

E A 03-010

Ford

10/22/03

Attachment C

Book 1 of 24

	Owner State	Vehicle Identification Number (VIN)	Make and Model	Model Year	Mileage at Time of Incident	Incident Date	Report Claim Date (date of service)	Crash Alleged?	Property Damage Alleged?	Number of alleged injuries	Number of alleged fatalities	Nature of alleged injuries
	GA	1FAFP52U31A141679	Ford Taurus	2001	18,000	02/04/2003	07/30/2003	Yes	Yes	1	0	Broken ribs
	AR	1FAFP53U3YA218048	Ford Taurus	2000	74,000	8/8/2003	8/17/2003	Yes	Yes	1	0	Signs of whiplash.
B	WI	1FAFP55UX1G261278	Ford Taurus	2001	48,000	7/7/2003	7/8/2003	Yes	Yes	2	0	Driver: Dislocated shoulder, fractured fingers, bruising on left leg, knee. Passenger: fractured ribs, can't twist his neck.
B U	AL	1FAPP55U51A168725	Ford Taurus	2001	43,000	3/11/2003	4/1/2003	Yes	Yes	1	0	Chest bruising, possible broken sternum
B	GA	1MEFM56S1YA838295	Mercury Sable	2000	51,000	07/23/2003	08/11/2003	Yes	Yes	2	0	Driver: Injuries to neck, back, hip and left leg. Passenger: Injuries to her left arm, leg
B	NC	1FAPP632X1A248712	Ford Taurus	2001	14,500	2/11/2003	2/21/2003	Yes	Yes	1	0	Broken sternum

Owner Name	Owner State	Vehicle Identification Number (VIN)	Make and Model	Model Year	Mileage at Time of Incident	Incident Date	Report Date (date of service)	Crash Alleged?	Property Damage Alleged?	Number of alleged injuries	Number of alleged fatalities	Nature of alleged injuries
	TX	1MEFM53L7YA809915	Mercury Sable	2000	89,000	Unknown	2/7/2003	Yes	Yes	0	0	None
	NC	1FAFP5628YA170965	Ford Taurus	2000	38,000	Unknown	5/5/2003	Yes	Yes	1	0	Minor injuries including a cracked thumb.
	KY	1FAFP5625YG210297	Ford Taurus	2000	86,000	Unknown	7/9/2003	Yes	Yes	1	0	Possible concussion
	IN	1FAFP53241G221227	Ford Taurus	2001	30,000	2/19/2003	2/24/2003	Yes	Yes	None alleged.	0	None alleged.
	MO	1MEFM50U7YG605262	Mercury Sable	2000	64,321	5/29/2003	7/17/2003	Yes	Yes	1	0	Driver is sore.
	NJ	1MEFM55S2YG612486	Mercury Sable	2000	Unknown	Unknown	04/29/2003	Yes	Yes	2	0	Whiplash, damage to teeth, bruised ribs
	MO	1FAHP56S81G187687	Ford Taurus	2001	50,000	2/27/2003	3/26/2003	Yes	Yes	1	0	Injuries to neck, shoulders, artificial hips.
	TN	1FAFP56S21A292B62	Ford Taurus	2001	Unknown	04/24/2003	05/21/2003	Yes	Yes	1	0	Back injuries, facial bruises

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	WI	1FAFP55U1YG284828	Ford Taurus	2000	7,200	7/14/2003	7/16/2003	Yes	Yes	1	0	Concussion, rotator cuff injury
	CA	1FAFP52UX1G124885	Ford Taurus	2001	40,000	5/12/2003	5/29/2003	Yes	Yes	0	0	No injuries.
	MO	1FAFP55U31G204210	Ford Taurus	2001	46,000	05/14/2003	06/02/2003	Yes	Yes	1	0	Contusions and blood clots on her chest and stomach; muscle spasms; chest wall pain.
	OR	1MEFM56S41G63B412	Mercury Sable	2001	50,060	6/3/2003	6/17/2003	Yes	Yes	2	0	Bruises, no broken bones
	SC	1MEFM53U11A809795	Mercury Sable	2001	81,000	07/16/2003	08/25/2003	Yes	Yes	1	0	Neck and back injuries. Inflammation around vertebrae in lower back.
	OK	1MEFM55S71G648934	Mercury Sable	2001								

Owner Name	Owner State	Vehicle Identification Number (VIN)	Make and Model	Model Year	Mileage at Time of Incident	Incident Date	Report Claim Date (date of service)	Crash Alleged?	Property Damage Alleged?	Number of alleged injuries	Number of alleged fatalities	Nature of alleged injuries
	GA	1FAPP56SXYA161263	Ford Taurus	2000	66,000	6/8/2003	5/21/2003	Yes	Yes	1	0	Head broke windshield, still seeing doctor for concerns with pelvis and legs
	MT	1FAPP56U4YG121217	Ford Taurus	2000	65,000	2/11/2003	2/20/2003	Yes	Yes	1	0	Minor back injury
	IL	1FAPP55U01A201803	Ford Taurus	2001	30,000	3/10/2003	3/12/2003	Yes	Yes	1	0	Ligament and soft tissue damage
	CO	1MEHM56S91G608279	Mercury Sable	2001	15,726	4/9/2003	4/22/2003	Yes	Yes	1	0	Cardiac contusion.
	KS	1FAHP56U31A146658	Ford Taurus	2001	Unknown	07/12/2003	08/13/2003	Yes	Yes	1	0	Major bruises to chest, side, abdomen, and legs; ligament damage to left rib area.
	NY	1FAPP52U1YA268232	Ford Taurus	2000	23,000	8/26/2003	8/28/2003	Yes	Yes	1	0	Neck, back, shoulder strain to front passenger.
	IN	1FAPP33U1YG126023	Ford Taurus	2000	46,000	2/14/2003	2/18/2003	Yes	Yes	1	0	Concussion

Owner Name	Owner State	Vehicle Identification Number (VIN)	Make and Model	Model Year	Mileage at Time of Incident	Incident Date	Response Claim Date (date of service)	Crash Alleged?	Property Damage Alleged?	Number of alleged injuries	Number of alleged fatalities	Nature of alleged injuries
	MS	1FAFP55U2YA260382	Ford Taurus	2000	35,000	6/19/2003	7/11/2003	Yes	Yes	1	0	Cut on head from shattered window glass, bruising, sprained left ankle, back pains
	MD	1FAFP5328YG201782	Ford Taurus	2000	47,000	1/7/2003	2/3/2003	Yes	Yes	1	0	Injuries to right leg, restrictions in left arm, bruised chest, back and head injuries.
	FL	1FAFP58U0YA144819	Ford Taurus	2000	70,000	2/14/2003	2/18/2003	Yes	Yes	2	0	1: Neck and back injuries, fractured left knee and hip, knocked unconscious. 2: Neck ache.
	TN	1FAFP52U6YA278908	Ford Taurus	2000	29,000	3/1/2003	3/7/2003	Yes	Yes	1	0	Hit head. Had CT scan for headaches

Owner Name	Owner State	Vehicle Identification Number (VIN)	Make and Model	Model Year	Mileage at Time of Incident	Incident Date	Report Claim Date (date of service)	Crash Alleged?	Property Damage Alleged?	Number of alleged injuries	Number of alleged fatalities	Nature of alleged injuries
	SD	1FAFP6329YA167159	Ford Taurus	2000	26,850	7/8/2003	8/1/2003	Yes	Yes	0	0	No mention of injuries.

0733241973 ATLANTA

ENC-01B 0335



## FORWARD TO OGC

THE FOLLOWING ALLEGED CONCERN WAS RECEIVED IN LITIGATION PREVENTION. IT IS BEING FORWARDED TO YOU FOR CASE HANDLING DUE TO THE ALLEGED INJURY AND/OR PROPERTY DAMAGE CLAIM.

          \* WE HAVE RE-DIRECTED THIS ALLEGED PERSONAL INJURY CASE IN CUDL, PLEASE GENERATE THE OGC 1 OR OGC 2 LETTER.

           WE HAVE RE-DIRECTED THIS ALLEGED PROPERTY DAMAGE CASE IN CUDL, PLEASE GENERATE THE OGC 1 OR OGC 2 LETTER.

           WE HAVE MADE A COPY OF THIS CASE AND FORWARDING THE ORIGINAL AS REQUESTED FROM THE OGC LAWSUIT LIST.

Kind Regards,

*Celeste M. Jackson*

Litigation Prevention Analyst

*Product Liability-Atlanta Region*

FCSD Consumer Affairs

Telefon: (313) 845-5681

Telefax: (313) 845-5669

## All Action Details for Issue

Print

VIN: 1FAFP52U31A141679

Year: 2001

Model: TAURUS

Case: 733241973

Name: [REDACTED]

Owner Status: Original

WSD: 2000-11-28

Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CLOSED

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF

Dealer: 04230 LOU SOBH FORD, INC.

Origin Desc: US CONCERN CASE BASE

Odometer: 18000 MI

Comm Type: PHONE

Analyst Name: HAROLD ASTUDILLO

Analyst: HASTUDL

Action Date: 07/16/2003

Action Time: 20.14.15.033

Action Date: No

Comments CUSTOMER SAYS: -I WAS IN A FRONTAL COLLISION ACCIDENT AND THE AIR BAGS DID NOT DEPLOY -VEH REPAIRED BY LOU SOBH FORD, INC. 1685 SCOTT BOULEVARD -I READ ABOUT SOME SITUATIONS WHERE AIR BAGS DID NOT DEPLOY -I AM CALLING TO FIND OUT WHAT'S GOING TO HAPPEN NOW -I HURT MY RIBS AND WAS IN A LOT OF PAIN -I HAD TO PAY SOMEONE TO CLEAN MY HOUSE AND THERE WERE OTHER COSTS -I WOULD LIKE TO PURSUE A PERSONAL INJURY CLAIM PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. -ADVISED CUST OF SUCH INFERENCE CASE ID: 5341

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF

Dealer: 04230 LOU SOBH FORD, INC.

Origin Desc: US CONCERN CASE BASE

Odometer: 18000 MI

Comm Type: PHONE

Analyst Name: HAROLD ASTUDILLO

Analyst: HASTUDL

Action Date: 07/16/2003

Action Time: 22.23.33.849

Action Date: No

## Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -I WAS IN A FRONTAL COLLISION ACCIDENT AND THE AIR BAGS DID NOT DEPLOY -VEH REPAIRED BY LOU SOBH FORD, INC. 1685 SCOTT BOULEVARD -I READ ABOUT SOME SITUATIONS WHERE AIR BAGS DID NOT DEPLOY -I AM CALLING TO FIND OUT WHAT'S GOING TO HAPPEN NOW -I HURT MY RIBS AND WAS IN A LOT OF PAIN -I HAD TO PAY SOMEONE TO CLEAN MY HOUSE AND THERE WERE OTHER COSTS -I WOULD LIKE TO PURSUE A PERSONAL INJURY CLAIM - DATE OF THE ACCIDENT FEBRUARY 04, 2003 - WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT. NON-DEPLOYMENT OF AIR BAGS - LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED. ON THE STREET IN FRONT OF MY HOUSE ON SNAPPINGER ROAD - WHETHER OR NOT THERE WAS A POLICE REPORT FILED. YES - IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE. ACCIDENT OCCURED DUE TO THE BRIGHTNESS OF THE SUN AT ABOUT 8:40AM - THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED. DECATUR, GA - WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY. YES - IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM. CUST'S INSURANCE COMPANY PAID FOR CUST VEH AND VEH IN FRONT OF CUST THAT CUST HIT - WHETHER OR NOT THE VEHICLE IS REPAIRABLE. YES, ALREADY REPAIRED AT LOU SOBH FORD, INC. 1685 SCOTT BOULEVARD - NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE

EMC-818 0387

...:15%20PM&amp;ISSUE\_UPDATE\_ID\_C=CJACKS84&amp;USER\_ID\_C=CJACKS84&amp;STATUS\_STATUS\_C=C%20&amp;ISSUE\_ODOMTR7/25/03

SOUGHT ONE) N/A PER CUSTOMER. DEALER SAYS -NONE CAG ADVISED- THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. \*\*\*\*\*CSR RE-SUBMITTING ISSUE AS PREVIOUS ISSUE DID NOT INCLUDE ACCIDENT Q&A \*\*\*\*\* INFERENCE CASE ID: 6341

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 04230 LOU SOBH FORD, INC.

Odometer: 18000 MI

Analyst Name: JACKSON,CELESTE (C.)

Action Date: 07/17/2003

Comm Type: PHONE

Analyst: CJACKS84

Action Time: 16.02.47.259

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: Yes

Comments LPA COMMENTS: SPOKE WITH CUSTOMER WILL ENTER COMMENTS. CUSTOMER FEELS THAT AIRBAG SHOULD HAVE DEPLOYED. LPA ADVISED CUSTOMER THAT I WOULD CONTACT LOU SOB FORD AND GET DETAILS OF VEHICLE REPAIR.

Data Element Name

Data Value

CONTACT PERSON

MARY ANTHONY

Action: INFORMATION CALL/FAX WITH DEALER

Dealer: 04230 LOU SOBH FORD, INC.

Odometer: 18000 MI

Analyst Name: JACKSON,CELESTE (C.)

Action Date: 07/22/2003

Comm Type: PHONE

Analyst: CJACKS84

Action Time: 15.54.28.047

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments LPA COMMENTS: SPOKE WITH DEALER BODY SHOP MANAGER AND HE STATES THAT THERE WAS VERY MINIMAL DAMAGE DONE TO THE VEHICLE. NEITHER HEADLIGHT WAS BROKEN. STATES HE WILL FAX REPAIR ESTIMATE. INSURANCE COVERED REPAIR.

Action: REDIRECT TO OGC - PERSONAL INJURY CLAIM

Dealer: 04230 LOU SOBH FORD, INC.

Odometer: 18000 MI

Analyst Name: JACKSON,CELESTE (C.)

Action Date: 07/25/2003

Comm Type: PHONE

Analyst: CJACKS84

Action Time: 15.02.10.587

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments LPA COMMENTS: RECEIVED COPY OF THE REPAIR INVOICE AND 2 BLACK AND WHITE FAXED PICTURES OF VEHICLE DAMAGE. SPOKE WITH CUSTOMER AND EXPLAINED AIRBAG LOGIC. CUSTOMER ALLEGES THAT SHE SUSTAINED SEVERAL BROKEN RIBS, WAS ON THREE MEDICATIONS, WAS BED RIDDEN FOR 2 WEEKS AND HAD TO HAVE SOMEONE CLEAN HER HOME FOR 2 WEEKS. CUSTOMER SEEKING PERSONAL INJURY CLAIM. SAYS THAT SHE SAW ON TV AND IN THE NEWSPAPER THAT THERE WAS A CONCERN WITH THE AIRBAG SYSTEM IN THE TAURUS. ALLEGES SHE DOESN'T KNOW IF SHE HIT THE STEERING WHEEL OR IF THE SEATBELT BROKE HER RIBS. LPA ADVISED CUSTOMER THAT HER CONCERN WOULD BE FORWARDED TO OGC AND TO ALLOW TIME FOR DELIVERY OF THE PERSONAL INJURY CLAIMS PACKET.

ENR03-018 0338

...:15%20PM&ISSUE\_UPDATE\_ID\_C-CJACKS84&USER\_ID\_C-CJACKS84&STATUS\_STATUS\_C=C%20&ISSUE\_ODOMT 7/25/03

Customer Info

Customer

Address

Country: USA

Language: EN

Call Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

ENR3-010 0338

VIN  
1FAFP52U31A141679

 1FAFP52S8WA165864

1ZVBT20C0K5235398

Year Model  
2001 TAURUS  
Open Issues Exist  
1998 TAURUS  
No Open Issues  
1999 PROBE  
No Open Issues

Vehicle List  
Sales Type  
INDIVIDUAL RTL  
INDIVIDUAL RCL  
INDIVIDUAL RTL

Owner Status  
Original Owner  
Original Owner  
Original Owner

Vehicle Info  
Oasis  
Warranty History  
Oasis  
Warranty History  
No Oasis  
No Warranty History

EP03-018 0348

## ESP/Recall Information

VIN: 1FAFP52U31A141679

No ESP information for this VIN

## Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00L11	L	CHILD TETHER		FORCED COMPLETION	2001-10-11	AUTOC
00L12	L	TIRE		FORCED COMPLETION	2001-11-21	AUTOC
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	FZ1009

E903-018 0041

Dealer Information

FCSD Region      Sales Region      Sales Zone      Market      P&A Code      Sales Code  
 21-ATLANTA      21-ATLANTA      A      A1      04230      F21008

Dealer Name:      LOU SOBH FORD, INC.  
 Dealer Address:      1885 SCOTT BOULEVARD  
                                     DECATUR GA 30033

Dealer Main Phone:      404-833-4005      Dealer Service Phone:      404-833-4005

Position	Employee Name
CUST RELATIONS MGR	MICHELLE M MOON
DEALER/PARTNER	LISA SOBH
DEALER/PARTNER	MONIR L SOBH
GENERAL MANAGER	TRACY STEFANK
GENERAL MANAGER	GEORGE V UNDERWOOD
PARTS MANAGER	MIKE CHIEVES
PARTS & SERVICE DIRECTOR	FRED FARRENKOPF
SALES MANAGER	RAY OSBORN
SALES MANAGER	FREDRIC M DURAND
SALES MANAGER	PETER G KOUVAS

Service Hours      7:00 AM-8:00 PM M-F  
 Directions  
 Trained      Y  
 Additional Information      LSG ENROLLED

ENR3-01B 0342

10

# LOU SOBH FORD

**BUSTER SOBELL**  
Body Shop Manager

1665 Scott Blvd. • Decatur, GA 30033

(404) 633-4005  
Fax (404) 728-9833  
Direct (404) 283-7628

LOU SOBH FORD  
1665 SCOTT BLVD.  
DECATUR, GA 30033



PHONE: (404) 633-4005

FAX: (404) 728-9833

TO: CELEST

FAX: 313-845-5669

PHONE: \_\_\_\_\_

FROM: BUSTER SOBELL

DATE: 7-22-03

PAGES: 10 inc cover

COMMENTS: Hope this will

help:

THANKS

Clinta



LOU SOBH FORD  
1665 SCOTT BLVD  
DECATUR, GA. 30033  
(404)633-4005 FAX: (404)728-9833

*USE  
TH'S  
ONE*

CD LOG NO 2907-3 DATE 02/21/03

SHOP: LOU SOBH FORD  
ADDRESS: 1665 SCOTT BLVD.  
CITY STATE: DECATUR, GA  
ZIP: 30033-

INSP DATE: 02/20/03  
CONTACT: BILLY WELLS  
PHONE 1: (404)633-4005 EXT 231  
FAX: (404)728-9833

OWNER:  
ADDRESS:  
CITY STATE:  
ZIP:



CLAIM#: [REDACTED]  
INSURED: [REDACTED]  
LOSS DATE: 02/04/03  
POINT OF IMPACT: 3

CLAIM REP: MINNICH, LINDSAY  
TYPE OF LOSS: COLLISION/SERVICE  
FIRST SUPPLEMENT

INS. CO: STATE FARM

CONTACT: MINNICH, LINDSAY

LIC#: [REDACTED] STATE:  
BODY COLOR: SILVER  
CONDITION: GOOD -

VIN: 1FAFP52U31A141679  
MILEAGE: 17,390  
ACCTNG CTL#:

DRIVEABLE: YES

VER. INSP#:

- \*=USER-ENTERED VALUE
- EC=QUALITY REPLACEMENT PART
- UN=REMAN/REBUILT PRT
- PC=PKM RECONDITIONED
- ET=LABOR/PARTIAL REPLACE
- L=REFINISH
- CG=CHIPGUARD
- RI=R&I ASSEMBLY
- RF=RELATED PRIOR DAMAGE
- E=NEW PART
- EU=QUALITY RECYCLED PART
- PM=PKM REMAN/REBUILT
- IT=LABOR/PARTIAL REPAIR
- BR=BLEND REFINISH
- SB=SUBLET
- F=CHECK
- UP=UNRELATED PRIOR DAMAGE
- NG=REPLACE NAGS
- UC=RECONDITIONED PRT
- EP=SEE FX REPORT
- TE=PART/PARTIAL REPLACE
- I=REPAIR
- TT=TWO-TONE
- N=ADDITIONAL OPERATION
- AA=APPEARANCE ALLOWANCE

2001 FORD TAURUS LX 4DOOR SEDAN 6CYL GASOLINE 3.0  
CODE: P3533B/B OPTNS B/24D

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES  
POWER DOOR LOCKS

TWO-STAGE - INTERIOR SURFACES

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ	B4	HOURS	R
E	0005		BUMPER, FRONT	1F1217757AA	92.84			S2 0.8	1
E	0006		COVER, FRONT BUMPER	2F1217D957BA	255.00	✓		S2 0.7	1
L	0006	13	COVER, FRONT BUMPER	REFINISH					3.7
				2.6 SURFACE					
				0.6 TWO STAGE SETUP					

2001 FORD TAURUS LX 4DOOR SEDAN  
CD LOG NO 2907-3

			0.5 TWO STAGE			
E	0007	ABSORBER, FRONT ENERGY	YF1217754AA	73.32	S2	INC
E	0035	GRILLE ASSEMBLY	YF128200AA	59.13		INC
E	0041	HEADLAMP ASSY, HALOG LT	1F1213008AB	215.00		INC
E	0042	HEADLAMP ASSY, HALOG RT	1F1213008AA	215.00		INC
N	0973	HEADLAMPS AIM	ADDITIONAL OPERAT			0.5
E	0083	PANEL, HOOD	YF1216612AA	350.00		0.7
L	0083	PANEL, HOOD	REFINISH			4.7
			2.9 SURFACE			
			1.0 EDGE			
			0.8 TWO STAGE			
E	0088	LATCH, HOOD PANEL	YF1216700AA	38.88		INC
E	0074	CATCH, HOOD SAFETY	F6D216892AA	28.07		INC
E	0063	PANEL, RADIATOR SUPT	2F128A419AA	96.97		8.3
			* = 01, 02			
RI	0755	RADIATOR	R&I ASSEMBLY			INC
E	0057	PANEL, UPPER RAD MTG	1F128A284AA	160.67		0.6
L	0057	PANEL, UPPER RAD MTG	REFINISH			1.4
			1.4 SURFACE			
E	0760	FAN ASSY, ENG COOLIN LT	F6D28C607AC	178.64		INC
E	0162	COVER, BATTERY	LT YF1210A687AA	16.65		1
N	0977	A/C EVACUATE & RECHARG	ADDITIONAL OPERAT			1.4
I	0731	CONDENSER, A/C	REPAIR			1.0
RI	0731	CONDENSER, A/C	R&I ASSEMBLY			INC
BR	0103	FENDER, FRONT	LT BLEND REFINISH			1.1
			0.7 BLEND			
			0.4 TWO STAGE			
BR	0104	FENDER, FRONT	RT BLEND REFINISH			1.1
			0.7 BLEND			
			0.4 TWO STAGE			
E		coolant 1gal	NEW PART	12.00*		1
I		set up for pull	REPAIR		S2	2.0
I		frame pull	REPAIR		S2	3.0
E		fuse box cover lower	NEW PART	20.00*		0.5
I		lt lower rail after pu	REPAIR		S2	1.0
I		rt lower rail after pu	REPAIR		S2	1.0

29 ITEMS

- MC MESSAGE(S)
- 01 CALL DEALER FOR EXACT PART NUMBER / PRICE
- 02 PART NO. DISCONTINUED, CALL DEALER FOR EXACT PART NO
- 13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS	1,812.17
PAINT MATERIAL	254.00
PARTS TOTAL	2,076.17
TAX ON PARTS & MATERIAL @	7.000%
	145.33

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	36.00	11.1	4.5	561.60
2-MECH/ELEC	74.00	0.5	2.4	214.60

2001 FORD TAURUS LX 4DOOR SEDAN  
CD LOG NO 2907-3

3	3-FRAME	55.00			
	4-REFINISH	36.00	12.0	3.0	165.00
	5-PAINT MATERIAL	22.00			432.00
	LABOR TOTAL				1,373.20
	TAX ON LABOR			0.0008	
	SUBLET REPAIRS				
	TOWING				
	STORAGE				
	GROSS TOTAL				3,594.70
	LESS: DEDUCTIBLE				500.00-
	NET TOTAL				3,094.70
	LESS: PREVIOUS NET TOTAL				2,713.91-
	NET SUPPLEMENT TOTAL				378.79

ADP SHOPLINK 08477 S2 CD LOG 2907-3 DATE 02/21/03 01:01:10PM R6.3 CD 01/03  
HOST LOG  
(C) 1998 - 2002 ADP CLAIMS SOLUTIONS GROUP, INC.

2.7 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

$$\begin{array}{r} 3594.70 \\ - 21460 \\ \hline 3340.10 \end{array}$$

$$\begin{array}{r} 165.00 \\ 56160 \\ \hline 72660 \\ 21.4 \end{array}$$

4

LOU SOBFR FORD  
1665 SCOTT BLVD  
DECATOR, GA. 30033  
(404) 633-4005 FAX: (404) 728-9833

ATTN OF: BILLY WELLS

INSP DATE: 2/20/03

OWNER:  
ADDRESS:  
CITY STATE:  
ZIP:



INS CO: State Farm  
CLAIM#: 11-4063-31101  
INSURED: ANTHONY, MARY  
LOSS DATE: 2/4/03

CONTACT: Minnich, Lindsay  
PHONE:  
POLICY#:   
CLAIMANT:  
TYPE OF LOSS: Collision  
FILE HANDLER:

LICENSE#:   
BODY COLOR:   
CONDITION:

STATE:

VIN: 1FAPP52U31A141679  
MILEAGE:   
ACCTG CTL#:   
IMPACT: /

DEDUCTIBLE: 500.00

VEHICLE DESCRIPTION:  
2001 FORD TAURUS  
4DR

/ OPTNS /

SCHEDULE MESSAGE / LOSS DESCRIPTION:

CLAIM NUMBER: 11-4063-31101 AGENT CODE: 1806  
VEHICLE DESCRIPTION: 2001 FORD TAURUS 4DR  
PRINCIPAL DAMAGE -  
DAMAGE TO FRONT END  
PRIOR DAMAGE -

VEHICLE LOCATION -

ACCIDENT LOCATION -

CORNER OF SNAFFINGER ROAD AND AUSTIN DRIVE

SPECIAL INSTRUCTIONS -

PLEASE SEND PICTURES AND ESTIMATE TO TEAM 6. PLEASE ADVISE ON MILE  
AGE, AND IN AND OUT DATES. THANKS.

