

EA02-025

FORD
OCTOBER 27, 2003

APPENDIX N
BOOKS 59 OF 61

PART 3 OF 4

FIGURE 4 - Estimated Time Limits

TABLE 4 - PORTABLE TEST RESULTS												
			GROUP 05 Avg Temp 10, 11			GROUP 06 Avg Temp 10, 11			GROUP 07 Avg Temp 10, 11			
Test	In.	Depth	Min	Target 0.00 L	Max	Min	Target 0.00 L	Max	Min	Target 0.00 L	Max	Units
Transmission Spot Test	3.3.1.16	7.1-1.1-1	-0.1	0.0	0.2	-0.1	0.0	0.2	-0.1	0.0	0.2	Volts
Weathering Therapy	3.3.1.17	7.1-1.1-1	-	-	0.0	-	-	0.0	-	-	0.0	Volts
Trans. Interfer. from 016	3.3.1.18	7.1-1.1-1	2.07	2.00	2.08	2.07	2.00	2.08	2.07	2.00	2.08	Volts
Int. Interfer. from 012	3.3.1.19	7.1-1.1-1	10.0	10.0	10.1	10.0	10.0	10.1	10.0	10.0	10.1	Volts
Radio 241-10 Test	3.3.1.20	7.1-1.1-1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	Volts
Power 100 Leaks	3.3.1.21-1 3.3.1.21.1 3.3.1.21.2 3.3.1.21.3 3.3.1.21.4	7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1	0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0	Volts
Weathering Therapy	3.3.1.22	7.1-1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Volts
Block WYPER Check	3.3.1.23-1 3.3.1.23.1 3.3.1.23.2 3.3.1.23.3 3.3.1.23.4 3.3.1.23.5 3.3.1.23.6 3.3.1.23.7 3.3.1.23.8 3.3.1.23.9 3.3.1.23.10 3.3.1.23.11 3.3.1.23.12 3.3.1.23.13 3.3.1.23.14 3.3.1.23.15 3.3.1.23.16	7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	Volts
Weathering Therapy	3.3.1.24-1 3.3.1.24.1 3.3.1.24.2 3.3.1.24.3 3.3.1.24.4 3.3.1.24.5 3.3.1.24.6 3.3.1.24.7 3.3.1.24.8 3.3.1.24.9 3.3.1.24.10 3.3.1.24.11 3.3.1.24.12 3.3.1.24.13 3.3.1.24.14 3.3.1.24.15 3.3.1.24.16	7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	Volts
Weathering Therapy	3.3.1.25-1 3.3.1.25.1 3.3.1.25.2 3.3.1.25.3 3.3.1.25.4 3.3.1.25.5 3.3.1.25.6 3.3.1.25.7 3.3.1.25.8 3.3.1.25.9 3.3.1.25.10 3.3.1.25.11 3.3.1.25.12 3.3.1.25.13 3.3.1.25.14 3.3.1.25.15 3.3.1.25.16	7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1 7.1-1.1-1	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	Volts
Open Network Interfer	3.3.1.26-1 3.3.1.26.1	7.1-1.1-1 7.1-1.1-1	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.0	Volts

[illegible]

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ENGINEERING SPECIFICATION

UNIT NUMBER
22-F77V-20A4-1A

REV

ISSUED 4/5

TABLE 1 - General Requirements - 22-F77V-20A4-1A											
ITEM	DESCRIPTION	QUANTITY	UNIT	MATERIAL		LABOR		EQUIPMENT		TOTAL	
				QTY	PRICE	HOURS	PRICE	HOURS	PRICE	QTY	PRICE
1	Engine Assembly	1	EA	1	100.00	1	100.00	1	100.00	1	100.00
2	Transmission Assembly	1	EA	1	150.00	1	150.00	1	150.00	1	150.00
3	Driveshaft Assembly	1	EA	1	80.00	1	80.00	1	80.00	1	80.00
4	Front Suspension Assembly	1	EA	1	200.00	1	200.00	1	200.00	1	200.00
5	Rear Suspension Assembly	1	EA	1	180.00	1	180.00	1	180.00	1	180.00
6	Steering Assembly	1	EA	1	120.00	1	120.00	1	120.00	1	120.00
7	Brake Assembly	1	EA	1	100.00	1	100.00	1	100.00	1	100.00
8	Exhaust System	1	EA	1	90.00	1	90.00	1	90.00	1	90.00
9	Wiring Harness	1	EA	1	70.00	1	70.00	1	70.00	1	70.00
10	Body Assembly	1	EA	1	500.00	1	500.00	1	500.00	1	500.00
11	Paint	1	EA	1	50.00	1	50.00	1	50.00	1	50.00
12	Assembly Labor	1	EA	1	100.00	1	100.00	1	100.00	1	100.00
13	Shipping Labor	1	EA	1	50.00	1	50.00	1	50.00	1	50.00
14	Subtotal										
15	Grand Total										

THIS QUANTITY
IS AN ESTIMATE
BASED ON THE
LATEST REVISIONS
OF THE DRAWINGS

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2007 2008

LA-F277-9044-AA

1. Introduction

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**FIGURE 7 - Test 3.2.1.4
Software Version**

Ass. Type	Version	Ass. Type	Version
AC	A2	AF	A1
AG	B1	AP	B1
AO	C1	CY	C1
AS	B1	DP	B1
AT	B1	EF	B1
FC	F1	FF	F1
GC	G1	GF	G1
HC	HE	HF	HE
JO	B1	JY	B1
KO	B1	KY	B1
LA	B1	LF	B1
MO	B1	MF	B1
NO	B1	NF	B1
PC	F1	PF	F1
QC	Q1	QY	Q1
SC	B1	SY	B1
TC	T1	TF	T1
UC	U1	UF	U1
VO	A1	VF	A1
AW	A1		
BE	B1		
CE	AE		
DE	F1		
EE	UE		

**FIGURE 7a - Test 1.2.2.4
Software Version**

Ann. Trans. Revision AM AM EN EN	Word tion Level all words. SEARCHED ALL INDEXED ALL SERIALIZED ALL FILED
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**ENGINEERING SPECIFICATION**

NET NUMBER

ES-7277-22844-AA

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FIGURE 2 - PC ADDRESS MAP

0000	I/O and Registers
0020	Page 0 User RAM Tables and Version No.
0020	RAM: 0000-007F IP Monitor Stack Variables Interrupts Variables
007C	Motor Routine Variables
008A	Speed Control Variables
00C0 00FF	Stack
0100	User RAM 4000 Bytes
12FF	
1300 13FF	Unused
1F00 1FFF	Sa. F-Check RAM
2F00 2FFF	User Vectors

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ENGINEERING SPECIFICATION

PART NUMBER

EE-1207-2044-AA

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Figure 9

Test Utilization for P4 Micro - Smiling C.V.O.

Software Version Levels: See Figure 7
 Password: OK

BIT	USE	DIR	FX
Bank A 00 DIR 04			
0	02 BUFFER	[out]	10
1		[out]	9
2		[out]	8
3	SOL KINK	[in]	7
4	STP TOGGLE	[in/out]*	6
5	SHAKE	[in]	5
6	TX-LINK	[out]	4
7	OUT LMS	[out]	3
Bank B 01 DIR 05			
0/000		[out]	11
6/001		[out]	12
7/002		[out]	13
Bank C 02 DIR 06			
0	PR 0	[out]	22
1	PR 1	[out]	21
2	PR 2	[out]	20
3/003	REV JIN	[in]	19
4/002	STP VOLT	[in]	18
5/001	OVER VOLT	[in]	17
6/000		[in]	16
7/007		[in]	15
Bank D 03 DIR 07			
0	SELECT SW	[out]	23
7/006		[out]	25

* IN during power-on reset

Required Programs

These programs are required for Servo Tests:

Servo Functional
 Servo Dampening

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ENGINEERING SPECIFICATION

PART NUMBER

ES-F1V7-32644-AA

REV

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Figure 9a

Port Utilization for K6 Micro - Family M

Software Version Levels: See Figure 7a
 Password: OK

KEY	USER	DIR	FILE
Block A	00	USER 04	
0		[out]	10
1		[out]	9
2	CH/NOV	[out]	8
3	SQL SIZE	[in]	7
4		[out]	6
5	NAME	[in]	5
6	TX-INTF	[out]	4
7	SET END	[out]	3
Block B	01	USER 05	
3/NOO		[out]	11
4/NOI		[out]	12
7/NOZ		[out]	13
Block C	02	USER 06	
0	FE 0	[out]	22
1	FE 8	[out]	21
2	FE A	[out]	20
3/NO3	DEV CHN	[in]	19
4/NO2	SVS VOLT	[in]	18
5/NO1	OVH VOLT	[in]	17
6/NO6	2nd COMMAND	[in]	16
7/NO5		[in]	15
Block D	03	USER 07	
5	DEACT SW	[out]	23
7/NO7		[out]	25

Download Programs

These programs are required for Serve Tests:

Serve Functional
 Serve Durability

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ENGINEERING SPECIFICATION

TEST NUMBER

EE-72VF-90844-AA

REV

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Figure 18 - I.F. Monitor Test Commands - Facilities C,F,G

Software Version Levels: See Figure 7 Password: OK

The RS232 connection between the tester and the module should be made within 450 ms after power is applied. This will prevent the module from thinking an 'M' is being sent when it is not.

TESTER	MOD	
M	100-00	
	----->	
	<-----	
FW	----->	
	<-----	
		> 2 character Password
	VLF	2 character Version Level
		& 1 char. Pass/Fail code.

ENTER COMMANDS

AAAA	NO-OP>	Commands are accepted
WAAA	<OP>	before these responses
AAAA	<OP>	

Response Test	Command
1 CHL:04	NOOP
2 FUEL:0	NOOP

System Voltage Test	
W ACWV, 002	W0022
J INVTM	J0100
R ACWV	R0050

Driver Command Response Test	
W ACWV, 003	W0023
J INVTM	J0100
R ACWV	R0050

Open-Relays Indicator Test	
W ACWV, 001	W0021
J INVTM	J0100
R ACWV	R0050

Backlighter Switch On-Off Voltage	
R F03	R0040

Motor Return/Release/Indicator Test Tests
W F000, 00 (refer to individual bits and Port)

Transponder Interface Saturation/Unloading Test
J 0000 J0100 Perform 00 reset

Entry into Manual Speed Control Mode: J0100

Keep Monitor Alive: J0102

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PART NUMBER

EE-F297-00044-AA

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Figure 10a - I.P. Monitor Test Commands - Family II

Software Version Levels: See Figure 7a Password: 00

The RS232 connection between the tester and the module should be made within 450 ms after power is applied. This will prevent the module from thinking an 'M' is being sent when it is not.

INITIAL	LOG-ON	NOTE
M	----->	
	<-----	
TV	----->	
	<-----	
	VLP	2 character Password 2 character Version Level & 1 char. Pass/Fail code.
MONITOR COMMANDS		
AAAA	DDDD	Commands are executed before these responses
AAAA	DDDD	
AAAA	DDDD	
Parameter Test		
XXXXXX	DDDD	
XXXXXX	DDDD	
System Voltage Test		
XXXXX, AHI	DDDD	
JINXIX	J0100	
XXXXXX	DDDD	
Driver Command Response Test		
XXXXX, AHI	DDDD	
JINXIX	J0100	
XXXXXX	DDDD	
Over-Voltage Detector Test		
XXXXX, AHI	DDDD	
JINXIX	J0100	
XXXXXX	DDDD	
Re-Armature Switch On-Off Voltage		
XXXX	DDDD	
On-Off Switch Voltage (Hand Switch)		
XXXX	DDDD	
Hand Switch Voltage (Hand Switch)		
XXXX	DDDD	
Enter Driver/Relay/Indicator Test Tests		
XXXXX, DD	(refer to individual bits and test)	
Transmission Interface Response/Relay Test		
JINXIX	J0100/Perform 90 reset	
Entry into Normal Speed Control Mode:		
	J0100	
Eng. Monitor Alarm:		
	J0100	

**ENGINEERING SPECIFICATION**

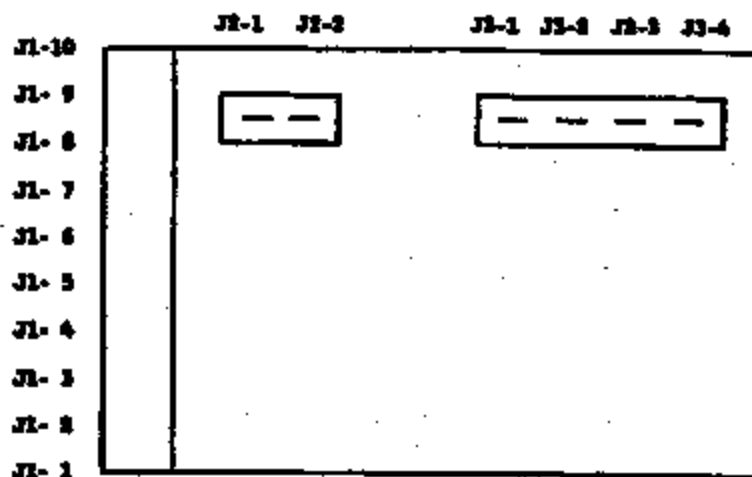
PART NUMBER

ED-21VF-10044-AA

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Figure 11 - MODULE FIRST DESCRIPTION



The amplifier has 3 connectors referred to as J1, J2, and J3, and are defined below:

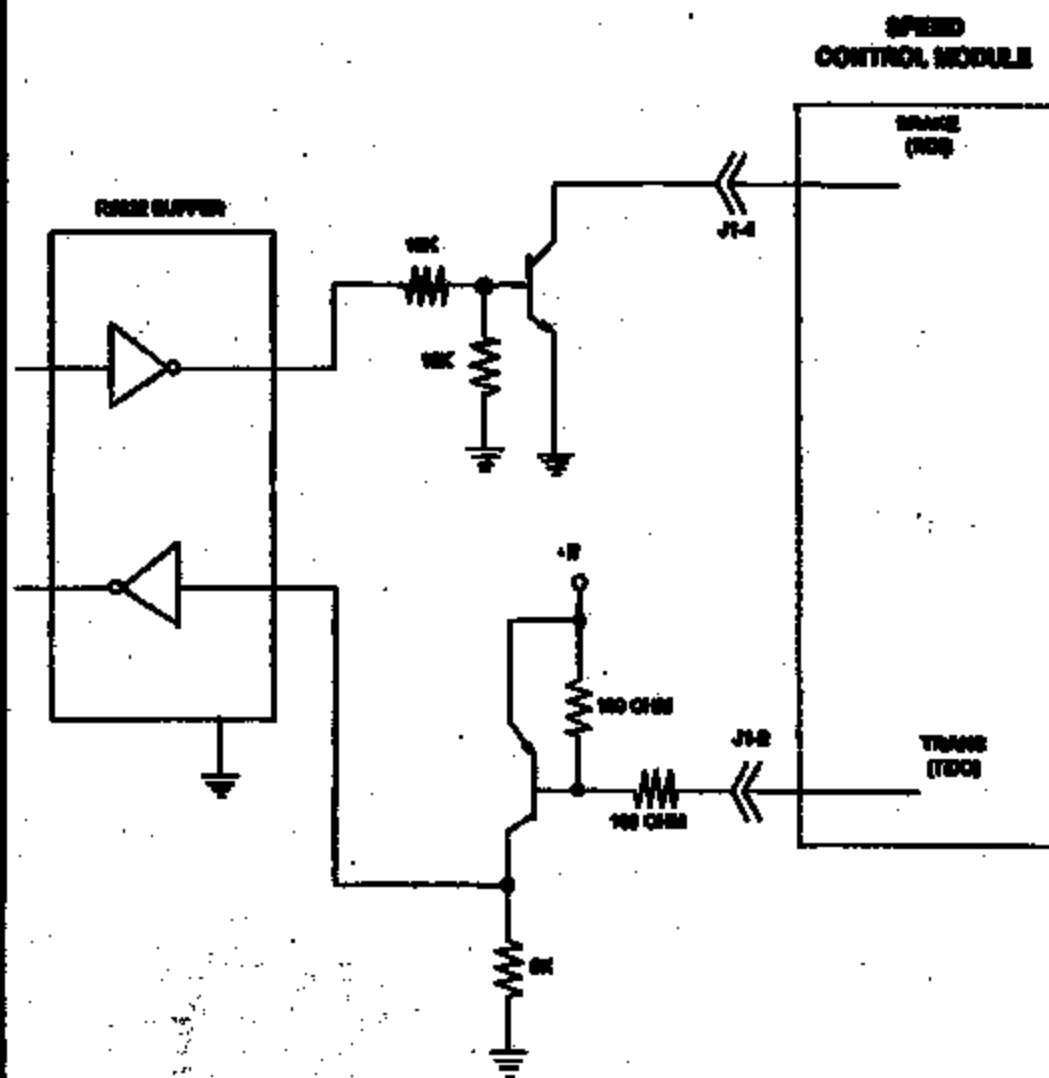
J1-11Indicator
 J1-10Transmission Interface
 J1-9Speed Signal
 J1-8Brake
 J1-5Command Signal
 J1-6Command Return
 J1-7Hot In Run (V-Ignition)
 J1-4Auxiliary Input
 J1-3Activator
 J1-10Ground

J2-1Solenoid Power
 J2-3Solenoid Sink

J3-1Phase A
 J3-2Phase B
 J3-3Phase C
 J3-4Motor Common

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SYSTEM SERIAL COMMUNICATION INTERFACE

FIGURE 12



Central Laboratory
15000 Century Drive
Dearborn, MI 48120-1287
FAX (313) 322-1614

Report 9903183

March 23, 2000

To: S. Reimers / J. Langyel (313) 39-03288 (313) 39-04145 FAX
From: M. C. Haga (313) 33-78388
Subject: Brake Pressure Switches
Part Number: F2V-9F924-AB (#1 - #6)
F2V-9F924-BB (#7)

Received: Seven brake pressure switches were received on 3/13/00. The samples were labeled as follows:

Sample 1	New A
Sample 2	New B
Sample 3	RO #071803-01 2287
Sample 4	RO #271517-04 2056
Sample 5	RO #068028-A 2288
Sample 6	RO #084231-A AB-1345
Sample 7	RO #084126-A BB-1291

Object: Determine chemistry of materials present in switch. Perform elemental analysis on components as reference.

Data and Analysis:

Visual Observations

When the switches were opened:

- The new switches (#1 and #2) were dry.
- Switches #3 and #5 were wet at the hexport area only
- Switch #7 was wet at the hexport area and the polyimide spacer facing the hexport area only.
- Switches #4 and #6 were wet at the hexport area and the 2 polyimide spacers nearest the hexport area

Molecular Characterization

(FTIR, Qualitative, Microscopic)

Switch #3

Spectra of the fluid at the hexport area are characteristic of glycol based material (brake fluid) and other material probably including oxalate.

Spectra of the acetone insoluble material from the hexport area are characteristic of carboxylic acid salt(s) and other material probably including silicate.

Switch #4

Spectra of the fluid at the hexport area are characteristic of glycol based material (brake fluid) and other material probably including oxalate.

Spectra of the fluid on the spacers are characteristic of glycol based material (brake fluid)

Spectra of the acetone insoluble material from the hexport area are characteristic of mixed carbonates and other material possibly including carboxylic acid salt(s).

**Data and Analysis:****Molecular Characterization****(FTIR, Qualitative, Microscopic)****Switch #5**

Spectra of the fluid at the hexport area are characteristic of glycol based material (brake fluid) and other material probably including oxalate.

Spectra of the acetone insoluble material from the hexport area are characteristic of mixed carbonates and other material possibly including carboxylic acid salt(s).

Switch #6

Spectra of the fluid at the hexport area are characteristic of glycol based material (brake fluid) and other material probably including oxalate.

Spectra of the fluid on the spacers are characteristic of glycol based material (brake fluid)

Spectra of the acetone insoluble material from the hexport area are characteristic of carboxylic acid salt(s) and other material probably including silicate.

Switch #7

Spectra of the fluid at the hexport area are characteristic of glycol based material (brake fluid) and other material probably including oxalate.

Spectra of the fluid on the spacers are characteristic of glycol based material (brake fluid)

Spectra of the acetone insoluble material from the hexport area are characteristic of carboxylic acid salt(s) and other material probably including silicate.

**Data and Analysis:**

Elemental Analysis, approximate % by weight¹
(Rigaku X-ray Fluorescence)

	<u>Grindings</u> <u>(Band Cutting)</u>	<u>New Ceramic</u> <u>Pin</u>	<u>New</u> <u>Polyimide</u> <u>Piece</u>	<u>#6 External</u> <u>Polyimide</u> <u>Place</u>	<u>#7 External</u> <u>Polyimide</u> <u>Place</u>
Aluminum	66	8	<1	<1	<1
Calcium	<1	<1	<1	<1	<1
Copper	<1	<1	<1	<1	<1
Chlorine	1				
Chromium	<1		<1	<1	<1
Fluoride			100	100	100
Iron	23	4	<1	<1	<1
Nickel	<1	<1	<1	<1	<1
Manganese	<1	<1		<1	
Magnesium	1	23	<1		<1
Phosphorus	<1	<1			
Potassium	<1	1		<1	<1
Silicon	2	63		<1	<1
Sodium	1	<1			
Sulfur	2	<1		<1	<1
Titanium	1	1			
Zinc	2	<1	<1	<1	<1
Zirconium	<1				

	<u>New Plastic</u> <u>Housing</u>	<u>New Terminal</u>	<u>#5 Terminal</u>	<u>#6 Terminal</u>
Aluminum	7		1	1
Calcium	37		<1	<1
Copper		69	63	63
Chlorine	<1		<1	<1
Chromium	<1			
Iron	9	<1	<1	<1
Nickel		<1	<1	<1
Magnesium	<1		<1	<1
Phosphorus	<1	<1	<1	<1
Potassium	<1			<1
Silicon	27	<1	8	7
Sodium	1			
Strontium	2			
Sulfur	<1	<1	<1	<1
Titanium	16			
Zinc		30	27	28

¹ The XRF results are normalized to 100% based upon detected elements (The instrument cannot detect elements lighter than fluorine). They do not include contributions from elements not listed above.

The precision and accuracy of this technique has been estimated to $\pm 10\%$ for a standard size specimen.

