



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received

2003 MAR 20 AM 7:57
20 FEB 2003 7:57

Repository ☐

Reference No.
10008945

OWNER INFORMATION (Type or Print)

Name

Address

City

ALBUQUERQUE

State NM

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [Signature] Date 3/10/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FTRW07L41K

Make

FORD 4x2 4-Door
SUPERCREW

Model

F150

Model Year

2001

Date Purchased

March - 2000

Dealer's Name and Telephone Number

Rich Ford (505) 292-0000

Engine

5.4L

Fuel Type

Gas

Original Owner

☒ YES

Dealer's City

ALB. N.M.

State

N.M.

Zip Code

Transmission Type

AT-M

☐ Anti-lock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

140000 AIR BAGS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

28-JAN-2003

Failure Mileage

50000

Failure Speed

35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

Number of Deaths

Reported to Police

YES

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER WAS INVOLVED IN A FRONTAL COLLISION, AND THE AIR BAGS FAILED TO DEPLOY. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

FEE-04-2003 TUE

004
P. 16

10103442

STATE OF NEW MEXICO
LEGISLATIVE SERVICE REPORT

ALBUQUERQUE POLICE DEPARTMENT

03-1099

1. COMPLETE FRONT OF FORM. 2. REMOVE GANSON AND TISSUE PAPERS. 3. TURN OVER AND COMPLETE REVERSE SIDE.

[illegible]

LEADSING AGENCY COPY

030124 104000

02/26/2003 at 12:10 PM
15982

Job Number: 10249

CAR CRAFTERS COLLISION CENTER INC.
Federal ID #:850336157
FROM START TO FINISH THE BEST IN THE BUSINESS
5101 MCLEOD RD NE
ALBUQUERQUE, NM 87109
(505)881-8889

PRELIMINARY ESTIMATE

Written by: Dan Crosley #15982
Adjuster:

Insured:
Owner:
Address:
Pager:

Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect CAR CRAFTERS COLLISION CENTER IN
Location: 5101 MCLEOD RD NE
ALBUQUERQUE, NM 87109

Business: (505)881-8889

Company:

Cellular:
Days to Repair

2001 FORD F150 4X2 SUPERCREW 8-5 4L-FI 4D P/U GOLD Int:

VIN: 1FTRW07L41K Lic: NM Prod Date: Odometer:

Air Conditioning	Tilt Wheel	Cruise Control
Intermittent Wipers	Dual Mirrors	Roof Console
Clear Coat Paint	Power Steering	Power Brakes
Power Windows	Power Locks	Power Mirrors
Anti-Lock Brakes (4)	Driver Air Bag	Passenger Air Bag
4 Wheel Disc Brakes	Cloth Seats	Split Bench Seats
Rear Step Bumper	Aluminum/Alloy Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#		SET UP AND MEASURE	1		2.0	F
2#		STRUCT ALIGN FRONT	1		2.0	F
3#	Rpr	LF FRAME RAIL END			3.0	
4#	Rpr	RF FRAME RAIL END			1.0	
5#	Repl	FRONT FACE BAR	1	371.07	1.5	
6#	Repl	FRONT LIC BRACKET	1	6.02		
7#	Repl	FRONT VALANCE PANEL	1	95.92		
8#	Repl	FRONT BUMPER PAD	1	46.35		
9#	Repl	RF BUMPER TO FILLER	1	10.87	0.1	
10#	Repl	LF BUMPER TO FILLER	1	10.87	0.1	
11#	Repl	RF BUMPER BRACKET	1	11.48		
12#	Repl	LF BUMPER BRACKET	1	11.48		
13#	Repl	RF BUMPER PLATE	1	11.83		
14#	Repl	LF BUMPER PLATE	1	11.83		
15#	Repl	RF BUMPER STUD PLATE	1	10.91		