ADP SHOPLINK U SC CD LOG 2907 - 1 DATE 2/20/03 9:00:43AM  
HOST LOG NO 4448940

(C) 1998 - 2002 ADP CLAIMS SOLUTIONS GROUP, INC

R 6.3

PAGE 1

8023-618 6347

5

LOU SOBH FORD  
1665 SCOTT BLVD  
DECATUR, GA. 30033  
(404)633-4005 FAX: (404)728-9833

**ESTIMATE UPLOAD CONFIRMATION**

UPLOAD DATE: 03/03/03 5:55:29PM

**TRANSACTION SUMMARY**

TRANSACTIONS DECLINED: 0  
TRANSACTIONS ACCEPTED: 1

**TRANSACTIONS ACCEPTED**

OWNER NAME	VEHICLE	CLAIM NUMBER	CD LOG#	ADP LOG#
[REDACTED]	2001 FORD TAURUS	[REDACTED]	2907-3	5321366

LOU SOBIE FORD  
1665 SCOTT BLVD  
DECATUR, GA. 30033  
(404) 633-4005 FAX: (404) 728-9833

ESTIMATE UPLOAD CONFIRMATION

UPLOAD DATE: 02/20/03 1:57:45PM

TRANSACTION SUMMARY

TRANSACTIONS DECLINED: 0  
TRANSACTIONS ACCEPTED: 2

TRANSACTIONS ACCEPTED

OWNER NAME	VEHICLE	CLAIM NUMBER	CD LOG#	ADP LOG#
[REDACTED]	1999 FORD ESCORT	[REDACTED]	1454-3	4703502
[REDACTED]	2001 FORD TAURUS	[REDACTED]	2907-1	4703595



PARTS HOUSE  
850 AM - 600 PM Mon. - Fri.

CELEST  
FAX 313-845-6669

LOW SOBE FORD

# LOU SOBH AUTOMOTIVE GREATER ATLANTA

1985 SCOTT BOULEVARD  
DECATUR, GA 30030  
(404) 725-4000  
P & A, OOB'S, OARS

1107 FAX 4048232853



INVOICE NUMBER  
9 - 600 PM Mon. - Fri.

TERMS CASH UNLESS ARRANGEMENTS MADE  
DISPUTE RESOLUTION PROCEDURE  
ANY WORKMANSHIP OR PARTS DEFECTS MUST BE REPORTED TO THE SERVICE OR PARTS DEPARTMENT OF LOU SOBH AUTOMOTIVE, 1985 SCOTT BOULEVARD, DECATUR, GA 30030, WITHIN 90 DAYS OF THE DATE OF THE WORK. IF THE DEFECT IS NOT REPORTED WITHIN THIS TIME FRAME, LOU SOBH AUTOMOTIVE WILL NOT BE RESPONSIBLE FOR THE DEFECT. THIS POLICY IS SUBJECT TO THE TERMS AND CONDITIONS OF THE WARRANTY.

THIS WARRANTY IS VOID IF THE VEHICLE HAS BEEN ACCIDENT DAMAGED, OR IF THE VEHICLE HAS BEEN RENTED, OR IF THE VEHICLE HAS BEEN USED FOR RACE TRACK PURPOSES, OR IF THE VEHICLE HAS BEEN USED FOR OFF-ROAD PURPOSES, OR IF THE VEHICLE HAS BEEN USED FOR COMMERCIAL PURPOSES, OR IF THE VEHICLE HAS BEEN USED FOR TAXI PURPOSES, OR IF THE VEHICLE HAS BEEN USED FOR DELIVERY PURPOSES, OR IF THE VEHICLE HAS BEEN USED FOR OTHER PURPOSES NOT INTENDED BY THE MANUFACTURER. THIS WARRANTY IS VOID IF THE VEHICLE HAS BEEN USED FOR ANY OF THE ABOVE PURPOSES. THIS WARRANTY IS VOID IF THE VEHICLE HAS BEEN USED FOR ANY OF THE ABOVE PURPOSES.

DATE	DESCRIPTION	AMOUNT	TAX	TOTAL
12/19/83	CONCRETE	25.00	0.00	25.00
12/19/83	LABOR	100.00	0.00	100.00
12/19/83	PARTS	150.00	0.00	150.00
12/19/83	OPERATOR	20.00	0.00	20.00
12/19/83	TOTAL	395.00	0.00	395.00

# LOU SOBH AUTOMOTIVE GREATER ATLANTA

CONCRETE  
LABOR  
PARTS  
OPERATOR  
TOTAL





\*\*\*\*\*  
\*\*\*\*\* ERROR TX REPORT \*\*\*\*\*  
\*\*\*\*\*

TX FUNCTION WAS NOT COMPLETED

TX/RX NO.	8882
CONNECTION TEL	13130488000
CONNECTION ID	
START TIME	07/22 15:08
USAGE TIME	00'00
PAGES	0
RESULT	NG
	0 STOP

ERR3-010 0352

CD Log No 2907 - 1

Page

Gallery Tag Capture Date 2/20/03 1:46PM

Gallery Tag Capture Date 2/20/03 1:46PM



Clatsop Imaging Pro 3.8.133-888  
1RU812W/WFB ADP 0.00

Copyright © 2003 Automatic Data Processing  
2/20/03 1:46P

ER03-010 0303

JUL 23 2003 16:10

4046332853

07/23/03

1813051683 SDR-MEMPHIS

5 L  
3

ERR3-810 0036

## Action Detail

VIN: 1FAPP63U3YA218048	Year: 2000	Model: TAURUS	Case: 1813051883
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2000-08-12	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: DE QUEEN FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 05800	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 74000 MI	Comm Type: MAIL		
Action Date: 06/19/2003	Action Time: 09:11:28:657	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		
COMMENTS: : LPA SENDING CUSTOMER AIRBAG NONDEPLOYMENT LETTER. NFA			

E983-818 8837

...:29.657&SympC=104458&rTabPage=&Reason=0793&IssTyp=07&CustNo=38130553803&C6/19/03

*Ford Motor Company*

COPY

Consumer Affairs

Sent Via U.S. Mail

June 19, 2003



RE: 2000 Taurus  
VIN: 1FAPP53U3YA216048

Dear Ms. Beener:

Thank you for your inquiry regarding your vehicle's airbag system.

The airbag system is designed to deploy under certain conditions; non-deployment in a collision is not necessarily indicative of a defect. If you are concerned about the operation of your vehicle's airbag system, please contact your dealer for an inspection.

Thank you for the opportunity to review your concern

Respectfully yours,

Lourdes Fonseca-Nearon  
Consumer Affairs

ERG3-010 0036

Ford Motor Company, Dearborn, Michigan 48120 USA



Customer Info

Customer: [REDACTED]  
Address: [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

ER03-010 B030

## ESP / Recall Information

VIN: 1FAPP53U3YA216048

No ESP information for this VIN

## Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
01S08	S	BRAKE LAMP	COMPLETE	2001-05-25	08018
01S24	S	WINDSHD WIP	COMPLETE	2001-09-24	08018
02S40	S	ADJ PEDAL	COMPLETE	2003-01-22	05800

ER03-010 0040

# Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN: 1FAPP3U3YA216048	Vehicle Line: C/DD - TAURUS/SABLE (D186) [00-04]	Body Shell: *
Model Year: 2000	Market Derived: C/F - FORD DIVISION DERIVATIVE	North Eng Serial No: *
Vehicle Type: C	Drive Code: C/A - 2 WHL L/H FRONT DRIVE	Engine: C/LA - VULC 3.0L OHV EFI
Inv. Dealer: 06016	Body Cab Style: - 4 DOOR SEDAN-6 LITE	Transmission: C/D1 - 4 SPD AUTO TRANS
Vehicle Status Code: 800	Version/Series: C/FB - TAURUS B VERSION	

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

NA

Trace Trans Serial No:

NA

**BUILD INFORMATION:**

Region: NA - #####	Plant: AB - ATLANTA PLANT BUILD
Country: USA - #####	Prod Date: 06-APR-2000

**SALE INFORMATION:**

Region: NA - #####	Selling Dealer: 152327 - *
Country: USA - #####	Selling Div/St/Prov: TX
	Buyer St/Prov: AR

Arrival Date: 26-APR-2000	Red Carpet Lease: *
Sale Date: 12-JUN-2000	Fleet/Retail/Co. Lease: R
Warranty Start Date: 12-JUN-2000	Modified Vehicle: * Vehicle Count Flag:
Orig Warranty Date: 12-JUN-2000	Reacquired Vehicle: * Vehicle Export Flag: N

**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

P617A216048Y 3 4 A2 1002881 2B B LLJR 321 B XBC I A 526327 1 XX K32 U7  
 FAX 1 SULEX Y

ERG3-018 0841



**INSTALLED OPTION INFORMATION:**

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GYW Code:	
Alternator Amp Rating:	FA	GYW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Axle Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	MU	Paint:	FNKCD - GRAPHITE BLUE C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREOCASSETTE
Calibration Code:	00D1360A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Steep Traction Axle:	
Color(Trim):	0002V -	Tire Manufacturer:	AC -
Delivery Type:	X	Tire Brand:	* -
Driveshaft Code:	*	Tire Size:	D318Z - P215/60R-16 BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

**TIRE DOT INFORMATION:**

LF: \* RF: \*

LR: \* RR: \*

LI: \* RI: \*

SPARE: \* DOT Plant Manufacturer: \* - \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	C/B - C/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	GIM
ESP Plan Year:	* Engine Family:	YFMXV030VBA
ESP Signature Date:		

Any comments? You can contact



*webmaster*

ER03-010 0042

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 09/15/2003

Order # 179603A \$1,200.00 Dollars

CLAIM #	BY	DATE	DA	CDD	CF	CFC	CFB	C/A	AB	C/D	C/LA	06-04-00	12-06-00	152327	USA	12	*	7N03	PLDZ	5423394	AA	906	V00	G07	46
AWS Claim Key:			8557001	Doc #:	178603A	Trx Code:	E83	Labor Hrs:	4	Labor Cost:	21.01	Material Cost:	60.33	Total Cost:	81.34										
Dir Cd-Sub Cd:			06016-*	Name:	MCLARTY FORD	Plc:	903-7927121	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-MAY-2001	DIST(Mile):	22914								
Cust Comments:	LEFT REAR WINDOW INOP G07																								
Tech Comments:	CHECK FOR POWER & GROUND TO L REAR DOOR WINDOW MOTOR BURNED OUT; REPLACE L REAR WINDOW MOTOR																								
CLAIM #	BY	DATE	DA	CDD	CF	CFC	CFB	C/A	AB	C/D	C/LA	06-04-00	12-06-00	152327	USA	12	*	2G04	*	TRAD	*	S11	V44	E29	42
AWS Claim Key:			8516579	Doc #:	178603C	Trx Code:	E84	Labor Hrs:	2	Labor Cost:	10.51	Material Cost:	0	Total Cost:	10.51										
Dir Cd-Sub Cd:			06016-*	Name:	MCLARTY FORD	Plc:	903-7927121	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-MAY-2001	DIST(Mile):	22914								
Cust Comments:	AIR BAG LIGHT ON S39																								
Tech Comments:	CHECK FOR CODES ON WDS,BLN SYSTEM TEST,PASSED,NO CODES FOUND LIGHT IS OFF																								
CLAIM #	BY	DATE	DA	CDD	CF	CFC	CFB	C/A	AB	C/D	C/LA	06-04-00	12-06-00	152327	USA	12	*	2G04	*	12A650	*	S11	V49	N12	82
AWS Claim Key:			8557004	Doc #:	178603D	Trx Code:	S07	Labor Hrs:	4	Labor Cost:	21.01	Material Cost:	0	Total Cost:	21.01										
Dir Cd-Sub Cd:			06016-*	Name:	MCLARTY FORD	Plc:	903-7927121	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-MAY-2001	DIST(Mile):	22914								
Cust Comments:	CLATTER IN ENGINE ON ACCEL N12																								
Tech Comments:	REPROGRAMMED PCM WITH LATEST PROGRAM																								
CLAIM #	BY	DATE	DA	CDD	CF	CFC	CFB	C/A	AB	C/D	C/LA	06-04-00	12-06-00	152327	USA	12	*	*	*	*	S1X	V00	*	*	
AWS Claim Key:			8515798	Doc #:	178621A	Trx Code:	01908	Labor Hrs:	4	Labor Cost:	21.01	Material Cost:	11	Total Cost:	37.28										
Dir Cd-Sub Cd:			06016-*	Name:	MCLARTY FORD	Plc:	903-7927121	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-MAY-2001	DIST(Mile):	22915								
Cust Comments:	RECALL 01908																								
Tech Comments:	REPLACED BRAKE LAMP SWITCH PER RECALL																								
CLAIM #	BY	DATE	DA	CDD	CF	CFC	CFB	C/A	AB	C/D	C/LA	06-04-00	12-06-00	152327	USA	13	*	1V01	*	8125	*	S10	V21	N27	13
AWS Claim Key:			9321541	Doc #:	179966A	Trx Code:	E84	Labor Hrs:	1.3	Labor Cost:	70.62	Material Cost:	0	Total Cost:	70.62										
Dir Cd-Sub Cd:			06016-*	Name:	MCLARTY FORD	Plc:	903-7927121	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-JUL-2001	DIST(Mile):	26374								
Cust Comments:	VIBRATION WHEN BRAKING AT HWY SPEEDS N27																								
Tech Comments:	VIBRATION WHEN BRAKING AT HWY SPEEDS, USING ON CAR BRAKE LATHE, TURNED FRONT ROTORS AND INSTAL LED PADS AND CALIPERS. RINDOUT LEFT .004 RIGHT .003																								
CLAIM #	BY	DATE	DA	CDD	CF	CFC	CFB	C/A	AB	C/D	C/LA	06-04-00	12-06-00	152327	USA	13	*	6H06	*	5421596	*	S06	V09	G07	09
AWS Claim Key:			9136950	Doc #:	179966C	Trx Code:	E84	Labor Hrs:	7	Labor Cost:	38.03	Material Cost:	0	Total Cost:	38.03										
Dir Cd-Sub Cd:			06016-*	Name:	MCLARTY FORD	Plc:	903-7927121	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-JUL-2001	DIST(Mile):	26374								

EQ03-010 0043

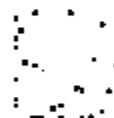
**Cost Comments:** DRIVERS WINDOW SLOW GOING UP CAN PULL TO INSIDE OF VEH WILL GO UP FASTER 007  
**Tech Comments:** REMOVED DRIVERS SIDE DOOR PANEL TO INSPEC, FOUND NO LOOSE BOLTS OR DAMAGED HARDWARE ON REGULAT OR OR WINDOW MOTOR, LUBED WINDOW RUN AND WINDOW MOVED AT NORMAL OPERATION, REINSTALLED DOOR PANEL

CLAIMS HISTORY: 12-06-00 DA CDD C/F C/F C/FB C/A AB C/DY C/LA 06-04-00 12-06-00 152327 USA 14 \* 6809 1F1Z 14B321 AA 508 V03 S39 X4  
**AWS Claim Key:** 2627392 Doc #: 180455A Trx Code: E84 Labor Hrs: 4 Labor Cost: 21.73 Material Cost: 142.1 Total Cost: 163.83  
**Dir Cd-Sub Cd:** 06016-\* Name: MCLARTY FORD P#: 903-7927121 St: TX Ctry Cd: USA Reg Cd: NA Repr Date: 16-JUL-2001 DIST(Title): 27191  
**Cost Comments:** AIR BAG LIGHT ON (SOP HERE) CC.S39  
**Tech Comments:** REPLACE RESTRAINT CONTROL MODULE , LOOSE CONNECTION, DAMAGE TERMINAL

CLAIMS HISTORY: 12-06-00 DA CDD C/F C/F C/FB C/A AB C/DY C/LA 06-04-00 12-06-00 152327 USA 16 \* \* \* \* SXX V00 \* \*  
**AWS Claim Key:** 11297814 Doc #: 183083A Trx Code: 01824 Labor Hrs: 6 Labor Cost: 32.59 Material Cost: 7.88 Total Cost: 40.47  
**Dir Cd-Sub Cd:** 06016-\* Name: MCLARTY FORD P#: 903-7927121 St: TX Ctry Cd: USA Reg Cd: NA Repr Date: 14-SEP-2001 DIST(Title): 31587  
**Cost Comments:** RECALL 04824  
**Tech Comments:** INSPECT AND REPLACE WIPER COVER PER RECALL

CLAIMS HISTORY: 12-06-00 DA CDD C/F C/F C/FB C/A AB C/DY C/LA 06-04-00 12-06-00 152327 USA 32 \* \* \* \* SXX V00 \* \*  
**AWS Claim Key:** 10414593 Doc #: 1307391 Trx Code: 02840 Labor Hrs: 1 Labor Cost: 4.80 Material Cost: 0 Total Cost: 9.75  
**Dir Cd-Sub Cd:** 03900-\* Name: DE QUEEN FORD, INC. P#: 870-6423604 St: AR Ctry Cd: USA Reg Cd: NA Repr Date: 23-JAN-2003 DIST(Title): 66265  
**Cost Comments:** RECALL 02840 PEDAL LATERAL SPACING  
**Tech Comments:** CHECK PEDAL SPACING. OK. NO ADJUSTMENT NECESSARY.

Any comments? You can contact



webmaster

EN03-010 0044

*Alouph*

Action Detail

VIN: 1FAFP63U3YA218048	Year: 2000	Model: TAURUS	Case: 1813051683
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2000-06-12	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Ph: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: DE QUEEN FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05900	
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF			
Odometer: 74000 MI	Comm Type: PHONE		
Action Date: 06/17/2003	Action Time: 22:48:20:087	Action Data: No	
Analyst Name: DWAYNE YOUNGE	Analyst: DYOUNGE		

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

COMMENTS: CUSTOMER SAYS: - VEH WAS IN ACCIDENT - AIRBAGS DID NOT DEPLOY - CUST SEEKING WHY AIRBAGS DID NOT DEPLOY - CUST SAYS THAT HER DAUGHTER IS SHOWING SYMPTOMS OF WHIP LASH - DATE OF THE ACCIDENT: JUNE 9, 2003 - WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT: YES - LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED: HWY 278 IN ARKANSAS SOUTH BOUND - WHETHER OR NOT THERE WAS A POLICE REPORT FILED: YES - IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE: NOT AVAILABLE - THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED: NOT AVAILABLE - WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY: YES - IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM: NO ADJUSTER HAS BEEN SENT YET - WHETHER OR NOT THE VEHICLE IS REPAIRABLE: DLRSHIP ADVY THAT VEH IS A TOTAL LOSS. INSURANCE CO HAS NOT ADVY YET PER CUSTOMER, DEALER SAYS: CAG ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. \*\*\*\*\* - CUST ADV 870-288-2121 WORK NO. IS THE BEST CONTACT NO TO REACH INFERENCE CASE ID: 8341

ERR3-018 0048

1506371893 CHICAGO

ER83-818 6384

Action Detail

VIN: 1FAFP56UX1G261276	Year: 2001	Model: TAURUS	Print Action Detail
Name: [REDACTED]	Owner Status: Subsequent	WBD: 2001-06-26	Case: 1606371893
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: NORTHPOINT FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 06114	
Odometer: 48000 MI	Comms Type: PHONE		
Action Date: 07/08/2003	Action Time: 14:03:29:880	Action Date: No	
Analyst Name: SANDRA BARTELLA	Analyst: SBARTELL		

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
DENISE		BROWN		OTHER

COMMENTS: CUSTOMER SAYS: I JUST BURIED MY COUSIN YESREDAY I WAS GOING TO A FUNERAL I WAS INVOLVED IN ACCIDENT JULY 07/2003 @ 3:45PM ANOTHER VEH WAS IN SLOW LANE HE THEN TRYED TO MAKE THE LIGHT AND HE HIT US IN THE FRONT. I WAS DRIVING THE SHOULDER WAS DISLOCATED AND FINGERS ARE FRACTURED AND BRUISING ON CALF AND KNEE, LEFT LEG. MY BROTHER HAS FRACTURED RIBS AND HE CAN NOT TWIST HIS NECK. HE WAS RUSHED TO THE EMERGENCY ROOM. THE AIRBAGS DID NOT DILPOY. INSURANCE COMPANY WAS NOT CONTACTED THE VEH DO NOT KNOW IF RALPH HAS INSURANCE WE ARE JUST FRIENDS. HAS NOT BEEN REPAIRED AND ITS NOT TOTALLED ITS RIGHT FENDER THAT IS BENT AND WHEEL IS WOBBLING. I FEEL THIS THE AIRBAG COULD HAVE PREVENTED THESE INJURIES AND I WANT IM LOCKING TO FILE A PERSONAL INJURY CLAIM PER CUSTOMER, DEALER SAYS: NORTHPOINT FORD 7500 N 76TH ST. MILWAUKEE, WI 53223 PHONE: (414) 357-2150 FAX: (414) 357-2151 EMAIL US CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS >>>>>>>>>>NO FSA OR CSP CSR CONFIRMED PHONE NUMBERS ADVISED HER SOME ONE WILL CONTACT HER WITH IN 2 BUS DAYS INFERENCE CASE ID: 5341

[Update Issue](#) [Close Issue](#)

[Warranty History](#) [ESP/Racal](#) [Oasis](#)

EP83-018 6388

*Ford Motor Company*

Consumer Affairs

Sent Via US Mail

July 10, 2003



RE: 2001 Ford Taurus  
VIN: 1FAPP55UX1G261276

Dear Mrs. [REDACTED]

We have been advised of your pursuit of damages due to an accident in which you were involved. In order to conduct a complete review we are requesting that the following information be forwarded to this office:

1. A copy of the police report
2. A complete description of the incident, including a description of your product concern.
3. The name, age and address of each person injured and a complete description of all injuries.
4. Documentation of all subsequent medical attention, including physician's reports and bills/receipts.
5. Original photographs of both the vehicle's exterior and interior, including all damage.
6. The present location of the vehicle.
7. The name, address and telephone number of the insurance company, the claim number and agent's name.
8. A specific description of what you are seeking from Ford Motor Company.

Please send the requested information and documents to the address below within ten (10) business days. If we do not hear from you within 15 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed. If you need to contact me or have additional information to submit, I may be reached by phone at (313) 845-5458 or by fax at (313) 845-5669.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Marquis Morris  
Consumer Affairs



COPY

Close an Issue

VIN: 1FAFP55UX1G261276 Year: 2001 Model: TAURUS WSD: 2001-06-28

Name: [REDACTED]  
Address: [REDACTED]

Case Number: 1506371993 Issue Type: 07-LEGAL

Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY  
Symptom: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT  
Dealer: F41310 - NORTHPOINT FORD

Comair Type: MAIL Current Odometer Reading: 48000 MI

Action Category: REDIRECT/REFERRAL/FINAL CASE DISPOSITION Odometer Reading: 48000 MI

Action: FINAL CASE DISPOSITION(C)

Caller Information If different from vehicle owner

First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Relationship: Select One [REDACTED]  
Phone: [REDACTED]

Comments:

Sent customer a personal injury letter. Waiting to get information back. No further action is needed at this time

Warranty History    ESP/Recall    Case

[REDACTED]

EA03-010 0388



[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED]

Address: [REDACTED]

Country: USA

Cell Phone: 404-803-8388

Preferred Contact method:

Preferred Contact Time:

Language: EN

Pager:

Fax:

Email: SHAWTYD2002@YAHOO.COM

ER83-018 8388

Update an Issue

VIN: 1FAPF55JX1G281278

Year: 2001

Model: TAURUS

WSD: 2001-08-28

Name: [REDACTED]  
Address: [REDACTED]

Case Number: 1506371093

Issue Type: 07-LEGAL

Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY

Symptom: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Dealer: F41310 - NORTHPOINT FORD

Comm Type: PHONE [REDACTED]

Current Odometer Reading: 48000 MI

Action Category: INVESTIGATION [REDACTED]

Odometer Reading: 48000 MI

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER(N) [REDACTED]

Caller Information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One [REDACTED]

Phone: [REDACTED]

Comments: Sent customer a personal injury letter. Waiting for information from customer.

