



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 1368

Date Received

Repository

11 JAN 2005

Reference No.
10107169

OWNER INFORMATION (Type or Print)

Name

Address

City SHORELINE

State WA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/11/05

VEHICLE INFORMATION

2004 Ford Ranger

Make FORD

Model RANGER

Model Year 2003

1FTYR44V33F

Date Purchased

Dealer's Name and Telephone Number

7-18-03

Harris Ford 405-774-4141

Engine:

No. Cylinders

Fuel Type:

6

Original Owner

Dealer's City

State WA

Zip Code 98046

Lynnwood

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS

Multiple Failure: Z

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

05-AUG-2004

35568

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: DOTM1BABC03B)

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

Number of Deaths

Reported to Police

N

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).

WHEN BRAKING AT ANY SPEED THE CONSUMER WOULD HEAR A SQUEAKING NOISE. THE CONSUMER WAS INFORMED THAT FRONT BRAKE ROTORS WERE WORN. THE PROBLEM WAS NOT RESOLVED. *AK

Vehicle also has a loud clunk that Ford has twice said

Under front wheel

they fixed yet it still is there, happen noise appears on shifting & when you go over bumps, or turning sharply. Several contact to Ford via in person, email & by telephone to customer (corporate) & customer service (all useless).

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 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.



Print - Close Window

Date: Fri, 26 Nov 2004 22:23:24 -0500

To:

Subject: Re: Ford Motor Company

From: "Ford Motor Company" <crfmc@customersupportctr.com>

Dear

Thank you for your message of 11/26/04 regarding your 2003 Ford Ranger. We appreciate the time you have taken to write us concerning the repairs needed to this vehicle.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

In order to resolve your issue, more information is required. Please provide the following additional data to allow us to fully investigate every option to address your concern.

- Daytime Phone Number:
- Home Phone Number:
- Cellular Number (if any):
- Vehicle Identification Number (VIN):
- Vehicle odometer reading:
- Registered owner of vehicle (if different):
- Servicing Ford dealership:

If you would prefer to address your issue by telephone, please contact us toll-free at 1-800-392-3673. One of our Customer Service Representatives will be happy to assist you between the hours of 8AM to 8PM, Monday through Friday, or 9AM to 5:30PM Saturdays Eastern Standard Time (EST).

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Phil
Ford Motor Company
Customer Relationship Center

Find the answers to many of your Ford vehicle-related questions at My Ford - Ford's official owner website.

Online owner guides, the latest incentives, recalls, Ford Credit access

and more -- all at your fingertips. My Ford is a free, personalized resource available to you 24-7, whenever you need information. Just visit www.myford.fordvehicles.com to sign up now.

Original Message Follows:

Contact Us
First Name:
Last Name:
Email Address:
Address:
Address:
City: Shoreline
State/Province:WA
Zip/Postal Code:
Country:
Inquiring About Own Vehicle: Yes
Year : 2003
Make : Ford
Model : Ranger
VIN :
Mileage : 35500

Questions: Please advise why one should continue as a Ford Customer when the opinion of Ford Dealers and Corporate Customer Service is that although parts wear in half the time they should it does not concern them. This is something the customer needs to worry over. My ford vehicle has just below 36,000 miles on it, yet the dealer tells me it needs new brakes and rotors. Quite frankly, I find that impossible to believe. That is about less than half of what the brakes should last, and far less than half what the rotors should last. Either the Dealership is trying to pull the wool over my eyes or those brakes and rotors are defective. Customer Care was quick to understand my upset, but basically advised their role was to back the dealers position. They made very clear it was of no concern to them that the brakes and rotors did not hold up as one would reasonably expect, though supervisor Paula ID #2186 advised I should not put words in her mouth, I pointed out I was only responding to their actions, which always speak louder than words. On speaking to the dealer Customer Service was told the brakes and rotors were not defective or bad. They needed to be replaced because they had worn to a point where Ford recommended they be replaced. What kind of double talk is that. Are they bad or not, does Ford make a habit of recommending replacement of perfectly good parts? All I know is our other vehicle, a Honda, just had the brake pads changed, at 65,000 miles, the rotors have not been replaced. The car we owned prior to our Ford Ranger was a Toyota, it had 176,000 miles on it

the rotors were never replaced. Now are you still trying to tell me
that
these rotors are not defective, or would you just like me to believe
that

Ford builds vehicles with an intent that they not hold up, because as I
told the customer service representative and her supervisor that is the
message they sent me. And that is the message I will be passing along
to
my friends, family and acquaintances. I believe in the family plan.