PRELIMINARY ESTIMATE

2001 FORD F150 4X2 SUPERCREW 8-5.4L-FI 4D P/U GOLD Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
16#	Repl	LF BUMPER STUD PLATE	1		10.91		
17#	Repl	GRILLE	1		287.28		
18#	Repl	GRILLE OPENING REINFORCEMENT	1		142.80	0.5	
19#		AIM HEADLAMPS	1			0.4	
20#	Repl	UPPER GRILLE AIR DEFLECTOR	1		28.12		
21#	Repl	LOWER DEFLECTOR	1		28.78		
22#	Repl	RF HEADLAMP ASSY	1		160.00	0.1	
23#	Repl	LF HEADLAMP ASSY	1		160.00	0.1	
24#	Repl	LF HGEADLAMP BULB RETAINER	1		2.46	0.2	
25#	Repl	LF PARK SIGNAL LAMP	1		46.98		
26#	Repl	RF HEADLAMP BULB/RETAINER	1		2.46		
27#	Repl	HOOD	1		372.87	1.1	3.0
28#	Refn	UNDERSIDE					1.5
29#	Repl	HOOD INSULATOR CLIPS	1		5.70		
30#	Repl	HOOD PRIMARY LATCH BRACKET	1		21.58		
31#	Repl	RADIATOR SUPPORT	1		179.35	6.7	1.5
32#	Repl	TRANSMISSION OIL COOLER	1		96.87		
33#	Repl	TRANS. FLUID	1		8.05		
34#	Repl	A/C CONDENSOR	1		194.98		
35#		EVAC AND RECHARGE	1			1.4 M	
36#	Rpr	RF FENDER				2.0	1.8
37#	Repl	LF FENDER	1		248.30	2.3	2.3
38#	Repl	SOUND PAD	1		10.00	0.2	
39#	Repl	LF FENDER UPPER LINER	1		56.78		
40#	R&I	RF FENDER NAMEPLATE				0.2	
41#	R&I	RF FENDER SPLASH SHIELD				0.2	
42#	R&I	RF ANTENNA				0.2	
43#		DIS ABLE SRS	1			0.4 M	
44#		ALIGNMENT	1			1.4 M	
45#	Repl	LF FRAME BRACKET	1		56.42	1.5	0.3
46#	Repl	RF FRAME BRACKET	1		56.42	1.5	0.3
47#	Refn	BLEND RF DOOR					1.1
48#	Refn	BLEND LF DOOR					1.1
49#	R&I	RF/LF DOOR MIRRORS				0.4	
50#	R&I	LF/RF DOOR INTERIOR TRIM PANELS				1.0	
51#	R&I	RF/LF DOOR SIDE MLDGS				0.6	
52#	R&I	RF/LF DOOR TRIM PANELS				0.4	
53#	R&I	RF/LF DOOR GLASS RUNS				1.6	
54#		CLEAR COAT	1				3.2
55#		CORROSION PROT	1		5.00	0.3	
56#		COVER VEHICLE	1		5.00		
57#		HAZ WASTE	1		5.00		
58#	Repl	*****SUPP*****	1				