[Warranty History](#)

[ESP/Recall](#)

[Costs](#)

[REDACTED]

EA83-410 8378

0465522322 ATLANTA

003

ER63-618 6354

COPY

Sent Via U.S. Mail

April 3, 2003

[REDACTED]

Re: 2001 Taurus  
VIN: 1FAPP55U51A166725

Dear Mr. [REDACTED]

Thank you for contacting us regarding your 2001 Taurus.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Celeste M. Jackson  
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FAPP5U51A186725      Year: 2001      Model: TAURUS      Case: 465522522  
 Name: [REDACTED]      Owner Status: Original      WSD: 2001-04-26  
 Symptom Desc: FAST IDLE ACCELERATOR BINDS HOT ENGINE      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT / FIRE      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS  
 Dealer: 00357 GILMORE FORD INC      Origin Desc: LIS CONCERN CASE BASE  
 Odometer: 43000 MI      Comm Type: PHONE  
 Analyst Name: EULA CHIVERTON-HOPKINSON      Analyst: ECHIVER  
 Action Date: 04/01/2003      Action Time: 17.48.11.741      Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

Comments VLC086T CUSTOMER SAYS: = VEH WAS INVOLVED IN AN ACCIDENT. = CUSTOMER STATED THAT THE ACCIDENT HAPPEN ON THE 11 MARCH 2003, = HE FILE A REPORT WITH THE POLICE DEPT. (REPORT # MHP 9064) = ACCIDENT HAPPEN 5 MILES AWAY FROM A TOWN NAME BATSVILLE ( WAYSIDE PARK) = VEH JUST ACCERATED HE WAS NOT INJURED VERY BADLY ONLY RECEIVED BRUSING TO HIS CHEST. = HE DID MAKE A REPORT TO HIS INSURANCE COMPANY AND THE VEH IS BEING REPAIRED. = THE VEH IS CURRENT BEING REPAIRED AT PERCISION BODY A PAINT IN MONTGOMERY, ALABAMA. = CUSTOMER FEEL THAT BECAUSE HE HAD THE RECALL 02540 FOR THE ADJ BRAKE COMPLETED ON HIS VEH THAT CAUSED THE ACCIDENT. = CUSTOMER WANTS OUT OF VEH FEELS THAT IT IS NOT SAFE TO DRIVE. PER CUSTOMER, DEALER SAYS: VEH WAS PURCHASED FROM -GILMORE FORD INC 1825 EAST MAIN STREET PRATTVILLE, AL 36068 TEL: (334) 365-2272 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5348

Data Element Name

Data Value

FIREACCIDENT

A

Action: MAKE OUTBOUND CALL TO CUSTOMER  
 Dealer: 00357 GILMORE FORD INC      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 43000 MI      Comm Type: PHONE  
 Analyst Name: CELESTE JACKSON      Analyst: CJACKS84  
 Action Date: 04/02/2003      Action Time: 15.05.05.586      Action Data: Yes

ENR3-918 6326

...:11.741&ISSUE\_UPDATE\_ID\_C=CJACKS84&USER\_ID\_C=CJACKS84&STATUS\_STATUS\_C=C%20&ISSUE\_ODOMTRDNC4/3/03

Comments LPA COMMENTS: SPOKE WITH CUSTOMER'S BROTHER ROBERT AND HE ALLEGES THAT THE VEHICLE HAS HAD A SUDDEN ACCELERATION OCCURRENCE FIVE TIMES. ALLEGES THAT HIS BROTHER SUSTAINED INJURY THIS TIME AND FEELS IT IS RELATED TO RECALL 02S40. ALLEGES THAT THE CUSTOMER DROVE FROM MISSISSIPPI TO HOME BEFORE SEEKING MEDICAL ATTENTION, BECAUSE HE DIDNT WANT TO SEEK IT IN MISSISSIPPI. SAYS THAT CUSTOMER'S INSURANCE COMPANY IS REPAIRING THE VEHICLE. LPA LEFT MESSAGE REQUESTING A RETURN PHONE CALL FROM CUSTOMER. CELL NUMBER VERIZON WIRELESS RECORDING STATED THE CUSTOMER WAS UNAVAILABLE OR TRAVELED OUTSIDE OF THE CALLING AREA. LPA CONTACTED FRIENDLY FORD WHO INSPECTED THE VEHICLE UNDER 02S40 AND IT WAS FOUND THAT THE CUSTOMER WAS NOT INVOLVED IN THAT CAMPAIGN.

<u>Data Element Name</u>	<u>Data Value</u>
CONTACT PERSON	ROBERT BOWLING(BROTHER)
Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED	
Dealer: 00357 GILMORE FORD INC	Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 43000 MI	Comm Type: PHONE
Analyst Name: CELESTE JACKSON	Analyst: CJACKS84
Action Date: 04/02/2003	Action Time: 16:00:20.290
	Action Date: No

Comments LPA COMMENTS: RECEIVED RETURN CALL FROM CUSTOMER ALLEGING THAT HE WAS PULLING INTO A REST STOP WHEN A 18 WHEELER PULLED OUT IN FRONT OF HIM. ALLEGES HE BROUGHT THE VEHICLE TO A COMPLETE STOP. ALLEGES WHEN HE WENT TO PULL INTO A PARKING SPACE THE VEHICLE ACCELERATED AND HE IMPACTED THREE CONCRETE POST. ALLEGES THAT THIS HAS OCCURRED SEVERAL TIMES, BUT HE AVOIDED ANY ACCIDENTS AND SUSTAINED NO INJURY. STATES THAT HE NEVER TOOK IT TO A DEALERSHIP WITH THIS CONCERN, BECAUSE HE FELT IT WAS SOMETHING HE WAS DOING WRONG. ALLEGES THAT HE EVEN WENT TO A SLEEP THERAPIST THINKING HE MAY HAVE BEEN FALLING ASLEEP AT THE WHEEL. SAYS HE FINALLY TOOK IT TO THE DEALERSHIP WHEN HE RECEIVED RECALL 02S40, BUT WAS ADVISED THAT HIS VEHICLE WAS OK. ALLEGES AFTER HE TOOK THE VEHICLE INTO THE DEALERSHIP (11-5-02) FOR THE RECALL HE WAS IN THE ALLEGED ACCIDENT ON MARCH 11, 2003. ALLEGES THAT HIS AIRBAG DID NOT DEPLOY. ALLEGES HIS CHEST WAS BRUISED AND SUSTAINED A POSSIBLE BROKEN STERNUM, BUT THE DOCTOR TOLD HIM THERE WAS NO TREATMENT ANYWAY AND THAT IT JUST NEEDED TO HEAL. ALLEGES THAT AFTER THE ACCIDENT HE WAS THROWING UP. ALLEGES THAT HE DID NOT WANT TO HAVE THE VEHICLE SERVICED AT THE DEALERSHIP, NOR DID HE WANT TO SEEK MEDICAL ATTENTION IN MISSISSIPPI. ALLEGES THAT HE WENT TO HIS MEETING IN MISSISSIPPI AND DROVE 400 MILES HOME BEFORE HE SOUGHT MEDICAL ATTENTION. ALLEGES THAT HIS INSURANCE COMPANY HAD THE VEHICLE TOWED BACK. STATES THAT THE VEHICLE WAS BEING REPAIRED FOR THE PAST THREE WEEKS BY AN INDEPENDENT AND WAS ADVISED THAT IT WILL BE READY IN ABOUT A WEEK. CUSTOMER IS SEEKING A REPLACEMENT VEHICLE AND STATED THAT HE DID NOT WANT TO GET INTO A CLASS ACTION SUIT. LPA EXPLAINED AIRBAG LOGIC AND SUBROGATION.

ENG-618 6387

...:11.741&ISSUE\_UPDATE\_ID\_C=CJACKS84&USER\_ID\_C=CJACKS84&STATUS\_STATUS\_C=C%20&ISSUE\_ODOMTRDN 4/3/03

Customer Info

Customer: [REDACTED]  
Address: [REDACTED]

Country: USA                      Language: EN

Cell Phone: [REDACTED]              Pager:

Preferred Contact method:              Fax:

Preferred Contact Time:                Email:

8000-010-0000

VIN: 1FAPP55U51A166725

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00L12	L	TIRE		FORCED COMPLETION	2001-11-21	AUTOC
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	F21547
02S40	S	ADJ PEDAL		COMPLETE	2002-11-05	03802

ERR3-018 0303



# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAPP55U51A166725	Valr Line:	C/DD - TAURUS/SABLE (D186) [00-03]	Eng Serial No:	*
Model Year:	2001	Market Derivat:	C/F - FORD DIVISION DERIVATIVE	Body Style:	*
Vel Type:	C	Drive Code:	C/A - 2 WFL 1/H FRONT DRIVE	Engin:	C/LA - VULC 3.0L OHV EFI NA V6 G*12W
Inv. Dealer:	00357	Body Cab Style:	C/YC - 4 DOOR SEDAN-6 LITE	Transmission:	C/DY - 4 SPD AUTO TRANS NAAO AX4S
		Version/Selec:	C/YB - TAURUS B VERSION		

## BUILD INFORMATION:

Region: NA - #00000000 Plant: AB - ATLANTA PLANT BUILD  
Country: USA - #00000000 Prod Date: 13-NOV-2000

## SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 121547 - \*  
Country: USA - #00000000 Selling Dtr SUFProv: AL  
Buyer SUFProv: AL

Arrival Date: 22-NOV-2000 Rad Carpet Level: \*  
Sale Date: 26-APR-2001 Fleet/Retail/Co. Lease: R  
Warranty Start Date: 26-APR-2001 Modified Vehicle: \*  
Orig Warranty Date: 26-APR-2001 Resequiped Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
P351A166725V83 4 A1 90K4036 CR E L3H 22 5 PR 93C 75 2 21F547 4 LA A22 0  
1FAPP5 2 30LAL 1G

## INSTALLED OPTION INFORMATION:

Air Conditioning:	CB - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Axle Type:	* - [N/A]	Mirror(Passg Side):	BA - PASS POWER/HEATED CONVEX MIRR

ENC-910 0300

Battery Amp Rating:	MU	Paint:	PMLAA - MED ROYAL BLUE CC
Brake Code:	FEAAB - 4 WHEEL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Servis):	* - [N/A]	Radio:	AU - ELECTR PREM AM/FM STROVDISC
Calibration Code:	1DD12SDA	Steering System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000ZV -	Tire Brand:	AC - FIRESTONE
Delivery Type:	0	Tire Size:	D3J5Z - P215/60R-16 BSW ALL SEASON
Drivetrain Code:	*	Traction Control:	* - [N/A]
Frost Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

#### TIRE DOT INFORMATION:

LF:	*	RP:	*
LR:	*	RR:	*
LE:	*	RL:	*
SPARE:	*		

#### ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	C1B - C1B
ESP Coverage(Miles):	*	Emission Cert Type:	3
ESP Coverage(Thous):	*	Emission Diesel Sulfur:	1EP
ESP Plan Year:	*	Engine Family:	1FMXV030VF3
ESP Signature Date:			

ENR3-010 0391

## Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TIS CD	ERG CD	PRD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DNST (MRes)									
1FAPF55U1A166725	CDD	CF	CPC	CPE	C/A	AB	CDT	CLA	13-NOV-2000	26-APR-2001	121547	USA	9	7R03	011109	YP1Z	14529	ABA	G07	28	17608									
AWS Claim Key:		615541E	Trn Code:		EM	Labor Hrs:		4																						
Dlr Cd-Sub Cd:		00357-A	Name:		GILMORE FORD, INC.		Ph:		334-3652246		St:		AL		City Cd:		USA		Reg Cd:		NA		Regr Date:		26-DEC-2001		Doc #:		03898701	
Cust Comments:		CK WINDOW ON PASS FRONT ONLY WORKS ON DR CONTROLS G07																												
Tech Comments:		OPEN CIRCUIT																												
1FAPF55U1A166727	CDD	CF	CPC	CPE	C/A	AB	CDT	CLA	13-NOV-2000	26-APR-2001	121547	USA	9	6R06	011103	*	5421410	*	G07	41	17608									
AWS Claim Key:		615541F	Trn Code:		EM	Labor Hrs:		4																						
Dlr Cd-Sub Cd:		00357-A	Name:		GILMORE FORD, INC.		Ph:		334-3652246		St:		AL		City Cd:		USA		Reg Cd:		NA		Regr Date:		26-DEC-2001		Doc #:		03898702	
Cust Comments:		CK DR WINDOW NOISY WHEN GOING UP OR DOWN G07																												
Tech Comments:		LEFT DOOR GLASS BINDING A DUST AND LOOSE																												
1FAPF55U1A166728	CDD	CF	CPC	CPE	C/A	AB	CDT	CLA	13-NOV-2000	26-APR-2001	121547	USA	17	7A01	146001	BXT	36	R	D02	42	33768									
AWS Claim Key:		1G4092G	Trn Code:		EM	Labor Hrs:		3																						
Dlr Cd-Sub Cd:		03902-A	Name:		FRIENDLY FORD LINCOLN MERCURY		Ph:		334-6135000		St:		AL		City Cd:		USA		Reg Cd:		NA		Regr Date:		31-AUG-2002		Doc #:		0371445A	
Cust Comments:		C'S VEH HAD TO BE JUMP STARTED WOULD NOT START																												
Tech Comments:		33768 (CODE 42) RAN STARTING AND CHARGING SYSTEM TEST. PASSED. RAN BATTERY TEST. FAILED. REMOVED AND REPLACED BATTERY AND REASSEMBLED. RETESTED OK. ACES CODE: HWRP DTC CODE: G08 V3M																												
1FAPF55U1A166729	CDD	CF	CPC	CPE	C/A	AB	CDT	CLA	13-NOV-2000	26-APR-2001	121547	USA	17	50R5	040102	*	TWKE	*	H62	42	34510									
AWS Claim Key:		10891749	Trn Code:		EM	Labor Hrs:		3																						
Dlr Cd-Sub Cd:		00357-A	Name:		GILMORE FORD, INC.		Ph:		334-3652246		St:		AL		City Cd:		USA		Reg Cd:		NA		Regr Date:		12-SEP-2002		Doc #:		04564201	
Cust Comments:		CK LT REAR TIRE PART IN H62																												
Tech Comments:		TIRE CRACKED ON SIDES																												
1FAPF55U1A166725	CDD	CF	CPC	CPE	C/A	AB	CDT	CLA	13-NOV-2000	26-APR-2001	121547	USA	19	*	*	*	*	*	*	*	37396									
AWS Claim Key:		1151741E	Trn Code:		02540	Labor Hrs:		1																						
Dlr Cd-Sub Cd:		03902-A	Name:		FRIENDLY FORD LINCOLN MERCURY		Ph:		334-6135000		St:		AL		City Cd:		USA		Reg Cd:		NA		Regr Date:		05-NOV-2002		Doc #:		075759A	
Cust Comments:		PERFORM RECALL 02540																												
Tech Comments:		37396 PERFORM RECALL 02540 INSPECT OK																												

33768 010-0002

1  
E903-010 0303

[https://web.awssupp.ford.com/cgi-bin/jlu/dlr-clmlist20.cgi?srvc=eccdb2x&modelyr=2001&vin\\_cd=1FAFP55U51A166725](https://web.awssupp.ford.com/cgi-bin/jlu/dlr-clmlist20.cgi?srvc=eccdb2x&modelyr=2001&vin_cd=1FAFP55U51A166725)

4/2/03



21

135832173 ATLANTA



2003

ER03-010 0371

**BUSSEY & GIUDICE**  
ATTORNEYS AT LAW  
1800 CENTURY BOULEVARD, N.E.  
SUITE 910  
ATLANTA, GEORGIA 30345

MARK E. BUSSEY  
RAYMOND V. GIUDICE  
JOHNNY B. TERRELL

PHONE: (404) 320-4000  
FAX: (404) 320-4007

August 21, 2003

3  
AUG 26 AM 11

CONSUMER AFFAIRS

Ms. Erika Smith  
Ford Motor Company  
P.O. Box 6248  
MD 3NE-B  
Dearborn, Michigan 48126

Re: [REDACTED]  
2000 Sable  
VIN: 1MEFM55S1YA6382351

Dear Ms. Smith:

This letter is in regards to your recent inquiry. The following is the information that you requested:

1. Please see the enclosed police report.
2. The accident happened on July 23, 2003. [REDACTED] was driving a 2000 tan Mercury Sable. Cynthia Eray was sitting in the passenger side of this vehicle. Mr. [REDACTED] was stopped at the light on Bethesda Road and was headed eastbound. Shanna Jones was driving a 1997 tan Pontiac Grand Am southbound on Highway 279. The light had turned red and she continued to make a wide right turn westbound onto Bethesda Road. Ms. Jones then hit the front end of Jimmy [REDACTED]'s car. The impact was extremely hard. The two front and two side air bags did not deploy upon impact. The air bag light was still on at the time of the accident. They suffered more injuries because of this.
3. [REDACTED] were injured. Mr. [REDACTED] is 53 years old and Cynthia [REDACTED] is 50 years old. Their address is [REDACTED] 30296.
4. Mr. [REDACTED] suffers injuries to neck, back, hip and left leg. Ms. [REDACTED] suffers injuries to her left arm, leg and foot.
5. Enclosed are copies of the medicals that we have. We are still in the process of collecting them. We will forward them to you when we receive them.

ER03-010 0372

Ms. Erika Smith  
August 21, 2003  
Page 2

6. We are still in the process of obtaining photographs. When we receive them we will forward them to you.
7. The vehicle is located at [REDACTED]
8. The insurance company that handled the [REDACTED]'s property damage was Progressive. They are located at 380 Interstate North Parkway, Suite 100, Atlanta, GA 30339. The adjuster's name is Keisha Samuels. Her telephone number is [REDACTED]. The claim number is [REDACTED].

Very truly yours,

*Johnny B. Terrell/az*  
Johnny B. Terrell  
Attorney At Law

JBT/az  
cc: file, clients  
Enclosures: Police Report, Medicals

EA03-010 0373



**VEHICLE ACCIDENT REPORT** Fulton

Reporting Agency: 800085  
 Agency File No.: GA 1601300  
 Date Recd. by RPD: \_\_\_\_\_

Date: 7/23/03  
 Time: 8:00 PM  
 Location: 1650 1652  
 Vehicle Number: 2 3 0  
 License: 1650 1652

Driver 1: OLD NAT: HWY (279)  
 Driver 2: BETHSaida Rd.

Insurance: 55 PROGRESSIVE  
 35 STRIKE FARM

Other: Q45  
 335

Driver 1 1 Fairburn GA 30213 06-11-82 C GA 55 PROGRESSIVE 97 Pontiac Grand Am 1G2NE12T9VCB14209 TAN GA FULTON 04	Driver 2 2 Riverdale GA 30296 02/16/50 C GA 35 STRIKE FARM Mercury Sable 1MEFM55S1YAG38235 TAN GA FULTON 04
--	---

Owner's Last Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Removed by: \_\_\_\_\_  
 Request  List

Year	Type	Make	Model	Year	Type	Make	Model
2	2	2	2	2	2	2	2
2	2	2	2	2	2	2	2

Reported To: Southern Regional  
 Rural Metro Unit 8172

Report by: K. Monceville / 0974  
 FULTON O.P.D.  
 NONE CAME FORWARD

Date: 7/23/03

DO NOT WRITE IN THIS SPACE

Driver 1 Name: _____ Address: _____ City: _____ State: _____ Zip: _____	Driver 2 Name: _____ Address: _____ City: _____ State: _____ Zip: _____
--	--

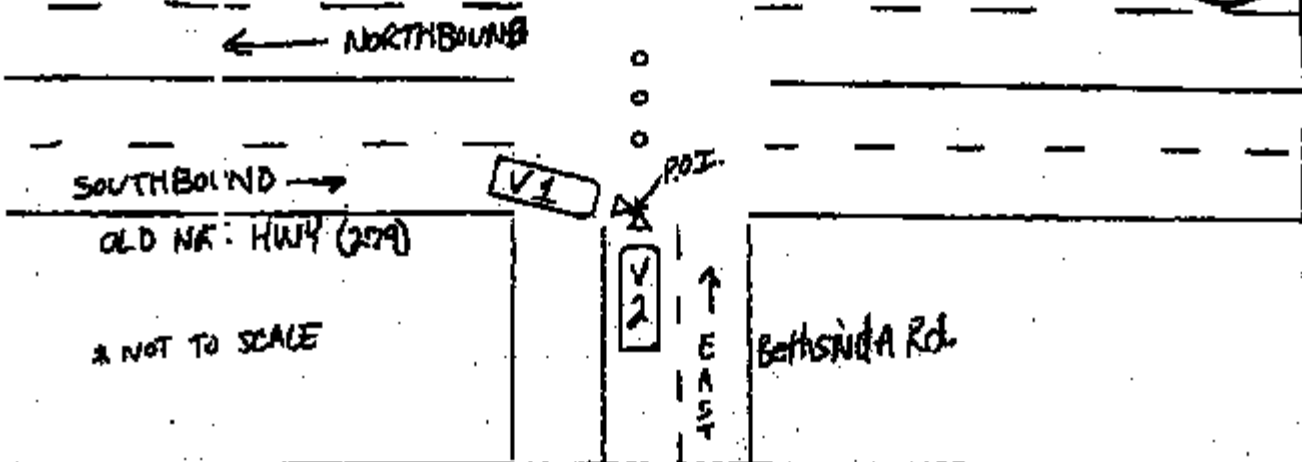
<input type="checkbox"/> C.E.L. Suspended <input type="checkbox"/> Vehicle Impounded <input type="checkbox"/> Reported	<input type="checkbox"/> C.E.L. Suspended <input type="checkbox"/> Vehicle Impounded <input type="checkbox"/> Reported
--	--

TOTAL P. 63

DRIVER # 1 (Vehicle # 1) told us she was travelling southbound on Hwy 209 and was going to turn right (west) onto Bethesda Rd. She told us the light turned yellow and she was "trying to beat the light" before it turned red. She made a wide right turn and hit Driver # 2 (Vehicle # 2). Driver # 2 (Vehicle # 1) to us he was stopped at the light on Bethesda Rd. and was headed eastbound. Driver # 2 told us from out of nowhere a car came around the corner and hit them.

INDICATE ON THE DIAGRAM WHAT HAPPENED

ORIENTATE NORTH



<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes		Incident # 40-6-120 Citation # 55505		Vehicle # 2 NONE																												
Date: 11 Time: 1	Vehicle # 2 Driver: 2	Location: 1 Driver: 1	Date: 2 Driver: 1	Date: 2 Driver: 1	Date: 1 Driver: 1																											
Number of Occupants: 2 Point of Entry: 12 Damage to Vehicle: 4	Number of Occupants: 2 Point of Entry: 12 Damage to Vehicle: 4	STOP DISTANCE BEFORE IMPACT: 0 AFTER: 0 WIDTH OF ROAD: 42 FT																														
Damage to Vehicle: NONE		<table border="1"> <thead> <tr> <th>AGE</th> <th>SEX</th> <th>HT</th> <th>WT</th> <th>HAIR</th> <th>EYES</th> <th>SCARS</th> <th>MARKS</th> <th>GLASSES</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>4</td> <td>2</td> <td>1</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>4</td> <td>1</td> <td>1</td> </tr> </tbody> </table>				AGE	SEX	HT	WT	HAIR	EYES	SCARS	MARKS	GLASSES							4	2	1							4	1	1
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Driver # 1: Cynthia Driver # 2: CNZ		<table border="1"> <thead> <tr> <th>AGE</th> <th>SEX</th> <th>HT</th> <th>WT</th> <th>HAIR</th> <th>EYES</th> <th>SCARS</th> <th>MARKS</th> <th>GLASSES</th> </tr> </thead> <tbody> <tr> <td>50</td> <td>F</td> <td>2</td> <td>3</td> <td>4</td> <td>1</td> <td>1</td> <td>3</td> <td>2</td> </tr> <tr> <td>24</td> <td>M</td> <td>1</td> <td>3</td> <td>1</td> <td>2</td> <td>1</td> <td>3</td> <td>2</td> </tr> </tbody> </table>				AGE	SEX	HT	WT	HAIR	EYES	SCARS	MARKS	GLASSES	50	F	2	3	4	1	1	3	2	24	M	1	3	1	2	1	3	2
AGE	SEX	HT	WT	HAIR	EYES	SCARS	MARKS	GLASSES																								
50	F	2	3	4	1	1	3	2																								
24	M	1	3	1	2	1	3	2																								

**DISABILITY CERTIFICATE**

**PERIOD OF DISABILITY**

Name of patient: 

Dates of treatment: 7/24/03 through 10/3/03 Anticipate

Is patient still under treatment? Yes  No


Date patient was released to return to work, (or, if currently disabled, date of anticipated return to work): Anticipate 8/9/03

Dates of disability by history: 7/23/03 through 8/9/03 Anticipate

**JOB LIMITATIONS ON RETURNING TO WORK**

When patient returns to work, it should be under the following conditions:

- Return to regular job duties, no limitations
- Return to regular job duties with the following marked limitations:
- Patient should not be doing any lifting, bending, or strenuous activity.
- Patient should not be doing any lifting of objects over \_\_\_\_\_ pounds, and any bending, or strenuous activity.
- Other \_\_\_\_\_

Date: 7/29/03 Signature: 

Please return to:  
Law Offices of Bussey & Giudice, P.C.  
1800 Century Boulevard, N.E., Suite 910  
Atlanta, Georgia 30345  
(404) 320-4000

WAGE AND SALARY VERIFICATION FORM

Employee Name and Address: [Redacted]

[Redacted]

DATE OF ACCIDENT: 07-29-2003

[Redacted]

1. Occupation: Dockworker

2. Dates of Employment From: 5-29-89 To: Present

3. Wage/Salary as of the date of accident \$ 19.00 Per Hour X  
Per Week \_\_\_\_\_  
Per Month \_\_\_\_\_

4. Usual number of days worked per week: 5 (45 hours per week)

5. Has Employee filed claim for benefits under workers' compensation as a result of this accident? Yes \_\_\_\_\_ No X

6. Has Employee received, is receiving or entitled to receive benefits under any workers' compensation or similar law as a result of this accident? Yes \_\_\_\_\_ No X Undetermined \_\_\_\_\_

7. Dates absent following accident:

\* First Date Missed: 7-24-03

\* Date Returned to Work: Has not returned to work

Jo Anne Hicks Payroll Specialist  
Signature/Title

7-28-03  
Date

Company Name:

Address:

Phone:

[Redacted]



11 UPPER RIVERDALE RD. SW  
RIVERDALE, GEORGIA 30274-8804  
(770) 891-8130

STATEMENT DATE: 07/27/03

NOTE:  
PLEASE KEEP THIS ITEMIZED BILL FOR YOUR  
INCOME TAX AND OTHER RECORDS.

PATIENT NAME:  
PATIENT NUMBER:  
PAGE:



B1

GUARANTOR'S NAME:



07/23/03	07/23/03
ADMISSION DATE	DISCHARGE DATE
ENTERED FROM	ENTERED THROUGH

YOUR PHYSICIAN, SURGEON, ASST. SURGEON  
ANESTHESIOLOGIST AND RADIOLOGIST BILL  
SEPARATELY FOR THEIR SERVICES.

DATE	QTY	CHARGE	DESCRIPTION	HOSPITAL CHARGE	PROFESSIONAL FEE	TOTAL CHARGE
7/23	1	6528	*** 320 RADIOLOGY DIAGNOSTIC XR HIP ROUTINE 2+ VIEWS	74.32		74.32
7/23	1	6564	XR SHOULDER ROUTINE 2+ VIEWS	121.46		121.46
7/23	1	6574	XR SPINE CERVICAL ROUTINE 4+ V	264.99		264.99
7/23	1	6584	XR SPINE LUMBOSACRAL 4+ VIEWS	309.15		309.15
			TOTAL RADIOLOGY DIAGNOSTIC			769.92
7/23	1	7056	*** 450 EMERGENCY ROOM ER LEVEL III CHARGE	235.22		235.22
			TOTAL EMERGENCY ROOM			235.22
			TOTAL CHARGES			1,005.14
			TOTAL PAYMENTS/ADJUSTMENTS			0.00
			BALANCE DUE			1,005.14

UNLESS OTHER ARRANGEMENTS ARE MADE, ALL ACCOUNT BALANCES ARE PAYABLE UPON RECEIPT OF THIS STATEMENT.  
WE RESERVE THE RIGHT TO REBILL FOR LATE CHARGES OR INSURANCE ADJUSTMENTS.