**Data and Analysis:****Elemental Analysis, % by weight²**
(Rigaku X-ray Fluorescence)

	<u>#3 Hexport Residue</u>	<u>#4 Hexport Residue</u>	<u>#5 Hexport Residue</u>	<u>#6 Hexport Residue</u>	<u>#7 Hexport Residue</u>
Aluminum		2			
Calcium	<1	<1			
Chromium	4	2	2	2	3
Copper	65	51	56	47	78
Iron	4	2	1	2	1
Manganese	<1	<1	<1		<1
Nickel	<1		<1	<1	
Potassium	3	6	5	6	4
Silicon	1	1	1	2	1
Sodium	13	23	23	27	
Sulfur	6	5	5	6	7
Zinc	5	6	7	8	6

² Results are normalized to 100% based upon detected elements. (The instrument cannot detect elements lighter than fluorine). They do not include contributions from elements not listed above.

The precision and accuracy of this technique has not been established.

Contributor: T. Munie

By:

Mary C. Haga (MHAGA)
Laboratory Development Analyst

Vehicle Information Report

**GENERAL VEHICLE
INFORMATION:****(Related Claims)**

VIN: 1FTYR14V8XPB Vch Line: T/R3 - RANGER (P150/151) [98-01] Eng Serial No: *
Model Year: 1999 Market Derived: *- [N/A] Body Style: *
Vch Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/LA - VULC 3.0L OHV EFI NA V6 G*12V
Inv. Dealer: 00449 Body Cab Style: T/BSD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DM - 4 SPD AUTO TRANS EAO A4LD*PE
Version/Serial: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AX - TWIN CITIES PLANT BUILD
Country: USA - ##### Prod Date: 26-APR-1999

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121001 - *
Country: USA - ##### Selling Dir S&Prov: GA
Buyer St/Prov: FL

Arrival Date: 07-MAY-1999 Red Carpet Lease: 1
Sale Date: 05-JUN-1999 Fleet/Retail/Co. Lease: R
Warranty Start Date: 05-JUN-1999 Modified Vehicle: *
Orig Warranty Date: 05-JUN-1999 Reacquired Vehicle: * Vehicle Export Flag: N

3718 7327

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 K14KPS54414126383 7 2 26D1578 2A E CT86F7KLLR 2 22 6 1 21ADD1851 UN 383 X V
 1PTT823 D 864A VTGA X X

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	AR	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	ME	Paint:	PNUAA - EBONY SOLID CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	* - [N/A]
Calibration Code:	9LAAAHA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Brand:	AC - FIRESTONE TIRE VENDOR
Delivery Type:	R	Tire Size:	D3GTW - P225/70R15 SL ST BELT OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	AK - FLEX FUEL ETHANOL		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	T/B - T/B
ESP Coverage(Miles):	075	Emission Cert Type:	F
ESP Coverage(Time):	036	Emission Desc Suffix:	FYP
ESP Plan Year:	1999	Engine Family:	XPMXT0302BB
ESP Signature Date:	05-JUN-1999		

Any comments? You can contact

3718 7328

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 25-SEP-2000

Note: All Costs are in US Dollars

IFTYR14V8XPB	R1	T/R3	*	T/BD	T/EF	T/B	AX	T/DM	T/LA	26-04-99	05-06-99	121001	USA	9	Q01	6A12 *	ENTRE *	S04	V33	F12	42
AWS Claim Key:	9201882	Doc #:	09126354	Trx Code:	1	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	0								
Dir Cd-Sub Cd:	00449 *	Name:	BEAUDRY FORD INC	Ph:	404-659673	St:	GA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	17-FEB-2000	DIST(Mile):	395						
Cost Comments:	REPAIR DAMAGE ON ENTIRE CAR																				
Tech Comments:	REPAIR DAMAGE ON ENTIRE CAR																				

IFTYR14V8XPB	R1	T/R3	*	T/BD	T/EF	T/B	AX	T/DM	T/LA	26-04-99	05-06-99	121001	USA	9	Q61	6Q01	XL5Z	17757	HA	S07	V75	F36	42
AWS Claim Key:	9447936	Doc #:	09126352	Trx Code:	1	Labor Hrs:	4	Labor Cost:	248.2	Material Cost:	895.2	Total Cost:	1143.4										
Dir Cd-Sub Cd:	00449 *	Name:	BEAUDRY FORD INC	Ph:	404-659673	St:	GA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	17-FEB-2000	DIST(Mile):	395								
Cost Comments:	REPAIR BODY ESTIMATE																						
Tech Comments:	REPL JOINT CASTER CAMBER TOE IN																						

IFTYR14V8XPB	R1	T/R3	*	T/BD	T/EF	T/B	AX	T/DM	T/LA	26-04-99	05-06-99	121001	USA	9	Q64	5K03	F87Z	1015	CC	S04	V33	F12	42
AWS Claim Key:	9447935	Doc #:	09126351	Trx Code:	1	Labor Hrs:	5	Labor Cost:	310.28	Material Cost:	770.85	Total Cost:	1081.13										
Dir Cd-Sub Cd:	00449 *	Name:	BEAUDRY FORD INC	Ph:	404-659673	St:	GA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	17-FEB-2000	DIST(Mile):	395								
Cost Comments:	REPAIR PER BODY SHOP																						
Tech Comments:	REPL SUSPENSION REPL STABILIZER BRAKES TIE RODS MACHINE ROTORS																						

IFTYR14V8XPB	R1	T/R3	*	T/BD	T/EF	T/B	AX	T/DM	T/LA	26-04-99	05-06-99	121001	USA	9	Q01	6A12 *	ENTRE *	S04	V33	F12	42
AWS Claim Key:	9511015	Doc #:	09126353	Trx Code:	1	Labor Hrs:	33.4	Labor Cost:	2072.47	Material Cost:	330.4	Total Cost:	2402.8								
Dir Cd-Sub Cd:	00449 *	Name:	BEAUDRY FORD INC	Ph:	404-659673	St:	GA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	17-FEB-2000	DIST(Mile):	395						
Cost Comments:	REPAIR DAMAGE BY																				
Tech Comments:	REPAIR DAMAGE PAINT ENTIRE CAR																				

Any comments? You can contact

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1999; Claim Key = 9447936

Vehicle Information

Model Year: 1999

Market Derived: * - [N/A]

Body/Cab Type: T/BD - SUPER SINGLE CAB (SUPER CAB)

Version/Series: T/EF-FORD SERIES

Drive Type: T/B-2 WHL L/H REAR DRIVE

Vehicle Line: T/R3-RANGER (P150/151) [98-01]

Warranty Start Date: 05-JUN-1999

Production Date: 26-APR-1999

VIN: IFTYR14V8XPI

Claim Information

Document Number: 09126352

Repair Date: 17-FEB-2000

Distance: 395

TIS: 9

Expense Information

Dealer Information:

Dealer Name: BEAUDRY FORD INC

Dealer Code: 00449 - *

Address: 141 PIEDMONT AVE

City: ATLANTA

State: GA **Zip Code:** 30303

Country: USA **Region Code:** NA

Phone: (404)659-9673

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 248.2

Misc. Expense Amount: 0

Part Markup Amount: 255.77

Material Cost: 895.2

Total Cost Gross: 1143.4

9718 7330

Cust. Concern Code: F36 - BUMPER STAINED/SPOTTED PAINT

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: REPL JOINT CASTER CAMBER TOE IN

Customer Comment: REPAIR BODY ESITMATE

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
3049AA	JOINT ASSEMBLY - SPINDLE ARM REPLACE	111.69
MT3019		62.05
3001A	CASTER, CAMBER, TOE-IN CHECK	24.82
3001A1T	CASTER, CAMBER AND TOE-IN CORRECT	49.64

Causal	Full Part Number			Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
N	F87Z	17626	AAA	PANEL VALANCE FRT	011901	1	97.24
Y	XL5Z	17757	BA	BAR-FRONT BUMPER IMP	011901	1	268.8
N	XL5Z	17859	AA	REINF FRONT BUMPER	011901	1	22.2
N	F87Z	17A861	AAA	FILLER FRONT BUMPER	011901	1	11.52
N	F87Z	8200	EAA	RADIATOR GRILLE	010801	1	126
N	XL5Z	13200	AA	LAMP ASY PARKING R	170103	1	37.8
N	F87Z	16054	AA	APRON FRT FND R	010204	1	22.08
N	F67Z	16720	A	PLATE,NAME R	010802	1	5.49
N	YL5Z	1310128	BA	ROCKER PANEL R	010101	1	96.88
N	XL5Z	17752	AA	BRKT FRT BUMPER	011901	1	7.9
N	F87Z	16A023	AA	BRACE F/FDR TO APR R	000101	1	8.79
N	F87Z	16A550	CAA	WHEEL SPLASH GRD KIT	010805	1	35
N	XL5Z	8A284	AA	REINFORCEMENT-RADIAT	010202	1	89.56
N	F87Z	13201	BA	LAMP ASY PARKING L	170103	1	30.49
N	F87Z	19A566	BA	TANK BRKT ASY-VAC	120206	1	12.35

3718 7331

N	F87Z	16264	CAA	BRKT-FDR RR SPL SH R	010805	1	14.41
N	F87Z	17A385	AAA	BRKT FRT LICENSE PLT	011901	1	8.69

Any comments? You can contact



[webmaster](#)

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1999; Claim Key = 9701880

Vehicle Information

Model Year: 1999

Market Derived: * - [N/A]

Body/Cab Type: T/BD - SUPER SINGLE CAB (SUPER CAB)

Version/Series: T/EF-FORD SERIES

Drive Type: T/B-2 WHL L/H REAR DRIVE

Vehicle Line: T/R3-RANGER (P150/151) [98-01]

Warranty Start Date: 05-JUN-1999

Production Date: 26-APR-1999

VIN: 1FTYR14V8XPE

Claim Information

Document Number: 09126354

Repair Date: 17-FEB-2000

Distance: 395

TIS: 9

Expense Information

Dealer Information:

Dealer Name BEAUDRY FORD INC

Dealer Code: 00449 - *

Address: 141 PIEDMONT AVE

City: ATLANTA

State: GA Zip Code: 30303

Country: USA Region Code: NA

Phone: (404)659-9673

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 0

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 0

Total Cost Gross: 0

3718 7333

Cust. Concern Code: F12 - STAINED/SPOTTED PAINT (EXCLUDES TRIM/BUMPER)

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: REPAIR DAMAGE ON ENTIR CAR

Customer Comment: REPAIR DAMAGE ON ENTIRE CAR

Labor Op Code Labor Op Description Labor Op Cost

B

0

Causal	Full Part Number	Part	Part	Extended			
Flag	FREE	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	*	ENTRE	*	MULTI PNL PAINT REPR	011801	0	0

Any comments? You can contact



webmaster

3718 7394

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1999; Claim Key = 9447935

Vehicle Information

Model Year: 1999

Market Derived: * - [N/A]

Body/Cab Type: T/BD - SUPER SINGLE CAB (SUPER CAB)

Version/Series: T/EF-FORD SERIES

Drive Type: T/B-2 WHL L/H REAR DRIVE

Vehicle Line: T/R3-RANGER (P150/151) [98-01]

Warranty Start Date: 05-JUN-1999

Production Date: 26-APR-1999

VIN: 1FTYR14V8XPE

Claim Information

Document Number: 09126351

Repair Date: 17-FEB-2000

Distance: 395

TIS: 9

Expense Information

Dealer Information:

Dealer Name BEAUDRY FORD INC

Dealer Code: 00449 - *

Address: 141 PIEDMONT AVE

City: ATLANTA

State: GA Zip Code: 30303

Country: USA Region Code: NA

Phone: (404)659-9673

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 310.28

Misc. Expense Amount: 0

Part Markup Amount: 220.24

Material Cost: 770.85

Total Cost Gross: 1081.13

3718 7335

Cust. Concern Code: F12 - STAINED/SPOTTED PAINT (EXCLUDES TRIM/BUMPER)

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: REPL SUSPENSION REPL STABILIZER BRAKES TIE RODS MACHINE ROTORS

Customer Comment: REPAIR PER BODY SHOP

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
3130AA	END ASSEMBLY (SPINDLE CONNECTING ROD) AND OR LINK REPLACE	18.62
3280AR	ROD ASSEMBLY - FRONT WHEEL SPINDLE CONNECTING (IN REPLACE	18.62
MT3078		62.05
3082A	ARM ASSEMBLY - FRONT SUSPENSION UPPER REPLACE	37.23
1015CF	WHEEL AND TIRE ASSEMBLY - BALANCE ON CHASSIS BALANCE	31.03
5482A	STABILIZER BAR - FRONT REPLACE	31.03
5486A	KIT - STABILIZER END - FRONT REPLACE	12.41
5493AF	INSULATORS OR BUSHINGS - STABILIZER BAR REPLACE	24.82
2001BF	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC INSPECT	31.03
2001B2PT	DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE MACHINE	43.44

3718 7338

Causal	Full Part Number			Part	Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity Amount
Y	F87Z	1015	CC	WHEEL ASSY	040401	1 180.46
N	F57Z	3280	AA	TUBE ASY SPINDLE CON	110301	1 28.73
N	F87Z	3A130	BA	KIT-SPINDLE CON ROD	110301	1 18.48
N	F87Z	3078	AA	ARM ASY-FRONT SUSP L	040102	1 121.98
N	F87Z	3105	AA	SPINDLE ASY	060302	1 175.69
N	*	OSP	*	OUTSIDE PART	040401	1 0
N	F87Z	5484	AA	INSULATOR STABILIZER	040105	2 12.26
N	F87Z	5482	BA	FRONT STABILIZER BAR	040105	1 63.8
N	F77Z	5495	AA	STUD STABILIZER BAR LINKAGE	0402XX	1 11.59
N	F77Z	5K483	AA	LINK ASY-STAB BAR	040105	1 6.76
N	F77Z	5C491	AA	NUT STAB BAR LINK	040105	1 5.22
N	F87Z	3084	AA	ARM BUSHING FR/SUSP	040102	1 56.76
N	F5TZ	3C203	A	CAM ASY ADJ FRT SUSP UPPR BALL JOIN	040102	2 7.81
N	C6AZ	19542	AB	BRAKE FLUID	190103	2 5.77
N	F87Z	2078	AB	HOSE ASY-BRAKE	060603	1 16.18
N	EOAZ	2149	B	GASKET BRAKE LINE	040401	2 1.51
N	F37Z	10045B32	A	BRKT CONSOLE MTG FRT	011202	1 15.85
N	YL5Z	10045A36	AAA	PANEL CONSOLE	011202	1 42

Any comments? You can contact



webmaster

37187337

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1999; Claim Key = 9511019

Vehicle Information

Model Year: 1999

Market Derived: * - [N/A]

Body/Cab Type: T/BD - SUPER SINGLE CAB (SUPER CAB)

Version/Series: T/EF-FORD SERIES

Drive Type: T/B-2 WHL L/H REAR DRIVE

Vehicle Line: T/R3-RANGER (P150/151) [98-01]

Warranty Start Date: 05-JUN-1999

Production Date: 26-APR-1999

VIN: 1FTYR14V8XPE

Dealer Information:

Dealer Name BEAUDRY FORD INC

Dealer Code: 00449 - *

Address: 141 PIEDMONT AVE

City: ATLANTA

State: GA Zip Code: 30303

Country: USA Region Code: NA

Phone: (404)659-9673

Claim Information

Document Number: 09126353

Repair Date: 17-FEB-2000

Distance: 395

TIS: 9

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 2072.47

Misc. Expense Amount: -.07

Part Markup Amount: 94.4

Material Cost: 330.4

Total Cost Gross: 2402.8

3710 7330

Cust. Concern Code: F12 - STAINED/SPOTTED PAINT (EXCLUDES TRIM/BUMPER)

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: REPAIR DAMAGE PAINT ENTIRE CAR

Customer Comment: REPAIR DAMAGE BY

Labor Op Code Labor Op Description Labor Op Cost

B

2072.47

Causal	Full Part Number			Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
N	*	PAINT	*		011801	16	330.4
Y	*	ENTRE	*	MULTI PNL PAINT REPR	011801	0	0

Any comments? You can contact



webmaster

Vehicle: 1999 RANGER

Body: RANGER SPRCAB 4X2

Engine: 3.0L EFI FLEX
FUEL

Calib: 9LAAAHGA

Trans: 4R44/55E 4 SPD AUTO

Axle: AXLE CD: 86

There are no recalls associated with this vehicle

WARRANTY START DATE 06/06/1999

BUILD DATE 04/26/1999

START ODOM 00312

Special Message:

LESS THAN TWO DEALER APPROVED AWA REPAIR
VISITS PAID TO DATE

MORST:

*THIS VEHICLE HAS AN OPEN MORST
INFORMATIONAL CONTACT

CODE: 709

USA 1999 NEW 36/75,000 PREMIUMCARE

DED: \$50

ESP OWNER NAME: ISAAC DUREN

OPTIONS:

EXP DT 06/05/2002 & DIST 75,000 RNTL \$28 UP TO 5 DAYS TOWING \$50

CONTRACT SOLD BY: USA 00449

DEALER: Beaudry Ford Inc

WARRANTY CLAIM NUMBER: 091263

ODOMETER: 000395 M

3718 7340

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
F87Z 1018CC	WHEEL ASSY	001	3130AA	42	DOES NOT OPERATE PRO
F57Z 3280AA	TUBE ASY SPINDLE CON	001	3280AR		
F87Z 3A1308A	KIT-SPINDLE CON ROD	001	MT3078		
F87Z 3078AA	ARM ASY-FRONT SUSP L	001	3082A		
F87Z 3106AA	SPINDLE ASY	001	1015CF		
OSP		001	5482A		
F87Z 5484AA	INSULATOR STABILIZER	002	5488A		
F87Z 5482BA	FRONT STABILIZER BAR	001	5493AF		
F77Z 5495AA	STUD STABILIZER BAR	001	2001BF		
F77Z 5K483AA	LINK ASY-STAB BAR	001	2001B2PT		
F77Z 5C481AA	NUT STAB BAR LINK	001			
F87Z 3084AA	ARM BUSHING FR/SUSP	001			
F87Z 3C203A	CAM ASY ADJ FRT SUSP	002			
Q5AZ 1B542AB	BRAKE FLUID	002			
F87Z 2078AB	HOSE ASY-BRAKE	001			
EQAZ 2148B	GASKET BRAKE LINE	002			
F37Z10045B32A	BRKT CONSOLE MTG FRT	001			
YL6Z10045A35AAA	PANEL CONSOLE	001			

COMMENTS: REPL SUSPENSION REPL STABILIZER BRAKES TIE RODS MACHINE ROTOS

DEALER:Beaudry Ford Inc

WARRANTY CLAIM NUMBER: 091263

ODOMETER: 000395 M

3718 7341

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
F87Z 17626AAA	PANEL VALANCE FRT	001	3048AA	42	DOES NOT OPERATE PRO
XL5Z 17757BA	BAR-FRONT BUMPER IMP	001	MT3019		
XL5Z 17658AA	REINF FRONT BUMPER	001	9001A		
F87Z 17A881AAA	FILLER FRONT BUMPER	001	3001A1T		
F87Z 8200EAA	RADIATOR GRILLE	001			
XL5Z 13200AA	LAMP ASY PARKING	001			
F87Z 16054AA	APRON FRT FNDR	001			
F87Z 16720A	PLATE,NAME	001			
YL6Z 1310128BA	ROCKER PANEL	001			
XL5Z 17752AA	BRKT FRT BUMPER	001			
F87Z 18A023AA	BRACE F/FDR TO APR	001			
F87Z 18A560CAA	WHEEL SPLASH GRD KIT	001			
XL5Z 8A284AA	REINFORCEMENT-RADIAT	001			
F87Z 13201BA	LAMP ASY PARKING	001			
F87Z 18A588BA	TANK BRKT ASY-VAC	001			
F87Z 16284CAA	BRKT-FDR RR SPL SH	001			
F87Z 17A385AAA	BRKT FRT LICENSE PLT	001			

COMMENTS: REPL JOINT CASTER CAMBER TOE IN

DEALER:Beaudry Ford Inc

WARRANTY CLAIM NUMBER: 091263

ODOMETER: 000395 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
PAINT		016	B	42	DOES NOT OPERATE PRO
ENTRE	MULTI PNL PAINT REPR	000			

COMMENTS:

DEALER:Beaudry Ford Inc

WARRANTY CLAIM NUMBER: 091263

ODOMETER: 000395 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
ENTRE	MULTI PNL PAINT REPR	000	B	42	DOES NOT OPERATE PRO

COMMENTS: REPAIR DAMAGE ON ENTIR CAR

371B 7342

There are no ESP Parts associated with this request

End of OASIS report for 1FTYR14V8XPB

3718 7949

Ford Motor Company

Technical Services

THE FACTS, THE TOOLS, AND HOW TO USE THEM.

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by Ford

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Recalls/ONPs

• By Recall/ONP
Number

• By Year and Model

• Recent

Recalls/ONPs

• Publication Index

• FAQ

• Newsletter

• Just Released

OASIS

WDS

Engine/Transmission Exchange Guide

Pre-Delivery Sheets

**Recalls/ONPs****1999 Ranger****99S20** Safety Recall - Certain 1998 and 1999 Ranger Electric Vehicles Transaxle Inspection**99S09** Safety Recall - Speed Control Cable Replacement**99B17** Owner Notification Program - Certain 1998 and 1999 Model Year Ranger-EV Component Upgrade**99B15** Owner Notification Program - Certain 1999 3.0L Ranger Trucks - Water Pump Replacement**98S24** Safety Recall - EFFECTIVE IMMEDIATELY, A DEMONSTRATION AND DELIVERY HOLD is placed on certain 1999 Model Year Ranger Vehicles - Fuel Injector Damper Assembly Leakage**98L21** Special Field Action - EFFECTIVE IMMEDIATELY, A DEMONSTRATION & DELY. HOLD is placed on certain 1999 Model Year Ranger Trucks Equipped With 3.0L Alternative Fuel Engine-Incorrect Alternative Fuel Vehicle Buyer's Guide Label**98B34** Owner Notification Program - Certain 1998 and 1999 Contours, Mystiques, Econoline Vans, and Ranger Trucks for Windshield AS1 Marking in Certain States.**00B49** Owner Notification Program - Certain 1999 and 2000 Model Year Ranger-EV Vehicles - PTC Heater Control Inspection

00B40 Owner Notification Program - Certain 1999 and 2000 Model Year Explorer, Mountaineer, Ranger, Expedition, Navigator and Villager Vehicles - Multifunction Switch Replacement

00B37 Owner Notification Program - Certain 1998-2000 Model Year Ranger EV (Electric Vehicle) Traction Battery Charging System Software Update

Documents found: 10



3718 7345

==>

ENTER CAMPAIGN NUMBER==> VIN==> 1FTYR14V8XPE TYPE OF SEARCH: A
MODEL YEAR: DEFECT: BODY STYLE:
NEW STATUS CODE: CAMP DIV :
REPAIR INFORMATION: TYPE CODE: SUPP CODE :
REPAIR DATE: DEALER P/A: KIT CODE :
MICRO REF: CLAIM NUM: OASIS DATE :
DELETE REASON: VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: IND: MATCH CODE:
CURRENT: ASSIGNED: SOURCE: EXTRACT DATE:
***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)

E807-END OF CAMPAIGNS FOR VEHICLE - CURRENT AND HISTORY DATABASES

OGDB118

Ford Motor Company

Technical Services

THE FACTS. THE TOOLS. AND HOW TO USE THEM.