Yahoo! My Yahoo! Mail

Search the Web



Welcome,



Mail Home - Mail Tutorials - Help

[Sign Out, My Account]

Mail

Addresses

Calendar

Notepad

Mail Upgrades - Mail Options



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This message is not flagged. [[Flag Message](#) - [Mark as Unread](#)]

Folders [Add - Edit]

Inbox (1)

Draft

Sent

Bulk (1) [Empty]

Trash [Empty]

My Folders [Hide]

ECC FOLDER

FORD

Kurt Wedding

School Transfer...

Steven McNeil Baby

US Dept of EDU

Yes Smoke

Date: Tue, 30 Nov 2004 08:59:11 -0800 (PST)

From:

Add to Address Book

Subject: Re: Ford Motor Company

To: "Ford Motor Company" <crfmc@customersupportctr.com>

Dear Phil:

Thank you for responding to my email. The information you requested from me is as follows:

Daytime Phone Number: (206) 546-4987 pls note I am usually home on Fridays

Home Phone Number: (206-546-4987

Cellular Number (if any):

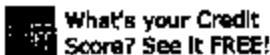
Vehicle Identification Number (VIN): 1FTYR44V33PB17461

Vehicle odometer reading:35,566

Registered owner of vehicle (if different):

Servicing Ford dealership: Ford of Kirkland

What concerns me in all of this is the safety issue, as I stated previously the brakes are about half of what one could reasonably expect from them, and the rotors are well below what one could reasonably, yet Ford seems unconcerned. I want to be very up front in stating that I believe there is a safety issue with this vehicle and that Ford is being irresponsible in their handling of it. There is no justification for Ford's position that when parts such as these wear in an unreasonably short period of time, they should simply be replaced by the customer, especially since this vehicle is still under warranty, without question as to why such was happened. I balk at this attitude, there is obviously something going on with the brake system on this car, and for the service advisor to claim oh I looked at the parts and they are not defective they are just worn is hog wash, he does not know that, he is not an engineer. Both you and I know that the only person that would know that for certain is an engineer. And that engineer would need to tear apart the entire brake system on my vehicle not just look at the surface of a few parts. The stronger evidence here is the fact that the



parts have worn far too quickly for the type parts they are, and that would lead to the logical conclusion that there could be something wrong in the truck's brake system, yet Ford does not mind taking that change when it comes to their customer's and the general public's safety. Yet when speaking with Paula ID #2186, the customer service supervisor with Ford, and I pointed out that if I were in her position and a customer called in upset that her brakes system was not performing as reasonably expected, as a matter of safety I would make sure it was thoroughly investigated, especially in this situation where indeed the brakes were performing well below what one could reasonably expect. But, for Paula to say to me that she is there to back up the dealership, I could not believe it, what about public safety, did Ford learn nothing from the Firestone tire incident. I demand Ford replace the vehicle's brake system as a matter of personal and public safety. I would appreciate if your response could be in written as I would like to have written documentation of our communications. Very truly, Irene Diep.

Ford Motor Company <crfmc@customersupportctr.com> wrote:

Thank you for your message of 11/26/04 regarding your 2003 Ford Ranger. We appreciate the time you have taken to write us concerning the repairs needed to this vehicle.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

In order to resolve your issue, more information is required. Please provide the following additional data to allow us to fully investigate every option to address your concern.

Daytime Phone Number:
Home Phone Number:
Cellular Number (if any):
Vehicle Identification Number (VIN):
Vehicle odometer reading:
Registered owner of vehicle (if different):
Servicing Ford dealership:

If you would prefer to address your issue by telephone, please contact us toll-free at 1-800-392-3673. One of our Customer Service Representatives will be happy to assist you between the hours of 8AM to 8PM, Monday through Friday, or 9AM to 5:30PM Saturdays Eastern Standard Time (EST).

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Thank you for contacting Ford Motor Company.

Sincerely,
Phil

Ford Motor Company
Customer Relationship Center

Find the answers to many of your Ford vehicle-related questions at My Ford - Ford's official owner website.