0785\*0037448710  
EMERGINET SRMC LLC  
P.O. BOX 48306  
JACKSONVILLE, FL 32247-8306  
Return Service Requested



Date: 08/08/2008  
Amount Due: 204.00  
  
204.00

Mail Payment to:  
EMERGINET SRMC LLC  
PO BOX 118208  
ATLANTA, GA 30308



007800

Patient Name [Redacted]  
Account Number [Redacted]  
Account Balance - 204.00

Place of Service: SOUTHERN REG HEALTH SYSTEM

Dear [Redacted]

Your medical record indicates that the treatment you received on 07/23/2008 at SOUTHERN REG HEALTH SYSTEM may have been a result of an automobile accident. We have no insurance information in your file. In order for us to appropriately bill and receive payment for these services, it is necessary that you provide us with the following information:

Social Security No. \_\_\_\_\_ Date of Birth \_\_\_\_\_

Claim No. \_\_\_\_\_ Date of Original Injury \_\_\_\_\_

Policy No. \_\_\_\_\_ Group No. \_\_\_\_\_

Insured's Name: \_\_\_\_\_

Auto Insurance Carrier \_\_\_\_\_

Insurance Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Insurance Telephone No. \_\_\_\_\_

Please return to the address above or fax to (904)-885-1307.  
If you have any questions, please call at (800)-877-7564.

ER03-01B 8378



EMS VENTURES, INC.  
P O BOX 102787  
ATLANTA GA 30388  
0517768

18904-0289

RETURN SERVICE REQUESTED

PATIENT: [REDACTED]

PAY THIS AMOUNT	[REDACTED]	DATE
\$585.23	[REDACTED]	7/31/03

ADDRESS: [REDACTED]



PS

Please check box if your address is incorrect or insurance information has changed, and indicate changes on reverse side.

**INSURANCE INFORMATION**

IF YOU PROVIDE US WITH INSURANCE INFORMATION, WE MAY BE ABLE TO SUBMIT A CLAIM ON YOUR BEHALF. HOWEVER, PAYMENT IN FULL IS DUE UPON RECEIPT OF THIS BILL.

INSURANCE NAME: \_\_\_\_\_  
 MEDICARE POLICY NO: \_\_\_\_\_  
 GROUP NO: \_\_\_\_\_  
 NAME OF INSURED: \_\_\_\_\_  
 EMPLOYER/SCHOOL NAME: \_\_\_\_\_

REMY TO: [REDACTED]

18904-0289  
 EMS VENTURES, INC.  
 P O BOX 102787  
 ATLANTA, GA 30388-2787

18904-0289\*1000000000000000

PAGE NO. 1 OF 1

PLEASE DETACH AT PERF AND RETURN TOP PORTION WITH YOUR PAYMENT

**STATEMENT**

SERVICE PROVIDED BY:  
 EMS VENTURES, INC.  
 Federal Employer ID: 58-1822254

CALL SOURCE: 911 EMERGENCY  
 PICKUP: BETHSADIA RD @ OLD NATIONAL R  
 DESTINATION: SOUTHERN REGIONAL MEDICAL CTR

DATE OF SERVICE	PAYMENT/ADJUST DATE	DESCRIPTION OF SERVICE	QTY/UNITS	CHARGE RATE	AMOUNT
07/23/03		ALS1 EMERGENCY	1	404.49	404.49
07/23/03		ALS MILEAGE	8	7.35	58.80
07/23/03		PULSE OXIMETER/SP/IV PUMP	1	35.00	35.00
07/23/03		SPIRAL IMMOBILIZATION	1	43.00	43.00
07/23/03		OTHER MANDATED SUPPLIES	-3	44.00	44.00

We recently had the opportunity to serve you by providing medical services and/or transportation as required by your medical situation.

At this time, the balance for the above account is now due and payable. We request that you remit the balance in full today, or that you contact our office to make payment arrangements.

If you provide us with insurance information, we may be able to submit a claim on your behalf; however, payment in full is due upon receipt of this bill.

Visa, Mastercard, Discover, or American Express is accepted by phone.

QUIST ACCT #	INVOICE #	SERVICE DATE	TIME OF CALL	INCIDENT #	TOTAL PAID	TOTAL CHARGES
[REDACTED]	[REDACTED]	7/23/03	38:50:01	00774581	\$ .00	\$585.23

INQUIRIES CALL: 706/521-4700 OR: 1 800 563-4700

**PLEASE PAY THIS AMOUNT \$585.23**

PS

**THIS BILL IS YOUR RESPONSIBILITY**

18904-0289\*1000000000000000

18904-0289\*1000000000000000

EM83-018 0360

DISABILITY CERTIFICATE

JUL 31 2003

PERIOD OF DISABILITY

Name of patient: [Redacted]

Dates of treatment: 7/24/03 through anticipated 10/3/03

Is patient still under treatment? Yes  No

Date patient was released to return to work, (or, if currently disabled, date of anticipated return to work): 8/22/03

Dates of disability by history: 7/23/03 through anticipated 8/22/03

JOB LIMITATIONS ON RETURNING TO WORK

When patient returns to work, it should be under the following conditions:

- Return to regular job duties, no limitations
- Return to regular job duties with the following marked limitations:
- Patient should not be doing any lifting, bending, or strenuous activity.
- Patient should not be doing any lifting of objects over \_\_\_\_\_ pounds, and any bending, or strenuous activity.
- Other \_\_\_\_\_

Date: 7/28/03 Signature: [Handwritten Signature] (Attending Doctor)

923 Hill Street  
(Address)  
Atlanta, GA 30310  
(City, State, Zip)

Please return to:  
Law Offices of Bussey & Giudice, P.C.  
1800 Century Boulevard, N.E., Suite 910  
Atlanta, Georgia 30345  
(404) 320-4000





11 UPPER RIVERDALE RD. SW  
RIVERDALE, GEORGIA 30274-6904  
(770) 991-8130

AUG 08 2003

STATEMENT DATE 07/27/03

NOTE:  
PLEASE KEEP THIS ITEMIZED BILL FOR YOUR  
INCOME TAX AND OTHER RECORDS.

PATIENT NAME  
PATIENT NUMBER  
PAGE



D1

GUARANTOR'S NAME:



07/23/03	07/23/03
ADMISSION DATE	DISCHARGE DATE
NUMBER FROM	INTERIM BILL

YOUR PHYSICIAN, SURGEON, ASST. SURGEON  
ANESTHESIOLOGIST AND RADIOLOGIST BILL  
SEPARATELY FOR THEIR SERVICES.

DATE	QTY	CHARGE	SERVICE	DESCRIPTION	HOSPITAL CHARGE	PROFESSIONAL CHARGE	TOTAL CHARGE
7/23	1	55	*** 250 PHARMACY	VICODIN, 1 TABLET	4.29		4.29
7/23	1	55	*** 250 PHARMACY	VICODIN, 1 TABLET	4.29		4.29
				TOTAL PHARMACY			8.58
7/23	1	5050	*** 270 MED/SURG SUPPLIES	ORTH. IMMOBILIZER KNEE XL	55.39		55.39
7/23	1	5120	*** 270 MED/SURG SUPPLIES	CRUTCHES MEDIUM ALUMINUM PR	38.29		38.29
				TOTAL MED/SURG SUPPLIES			93.68
7/23	1	6506	*** 320 RADIOLOGY DIAGNOSTIC	XR ANKLE 3+ VIEWS	154.57		154.57
7/23	1	6517	*** 320 RADIOLOGY DIAGNOSTIC	XR ELBOW 3+ VIEWS	138.03		138.03
7/23	1	6522	*** 320 RADIOLOGY DIAGNOSTIC	XR FOOT 3+ VIEWS	138.03		138.03
7/23	1	6528	*** 320 RADIOLOGY DIAGNOSTIC	XR HIP ROUTINE 2+ VIEWS	74.32		74.32
7/23	1	6537	*** 320 RADIOLOGY DIAGNOSTIC	XR KNEE 3 VIEWS	154.57		154.57
7/23	1	6564	*** 320 RADIOLOGY DIAGNOSTIC	XR SHOULDER ROUTINE 2+ VIEWS	121.46		121.46
7/23	1	6600	*** 320 RADIOLOGY DIAGNOSTIC	XR WRIST 3+ VIEWS	154.57		154.57
				TOTAL RADIOLOGY DIAGNOSTIC			935.53
7/23	1	6510	*** 324 CHEST X-RAY	XR CHEST ROUTINE 2 VIEWS	160.22		160.22
				TOTAL CHEST X-RAY			160.22
7/23	1	7055	*** 450 EMERGENCY ROOM	ER LEVEL IV CHARGE	394.82		394.82
7/23	1	7056	*** 450 EMERGENCY ROOM	ER LEVEL III CHARGE	235.22		235.22
7/23	-1	7056	*** 450 EMERGENCY ROOM	ER LEVEL III CHARGE	235.22		235.22
				TOTAL EMERGENCY ROOM			394.82
				TOTAL CHARGES			1,592.85
7/28		222	A3060	NETRAHEALTH ADJUSTMENT	689		398.21
				TOTAL PAYMENTS/ADJUSTMENTS			398.21
				BALANCE DUE			1,194.64

UNLESS OTHER ARRANGEMENTS ARE MADE, ALL ACCOUNT BALANCES ARE PAYABLE UPON RECEIPT OF THIS STATEMENT.  
WE RESERVE THE RIGHT TO REBILL FOR LATE CHARGES OR INSURANCE ADJUSTMENTS.

2883-818 8382

## FORWARD TO OGC - INJURY

THE ATTACHED LETTER WAS RECEIVED IN LITIGATION PREVENTION.

IT IS BEING FORWARDED TO YOU FOR CASE HANDLING DUE TO THE ALLEGED INJURY.

       WE HAVE OPENED AN INJURY CASE IN MORS AND AN AUTOMATED LETTER (OGC 1 OR OGC 2) HAS BEEN GENERATED.

X WE HAVE NOT OPENED AN INJURY CASE IN MORS. PLEASE MANUALLY GENERATE THE OGC 1 OR OGC 2 LETTER.

Thank You.

*CRIKA SWIN*  
(w/legalese injury cover sheet)

8/22/03

Injuries : (see press. +)  
                  device

- neck
- back
- hip
- leg @
- arm @
- foot

@ patient still under tx

**BUSSEY & GIUDICE**  
ATTORNEYS AT LAW  
1800 CENTURY BOULEVARD, N.E.  
SUITE 810  
ATLANTA, GEORGIA 30348

MARK E. BUSSEY  
RAYMOND V. GIUDICE  
JOHNNY B. YEARELL

PHONE: (404) 330-6000  
FAX: (404) 330-4007

August 21, 2003

Ms. Erika Smith  
Ford Motor Company  
P.O. Box 6248  
MD 3NE-B  
Dearborn, Michigan 48126

Re: [REDACTED]  
2000 Sable  
VIN: 1MEFM5581YA6382351

Dear Ms. Smith:

This letter is in regards to your recent inquiry. The following is the information that you requested:

1. Please see the enclosed police report.
2. The accident happened on July 23, 2003. Mr. [REDACTED] was driving a 2000 tan Mercury Sable. Cynthia Bray was sitting in the passenger side of this vehicle. Mr. [REDACTED] was stopped at the light on Bethesda Road and was headed eastbound. [REDACTED] was driving a 1997 tan Pontiac Grand Am southbound on Highway 279. The light had turned red and she continued to make a wide right turn westbound onto Bethesda Road. [REDACTED] then hit the front end of Jimmy [REDACTED]'s car. The impact was extremely hard. The two front and two side air bags did not deploy upon impact. The air bag light was still on at the time of the accident. They suffered more injuries because of this.
3. Jimmy and Cynthia [REDACTED] were injured. Mr. [REDACTED] is 53 years old and Cynthia [REDACTED] is 50 years old. Their address is [REDACTED] 30296.
4. Mr. [REDACTED] suffers injuries to neck, back, hip and left leg. Ms. [REDACTED] suffers injuries to her left arm, leg and foot.
5. Enclosed are copies of the medicals that we have. We are still in the process of collecting them. We will forward them to you when we receive them.

E063-810 8384

RLG 21 2003 11:29

PAGE 02

Ms. Erick Smith  
August 21, 2003  
Page 2

6. We are still in the process of obtaining photographs. When we receive them we will forward them to you.
7. The vehicle is located at [REDACTED]
8. The insurance company that handled the [REDACTED]'s property damage was Progressive. They are located at 380 Interstate North Parkway, Suite 100, Atlanta, GA 30339. The adjuster's name is Keisha Samuels. Her telephone number is 770-690-6185. The claim number is [REDACTED]

Very truly yours,

Johnny B. Terrell/az

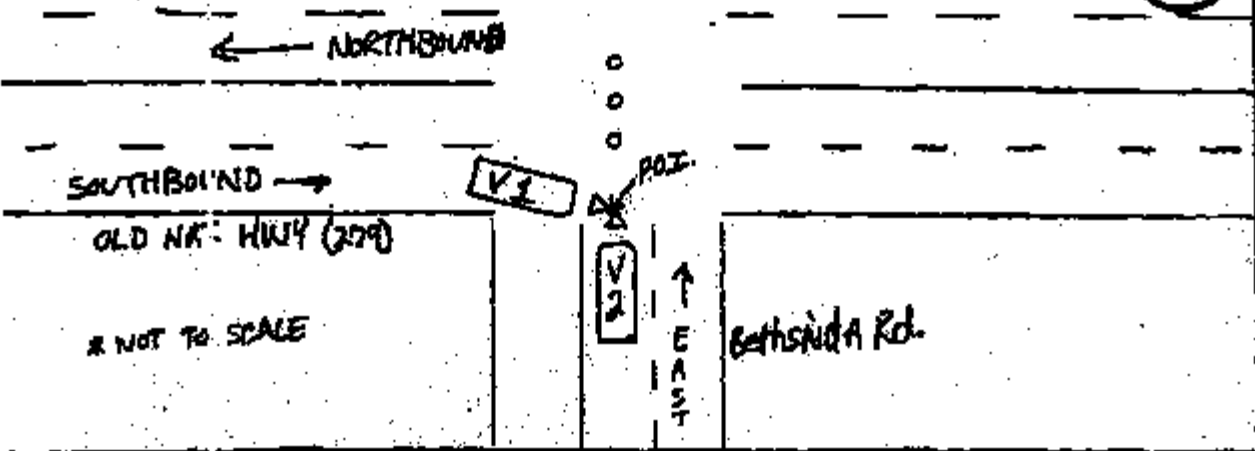
Johnny B. Terrell  
Attorney At Law

JB/az  
cc: file, clients  
Enclosures: Police Report, Medicals



Driver # 1 (Vehicle # 1) told us she was travelling southbound on Hwy 209 and was going to turn right (west) onto Bethesda Rd. She told us the light turned yellow and she was "trying to beat the light" before it turned red. She made a wide right turn and hit Driver # 2 (Vehicle # 2). Driver # 2 (Vehicle # 2) told us he was stopped at the light on Bethesda Rd. and was headed eastbound. Driver # 2 told us from out of nowhere a car came about at the corner and hit them.

INDICATE ON THIS DIAGRAM WHAT HAPPENED



Investigation Date:  Yes  No  
 Citation # 55505  
 Agency - COUNTY OF ALBANY

Vehicle #	Year	Make	Model	Color	License #	Driver #	Sex	Age	Height	Weight	Build	Hair	Eyes	Occupation
1	2													
2	2													

SPD DISTANCE BEFORE IMPACT: VEH 1: 0, VEH 2: 0  
 AFTER: VEH 1: 0, VEH 2: 0  
 Width of Road: 42 Ft.

Damage to Vehicle	Damage to Property	Damage to Person	Damage to Other
NONE			

Case No.	Officer	City	State	Zip	Lat	Long	Alt	Temp	Humid	Wind	Dir	Pres	Rel	Vis	Cloud	Moist	Bar

DISABILITY CERTIFICATE

PERIOD OF DISABILITY

Name of patient: \_\_\_\_\_

Date of treatment: 7/24/03 through 10/3/03 anticipated

Is patient still under treatment? Yes  No

Date patient was released to return to work, (or, if currently disabled, date of anticipated return to work): Anticipated 8/9/03

Dates of disability by history: 7/23/03 through 8/9/03  
Anticipated

JOB LIMITATIONS ON RETURNING TO WORK

When patient returns to work, it should be under the following conditions:

Return to regular job duties, no limitations

Return to regular job duties with the following marked limitations:

Patient should not be doing any lifting, bending, or strenuous activity.

Patient should not be doing any lifting of objects over \_\_\_\_\_ pounds, and any bending, or strenuous activity.

Other \_\_\_\_\_

Date: 7/29/03

Signature: \_\_\_\_\_

(Attending Doctor)

923 Lilian St  
(Address)

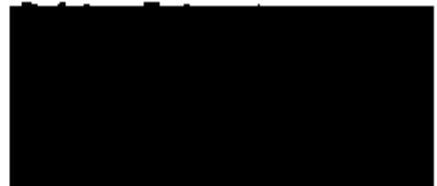
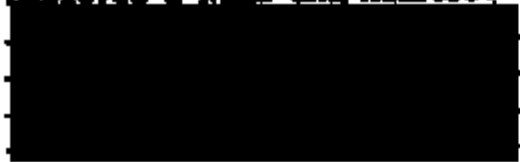
Atlanta, GA 30310  
(City, state, zip)

Please return to:  
Law Offices of Bussey & Studios, P.C.  
1800 Century Boulevard, N.E., Suite 910  
Atlanta, Georgia 30348  
(404) 320-4000

127

WAGE AND SALARY VERIFICATION FORM

Employee's Name and Address:



DATE OF ACCIDENT: 07-29-2003



1. Occupation: Dockworker

2. Dates of Employment From: 5-29-89 To: Present

3. Wage/Salary as of \$ 19.00 Per Hour X  
the date of accident Per Week  
Per Month

4. Usual number of days worked per week: 5 (45 hours per week)

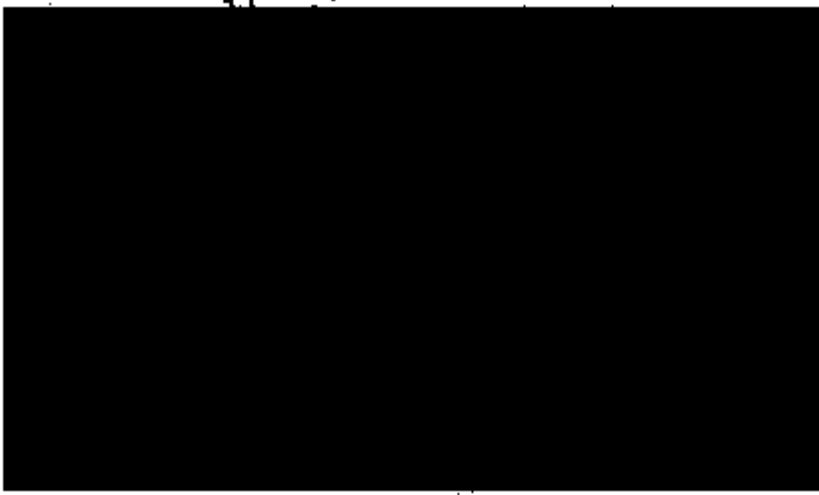
5. Has Employee filed claim for benefits under workers' compensation as a result of this accident? Yes No X

6. Has Employee received, is receiving or entitled to receive benefits under any workers' compensation or similar law as a result of this accident? Yes No X Undetermined

7. Dates absent following accident:

\* First Date Missed: 7-24-03

\* Date Returned to Work: Has not returned to work



7-28-03  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2903-010 0300





11 UPPER RIVERDALE RD. SW  
RIVERDALE, GEORGIA 30274-8904  
(770) 881-8130

STATEMENT DATE: 07/27/03

NOTE:  
PLEASE KEEP THIS ITEMIZED BILL FOR YOUR  
INCOME TAX AND OTHER RECORDS.

PATIENT NAME: [REDACTED]  
PATIENT NUMBER: [REDACTED]  
PAGE: 001 E/R 05 01

GUARANTOR'S NAME:



07/23/03	07/29/03
ADMISSION DATE	DISCHARGE DATE
ENTERED FROM	ENTERED THRU

YOUR PHYSICIAN, SURGEON, ASST. SURGEON,  
ANESTHESIOLOGIST AND RADIOLOGIST BILL  
SEPARATELY FOR THEIR SERVICES.

DATE	QTY	CHARGE	SERVICE	DESCRIPTION	HOSPITAL CHARGE	PHYSICIAN CHARGE	TOTAL CHARGE
7/23	1	6529	*** 320 RADIOLOGY DIAGNOSTIC	XR HIP ROUTINE 2+ VIEWS	74.32		74.3
7/23	1	6564		XR SHOULDER ROUTINE 2+ VIEWS	121.46		121.4
7/23	1	6574		XR SPINE CERVICAL ROUTINE 4+ V	264.99		264.9
7/23	1	6584		XR SPINE LUMBOSACRAL 4+ VIEWS	309.15		309.1
				TOTAL RADIOLOGY DIAGNOSTIC			769.9
7/23	1	7056	*** 450 EMERGENCY ROOM	ER LEVEL III CHARGE	235.22		235.2
				TOTAL EMERGENCY ROOM			235.2
				TOTAL CHARGES			1,005.1
				TOTAL PAYMENTS/ADJUSTMENTS			0.0
				BALANCE DUE			1,005.1

UNLESS OTHER ARRANGEMENTS ARE MADE, ALL ACCOUNT BALANCES ARE PAYABLE UPON RECEIPT OF THIS STATEMENT.  
WE RESERVE THE RIGHT TO REBILL FOR LATE CHARGES OR INSURANCE ADJUSTMENTS.





EMS VENTURES, INC.  
P O BOX 1646  
ATLANTA GA 30303  
001774

1004-0229

RETURN SERVICE REQUESTED  
PATIENT

PAY THIS AMOUNT		CASE
\$585.29		7/23/03

ADDRESS:

██

██

FE

Please check box if your address is incorrect or insurance information has changed, and indicate change(s) on reverse side.

### INSURANCE INFORMATION

IF YOU PROVIDE US WITH INSURANCE INFORMATION, WE MAY BE ABLE TO SUBMIT A CLAIM ON YOUR BEHALF. HOWEVER, PAYMENT IN FULL IS DUE UPON RECEIPT OF THIS BILL.

INSURANCE NAME
MEDICARE POLICY NO.
GROUP NO.
NAME OF INSURED
EMPLOYER/SCHOOL NAME

SEND TO:

██  
EMS VENTURES, INC.  
P O BOX 102787  
ATLANTA, GA 30308-2787

1004-0229 11/2000 1000000

PAGE NO. 1 OF 1

Please detach at fold and return top part only with your payment.

### STATEMENT

SERVICES PROVIDED BY:  
EMS VENTURES, INC.  
Federal Employer ID: 08-1921284

CALL SOURCE: 911 EMERGENCY  
PHONE: 8278ADZA RD @ OLD NATIONAL H  
DESTINATION: SOUTHEAST REGIONAL MEDICAL CTR

DATE OF SERVICE	FAHRENS/ADJUST DATE	DESCRIPTION OF SERVICE	QTY/UNITS	CHARGE RATE	AMOUNT
07/23/03		911 EMERGENCY	1	404.49	404.49
07/23/03		ALS MEDICAL	1	7.15	58.80
07/23/03		PULSE OXIMETER/SP/TV PUMP	1	35.00	35.00
07/23/03		SPINAL IMMOBILIZATION	1	43.00	43.00
07/23/03		OSHA MANDATED SUPPLIES	1	66.00	66.00

We recently had the opportunity to serve you by providing medical services and/or transportation as required by your medical situation.

At this time, the balance for the above account is provided and payable. We request that you remit the balance by the 15th day of the month following our office to make appropriate arrangements.

If you provide us with insurance information, we may be able to submit a claim on your behalf; however, payment in full is due upon receipt of this bill.

VISA, MasterCard, Discover, or American Express is accepted by phone.

CUSTOMER	ADDRESS	SERVICE DATE	TIME OF CALL	INCIDENT #	TOTAL PAID	TOTAL CHARGE
██████████	██████████	7/23/03	25:50:01	00774581	0.00	585.29

1-800-4700 OR: 1-800-963-4700

**PLEASE PAY THIS AMOUNT \$585.29**

**THIS BILL IS YOUR RESPONSIBILITY**

1004-0229 11/2000 1000000

1004-0229 11/2000 1000000

DISABILITY CERTIFICATE

JUL 31 2003

PERIOD OF DISABILITY

Name of patient: [Redacted]

Dates of treatment: 7/24/03 through anticipated 10/3/03

Is patient still under treatment? Yes  No

Date patient was released to return to work, (or, if currently disabled, date of anticipated return to work): 8/22/03

Dates of disability by history: 7/23/03 through anticipated 8/22/03

JOB LIMITATIONS ON RETURNING TO WORK

When patient returns to work, it should be under the following conditions:

- Return to regular job duties, no limitations
- Return to regular job duties with the following marked limitations:
- Patient should not be doing any lifting, bending, or strenuous activity.
- Patient should not be doing any lifting of objects over \_\_\_\_\_ pounds, and any bending, or strenuous activity.
- Other \_\_\_\_\_

Date: 7/28/03 Signature: [Signature] (Attending Doctor)

923 Hill Street SW  
(Address)  
Atlanta, GA 30310  
(City, state, zip)

Please return to:  
Law Offices of Sessay & Giudice, P.C.  
1800 Century Boulevard, N.E., Suite 910  
Atlanta, Georgia 30345  
(404) 320-4000

22F



AUG 08 2003

11 UPPER RIVERDALE RD. SW  
RIVERDALE, GEORGIA 30274-9904  
(770) 991-8190

STATEMENT DATE: 07/27/03

NOTE:  
PLEASE KEEP THIS ITEMIZED BILL FOR YOUR  
INCOME TAX AND OTHER RECORDS.