QualityCare
OF FORD VEHICLES

Welcome

September 21, 2000

ProTechnician Society

Rotunda

Tools & Equipment

Technical Hotline

SLTS

Service
Publications

T&Es

- Article Number
- By Year and Model
- By Symptom Code
- Word Search
- Publication Index

Recalls/ONPs

OASIS

WDS

Engine/Transmission Exchange Guide

Pre-Delivery Sheets

Rotunda**Technical Service Bulletins**
1999 RANGER**99-26-09**

- FUEL ECONOMY - CUSTOMER EXPECTATIONS VERSUS VEHICLE USAGE

99-26-07

- BATTERY MODULE - HEATING ELEMENT SERVICING TIP - ELECTRIC VEHICLES

99-26-04

- SPEEDOMETER - INACCURATE SPEEDOMETER READINGS

99-24-02

- LOCKS - REPLACE AND/OR REPAIR ANY LOCK COMPONENT - AVAILABILITY OF INDIVIDUAL LOCKS

99-23-08

- GAUGE - TEMPERATURE GAUGE FLUCTUATION AND/OR "KNOCKING/THUMPING" NOISE FROM COOLING SYSTEM - 4.0L OHV ENGINE
- COOLING SYSTEM - PULSATING COOLANT FLOW - NOISE - "KNOCKING/THUMPING" - AUDIBLE IN PASSENGER COMPARTMENT - 4.0L OHV ENGINE
- NOISE - "KNOCKING/THUMPING" - COOLING SYSTEM - AUDIBLE IN PASSENGER COMPARTMENT - 4.0L OHV ENGINE

99-23-04

- MALFUNCTION INDICATOR LAMP (MIL) - DIAGNOSTIC TROUBLE CODES (DTCs) P0442 AND P0455 - NO DRIVEABILITY CONCERNS

99-22-02

- WIRING - WIRE HARNESS TERMINAL REPAIR KIT AND WIRE SPLICE PROCEDURE

-
- 99-19-06**
- AIR CONDITIONING - IDENTIFICATION OF NON-FORD APPROVED REFRIGERANTS
 - AIR CONDITIONING - PURGING AIR FROM SYSTEM
-
- 99-19-04**
- BRAKES - GUIDELINES FOR BRAKE VIBRATION REPAIR, BRAKE INSPECTION, AND FRICTION MATERIAL REPLACEMENT - SERVICE TIP
-
- 99-18-03**
- ENGINE - 3.0L ZV (VULCAN) - REVISED OIL PAN GASKET REPLACEMENT PROCEDURE - SERVICE TIP
 - LEAK - ENGINE OIL FROM OIL PAN GASKET AREA PREVIOUSLY REPAIRED - SERVICE TIP
-
- 99-16-14**
- AUXILIARY BATTERY - ELECTRIC VEHICLE - CHARGING PROCEDURE
 - AUXILIARY BATTERY - ELECTRIC VEHICLE - JUMP START PROCEDURE
-
- 99-16-13**
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-
- 99-16-10**
- TRANSMISSION - 4R44E OR 5R55E - SLIPPING SHIFT/DELAYED OR NO ENGAGEMENT
-
- 99-16-07**
- BATTERY CHARGING - POSSIBLE BATTERY OVERCHARGE WHILE USING NGS TESTER - ELECTRIC RANGER ONLY
-
- 99-16-02**
- LAMP - MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED WITH DIAGNOSTIC TROUBLE CODE (DTC) P0125 STORED IN MEMORY - LACK OF HEAT - VEHICLES WITH 2.3L OR 2.5L ENGINE
 - COOLING SYSTEM - LACK OF HEAT - VEHICLES WITH 2.3L OR 2.5L ENGINE
-
- 99-16-01**
- NOISE - "PINGING" OR "CREAKING" FROM DRIVELINE WHEN VEHICLE IS PUT INTO GEAR - 4X4 VEHICLES
 - DRIVELINE - "PINGING" OR "CREAKING" NOISE WHEN VEHICLE IS PUT INTO GEAR - 4X4 VEHICLES
 - TRANSFER CASE - REAR OUTPUT FLANGE NUT TORQUE SPECIFICATION CHANGE - 4X4 VEHICLES

-
- 99-15-02** • TRANSMISSION - NEW TRANSMISSION FLUSH AND FILL TOOL AVAILABLE THROUGH ROTUNDA
-
- 99-14-07** • CALIBRATION INFORMATION - VEHICLES BUILT THROUGH 1/29/1999 - APPLICABLE ENGINES ARE 2.0L, 2.5L, 3.0L, 3.4L, 3.8L, 4.0L, 4.2L, 4.6L, 5.0L, 5.4L, 6.8L, AND 7.3L - SERVICE TIP
-
- 99-13-04** • NOISE - "THUMPING" AND/OR "BUMPING" SENSATION FELT ON LIGHT ACCELERATION/DECELERATION - 4X4 VEHICLES ONLY
-
- 99-12-10** • PAINT - IRON PARTICLE REMOVAL - INDUSTRIAL FALLOUT - ACID RAIN NEUTRALIZATION
• PAINT - ROUGH TEXTURE/FERROUS METAL CONTAMINATION - ACID RAIN DISCOLORATION OR ETCHING
-
- 99-12-08** • FUEL SYSTEM - FUEL PUMP "WHINING"/"BUZZING" NOISE COMES THROUGH ENTERTAINMENT OR TWO-WAY RADIO SPEAKER
• RADIO - ENTERTAINMENT OR TWO-WAY COMMUNICATION - "WHINING"/"BUZZING" NOISE IN SPEAKERS CAUSED BY FUEL PUMP
• NOISE - "WHINING"/"BUZZING" - COMES THROUGH SPEAKERS OF ENTERTAINMENT OR TWO-WAY RADIO
-
- 99-11-01** • NOISE - TSB SPECIAL FOR NOISE/VIBRATION/HARSHNESS
• VIBRATION - TSB SPECIAL FOR NOISE/VIBRATION/HARSHNESS
-
- 99-09-03** • WATER LEAK - TOP OF DOOR - VEHICLES BUILT THROUGH 8/1/1999
-
- 99-08-16** • MOTOR OIL - SAE VISCOSITY GRADE RECOMMENDATION - SERVICE TIP
-
- 99-08-15** • INTERIOR TRIM - DOOR TRIM PANEL REPLACEMENT - SERVICE TIP

-
- 99-08-14** • TRANSMISSION - 4R44E/5R55E - SERVICE PROCEDURE FOR ORANGE SERVICE TAGGED TRANSMISSIONS
-
- 99-07-08** • TRANSMISSION - CROSSMEMBER - NEW SERVICE KIT - 4X2 OR 4X4
-
- 99-06-05** • WINDNOISE - AROUND SIDE DOOR(S) - SERVICE TIPS
-
- 99-06-02** • SEAT - DRIVER AND/OR PASSENGER SEAT TRACK "RATTLING"
• NOISE - "RATTLING" COMING FROM DRIVER'S AND/OR PASSENGER'S SEAT TRACK
-
- 99-05-03** • TRANSMISSION - CHECKING TRANSMISSION FLUID LEVEL COLD - SERVICE TIP
-
- 99-04-03** • REPROGRAMMING POWERTRAIN CONTROL MODULES (PCMS) - OUT-OF-VEHICLE - EEC V VEHICLES ONLY
-
- 99-03-07** • SUSPENSION - LEFT REAR SIDE OF VEHICLE APPEARS LOW - 2-WHEEL DRIVE MODELS ONLY
-
- 99-02-03** • WATER LEAKS - WINDSHIELD SEALING - SERVICE TIP
• WINDSHIELD - SEALING - SERVICE TIP
-
- 98-26-08** • IDLE - HIGH IDLE SPEED (1300-2000 RPM) DURING CLOSED THROTTLE DECELERATION WITH THE TRANSMISSION IN NEUTRAL OR WITH THE CLUTCH DEPRESSED
• MALFUNCTION INDICATOR LAMP (MIL) - MIL ILLUMINATED WITH DIAGNOSTIC TROUBLE CODE (DTC) P0320 STORED IN MEMORY
• LAMP - MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED WITH DIAGNOSTIC TROUBLE CODE (DTC) P0320 STORED IN MEMORY
-
- 98-26-02** • FUEL - INFORMATION ON GASOLINE - TIPS TO RESOLVE VOLATILITY RELATED DRIVEABILITY CONCERNS
-

-
- 98-26-01**
- HESITATION/SURGE - DURING ACCELERATION UNDER NORMAL DRIVING CONDITIONS - 2.5L VEHICLES ONLY
 - MALFUNCTION INDICATOR LAMP (MIL) - MIL ILLUMINATED WITH DIAGNOSTIC TROUBLE CODES (DTCs) P0102 AND/OR P0103 STORED IN MEMORY - 2.5L VEHICLES ONLY
 - LAMP - MALFUNCTION INDICATOR LAMP (MIL) - MIL ILLUMINATED WITH DIAGNOSTIC TROUBLE CODES (DTCs) P0102 AND/OR P0103 STORED IN MEMORY - 2.5L VEHICLES ONLY
-
- 98-25-16**
- DOOR HANDLE - HIGH LIFT EFFORT - VEHICLES BUILT THROUGH 11/16/1998
-
- 98-25-09**
- INTERIOR TRIM - REPAIRS TO VINYL COVERED SURFACES - SERVICE TIP
-
- 98-24-06**
- ELECTRICAL - NEW TERMINAL GREASE RELEASED FOR SERVICE
-
- 98-23-10**
- MASS AIR FLOW (MAF) - SENSOR CONTAMINATION - SERVICE TIP
-
- 98-20-10**
- EXHAUST SYSTEM - LOOSE CATALYST OR MUFFLER HEAT SHIELDS
 - NOISE - "BUZZING" OR "RATTLING" - LOOSE CATALYST OR MUFFLER HEAT SHIELDS
-
- 98-17-01**
- SEAT - LEATHER CLEANING PROCEDURE - SERVICE TIP
-
- 00-15-01**
- VIBRATION - VIBRATION FELT AT HIGH SPEEDS - TRANSMISSION OUTPUT SHAFT BUSHING DAMAGED OR OUT OF POSITION - 3.0L ENGINE 4X2 MODELS WITH MANUAL OR AUTOMATIC TRANSMISSION
 - TRANSMISSION - TRANSMISSION OUTPUT SHAFT BUSHING DAMAGED OR OUT OF POSITION - 3.0L ENGINE 4X2 MODELS WITH MANUAL OR AUTOMATIC TRANSMISSION
-
- 00-11-03**
- QUIT ON ROAD - DIAGNOSTIC TROUBLE CODE (DTC) C1755 STORED IN MEMORY - SERVICE TIP - ELECTRIC VEHICLES

ONLY

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| <u>00-11-01</u> | ▪ TRACTION BATTERY - BATTERY DIAGNOSTIC SYSTEM - SERVICE TIP |
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| <u>00-10-08</u> | ▪ NEW CALIBRATION SOFTWARE - SERVICE TIP - ELECTRIC VEHICLES ONLY |
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- | | |
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| <u>00-10-06</u> | ▪ SUSPENSION - VEHICLE SITS LOW IN REAR |
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|------------------------|--|
| <u>00-09-06</u> | ▪ WINDSHIELD WIPERS - FRONT WIPERS OPERATE WHILE SWITCH IS IN "OFF" POSITION |
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| <u>00-09-01</u> | ▪ LEAK - TRANSMISSION FLUID LEAKS AT RADIATOR - VEHICLES EQUIPPED WITH AUTOMATIC TRANSMISSION AND TRANSMISSION OIL COOLER IN RADIATOR END TANK |
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| <u>00-07-06</u> | ▪ BRAKES - LOSS OF REGENERATIVE BRAKING AND HIGH BRAKE PEDAL EFFORTS WHILE DRIVING DOWNHILL WITH TRACTION BATTERY AT HIGH STATE OF CHARGE - ELECTRIC RANGERS ONLY
▪ BATTERY - LOSS OF REGENERATIVE BRAKING WHILE DRIVING DOWNHILL WITH TRACTION BATTERY AT HIGH STATE OF CHARGE - ELECTRIC RANGERS ONLY |
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| <u>00-07-03</u> | ▪ SPARK KNOCK - DURING ACCELERATION - 3.0L VEHICLES ONLY |
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| <u>00-05-07</u> | ▪ NOISE - "SQUAWKING/EEKING" HEARD FROM THE CLUTCH ON ACCELERATION FROM A STOP OR WHEN UNDER LOAD IN FIRST GEAR - VEHICLES WITH 4.0L OHV AND M50D TRANSMISSION |
|------------------------|--|
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- | | |
|------------------------|---|
| <u>00-05-05</u> | ▪ NOISE - "CHUCKING/SQUEAKING/CREAKING" COMING FROM REAR DOORS WHILE DRIVING OVER BUMPS AND/OR DURING HARD TURNS WHILE STOPPING |
|------------------------|---|
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00-05-04

- DRIVEABILITY CONCERNS - VARIOUS DRIVEABILITY CONCERNS CAUSED BY CHAFED WIRE HARNESS
- DRIVEABILITY CONCERNS - VARIOUS DRIVEABILITY CONCERNS CAUSED BY CHAFED WIRE HARNESS - VEHICLES BUILT THROUGH 12/31/1998

00-03-06

- NOISE - "BUZZING" AND/OR "GRINDING" DURING 2-3 SHIFT - VEHICLES EQUIPPED WITH M5OD TRANSMISSION AND BUILT BEFORE 11/1/1999
- TRANSMISSION - M5OD - "BUZZING" AND/OR "GRINDING" NOISE DURING 2-3 SHIFT - VEHICLES EQUIPPED WITH M5OD TRANSMISSION AND BUILT BEFORE 11/1/1999

00-03-05

- HIGH IDLE - TAURUS WITH 3.4L SHO AND RANGER WITH 2.5L AND MANUAL TRANSMISSION

00-01-05

- TRANSMISSION - NEW TRANSMISSION COOLER FLUSHER - SERVICE TIP

TSBs found: 57

3718 7853

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FCSD REGION: _____ MARKET: _____ ISSUE STATUS: _____

P&A CODE: _____

IN: 1FTYR14V8XPF

CASE NUMBER: _____

SALES REGION: _____ SALES ZONE: _____ ISSUE TYPE: _____

A	LAST HND/	Customer Phone Number/	Reason/	Stat/
C	P&A LAO	Trmt Customer Name	Year Model	Type
	09/15/00		CI - DEMAND LETTER	C
	00449		1999 RANGER	04
	07/28/00		INFORMATION - KEY CODE	C
			1999 RANGER	01
	06/12/00		DSB-REF'D PURCH PRICE RQST-DLR	I
	04910		1999 RANGER	06
	04/07/00		CI - GEORGIA DEMAND LETTER	C
	00449		1999 RANGER	04
	02/17/00		LEGAL - ACCIDENT & PERSONAL/PR	C
	00449		1999 RANGER	07

F1=Help F2=AddAction F5=CustomerList F6=DealerInfo

F7=Prev F8=Next F10=IssueDetail F11=Menu F12=Return

MORE RECORDS AVAILABLE

OGDB118

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 1
Name: Hm Ph:
Tmt: Case: 392881759 Day Ph:
Symptom: ENGINE GENERAL CONCERN MECH FAILURE
Reason: CI - DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE Origin Description

05/01/00 CAINTV OPEN REGION CONTACT
05/02/00 CAINTV LETTER FAXED TO REGION
05/05/00 FIELD FORD COVERED REPAIR MADE - WARRANTY
06/12/00 CASL DOCUMENT ADDITIONAL INFORMATION
09/15/00 CAINTV RECORD ADDITIONAL INFORMATION

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE OGDB118

==>

VIN: 1PTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Cmt: Case: 392881759 Day Ph:
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE
Reason Desc: CI - DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 05/01/00 Action Data: N Action Time: 13:17:32 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: OPEN REGION CONTACT
Comments: ***DEMAND LETTER DATED 04-21-00** **CI RECEIVED 05-01-00**
NAVIS ORIGINAL
***CUSTOMER STATES: VEHICLE OUT OF SERVICE ON DAY AFTER DEL
IVERY UNTIL PRESENT DAY.

-
***CUSTOMER SEEKS: REPURCHASE

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB118

==>

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Int: Case: 392881759 Day Ph:
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE
Reason Desc: CI - DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 05/01/00 Action Data: N Action Time: 13:17:32 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: OPEN REGION CONTACT
Comments: ***CUSTOMER SEEKS: REPURCHASE

LEMON LAW CITED
***CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT THE CUSTOMER A FLEM LETTER.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

SPCHADMA

Action Detail

09/25/00 11:17:10

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Int: Case: 392881759 Day Ph:
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE
Reason Desc: CI - DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 05/02/00 Action Data: Y Action Time: 08:47:34 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: LETTER FAXED TO REGION
Comments:

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
RECORD FOUND

OGDB118

3718 7358

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 365
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom: SERVICE BRAKE INOP/INEFFECTIVE
Reason: DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR
Dealer: COOK-WHITEHEAD FORD INC
Issue Type: 06 DSB CAN Court: Legal Issue Type:
Issue Status: I INELIGIBLE CAN Award: MORSII Contact: N

A/C DATE Origin Description

06/12/00 CAPG INELIGIBLE-PERSONAL INJURY, PRODUCT LIABILITY, LITIGATION-FTC

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE OGDB118

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Cmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR
Dealer: COOK-WHITEHEAD FORD INC
Issue Type: 06 DSB Issue Status: I INELIGIBLE
Comm Type: ML MAIL Odometer Reading: 365 MI
Analyst: KINGOLD KRISTIN INGOLD Document Number:
Action Date: 06/12/00 Action Data: N Action Time: 13:29:47 EST
Origin Desc: PHOENIX GROUP
Action Desc: INELIGIBLE-PERSONAL INJURY, PRODUCT LIABILITY, LITIGATION-FTC
Comments: INELIGIBLE DUE TO AN INSURANCE ISSUE.
THE CUSTOMER STATES CONCERNS WITH THE BRAKES GOING OUT ON
HIM AND GETTING INTO AN ACCIDENT. THE CUSTOMER REQUESTS THE
VEHICLE TO BE REFUNDED.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 36500
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom: SERVICE BRAKE INOP/INEFFECTIVE
Reason: CI - GEORGIA DEMAND LETTER
Dealer: BRAUDRY FORD INC
Issue Type: 04 REGION CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE Origin Description

01/25/00 CAINTV OPEN REGION CONTACT
01/27/00 FIELD CUSTOMER REFUSES TO HAVE WORK DONE
01/28/00 CAINTV TRANSFER ISSUE
02/01/00 FIELD CUSTOMER REFUSES TO HAVE WORK DONE
03/06/00 CAINTV RECORD ADDITIONAL INFORMATION
04/04/00 CAINTV OPEN REGION CONTACT

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu

F12=Return

MORE RECORDS AVAILABLE

OGDB118

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VIN: 1FTYR14V8XPH Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 36500
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom: SERVICE BRAKE INOP/INEFFECTIVE
Reason: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSI Contact: N

A/C DATE Origin Description

04/04/00 CAINTV OPEN REGION CONTACT
04/04/00 CAINTV LETTER FAXED TO REGION
04/07/00 FIELD FORD COVERED REPAIR MADE - WARRANTY

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE OGDB118

VIN: 1FTYR14V8XPH Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Amt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 01/25/00 Action Data: N Action Time: 14:51:24 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: OPEN REGION CONTACT
Comments: ***CI RECEIVED GA FINAL OPPORTUNITY TO REPAIR FORM ON 01-25-00***
NAVIS STATUS ORIGINAL OWNER
CUSTOMER STATES: FRT WHEELLL ASSEMBLY COLLASPED, BRAKES FAILED

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESF
MORE COMMENTS AVAILABLE

OGDB118

SPCHADMA

Action Detail

09/25/00 11:21:50

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VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Rm Ph:
Cnt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 01/25/00 Action Data: N Action Time: 14:51:24 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: OPEN REGION CONTACT
Comments: *****

CUSTOMER SEEKS: REPAIRS

-A FINAL RESOLUTION

ATTN DEALER SERVICE MANAGER: PLEASE SCHEDULE THE CUSTOMER FOR FINAL REPAIR ATTEMPT WITHIN 14 DAYS. PLEASE UPDATE CONTACT WITH DATE AND TIME OF REPAIR

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

OGDB118

SFCHADMA

Action Detail

09/25/00 11:21:53

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VIN: 1PTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Cmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 01/25/00 Action Data: N Action Time: 14:51:24 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: OPEN REGION CONTACT
Comments: NTACT WITH DATE AND TIME OF REPAIR***
CI FAXED CUSTOMER FORM W/ COPY OF ENVELOPE TO REGION
CI MAILED FLEM LETTER TO CUSTOMER

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

3718 7355

SPCHADMA

Action Detail

09/25/00 11:22:03

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VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Email: Day Ph:
Case: 392881759
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 4097JB JILL BLANCHETT Document Number:
Action Date: 01/27/00 Action Data: N Action Time: 17:17:06 EST
Origin Desc: FIELD ORGANIZATION
Action Desc: CUSTOMER REFUSES TO HAVE WORK DONE
Comments: THIS CASE WAS DIRECTED TO FORD LEGAL. CUSTOMER WAS OFFERED
REPAIR OF THE VEHICLE. HE IS REFUSING AUTHORIZATION FOR
REPAIR. CSM IS DIRECTING THIS CASE BACK TO FORD LEGAL.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

SFCHADMA

Action Detail

09/25/00 11:22:13

==>

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Amt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 01/28/00 Action Data: N Action Time: 09:51:32 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: TRANSFER ISSUE
Comments: TRANSFER TO LEGAL DEPARTMENT PER JILL BLANCHETT