Online owner guides, the latest incentives, recalls, Ford Credit access and more - all at your fingertips. My Ford is a free, personalized resource available to you 24-7, whenever you need information. Just visit www.myford.fordvehicles.com to sign up now.

Original Message Follows:

Contact Us

First Name:

Last Name:

Email Address:

Address:

Address:

City: Shoreline

State/Province: WA

Zip/Postal Code:

Country:

Inquiring About Own Vehicle: Yes

Year : 2003

Make : Ford

Model : Ranger

VIN :

Mileage : 36500

Questions: Please advise why one should continue as a Ford Customer when the opinion of Ford Dealers and Corporate Customer Service is that although parts wear in half the time they should it does not concern them.

This is something the customer needs to worry over. My Ford vehicle has just below 36,000 miles on it, yet the dealer tells me it needs new brakes

and rotors. Quite frankly, I find that impossible to believe. That is about less than half of what the brakes should last, and far less than half what the rotors should last. Either the Dealership is trying to pull

the wool over my eyes or those brakes and rotors are defective. Customer Care was quick to understand my upset, but basically advised their role was to back the dealers position. They made very clear it was of no concern to them that the brakes and rotors did not hold up as one would reasonably expect, though supervisor Paula ID #2186 advised I should not put words in her mouth, I pointed out I was only responding to their actions, which always speak louder than words. On speaking to the dealer Customer Service was told the brakes and rotors were not defective or bad.

They needed to be replaced because they had worn to a point where Ford recommended they be replaced. What kind of double talk is that. Are they bad or not, does Ford make a habit of recommending replacement of perfectly

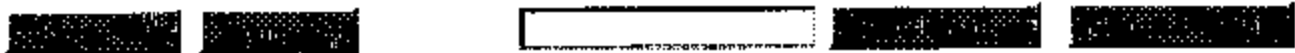
good parts? All I know is our other vehicle, a Honda, just had the brake pads changed, at 65,000 miles, the rotors have not been replaced. The car we owned prior to our Ford Ranger was a Toyota, it had 178,000 miles on it the rotors were never replaced. Now are you still trying to tell me that these rotors are not defective, or would you just like me to believe that Ford builds vehicles with an intent that they not hold up, because as I told the customer service representative and her supervisor that is the message they sent me. And that is the message I will be passing along to my friends, family and acquaintances. I believe in the family plan.

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Print - Close Window

Date: Wed, 01 Dec 2004 12:12:46 -0500
To:
Subject: Your Inquiry
From: "Ford Motor Company" <crfmc@customersupportctr.com>

Ford's response to my brake & rotor issue.

Thank you for contacting Ford Motor Company. We appreciate the time you have taken to write to us. The safety and satisfaction of our customers are always our top priorities.

I sent several follow up emails asking them to respond to my issue all ignored.

Firestone decided to conduct this campaign on the basis of their early warning data. We commend Firestone for acting on early warning data and for working cooperatively with NHTSA and Ford in the best interests of our customers.

If you are currently driving a 2000-2003 Ford Excursion, equipped with Firestone Steeltex Radial A/T LT265/75R16D model tires, please contact either your Ford dealership or a Firestone retailer to schedule an appointment for tire replacement. Ford and its dealers will assist Firestone in making the tire replacement experience as convenient as possible for our customers. If the tires are not immediately available, please have the dealer put your name on a list to be notified when there is availability.

As always, we encourage our customers to keep their tires inflated to factory specifications, observe proper loading of the vehicle and, of course, wear their safety belts and drive at safe speeds.

Once again, thank you for contacting Ford Motor Company and if you have any other inquiries or concerns, please feel free to contact us at 1-800-392-3673 or Firestone at 1-800-465-1904.

Sincerely,

Ford Motor Company
Customer Relationship Center

YAHOO! MAIL

Print - Close Window

Date: Wed, 1 Dec 2004 09:11:23 -0800 (PST)
From:
Subject: Re: Your Inquiry
To: "Ford Motor Company" <crcfmc@customersupportctr.com>

Ford Customer Relations Center:

What is obvious to me is that Ford does not take their customers serious. I make a complaint about the way my Ford vehicle is performing and comment about problems Ford had in the past with their vehicles and instead of taking resposible measures they go into denial mode trying to hold Firestone accountable. Let me once again ask are you or are you not going to take care of the problems I am having with my 2003 Ford Ranger, if not please advise so that I move on with the next step in the grievance process, utilization of the Dispute Resolution Board, and enforcement of my state's Lemon Law. As I stated in my the former email I sent this is a matter of safety and I find the attitude of Ford's employee's appauling, most especially in light of the Firestone incident that Ford was involved with, and please I do not need you to advise me as to what Ford's stand on the Firestone issue is. The only public relations message I want to hear from Ford is that they are willing to stand behind their product, that being the Ford Ranger they sold me.
Very truly,

Ford Motor Company <crcfmc@customersupportctr.com> wrote:

Thank you for contacting Ford Motor Company. We appreciate the time you have taken to write to us. The safety and satisfaction of our customers are always our top priorities.

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As always, we encourage our customers to keep their tires inflated to factory specifications, observe proper loading of the vehicle and, of course, wear their safety belts and drive at safe speeds.

Once again, thank you for contacting Ford Motor Company and if you have any other inquiries or concerns, please feel free to contact us at 1-800-392-3873 or Firestone at 1-800-485-1904.

Sincerely,

Ford Motor Company
Customer Relationship Center

Do you Yahoo!?

The all-new My Yahoo! – What will yours do?



Print - Close Window

Date: Tue, 7 Dec 2004 07:13:04 -0800 (PST)

From:

Subject: Re: Ford Motor Company

To: "Ford Motor Company" <crcfmc@customersupportctr.com>

Phil:

Judging from your lack of response to my complaint I will assume that it is time to take my concerns to the next levels in the complaint process. Therefore, I will forward all emails in this matter on to the proper channels. This matter needs to be handled in a timely manner since it pertains to consumer/public safety in that it involves the vehicles braking system.

Very truly,

Ford Motor Company <crcfmc@customersupportctr.com> wrote:

Dear Irene,

Thank you for your message of 11/26/04 regarding your 2003 Ford Ranger. We appreciate the time you have taken to write us concerning the repairs needed to this vehicle.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

In order to resolve your issue, more information is required. Please provide the following additional data to allow us to fully investigate every option to address your concern.

Daytime Phone Number:
Home Phone Number:
Cellular Number (if any):
Vehicle Identification Number (VIN):
Vehicle odometer reading:
Registered owner of vehicle (if different):
Servicing Ford dealership:

If you would prefer to address your issue by telephone, please contact us toll-free at 1-800-382-3673. One of our Customer Service Representatives will be happy to assist you between the hours of 8AM to 8PM, Monday through Friday, or 9AM to 5:30PM Saturdays Eastern Standard Time (EST).

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Thank you for contacting Ford Motor Company.

Sincerely,
Phil

Ford Motor Company
Customer Relationship Center

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Original Message Follows:

Contact Us

First Name:

Last Name:

Email Address:

Address:

Address:

City: Shoreline

State/Province:WA

Zip/Postal Code:

Country:

Inquiring About Own Vehicle: Yes

Year : 2003

Make : Ford

Model : Ranger

VIN :

Mileage : 35500

Questions: Please advise why one should continue as a Ford Customer when the opinion of Ford Dealers and Corporate Customer Service is that although parts wear in half the time they should it does not concern them.

This is something the customer needs to worry over. My ford vehicle has just below 38,000 miles on it, yet the dealer tells me it needs new brakes

and rotors. Quite frankly, I find that impossible to believe. That is about less than half of what the brakes should last, and far less than half what the rotors should last. Either the Dealership is trying to pull

the wool over my eyes or those brakes and rotors are defective. Customer Care was quick to understand my upset, but basically advised their role was to back the dealers position. They made very clear it was of no concern to them that the brakes and rotors did not hold up as one would reasonably expect, though supervisor Paula ID #2186 advised I should not put words in her mouth, I pointed out I was only responding to their actions, which always speak louder than words. On speaking to the dealer Customer Service was told the brakes and rotors were not defective or bad.

They needed to be replaced because they had worn to a point where Ford recommended they be replaced. What kind of double talk is that. Are they bad or not, does Ford make a habit of recommending replacement of perfectly

good parts? All I know is our other vehicle, a Honda, just had the brake pads changed, at 65,000 miles, the rotors have not been replaced. The car we owned prior to our Ford Ranger was a Toyota, it had 176,000 miles on it the rotors were never replaced. Now are you still trying to tell me that these rotors are not defective, or would you just like me to believe that Ford builds vehicles with an intent that they not hold up, because as I told the customer service representative and her supervisor that is the message they sent me. And that is the message I will be passing along to my friends, family and acquaintances. I believe in the family plan.