PATIENT NAME: [REDACTED]  
PATIENT NUMBER: [REDACTED]  
PAGE: 001 E/R 05 01

GUARANTOR'S NAME:



07/23/03	07/23/03
ADMISSION DATE	DISCHARGE DATE
STARTING ROOM	ENDING ROOM

YOUR PHYSICIAN, SURGEON, ASST. SURGEON,  
ANESTHESIOLOGIST AND RADIOLOGIST BILL  
SEPARATELY FOR THEIR SERVICES.

DATE	QTY	UNIT PRICE	CHARGE	DESCRIPTION	HOSPITAL CHARGE	TOTAL CHARGE
7/23	1	55		*** 250 PHARMACY VICODIN, 1 TABLET	4.29	4.2
7/23	1	55		VICODIN, 1 TABLET	4.29	4.2
				TOTAL PHARMACY		8.5
7/23	1	5050		*** 270 MED/SURG SUPPLIES GATH IMMOBILIZER KNEE XL	55.39	55.3
7/23	1	5120		CRUTCHES MEDIUM ALUMINUM PR	38.29	38.2
				TOTAL MED/SURG SUPPLIES		93.6
7/23	1	6506		*** 320 RADIOLOGY DIAGNOSTIC XR ANKLE 3+ VIEWS	154.57	154.5
7/23	1	6517		XR ELBOW 3+ VIEWS	138.03	138.0
7/23	1	6522		XR FOOT 3+ VIEWS	138.03	138.0
7/23	1	6528		XR HIP ROUTINE 2+ VIEWS	74.32	74.3
7/23	1	6537		XR KNEE 3 VIEWS	154.57	154.5
7/23	1	6564		XR SHOULDER ROUTINE 2+ VIEWS	121.46	121.4
7/23	1	6600		XR WAIST 3+ VIEWS	154.57	154.5
				TOTAL RADIOLOGY DIAGNOSTIC		935.5
7/23	1	6510		*** 324 CHEST X-RAY XR CHEST ROUTINE 2 VIEWS	160.22	160.2
				TOTAL CHEST X-RAY		160.2
7/23	1	7055		*** 450 EMERGENCY ROOM ER LEVEL IV CHARGE	394.82	394.8
7/23	1	7056		ER LEVEL III CHARGE	235.22	235.2
7/23	-1	7056		ER LEVEL III CHARGE	235.22	235.2
				TOTAL EMERGENCY ROOM		394.8
				TOTAL CHARGES		1,592.8
7/23		222	A3060	METRAHEALTH ADJUSTMENT	689	398.2
				TOTAL PAYMENTS/ADJUSTMENTS		398.2
						1,194.6

UNLESS OTHER ARRANGEMENTS ARE MADE, ALL ACCOUNT BALANCES ARE PAYABLE UPON RECEIPT OF THIS STATEMENT.  
WE RESERVE THE RIGHT TO REBILL FOR LATE CHARGES OR INSURANCE ADJUSTMENTS.

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	POS	CMDR	STATUS
08/18	10:14	914043284837	EC-8	01'35"	002	238	OK

# **Facsimile Cover Sheet**

**TO: Johnny Terrell**

**COMPANY:** [REDACTED]

**PHONE:** [REDACTED]

**FAX:** [REDACTED]

**RE:** [REDACTED]

**FROM:** [REDACTED]

**COMPANY: FORD MOTOR COMPANY**

**PHONE: (313) 845-5515**

**FAX: (313) 845-5668**

**NUMBER OF PAGES: 2  
(INCLUDING COVER SHEET)**

## Action Detail

VIN: 1MEFM5581YA838235	Year: 2000	Model: SABLE	Case: 1358532173
Name: [REDACTED]	Owner Status: Original	WSD: 2000-06-28	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Ph: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: DON JACKSON LINCOLN MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 10178	
Action Desc: REDIRECT TO OGC - PERSONAL INJURY CLAIM			
Odometer: 61000 MI	Comm Type: OTHER		
Action Date: 08/18/2003	Action Time: 09:32:07:760	Action Date: No	
Analyst Name: SMITH,ERKA (E.L.)	Analyst: ESMITH88		
COMMENT&: PER ATTN, SIBSTANTIAL INJURIES, LPA SENT PERSONAL INJURY LETTER			

EQ03-010 6386

...:07.750&amp;SympC=104458&amp;rTabPage=&amp;Reason=0785&amp;IssTyp=07&amp;CustNo=16678196/18/03

*Ford Motor Company*

Consumer Affairs

August 18, 2003

Johnny Terrell  
Bussey & Giudice  
1800 Century Boulevard, N.E.  
Atlanta, GA 30345

RE: [REDACTED]  
2000 Sable  
VIN: 1MEFM55S1YA6382351

Dear Mr. Terrell:

We have been advised of your client's pursuit of damages due to an accident in which your client was involved. In order to conduct a complete review we are requesting that the following information be forwarded to this office:

1. A copy of the police report
2. A complete description of the incident, including a description of your product concern
3. The name, age, and address of each person injured
4. A complete description of all injuries
5. Documentation of all subsequent medical attention, including physician's reports
6. Original photographs of both the vehicle's exterior and interior, including all damage
7. The present location of the vehicle
8. The name, address and telephone number of the insurance company, the claim number and agent's name

Please send the requested information and documents. If we do not hear from you within 15 business days of the date of this letter, we will assume that your client no longer wishes to pursue this matter and our file will be closed. If you need to contact me or have additional information to submit, I may be reached by phone at (313) 845-5515 or by fax at (313) 845-5668.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Erika Smith  
Consumer Affairs





# **Facsimile Cover Sheet**

**TO: Johnny Terrell**

**COMPANY: Bussey & Giudice**

**PHONE: 404-320-4000**

**FAX: 404-320-4007**

**RE** [REDACTED]

**FROM: ERIKA SMITH**

**COMPANY: FORD MOTOR COMPANY**

**PHONE: (313) 845-5515**

**FAX: (313) 845-5668**

**NUMBER OF PAGES: 2  
(INCLUDING COVER SHEET)**

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGES	CHG#	STATUS
08	08/18	10:09 914043204827	EC-S	00'31"	002	232	OK

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## **Facsimile Cover Sheet**

**TO: Johnny Terrell**

**COMPANY: Bussey & Gludice**

**PHONE: 404-320-4000**

**FAX: 404-320-4007**

**RE:** 

**FROM: ERIKA SMITH**

**COMPANY: FORD MOTOR COMPANY**

**PHONE: (313) 845-5515**

**FAX: (313) 845-5668**

**NUMBER OF PAGES: 2  
(INCLUDING COVER SHEET)**

*Ford Motor Company*

Consumer Affairs

\*Sent Via Fax

August 12, 2003

Johnny Terrell  
Bussey & Giudice  
1800 Century Boulevard, N.E.  
Atlanta, GA 30345

RE: Jimmy & Cynthia [REDACTED]  
2000 Sable  
VIN: 1MEFM55S1YA6382351

Dear Mr. Terrell:

I am in receipt of your letter dated August 6, 2003. A review of your client's claim has been initiated and I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5515 or by fax at (313) 845-5668.

Respectfully yours,

Erika Smith  
Consumer Affairs



**BUSSEY & GIUDICE**  
ATTORNEYS AT LAW  
1900 CENTURY BOULEVARD, N.E.  
SUITE 810  
ATLANTA, GEORGIA 30345

MARK E. BUSSEY  
RAYMOND V. GIUDICE  
JOHNNY B. TERRELL

PHONE: (404) 320-4000  
FAX: (404) 320-4007

August 6, 2003

Ford Motor Company  
P.O. Box 6248 MD 3NE-B  
Dearborn, Michigan 48126

RE: Our Clients: [REDACTED]  
Your Client: [REDACTED]  
Date of Loss: July 23, 2003  
Vehicle: 2000 Mercury Sable - Tan  
VIN Number: 1MEFM55SIYA638235

To Whom It May Concern:

This will confirm that we represent the above-named clients for bodily injuries sustained in the referenced accident when the air bags failed to deploy as the adversary vehicle struck their vehicle. Please forward all correspondence and calls concerning this claim to our office rather than dealing directly with my client.

Please contact my office upon receipt of this letter.

Very truly yours,

*Johnny B. Terrell*  
Johnny B. Terrell  
Attorney At Law

JBT/az  
cc: clients, file

3 AUG 11 12:01  
CONSUMER AFFAIRS

[REDACTED]

-personal injuries  
1,194.69  
1,500.14 30 PM

-still being tx  
-pain & suffering

All Action Details for Issue

Print

VIN: 1MEFM5581YA638235-      Year: 2000      Model: SABLE      Case: 1358532173  
 Name: [REDACTED]      Owner Status: Original      WSD: 2000-06-28  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND      Secondary Pho [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: ACKNOWLEDGE

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND  
 Dealer: 10178 DON JACKSON LINCOLN MERCURY      Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK  
 Odometer: 51000 MI      Comm Type: MAIL  
 Analyst Name: LEICH, CHERIE      Analyst: CLEICH  
 Action Date: 08/11/2003      Action Time: 14.43.10.175      Action Data: Yes

Comments \*\*\*\*\*ATTORNEY DEMAND\*\*\*\*\* DATE STAMPED 8-11-03. ATTORNEY ALLEGES CLIENT WAS INVOLVED IN AN ACCIDENT AND THE AIR BAGS DID NOT DEPLOY. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	BUSSEY & GLUDICE ATTORNEYS AT LAW
ATTORNEY NAME	JOHNNY B. TERRELL
ATTORNEY PHONE NUMBER	4043204000

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY  
 Dealer: 10178 DON JACKSON LINCOLN MERCURY      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 51000 MI      Comm Type: OTHER  
 Analyst Name: SMITH, ERIKA      Analyst: ESMITH68  
 (E.L.)  
 Action Date: 08/12/2003      Action Time: 16.40.08.018      Action Data: Yes

Comments SENT ACK VIA FAX

Data Element Name	Data Value
CERTIFIED LETTER #	000

ER03-618 8482

## ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
8/12/2003 ACKNOWLED	[REDACTED] LEGAL - OTHER ATTORNEY DEMAND	1MEFM56S1YA638235 1358532173	2000 SABLE	07
8/8/2003 CLOSED	[REDACTED] LEGAL - ALLEGED - NON-SERIOUS INJURY	1MEFM56S1YA638235 1358532173	2000 SABLE	07

ERG3-510 8483

Action Details for Issue

Print

VIN: 1MEFM56S1YA838235      Year: 2000      Model: SABLE      Case: 1355632173  
 Name: [REDACTED]      Owner Status: Original      WSD: 2000-08-29  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: CLOSED

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF  
 Dealer: 10178 DON JACKSON LINCOLN MERCURY      Origin Desc: US CONCERN CASE BASE  
 Odometer: 51000 MI      Comm Type: PHONE  
 Analyst Name: ASJM KAMRAN SYED      Analyst: ASYED1  
 Action Date: 08/05/2003      Action Time: 08.57.00.478      Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
CYNTHIA		[REDACTED]		SPOUSE

Comments CUSTOMER SAYS: =AIR BAG INDICATOR WAS ON AND CUST ALREADY ADVISED THE LM DLR THAT IT'S A SAFETY PROBLEM AND THEY ADVISED THAT =VEH THEN INVOLVED IN AN ACCIDENT AND BOTH THE SIDE AND BOTH THE FRONT AIR BAGS WERE UNABLE TO DEPLOY. CUST HAS RECEIVED THE INJURIES =VEH IS WITH THE INSURANCE COMPANY AND THEY ARE TRYING TO REPAIR IT =ACCIDENT WAS FRONT END DRIVER SIDE COLLISION =ACCIDENT HAPPENED ON JULY 23, 2003 =THE OTHER VEH HIT THE CUST VEH =INTERSECTION WAS NATIONAL HWY BATHSAIBA RD IN RIVERDALE GEORGIA =POLICE REPORT WAS FILED AND DOES NOT HAVE THE NUMBER HANDY =FULTON COUNTY IS WHERE THE POLICE REPORT FILED =POLICE REPORT INDICATED THAT THE OTHER VEH HIT THE CUST VEH =ATTORNEY IS BUSSEY & GIUDICE AND TELEPHONE NUMBER 404-320-4000. ATTORNEY NAME IS JOHNY TERREL =ALREADY FILED THE CLAIM WITH THE INSURANCE COMPANY OF THE OTHER PERSON AND THEY ARE PROCESSING IT. =DON'T KNOW THAT WHETHER VEH IS REPAIRABLE OR NOT PER CUSTOMER, DEALER SAYS: =DON'T WORRY ABOUT THE AIR BAG INDICATOR CAG ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

Action: MAKE OUTBOUND CALL TO CUSTOMER      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Dealer: 10178 DON JACKSON LINCOLN MERCURY  
 Odometer: 61000 MI      Comm Type: PHONE  
 Analyst Name: JACKSON,CELESTE (C.)      Analyst: CJACKS84  
 Action Date: 08/08/2003      Action Time: 12.03.54.389      Action Data: Yes

Comments LPA COMMENTS NONE

Data Element Name	Data Value
CONTACT PERSON	CYNTHIA BRAY

Action: REDIRECT TO OTHER      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Dealer: 10178 DON JACKSON LINCOLN MERCURY  
 Odometer: 51000 MI      Comm Type: PHONE  
 Analyst Name: JACKSON,CELESTE (C.)      Analyst: CJACKS84  
 Action Date: 08/08/2003      Action Time: 12.06.27.984      Action Data: No

ER63-818 6484

Comments LFA COMMENTS: CUSTOMER CONFIRMED THAT SHE HAS AN ATTORNEY. NO FURTHER INFORMATION PROVIDED AND CUSTOMER HUNG UP ON ME. NO LETTER SENT DUE TO ATTORNEY INVOLVEMENT.

---

ER03-010 0400

...:00.476&ISSUE\_UPDATE\_ID\_C=CJACKS84&USER\_ID\_C=CJACKS84&STATUS\_ 8/14/03



Update This information In Stars

FCSD Region	Sales Region	Dealer Detail			
		Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	26-ATLANTA	D	A1	10178	L26140

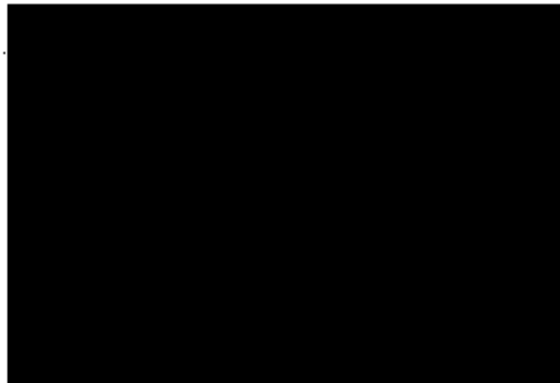
Dealer Name: DON JACKSON LINCOLN  
MERCURY

Dealer Address: 3960 JONESBORO ROAD  
UNION CITY GA 30291

Dealer Main Phone: 770-988-7229

Dealer Service Phone: 770-988-7229

Position	Employee Name
GENERAL MANAGER	KENNETH P NESTLEHUTT
PARTS MANAGER	MARK T WHITTAKER
PARTS & SERVICE DIRECTOR	WILLIAM R BOWMAN
SALES MANAGER	LEON E NESTLEHUTT
SERVICE MANAGER	RICKY A CARDELL



E823-010 0406

Customer Info

Customer: [REDACTED]  
Address: [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

EA03-010 0407

**OASIS RESULT:  
1MEFM55S1YA638235**

08/14/2003  
11:38:53

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▶ **VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2000 SABLE	<b>BODY STYLE</b> 4 DR SEDAN LS PREMIUM	<b>ENGINE</b> 3.0L EFI DOHC	<b>ENGINE CALIBRATION</b> 0DD15N0A
<b>TRANSMISSION</b> AX4N (4F50N) 4 SPD T/AXLE 6R	<b>AXLE CODE</b> 6R		

▶ **GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 06/29/2000	<b>BUILD DATE</b> 06/05/2000	<b>SALE MILEAGE</b>
--	---------------------------------	---------------------

▶ **WARNING MESSAGES**

**LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

---

\*THIS VEHICLE HAS AN OPEN CVDL LEGAL CONTACT

---

\*THIS VEHICLE HAD A CVDL CONTACT CLOSED WITHIN THE PAST 180 DAYS

▶ **FIELD SERVICE ACTIONS**

**029D01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.  
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE  
TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000  
MILES, WHICHEVER OCCURS FIRST, TO THE BASE WARRANTY.**

▶ **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

▶ **REPAIR HISTORY**

02/27/2003 DEALER: Don Jackson Lincoln Mercury  
WARRANTY CLAIM NUMBER: 263207 ODOMETER: 061647M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		003	02840A		

1 RECALL 02840 PASSED

END OF OASIS REPORT FOR 1MEFM55S1YA638235

ER03-019 8408

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHN	STATUS
24	08/12	17:28 914243284007	EC-S	00'25"	002	168	OK

# **Facsimile Cover Sheet**

**TO: Johnny Terrell**

**COMPANY: Bussey & Gludice**

**PHONE: 404-320-4000**

**FAX: 404-320-4007**

**RE:** [REDACTED]

**FROM: ERIKA SMITH**

**COMPANY: FORD MOTOR COMPANY**

**PHONE: (313) 845-5515**

**FAX: (313) 845-5668**

**NUMBER OF PAGES: 2  
(INCLUDING COVER SHEET)**

**Smith, Erika (E.L.)**

**From:** Smith, Erika (E.L.)  
**Sent:** Thursday, August 14, 2003 1:11 PM  
**To:** Grulkowski Jr., Ted (T.)  
**Subject:** Open LP Case-Bray

Dear Ted:

Hello. My name is Erika Smith and I am the analyst handling this case. Please look over the case and let me know of any information that you can provide. If there are any problems or questions, please contact me.

VIN: 1MEFM6651YA838236	Year: 2000	Model: SABLE	Case: 1358532173
Name: [REDACTED]	Owner Status: Original	WSD: 2000-06-29	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT			Primary Phone: [REDACTED]
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND			Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: DON JACKSON	LINCOLN MERCURY
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK			P & A Code: 10178
Odometer: 51000 MI	Comm Type: MAIL		
Action Date: 08/11/2003	Action Time: 14:43:10:177	Action Data: Yes	</issues/CuQI/IssueDetail/ActDataDisp.asp?F=2003-08-11 14:43:10.177&IssType=07&ActOrg=CALGED&ActionId=LP203&Case=1358532173&Reason=0785&SymptC=104458>
Analyst Name: LEICH,CHERIE	Analyst: GLEICH		

**COMMENTS:** \*\*\*\*\*ATTORNEY DEMAND\*\*\*\*\* DATE STAMPED 8-11-03. ATTORNEY ALLEGES CLIENT WAS INVOLVED IN AN ACCIDENT AND THE AIR BAGS DID NOT DEPLOY. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Thank you for your time. I look forward to hearing from you soon.

Have a great day!

Respectfully,

**Erika Smith**

Ford Motor Company  
Consumer Affairs-Litigation Prevention  
PH: (813) 845-5515  
FX: (813) 845-5668

Tracking:

Recipient  
Grulkowski Jr., Ted (T.)

Delivery  
Delivered: 8/14/03 1:11 PM

# Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN: 1MEFM851YAR26236	Vehicle Line: CDD - TAURUS/SABLE (D188) [00-04]	Body Sheet:
Model Year: 2000	Merch Derived: GM - MERCURY DIVISION DERIVATIVE	Navis Eng Serial No:
Veh Type: C	Drive Code: CA - 2 WHL LH FRONT DRIVE	Engine: GLD - MOD 3.0L DOHC EFI NA V8 G*NAAD
Inv. Dealer: 10178	Body Cab Style: - 4 DOOR SEDAN-4 LITE	Transmission: CCK - 4 SPD AUTO TR NAAD AX4M4F30N
Vehicle Make Code: 800	Variant/Version: CGB - SABLE B VERSION	
Trace Eng Serial No:		

NA

Trace Trans Serial No:

NA

**BUILD INFORMATION:**

Region: NA - 00000000	Plant: AB - ATLANTA PLANT BUILD
Country: USA - 00000000	Prod Date: 05-JUN-2000

**SALE INFORMATION:**

Region: NA - 00000000	Selling Dealer: 320140 - "
Country: USA - 00000000	Selling Div: SLPProv: GA
	Buyer SLPProv: GA
Arrival Date: 01-JUN-2000	Red Carpet Lease:
Sale Date: 29-JUN-2000	Fleet/Retire/Co. Lease: R
Warranty Start Date: 29-JUN-2000	Inspected Vehicle: * Vehicle Count Flag:
Orig Warranty Date: 29-JUN-2000	Received Vehicle: * Vehicle Export Flag: N

EMV-010 0411

**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----

N557638235YB4 T J2 15EA066 JD G LGR 22 7AP LMC B NS 260148 1 B2 JH28 51

REF 7 95XGA 16

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	C/C - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	F
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [NA]
Axle Ratio:	* - [NA]	Mirror(Driver Side):	BA - DRIVER POWERHEATED MIRROR
Axle Type:	* - [NA]	Mirror(Passr Side):	BA - PASS POWERHEATED CONVEX MIRR
Battery Amp Rating:	RO	Paint:	PNAR2 - HARVEST GOLD C/C
Brake Code:	* - [NA]	Power Antennae:	* - [NA]
Brake Code(Service):	* - [NA]	Radio:	AE - ELECTRONIC AM/FM STRO/CASSETTE
Callout Code:	00015H0A	Sound System:	AE - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [NA]	Spegr Theater Audio:	
Color(Tint):	* - [NA]	Tire Manufacturer:	AC -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	*	Tire Size:	DSJ6Z - P215/60R-18 BSW ALL SEASON
Front Seat:	* - [NA]	Traction Control:	* - [NA]
Fuel Type:	* - [NA]	Wheel Base:	

**TIRE DOT INFORMATION:**

LF: \* RF: \*

LR: \* RR: \*

Lt: \* Rt: \*

SPARE: \* DOT Plant Manufacturer: \* \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	CB - CB
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	GU
ESP Plan Year:	* Engine Family:	YFNGV030V8A
ESP Signature Date:		

Any comments? You can contact

webmaster



STANDARD CLAIMS LIST

AWS Online Report

Run Date: 14-AUG-2003

Note: All Costs are in US Dollars

1MEFM55S1YA838235 DM CDD CM CFA CGB CIA AB GDX CLD 05-08-00 29-08-00 328140 USA 10 \* 5Y03 FBRZ 2261 AA S10 V21 H02 D8  
 AWS Claim Key: 7880173 Doc #: 23403701 Trx Code: E84 Labor Hrs: 2.1 Labor Cost: 137.2 Material Cost: 39.97 Total Cost: 177.17  
 Dir Cd-Sub Cd: 10178- Name: DON JACKSON LINCOLN MERCURY P#: 770-8897229 St: GA City: USA Reg Cd: NA Repr Date: 23-APR-2001 DIST(IME):10163  
 Cust Comments: CK REAR BRAKES MUST SAID SMOKE WAS COMING OUT WHEELS  
 Tech Comments: 2261 DB 2001 BT 7 B9 .3 2140A .9 2780B .2 INSPECT BRAKES, R R MASTER CYL AND DRAIN FLUID, REPLACE LT

1MEFM55S1YA838235 DM CDD CM CFA CGB CIA AB GDX CLD 05-08-00 29-08-00 328140 USA 10 \* \* \* \* \* S0X V00 \* \*  
 AWS Claim Key: 7880173 Doc #: 23403703 Trx Code: 01808 Labor Hrs: .4 Labor Cost: 25.15 Material Cost: 11 Total Cost: 43.85  
 Dir Cd-Sub Cd: 10178- Name: DON JACKSON LINCOLN MERCURY P#: 770-8897229 St: GA City: USA Reg Cd: NA Repr Date: 23-APR-2001 DIST(IME):16163  
 Cust Comments: RECALL 01808 BRAKE LIGHT SW  
 Tech Comments: 01808 .4 REPLACE SWITCH

1MEFM55S1YA838235 DM CDD CM CFA CGB CIA AB GDX CLD 05-08-00 29-08-00 328140 USA 10 \* 8U03 FBDZ 545088 AA S08 V74 T80 01  
 AWS Claim Key: 7822678 Doc #: 23403704 Trx Code: E84 Labor Hrs: 1 Labor Cost: 51.33 Material Cost: 107.53 Total Cost: 178.86  
 Dir Cd-Sub Cd: 10178- Name: DON JACKSON LINCOLN MERCURY P#: 770-8897229 St: GA City: USA Reg Cd: NA Repr Date: 23-APR-2001 DIST(IME):15163  
 Cust Comments: CK FOR SCREW MISSING FROM SUN ROOF  
 Tech Comments: NECESSARY TO REMOVE THE SUN ROOF GLASS ASSY TO REPLACE THE SHIELD BROKEN C.C.01 MT 1.0

1MEFM55S1YA838235 DM CDD CM CFA CGB CIA AB GDX CLD 05-08-00 29-08-00 328140 USA 11 \* 1F05 YF1Z 6A080 B8 S00 V83 G29 28  
 AWS Claim Key: 8552174 Doc #: 23500801 Trx Code: E84 Labor Hrs: .7 Labor Cost: 45.74 Material Cost: 48.1 Total Cost: 94.84  
 Dir Cd-Sub Cd: 10178- Name: DON JACKSON LINCOLN MERCURY P#: 770-8897229 St: GA City: USA Reg Cd: NA Repr Date: 12-MAY-2001 DIST(IME):16811  
 Cust Comments: C S LOW COOLANT LIGHT ON, JUST HAD OIL CHGD OTHER DAY  
 Tech Comments: COOLANT LEVEL SENSOR OPEN INT PRESSURE TEST COOLING SYST, NO LEAKS, FOUND INT OPEN IN SENDIN UNIT, REPLACE RESINOR ASSY, RETEST OK