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

3718 7367

SFCHADMA

Action Detail

09/25/00 11:22:22

==>

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Amt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 01/28/00 Action Data: N Action Time: 09:51:32 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: TRANSFER ISSUE
Comments: TRANSFER TO LEGAL DEPARTMENT PER JILL BLANCHETT

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

3718 7368

SFCHADMA

Action Detail

09/25/00 11:22:33

==>

VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Em Ph:
Int: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 4097JB JILL BLANCHETT Document Number:
Action Date: 02/01/00 Action Data: N Action Time: 19:52:29 EST
Origin Desc: FIELD ORGANIZATION
Action Desc: CUSTOMER REFUSES TO HAVE WORK DONE
Comments: *CSM* SENT CERTIFIED LETTER TO CUSTOMER INSTRUCTING HIM TO
CALL DEALERSHIP IF HE WOULD LIKE REPAIRS DONE. CUSTOMER HAS
BEEN INVOLVED WITH CONSUMER AFFAIRS, AND DECLINED AN OFFER
BY LEGAL FOR REPAIR OF THE VEHICLE AND REIMBURSEMENT FOR
OTHER EXPENSES.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

3718 7359

SFCHADMA

Action Detail

09/25/00 11:22:43

==>

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph: [REDACTED]
Cmt: Case: 392881759 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 5877MR MAUREEN ROEGER Document Number:
Action Date: 03/06/00 Action Data: N Action Time: 14:37:15 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: RECORD ADDITIONAL INFORMATION
Comments: CI RECEIVED REPAIR OR REPLACE FORM FROM CUSTOMER. SENT FORM
TO REGION AS AN FYI BUT DID NOT SEND PADD LETTER TO
CUSTOMER. CSM SENT CUSTOMER CERTIFIED LETTER ADVISING HIM
TO CONTACT THE DEALERSHIP FOR A REPAIR. CUSTOMER HAS NOT
DONE SO.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESF
NO MORE COMMENTS AVAILABLE

OGDB118

3718 7370

SFCHADMA

Action Detail

09/25/00 11:22:52

==>

VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Emt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 36500 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 04/04/00 Action Data: N Action Time: 13:55:15 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: OPEN REGION CONTACT
Comments: ***CI RECEIVED REPLACEMENT/REPURCHASE FORM ON 04-04-00***
NAVIS STATUS ORIGINAL OWNER
CUSTOMER STATES: BRAKE PROBLEMS

CUSTOMER SEEKS: REPURCHASE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB118

3718 7371

SFCHADMA

Action Detail

09/25/00 11:22:56

==>
VIN: 1FTYR14V8XPB Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Em Ph:
Cnt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 36500 MI
Analyst: BGREEN4 EILEEN GREEN Document Number:
Action Date: 04/04/00 Action Data: N Action Time: 13:55:15 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: OPEN REGION CONTACT
Comments: CUSTOMER SEEKS: REPURCHASE
-A FINAL RESOLUTION
***ATTN DEALER SERVICE MANAGER: PLEASE WORK WITH CSM TO RES
OLVE. CUSTOMER MUST BE INFORMED OF DECISION WITHIN 30 DAYS.
CI FAXED FORM W/ COPY OF ENVELOPE TO REGION

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Ent: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 36500 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 04/04/00 Action Data: N Action Time: 13:55:15 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: OPEN REGION CONTACT
Comments: ***CI RECEIVED REPLACEMENT/REPURCHASE FORM ON 04-04-00***
NAVIS STATUS ORIGINAL OWNER
CUSTOMER STATES: BRAKE PROBLEMS

CUSTOMER SEEKS: REPURCHASE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB118

SFCHADMA

Action Detail

09/25/00 11:23:14

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VIN: 1FTYR14V8XPB Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Int: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 36500 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 04/04/00 Action Data: N Action Time: 13:55:15 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: OPEN REGION CONTACT
Comments: CUSTOMER SEEKS: REPURCHASE
-A FINAL RESOLUTION
***ATTN DEALER SERVICE MANAGER: PLEASE WORK WITH CSM TO RES
OLVE. CUSTOMER MUST BE INFORMED OF DECISION WITHIN 30 DAYS.
CI FAXED FORM W/ COPY OF ENVELOPE TO REGION

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

3718 7374

SPCHADMA

Action Detail

09/25/00 11:23:26

==>

VIN: 1FTYR14V8XP [REDACTED] Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: [REDACTED] Hm Ph: [REDACTED]
Int: [REDACTED] Case: 392881759 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 36500 MI
Analyst: EGREEN4 EILEEN GREEN Document Number:
Action Date: 04/04/00 Action Data: Y Action Time: 16:03:37 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: LETTER FAXED TO REGION
Comments:

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
RECORD FOUND

OGDB118

==>

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Cnt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 36500 MI
Analyst: 4097JB JILL BLANCHETT Document Number:
Action Date: 04/07/00 Action Data: N Action Time: 10:35:12 EST
Origin Desc: FIELD ORGANIZATION
Action Desc: FORD COVERED REPAIR MADE - WARRANTY
Comments: BEAUDRY FORD WAS WAITING FOR SEVERAL MONTHS FOR AUTHORIZATIO
N FROM THE CUSTOMER AND FORD LEGAL DEPT. TO REPAIR THIS
VEHICLE. BEAUDRY FORD PUT CUSTOMER IN LINE BEHIND OTHER BODY
SHOP CUSTOMERS WHO HAD MADE APPTS. BEFORE THE
VEHICLE IS READY FOR DELIVERY. I WILL SEND CERTIFIED LETTER
TO 4/7/00 INDICATING FORD'S POSITION IS NO

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

OGDB118

SPCHADMA

Action Detail

09/25/00 11:23:44

==>

VIN: 1FTYR14V8XPB Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Int: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: CI - GEORGIA DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 36500 MI
Analyst: 4097JB JILL BLANCHETT Document Number:
Action Date: 04/07/00 Action Data: N Action Time: 10:35:12 EST
Origin Desc: FIELD ORGANIZATION
Action Desc: FORD COVERED REPAIR MADE - WARRANTY
Comments: TO 4/7/00 INDICATING FORD'S POSITION IS NO
REPURCHASE OF THE VEHICLE.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

3718 7377

CSQISD5

CQIS Vin Reports

09/25/00 11:26:41

==>

VIN: 1FTYR14V8XPE 1999 RANGER 4X2, SUP CAB, PICKUP

Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
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F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDB118

3718 7378

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Cmt: Case: 392881759 Day Ph:
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE
Reason Desc: CI - DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 4097JB JILL BLANCHETT Document Number:
Action Date: 05/05/00 Action Data: N Action Time: 16:06:34 EST
Origin Desc: FIELD ORGANIZATION
Action Desc: FORD COVERED REPAIR MADE - WARRANTY
Comments: CUSTOMER'S VEHICLE HAS BEEN REPAIRED AND IS READY TO BE
PICKED UP BY THIS CUSTOMER FIRST OPENED A CASE
WITH OUR LEGAL DEPT. IN 1999 WITH JULIE BAWOL, WHO IS NO
LONGER WORKING WITH FORD. THE CUSTOMER REFUSED TO SIGN A
RELEASE FROM FORD AND AFTER MONTHS AND MONTHS, THE CUSTOMER
GAVE WRITTEN AUTHORIZATION FOR BEAUDRY FORD TO REPAIR HIS

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB118

SFCHADMA

Action Detail

09/25/00 11:17:32

==>

VIN: 1FTYR14V8XP [REDACTED] Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: [REDACTED] Hm Ph: [REDACTED]
Amt: [REDACTED] Case: 392881759 Day Ph: [REDACTED]
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE
Reason Desc: CI - DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 4097JB JILL BLANCHETT Document Number:
Action Date: 05/05/00 Action Data: N Action Time: 16:06:34 EST
Origin Desc: FIELD ORGANIZATION
Action Desc: FORD COVERED REPAIR MADE - WARRANTY
Comments: GAVE WRITTEN AUTHORIZATION FOR BEAUDRY FORD TO REPAIR HIS
VEHICLE. THEREFORE, THE VEHICLE HAS BEEN REPAIRED.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

==>
VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Em Ph:
Cmt: Case: 392881759 Day Ph:
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE
Reason Desc: CI - DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: KKELLER2 KRIS KELLER Document Number:
Action Date: 06/12/00 Action Data: N Action Time: 17:07:54 EST
Origin Desc: CONSUMER AFFAIRS - SPECIAL LIAISON
Action Desc: DOCUMENT ADDITIONAL INFORMATION
Comments: ***SECURITY TRANSFER FORWARDED TO FORD EXECUTIVE OFFICES
FOR HANDLING***
CUSTOMER SAYS HE WOULD LIKE SOMEONE TO CALL HIM WITH REGARDS
TO THE CURRENT STATUS OF HIS CASE WITH FORD MOTOR CO. SL
ADVISED MESSAGE WOULD BE LEFT WITH DSB REQUESTING CUSTOMER
BE RECONTACTED.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

SPCHADMA

Action Detail

09/25/00 11:17:50

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Email: Day Ph:
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE
Reason Desc: CI - DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: TMOSLEY TISHA MOSLEY Document Number:
Action Date: 09/15/00 Action Data: N Action Time: 10:43:43 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: RECORD ADDITIONAL INFORMATION
Comments: ***CI RECEIVED A DEMAND LETTER DATED 09/12/00***
CI RECEIVED 09/15/00***
***CUSTOMER STATES THE VEHICLE'S WHEEL FELL OFF 06/06/99
AND HE HURT HIS FOOT AND WAS OUT OF WORK. HE ALSO STATES
THAT HE WILL SIGN A HOLD HARMLESS FOR ANY BODILY INJURY FOR
FORD.
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB118

SFCHADMA

Action Detail

09/25/00 11:17:55

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Int: Case: 392881759 Day Ph:
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE
Reason Desc: CI - DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: TMOSLEY TISHA MOSLEY Document Number:
Action Date: 09/15/00 Action Data: N Action Time: 10:43:43 EST
Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Action Desc: RECORD ADDITIONAL INFORMATION
Comments: FORD.
*****CI FORWARDED DEMAND LETTER TO THE OGC*****

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Amt: Case: 392881759 Day Ph:
Symptom Desc:
Reason Desc: INFORMATION - KEY CODE
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 43368 MI
Analyst: PTANT PETER TANTSIDIS Document Number:
Action Date: 07/28/00 Action Data: Action Time: 14:10:13 EST
Origin Desc: US INQUIRY CASE BASE
Action Desc: KEY CODES ARE AVAILABLE FROM THE ORIGINAL SELLING DEALER ONL
Comments: CUSTOMER SAYS: -THE CUST NEEDS AN EXTRA KEY -THE CUST IS
NOT LOCKED OUT OF HER VEH BUT SHE NEEDS THE KEY CODES PER C
USTOMER, DEALER SAYS: NONE CAC ADVISED: - KEY CODES ARE
NOT AVAILABLE - ORIGINAL DEALERSHIP MAY HAVE THE KEY CODES
- CONTACT LOCAL LOCKSMITH IF NECESSARY INFERENCE CASE ID
: 882

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB118

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VIN: 1PTYR14V8XPE [REDACTED] Year: 1999 Model: RANGER
Contract: 1 of 1 Status: ACTIVE

-----Purchase Details-----

Purchaser: [REDACTED]
Expiration Date: 06/05/02
Expiration Miles: 75000
Plan Type: USA 1999 NEW 36/75,000 PREMIUMCARE
Plan Year: 1999
Selling Dealer: BEAUDRY FORD, INC.
Rental: 28
Deductible: 50
Towing Allowance: 50
Purchase Type:
Options:

-----Cancellation Details-----

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:
Dealer Credited:

F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return

RECORD FOUND

OGDB118

==>

VIN: 1FTYR14V8XPE [REDACTED] Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 43368
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 392881759 Day Ph: [REDACTED]
Symptom:
Reason: INFORMATION - KEY CODE
Dealer:
Issue Type: 01 INQUIRY CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSI Contact: N

A/C DATE Origin Description

07/28/00 CACI08 KEY CODES ARE AVAILABLE FROM THE ORIGINAL SELLING DEALER ONL

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE OGDB118

==>

VEHICLE ID: 1FXPE (WWYPBHHHBB) Vin: 1FTYR14V8XPB Div: 2 Status: 800
 Vehicle Line: TR3 Convy Deliv: 050799 Orig P-Lvl: 920 Selling Dlr: 21A001
 Order Recpt: 012799 ShipTo Stat: Curr P-Lvl: 920 Sale Date: 060599
 Orig Sched: Rls-To Stat: GA Order Dlr/Reg: 21001/21 Demo Dt:
 Inv Prep: 042099 Orig Int St: 042799 Orig Rls Dlr: 21001 Deliv Type: R
 Prod Date: 042699 Curr Int St: 042799 Rls Dlr P&A: 00449 Sales Prd: 099061
 Rls Date: 042699 Dlrfin Ext: 052499 Warr Start: 060599 Cancel Sl:
 Memo Consign: P&C Ext: 052499 WarrS-Ind: Sale Status: G
 Orig Pltbus: 042699 Advert Ext: 052499 -Date- -Dealer- -Region-
 Curr Pltbus: 042699 Slapen SS#: 424648286 Shipped: 042799
 T/Name: 1 State: FL Curr Stock: 042699 21A001 21
 Addr: State: FL 1st-Prior:
 City: PANAMA CITY BEA N/A-Rcpt: 060999 2nd-Prior:
 Zip: Warr-Ins-Ind: U 3rd-Prior:
 V.O.:1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 R14XP126383 7 2 26D1578 RA E CT86P7K LR 2 2Z 6 1 21A001851 UA
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 3E2 X V1PTY8R3 D 864A VTGA X M
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

OGDB118

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VEHICLE ID: 1FXPE (WWXPBBBBB) Vin: 1FTYR14V8XPE Div: 2 Status: 800

Ordering Name:
Secondary Name:
Ordering FIN:
Order-For FIN:
Orig Ord# Type: 2

Selling FIN:
Sold-To Fin:

Distr Status: P
Last NAVIS St: 060999
Distr Stat Dt: 050799
Last Activity: 011400
Serialized Dte: 040199
Scheduled Dte:
Mexico Status:

Component Data - - - - -

Dr Post/Calib: Tire Brand: 1
Emis Cntl Lbl: FYP REC: HCL4
Engine Tag Cd: 9G578AA
Engine Serial:
Driver Airbag: 1AFG085M30938
Passngr Airbag: Y9103112A Axle: 86

F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F6=Screen #1

OGDB118

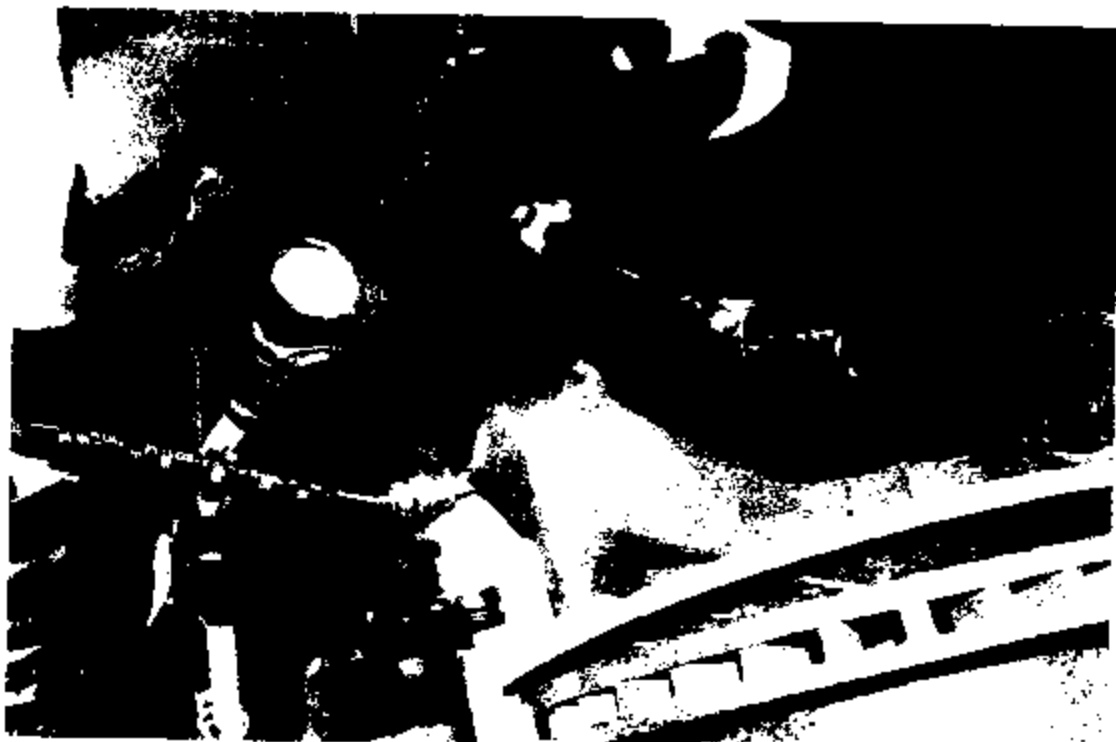
==> VEHICLE ID: 1FXPR (WWTFPBBBBB) Vin: 1FTYR14V8XPB Div: 2 Status: 800

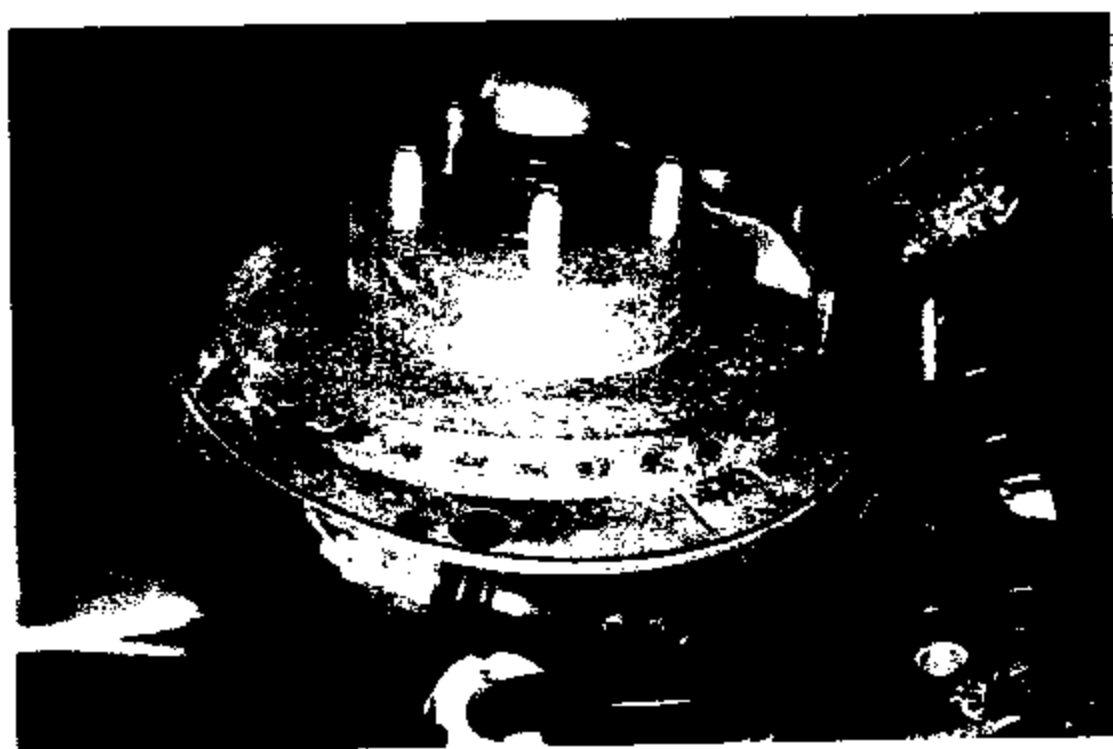
Financial Data-			
Orig Totl Inv:	16814.60	A-Plan Price:	16051.60
Curr Totl Inv:	16814.60	Total Adj:	.00
Base Vehicle:	14268.00	Base Adj:	.00
Options:	1795.00	Option Adj:	.00
Base Holdback:	481.00	Base Hb Adj:	.00
Optn Holdback:	64.00	Option Hb Adj:	.00
Misc Charges:	.00	Gas Amt:	11.60
Finance Charge:	185.00	Sched-B Amt:	510.00
FDAF/LMDA:	45.00	Mktng Contrib:	170.00
		Pre-del Invoic:	.00
		Sched-A QST:	.00
		FOC GST:	.00
		Price Protect:	.00
		Chargeback Amt:	.00
		30-Day FP Amt:	.00
		Floor Plan:	61.30
		P&C Charge:	84.59
		Pre-Dlvry Amt:	.00

Financing Data-		
Finance Source:	0000001	O-Warr Start:
Orig Int St-Sw:	N	Co Tag Number:
Ret Draft Ind:		Pre-del Date:
Floor Pln Date:	052499	Prdlvry S.Code:
Advt Conn Code:	B	Lease Code:
Upfront PP Ind:		Invoice In-Proc:
		Release Date:
		Transit Time:
		Rls Plus Trans:
		Ramp Code:
		Method Shipped:
		Memo Conn Loc:

F1=Help F3=Exit F4=Primary Menu F6=Screen #1 F9=Screen #3

OGDB118

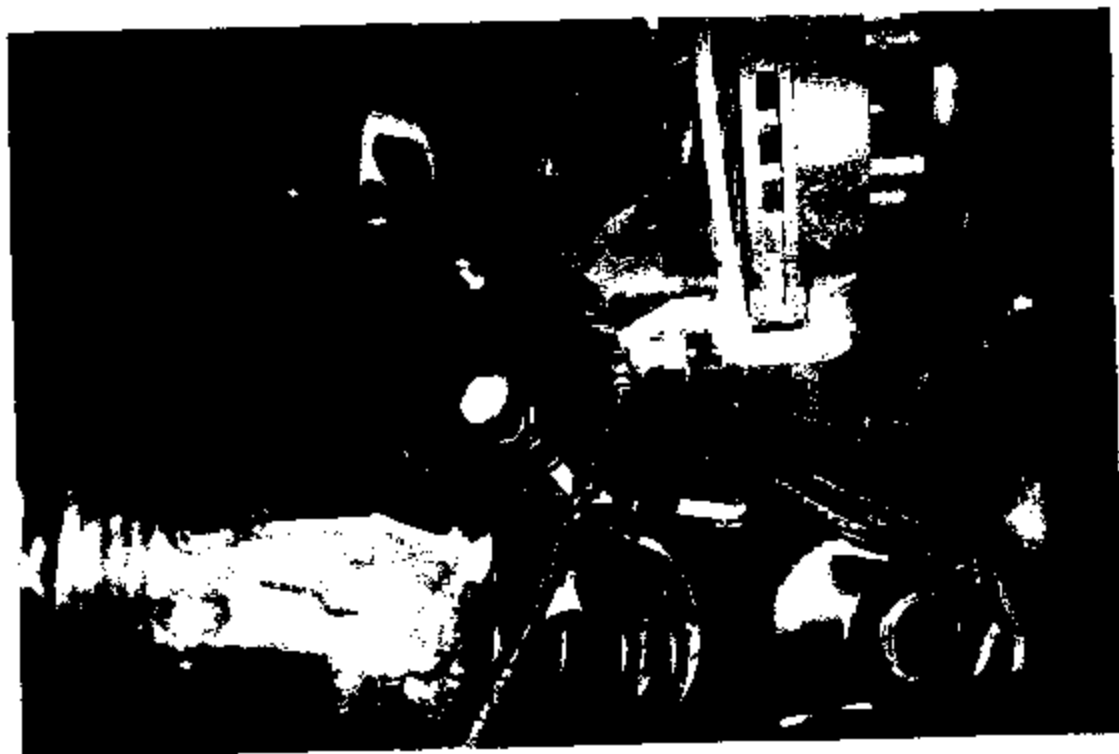
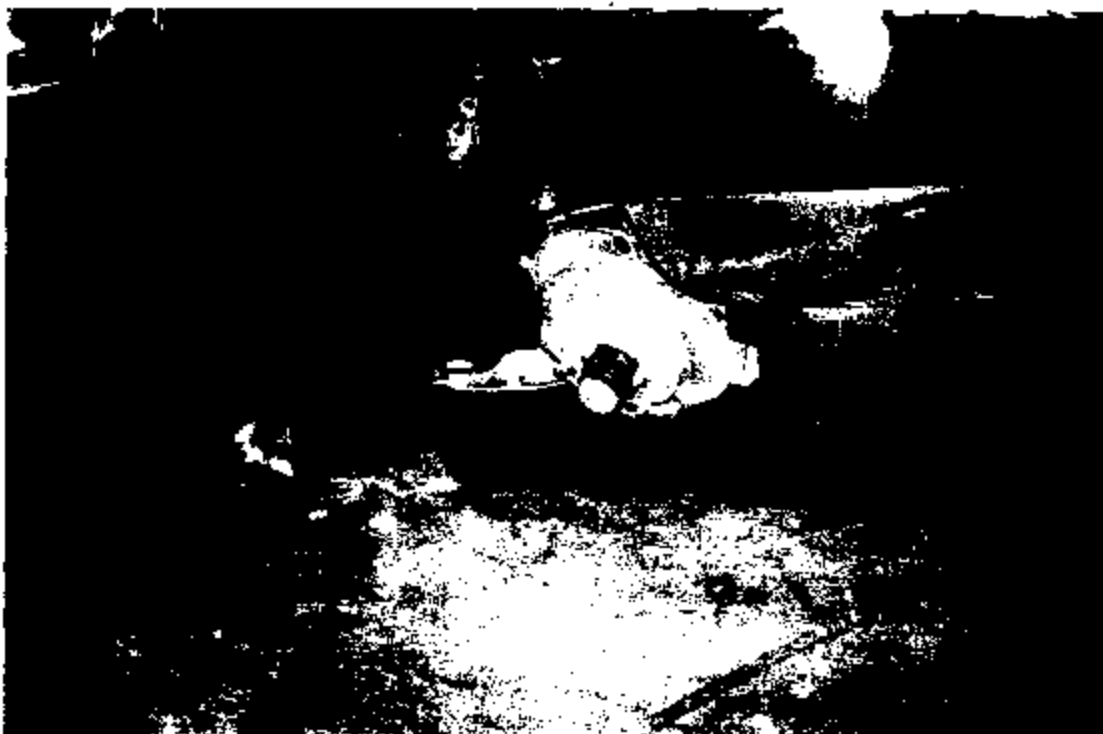




3718 7391



3718 7392



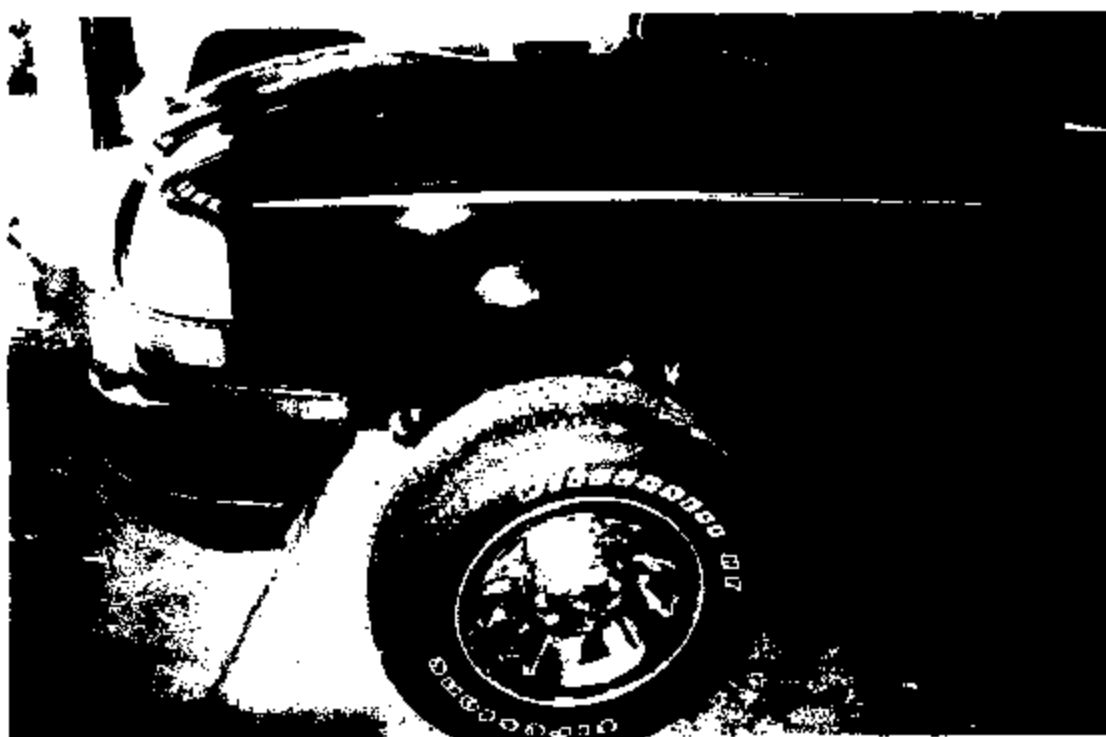
3716 7393



3718 7394



3718 7395



3718 7398



3718 7397



3718 7398

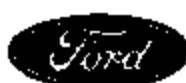




3718 7400



3718 7401



Ford Motor Company

16800 Executive Plaza Drive
MD#3NE-B
Dearborn, Michigan 48126-4207

October 4, 1999

*Sent Via Facsimile

[REDACTED]
Panama City, FL [REDACTED]

RE: 1999 Ford Ranger
VIN: 1FTYR14V8XP [REDACTED]

Dear [REDACTED]

This letter is pursuant to your contact with Beaudry Ford dealership and our department regarding the accident which took place on or about June 6, 1999. Thank you for sending the information as requested. We apologize for any miscommunications regarding this matter. Below is our offer extended directly to you as it is our understanding that you are no longer being represented by Mr. Bill R. Hutto, Attorney at Law.

Your concern has been thoroughly reviewed by an independent inspector. As a gesture of goodwill, we are prepared to pay for the body damage to your vehicle related to the above-mentioned accident. The repairs are to be performed by Beaudry Ford as you have selected. In addition, we are willing to reimburse you for the storage fees (amount: \$1,260.00) and the property damage expenses (amount: \$330.00) incurred relative to this incident. The storage fees and property damage expenses will be reimbursed to you by way of check made payable to you in the amount of \$1,590.00 in total.

To formally accept our offer, the enclosed General Release of All Claims form (release) must be signed, notarized, and both pages returned to my attention via U.S. mail, within five (5) business days from receipt of this letter, at the address as listed below:

Ford Motor Company
Consumer Affairs
16800 Executive Plaza Drive
MD#3NE-B, Suite 343
Dearborn, MI 48126-4207

3715 7402

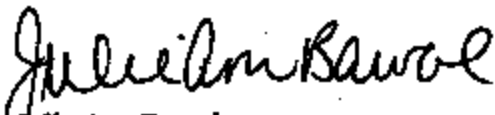


page 2 of 2

Upon receipt of the signed and notarized release, we will give the dealership authorization to begin repairing your vehicle and begin processing the reimbursement check. To expedite the authorization for repair, the dealer may send a copy of the signed and notarized release via facsimile to my attention at (313) 845-5668. Subsequently, the original copy must follow by mail as requested. If we do not receive the release within the given time, we will know that our offer has been rejected, close our file, and propose no further action. You may address any questions or concern with either myself at (313) 845-5681, or the general manager/dealer principal, Jim Clark, at the dealership.

Thank you for your patience and for allowing us to be of assistance in this matter.

Respectfully yours,


Julie Ann Bawol
Consumer Affairs

Enclosure

cc: Beandry Ford

PRODUCT INVESTIGATION REPORT

Date of Incident June 6, 1999 Hour 7:50 AM

I. OWNER-DRIVER-CLAIMANT

Owner name [REDACTED] Age [REDACTED]
Address [REDACTED], Panama City Beach, Fl. Phone No. [REDACTED]
Driver Name [REDACTED]
Address [REDACTED] Phone No. [REDACTED]
Claimant Name same as above Age [REDACTED]
Address [REDACTED] Phone No. () [REDACTED]
Is claimant represented by an attorney? ☒ Yes ☐ No
If "Yes", give name and address unknown

II. VEHICLE

Make Ford V.I.N. 1FTYR14V8XP Year 1999 Model Ranger
Mileage 395 Trans. Type [REDACTED] Axle Type [REDACTED] Engine Type [REDACTED]
Delivery Date 06/05/99 New, Used or Demo new Lic. No. none State [REDACTED]
Dealer Beaudry Ford Inc. Address ATLANTA, GA.
Inspection Sticker No. none Inspection Station No. [REDACTED] Exp. Date [REDACTED]
Principal use(s) of vehicle personal/pleasure
Special vehicle features, equipment, modifications none
If vehicle is a truck, state gross pay load and location and description of load at time of incident. no load
Nature and extent of damages to vehicle and estimated cost of repairs. (Attach copy of estimate.) Estimate \$1500.00 to \$2000.00

Is vehicle subject to any recall campaign(s)? ☐ Yes ☐ No If "Yes", identify [REDACTED]
Was campaign performed? ☐ Yes ☐ No

III. PROPERTY DAMAGE

Was another vehicle involved? no Year, make and model [REDACTED]
Other vehicle speed estimate [REDACTED] MPH By whom [REDACTED]
Owner name and address [REDACTED]
Driver name and address [REDACTED]
Extent of damage [REDACTED]
Was property (other than a motor vehicle) damaged? (state nature and extent of damage, name of owner) Yes
Fence and chain link double gate. Customer has already reimbursed
property owner \$350.00

IV. **BODILY INJURY**

Indicate following on injuries and whether the injured person(s) were riding in (A) owner's vehicle, (B) other vehicle, (C) pedestrian or (D) other:

- (1) Name and address _____
 Age _____ Code A, B, C or D _____ Seating position _____
 Nature of injuries _____
- (2) Name and address _____
 Age _____ Code A, B, C or D _____ Seating position _____
 Nature of injuries _____
- (3) Name and address _____
 Age _____ Code A, B, C or D _____ Seating position _____
 Nature of injuries _____

Where were injured treated and by whom _____

V. **INVESTIGATION**

How, when, and by whom was manufacturer notified of incident? Letter from attorney
 Location of incident (specify exact location) Harrison Avenue 250 feet south of 11th Street

Road type concrete gravel X asphalt crushed rock dirt

Road condition wet dry icy other

Shoulder type curbed concrete gravel asphalt crushed rock dirt

Shoulder condition wet dry icy other

Name and address of dealer who towed (include tow driver's name), stored and/or provided temporary service to damaged vehicle Fleming Wrecker Service, 3012 N. 17th St, Panama City, FL

Where was vehicle to seen? Fleming Wrecker Service

Did vehicle turn over? ☐ Yes ☒ No Vehicle speed estimate 25 MPH Posted speed limit 30 MPH

Source of speed estimate police report Brand and size tires original (Firestone)

Tire condition R.F. ☒ Good ☐ Poor ☐ Flat R.R. ☒ Good ☐ Poor ☐ Flat

L.F. ☒ Good ☐ Poor ☐ Flat L.R. ☒ Good ☐ Poor ☐ Flat

Other (truck or space) _____

Did your search of the vehicle service history produce service repair orders? ☐ Yes ☒ No If "Yes", attach copies of all R.O.'s. (Indicate how many _____) If "No", explain New vehicle delivered out of state

Police report attached? ☒ Yes ☐ No If "No", what station or officer made report? ☐ No report filed

Witness name and address _____
 City FL _____, Panama

Photos taken? ☒ Yes ☐ No If "Yes", how many 23 By whom (name and address) J. McGortney

Note: Furnish photos to _____

Name of insurance representative, if present, at the investigation _____

VI. CLAIM DESCRIPTION

Driver's description of incident and statement of owner. Vehicle was being driven south on Harrison Ave. in downtown Panama City at approximately 25 mph. Vehicle veered out of control (to the right), left the roadway and struck a fence. It appeared that the right front wheel assembly collapsed causing the sudden uncontrolled veer.

Did you personally speak with driver? ☐ Yes ☒ No If "No", give source of driver's description. Police report and confirmed by wrecker driver (Cliff Fleming) and witness

Was vehicle inspected? ☒ Yes ☐ No If "Yes", identify all parties W. J. McCortney and Cliff Fleming.

What vehicle components are allegedly defective? Right front SPINDLE BRON.

Who made allegation? Owner's attorney and witnesses.

If the alleged defective part has been removed from the vehicle, indicate exact part(s), present location and condition. Alleged defective part is still on vehicle.

Information from further investigation of incident, including examination of vehicle and scene of incident. The scene was inspected and photographed. There are still marks on the curb and sidewalk showing where the tire scuffed and suspension dragged.

NOTE: TOW TRUCK DRIVER SAYS SPINDLE SHOOKED JUST PRIOR TO MORE THAN 1/2 OF CREEP WHEN HE SAW VEHICLE IMMEDIATELY AFTER THE ACCIDENT. (TOW TRUCK DRIVER WAS CLIFF FLEMING).

IMPORTANT: DO NOT DISCUSS YOUR FINDINGS WITH THE CLAIMANT/CUSTOMER!

DATE OF INVESTIGATION 7/19/99

PRINTED NAME Willet McCortney, E.A.A.

DATE SIGNED 7/19/99

SIGNED Willet McCortney

Note: Continue answers on another sheet if necessary.

-->

VIN: 1FTYR14V8XPH Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 1
Name: Hm Ph: [REDACTED]
Trmt: Case: 392881759 Day Ph: [REDACTED]
Symptom: ENGINE GENERAL CONCERN MECH FAILURE
Reason: CI - DEMAND LETTER
Dealer: BEAUDRY FORD INC
Issue Type: 04 REGION CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE Origin Description

05/01/00 CAINTV OPEN REGION CONTACT
05/02/00 CAINTV LETTER FAXED TO REGION
05/05/00 FIELD FORD COVERED REPAIR MADE - WARRANTY
06/12/00 CASL DOCUMENT ADDITIONAL INFORMATION

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL20

==>

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/04/99 Action Data: Y Action Time: 16:16:09 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OFFER
Comments: ***LPA PUT OFFER TO REPAIR THE VEHICLE AND REIMBURSE FOR PRO

PERTY DAMAGE AND STORAGE FEES IN WRITING AND SENT IT TO THE
DEALERSHIP VIA FACSIMILE TO GIVE TO THE CUSTOMER***THERE IS
A 5 BUSINESS DAY TIME LIMIT ON THE OFFER AND THE CUSTOMER
HAS TO SIGN AND NOTARIZE THE RELEASE FORM IN ORDER TO FORMAL
LY ACCEPT THE OFFER**SECTION REGARDING PROPERTY DAMAGE IS PE

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL231

** CONFIRMATION REPORT **

TRANSMISSION

TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION	PAGE	STATUS	MODE
452	FEB. 16 17:33	7706982799	0' 01' 05"	004	OK	N ECM

*** MUST FILL THIS SIDE ***

TO: JILL BLANCHETT, FROM: JULIE BAUSL
 BLDG: QM - ATLANTA, BLDG: COUNCIL
 TELEPHONE: (404) 219-2799, TELEPHONE: (315) 945-5668
 FAX NO: (404) 219-2799, FAX NO: (315) 945-5668

DATE: 10/4/99

Ford Motor Company

 18000 Executive Plaza Drive
 MD# 396-B
 Dearborn, Michigan 48128-4207

October 4, 1999

*Sent Via Facsimile

Panama City, FL

RE: 1999 Ford Ranger

VIN: 1FTYR14V8XP

Dear

This letter is pursuant to your contact with Beaudry Ford dealership and our department regarding the accident which took place on or about June 6, 1999. Thank you for sending the information as requested. We apologize for any miscommunications regarding this matter. Below is our offer extended directly to you as it is our understanding that you are no longer being represented by Mr. Bill R. Hutto, Attorney at Law.

Your concern has been thoroughly reviewed by an independent inspector. As a gesture of goodwill, we are prepared to pay for the body damage to your vehicle related to the above-mentioned accident. The repairs are to be performed by Beaudry Ford as you have selected.

3718 7409



GENERAL RELEASE OF ALL CLAIMS

Regarding VIN #1FTYR14V8XP [REDACTED] 1999 Ford Ranger, I, [REDACTED] for the sole and only consideration of repairs to my vehicle (estimated amount: \$1,083.31), and reimbursement for the property damage repair (amount: \$330.00) and storage fees (amount: \$1,280.00) hereby release and discharge Ford Motor Company "Ford", Beaudry Ford (dealership), their affiliates, subsidiaries, employees, agents, representatives, successors, assignees, insurers, suppliers, and dealers of any of the above, (hereafter collectively "Releasees"), from any and all claims, demands, accounts, actions, proceedings and sums of which I at any time, had or may have or that my spouse, assigns, heirs, executors or administrators hereafter can or may have against said Releasees by reason of any action, omission, event, cause, matter or thing whatsoever, presently known or unknown, suspected or unsuspected, whether or not in litigation and whether or not well-founded in fact or in law, up to and including the date of this Release, and all of the damages, losses, injuries, or consequences which may result, or be alleged to result in the future, even though the same are not presently known and even though there is no reason to believe they may occur.

This Release expressly includes, but shall not be limited to, all such claims, demands or other rights for damages, losses, injuries, or consequences, including claims relating to person or property, that may be based upon or arise out of the alleged accident which occurred on or about June 6, 1999, within the state of Florida, county of _____, and I hereby acknowledge full settlement and satisfaction of all claims of whatever kind or character which I have or may have against Releasees by reason of this dispute.

It is understood and agreed that in making the Release, I rely wholly upon my own judgment, belief and knowledge, and that no representations or statements made by Releasees, their representatives, or any physician or surgeon employed by them have influenced me to any extent whatsoever in making the Release.

It is understood and agreed that I and my spouse, assigns, heirs, executors and administrators, shall hold Releasees harmless from and all claims, demands, accounts, actions, sums of money, losses, damages, liens, costs and/or expenses for which Releasees may become liable as a result of the matters released above, and shall indemnify Releasees from any and all associated losses, damages, attorney fees, costs, and interest.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

This Release shall be construed and interpreted under the laws of the State of Michigan.

The parties represent and agree that they will forever keep the terms, amount and existence of this Agreement completely confidential and that they will not hereafter disclose any information concerning this Agreement to anyone.

I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.

Signed this _____ day of _____, 1999.

Isaac Duren

Address

Witness

Address

Subscribed and sworn to before me this
_____ day of _____, 1999

*Affix Notary Seal Below

(Notary Public)

(Commission Expiration Date)

3718

Lynn Black

1/31

Julie

Pls. contact customer
to see what his

Concern is - I see
he didn't respond to
your offer on 10/15/99.

If we need to get
involved - go ahead.

Lynn ☺

TO: Julie Baywall
c/o Ford Motor Credit
1-813-448-5669

From:

Panama City Beach, FL
(850)

Dear Ms. Baywall:

Enclosed please find the following:

Wrecker & Storage Bill	\$1,250.00
Attorney's Bill	370.13
Down Payment	1,116.72
Payments	985.45

Cost Associated with returning truck to Atlanta:

Gas	\$57.10
Oil	\$14.67
UHal	\$200.01
Hotel	\$281.68
Food	\$ 44.08
Airline ticket to get home after returning truck	\$121.00

\$718.54 \$ 718.54

Rental Car from Enterprise (39 Days)\$1598.78

Rental from private individual at \$20.00 day 8/6/99 -
till present less 39 days with Enterprise leaves 81 days
to 10/6/99\$1620.00

Total spent on Truck\$7669.62

Kecskes, Kathy (K.)

From: Kecskes, Kathy (K.)
Sent: Wednesday, August 23, 2000 5:49 PM
To: Keller, Kristian (P.)
Cc: Kecskes, Kathy (K.)
Subject: [REDACTED]

Kristian:

You had asked Tammy White, my team leader, to call a customer named [REDACTED] VIN:1FTYR14V8XP[REDACTED] 1999 Ranger (leased vehicle). I called the customer for her after reviewing the customer's 1999 Atlanta region file. The customer had already filed a product liability case, in which an inspection showed that Ford was not at fault, however, as a goodwill gesture, Julie Bewol, the prior analyst, offered to pay for the body damage, storage fees and some property damage. The customer refused to sign a release at that time. Since then he had also filed a DSB application, which was denied because of an insurance issue. The vehicle has been repaired per the customer, BUT he is afraid to drive it, claims it is a lemon now, and that he hurt his leg/foot in the accident (in which he claims the brakes and wheels were the cause), and he had a lot of time off work. I told him that he would need to report that to his insurance company. We do not have any open legal issues on this customer, or any other open issues. The customer became very irate, rude, and started using some terrible language with me. He says he has a lawyer, but doesn't think he needs to file a lemon law suit because he thinks he already filed one (with the product liability issue). The only thing this customer wants now is a new vehicle, and whoever doesn't agree to give it to him will surely get an earful of his extremely colorful vocabulary. I am giving the file back to Luvenia Smith, as she handles the Atlanta region.