Do You Yahoo!?

Tired of spam? Yahoo! Mail has the best spam protection around
<http://mail.yahoo.com>

**ODOMETER DISCLOSURE / TITLE* EXTENSION STATEMENT
RELEASE OF INTEREST BY REGISTERED OWNER**

*(PLEASE SEE PAGE 2 FOR COMPLETE INSTRUCTIONS AND EXPLANATION OF ASTERISK)

LICENSE NUMBER	YEAR	MAKE	SERIES / BODY TYPE	VEHICLE IDENTIFICATION NUMBER
	2003	FORD TRUCK	TRK SPR CRB 2WD	1FTYR44V33P
NAME OF STATE OR COUNTRY IN WHICH LAST TITLED				TITLE NUMBER (or OR# equivalent)
				E5248825

FEDERAL REGULATION AND STATE LAW REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE ODOMETER STATEMENT OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

DISCLOSURE BY REGISTERED OWNER

I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE)

NO TENTHS 1. is the ACTUAL MILEAGE of the vehicle
 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS
 3. the odometer reading is NOT THE ACTUAL MILEAGE

ODOMETER READING (in miles) _____ Date of Transfer _____

TRANSFEREE / BUYER: unless licensed dealer, must transfer title within 15 days of sale.
 (I warrant this Title and certify that the vehicle described herein has been sold to the following: _____)

Signature of TRANSFEREE / BUYER _____ Signature of TRANSFEROR / SELLER _____

HANDPRINTED Name of TRANSFEREE / BUYER _____ HANDPRINTED Name of TRANSFEROR / SELLER _____

Address of TRANSFEREE / BUYER _____ Address of TRANSFEROR / SELLER _____

REASSIGNMENT BY VEHICLE DEALER ONLY

I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE)

21 NO TENTHS 1. is the ACTUAL MILEAGE of the vehicle
 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS
 3. the odometer reading is NOT THE ACTUAL MILEAGE

ODOMETER READING (in miles) _____ Date of Transfer 07 / 18 / 03

Used herein has been sold to the following: _____

Signature of TRANSFEROR / SELLER _____
 HARRIS FORD
 HANDPRINTED Name of TRANSFEROR / SELLER
 PO. BOX 867 LYNNWOOD WA 98046
 Address of TRANSFEROR / SELLER
 1195

BUYING DEALER'S STATE LICENSE NUMBER, if applicable _____ SELLING DEALER'S STATE LICENSE NUMBER _____

Address of TRANSFEREE / BUYER _____ Address of TRANSFEROR / SELLER _____

REASSIGNMENT BY VEHICLE DEALER ONLY

I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE)

NO TENTHS 1. is the ACTUAL MILEAGE of the vehicle
 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS
 3. the odometer reading is NOT THE ACTUAL MILEAGE

ODOMETER READING (in miles) _____ Date of Transfer _____

(I warrant this Title and certify that the vehicle described herein has been sold to the following: _____)

Signature of TRANSFEREE / BUYER _____ Signature of TRANSFEROR / SELLER _____

HANDPRINTED Name of TRANSFEREE / BUYER _____ HANDPRINTED Name of TRANSFEROR / SELLER _____

Address of TRANSFEREE / BUYER _____ Address of TRANSFEROR / SELLER _____

BUYING DEALER'S STATE LICENSE NUMBER, if applicable _____ SELLING DEALER'S STATE LICENSE NUMBER _____

LIENHOLDER OF TRANSFEREE / BUYER IF APPLICABLE: TO BE RECORDED AND SHOWN ON NEW TITLE

RELEASE OF INTEREST BY REGISTERED OWNER

THIS RELEASE OF INTEREST MAY BE USED IN LIEU OF A RELEASE ON A TITLE.