59		COOLING					
60*	Repl	RT Air deflector side	1		12.85	0.1	
61*	Repl	LT Air deflector side	1		12.85	0.1	

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15982

Job Number: 10248

PRELIMINARY ESTIMATE

2001 FORD F150 4X2 SUPERCREW 8-5.4L-FI 4D P/U GOLD Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
62#	Repl	FREON 190Z	19	4.94		
63		GRILLE				
64	Repl	Panel cover	1	31.88	0.2	
65		HOOD				
66	Repl	LT Lift cylinder	1	18.03	0.2	
67	Repl	Latch	1	27.68	0.4	
68		ELECTRICAL				
69*	Repl	Horn HIGH	1	30.38	0.3	
70		COOLING				
71*	Repl	Radiator assy	1	332.00	m 1.2	M
72#	Repl	COOLANT	2	14.82		
73	Repl	Fan blade 11 blades	1	40.04	m 1.0	M
74*	Repl	Shroud w/o Lightning from 9/8/97	1	89.43	Incl.	
75		FENDER				
76	R&I	R&I fender assy			1.4	
77	Repl	LT Nameplate "F150 XLT TRITON V8"	1	16.03	0.2	
78#		CREDIT R/I DOOR SIDE MLDG	1		-0.6	
79		FRONT DOOR				
80	R&I	RT Belt w'strip			0.3	
81*	R&I	LT Belt w'strip			0.2	
82		ENGINE				
83*	R&I	Air cleaner assy w/o Lightning			m 0.3	
84		WINDSHIELD				
85*	R&I	Washer reservoir			0.3	
86#		FLUID	1	2.50		
87		FENDER				
88*	Rpr	LT Inner panel assy			1.5	0.5
89		AIR CONDITIONER & HEATER				
90*	Repl	LT Condenser insulator upper	1	0.00		
91*	Repl	RT Condenser mount bracket	1	0.00		
92*	Repl	LT Condenser mount bracket	1	0.00		
93#		CREDIT RAIL REPAIR	1		-4.0	
94#		ADD TO STRUCT REPAIR	1		8.0	F
95		GRILLE				
96*	Repl	Mount panel bracket center	1	46.32	Incl.	
97*	Repl	RT Mount panel bracket side	1	8.62	Incl.	
98*	Repl	LT Mount panel bracket side	1	7.89	Incl.	
99#	Repl	MISC. CLIPS-PER INV.	1	4.29		
100#	Repl	HOOD INFO LABELS	2	30.00		
101		FENDER				
102	Repl	RT Nameplate "F150 XLT TRITON V8"	1	16.03	0.2	
103#		CREDIT DETRIM ON RF DOOR	1		-2.0	
104#		ADJUST TO MATCH	1	-45.00		
105		OTHER CHARGES				
106#	Towing		1	80.00		

02/26/2003 at 12:10 PM
15982

Job Number: 10248

PRELIMINARY ESTIMATE

2001 FORD F150 4X2 SUPERCREW 8-5.4L-FI 4D P/U GOLD Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
Subtotals ==>					3572.32	43.7	16.6
Parts							3492.32
Body Labor			26.3	hrs @	\$ 44.00/hr		1157.20
Paint Labor			16.6	hrs @	\$ 44.00/hr		730.40
Mechanical Labor			5.4	hrs @	\$ 44.00/hr		237.60
Frame Labor			12.0	hrs @	\$ 60.00/hr		720.00
Paint Supplies			16.6	hrs @	\$ 25.00/hr		415.00
Other Charges							80.00
SUBTOTAL							\$ 6832.52
Sales Tax					\$ 6832.52 @ 5.8125%		397.14
GRAND TOTAL							\$ 7229.66
ADJUSTMENTS:							
Deductible							0.00
CUSTOMER PAY							\$ 0.00
INSURANCE PAY							\$ 7229.66

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO CIVIL FINES AND CRIMINAL PENALTIES.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2MA97 Database Date 3/2003 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM or Qual Repl Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

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03/19/2002
09:59:38

HISTORY LISTING

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PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1FTRW07L41KD65843

R.O NO. : 43971 R.O DATE : 02/06/2002 R.O TYPE : S
MILEAGE : 29912 ADVISOR NO. : 3407

JOB NUMBER : 1 OPERATION 30FTZ11 OP. DESC. LITE ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3507
COMPLAINT : CUSTOMER STATES THAT ON RADIO WHEN PLAYING CDS THE DISPLAY
LIGHTS WILL GO ON AND OFF CHECK AND ADVISE
CAUSE : RADIO INTERNAL PROBLEM
ORIGINAL : RADIO INTERNAL PROBLEM
CAUSE
CORRECTION : VERIFIED, R&R RADIO, RETEST-NO OTHER PROBLEMS FOUND
ORIGINAL : VERIFIED, R&R RADIO, RETEST-NO OTHER PROBLEMS FOUND
CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
043971-01 NPF