Kathy Kecskes

Ford Motor Company
FCSD - Consumer Affairs
Litigation Prevention Department
Legal Analyst
Chicago Region
Ph: (313) 845-5458
Fax: (313) 845-6555

Luvenia
FYI

*Just file it back
after you read -*

CONSUMER AFFAIRS
SECTION

[REDACTED]
Panama City Beach, FL [REDACTED]
[REDACTED]

Ford Motor Company
Consumer Affairs
16800 Executive Plaza Drive
3NE-B, Suite 343
Dearborn, MI 48126-4207

October 12, 1999

RE: 1999 Ford Ranger
VIN: 1FTYR14V8XPE[REDACTED]

Dear Ms. Bawol:

The enclosed information has already been sent to you by fax, however I wanted to send you the copies again for your records. As you know, I have already sent you a previous letter stating the expenses I have incurred concerning this accident. Enclosed please find a copy of this letter along with copies of my paid receipts.

As you can see, this ordeal has been very expensive for me not to mention very time consuming. Your help in bringing this matter to an agreement is greatly appreciated.

Please send any further correspondence to the above address as we do not receive mail at 111 Palm Bay Blvd, PCB, FL.

Thank you again for your help with this matter. Should you need additional information please contact me at (850)960-0129.

Sincerely,
[REDACTED]

Enclosure: Copies, Letter/Expense Receipts

Julie Baywall
Ford Motor Credit
Page 2.

When I did not hear from you after a week I have managed arrangements to acquire a F-150 from someone else as of 10/6/99. With all the additional questions I am due a refund.

Since I did not have usage of my truck I do expect reimbursement for my rental cars since it was expected that I make payments.

Also, what is the deal with the odometer? I bought the vehicle with 312 miles on it and now it has 360 miles on it and I drove it from Atlanta home to Panama City, Florida. I believe the odometer was cut off before I got the truck and it is worn out. What do you think?

Very truly yours,


TO: Julie Baywall
c/o Ford Motor Credit
1-313-748-5668

From: [REDACTED]
Panama City Beach, FL [REDACTED]
[REDACTED]

Dear Ms. Baywall:

Enclosed please find the following:

Wrecker & Storage Bill	\$1,260.00
Attorney's Bill	370.13
Down Payment	1,116.72
Payments	985.45

Cost Associated with returning truck to Atlanta:

Gas	\$57.10
Oil	\$14.67
UHal	\$200.01
Motel	\$281.68
Food	\$ 44.08
Airline ticket to get home after returning truck	\$121.00

	\$ 718.54
<u>\$718.54</u>	

Rental Car from Enterprise (39 Days)\$1598.78

Rental from private individual at \$20.00 day 6/6/99 -
till present less 39 days with Enterprise leaves 81 days
to 10/6/99\$1620.00

Total spent on Truck\$7669.62

3718 7417

INVOICE

3718 7418

TEXACO
System 3 Gasolines

Comfort Inn

Phone: (800) 566-7799
FAX: (800) 566-8839
Reservations: (800) 228-5190

NAME (Print)

STREET

CITY PANAMA CITY BCH STATE FLORIDA ZIP

NUMBER OF PERSONS 2 DRIVER'S LICENSE NO

CAR LICENSE [REDACTED] STATE FLORIDA

**MAKE
OF CAR**

PETS: YES ☐ NO ☒

REPRESENTING

If payment is by credit card, you are authorized to charge your account for the total amount due on this bill.
The undersigned agrees _____

Guest Signature

**ADVANCE PAYMENT REQUESTED
CHECK-OUT TIME 11 A.M. - NO PETS**

NOTICE TO GUESTS - This property is privately owned and the management reserves the right to refuse service to anyone and will not be responsible for accidents or injury to guests or for loss of money, jewelry or valuables of any kind.

Thank You For Staying With Us!

RATE \$ 53.94
DATE IN 9-10
TIME 10:45 PM

DAYS OCCUPIED

SUN				
MON				
TUE				
WED				
THU				
FRI	9-10			
SAT				

METHOD OF PAYMENT *CASH*

ROOM \$ 53.99

TAX | \$ 3.78

TEL. 1-800-368-7263

TOTAL £ 57.7

**MONTGOMERY
TRAVEL CENTER**
380 W. SOUTH BLVD.
00034-1203-40 MONTGOMERY TRUCK PL.
980 W. SOUTH BLVD. MONTGOMERY, AL

DESCRIPTION	QTY	AMOUNT
UNLd EA 801	16.6785	20.00
# 1.199/ 5		

Sub Total	20.00
Tax	0.00
TOTAL	20.00

THANKS, COME AGAIN
FROM 0001 0346 006 DNE 31 TANNH 10550
09/11/99 08:31:07 51# MTP

3718 7420

Guest Check

TABLE NO.	INCL. PERIODS	CHECK NO. 997836	SERVENO NO.
-----------	---------------	----------------------------	-------------

Twitter Pl
Pot GB



Cracker Barrel Store #40
Douglasville, GA
184121 CHRISTOPHER M 3

2 6 1 / 1 1 1 2 2 GST 2
SEP11'99 8:06PM

1 ICED TEA	1.09
1 ICED TEA	1.09
1 BEEF STEW & MFW	4.39
1 BEEF STEW & MFW	4.39
1 CHICKEN&DUMPLINS	3.89
517B45	
1 CANDY	2.00
542000	
1 CANDY	0.89
Subtotal	18.53
Tip	2.00
Tax	1.15
Total	21.68
Charged Tip \$	2.00
	21.68

135757 CLOSED SEP11 6:32PM

Thank You,
Please Come Back

3718 7421

POINCE BP
160 POURCE DE LEON
ATLANTA, GA 30308

ATTN: 51745	1.50
Subtotal	2.50
Sale Tax	2.18
Total	\$2.68
Cash	10.00
Change	\$7.32

Transaction ID: 422060
013017161 09/12/99 10:12:15

THANK YOU AND
COME AGAIN!

89/10/99 19:31

ITEM	QTY	PRICE	AMOUNT
FUEL PUMP 7			
UNLEAD/5	15.0006	\$1.259	\$19.00

TL/NOTAX:	\$19.00
TAX PD:	\$0.00
TOTAL:	\$19.00
CASH:	\$19.00

RECEIPT NO. 1-7924

THANK YOU!

THANK YOU



ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC.
669 WEST 23RD STREET
DALLAS, TEXAS 75201 850-797-1110

[illegible][illegible]

371B 7422

CALENDAR

ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC.
649 WEST 33RD STREET
850-747-1110

PAYMENT

RENTAL

FL 32409

NO. 1

RENTAL

AGREEMENT NO.

D

1/12/99
1-15-99

YEAR

RENTAL

665555

START CHARGE IF DIFFERENT

ADD

HOME PHONE

DATE

NO CHARGE

ORIGINAL VEHICLE

CITY

STATE

OF

PANAMA CITY

FL 32409

LOCAL ADDRESS

DRIVER'S LICENSE

STATE

EXP. DATE

HT

WEIGHT

EYES

HAIR

SOCIAL SECURITY

EMPLOYER

CONDITION AGREED TO

RENTER

SELL TO

COMPANY

ADDRESS

X PROGRESSIVE INC PANAMA CITY

CITY

3439 HWY. 77, SUITE D

STATE

OF

ATTN

PANAMA CITY

FL 32405

RENTER RECEIVES

RENTER RECEIVES

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RENTER RECEIVES

REPLACEMENT VEHICLE

ADDITIONAL DRIVER - NONE PERMITTED WITHOUT ENTERPRISE'S APPROVAL

NO OTHER DRIVER PERMITTED

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valid and collectible
ity insurance and
linal injury protection
lance of any author-
drivental or leasing
limits primary for the
persons liability and
coverage injury protection
section 3521 (7) and
627.736, Florida Statutes.

AIRBAGS CAN CAUSE DEATH OR INJURY IF
MANUFACTURER'S RECOMMENDATIONS ARE NOT
FOLLOWED. SEE COUNTER NOTICE OR OWNER'S MANUAL

Used to set up T/B

INVOICE

3718 7423



Page: 1
Date: 9/13/99

ATLANTA DT FAIRFIELD INN
175 PIEDMONT AVE N.E.
ATLANTA, GA 30303
404-659-7777

Arrival: 8/11/99
Departure: 9/13/99

Guest Name: [REDACTED]
Address:

Mbr. ID:
Level:

Room: 109
Folio Id: 3025
Plan: REGU

Date	Description	Reference	Charges	Credits	Balance
9/11/99	Parking	PARKING	\$8.00 ✓	\$0.00	\$8.00
9/11/99	Regular Room Charge	Room 109	\$70.30 ✓	\$0.00	\$78.30
9/11/99	State Tax	Room 109	\$4.92 ✓	\$0.00	\$83.22
9/11/99	Occupancy Tax	Room 109	\$4.92 ✓	\$0.00	\$88.14
9/12/99	Movies	0002 L1	\$9.58	\$0.00	\$97.72
9/12/99	Movies	0007 L2	\$17.07	\$0.00	\$114.79
9/12/99	Regular Room Charge	Room 109	\$70.30 ✓	\$0.00	\$185.09
9/12/99	State Tax	Room 109	\$4.92 ✓	\$0.00	\$190.01
9/12/99	Occupancy Tax	Room 109	\$4.92 ✓	\$0.00	\$194.93
9/13/99	Via	[REDACTED]	\$0.00	-\$194.93	\$0.00

Total Folio Page 1 \$0.00

X

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown above and agrees to perform the obligations and terms in the cardholder agreement with the seller.

3718 7424

EXPRESS

TROY

HWY. 231 © U.S. 28

Troy, AL 36061

Phone/fac 33-4670-0012

II

LYNN-HAYDEN

FL

Room	219-11
Active Date	9/17/99
Dept. Date	9/17/99
Folio #	59396
Floor Rate	52.00
Account	9-90001
Initiating	C-CORP

Page

Independently Owned and Operated by Walden-Chapman, LLC.

I authorize you to bill me full balance of my account to my credit card, which will be processed upon reception.

Rapid Chemical Turnover

SIGNATURE

The undersigned is not responsible for any information contained in, solely, digital image provided of the front cover. I agree that the liability for the damage is not hybrid and agree in his full personal liability in the event that the submitted person, company or association fails to pay for any part or full amount of such charges.

X

SIGNATURE

DATE	TIME	TIME	TO	DESCRIPTION	DEBIT	CREDIT	BALANCE
917	915	0917000	KAB	CASH PAYMENT	.000	-55.644	-55.644
917	111	0917001	KAB	BUEST ROOM	52.004	.000	-3.644
917	811	0917002	KAB	ROOM TAX	3.644	.000	.000
				TOTAL			.000

Holiday Inn
EXPRESS

[illegible]

DATE OF CHARGE 11/11/11	POLICE NO./CHECK NO. NY-111111-11
AUTHORIZATION XXXXXX	ISS. 11/11

8718 7426



ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC.
669 WEST 32ND STREET DALLAS, TEXAS 75201
TELEPHONE 850-747-1110

[illegible]

RENTAL	NO.
SUBJECTS:	

[illegible]**TOTAL CHARGES**

DEPOSITS

STANDARD REPORT NO. 10 - 100-100

AMOUNT DUE

CLOSED BY			
PAID	CASH	CHECK	CR. CARD

BY				
RECEIPT FOR CASH REFUND				

DATE _____ AMOUNT _____
 RECEIVED BY ☒ _____

CLAIM INFORMATIONPOL. 571
CL. 5

FILED

LOWE

DATE _____ TIME _____

NO-FAIR ERROR

TYPE CAR

CUSTOMER COPY / ADDITIONAL STIPULATIONS ON REVERSE

CHICKEN
YOUR BAGGAGE IS CHECKED TO
FT. WALTON BEACH
T 07-32-57

FLIGHTS	LATE
14	14
PRINTER	PRINTER
PRINTER	PRINTER

CHICKEN
any other
1998 APC

**FRESHLY PREPARED
CHICKEN STRIPS**
Includes Regular Side Item
and a Medium Drink.

\$5.89
Only

POPEYES

Present coupon when ordering. One coupon per customer per visit. Void where prohibited. Not valid with any other offer. Good at Atlanta airport Popeyes only. © 1998 APC Enterprises, Inc. Offer Expires 12/31/99.

CHICKEN & SAUSAGE
JAMBALAYA
OR
CREOLE CHICKEN
ETOUFFEE

\$5.19
Only

POPEYES

Present coupon when ordering. One coupon per customer per visit. Void where prohibited. Not valid with any other offer. Good at Atlanta airport Popeyes only. © 1998 APC Enterprises, Inc. Offer Expires 12/31/99.

POPEYES
CHICKEN & BISCUITS

**3 Locations in the
Atlanta Airport**

- Concourse "B" Foodcourt
- Concourse "C" Gate 18
- Concourse "E" Foodcourt

OPEN ►

For Advertising Information Call: J. Thomas Markham, Inc. 1-619-551-3158

OPEN ►

MICHEL JORD

THE SPIRIT OF THE WEST



LEGENDARY TALENT
THAT CAPTURES

A-Plus Rewards ONE FLIGHT CREDIT VOUCHER

Save this voucher for free travel
This coupon is your proof of purchase

FLT: 147 GATE: C17 13SEP99

Itinerary Nr: 03RDCG

Class of Service: B

Seat Number: 19D

Depart: ATLANTA, GA

Arrive: FT. WALTON BEACH, FL

Thanks for flying with us!

371B 7427

**AirTran
Customer Receipt**

Itinerary Number: 839DCG
Passenger: XXXXXXXXXX
Payment Type: XXXXXXXXXX

Flight Itinerary

13SEP08 Flight No(s): 147
ATLANTA, GA Depart: 2257
FT. WALTON BEACH, FL Arrive: 2304

Class of Service: B-COACH
One Way Fare: \$121.00
Passenger Facility Charge(s): \$3.00

Total Fare: \$121.00
Total Passenger Facility Charge(s): \$3.00
Other Charges: \$0.00

Total Cost \$124.00

AAA
HURRICANE FENCE
COMPANY

Job No. _____

Tema_____

**ACTIVE MEMBERS OF
THE CREDIT BUREAU**

**1416 East Avenue
Panama City, Florida 32401
Telephone (904) 769-1623**

Offices in Pensacola, Ft. Walton Beach, Tallahassee & Montgomery

COMPLETE DATE

Office in Panama, P.R.
to CAPT JOES
1025 HARRISON

15

**DUE
DATE**

Job Location**Telecharge**

Purchase

Salesman

Order No.[illegible]

AMOUNT IS DUE ON RECEIPT OF STATEMENT OR ACCORDING TO PRIOR ARRANGEMENTS
PLEASE REFER TO YOUR CONTRACT TERMS. TERMS ARE NET - NO DISCOUNTS PLEASE
PAST DUE BALANCE SUBJECT TO 1 1/2 PERCENT PER MONTH SERVICE CHARGE

3718 7429

HUTTO AND BODIFORD
ATTORNEYS AT LAW
POST OFFICE BOX 2525
PANAMA CITY, FLORIDA 32402
(904) 763-0723

September 1, 1999

Invoice No. 9763

Panama City Beach, FL

Client Number: 1782

Master Number 3

Beaudry Ford

For Services Rendered Through 9/16/1999.

Date	Tasker	Description	Fees	Hours
08/09/1999	BRH	Telephone conference with [REDACTED]; Telephone conference with Ford.		0.50
08/11/1999	BRH	Telephone conference with [REDACTED]; Letter to Beaudry Ford.		0.50
08/12/1999	BRH	Telephone conference with Ford; Telephone conference with Ike Dason.		0.25
08/13/1999	BRH	Two telephone conferences with Ford; Telephone conference with Cook-Whitehead; Two telephone conferences with [REDACTED]		0.50
08/20/1999	BRH	Telephone conference with [REDACTED]; Telephone conference with Ford.		0.25

Timekeeper Summary

Hours & Fees for Timekeeper	BRH	Hourly Rate of	\$175.00	2.00	\$350.00
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18% INTEREST WILL BE CHARGED ON ALL UNPAID AMOUNT OF THIS
STATEMENT UNPAID BY THE TENTH DAY OF THE FOLLOWING MONTH

Continued On Next Page

3718 7430

Client Number: 1782
Matter Number: 3

09/01/1999
Page: 2

Prior Balance:	\$0.00
Payments Received:	\$0.00
Current Fees:	\$350.00
Advanced Costs:	\$0.00
Administrative Costs:	\$20.13
TOTAL AMOUNT DUE:	\$370.13

3718 7431

IN 03:15PM 8/27/99
OUT 04:27PM 8/23/99

24-HOUR DAY

ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC
869 WEST 23RD STREET 850-747-1110
PANAMA CITY FL 32406-3922 5555
RENTAL TYPE D SOURCE R30455 - 999

RENTAL AGREEMENT
03078
PAGE 1 OF

UNIT 1
UNIT # 506211
LIC# WMV35F
MODEL F15E
COLOR WHITE
IN 8426
OUT 7551
V# 1FTRX17W7XNB69251

RENTER

PANAMA CITY FL
LOCAL:

SUMMARY OF CHARGES

MILES
200 MT FREE/OA

75 MILES @ .25 18.7

4 DAYS @ 27.90 111.6

STATE FL EXPIRE
DOB HT WT
EYES HAIR
S.S.# ON FILE
EMPLOYER

BILL TO N CUST # R30455
COOK-WHITEHEAD FORD PANAMA CIT

P.O. BOX 351
PANAMA CITY FL
904-784-0400 32402

SURCHGE 8.1

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES NO X

INSURED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 139.

DEPOSITS 139.
REFUND

LOSS DATE
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH
138.71 AMX SALE 8/27/99 720615

TYPE CAR

SHOP
PHONE
NAME

CLOSED TICKET PAYMENT INFO

OPENED BY #5741F ANGELA D NIGHT
CLOSED BY #5741F ANGELA D NIGHT

3718 7432

IN 05:08PM 6/05/98
OUT 04:28PM 7/21/99

ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC
880 WEST 23RD STREET 950-747-1110
PANAMA CITY FL 32405-3822 6555
RENTAL TYPE I SOURCE 582932 - 890

UNITED STATES GOVERNMENT
 OFFICE OF
 THE ATTORNEY GENERAL

24-HOUR DAY

```
UNIT 1
UNIT # ST4777
LIC# TLS36B
MODEL ESCT
COLOR GREEN
IN 35808
OUT 34342
```

RENTER

SUMMARY OF CHARGE

PANAMA CITY FL
LOCAL:

FILED
NO CHARGE

15 DAYS

6 27,87 14,81

STATE FL EXPIRE [REDACTED]
DOB [REDACTED] HT [REDACTED] WT [REDACTED]
EYES [REDACTED] HAIR [REDACTED]
S.S.# ON FILE
EMPLOYER

BILL TO N CUST #

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES NO X

INSURED
SAME

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES

LOSS DATE
THEFT ACCIDENT I

PAYMENT INFORMATION					
AMOUNT	PD.	BY	TYPE	DATE	AUTH
358.80		CHECK	SALE	8/05/99	001515

DEPOSITS
REFUND

TYPE CAR

SHOP
PHONE
NAME

CLOSED TICKET PAYMENT INFO

OPENED BY H07107 10/04/01 10:00 AM
CLOSED BY H07037 10/04/01 10:00 AM

3718 7433

IN 06:09PM 7/14/99
OUT 12:45PM 8/15/99

CALENDAR DAY

ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC
889 WEST 23RD STREET 850-747-1110
PANAMA CITY FL 32405-3922 5555
RENTAL TYPE - I SOURCE PRO5555- 999

RENTAL AGREEMENT
03852
PAGE 1 OF

UNIT 1
UNIT # S08026
LIC# 802431
MODEL REGA
COLOR PLATINUM
IN 1843
OUT 9

RENTER

PANAMA CITY FL
LOCAL:

SUMMARY OF CHARGES

MILES
NO CHARGE

10 DAYS @ 25.99 259.9
20 DAYS @ 34.99 699.8

UNIT 2
UNIT # S03054
LIC# F1677L
MODEL F15E
COLOR WHITE
IN 11461
OUT 7735

DOB HT WT
EYES HAIR
S.S.# ON FILE
EMPLOYER

BILL TO N CUST # PRO5555
PROGRESSIVE INS-PANAMA CITY
ATTN: CLAIMS DEPT
3430 HWY. 77, SUITE B
PANAMA CITY FL
850-873-8788 32405

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

SURCHGE 60.
SALES TAX% 7.00 71.

CLAIM INFO
POL/CLAIM/POL

PERMISSION TO LEAVE STATE
YES NO X

POL#25440823-1
INSURED
DUREN* KENNETH*

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 1091.
DEPOSITS 1091.
REFUND

LOSS DATE
THEFT ACCIDENT I
TYPE CAR
RANGER

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH
200.00 CASH SALE 8/15/98
200.00 CASH SALE 8/23/98
400.00 CHECK SALE 7/07/99 005227
291.00 CASH SALE 7/14/99

SHOP FLEMINGS**
PHONE 850-832-0433
NAME

CLOSED TICKET PAYMENT INFO

OPENED BY #32120 DAWN W ROGERS
CLOSED BY #62036 JEANNE E PUGH

3718 7434



ENTERPRISE RENT-A-CAR
ENTERPRISE LEASING COMPANY, SOUTH CENTRAL, INC.
259 WEST 23RD STREET
DALLAS, TEXAS 75201-1110

MO 7:30A- 5:00P TH 7:30A- 5:00P
WE 7:30A- 5:00P SA 7:30A- 5:00P
FR 7:30A- 5:00P
SUNDAY 7:30A- 5:00P

RENTAL TYPE		RENTAL NO. D	
DATE		DATE	
TIME		TIME	
LOCATION		LOCATION	
MILEAGE		MILEAGE	
FUEL		FUEL	
TAXES		TAXES	
FEES		FEES	
TOTAL		TOTAL	
REMARKS		REMARKS	
DRIVER		DRIVER	
VEHICLE		VEHICLE	
EQUIPMENT		EQUIPMENT	
OPTIONS		OPTIONS	
ADDITIONAL DRIVER		ADDITIONAL DRIVER	
PERMISSION GRANTED		PERMISSION GRANTED	
TOTAL CHARGES		TOTAL CHARGES	
DEPOSITS		DEPOSITS	
REFUNDS		REFUNDS	
AMOUNT DUE		AMOUNT DUE	
PAID BY		PAID BY	
DATE RECEIVED		DATE RECEIVED	
CLAIM INFORMATION		CLAIM INFORMATION	
POL. OR CL. #		POL. OR CL. #	
LOSS DATE		LOSS DATE	
THIRD PARTY		THIRD PARTY	
RENTAL SHOP		RENTAL SHOP	
TYPE CAR		TYPE CAR	

The valid and collectible liability, insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by subsection 324.021 (7) and 327.736, Florida Statutes.

