

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

HANDICAPPED

THIS FORD VAN IS A HANDICAPPED
WITH RAMP + LOWERED FLOOR, COST
\$46,000

THE TRANSMISSION + TORQUE
CONV. HAS BEEN REPLACED
(3) TIMES. POWER STEERING
= UNIT (1) FRONT END
STABLE RODS + ARMS 2
TIMES, AND AGAIN ARE
BAD, ALSO THE NEW
TRANSMISSION WE JUST
PAID 2,500.00 FOR IS ALSO
MAKING NOISE AGAIN ONLY
IN 2000 MILES. WE HAD
EXTENDED WARRANTY WITH
COST ALST 2200.00 (FORD)
FORD TELL US THAT THEY
DON'T WARRANTY THE LAST
TRANS. AND ETC BECAUSE IT WAS
REPLACED 2 TIMES UNDER
WARRANTY. I AM SURE THANK
THIS JUNKER IF I DIDN'T
HAVE SO MUCH IN IT.

WHAT EVER YOU CAN HELP US WITH
WE THANK YOU!

Continue on additional page if necessary.

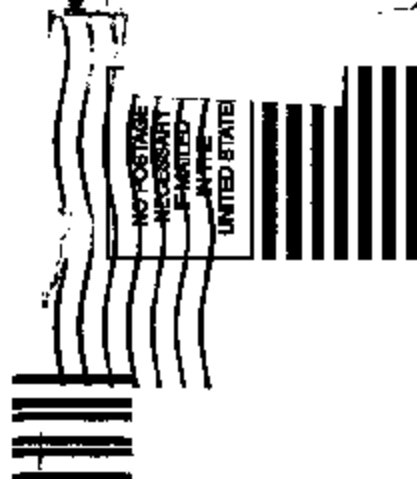
Describe any additional incidents. (Include date and mileage)

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 response 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.

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HS Form 350 (Rev. 8/89)

WE ARE BOTH DISABLED CONSUMERS



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

1-888-DASH-2-DOT

Complete and return or place in your car manual for future use



VEHICLE OWNER QUESTIONNAIRE (V)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hot

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

FREELAND, MD.

Thank You!

Printed on behalf of:
Palm Bay Ford, Inc.
P.O. Box 100389
First Day Rental
Palm Bay, FL 32910-0389

February 10, 2000

02938 7/1/2383

Palm Bay, FL

2000041003725

Thank you for your purchase of the Ford Extended Service Plan (ESP).

YOUR ESP COVERAGE

The following information about your Extended Service Plan has been entered into Ford's computer system network. Please verify your coverage below and contact the selling dealer for any corrections.

Plan Type:	PremiumCARE
Options:	First Day Rental
Date/Distance Expiration:	03-05-2003 or 75,000 miles
Deductible Per Eligible Repair Visit:	\$0
Vehicle Identification Number:	2FMDA5142WBA06203-01

WHEN YOU NEED A REPAIR

- Take your vehicle to your selling dealer or any Ford or Lincoln-Mercury dealership (either in the United States or Canada).
- The dealership will use your Vehicle Identification Number (VIN) to verify your ESP coverage through the Ford computer system network.

IF YOU NEED ASSISTANCE

To locate the nearest Ford or Lincoln-Mercury dealership, owners may contact the Ford Customer Assistance Center at (800) 392-FORD.

Lincoln owners may call (800) 521-4140.

FOR ADDITIONAL INFORMATION

Your personalized Ford ESP Contract Provisions are enclosed. (For Florida customers who purchased coverage prior to December 1, 1994, your contract was provided to you at the time of sale as part of the ESP registration policy - Mechanical Breakdown Policy.) The contract provisions explain the benefits, time and mileage coverage, and exclusions of the plan you have purchased.

We believe having Ford ESP on your vehicle should help provide you with peace of mind when it comes to your vehicle's service needs. On your next visit to your dealership, please take a minute to review your vehicle's ESP coverage with a Service Advisor.

We recommend you keep a copy of this letter with your owner's manual and other vehicle information.

Ford Extended Service Plan Headquarters

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**