JOB NUMBER : 2 OPERATION 35FTZ02 OP. DESC. CLIMATE CONTROL WORK
SALE TYPE : W TECHNICIAN NO(S). 3167 3507
COMPLAINT : CUSTOMER STATES THAT THEY HEAR A GIRGLING NOISE FROM HEATER/
A/C WHEN TRUNING ON OR OFF CHECK AND ADVISE
CAUSE : NORMAL CONDITION OF CLIMATE CONTROL SYSTEM
ORIGINAL : NORMAL CONDITION OF CLIMATE CONTROL SYSTEM
CAUSE
CORRECTION : VERIFIED, CHECKED OASIS, NORMAL CONDITION, NO REPAIR DONE.
ORIGINAL : VERIFIED, CHECKED OASIS, NORMAL CONDITION, NO RHEPAIR DONE.
CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
043971-02 NPF

JOB NUMBER : 3 OPERATION 33FTZ02 OP. DESC. REPAIR
SALE TYPE : C TECHNICIAN NO(S). 3487
COMPLAINT : CUSTOMER STATES THAT HAS A NOISE FROM FRONT END WHEN TRUNING
COLD SOUNDS LIKE TIE ROD ENDS OR PITMAN ARM CHECK AND ADVISE
CORRECTION : NOISE IS IN BRAKES
ORIGINAL : NOISE IS IN BRAKES
CORRECTION

JOB NUMBER : 4 OPERATION 38FTZ01 OP. DESC. REPAIR BRAKES
SALE TYPE : C TECHNICIAN NO(S). 3507
COMPLAINT : BRAKES HAVE NOISE WHEN HOT SEE GEORGE
CAUSE : CUSTOMER KNOWS ABOUT BRAKE SQUEEL
CORRECTION : TALKED TO JEFF, CUSTOMER DOES NOT WANT BRAKES REPAIRED.

COMMENTS : RECHECK HAT #4

R.O NO. : 42518 R.O DATE : 01/21/2002 R.O TYPE : S

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HISTORY LISTING

3010
PAGE 2

MILEAGE : 29240

ADVISOR NO. : 3407

JOB NUMBER : 1 OPERATION 30FTZ11 OP. DESC. LITE ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3308
COMPLAINT : CUSTOMER STATES THAT DRIVER PASSANGER DOOR HAS A
RATTLE OVER BUMPS CHECK AND ADVISE
CAUSE : LOOSE WINDOW RUN
ORIGINAL : LOOSE WINDOW RUN
CAUSE :
CORRECTION : NVH DIAGNOSIS, REMOVE LR DOOR TRIM PANEL AND WEATHERSHEET,
RE-ATTACH REAR WINDOW RUN BRACKET AND RE-TEST

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
042518-01 23943A2 042518-01 23943A

JOB NUMBER : 2 OPERATION 30FTZ3 OP. DESC. LITE ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3308
COMPLAINT : CUSTOMER STATES THAT RADIO APPEARS TO HAVE A SHORT DISP.
GOES BLANK AND CD PLAYER INOP
CHECK AND ADVISE
CAUSE : INTERNAL PROBLEM IN RADIO/CD PLAYER
ORIGINAL : INTERNAL PROBLEM IN RADIO/CD PLAYER
CAUSE :
CORRECTION : REMOVE RADIO FOR REPAIRS, RE-INSTALL RADIO AFTER REPAIRS
ORIGINAL : REMOVE RADIO FOR REPAIRS, RE-INSTALL RADIO AFTER REPAIRS
CORRECTION :

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
042518-02 18805C 042518-02 18805B