STRESS CAN CAUSE DEATH OR INJURY IF PERSONAL INJURY RECOMMENDATIONS ARE NOT FOLLOWED. SEE COUNTER NOTICE OR OWNER'S MANUAL.

PLEASE WEAR SEAT BELT

DROPPED VEHICLES - Renter is responsible for any and all damages until the vehicle is returned to Enterprise.

RE COPY - ADDITIONAL STIPULATIONS ON REV

1-800-727-7000

Motor Vehicle Lease Agreement

Lease Date: 06/05

Red
Carpet
Lease

PANAMA CITY BEA BAY

FL

Ford
Credit

Leasee (and Co-Leasee) - Name and Address (including County):
 BEAUBAY FORD INC.
 141 PIEDMONT AVE. N.E.
 ATLANTA, GA 30303

"Ford Credit" is Ford Motor Credit Company. The "Holder" is FORD CREDIT TITLING TRUST-LSR. and its sub
 By signing "You" (Lessee and Co-Lessee) agree to lease this Vehicle according to the terms on the front and back of this lease.

New/Used/Genie	Mileage at Delivery	Year/Make/Model	GVW if Truck (lbs.)	Vehicle ID #	Vehicle U
NEW	00312	99 FORD RANGER		1FTYR14V8XPB	VERS

1. Amount Due At Lease Signing or Delivery (Refunded below)	2. Monthly Payments	3. Other Charges (not part of your monthly payment)	4. Total of Payment (The amount you will pay by the end of the lease)
2,116.71	Your first monthly payment of \$ 300.37 is due on 06/05/99 followed by 23 payments of \$ 300.37 due on the 5TH day of each month. The total of your monthly payments is \$ 7,208.81	Disposition fee (if you do not purchase the vehicle) N/A N/A Total \$ N/A	8,700.2

5. Amounts Due At Lease Signing or Delivery:	6. How the Amount Due at Lease Signing or Delivery will be
a. Capitalized cost reduction \$ 1,337.59 b. First monthly payment 300.37 c. Refundable security deposit 325.00 d. Title fees N/A e. Registration fees 66.50 f. TAX ON INST. CHRG 84.25 g. GA WARRANTY FEE 3.00 h. N/A N/A i. N/A N/A Total \$ 2,116.71	a. Net trade-in allowance \$ N/A b. Rebates and noncash credits c. Amount to be paid in cash N/A d. N/A Total \$ 2,116.71

7. Gross capitalized cost. The agreed-upon value of the Vehicle is 17,815.00 and any items you pay over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) 10,428	
8. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash that you pay that reduces the gross capitalized cost 1,427	
9. Adjusted capitalized cost. The amount used in calculating your base monthly payment 16,388	
10. Residual value. The value of the Vehicle at the end of the lease used in calculating your base monthly payment 10,785	
11. Depreciation and any amortized amounts. The amounts charged for the Vehicle's decline in value through normal use and for other items paid over the lease term 6,603	
12. Rent charge. The amount charged in addition to the depreciation and any amortized amounts 570	
13. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge 7,173	
14. Lease term. The number of months in your lease 24	
15. Base monthly payment	
16. Monthly sales/use tax N/A	
17. N/A	
18. Total monthly payment	

\$\$

Early Termination: You may have to pay a fee if you terminate this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated, the dealer, you and the lessor. The greater this charge is likely to be, the earlier you terminate the lease.

ADDITION

8. Excess Wear and Use. You may be charged for excessive wear based on our standards for normal use. At the scheduled end of this lease, you must pay to Lessor 15 cents per mile for each mile in excess of 36312 miles shown. See items 19 and 23 on back for additional excess wear and use limits.

9. Extra Mileage Option Credit

Mileage Bands: You may purchase excess miles in Mileage Bands. Each Mileage Band equals 2500 miles. You have purchased N/A Mileage Bands. See item 23 on back for additional Mileage Band information.

3718 7438

Total \$

2,116.71

Total \$

2,116.71



a. Gross capitalized cost. The agreed upon value of the Vehicle (\$ <u>17,815.00</u>) and any items you pay over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balances) (Itemized below)	\$ <u>18,475.00</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash that you pay that reduces the gross capitalized cost	<u>1,347.99</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	<u>17,027.41</u>
d. Residual value. The value of the Vehicle at the end of the lease used in calculating your base monthly payment	<u>10,806.70</u>
e. Depreciation and any amortized amounts. The amounts charged for the Vehicle's decline in value through normal use and for other items paid over the lease term	<u>6,280.71</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	<u>520.17</u>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	<u>6,800.88</u>
h. Lease term. The number of months in your lease	<u>24</u>
i. Base monthly payment	<u>283.</u>
j. Monthly sales / use tax	<u>N/A</u>
k. <u>N/A</u>	<u>N/A</u>
l. <u>N/A</u>	<u>N/A</u>
m. Total monthly payment	\$ <u></u>

\$\$



6. Excess Wear and Use. You may be charged for excessive wear based on our standards for normal use. At the scheduled end of this lease, you must pay to Lessor 15 cents per mile for each mile in excess of 36312 miles shown. See Items 19 and 23 on back for additional excess wear and use terms.

8. Extra Mileage Option Credit

Mileage Bands. You may purchase excess miles in Mileage Bands. Each Mileage Band equals 2500 miles. You have purchased N/A Mileage Bands. At the scheduled end of this lease, you will receive a credit of N/A for each completely unused Mileage Band between N/A miles, less any amounts you owe under the lease. At the scheduled end of this lease, you will receive a pro-rata credit for any partially used Mileage Band. If you terminate your lease early, you will not receive any credit for any unused Mileage Bands. If you do not receive any credit if the Vehicle is destroyed, if you terminate your lease early, you will not receive any credit for any unused Mileage Bands.

10. Purchase Option at End of Lease Term

10,806.70 price offered less and taxes is . Your lease and purchase option price. You have the option to purchase the Vehicle from Lessor in cash for the purchase option price at the end of this lease. You do not have the option to purchase upon default or early termination.



11. WARRANTY The Vehicle is covered by any warranty, extended warranty or service contract indicated below:

☐ Standard new Vehicle warranty provided by the manufacturer or distributor of the Vehicle.

☒ PREMIUM 36 MOS. / 75000 MILES

If the Vehicle is of a type normally used for personal use and the Lessor, or the Vehicle's manufacturer, extends a written warranty, physical contract covering the Vehicle within 90 days from the date of this lease, you get implied warranties of merchantability and fitness for a particular purpose covering the Vehicle. Otherwise, you understand and agree that there are no such implied warranties.

12. OFFICIAL FEE AND TAXES \$ 1,039.05

The estimated total amount you will pay for official and license fees, registration, title and taxes over the term of your lease, whether included with your monthly payments or assessed otherwise.

13. LESSOR SERVICES N/A

information on early termination, purchase responsibilities, warranties, title and default any security interests, if applicable.

15. LIFE, DISABILITY AND OTHER INSURANCE The right to enter into this lease and will not be provided unless it be obtained by Lessor, the coverages are shown in a table for the term of this lease.

Life Insurance	<u>N/A</u>
Insurer	<u>N/A</u>
Insured(s)	<u></u>
Disability Insurance	<u>N/A</u>
Insurer	<u>N/A</u>
Insured	<u></u>
Other Insurance	<u>N/A</u>
Insurer's Signature	<u>N/A</u>
Type	<u>N/A</u>
Insurer	<u>N/A</u>
Premium	<u>N/A</u>

22. DEPT. due to extra options leading keep at

If you a vehicle's right to get credit rel have

N/A
N/A
N/A
Premium

** CONFIRMATION REPORT **

TRANSMISSION

TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION PGS	STATUS	MODE
876	JAN. 25 16:06	7706982799	0' 01' 06" 004	OK	N ROM



Customer Demand Letter

Attention: Office Operations Specialist (OOS)

Contact Number: 0392881759

Georgia Demand

Customer Name: [REDACTED]

Market Area: A1/Atlanta

Number of Pages: 4 (including cover sheet)

Note: -Please review this customer demand letter. In some states, this letter represents our final repair attempt under the law. The law may also set a time limit for response. In some states, inaction may result in financial penalties being imposed upon the company.

From: Eileen Green

3718 7440



cg

Customer Demand Letter

Attention: Office Operations Specialist (OOS)

Contact Number: 0392881759

Georgia Demand

Customer Name: [REDACTED]

Market Area: A1/Atlanta

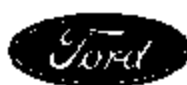
Number of Pages: 4 (including cover sheet)

Note: -Please review this customer demand letter. In some states, this letter represents our final repair attempt under the law. The law may also set a time limit for response. In some states, inaction may result in financial penalties being imposed upon the company.

From: Eileen Green

Profs ID: Egreen4

Phone: (313) 845-5635



Ford Motor Company

MD# SNE-B
Dearborn, Michigan 48126-4207

January 25, 2000

[REDACTED]
Palm City Beach, FL [REDACTED]

RE: 1999 Ranger

VIN: 1FTYR14V8X [REDACTED]

Dear [REDACTED]

This letter is to confirm that we have received your recent correspondence regarding your 1999 Ranger. We regret any inconvenience you have experienced and assure you that we are anxious to retain you as a satisfied customer.

Your information has been forwarded to our Regional Office with a copy to your dealership. You will be contacted shortly by a Ford representative or your dealership service manager in an effort to resolve your concerns. If you have not been contacted within 5 days upon receipt of this letter, please contact Beaudry Ford.

Thank you for bringing this matter to our attention.

Sincerely,

E. Green
Consumer Intervention



P.C.B.

2 239 621 537

CERTIFIED

U.S. POSTAGE
PAID
JAN 10 1999
\$0.01
0853076-28

RETURN RECEIPT
REQUESTED



ford Motor Company
Consumer Affairs Department
16800 EXECUTIVE PLAZA Drive
MD#3 NE-B
Deerborn, Michigan

48126/4261 48126

37187443

039 2881759 **NOTICE TO MANUFACTURER OF FINAL OPPORTUNITY TO REPAIR FORM**

Pursuant to Georgia's Motor Vehicle Warranty Rights Act, O.C.G.A., Section 10-1-784 (a) (1), notice is given that the manufacturer, its agent, or the new motor vehicle dealer has been unable to repair or correct the nonconformity (ies) listed below in the new motor vehicle described below. (note: consumers should only list defect(s) that have met the required reasonable number of repair attempts on this form). *Original*

- DEFECT #1 Right Front Wheel Assembly
- DEFECT #2 Right Front Wheel Fell OFF *COLLAPSED*
- DEFECT #3 Braking System Broke & Failed
- DEFECT #4 UNreliable transportation *Scary*
- DEFECT #5 _____
- DEFECT #6 _____

VEHICLE MAKE FORD MODEL Ranger YEAR 1999

VEHICLE ID NO. 1FTYR14V8XPB

NAME/CITY/STATE/ADDRESS OF SELLING DEALER OR LESSOR: BEAUDRY FORD INC./ATLANTA/GA/141 Piedmont Ave, NE. *This vehicle is leased through Ford Motor Credit*

DATE OF DELIVERY 6/5/99 CURRENT ODOMETER READING 365

Received (11) over 10 days use before wheel fell off.

NAME/CITY/STATE/ADDRESS OF THE FACILITY WHERE REPAIRS WERE MADE: COOK Whitehead Ford/Panama City/Florida/730 W. 15th St.

DATE(S) OF REPAIR Refused 1st time during a Cliff Fleming owner of Fleming Wrecking Service on numerous occasions between 6/6/99 & 8/6/99. Jim Carter referred me to Another Dealer, then

I AM REQUESTING THAT YOU MAKE A FINAL ATTEMPT TO CORRECT THE ABOVE REPORTED DEFECT(S) OR CONDITION(S). I CAN BE CONTACTED AT: *Service Alt*

CONSUMER NAME _____ HOME PHONE _____

ADDRESS _____ FL _____ WORK PHONE _____

CONSUMER SIGNATURE _____ TODAY'S DATE 1-19-00

REMEMBER TO MAKE A COPY OF THIS FORM FOR YOUR RECORDS AND SEND THE ORIGINAL BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED TO THE MANUFACTURER AT THE ADDRESS PROVIDED IN YOUR OWNERS MANUAL. IF YOUR VEHICLE IS MOTOR HOME, NOTICES MUST BE SENT TO ALL KNOWN MANUFACTURERS.

Repairs unable to be fixed by (3) three Dealerships. UN Drivable. Truck has only

Truck has been in shop since 13, 1999. They can not fix it.

Bawol, Julie (J.)

From: Black, Lynn (L.M.)
Sent: Friday, January 28, 2000 1:58 PM
To: Bawol, Julie (J.)
Cc: Blanchett, Jill (J.); Black, Lynn (L.M.)
Subject: FW: Customer Demand Letter for [REDACTED]

Julie.....Please contact Jill regarding this case. Thanks.

Lynn Black
Litigation Prevention Team Leader
Consumer Affairs
Ph. (313) 845-5535, FAX (313) 845-5555

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

From: Blanchett, Jill (J.)
Sent: Friday, January 28, 2000 1:46 PM
To: Black, Lynn (L.M.)
Subject: RE: Customer Demand Letter for [REDACTED]

This customer has received a certified letter from Beaudry Ford with Ford Legal's offer...he has yet to respond. I'm legally obligated to respond with a certified letter since he has sent a certified to Ford. I am going to send a letter to him stating he is to contact Jim Clark of Beaudry Ford to authorize repair should he accept Ford's offer. Please advise if you'd like it handled otherwise.

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

From: Black, Lynn (L.M.)
Sent: Friday, January 28, 2000 10:05 AM
To: Blanchett, Jill (J.)
Cc: Green, Eileen (E.); Black, Lynn (L.M.); Bawol, Julie (J.)
Subject: FW: Customer Demand Letter for [REDACTED]

Jill,

We already worked this case as a Legal file. Julie Bawol (legal analyst) made an offer to the customer but never heard back. Seems customer is complaining his truck has not been fixed to his satisfaction. If you have further details, please contact Julie next week to see if this is something we want to get back into. Thanks. We will not be pursuing unless we hear from you.

Lynn Black
Litigation Prevention Team Leader
Consumer Affairs
Ph. (313) 845-5535, FAX (313) 845-5555

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

From: Green, Eileen (E.)
Sent: Friday, January 28, 2000 9:50 AM
To: Black, Lynn (L.M.)
Subject: FW: Customer Demand Letter for [REDACTED]

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

From: Blanchett, Jill (J.)
Sent: Thursday, January 27, 2000 5:28 PM
To: Green, Eileen (E.)
Subject: Customer Demand Letter for [REDACTED]

Hi Eileen,

This customer's case was turned over to Ford Legal in Dearborn. Can you please redirect to the Legal contact already involved with this case?
Thank you.

Jill Blanchett
Customer Service Manager
Atlanta Region - Market A1
(770)898-2775/Fax(770)898-2799
jblanch4@ford.com

SFCHADMA

Action Detail

01/31/00 08:03:34

==>

VIN: 1FTYR14V8XPB Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 392001759 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/15/99 Action Data: Y Action Time: 11:12:27 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE
Comments: ***LPA CLOSING THE CASE AS THERE HAS BEEN NO RESPONSE FROM
THE CUSTOMER***WE PROPOSE NO FURTHER ACTION UNTIL FURTHER
COMMUNICATION FROM THE CUSTOMER***FINAL CASE DISPOSITION**

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

LPREL23

3718 7447

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
 Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 1
 Name: Hm Ph:
 Trmt: Case: 392881759 Day Ph:
 Symptom: SERVICE BRAKE INOP/INEFFECTIVE
 Reason: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
 Dealer: BEAUDRY FORD INC
 Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
 Issue Status: C CLOSED CAN Award: MORSI Contact: N

A/C DATE Origin Description

06/24/99 CALGL OPEN LEGAL CONTACT - PRODUCT LIABILITY
 06/28/99 CALGL MAKE OUTBOUND CALL TO ATTORNEY
 07/15/99 CALGL INFORMATIONAL CALL/FAX WITH EAA
 07/15/99 CALGL UPDATE/ADDCO CASE
 07/16/99 CALGL UPDATE/ADDCO CASE
 08/03/99 CALGL UPDATE/ADDCO CASE

F1-Help F2-AddAction F4-ActionDetail F6-DealerInfo
 F7-Prev F8-Next F9-ViewMORSII F11-Menu F12-Return
 MORE RECORDS AVAILABLE LPREL71

LPA advised Jim that the file
 is closed now and we will
 consider reopening it if the
 cust. accepts the offer and signs
 the release agreement to my 10/18

received inbound call
 from Jim Clark, dealer
 principal.

- never was able to get
 in contact w customer.

- is driving down to Panama
 City, Fla and will try to
 get in contact w cust. and
 hand-deliver offer letter.

Jim Clark cell phone #: (404) 408-2808

==>

VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 1
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom: SERVICE BRAKE INOP/INEFFECTIVE
Reason: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSI Contact: N

A/C DATE Origin Description

08/03/99 CALGL UPDATE/ADDCO CASE
08/05/99 CALGL ADD IMAGE TO ISSUE
08/13/99 CALGL INFORMATIONAL CALL/FAX WITH ATTORNEY
08/13/99 CALGL UPDATE/ADDCO CASE
08/13/99 CALGL INFORMATIONAL CALL/FAX WITH ATTORNEY
08/20/99 CALGL MAKE OUTBOUND CALL TO DEALER

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo

F7=Prev F8=Next

F9=ViewMORSII

F11=Menu

F12=Return

MORE RECORDS AVAILABLE

LPREL71

→

==>

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 1
Name: Hm Ph:
Trnt: Case: 392881759 Day Ph:
Symptom: SERVICE BRAKE INOP/INEFFECTIVE
Reason: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSEII Contact: N

A/C DATE Origin Description

08/20/99 CALGL MAKE OUTBOUND CALL TO DEALER
08/20/99 CALGL MAKE OUTBOUND CALL TO ATTORNEY
09/13/99 CALGL INFORMATIONAL CALL/FAX WITH CUSTOMER
09/13/99 CALGL INFORMATIONAL CALL/FAX WITH CUSTOMER
09/13/99 CALGL INFORMATION CALL/FAX WITH DEALER
09/29/99 CALGL INFORMATION CALL/FAX WITH DEALER

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSEII F11=Menu
MORE RECORDS AVAILABLE

F12=Return
LPREL71

→

==>

VIN: 1FTYR14V8XPB54414 Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 1
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 392881759 Day Ph: [REDACTED]
Symptom: SERVICE BRAKE INOP/INEFFECTIVE
Reason: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE Origin Description

09/29/99 CALGL INFORMATION CALL/FAX WITH DEALER
10/04/99 CALGL UPDATE/ADDCO CASE
10/04/99 CALGL UPDATE/ADDCO CASE
10/04/99 CALGL RECEIVE REQUESTED DOCUMENT FROM CUSTOMER
10/04/99 CALGL OFFER
10/15/99 CALGL CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE
F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL71

md

== CONFIRMATION REPORT ==

TRANSMISSION

TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION PGS	STATUS	MODE
321	OCT. 4 16:42	914046895855 0' 01' 44"	005	OK	N ROM



FORD CONSUMER AFFAIRS DIVISION

FAX TRANSMITTAL

Date: 10/04/99
Jetta Ann Bawel
Atlanta Region

Number of Pages: 05
(including cover sheet)

TO: Jim Clark, General Manager/Dealer
LOCATION: Beandry Ford
FAX: (404) 659-5853
PHONE: (404) 659-3673
SUBJECT: [REDACTED]
1999 Ford Ranger
Offer & Release

MESSAGE: Please give the offer letter and release to [REDACTED] or fax it to him. There was a concern with whether or not Captain Joe has been reimbursed by [REDACTED] for the property damage repair. He sent a copy of the bill for the repair but no proof that he paid the amount. I was able to verify with the repair facility that Captain Joe paid for the repairs out of his own

3718 7452



FORD CONSUMER AFFAIRS DIVISION

FAX TRANSMITTAL

Date: 10/04/99
Julie Ann Bawol
Atlanta Region

Number of Pages: 05
(including cover sheet)

TO: Jim Clark, General Manager/Dealer
LOCATION: Beaudry Ford
FAX: (404) 659-5853
PHONE: (404) 659-3673
SUBJECT: [REDACTED]
1999 Ford Ranger
Offer & Release

MESSAGE: Please give the offer letter and release to [REDACTED] or fax it to him. There was a concern with whether or not Captain Joe has been reimbursed by [REDACTED] for the property damage repair. He sent a copy of the bill for the repair but no proof that he paid the amount. I was able to verify with the repair facility that Captain Joe paid for the repair out of his own pocket. I left a few messages for Captain Joe to verify if he's been reimbursed and he is not calling me back. But, nonetheless, here is the offer letter and release form. Keep a copy of both for your own records and review it carefully. If you have any questions, call me. Thanks again. Have a great evening!! ☺

Julie Ann Bawol
Ford Motor Company
16800 Executive Plaza Drive
MD303E-B, Suite 343
Dearborn, MI 48126-4207

Phone: (313) 845-5681
Facsimile: (313) 845-5668

3718 7453



Mini-FAX Transmittal		Date <u>9/30</u>	Page <u>1</u>
TO: <u>JIM CLARK</u>	FROM: <u>JULIE BAWOL</u>		
RE: <u>BEADRY FORD</u>	SUBJ: <u>CONSUMER AFFAIRS</u>		
TELEPHONE: <u>(404) 659-1939</u>	TELEPHONE: <u>313 845 5681</u>		
FAX NO.:	FAX NO.:		

Courtesy copy of cust. letter.