1MEFM55S1YA838235 DM CDD CM CFA CGB CIA AB GDX CLD 05-08-00 29-08-00 328140 USA 11 \* 7001 YF1Z 9305 AA S10 V25 L89 28  
 AWS Claim Key: 8552173 Doc #: 23500802 Trx Code: E83 Labor Hrs: 1.4 Labor Cost: 91.45 Material Cost: 50.57 Total Cost: 142.13  
 Dir Cd-Sub Cd: 10178- Name: DON JACKSON LINCOLN MERCURY P#: 770-8897229 St: GA City: USA Reg Cd: NA Repr Date: 12-MAY-2001 DIST(IME):15811  
 Cust Comments: C S GAS GAUGE NOT REGISTERING PROPERLY, SHOW 1 2 TANK GO TO GAS STATION TO FILL UP ONLY TAKE 1 GALLON ALREADY FULL  
 Tech Comments: FUEL GAUGE ERRATIC INT OPEN TEST FUEL GAUGE OFF, FOUND INT OPEN IN GAUGE ASSY, REPLACE FUEL GAUGE ASSY, RETEST OK

EMC-818 8414

1MEFM55S1YA638235 DM	CDD	CM	CFA	CGB	CA	AB	CIX	CLD	05-08-00	29-08-00	328140	USA	19	*	2E06	YF1Z	9H307	AA	511	V44	E29	42	
<b>AWB Claim Key:</b>	1208171	Doc #:	2453301	Trx Code:	307	Labor Hrs:	1.9	Labor Cost:	120.35	Material Cost:	220.48	Total Cost:	357.82										
<b>Dir Cd-Sub Cd:</b>	10178	Name:	DON JACKSON LINCOLN MERCURY	Pln:	770-9897229	St:	GA	City:	USA	Reg Cd:	NA	Repr Date:	05-JAN-2002										DIST(Title):28342
<b>Guest Comments:</b>	DIAGNOSE ENGINE AMBER WARNING LAMP ON... (E29)																						
<b>Tech Comments:</b>	FUEL PUMP MODULE INOP AT TIMES EEC TEST P1237,FOLLOW PINPOINT TEST KB47,EEC MONITOR FUEL PUMP MODULE,TEST FUEL PUMP PRESSURE,FOUND AND REPLACED INOP																						
1MEFM55S1YA638235 DM	CDD	CM	CFA	CGB	CA	AB	CIX	CLD	05-08-00	29-08-00	328140	USA	23	*	1H03	2F1Z	9J480	AA	511	V44	E29	42	
<b>AWB Claim Key:</b>	18128147	Doc #:	25082701	Trx Code:	307	Labor Hrs:	.9	Labor Cost:	50.81	Material Cost:	42.99	Total Cost:	93.4										
<b>Dir Cd-Sub Cd:</b>	10178	Name:	DON JACKSON LINCOLN MERCURY	Pln:	770-9897229	St:	GA	City:	USA	Reg Cd:	NA	Repr Date:	06-MAY-2002										DIST(Title):34920
<b>Guest Comments:</b>	PFC CK ENG LIGHT IS COMING ON.																						
<b>Tech Comments:</b>	LIGHT ON DTC P1481,CLEAR CODE,PIN POINT TEST HE10 OUT OF RANGE,REPLACE FAULTY PFE SENSOR AND REPROGRAM PCM,126500 8.2																						
1MEFM55S1YA638235 DM	CDD	CM	CFA	CGB	CA	AB	CIX	CLD	05-08-00	29-08-00	328140	USA	23	*									30X V00
<b>AWB Claim Key:</b>	18120146	Doc #:	25082703	Trx Code:	01S24	Labor Hrs:	.8	Labor Cost:	40.63	Material Cost:	7.86	Total Cost:	56.18										
<b>Dir Cd-Sub Cd:</b>	10178	Name:	DON JACKSON LINCOLN MERCURY	Pln:	770-9897229	St:	GA	City:	USA	Reg Cd:	NA	Repr Date:	06-MAY-2002										DIST(Title):34920
<b>Guest Comments:</b>	RECALL 01S24 WIPER MOTOR COVER																						
<b>Tech Comments:</b>	REPLACE WIPER COVER FOR RECALL LABOR OP 01S24B .5 LABOR																						
1MEFM55S1YA638235 DM	CDD	CM	CFA	CGB	CA	AB	CIX	CLD	05-08-00	29-08-00	328140	USA	33	*									30X V00
<b>AWB Claim Key:</b>	19907747	Doc #:	26320701	Trx Code:	02S40	Labor Hrs:	.1	Labor Cost:	7.4	Material Cost:	0	Total Cost:	7.4										
<b>Dir Cd-Sub Cd:</b>	10178	Name:	DON JACKSON LINCOLN MERCURY	Pln:	770-9897229	St:	GA	City:	USA	Reg Cd:	NA	Repr Date:	27-FEB-2003										DIST(Title):51047
<b>Guest Comments:</b>	RECALL 02S40 PEDAL SPACING																						
<b>Tech Comments:</b>	1 RECALL 02S40 PASSED																						

Any comments? You can contact

webmaster

ES<sup>2</sup> / Recall Information

VIN: 1MEFM55S1YA638235

No ESP Information for this VIN

## Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00L03	L	LABEL		FORCED COMPLETION	2001-05-02	AUTOC
01S08	S	BRAKE LAMP		COMPLETE	2001-04-23	10178
01S24	S	WINDSHD WIP		COMPLETE	2002-05-08	10178
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	L28140
02840	S	ADJ PEDAL		COMPLETE	2003-02-27	10178

ER03-010 0416

**CUSTOMER  
SATISFACTION  
PROGRAM  
02M01**
**Certain vehicles equipped with a tube-  
mounted EGR Pressure Sensor - Additional  
EGR Pressure Sensor Warranty Coverage**

Frank M. Ligon  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

December 2002

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** Customer Satisfaction Program 02M01: Certain vehicles equipped with a tube-mounted EGR Pressure Sensor - Additional EGR Pressure Sensor Warranty Coverage

**OASIS:** Yes

**OWNER LIST:** No

**PROGRAM TERMS:** This additional coverage program will add 2 years or 24,000 miles whichever occurs first, to the base warranty coverage for the tube mounted EGR Pressure Sensor. This coverage will automatically transfer to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Certain 2000 and 2001 model year vehicles equipped with a tube-mounted EGR Pressure Sensor (9J460). Refer to OASIS for specific vehicle eligibility.

**TIME AND MILEAGE LIMITS**

Warranty Type	Current Warranty Coverage	Total Warranty Coverage
Federal	3 Years/36,000 Miles	5 Years/60,000 Miles
California Emissions*	3 Years/50,000 Miles	5 Years/74,000 Miles
Lincoln	4 Years/50,000 Miles	6 Years/74,000 Miles

\* California emissions include vehicles certified for sale in California and registered in California, Maine, Massachusetts, New York or Vermont.

**REASON FOR PROVIDING ADDITIONAL COVERAGE**

Vehicles experiencing a problem with the tube mounted EGR Pressure Sensor may exhibit a Malfunction Indicator Light (MIL) along with one or more of Diagnostic Trouble Codes (DTC) P0401, P0402, P1400, or P1401.

A very small percentage of vehicles may also exhibit a MIL with the following symptoms:

- Hesitation/Surge
- Stall with restart

Any of these conditions will not cause engine damage or failure, but may decrease the customer's satisfaction with their vehicle.

**SERVICE ACTION**

It is recommended for vehicles exhibiting any of the conditions listed above and equipped with a tube mounted EGR Pressure Sensor, that the dealer retrieve continuous DTC prior to any other diagnostics.

Dealers are to install a new tube mounted EGR Pressure Sensor at no charge to the owner of the vehicle, ONLY if one or more of these continuous DTC are present:

- P1400 - DPF EGR Sensor Circuit Low Voltage Detected
- P1401 - DPF EGR Sensor Circuit High Voltage Detected
- P0401 - EGR Flow Insufficient Detected
- P0402 - EGR Flow Excessive Detected

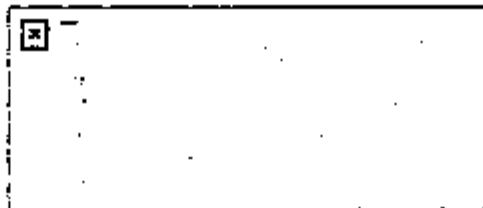
A failed DPFE will only exhibit one or more of the DTC listed above. This program will not cover any other continuous DTC present.

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

**QUESTIONS?**

Claims Information: ..... 1-800-423-8851  
Other (Dealer Only) Program Questions: ..... 1-800-325-5621



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Ford Customer Service Division

**CUSTOMER SATISFACTION PROGRAM  
02M01**

**Additional Information**

Dealer Q&A

**Dealer Bulletin**



- Dealer Letter
- Alt I: Administrative Info
- Alt II: Labor/Parts Info
- Alt III: Technical Info

**Ford Owner Letter**



**Lincoln Mercury Owner Letter**



Click on  above for a printable view of the item selected.

FAX COVER SHEET

LAW OFFICES OF BUSSEY & GIUDICE  
1800 CENTURY BOULEVARD, N.E., SUITE 910  
ATLANTA, GEORGIA 30345  
Phone: (404) 320-4000 Fax (404) 320-4007

To: Erika Smith-Ford Date: 8/21/03  
Motor Factory

Phone: (313) 845-5515 Fax# (313) 845-5668

From: Annemarie Zito

THIS IS PAGE 1 OF A 12 PAGE TRANSMISSION

CONFIDENTIALITY PROVISION

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us at the above address via the U.S. Postal Service. Thank you.

Remarks: Re: [REDACTED]

2000 Sable

VIN: 1MEEM55514G382351

Original will follow in the mail

033440523 ATLANTA

2003

EN03-018 0421



COPY

Sent Via U.S. Mail

February 25, 2003

[REDACTED]

Raleigh, NC 27613

RE: 2001 Taurus  
VIN: 1FAFP532X1A248712

Dear Ms. [REDACTED]

Thank you for contacting us regarding your 2001 Taurus.

Customer satisfaction and safety are two of the primary objectives of Ford Motor Company. The airbag system in your vehicle is designed to deploy under certain conditions; non-deployment in a collision is not necessarily indicative of a defect. If you are concerned the airbag system is not operating as designed, we suggest that you have the vehicle inspected by an authorized Ford dealership. The dealership uses the best technical resources available when diagnosing vehicle concerns and will be able to determine if the system is operating properly.

In addition, we suggest that you continue working with your insurance company regarding this matter. Your insurance carrier has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue this matter.

Thank you for the opportunity to review your concern.

Respectfully yours,

Celeste M. Jackson  
Consumer Affairs

E983-018 0422

Print

VIN: 1FAFP532X1A248712

Year: 2001

Model: TAURUS

Case: 554440523

Name: [REDACTED]

Owner Status: Original

WBD: 2001-07-23

Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CLOSED

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF

Dealer: 00978 CAPITAL FORD INC

Origin Desc: US CONCERN CASE BASE

Odometer: 14500 MI

Comm Type: PHONE

Analyst Name: ALLAN SHAW

Analyst: ASHAW

Action Date: 02/21/2003

Action Time: 15.23.34.245

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -ACCIDENT OCCURRED FEB 11/2003. -A LADY PULLED OUT RIGHT IN FRONT OF CUST -ACCIDENT OCCURRED IN RALEIGH, NC -A POLICE REPORT WAS FILED IN RALEIGH (FP03-017251) -POLICE REPORT FOUND THAT OTHER DRIVER WAS AT FAULT -A FILE HAS BEEN CLAIMED WITH INSURANCE COMPANY AND THE CLAIM IS STILL UNDER REVIEW. -VEH IS NOT REPAIRABLE. -AIR BAGS DID NOT DEPLOY DURING ACCIDENT. -CUST BROKE HER STERNUM DURING ACCIDENT. -CUST WOULD LIKE TO KNOW WHY THE AIR BAGS DID NOT DEPLOY. PER CUSTOMER, DEALER SAYS: -CAPITAL FORD INC 4900 CAPITAL BLVD. RALEIGH, NC 27616 TEL: (919) 790-4900 CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 00978 CAPITAL FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 14500 MI

Comm Type: PHONE

Analyst Name: CELESTE JACKSON

Analyst: CJACKS84

Action Date: 02/24/2003

Action Time: 14.34.55.892

Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

CONTACT PERSON

[REDACTED]

ENR03-018 0A223

...34.245&ISSUE\_UPDATE\_ID\_C=CJACKS84&USER\_ID\_C=CJACKS84&STATUS\_STATUS\_C=C%20&ISSUE\_ODOMTRDNZ/25/03

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 00978 CAPITAL FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 14500 MI

Comm Type: PHONE

Analyst Name: CELESTE JACKSON

Analyst: CJACKS84

Action Date: 02/24/2003

Action Time: 14.39.51.456

Action Date: No

Comments LPA COMMENTS: CUSTOMER ALLEGES THAT ANOTHER VEHICLE PULLED OUT IN FRONT OF HER AND SHE IMPACTED THAT VEHICLE. ALLEGES THAT THERE IS DAMAGE TO THE LEFT FRONT OF HER VEHICLE. STATES THAT HER INSURANCE COMPANY DEEMED THE VEHICLE TOTALED. STATES THAT SHE SUSTAINED A BROKEN STERNUM AND A SEATBELT BRUISE. STATES THAT THE OTHER DRIVERS INSURANCE COMPANY IS COVERING HER MEDICAL EXPENSES. LPA EXPLAINED AIRBAG LOGIC AND SUBROGATION.

EPK3-010 0424

Customer Info

Customer:

Address:

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

ENR3-018 0425

VIN: 1FAPP532X1A248712

No ESP information for this VIN

Recall Information

<u>Number</u>	<u>Type</u>	<u>Description</u>	<u>Campaign</u>	<u>Status</u>	<u>Status Date</u>	<u>Dealer Code</u>
01E15	E	FFV		RELEASED FOR MAILING	2001-06-20	F21019
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	F21019
02S40	S	ADJ PEDAL		COMPLETE	2002-11-14	00978

ESP3-010 0426

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAPP532X1A246712	Vehicle Line:	CDD - TAURUS/SABLE (D185) (00-03)	Eng. Serial No:	787417DM
Model Year:	2001	Market Derivat:	C/F - FORD DIVISION DERIVATIVE	Body Style:	*
Vehicle Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	C/LA - VULC 3.0L OHV EPI NA V6 GP12V
Inv. Dealer:	00978	Body Color Style:	C/F/C - 4 DOOR SEDAN-6 LT8	Transmission:	C/DX - 4 SPD AUTO TR NAAD AXWNPFSN
		Version/Series:	C/FB - TAURUS B VERSION		

## BUILD INFORMATION:

Region: NA - ##### Plant: AB - ATLANTA PLANT BUILD  
Country: USA - ##### Prod Date: 03-MAY-2001

## SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121019 - \*  
Country: USA - ##### Selling Div: EdProvi NC  
Buyer B/P: NC

Arrival Date: 10-MAY-2001 Res. Carpet Lease: \*  
Sale Date: 23-JUL-2001 Fleet/Retail/Co. Lease: R  
Warranty Start Date: 23-JUL-2001 Modified Vehicle: \*  
Orig. Warranty Date: 23-JUL-2001 Recycled Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
P531A246712Y 3 1 A2 D3D4673 20 G LL3N 22 3 KRC 3 5 136810 1 T5 M3 2  
  
1FAFX 4 92HW 10

## INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	PA	GVW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Asst. Radio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Asst. Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]

ENC-010 0427

Body Awg Rating: MLI  
Brake Code: \* - [N/A]  
Brake Code(Service): \* - [N/A]  
Calibration Code: 1DD1PMDA  
Color(Accent): \* - [N/A]  
Color(Trim): \* - [N/A]  
Delivery Type: 0  
DriveShaft Code: \*  
Front Seat: \* - [N/A]  
Fuel Type: AK - FLEX FUEL ETHANOL

Paint: PNPCH - SPRUCE GREEN  
Power Antenna: \* - [N/A]  
Radio: AE - ELECTRONIC AM/FM STEREOCASSETTE  
Steering System: \* - [N/A]  
Suspension Axle: \*  
Tire Brand: AC - FIRESTONE  
Tire Size: D3/SZ - P21560R-16 BSW ALL SEASON  
Traction Control: \* - [N/A]  
Wheel Base:

#### TIRE DOT INFORMATION:

LF: 8XX81TD1501 RF: 8XX81TD1501  
LR: 8XX81TD1601 RR: 8XX81TD1601  
LH: \* RH: \*

SPARE: APW7HTUUI701

#### ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: \* Emission Code: C/B - C/B  
ESP Coverage(Miles): \* Emission Cert Type: 5  
ESP Coverage(Time): \* Emission Decal Suffix: RZZ  
ESP Plan Year: \* Engine Family: 1FMKV030VP9  
ESP Signature Date:

EMCS-010 0428

## Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ERG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TR5	WCC	CFSC	5	PREP	BASE	SUFF	CCC	CD	DIST (Miles)	
	CDD	CP	CPC	CPE	CA	AB	CDX	CLA	03-MAY-2001	23-JUL-2001	121019	USA	16	*	*	*	*	*	*	*	*	11659	
AWS Chain Key:		1172404	Tr5 Code:		02540	Labour Hrs:		1															
Dlr Cd-Sub Cd:		00978	Name:		CAPITAL FORD INC	Ph:		919-7904600	St:		NC	Chy Cd:		USA	Reg Cd:		NA	Recd Date:		14-NOV-2002	Doc #:		01348351
Cust Comments:		RECALL 02540																					
Tech Comments:		02540 02540 BRAKE PEDAL KIT																					
	CDD	CP	CPC	CPE	CA	AB	CDX	CLA	01-MAY-2001	23-JUL-2001	121019	USA	16	7N03	01110X	FIDZ	562394	AA	G07	42	11659		
AWS Chain Key:		1172405	Tr5 Code:		025	Labour Hrs:		4															
Dlr Cd-Sub Cd:		00978	Name:		CAPITAL FORD INC	Ph:		919-7904600	St:		NC	Chy Cd:		USA	Reg Cd:		NA	Recd Date:		14-NOV-2002	Doc #:		01348352
Cust Comments:		DRIVER REAR WINDOW WILL NOT GO DOWN																					
Tech Comments:		TRIP REPLACE LR WINDOW MOTOR TRIM PANEL REAR DOOR REMOVE AND INSTALL																					

E983-810 0429





ZMS 3  
SOUTHWEST

ZMS-818 8848

## Action Detail

VIN: 1MEFM63U7YA803915	Year: 2000	Model: SABLE	Case: 586360383
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1999-11-24	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: WEST POINT LINCOLN-MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 11408	
Action Desc: DENY ASSISTANCE - CUSTOMER NON-PERFORMANCE OF RECALL			
Odometer: 80000 MI	Comm Type: MAIL		
Action Date: 02/10/2003	Action Time: 14:31:22:233	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.G.)	Analyst: LFONSECA		

COMMENTS: CUSTOMER DID NOT TAKE VEHICLE IN TO FORD DEALERSHIP TO HAVE THE RECALL PERFORMED.

ER03-010 0047

...:22.233&amp;SympC=104458&amp;rTabPage=&amp;Reason=0793&amp;IssTyp=07&amp;CustNo=13695402001&amp;C2/10/03

*Ford Motor Company*

Consumer Affairs

February 10, 2003

[REDACTED]  
Houston, TX 77077-6216

RE: 2000 Sable  
VIN: 1MEFM53U7YA603915

Dear Mr. [REDACTED]

This is in response to your call to our Ford Customer Relationship Center.

A thorough review of our records shows that you received recall notices on the following dates:

- October 2002
- February 2003

Upon receipt of these letters, it was your responsibility to bring the vehicle to any Ford or Lincoln/Mercury dealership to have the recall services performed. Accordingly, Ford declines to provide any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Lourdes Fonseca-Nearon  
Consumer Affairs



-->

ENTER CAMPAIGN NUMBER--> 02S40 VIN--> 1MEFM53U7YA603915 TYPE OF SEARCH: A  
 MODEL YEAR: 00 DEFECT: ADJ PEDAL BODY STYLE: 4 DR SEDAN LS  
 NEW STATUS CODE: CAMP DIV : 6  
 REPAIR INFORMATION: TYPE CODE: SUPP CODE :  
 REPAIR DATE: DEALER P/A: KIT CODE : AA  
 MICRO REF: CLAIM NUM: QASIS DATE : 02-10-25  
 DELETE REASON: VENDOR N/A INFORMATION:  
 RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 1  
 CURRENT: 3 67 021 ASSIGNED: 02-10-26 SOURCE: PX EXTRACT DATE: 02-10-26  
 \*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
M	RELEASED FOR MAILING	03-02-07							
M	RELEASED FOR MAILING	02-10-26							
R	READY TO RELEASE	02-10-25							

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)  
 I037-NO MORE DATA TO DISPLAY

LPREL331

ENTER CAMPAIGN NBR ==> 02S40 VIN ==> 1MEFM53U7YA603915  
 DEFECT : ADJ PEDAL BODY STYLE DESC: 4 DR SEDAN LS  
 RESP DEALER : 367021 BEGINNING MAILED DATE: 00-00-00 YY-MM-DD  
 RELEASE DESC : POSTCARD FOLLOWUP ENDING MAILED DATE : 00-00-00 YY-MM-DD  
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED] INITIALS:  
 STREET ADDR1 : [REDACTED]  
 ADDR2 : [REDACTED] ST/PRV: TX

CITY : HOUSTON CTRY:  
 ZIP/POSTAL CODE: 770776216 N-A SOURCE: P N-A EFF DATE: 02-03-13 YY-MM-DD

\*\*\*\*\*

RESP DEALER : 367021 BEGINNING MAILED DATE: 02-10-28 YY-MM-DD  
 RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 02-11-01 YY-MM-DD  
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED] INITIALS:  
 STREET ADDR1 : [REDACTED]  
 ADDR2 : [REDACTED] ST/PRV: TX

CITY : HOUSTON CTRY:  
 ZIP/POSTAL CODE: 770776216 N-A SOURCE: P N-A EFF DATE: 02-03-13 YY-MM-DD

F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9=G140  
 I048-LAST PAGE LPREL331

## ESP / Recall Information

VIN: 1MEFM53U7YA603915

No ESP Information for this VIN

## Recall Information

Number	Type	Campaign		Status Date	Dealer Code
		Description	Status		
01S08	S	BRAKE LAMP	COMPLETE	2001-08-09	81000
01S09	S	HEAD LAMP	COMPLETE	2001-08-09	01818
02S40	S	ADJ PEDAL	RELEASED FOR MAILING	2003-02-07	L87021

E963-010 0051

# Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN: 1MEFM53U7YA6R3915	Veh Line: C/D0 - TAURUS/SABLE (D186) (00-03)	Body Style: *
Model Year: 2000	Market Derived: C/M - L-M DIVISION DERIVATIVE	Navis Eng Serial No: *
Veh Type: C	Drive Code: C/A - 2 WHL LH FRONT DRIVE	Engine: C/LA - VULC 3.0L OHV EFI NA V6 G <sup>®</sup> 12V
Inv. Dealer: 43346	Body Cab Style: - 4 DOOR SEDAN-4 LITE	Transmission: C/DX - 4 SPD AUTO TR NAAO AX4N4P50N
Vehicle Status Code: 800	Version/Series: C/GB - SABLE B VERSION	

Trace Eng Serial No:  
 -----1-----2-----3-----4-----5-----6-----7-----8-----

NA

Trace Trans Serial No:  
 NA

**BUILD INFORMATION:**

Region: NA - #####	Plant: AB - ATLANTA PLANT BUILD
Country: USA - #####	Prod Date: 11-NOV-1999

**SALE INFORMATION:**

Region: NA - #####	Selling Dealer: 367841 - *
Country: USA - #####	Selling Dtr St/Prov: OK
	Buyer St/Prov: OK
Arrival Date: 17-NOV-1999	Red Carpet Lease: *
Sale Date: 24-NOV-1999	Fleet/Reta/CA Lease: F
Warranty Start Date: 24-NOV-1999	Modified Vehicle: * Vehicle Count Flag:
Orig Warranty Date: 24-NOV-1999	Reacquired Vehicle: * Vehicle Export Flag: N

EP03-010 0002



**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0  
 MS2VAG01915YB0 C AB125R0003 IN P 3 L3R 22 7 P00000 M X075041 3VW00 002 UL  
 M077 4 2L A U07X X207 10

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	C7B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Axle Type:	* - [N/A]	Mirror(Passr Side):	BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating:	MU	Paint:	FNABQ - HARVEST GOLD CC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREOCASSETTE
Collation Code:	00012N0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Manufacturer:	AC -
Delivery Type:	H	Tire Brand:	* -
Drivetrain Code:	*	Tire Size:	D3R2Z - P215/60R-16 BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

**TIRE DOT INFORMATION:**

LF: \* RF: \*  
 LR: \* RR: \*  
 LI: \* RI: \*  
 SPARE: \* DOT Plant Manufacturer: \* - \*

E903-018 0003

**ESP INFORMATION; EMISSIONS INFORMATION:**

ESP Code:	• Emission Code:	C/B - C/B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Suffix:	GDZ
ESP Plan Year:	• Engine Family:	YFMCKV030VBK
ESP Signature Date:		

---

Any comments? You can contact



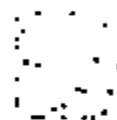
webmaster

EM03-010 0904



INVENTORY 400915 DM CDD CM CFA CKB C/A AB C/DK CLA 11-11-99 24-11-99 367841 USA ZI \* SR02 YF4Z 3680 XPA S08 V74 T90 DM  
 AWS Claim Key: 11703326 Doc #: 00375751 Trx Codes: 584 Labor Hrs: 5 Labor Cost: 28.95 Material Cost: 749.07 Total Cost: 778.02  
 Dtr Cd-Sub Cd: 01618-\* Name: HILLCREST FORD LINCOLN-MERCURY Ph: 936-2933784 St: TX Ctry Cde: USA Reg Cd: NA Repr Date: 20-SEP-2001 DIST(Mile): 35907  
 Cust Comments: STEERING WHEEL IS PEELING SOP 35907MI & ROM 2978  
 Tech Comments: PEELING STEERING WHEEL REPLACE

Any comments? You can contact



webmaster

EN03-010 0000

Customer Info

Customer  
Address  
Country  
Cell Phone  
Preferred Contact method  
Preferred Contact Time:



Email:

EN83-818 0057

*Su!*

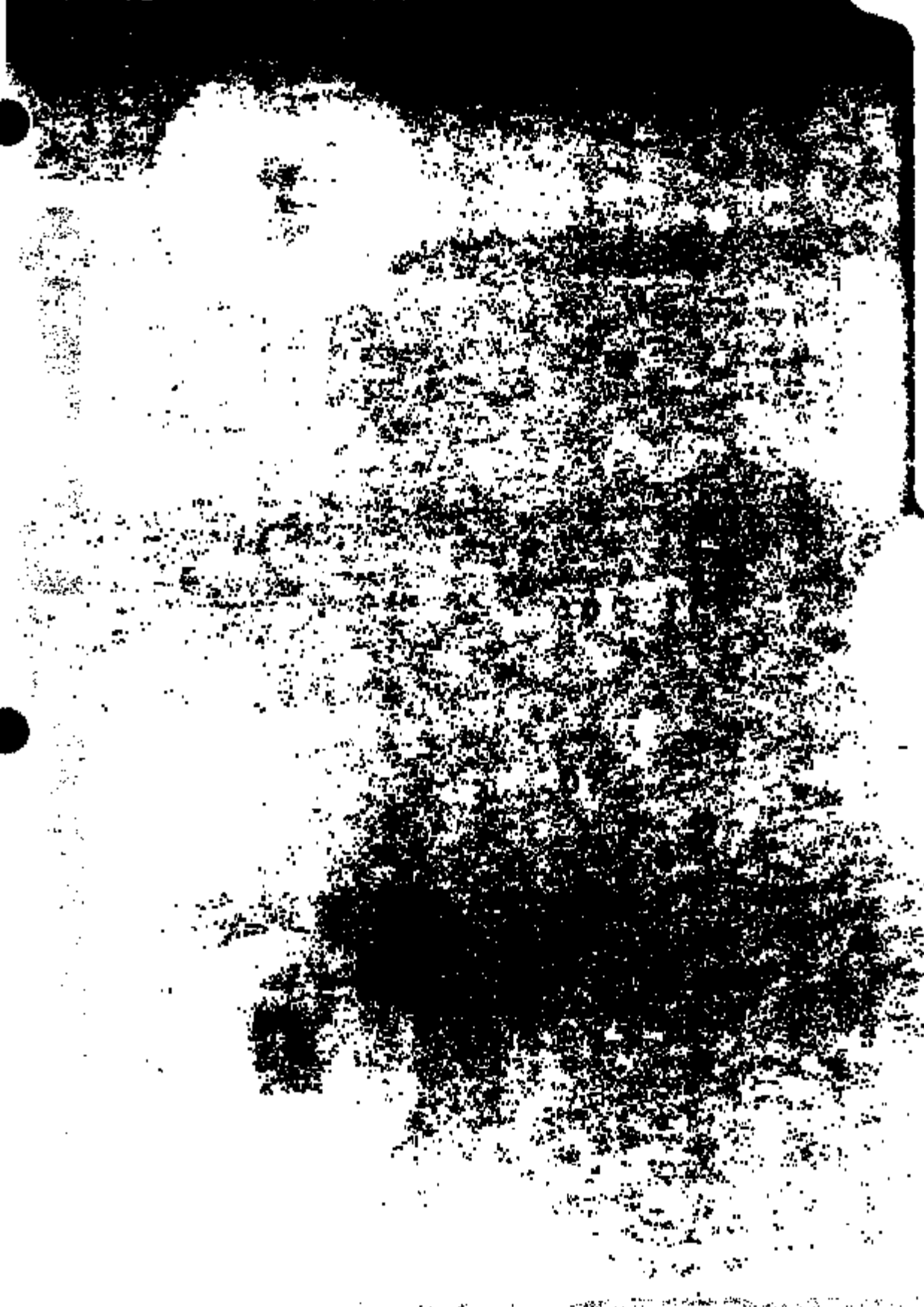
Action Detail

VIN: 1MEFM53U7YA603915      Year: 2000      Model: SABLE      Case: 586360363  
 Name: [REDACTED]      Owner Status: Subsequent      WSD: 1999-11-24  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: OPEN      Dealer: WEST POINT LINCOLN-MERCURY  
 Origin Desc: US CONCERN CASE BASE      P & A Code: 11408  
 Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF  
 Odometer: 80000 MI      Comm Type: PHONE  
 Action Date: 02/07/2003      Action Time: 16:07:16:220      Action Data: No  
 Analyst Name: VINCENT WILLIAMS      Analyst: WVILLIAM

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
COMMENTS: CUSTOMER SAYS: -CUST SAYS HE GOT INTO ACCIDENT AND AIR BAGS DID NOT DEPLOY, LEAVING \$5000 WORTH OF REPAIR -OTHER PARTY WAS INJURED, BUT DOES NOT KNOW INJURY -CUST FEELS ACCIDENT HAPPENED DUE TO BRAKE PEDAL AND ACCELERATOR BEING TOO CLOSE -CUST SAYS AIRBAG SENSOR WAS CHANGED OUT BY DEALER AFTER ACCIDENT PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 6341				

EP03-010 0008



ER03-018 0050



VIN: 1FAPP5528YA170955

Year: 2000

Model: TAURUS

Case: 489501342

Name: [REDACTED]

Owner Status: Subsequent

WSD: 2000-02-17

Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: OPEN

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF

Dealer: 03917 BILL HOLT FORD, INC.

Origin Desc: US CONCERN CASE BASE

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: LITISHA PEREZ

Analyst: LPEREZ

Action Date: 05/06/2003

Action Time: 09:52:48.872

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name  
WILLIAM HAYES

Middle Initial

Last Name

Day Phone

Relationship  
SPOUSE

*Wife*  
*Wife*

Comments CUSTOMER SAYS: - CSR CALLING BACK AS PER CUST REQUEST - CUST NEEDED SOMETIME TO DECIDE WHAT THEY WANTED TO DO - CUST IS SEEKING TO PURSUE A PERSONAL INJURY CLAIM BASED ON THEIR INJURIES (DOCT IN PREVIOUS CONTACT) - CUST CALLED DLR ABOUT THIS ISSUE - YESTERDAY CUST SPOKE WITH DLRSHIP OWNER, BILL HOLT, WHO ADVISED THAT HE WOULD LOOK INTO ISSUE FURTHER AND RE-CONTACT CUST THE SAME DAY - CUST HAS NOT HEARD ANYTHING YET PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL BE IN CONTACT WITHIN 2-3 BUSINESS DAYS. INFERENCE CASE ID: 5341

*LOW... WANTED PAID OFF 12/01/03*

ENG-010 0000



VIN: 1FAFP5528YA170855      Year: 2000      Model: TAURUS      Case: 489501342  
 Name: [REDACTED]      Owner Status: Subsequent      WSD: 2000-02-17  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT      Secondary Phone: [REDACTED]  
 Issue Type: 02 INFORMATION      Issue Status: CANCEL

Action: ADVISE CUSTOMER AIRBAG SYSTEM MUST BE TESTED AT A FLM DEALER  
 Dealer: 03917 BILL HOLT FORD, INC.      Origin Desc: US CONCERN CASE BASE  
 Odometer: 38000 MI      Comm Type: PHONE  
 Analyst Name: LITISHA PEREZ      Analyst: LPEREZ  
 Action Date: 05/05/2003      Action Time: 12:05:04.232      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
WILLIAM HAYES				SPOUSE

Comments CUSTOMER SAYS: - CUST SAYS THAT THEY HAVE SEVERAL CONCERNS WITH VEH SINCE PURCHASE - HAS HAD CONCERNS WITH BRAKES, FUEL GAUGE (REPLACED TWICE), 18,000 MILES ENGINE REPLACED, STALLING CONCERN, RUNS ROUGH - VEH STALL ON A MOUNTAIN ROAD BLIND CURVE - CUST WAS PUT IN DANGER - CUST IS VERY UNHAPPY WITH THE WAY THEY ARE BEING TREATED BY FMC AND FMCC - RECENTLY VEH STALLED, CUST LOST STEERING AND BRAKES, CUST ROLLED OF THE SIDE OF THE MOUNTAIN INTO A TREE. VEH IS TOTALED BEYOND REPAIR. AIR BAGS DIDNT DEPLOY - CUST SUFFERED MINOR INJURIES INCLUDING A CRACKED THUMB - SPOKE WITH FMCC - FMCC HAS RECD A PARTIAL INS PAYMENT - FMCC IS PUTTING CUST IN DELINQUENT PAYMENT FOR THE BALANCE - OUR TRIED TO TRADE VEH IN BUT CUST WAS UPSIDE ON VEH - CUST WAS UNABLE TO AFFORD - CUST SEEKING A REPLACEMENT VEH - CUST DOES NOT KNOW WHAT THEY ARE SEEKING CURRENTLY - DATE OF ACCIDENT: 04/16/03 - PRODUCT DEFECT: NON-DEPLOYMENT OF AIRBAGS - LOCATION OF VEH: AT CUST HOME - POLICE REPORT FILED: NO - FINDINGS OF THE REPORT: N/A - REPORT # AND COUNTY: N/A - CLAIM FILED W/ INS: YES - STATUS OF CLAIM: CLAIM HAS BEEN SETTLED. FMCC HAS BEEN PAID - VEH REPAIRABLE: NO - CUST REQUESTED FOLLOW UP WITH CSR TO DETERMINE WHAT CUST IS SEEKING SPECIFICALLY PER CUSTOMER, DEALER SAYS: CAC ADVISED: -AIR BAG SYSTEM MUST BE TESTED AT A FORD DEALERSHIP AND THE CRC WILL SUPPORT THE DEALERSHIPS DECISION ONCE TESTING IS COMPLETED. CUSTOMER OR THE INSURANCE COMPANY WILL BE REQUIRED TO PAY FOR THE TESTING OF THE SENSORS. - CSR WILL FOLLOW UP BY 9:40 AM EST ON 05/06/2003 INFERENCE CASE ID: 5347

Action: CANCEL ISSUE  
 Dealer: 03917 BILL HOLT FORD, INC.      Origin Desc: FIELD ORGANIZATION  
 Odometer: 38000 MI      Comm Type: OTHER  
 Analyst Name: ROSIGNON, OSCAR (O.)      Analyst: OROSIGNO  
 Action Date: 05/05/2003      Action Time: 20:38:05.498      Action Date: No

Comments PER CRC, CUSTOMER ADVISED TO CONTACT DEALER TO SET APPT TO HAVE VEHICLE INSPECTED.

E993-010 0001

ESP Recall Information

VIN: 1FAPP5528YA170955

Contract: 1 Of

Status: Expire

ESP Purchase Details

Purchaser: HEWLETT PACKARD FIELD #  
 Expiration Date: 2002-02-17  
 Plan Type: USA NEW 24/27,000 SPECIAL MAINTENANCE  
 Rental:  
 Purchase Type: N  
 Options:

Plan Year: 2000

Expiration Miles: 27,000

Selling Dealer:

Deductible:

Towing Allowance:

ESP Cancellation Details

Cancel Date:  
 Refund Percent:  
 Dealer Credit:

Process Date:

Dealer Received Date:

Recall Information

Number	Type	Description	Campaign	Status	Submit Date	Dealer Code
00834	O	CAMSFT FRACT		CAMPYPROG EXPIRED	2000-03-18	
00E10	E	FUEL DEL		COMPLETE	2001-04-24	03917
00L03	L	LABEL		FORCED COMPLETION	2001-05-02	AUTOC
00T09	T	OBD-II CODE		COMPLETE	2001-05-04	03352
01S08	S	BRAKE LAMP		COMPLETE	2001-04-24	03917
02S40	S	ADJ PEDAL		RELEASED FOR MAILING	2003-02-07	F21440

ESP-018 0002

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAPP128YA170955	Veh Line:	CDD - TAURUSABLE (DI 86) [80-03]	Eng Serial No:	*
Model Year:	2000	Market Derivat:	C/F - FORD DIVISION DERIVATIVE	Body Style:	*
Veh Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	C/LA - VULC 3.0L OHV EFI NA V6 G <sup>1</sup> IZV
Inv. Dealer:	02631	Body Csb Style:	C/F C - 4 DOOR SEDAN-6 LITE	Transmission:	C/DX - 4 SPD AUTO TR NAAD AXIANNESON
		Version/Series:	C/F B - TAURUS B VERSION		

## BUILD INFORMATION:

Region: NA - ~~\*\*\*\*\*~~ Plant: AB - ATLANTA PLANT BUILD  
Country: USA - ~~\*\*\*\*\*~~ Prod Date: 02-FEB-2000

## SALE INFORMATION:

Region: NA - ~~\*\*\*\*\*~~ Selling Dealer: 17210 - \*  
Country: USA - ~~\*\*\*\*\*~~ Selling Div/SubProv: CA  
Buyer SubProv: CA

Arrival Date: 22-FEB-2000 Resl Carpet Lease: \*  
Sale Date: 17-FEB-2000 Fleet/Retail/Co. Lease: F  
Warranty Start Date: 22-FEB-2000 Modified Vehicle: \*  
Orig Warranty Date: 17-FEB-2000 Recaptured Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
P3BY4190955V 3 4 A8R17A38L7 14 F 3LL34 22 M5 P2 BCC V 22 4372N103 4NAB2 KNE 2  
  
1FAPP 0 0 0 3NMC 8P001 1G

## INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Axle Type:	* - [N/A]	Mirror(Passg Side):	BA - PASS POWER/HEATED CONVEX MIRR

EM-3-010 0003

Battery Amp Rating:	MU	Paint:	FNARQ - HARVEST GOLD CC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREOCASSETTE
Calibration Code:	0DD1ND0A	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Steering Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AC - FIRESTONE
Delivery Type:	7	Tire Size:	D3J5Z - P215/60R-16 BSW ALL SEASON
Drivetrain Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	AK - FLEX FUEL ETHANOL		

**TIRE DOT INFORMATION:**

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*		

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	H	Emission Code:	C/B - C/B
ESP Coverage(Miles):	999	Emission Cert Type:	5
ESP Coverage(Time):	120	Emission Decal Suffix:	GYB
ESP Plan Year:	2000	Engine Family:	YFMXXV030VP9
ESP Signature Date:	01-OCT-1999		

EM03-018 0004

## Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	FKRF	BASE	SUFF	CCC	CD	DNST (Miles)			
1FAP5528YA170955	CDD	CF	CFC	CFB	CA	AB	C/DX	CLA	02-FEB-2000	22-FEB-2000	172583	USA	4	2506	13030	VF1Z	9H3-07	BC	D02	42	1251			
AWS Claim Key:		177941	Yrs Code:		007	Labor Hrs:		3																
Dlr Cl-Sub Cl:		00998	Name:		CROSSROADS FORD, INC.	Ph:		919-4671881	St:		NC	City:		Cl	USA		Reg Cl:		NA	Repr Date:		07-JUN-2000	Doc #:	16957601
Cust Comments:		CAR TOW IN NO START																						
Tech Comments:		TRIPY CODE IN MEMORY CLEARED CODES BRDS TEST REPLACE FUEL PUMP TEST SYSTEM NO MORE CODES																						
1FAP5528YA170955	CDD	CF	CFC	CFB	CA	AB	C/DX	CLA	02-FEB-2000	22-FEB-2000	172583	USA	6	7A01	140101	BXT	36	R	C23	42	4710			
AWS Claim Key:		285721	Yrs Code:		2	Labor Hrs:		3																
Dlr Cl-Sub Cl:		00998	Name:		CROSSROADS FORD, INC.	Ph:		919-4671881	St:		NC	City:		Cl	USA		Reg Cl:		NA	Repr Date:		14-AUG-2000	Doc #:	17791601
Cust Comments:		CUST STATES NO START																						
Tech Comments:		TEST, REPLACE BATTERY																						
1FAP5528YA170955	CDD	CF	CFC	CFB	CA	AB	C/DX	CLA	02-FEB-2000	22-FEB-2000	172583	USA	8	7A01	130102	*	18905	*	A04	42	5785			
AWS Claim Key:		3190422	Yrs Code:		2	Labor Hrs:		6																
Dlr Cl-Sub Cl:		00998	Name:		CROSSROADS FORD, INC.	Ph:		919-4671881	St:		NC	City:		Cl	USA		Reg Cl:		NA	Repr Date:		22-SEP-2000	Doc #:	18302801
Cust Comments:		CUST STATES RADIO INOP INSTALL SOP																						
Tech Comments:		RER RADIO SOP																						
1FAP5528YA170955	CDD	CF	CFC	CFB	CA	AB	C/DX	CLA	02-FEB-2000	22-FEB-2000	172583	USA	8	6Y20	000001	*	CFCFR	*	A9*	82	5785			
AWS Claim Key:		3378725	Yrs Code:		0798D	Labor Hrs:		6																
Dlr Cl-Sub Cl:		00998	Name:		CROSSROADS FORD, INC.	Ph:		919-4671881	St:		NC	City:		Cl	USA		Reg Cl:		NA	Repr Date:		22-SEP-2000	Doc #:	18302802
Cust Comments:		PERFORM 5,000 MILE SERVICE ROTATE TIRES																						
Tech Comments:		ROUTINE MAINTENANCE 5,000 MILE SERVICE COMPLETED																						
1FAP5528YA170955	CDD	CF	CFC	CFB	CA	AB	C/DX	CLA	02-FEB-2000	22-FEB-2000	172583	USA	8	6Y20	000001	*	CUSTPD	*	A9*	82	5785			
AWS Claim Key:		3918735	Yrs Code:		0798D	Labor Hrs:		0																
Dlr Cl-Sub Cl:		49077	Name:		FSP-ESP	Ph:		919-4671881	St:		MI	City:		Cl	USA		Reg Cl:		NA	Repr Date:		22-SEP-2000	Doc #:	18302801
Tech Comments:		DEBIT ESP AND CREDIT FLEET																						

8000 010-0063

C/DD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172583	USA	8	7M01	150101 *	18C858 *	A99 42 4110
AWS Claim Key: 428206 Trk Code: 2 Labor Hrs: 0																
Dir Cd-Sub Cd: 67802-A Name: UNITED RADIO Ph: *-* St: NY Ctry Cd: USA Reg Cd: NA Rqpr Date:22-SEP-2000 Doc #:12035006																
Tech Comments: REQUESTING DEALER'S PIA CODE 00998																
C/DD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172583	USA	8	7V01	060604	YF1Z 13480	AA L26 42 6064
AWS Claim Key: 325401 Trk Code: 2 Labor Hrs: 2.6																
Dir Cd-Sub Cd: 00998-A Name: CROSSROADS FORD, INC. Ph: 919-4671881 St: NC Ctry Cd: USA Reg Cd: NA Rqpr Date:02-OCT-2000 Doc #:18412601																
Tech Comments: CUST STATES THE REAR BRAKE LIGHTS STAY ON																
Tech Comments: NGS BODY ELEC. TESTS AND PIN POINTS ACCESSED DASH TO CK. WIRING TO HEAD LAMP SWITCH PIN POINT BRAKE LT SWITCH 4FIX																
C/DD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172583	USA	15	*	*	*	10032
AWS Claim Key: 7809292 Trk Code: 00E10 Labor Hrs: 1.1																
Dir Cd-Sub Cd: 03917-A Name: BILL HOLT FORD, INC. Ph: 706-6328900 St: GA Ctry Cd: USA Reg Cd: NA Rqpr Date:24-APR-2001 Doc #:035781A																
Tech Comments: RECALL 00E10 FUEL DELIVERY MODULE. SOP HERE																
Tech Comments: PRBF RECALL																
C/DD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172583	USA	15	*	*	*	10032
AWS Claim Key: 7845131 Trk Code: 01S08 Labor Hrs: .4																
Dir Cd-Sub Cd: 03917-A Name: BILL HOLT FORD, INC. Ph: 706-6328900 St: GA Ctry Cd: USA Reg Cd: NA Rqpr Date:24-APR-2001 Doc #:035781B																
Tech Comments: RECALL 01S08 BRAKE LAMP SWITCH. SOP HERE																
Tech Comments: PERFORM RECALL ON BR SWITCH																
C/DD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172583	USA	15	5801	109101 *	9002 *	L69 42 10900
AWS Claim Key: 8103571 Trk Code: 507 Labor Hrs: .9																
Dir Cd-Sub Cd: 03352-A Name: JACKY JONES FORD OF ANDREWS, INC. Ph: 828-3213214 St: NC Ctry Cd: USA Reg Cd: NA Rqpr Date:04-MAY-2001 Doc #:02874801																
Tech Comments: FUEL GAUGE DOESNT READ CORRECT																
Tech Comments: REMOVED SENDER AND ADJUSTED PER BSM 14499																
C/DD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172583	USA	15	7M03	011108 *	5423395 *	G07 42 10900
AWS Claim Key: 8131007 Trk Code: 803 Labor Hrs: .3																
Dir Cd-Sub Cd: 03352-A Name: JACKY JONES FORD OF ANDREWS, INC. Ph: 828-3213214 St: NC Ctry Cd: USA Reg Cd: NA Rqpr Date:04-MAY-2001 Doc #:02874802																
Tech Comments: BACK PASS SIDE WINDOW DRAGS AT TIMES																
Tech Comments: LUBED ALL GLASS RUNS TO CORRECT																
C/DD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172583	USA	15	2GR5	031485 *	RECAL5M *	A99 42 10900

8000 010 0000

AWS Claim Key:	1101330	Tri Code:	507	Labour Hrs:	3											
Dlr Cl-Sub Cl:	03352-A	Name:	JACKY JONES FORD OF ANDREWS, INC.	Ph:	828-3213214	St:	NC	City:	Chy:	USA	Reg Cl:	NA	Repr Date:	04-MAY-2001	Doc #:	032574803
Com Comments:	RECALL 00109 REPROGRAM															
Tech Comments:	1 NO LATER CALIBRATION															
CLAIMS2YALPHAS	CDD	CF	CPC	CFB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172583	USA	20	1A03	030101	* 6007 * G29 42 18654
AWS Claim Key:	12352038	Tri Code:	EM4	Labour Hrs:	9											
Dlr Cl-Sub Cl:	03352-A	Name:	JACKY JONES FORD OF ANDREWS, INC.	Ph:	828-3213214	St:	NC	City:	Chy:	USA	Reg Cl:	NA	Repr Date:	04-OCT-2001	Doc #:	03055901
Com Comments:	OIL LIGHT COMES ON															
Tech Comments:	COMP CHECK OIL LEVEL AND COND RI OIL PRESS SEND UNIT AND REPLACE STELL RUNS HOT INSTALL PRESS GAUGE CK PRESSURE CONTACT HOTLINE INSTRUCTED TO RR ENGINE SET ALIGNMENT															
CLAIMS2YALPHAS	CDD	CF	CPC	CFB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172183	USA	25	2B04	030704	F6PZ 12259 A D50 42 23958
AWS Claim Key:	14890974	Tri Code:	507	Labour Hrs:	2.3											
Dlr Cl-Sub Cl:	03352-A	Name:	JACKY JONES FORD OF ANDREWS, INC.	Ph:	828-3213214	St:	NC	City:	Chy:	USA	Reg Cl:	NA	Repr Date:	27-FEB-2002	Doc #:	03193801
Com Comments:	WHILE STARTING ENGINE IDLE SEEMS HIGH MAKES GRINDING SOUND THEN SEEMS TO IDLE DOWN IDLES ROUGH LIKE NISSING AT STOPS															
Tech Comments:	RD TEST TO VERIFY CONCERN FOUND TO BE INTERMITTENT WDS TEST NO CODES PRESENT FUEL TEST CYC BALANCE TEST CYC 2 AND 7 SHOWED MISFIRE REC TO REPLACE ALL PLUG WIRES RD TEST RE TEST OK															
CLAIMS2YALPHAS	CDD	CF	CPC	CFB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172583	USA	28	2B06	130301	YF1Z 9H007 EF D50 42 26825
AWS Claim Key:	1694762	Tri Code:	507	Labour Hrs:	1.7											
Dlr Cl-Sub Cl:	03352-A	Name:	JACKY JONES FORD OF ANDREWS, INC.	Ph:	828-3213214	St:	NC	City:	Chy:	USA	Reg Cl:	NA	Repr Date:	13-MAY-2002	Doc #:	03267201
Com Comments:	DIED WHILE DRIVING															
Tech Comments:	PERFORM TEST CODE P0191 P1317 PERFORM PP TEST REPLACED FUEL PUMP AND FUEL FILTER															
CLAIMS2YALPHAS	CDD	CF	CPC	CFB	C/A	AB	C/DX	C/LA	02-FEB-2000	22-FEB-2000	172583	USA	30	2B06	130381	YF1Z 9275 CFFV L69 42 29357
AWS Claim Key:	17185721	Tri Code:	507	Labour Hrs:	1.5											
Dlr Cl-Sub Cl:	03352-A	Name:	JACKY JONES FORD OF ANDREWS, INC.	Ph:	828-3213214	St:	NC	City:	Chy:	USA	Reg Cl:	NA	Repr Date:	18-JUL-2002	Doc #:	03330402
Com Comments:	FUEL GAUGE TROUBLES															
Tech Comments:	NECESSARY TO REPLACE FUEL GAUGE															

EX03-010 0067

EP03-018 0000



Dealer Information

FCSD Region      Sales Region      Sales Zone      Market      P&A Code      Sales Code  
 21-ATLANTA      21-ATLANTA      B      Ct      03917      F21440

Dealer Name:      BILL HOLT FORD, INC.  
 Dealer Address:      7525 EAST APPALACHIAN HIGHWAY  
                                  BLUE RIDGE GA 30513

Dealer Main Phone:      706-632-8800      Dealer Service Phone:      706-632-8900

Position	Employee Name
GENERAL MANAGER	WILLIAM HOLT
PARTS MANAGER	STEVEN J YOUNG
SALES MANAGER	ROBERT D CHILDERS
SALES MANAGER	TINA HOLT
SERVICE MANAGER	BRYAN SHOOK

Service Hours      8:00 AM - 5:00 PM M-F FAX: 706 632-7324

Directions

Trained      Y

Additional information

8888 818-8888

ERB3-618 0076

*Ford Motor Company*

VIN: 1FADP5525YG219297 Year: 2000 Model: TAURUS WSD: 2000-05-04

Name: [REDACTED]  
Address: [REDACTED]

Case Number: 589100862 Issue Type: U7-LEGAL

Reason: LEGAL - ACCIDENT

Symptoms: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Dealer: F47620 - DON FRANKLIN FO

Complaint Type: OTHER

Current Odometer Reading: 39280 MI

Action Category: REDIRECT/REFERRAL/FINAL CASE DISPOSITION

Odometer Reading: 39280 MI

Action: FINAL CASE DISPOSITION(C)

Caller Information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments: [REDACTED] ipa sent the customer an acknowledgement letter date July 10, 2003 requesting contact within 5 business days. As of todays date, ipa has not heard from the customer.