JOB NUMBER : 3 OPERATION 30FTZ2 OP. DESC. TRIM
SALE TYPE : W TECHNICIAN NO(S). 3308
COMPLAINT : CUSTOMER STATES THAT STEERING WHEEL HAS A BUZZING NOISE WHEN
TURNING CHECK AND ADVISE
CORRECTION : ROAD TEST FOR BUZZING NOISE FROM STEERING, CHECK OASIS AND
TSB'S (NONE FOUND), LES BZELL ROAD TEST - NORMAL NOISES
(HYDRALIC HISS WHEN TURNING), FILL OUT NPF FORM

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
042518-03 NPF

JOB NUMBER : 4 OPERATION 30FTZ4 OP. DESC. LITE ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3308
COMPLAINT : CUSTOMER STATES THAT DOME LIGHTS STAY ON CHECK AND ADVISE
CAUSE : STICKING DOOR AJAR SWITCHES
ORIGINAL : STICKING DOOR AJAR SWITCHES
CAUSE :
CORRECTION : NGS TEST - INTERMITANT CLOSED CIRCUITS ON ALL FOUR DOORS,
REMOVE ALL DOOR TRIM PANELS, REMOVE LOCK MECHANISMS AND
REPLACE ALL DOOR AJAR SWITCHES (4 TOTAL)

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

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HISTORY LISTING

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042518-04 MT14018

JOB NUMBER : 5 OPERATION 30FTZ14 OP. DESC. RECALL
SALE TYPE : W TECHNICIAN NO(S). 3308
COMPLAINT : RECALL
01B83 RADIATOR REPLACEMENT
CAUSE : RECALL
ORIGINAL : RECALL
CAUSE
CORRECTION : PERFORM RECALL 01B83 - REPLACE RADIATOR ASSEMBLY COMPLETE
C
ORIGINAL : PERFORM RECALL 01B83 - REPLACE RADIATOR ASSEMBLY COMPLETE
CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
042518-05 01B83C

COMMENTS : JENN

R.O NO. : 33176 R.O DATE : 09/27/2001 R.O TYPE : S
MILEAGE : 23358 ADVISOR NO. : 3407

JOB NUMBER : 1 OPERATION 30FTZ1 OP. DESC. TRIM
SALE TYPE : W TECHNICIAN NO(S). 3123 3237
COMPLAINT : PASSENGER FRONT SEATBELT WONT RETRACT
CHECK AND ADVISE
SOP
CORRECTION : R&I REAR UPPER HANDLE, R&I "B" COULUM TRIM PANEL, REPLACED
SEAT BELT RETRACTOR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
033176-01 61172A

JOB NUMBER : 2 OPERATION 30FTZ10 OP. DESC. TRIM
SALE TYPE : W TECHNICIAN NO(S). 3237
COMPLAINT : CK PASSENGER MIRROR LOOSE
CHECK AND ADVISE
CORRECTION : R&I PASSENGER FRONT DOOR PANEL, R&I SPEAKER, REPLACED
POWER SIDE MIRROR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
033176-02 17682C

JOB NUMBER : 3 OPERATION 31FTZ01 OP. DESC. DRIV DIAG
SALE TYPE : W TECHNICIAN NO(S). 3826
COMPLAINT : CUSTOMER STATES THAT MOTOR HAS MISS AT IDLE CHECK AND ADVISE
CAUSE : UNABLE TO VERIFY CONCERN
ORIGINAL : UNABLE TO VERIFY CONCERN
CAUSE
CORRECTION : WDS TEST KOBO KOER KOEC PASS DATALOGGER POWER BALANCE FUEL
PRESSUE AND LEAKDOWN INJECTOR FLOW ALL OK ROAD TEST UNABLE

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HISTORY LISTING

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PAGE 4

TO VERIFY MISS AT IDLE VEHICLE. NOTE VEHICLE WILL TURN THE
CHECK ENGINE LIGHT ON IF IT DETECTS A ENGINE MISS PLEASE
SEND TO QC