Ford Motor Company

MD# 3NE-B
Dearborn, Michigan 48126-4207

September 30, 1999

*Sent Via Certified Mail

[REDACTED]
Panama City, FL [REDACTED]

RE: 1999 Ford Ranger
VIN: 1FTYR14V8XPE [REDACTED]

Dear [REDACTED]

This letter is pursuant to your previous contact with Beadry Ford and our department regarding the accident which occurred on or about June 6, 1999.

You have been advised to forward the paid receipt for storage fees/expenses incurred relative to this incident for our review. We are in need of the requested information in order to extend a written offer to you. You may send the document by way of fax to my attention at (313) 845-5668 or via U.S. mail at the address as listed below:

Ford Motor Company
Consumer Affairs
16800 Executive Plaza Drive
3NE-B, Suite 343
Dearborn, MI 48126-4207

If we do not receive the requested information within five business days from the date of receipt of this letter, we will close our file and propose no further action.

Thank you in advance for your prompt response in this matter.

Respectfully yours,

COPY

Julie Ann Bawol
Consumer Affairs

cc: Beadry Ford



** CONFIRMATION REPORT **

TRANSMISSION

TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION	PGS	STATUS	MODE
886	SEP. 30 14:42	9140465891939	0' 00' 24"	001	OK	N EGM

Mini-FAX TRANSMISSION Date 9/30 Page 1

TO: JIM CLARK FROM: JULIE BAWOL
 BLK: BEAUDRY FORD BLK: CONSUMER AFFAIRS
 TELEPHONE: (404) 159-1939 TELEPHONE: 313 845 5668
 FAX NO. 313 845 5681

VIA TEL: Courtesy copy of cust. letter.

Ford Motor Company

MD: SNE-B
Dearborn, Michigan 48126-4207

September 30, 1999

*Sent Via Certified Mail

Panama City, FL

RE: 1999 Ford Ranger
VIN: 1FTYR14V8XP

Dear

This letter is pursuant to your previous contact with Beaudry Ford and our department regarding the accident which occurred on or about June 6, 1999.

You have been advised to forward the paid receipt for storage fees/expenses incurred relative to this incident for our review. We are in need of the requested information in order to extend a written offer to you. You may send the document by way of fax to my attention at (313) 845-5668 or via U.S. mail at the address as listed below:

Ford Motor Company
 Consumer Affairs
 16800 Executive Plaza Drive
 3NE-B, Suite 343
 Dearborn, MI 48126-4207

3718 7458



Page: 1
Date: 9/13/99

ATLANTA DT FAIRFIELD INN
175 PIEDMONT AVE N.E.
ATLANTA, GA 30303
404-569-7777

Arrival: 9/11/99
Departure: 9/13/99

Guest Name: [REDACTED]
Address: [REDACTED]

Mbr. ID:
Level:

Room: 109
Folio Id: 3025
Plan: REGU

Date	Description	Reference	Charges	Credits	Balance
9/11/99	Parking	PARKING	\$8.00 ✓	\$0.00	\$8.00 ✓
9/11/99	Regular Room Charge	Room 109	\$70.30 ✓	\$0.00	\$78.30 ✓
9/11/99	State Tax	Room 109	\$4.92 ✓	\$0.00	\$83.22
9/11/99	Occupancy Tax	Room 109	\$4.92 ✓	\$0.00	\$88.14
9/12/99	Movie	0002 L1	\$8.58	\$0.00	\$97.72
9/12/99	Movie	0007 L2	\$17.07	\$0.00	\$114.79
9/12/99	Regular Room Charge	Room 109	\$70.80 ✓	\$0.00	\$185.09
9/12/99	State Tax	Room 109	\$4.92 ✓	\$0.00	\$190.01
9/12/99	Occupancy Tax	Room 109	\$4.92 ✓	\$0.00	\$194.93
9/13/99	[REDACTED]	[REDACTED]	\$0.00	-\$194.93	\$0.00

Total Folio Page 1 \$0.00

X
Cardholder acknowledges receipt of goods and/or services in the amount of the total shown above and agrees to perform the obligations and terms in the cardholder agreement with the seller.

Holiday Inn

EXPRESS

TROY

May 23, 89 U.S. 20

Troy, AL 36061

Phone/Fax: 334/570-0012

Room	219-31
Arrive Date	9/17/99
Dept. Date	9/17/99
Folio #	57896
Room Rate	\$2.00
Room Tax	0-00001
Meeting	0-0000

Page 1

Independently Owned and Operated by Warden-Chapman, LLC

This receipt is not valid unless it is signed by the guest and the hotel.

Rapid Check Out

SIGNATURE

This receipt is not valid unless it is signed by the guest and the hotel. It is not valid if the guest does not sign it. It is not valid if the guest does not sign it. It is not valid if the guest does not sign it.

SIGNATURE

917	0917000	KAS	CHG PAYMENT	.000	-53.000	-53.000
917	0917001	KAB	GUEST ROOM	58.000	.000	-53.000
917	0917002	KAS	ROOM TAX	2.640	.000	.000
GRAND TOTAL ***						.000

Holiday Inn

EXPRESS

XXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXX

DATE OF CHANGE: 09/17/99

FOLOS: 09/17/99

REVISION: 09/17/99

105

3718 7468

FLEMING WRECKER SERVICE 2001

3012 W. 17TH ST.

PANAMA CITY, FL 32405

INVOICE

Room To

Address

City, State, Zip

Ship To

Address

City, State, Zip

Customer Order No.

Quantity

Name

P.O. #

99 Pine Bayou Blvd

6-5

7-1

Towing

Ref for

Storage 95 Days

1200 H DAY

1200

Total

COMFORT INN

P.O. Box 406 • 511 Hwy 231
Troy, AL 36081
Phone: (334) 866-7799
FAX: (334) 866-8039
Reservations: (800) 224-5150

NAME (Print)

THREET

ITY PCA

STATE AL

NUMBER OF PERSONS 2

DRIVER'S LICENSE NO

ELICNEE

STATE AL

DATE

PETS: YES ☐ NO ☒

PRESENTING

Blaise P...

Payment is by credit card. You are authorized to charge my account for the total amount due on this folio. I understand that this is my personal responsibility.

Guest Signature

**ADVANCE PAYMENT REQUESTED
CHECK-OUT TIME 11 A.M. - NO PETS**

NOTICE TO GUESTS - This property is privately owned and the management reserves the right to refuse service to anyone and will not be responsible for accidents or injuries to guests or for loss of money, property or valuables of any kind.

Thank You For Staying With Us!

ROOM NO.

120

RATE \$

53.99

DATE IN

9-10

TIME

10:45pm

DAYS OCCUPIED

SUN					
MON					
TUE					
WED					
THU					
FRI	9-10				
SAT					

METHOD OF PAYMENT

CASH

ROOM

\$ 53.99

TAX

\$ 3.78

TIP

\$

TOTAL

\$ 57.77



Cracker Barrel Store #40
Douglasville, GA
184121 CHRISTOPHER W

2 6 1 / 1 1 1 2 2 0ST 2
SEP11'99 8:06PM

1 ICED TEA	1.09
1 ICED TEA	1.09
1 BEEF STEW & NFN	4.39
1 BEEF STEW & NFN	4.39
1 CHICKEN DUMPLINS	3.89
517845	
1 CANDY	2.99
542000	
1 CANDY	0.89
Subtotal	18.53
Tip	2.00
Tax	1.15
Total	21.68
Charged To	01/01
	21.68

185157 CLOSED SEP11 8:32PM

Thank You
Please Come Back

PONCE BP
100 PONCE DE LEON
ATLANTA, GA 30309

1.01	2.00	0.18	0.00	0.00	0.00
Subtotal	2.00	0.18	0.00	0.00	0.00
Tax	0.00	0.00	0.00	0.00	0.00
Tip	0.00	0.00	0.00	0.00	0.00
Change	0.00	0.00	0.00	0.00	0.00
Transaction	0.00	0.00	0.00	0.00	0.00

Transaction 1000000
01/01/99 10:22:55-01/11/99
THANK YOU AND
COME AGAIN

SEP11'99 10:22

ITEM	QTY	PRICE	AMOUNT
FUEL PUMP 7			
WHEELS	15.0000	\$1.250	\$18.75
TAXES:			\$19.00
TAX PD:			\$19.00
TOTAL:			\$19.00
TAXES:			\$19.00

RECEIPT NO. 1-7824

THANK YOU

THANK YOU

3718 7461

**AirTran
Customer Receipt**

Itinerary Number: B08000

Passenger:

Payment Type:

Flight Itinerary

ISSUES Flight No(s): 147
ATLANTA, GA Depart: 2257
FT. WALTON BEACH, FL Arrive: 2304

Class of Service: N-COACH

One Way Fare: \$121.00

Passenger Facility Charge(s): \$3.00

Total Fare: \$121.00

Total Passenger Facility Charge(s): \$3.00

Other Charges: \$0.00

Total Cost \$124.00

OPEN ►

CHICKEN
FL. WALTON BEACH
T07-32-57

ADULT	CHILD
1/1	1/1
1/1	1/1

any other
\$2.00 APC

THUSLY PREPARED CHICKEN STRIPS

Includes Regular Side Item
and a Medium Drink.

\$5.00
Only

Present coupon when ordering. One coupon per customer per visit. Void where prohibited. Not valid with any other offer. Good at Atlanta Airport Paperies only. © 1998 APC. Expires Jan. 01, 1999. Expires 12/31/99.

CHICKEN & SAUSAGE

JAMBALAYA

OR

CREOLE CHICKEN

ETOUFFEE

A
Medium
Drink and
a Dessert
for

\$5.19
Only

Present coupon when ordering. One coupon per customer per visit. Void where prohibited. Not valid with any other offer. Good at Atlanta Airport Paperies only. © 1998 APC. Expires Jan. 01, 1999. Expires 12/31/99.

POP-UPS

3 Locations in the
Atlanta Airport

- Concourse "B" Foodcourt
- Concourse "C" Gate 18
- Concourse "E" Foodcourt

OPEN ►

MICHEL JORDAN

THE SPIRIT OF THE WEST



LEGENDARY T-MOBILE
HIT CAPTURES

A-Plus Rewards ONE FLIGHT CREDIT VOUCHER

Save this voucher for free travel
this coupon is your proof of purchase

FLT: 147 GATE: C17

13SEP98

Itinerary No: 138000

For Name: [REDACTED] Service: B

18

Seat Number:

190

Depart: ATLANTA, GA
Arrive: FT. WALTON BEACH, FL

2257
2304

Thanks for flying with us!

For Advertising Information Call: J. Thomas Markham, Inc. 1-619-851-3158

70160
IN 130

RECEIVED

NAME	MR. CHAPMAN
ADDRESS	
CITY	
STATE	
ZIP	
DATE	
TIME	
BY	
INITIALS	
SIGNATURE	

NAME	
ADDRESS	
CITY	
STATE	
ZIP	
DATE	
TIME	
BY	
INITIALS	
SIGNATURE	

NAME	
ADDRESS	
CITY	
STATE	
ZIP	
DATE	
TIME	
BY	
INITIALS	
SIGNATURE	
TOTAL CHARGES	
DEPOSITS	
REMARKS	

3710 7484

NAME	
ADDRESS	
CITY	
STATE	
ZIP	
DATE	
TIME	
BY	
INITIALS	
SIGNATURE	

NAME	
ADDRESS	
CITY	
STATE	
ZIP	
DATE	
TIME	
BY	
INITIALS	
SIGNATURE	
TOTAL CHARGES	
DEPOSITS	
REMARKS	

ADDITIONAL STIPULATIONS ON REVERSE

HUTTO AND BODIFORD
ATTORNEYS AT LAW
POST OFFICE BOX 2228
PANAMA CITY, FLORIDA 32402
(904) 763-0723

September 1, 1999
Invoice No. 9763

Panama City Beach, FL

Client Number: 1783
Matter Number: 3
For Services Rendered Through 9/16/1999

Date	Hour	Description	Fee
08/09/1999	HRH	Telephone conference with Mr. Duran. Telephone conference with Ford.	0.50
08/11/1999	HRH	Telephone conference with Mr. Duran. Letter to Beaudry Ford.	0.50
08/12/1999	HRH	Telephone conference with Ford. Telephone conference with Mr. Duran.	0.25
08/13/1999	HRH	Two telephone conferences with Ford. Telephone conference with Cecil Wainwright. Two telephone conferences with Mr. Duran.	0.50
08/16/1999	HRH	Telephone conference with Mr. Duran. Telephone conference with Ford.	0.25

Timekeeper Summary

Hours & Fees for Timekeeper HRH: Hours: 2.00 Rate of: \$175.00 Total: \$350.00

10% INTEREST WILL BE CHARGED ON THE UNPAID AMOUNT OF THIS STATEMENT UNPAID BY THE TENTH DAY OF THE FOLLOWING MONTH.

3718 7485

Client Number: 1713
Bond Number: 1

03/01/1999
Page: 2

Pror Balance	50.00
Payment Received	86.00
Current Fees	\$350.00
Admitted Costs	80.00
Administrative Costs	\$20.13
TOTAL AMOUNT DUE:	376.13

Julie Baywell
Ford Motor Credit
Page 2.

When I did not hear from you after a week I have managed arrangements to acquire a F-150 from someone else as of 10/6/99. With all the additional questions I am due a refund.

Since I did not have usage of my truck I do expect reimbursement for my rental cars since it was expected that I make payments.

Also, what is the deal with the odometer? I bought the vehicle with 312 miles on it and now it has 360 miles on it and I drove it from Atlanta home to Panama City, Florida. I believe the odometer was cut off before I got the truck and it is worn out. What do you think?

Very truly yours,


TO: Julie Baywall
c/o Ford Motor Credit
1-313-746-5667

From: [REDACTED]
Panama City Beach, FL [REDACTED]
[REDACTED]

Dear Ms. Baywall:

Enclosed please find the following:

Cracker & Storage Bill	\$1,260.00
Attorney's Bill	370.13
Down Payment	1,116.72
Payments	985.45

Cost Associated with returning truck to Atlanta:

Gas	\$57.10
Oil	\$14.67
Oil	\$200.01
Hotel	\$281.68
Food	\$ 44.08
Airline ticket to get home after returning truck	\$121.00
	\$ 718.54
	\$718.54

Rental Car from Enterprise (39 Days)\$1598.78

Rental from private individual at \$20.00 day 6/6/99 -
bill present less 39 days with Enterprise leaves 81 days
to 10/6/99\$1620.00

Total spent on Truck\$7669.52

03:15PM 8/27/98
04:27PM 8/27/98

ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC
869 WEST 23RD STREET 850-747-1110
PANAMA CITY FL 32405-9922 8865
RENTAL TYPE D SOURCE R30456 - 000

RENTAL AGREEMENT
038745
PAGE 1 OF 1

24-HOUR DAY

UNIT 1
UNIT # R00211
TYPE WAVE3F
MODEL F15F
COLOR WHITE
VIN 8436
DOT 7851
1-TRX17W7AN88851

RENTER
[REDACTED]
PANAMA CITY FL [REDACTED]
LOCAL [REDACTED]
[REDACTED]

SUMMARY OF CHARGES
MILES
200 MI FREE/DA
75 MILES @ .25 18.75
4 DAYS @ 27.90 111.60

EYES HAIR
S.S.# ON FILE
EMPLOYER

BILL TO MUST: R30456
COOK-WHITEHEAD FORD PANAMA CIT
P.O. BOX 351
PANAMA CITY FL
904-788-0400 374127

SURCHGE 4.00

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
SEE CLAIM/HOT

PERMISSION TO LEAVE STATE
YES NO X

TOTAL CHARGES 130.71

INSURED

CUSTOMER SIGNATURE ON FILE

DEPOSITS
REFUND

DATE
REPT ACCIDENT

PAYMENT INFORMATION
AMOUNT PAY BY TYPE DATE AUTH
130.71 AMK SALE 8/27/98 720618

RENT CAR

DATE
NAME

CLOSED TICKET PAYMENT INFO

OPENED BY #5741F ANGELA D PUGH
CLOSED BY #5741F ANGELA D PUGH

IN 05:00PM 8/05/88
OUT 06:28PM 7/24/88

ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC.
689 WEST 23RD STREET 850-747-1110
PANAMA CITY FL 32405-3922 8355
RENTAL TYPE 1 SOURCE 582632 882

INITIAL ASSIGNMENT
026688
PAGE 1 OF 1

24-HOUR DAY

UNIT 1
UNIT # ST4777
LIC# TLS308
MODEL EXOT
COLOR GREEN
IN 35808
OUT 84332

RENTER
[REDACTED]
PANAMA CITY FL [REDACTED]
LOCAL [REDACTED]
[REDACTED]

SUMMARY OF CHARGES

MILES
M CHARGE

15 DAYS 8 20.00 211.85

EYES HAIR
DOB ON FILE
EMPLOYER

BILL TO N CUST 8

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CURCHIE
SALES TAX 7.00

CLAIM INFO
POL/CLAIM/POS

PERMISSION TO LEAVE STATE
YES NO X

INSURED
NAME

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES

LOSS DATE
THEFT ACCIDENT 1

PAYMENT INFORMATION
AMOUNT PD BY TYPE DATE AUTH
358.00 CHECK SALE 8/05/88 001515

DEPOSITS
REFUND

TYPE CAR

PHONE
FAX

CLOSED TICKET PAYMENT INFO

OPENED BY 8/17/88 001515
CLOSED BY 8/20/88 001515

08:00PM 7/14/88
OUT 12:48PM 8/15/88

CALENDAR DAY

UNIT 1

DATE 8/02/88

TIME 50243

MODEL REGA

COLOR PLATIN

NO 1543

EXT 7

UNIT 2

DATE 8/02/88

TIME F1577

MODEL F155

COLOR WHITE

NO 11681

EXT 7735

ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC
880 WEST 23RD STREET 850-747-1170
PANAMA CITY FL 32405-3822 8555
RENTAL TYPE 1 SOURCE PRO5555- 899

RENTER

PANAMA CITY

LOCAL:

EYES HAIR

S.S.# ON FILE

EMPLOYER

BILL TO N CUST # PRO5555
PROGRESSIVE INS-PANAMA CITY
ATTN: CLAIMS DEPT
3430 HWY 77, BOX 18
PANAMA CITY FL
850-879-8788 32405

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION

AMOUNT	PO	BY	TYPE	DATE	AUTH
200.00	CASH	SALE		8/15/88	
200.00	CASH	SALE		8/23/88	
400.00	CHECK	SALE		7/01/89	005227
201.08	CASH	SALE		7/18/88	

CLOSED TICKET PAYMENT INFO

RENTAL AGREEMENT

038524

PAGE 1 OF 1

SUMMARY OF CHARGES

MILES
NO CHARGE

10 DAYS	20 DAYS	30 DAYS	40 DAYS
25.00	34.00	43.00	52.00

SURCHGE	SALES TAX
50.00	7.00

TOTAL CHARGES	DEPOSIT	REFUND
1091.09	1091.09	

OPENED BY #32120 DAWN W BURGESS
CLOSED BY #82008 KEANA N THORNTON

3718 7472

1-800-727-7900

Motor Vehicle Lease Agreement

Lease Date: 01/05/94



Lessor (and its agent, if any) Name and address (including County):

PANAMA CITY BEA BAY

FL

Lessor - Name and Address

BRADLEY FORD INC.
111 PLEASANT AVE. N.E.
ATLANTA

GA 30303

FORD CREDIT TITLING TRUST-LSR

and its agent

This Agreement is a lease agreement between the Lessor and the Lessee. It is subject to the terms and conditions of the lease agreement on the front and back of this lease.

Year	Make	Model	GVW (Truck (lbs.))	Vehicle ID #	Vehicle Class
NEW	FORD	RANGER		1FTYR14V0KPB54114	PERSON

1. Amount Due At Lease Signing or Delivery (The amount you will have paid by the end of the lease)	2. Monthly Payments (Your first monthly payment is due on 01/05/94)	3. Other Charges (Not part of your monthly payment)	4. Total of Payments (The amount you will have paid by the end of the lease)
2,116.71	300.37	Depreciation fee (If you do not purchase the vehicle) N/A	6,200.22
		Disposition fee N/A	
		Other charges N/A	
		Total	6,200.22

5. Amount Due At Lease Signing or Delivery:

a. Capitalized cost reduction	1,237.50
b. First monthly payment	300.37
c. Security deposit	325.00
d. Title fee	N/A
e. Sales tax	50.00
f. Dealer fee	184.25
g. Broker fee	5.00
h. N/A	N/A
i. N/A	N/A
Total	2,116.71

6. Note the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance

b. Rebates and rebates credit

c. Amount to be paid in cash

d. N/A

N/A
N/A
N/A
N/A

Total \$ 2,116.71

Total \$ 6,200.22

7. Gross capitalized cost. The sum of the value of the vehicle at the time of lease signing (plus base service contract, insurance, and any outstanding prior credit or lease balance) and any items you pay over the lease term (such as service contract, insurance, and any outstanding prior credit or lease balance).

17,815.00

\$ 17,815.00

8. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash that you pay that reduces the gross capitalized cost.

1,237.50

9. Amount capitalized cost. The amount used in calculating your base monthly payment.

16,577.50

10. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment.

10,376.70

11. Depreciation and any additional amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.

6,200.22

12. Sales tax. The amount charged in addition to the depreciation and any amortized amounts.

50.00

13. Dealer fee. The amount charged in addition to the depreciation and any amortized amounts plus the net charge.

184.25

14. Lease term. The number of months in your lease.

36

15. Base monthly payment.

300.37

16. Monthly sales / use tax.

N/A

17. Total monthly payment.

300.37

18. Total monthly payment.

300.37

19. Total monthly payment.

300.37

20. Total monthly payment.

300.37

21. Total monthly payment.

300.37

22. Total monthly payment.

300.37

23. Total monthly payment.

300.37

24. Total monthly payment.

300.37

25. Total monthly payment.

300.37

26. Total monthly payment.

300.37

27. Total monthly payment.

300.37

28. Total monthly payment.

300.37

29. Total monthly payment.

300.37

30. Total monthly payment.

300.37

31. Total monthly payment.

300.37

32. Total monthly payment.

300.37

33. Total monthly payment.

300.37

34. Total monthly payment.

300.37

8. Excess Wear and Use. You may be charged for excessive wear based on our standards for normal use. At the scheduled end of this lease, you must pay for excess wear and use. See the back of this lease for details on excess wear and use charges.

See the back of this lease for details on excess wear and use charges.

9. Extra Mileage Option Credit.

N/A