the vehicle.

As Officer Cooper was arriving at the above location dispatch advised that the reporting party [redacted] was inside the house and was too scared to exit the house. After several attempts of knocking on the door and dispatch advising the female to come outside, she did. Officer Cooper took [redacted] to a safe area where Officer Greene was standing. [redacted] advised Officer Cooper that her grandmother was inside the house still. Officer Cooper informed the other officers on the scene of this information and they were able to get the grandmother [redacted] out safely.

Officer Greene spoke with [redacted] who advised that she had just gotten back from Zaxby's from lunch made it home and noticed it the vehicle was smoking from under the hood.

Officer Cooper contacted the DeLand Fire Department who were on the scene and advised that the vehicle fire appeared to be an eclectic/wiring issue.

Officer Cooper took digital images of the vehicle and later uploaded them onto Evidence.Com.

Officer Cooper provided [redacted] with a case card with a case number attached to it.

Officer Cooper had no further information at this time.

ADMIN INFO

☐ Victim Advocate ☐ Triad ☐ SA Referral	☐ DCF Hotline ☐ CAC	Spoke With	Date/Time Spoke With
☐ FCIC/NCIC Entry ☐ FCIC/NCIC Cancel ☐ T.T. BOLO	Date	By	Connecting Report Number
Copies To	Additional Forms Attached		If Other Attachment Selected, Describe

OFFICER

Officer No. 1

Officer Name	Officer Signature	Involvement Type	Unit	Signature Date
Cooper, William DL778	[redacted]	Reporting		[redacted]

Officer No. 2

Officer Name	Involvement Type	Unit	Signature Date
Harris, Michael DL856	Approving		[redacted]

[redacted]	
Officer Signature	

Bumper

2020 Ford Escape

[redacted]

Last reported mileage 9 in 02/2021

Created on 12/06/2023 15:00:30

⚠ To check for updates, please rerun the report or turn on monitoring. Other information about this vehicle, such as issues relating to title, theft, damage or otherwise may not have been reported to us, so you should strongly consider a vehicle inspection, test drive and formal title search to make a more informed decision concerning this vehicle before proceeding.

Overview

- ✓ NO accidents found!
- ✓ NO salvage records found!
- ✓ NO theft records found!
- ⚠ 1 title record reported
- ✓ NO title brands found!
- ✓ No previous lease records on this vehicle found
- ⚠ 29 sale listings found
- ⚠ 2 recalls found

Last reported color: Desert Gold Metallic

Possible Market Value

This is the market value of this vehicle when sold through a private party or dealership

Average market value
Most common value when sold

$22,150

Retail:	**$19,125**
Clean Trade-in:	**$20,175**
Rough Trade-in:	**$17,825**

Vehicle Specs

General

Made in	United States	**Type**	Sport Utility

Price

MSRP	$24,885	**Invoice Price**	$24,139

Fuel

Fuel Type	Premium unleaded	**Fuel Capacity**	15.8 gallons
Highway Mileage	33 miles/gallon	**City Mileage**	27 miles/gallon

Color

Installed Color	Desert Gold Metallic	**Color Code**	G6

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.

RQ24-008.2 000050 LC