WARRANTY	:	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		033176-03	MT15650E24	033176-03	MT15650E20
		033176-03	MT15650E18	033176-03	MT15650E10
		033176-03	15650E5	033176-03	15650E1
		033176-03	15650E		

JOB NUMBER : 4 OPERATION 31FT2D OP. DESC. DO NOT USE
SALE TYPE : W TECHNICIAN NO(S). 3826
COMPLAINT : CUSTOMER STATES THAT APPEARS TO HAVE A LOOSE TAIL PIPE
CHECK AND ADVISE
CAUSE : TAIL PIPE NOT LOOSE
ORIGINAL : TAIL PIPE NOT LOOSE
CAUSE
CORRECTION : CHECK EXHAUST HANGERS OK EXHAUST NO LOOSE
NPF
ORIGINAL : CHECK EXHAUST HANGERS OK EXHAUST NO LOOSE
CORRECTION

WARRANTY	:	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		033176-04	999A		

JOB NUMBER : 5 OPERATION 30FT22 OP. DESC. TRIM
SALE TYPE : W TECHNICIAN NO(S). 3237
COMPLAINT : CUSTOMER STATES THAT LEFT REAR WINDOW SLAMS SHUT WHEN CLOSE
CHECK AND ADVISE
CORRECTION : R&I LEFT REAR DOOR PANEL, R&I SPEAKER, REPLACED WINDOW RUN
ORIGINAL : R&I LEFT REAR DOOR PANEL, R&I SPEAKER, REPLACED WINDOW RUN
CORRECTION

WARRANTY	:	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		033176-05	MT25767	033176-05	27406B

JOB NUMBER : 6 OPERATION 30FTZ12 OP. DESC. RECALL
SALE TYPE : W TECHNICIAN NO(S). 3237
COMPLAINT : 01S24 WIPER MOTOR GEAR COVER RECALL
CORRECTION : PERFORMED RECALL 01S24
ORIGINAL : PERFORMED RECALL 01S24
CORRECTION

WARRANTY	:	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
		033176-06	01S24C		

JOB NUMBER : 7 OPERATION 01PTZZ02 OP. DESC. RICH FORD VEHICLE
SALE TYPE : C TECHNICIAN NO(S). 3497
COMPLAINT : RICH FORD LOANER SILVER F-150 PER DENNIS S.

03/19/2002
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HISTORY LISTING

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PAGE 5

R.O NO. : 25325 R.O DATE : 07/09/2001 R.O TYPE : S
MILEAGE : 20086 ADVISOR NO. : 3407

JOB NUMBER : 1 OPERATION 30FTZ1 OP. DESC. TRIM
SALE TYPE : W TECHNICIAN NO(S). 3237
COMPLAINT : CUSTOMER STATES THAT BOTH FRONT DOORS SWITCH PANELS BROCK
AND DISCOLORED CHECK AND ADVISE
CORRECTION : REPLACED LEFT AND RIGHT FRONT CONTROL PANELS
ORIGINAL : REPLACED LEFT AND RIGHT FRONT CONTROL PANELS
CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
025325-01 MT14524

JOB NUMBER : 2 OPERATION 30FTZ10 OP. DESC. TRIM
SALE TYPE : W TECHNICIAN NO(S). 3237
COMPLAINT : CUSTOMER STATES THAT LEFT REAR WINDOW HITS HARD WHEN STOPPIN
APON ROLLING UP AND DOWN
CORRECTION : R&I LEFT REAR DOOR PANEL, TIGHTENED, WINDOW TRACK BOLT
ORIGINAL : R&I LEFT REAR DOOR PANEL, TIGHTENED, WINDOW TRACK BOLT
CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
025325-02 27406B