We release all interest in the above described vehicle. This release must be signed by all registered owners

NOTARY SEAL OR STAMP _____

Signed _____ Signed _____

NOTARIZATION/CERTIFICATION FOR RELEASE OF INTEREST

State of Washington _____ Signed or attested _____
 County of _____ before me on _____

by _____ Signature _____

Notary's Name (PRINTED or STAMPED) _____

Title _____ Dealer No. OR _____
 AND: County / Office No. OR _____
 Notary Expiration Date _____

NOTE: THIS DOCUMENT IS A PART OF A WASHINGTON CERTIFICATE OF TITLE, AND SHOULD BE ATTACHED TO THE CERTIFICATE OF TITLE. UNAUTHORIZED PRINTING OR REPRODUCTION OF THIS DOCUMENT IS PROHIBITED. IF ALTERED IN ANY WAY, CONTACT YOUR NEAREST LICENSE AGENT.

AGREEMENT TO PROVIDE INSURANCE

TO: FORD MOTOR CREDIT COMPANY, P.O. BOX 5246, SPRINGFIELD, OH 45501

I UNDERSTAND THAT THE VEHICLE LISTED BELOW MUST BE COVERED BY BOTH COLLISION AND COMPREHENSIVE COVERAGES, OR FIRE AND THEFT AND COMBINED ADDITIONAL COVERAGES AND WITH \$1,000 MAXIMUM DEDUCTIBLES. INSURANCE MAY BE OBTAINED FROM A PERSON OF YOUR CHOICE.

My present insurance coverage includes the required coverage. I WILL MAINTAIN CONTINUOUS INSURANCE through the insurance company shown below, requesting my agent to note the lienholder's interest in the vehicle and endorse the policy with a loss payable endorsement in favor of the Lienholder at the above address.

Year	Make	Model	Body Style	Vehicle Identification Number
1983	FORD TRUCK	RANGER	TRK SPR CAB 2ND XLT	1FTYR44V33P

PURCHASER

Name	
Street Number	
City State Zip	HHINEI INE INI

INSURANCE AGENT

Agent Name	
Street Number	
City State Zip	
Telephone Number	

INSURANCE COMPANY

Name (if known)	REPCO
Policy or Binder No.	CA 0783207
Effective Dates	From: To: 05/31/84
Coverage	<input type="checkbox"/> FIRE, THEFT, CAC <input checked="" type="checkbox"/> COMPREHENSIVE <input checked="" type="checkbox"/> COLLISION DEDUCTIBLE \$ 500.00 MAXIMUM DEDUCTIBLE - \$1000

For Ford Credit Use Only:			
FORD CREDIT ACCOUNT NUMBER			

Date 07/18/83

 Dealer/Salesperson Date 07/18/83

FD 16206 JUN 83 Previous editions may NOT be used.
 (See Procedure 751)



CUSTOMER COPY

FC 16206096

NAME _____ DATE 2-24-04 RO# 143689
 YEAR 03 MODEL Ranger BUS. PHONE _____ HOME PHONE _____

REPORT CARD

MAY REQUIRE FUTURE ATTENTION

	ESTIMATED COST	NOTES
1. TIRES 32NDS (TIRE) <input type="checkbox"/>		
2. ALIGNMENT TIRE WEAR <input type="checkbox"/>		
3. SHOCKS <input type="checkbox"/>		
4. FRONT BRAKES MM (BK) <input type="checkbox"/>		7mm Safety Spec. 3mm (Disc)
5. REAR BRAKES MM (BK) <input type="checkbox"/>		4mm Safety Spec. 1mm (Drum)
6. BRAKE HYDRAULIC SYSTEM <input type="checkbox"/>		
7. STEERING SYSTEM (X STRG) <input type="checkbox"/>		
8. SUSPENSION SYSTEM (X SUSP) <input type="checkbox"/>		
9. ENGINE LEAKS <input type="checkbox"/>		
10. TRANX LEAKS (X TRANS) <input type="checkbox"/>		
11. COOLING SYSTEM (X COOL) <input type="checkbox"/>		- 34°F protection
12. CONDITION OF HOSES (X HOSE) <input type="checkbox"/>		
13. CONDITION OF BELTS (X BELT) <input type="checkbox"/>		
14. EXTERIOR LIGHTS <input type="checkbox"/>		
15. HEATER/AIR CONDITIONING <input type="checkbox"/>		
16. BATTERY/CABLES <input type="checkbox"/>		
17. AIR FILTER <input type="checkbox"/>		
18. P/S FLUID <input type="checkbox"/>		
19. OTHER CONCERNS <input type="checkbox"/>		
20. EXHAUST <input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
TOTAL		

TECHNICIAN NAME _____

NEXT APPT: / /

**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).**