JOB NUMBER : 3 OPERATION 30FTZ OP. DESC. LITE LINE
SALE TYPE : W TECHNICIAN NO(S). 3237
COMPLAINT : CUSTOMER STATES THAT BOTH FRONT SEAT BELTS WONT RETRACT
CHECK AND ADVISE
CORRECTION : R&I B PILLAR TRIM, REPLACED DRIVERS SEAT BELT
PASSENGER SEAT BELT WAS D99

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
025325-03 61172A

JOB NUMBER : 4 OPERATION 35FTZ01 OP. DESC. INSPECT A/C HEATER
SALE TYPE : W TECHNICIAN NO(S). 3237
COMPLAINT : CUSTOMER STATES THAT BLOWS HOT
CORRECTION : PARTIAL CHARGE, PERFORMED LEAK TEST, R&R LOW SIDE SERVICE
VALVE, EVAC AND RECHARGE, ROAD TEST.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
025325-04 MT19D701 025325-04 19700A

JOB NUMBER : 5 OPERATION 38FTZ01 OP. DESC. REPAIR BRAKES
SALE TYPE : W TECHNICIAN NO(S). 3237
COMPLAINT : CUSTOMER STATES THAT REAR BRAKES SQUEAK CHECK AND ADVISE
CORRECTION : INSPECTED FRONT BRAKES, 6MM LEFT ON PADS, INSPECTED REARS
7MM, CLEANED AND DEGLAZED REAR DISKS. TEST DROVE

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09:59:38

HISTORY LISTING

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WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
025325-05 MT2001

COMMENTS : AG

R.O NO. : 23378C R.O DATE : 09/13/2000 R.O TYPE : S
MILEAGE : 6580 ADVISOR NO. : 314

JOB NUMBER : 1 OPERATION 1007DFT OP. DESC.
SALE TYPE : W TECHNICIAN NO(S). 804
COMPLAINT : TECH1-804 .70 OPR-CODE 1007D LIT5 D9 FP ALBAL 35 MPH HAS
SHIMMY AND VIBRATION HIGHWAY.REPORT ROTATE AND BALACE TIRES
CAUSE : TIRES OUT OF BAL NOISE/VIBRATION/HARSHNESS - DIAGNOSIS #@LN
51-1 PAY TYPE W

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
23378C 1007DFT

JOB NUMBER : 2 OPERATION 1007D1FT OP. DESC.
SALE TYPE : W TECHNICIAN NO(S). 804
COMPLAINT : TECH1-804 .40 OPR-CODE 1007D1 TIRES AND WHEELS - CHECK
RUN-OUT LN 51-2 PAY TYPE W

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
23378C 1007D1FT

JOB NUMBER : 3 OPERATION 1007D3TFT OP. DESC.
SALE TYPE : W TECHNICIAN NO(S). 804
COMPLAINT : LN 51-2 PAY TYPE W TECH1-804 1.00 OPR-CODE 1007D3T TIRE AND
WHEEL - BALANCE LN 52 PAY TYPE W

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
23378C 1007D3TFT

JOB NUMBER : 4 OPERATION 3001AFT OP. DESC.
SALE TYPE : W TECHNICIAN NO(S). 804
COMPLAINT : TECH1-804 .40 OPR-CODE 3001A LIT5 W6 FP FRONT FRONT END
PULLS TO LEFT. FRONT END OUT OF ALIGN CASTER, CAMBER, TOE-IN
CAUSE : - CHECK LN 52-1 PAY TYPE W

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
23378C 3001AFT

JOB NUMBER : 5 OPERATION 3001A1TFT OP. DESC.
SALE TYPE : W TECHNICIAN NO(S). 804
COMPLAINT : LN 52-1 PAY TYPE W TECH1-804 .80 OPR-CODE 3001A1T CASTER,
CAMBER AND TOE-IN - CORRECT

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

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23378C 3001A1TFT

COMMENTS : RO W23378 09/12/00 6580 314 PTS=.00 POL=.00 TOT=212.85
INV=091300LN

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.