Warranty History    ESP/Recall    Oesa

[REDACTED]

EA83-010 0071

*Ford Motor Company*

Consumer Affairs

July 10, 2003

[REDACTED]  
Columbia, KY 42728

RE: 2000 Taurus  
VIN: 1FAFP5525YG219297

This letter is in receipt of the information that you provided to our Customer Relationship Center regarding your 2000 Taurus.

I have been unable to contact you by phone to discuss the situation that you described. Please contact me within 5 business days upon receipt of this correspondence. If I am not contacted within this time, I will assume you no longer wish to pursue this matter.

Please call me at 313-845-4637 and refer to contact #569100662.

Respectfully yours,

**50PY**  
Lakesia Turner  
Consumer Affairs



## Customer Info

Customer:

Address:

Country: USA

Language: EN

Call Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

ENR3-518 0873

VIN  
1FAFP5525YG219287

 1FTEF15H3SNB11141

Year Model  
2000 TAURUS  
Open Issues Exist  
1995 F-SERIES  
No Open Issues

Vehicle List  
Sales Type  
INDIVIDUAL RTL  
  
INDIVIDUAL RTL

Owner Status  
Subsequent Owner  
  
Subsequent Owner

Vehicle Info  
Oasis  
Warranty History  
Oasis  
Warranty History

ENC-018 0074

VEHICLE DETAIL

VIN: 1FAPP5525YG219297	Engine: VULC 3.0L OHV EFI NA V6 G12V
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AX4N4F60NA
Model: TAURUS	Paint Code/Color: MED. TOREADOR G/C
Year: 2000	Calibration: 00D1ND0A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axis Ratio:
WheelBase: Y 3	Warranty Start Date: 5/4/2000
GCWR:	Vehicle Build Date: 4/18/2000
PEP Code:	

Selling Dealers Name: TROY MOTORS INC/HERTZ FUNDING

Selling Dealers P & A Code: 02706 Selling Dealers Sales Code: F48713

Selling Dealers Main Phone: -- Selling Dealers Service Phone: --

Vehicle Order Image

```

12345678910 12345678910 12345678910 12345678910 12345678910
P65YG21929 7Y 3 4 ALA17D1815 8B F 3LL1S 22
12345678910 12345678910 12345678910 12345678910 12345678910
5 2GKH IS AK4 85713 1VA FL K22 21
12345678910 12345678910 12345678910 12345678910 12345678910
FAF5 2 2E A 2XM1 H200
123456789100
1
    
```

ERAC-010 0075





## Action Detail

VIN: 1FAPP552YGZ19297	Year: 2000	Model: TALURUS	Case: 569100662
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2000-05-04	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: DON FRANKLIN FORD-MERCURY INC	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 05761	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY			
Odometer: 38260 MI	Comm Type: MAIL		
Action Date: 07/08/2003	Action Time: 10:04:11:717	Action Date: No	
Analyst Name: DROEGE,AMY	Analyst: ADROEGE		

COMMENTS: \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\* CUSTOMER LETTER RECEIVED 07-08-2003. CUSTOMER STATES THE VEHICLE WAS IN AN ACCIDENT AND THE AIRBAGS DID NOT DEPLOY. CUSTOMER SEEKS CONTACT FROM A FORD REPRESENTATIVE.

EN63-618 0877

## ESP / Recall Information

VIN: 1FAFP5525YG219297

No ESP Information for this VIN

## Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00E10	E	FUEL DEL		COMPLETE	2000-10-22	45262
00T09	T	OBD-II CODE		CAMP/PROG EXPIRED	2002-07-10	
01S24	S	WINDSHD WIP		COMPLETE	2002-03-11	05781

E983-010 0076

**OASIS RESULT:  
1FAPP5525YG219297**07/06/2003  
10:37:48

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**▶ VEHICLE INFORMATION****VEHICLE DESCRIPTION**  
2000 TAURUS**BODY STYLE**  
4 DR SEDAN SE-SVG**ENGINE**  
3.0L EFI FLEX FUEL**ENGINE CALIBRATION**  
0DD1ND0A**TRANSMISSION**  
AX4N (4F50N) 4 SPD T/AXLE**AXLE CODE**  
3R**▶ GENERAL WARRANTY INFORMATION****WARRANTY START DATE**  
05/04/2000**BUILD DATE**  
04/19/2000**SALE MILEAGE****▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE****THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT****▶ FIELD SERVICE ACTIONS****NO CAMPAIGN MESSAGE(S) FOUND****▶ EXTENDED COVERAGES****NO ESP INFORMATION AVAILABLE****▶ REPAIR HISTORY****NO REPAIR HISTORY ON VEHICLE****END OF OASIS REPORT FOR 1FAPP5525YG219297**

ER03-010 0678

## Vehicle Information Report

### GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAPP3523YG219297	Vehicle Line:	C/D - TAURUS/SABLE (D106) [00-04]	Eng Serial No:	*
Model Year:	2000	Market Derived:	C/F - FORD DIVISION DERIVATIVE	Body Sheet:	*
Vehicle Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	C/LA - VULC 3.0L OHV EFI NA V6 G*12V
Inv. Dealer:	02706	Body Cab Style:	C/F/C - 4 DOOR SEDAN-4 LITE	Transmission:	C/DX - 4 SPD AUTO TR NAAD AX6M4F50N
		Version/Series:	C/FB - TAURUS B VERSION		

### BUILD INFORMATION:

Region: NA - ~~88888888~~ Plant: AD - CHICAGO PLANT BUILD  
 Country: USA - ~~88888888~~ Prod Date: 19-APR-2000

### SALE INFORMATION:

Region: NA - ~~88888888~~ Selling Dealer: 148713 - \*  
 Country: USA - ~~88888888~~ Selling Dir St/Prov: MI  
 Buyer St/Prov: OK  
 Arrival Date: 21-APR-2000 Real Carpet Lease: \*  
 Sale Date: 04-MAY-2000 Fleet/Retail/Co. Lease: F  
 Warranty Start Date: 04-MAY-2000 Modified Vehicle: \*  
 Orig Warranty Date: 04-MAY-2000 Recaptured Vehicle: \* Vehicle Export Flag: N

### VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

MS5M219297 3 4 ALA1701915 98 F 3LL3R 2R 5 2GM IN AN485713 1VAPL K2Z 2

1PNS 2 2R A 2001 82001 24

### INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Axle Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	MU	Paint:	PNEJA - MED. TOREADOR C/C

E883-810 0000

Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREO CASSETTE
Calibration Code:	00D1NDGA	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Steering Tandem Axle:	
Color(Trim):	0002V -	Tire Brand:	AD - GENERAL
Delivery Type:	H	Tire Size:	DSR2 - P215/60R-16 BSW ALL SEASON
Driveshaft Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	AK - FLEX FUEL ETHANOL		

**TIRE DOT INFORMATION:**

LF:	*	RF:	*
LR:	*	RR:	*
LL:	*	RL:	*
SPARE:	*		

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	*	Emission Code:	C/B - C/B
ESP Coverage(Miles):	*	Emission Cert Type:	S
ESP Coverage(Time):	*	Emission Decal Code:	QYB
ESP Plan Year:	*	Engine Family:	YF4XV800V99
ESP Signature Date:	*		

EM03-018 B001

### Standard Claims List For Model Year 2000

VIN	VEN LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUPP	CCC	CD	DIST (Miles)		
1FAPP5525YG219297	CDD	C/F	CFC	C/FB	C/A	AD	C/DX	C/LA	19-APR-2000	04-MAY-2000	148713	USA	6	*	*	*	*	*	*	*	9084		
AWS Claim Key:		490554	Yrs Code:		00E10	Labor Hrs:		1.1															
Dlr Cd-Sub Cd:		45262-*	Name:		HERTZ RAC - DETROIT	Ph:		7-*	St:		MI	City Cd:		USA	Reg Cd:		NA	Rcpt Date:		22-OCT-2000	Doc #:		79620201
Cust Comments:		REPLACE FUEL PUMP PER FORD (URCALL 09E10)																					
Tech Comments:		REPLACE PER FORD MOTOR COMPANY REPLACED FUEL PUMP USING REDESIGNED FFV FUEL PUMP																					
1FAPP5525YG219297	CDD	C/F	CFC	C/FB	C/A	AD	C/DX	C/LA	19-APR-2000	04-MAY-2000	148713	USA	23	*	*	*	*	*	*	*	39280		
AWS Claim Key:		1312285	Yrs Code:		01854	Labor Hrs:		.6															
Dlr Cd-Sub Cd:		01761-*	Name:		DON FRANKLIN FORD-MERCURY INC	Ph:		270-3840016	St:		KY	City Cd:		USA	Reg Cd:		NA	Rcpt Date:		11-MAR-2002	Doc #:		022831701

FORD-010 0002

July 1, 2003

JUL -9 17:41

SUMMER AFFAIRS  
F.T.P.O.

Ford Motor Credit  
Customer Assistance Center  
16800 Executive Plaza Dr.  
P.O. Box 6248  
Dearborn, Michigan 48121

Sirs:

I am writing to you about the Ford Taurus we bought in 2001; it has around 65,000 miles on it and as you can see in the photo it was in an accident. My son has seizures and grabbed the steering or hit the wheel or something like that causing the driver to loose control and go over the embankment in the picture.

My son had to be taken to the hospital for ex-rays and brain scan to check for a concussion, but thank God he was not killed.

The reason I am writing is as you can see - the air bags did not come out. Now you can tell by how hard that car wrecked those air bags should have come

out. Someone could have been killed.

This has got to be a defect in the car. We bought this car in good faith and had no idea the air bags would not work if an accident ever occurred.

This car was involved in a less destructive accident about a year ago and the body man that fixed it said there was no reason why the air bags should not have come out then.

I took the car to our Ford dealer here and they said the car had to be hit a certain way in the front. Now I know that is a bunch of stuff. A small accident should release the air bags.

We are selling here with a wrecked car and a huge car payment because we had to change our insurance from full coverage to liability because of our sick son. We just couldn't pay it.

I feel as big as you are you should be able



to do something. I talked to  
a lawyer but I don't want  
to do anything like that.

I just feel as you know  
this is a defect and we  
should get something because  
our son C<sup>h</sup>ild not be with.  
I hope to here from  
you soon.



Contact #569100462

July 21, 2003

Ford Motor Co.  
Customer Assistance Center  
16800 Executive Plaza Dr.  
P.O. Box 6248  
Dearborn, Mi.

3 JUL 29 19:41

CONSUMER AFFAIRS

I have left messages for you to return my call. We can't seem to get together. I will just tell you what I feel Ford Motor Co. should do. I feel you all should pay what we still owe on the Taurus and pay for medical bills and pay for the car we had to buy. My son could have been killed and we did buy this car not knowing there was a defect in it. It had to be made with a defect in the air bags.

I am not asking for very much, just pay the car off and medical bills and another car. Medical bills + car we had got would be around \$10,000.

The Taurus is financed through  
Fairlane Credit

Please help us out on this  
because we are having major  
money problems we 2 car payments  
and medical bills.

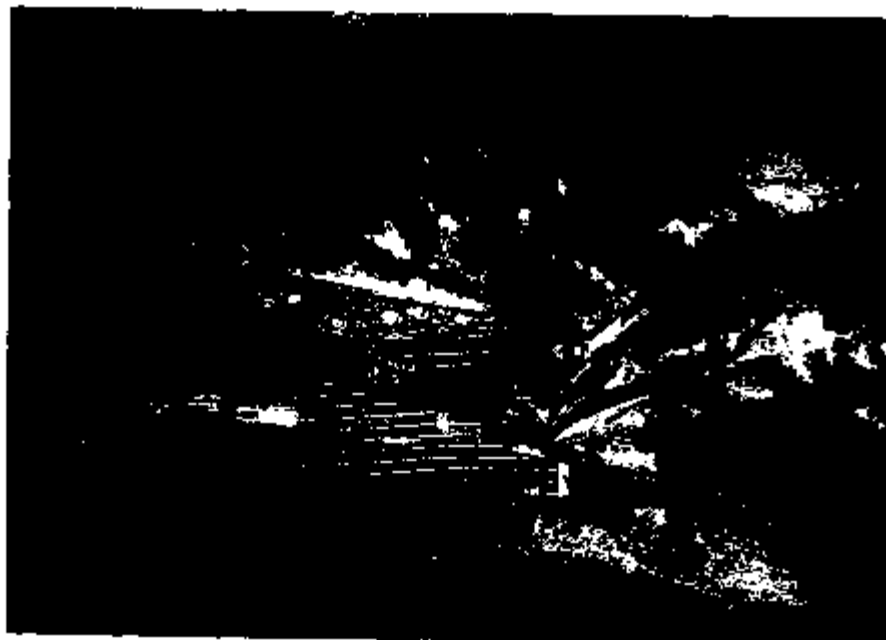
Thank you



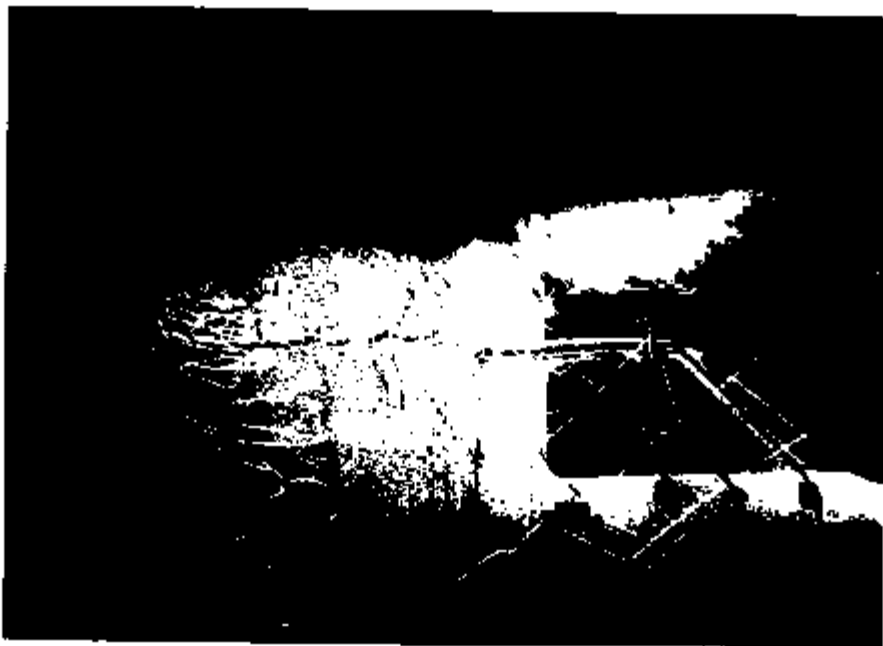


ER83-818 8829





ENG3-818 0031



EA83-018 0032



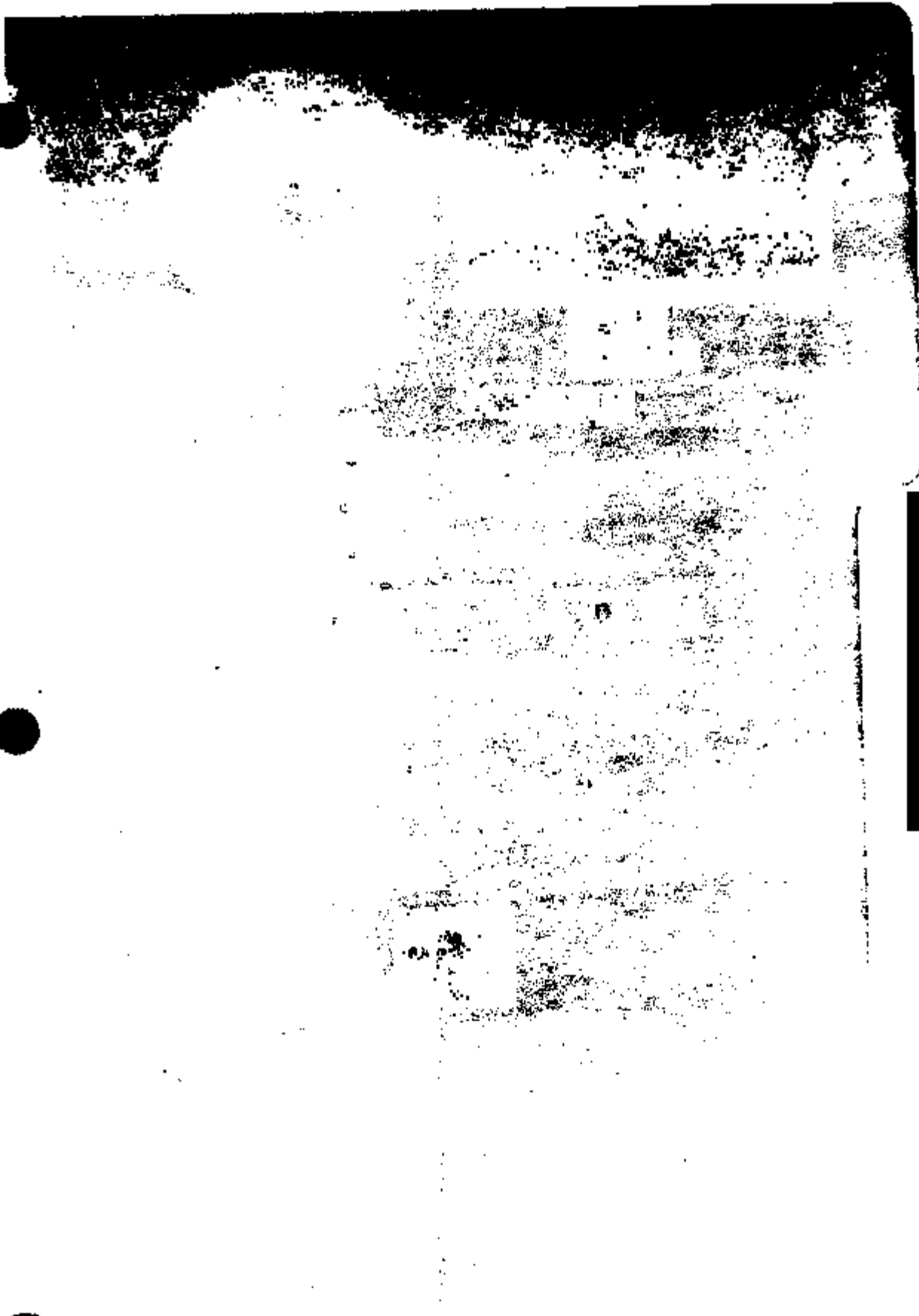
ER83-010 0833





  
**Personal Injury Photos**  
**See Appendix C-1**  
**Confidential**





*Ford Motor Company*

Consumer Affairs

Sent US Mail

March 4, 2003

RE: 2001 Taurus  
VIN: 1FAPP53241G221227

Dear Mr. [REDACTED]

This is in response to your contact to our Customer Relationship Center regarding your vehicle.

Customer satisfaction and safety are two of the primary objectives of Ford Motor Company. The airbag system in your vehicle is designed to deploy under certain conditions, non-deployment in a collision is not necessarily indicative of a defect. If you are concerned the airbag system is not operating as designed, we suggest that you have the vehicle inspected by an authorized Ford dealership. The dealership uses the best technical resources available when diagnosing vehicle concerns and will be able to determine if the system is operating properly.

In addition, we suggest that you continue working with your insurance company regarding this matter. Your insurance carrier has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue this matter.

Thank you for the opportunity to review your concern.

Respectfully yours,

Lakesia Turner  
Consumer Affairs



Action Detail

VIN: 1FAFP53241G221227

Year: 2001

Model: TAURUS

Case: 1745211282

Name: [REDACTED]

Owner Status: Original

WSD: 2001-05-08

Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Primary Phone: [REDACTED]

Reason Desc: LEGAL - GENERAL/OTHER

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CLOSED

Dealer: PAUL HARVEY FORD SALES INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

P & A Code: 04638

Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER

Odometer: 30000 MI

Comm Type: MAIL

Action Date: 03/04/2003

Action Time: 14:38:27-273

Action Data: No

Analyst Name: TURNER,LATISIA

Analyst: LTURN32

COMMENTS: \*\*\*CUSTOMER STATES VEHICLE WAS INVOLVED IN AN ACCIDENT AND THE AIRBAGS DID NOT DEPLOY. LPA HAS ADVISED THE CUSTOMER IF THERE IS A CONCERN WITH THE AIRBAG SYSTEM TO TAKE HIS VEHICLE TO ANY FORD OR LINCOLN MERCURY DEALER TO HAVE THE AIRBAG SYSTEM EXAMINED. LPA ALSO ADVISED THAT CUSTOMER CONTINUE WORKING WITH THEIR INSURANCE COMPANY AND EXPLAINED SUBROGATION. LPA SENT THE CUSTOMER A CLOSING LETTER DATED 3/4/03.

ENR3-010 0000

Customer Info

Customer: [REDACTED]  
Address: [REDACTED]

Country: USA

Language: EN

Cell Phone: [REDACTED]

Pager:

Preferred Contact method:

Fac:

Preferred Contact Time:

Email:

ERR03-018 0001

VIN  
1FAPP53241G221227

Year Model  
2001 TAURUS  
No Open Issues

Vehicle List  
Sales Type  
INDIVIDUAL RCL

Owner Status  
Original Owner

Vehicle Info  
Costs  
Warranty History

ER93-010 0002

VIN: 1FAPP53241G221227

No ESP information for this VIN

Recall Information

<u>Number</u>	<u>Type</u>	<u>Description</u>	<u>Campaign</u>	<u>Status</u>	<u>Status Date</u>	<u>Dealer Code</u>
02401	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	F47028

ENR3-01B 0003



VEHICLE DETAIL

VIN: 1FAPP53241G221227      Engine: VULC 3.0L OHV EFI NA V8 G\*12V  
 Make: FORD      Transmission: 4 SPD AUTO TR NA AO AX4N4F50NA  
 Model: TAURUS      Paint Code/Color: PERFORMANCE WHITE C/C  
 Year: 2001      Calibration: 1DD1FN0A  
 Pay Load:      Max Towing Weight:  
 GVWR: 6000      Axle Ratio:  
 WheelBase: Y 3      Warranty Start Date: 5/8/2001  
 GCWR:      Vehicle Build Date: 4/5/2001  
 PEP Code:

Selling Dealers Name: PAUL HARVEY FORD SALES INC

Selling Dealers P & A Code: 04638

Selling Dealers Sales Code: F47028

Selling Dealers Main Phone: 317-298-8814 Selling Dealers Service Phone: 317-298-8814

Vehicle Order Image

12345678910 12345678920 12345678930 1 2345678940 12345678950  
 P531G22122 7Y 3 4 2 19C7494 7C E LL1R 22  
 12346678960 12345678970 12345678980 1 2345678990 123456789100  
 5 2 KH I U 4 7J028 1 WT KH2 21  
 123456789110 123456789120 123456789130 1 23456789140 123456789150  
 FAF4 1 2X1N  
 123456789160

EP03-018 8004

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	J	C2	04638	F47028
Dealer Name:	PAUL HARVEY FORD SALES INC				
Dealer Address:	5252 W 38TH ST INDIANAPOLIS IN 46254				
Dealer Main Phone:	317-288-8814	Dealer Service Phone:	317-288-8814		

Position	Employee Name
DEALER/PARTNER	SAM S HOLAVES
PARTS MANAGER	LOWELL N HOYER
SALES MANAGER	PAUL N FIENE
SERVICE MANAGER	RONALD G BECHMAN

EP83-018 0000

Action Detail

VIN: 1EAFP53241G221277

Year: 2001

Model: TALURUS

Case: 1745211292

Name: [REDACTED]

Owner Status: Original

WSD: 2001-05-08

Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Reason Desc: LEGAL - GENERAL/OTHER

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CLOSED

Dealer: PAUL HARVEY FORD SALES INC

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK

Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY

P & A Code: 04638

Odometer: 30000 MI

Comm Type: EMAIL

Action Date: No

Action Date: 02/25/2003

Action Time: 12:54:34:907

Analyst Name: Lutch,Cherie

Analyst: CLEICH

COMMENTS: \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\* EMAIL RECEIVED 2-24-03 DEALER CONTACT: RONALD BARKER CUSTOMER ALLEGES HIS AIR BAGS DID NOT DEPLOY WHEN INVOLVED IN AN ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

ENC-010 0000

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAPP33241G221227	Val Line:	C/DD - TAURUS/SABLE (DIB) [00-03]	Eng Serial No:	*
Model Year:	2001	Market Derived:	C/F - FORD DIVISION DERIVATIVE	Body Style:	*
Val Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	C/LA - VULC 3.0L OHV EFI NA V6 G*12V
Inv. Dealer:	04638	Body Cab Style:	C/F/C - 4 DOOR SEDAN-6 LITE	Transmission:	C/DX - 4 SPD AUTO TR NA A4 AX4M4E50N
		Version/Serial:	C/FB - TAURUS B VERSION		

## BUILD INFORMATION:

Region: NA - #00000000 Plant: AD - CHICAGO PLANT BUILD  
Country: USA - #00000000 Prod Date: 05-APR-2001

## SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 143028 - \*  
Country: USA - #00000000 Selling Dir St/Prov: IN  
Buyer St/Prov: IN

Arrival Date: 16-APR-2001 Real Cryst Lense: 1  
Sale Date: 08-MAY-2001 Fleet/Retail/Co. Lease: R  
Warranty Start Date: 08-MAY-2001 Modified Vehicle: \*  
Orig Warranty Date: 08-MAY-2001 Resequined Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
P531G221227Y 3 4 2 19C7494 7C B EL3R 22 5 2 NN I U 47J028 1 WT KR2 2  
  
1FRPA 1 2RYR 24

## INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Asie Ratio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Asie Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	MLI	Paint:	PNZGC - PERFORMANCE WHITE CK

ERR3-810 0007

Brake Code:	FEAAB - 4 WHEEL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREO/CASSETTE
Calibration Code:	IDD1FN0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steep Terrain Assist:	
Color(Trim):	* - [N/A]	Tire Brand:	AP - CONTINENTAL
Delivery Type:	R	Tire Size:	D3J2Z - P215/60R-16 BSW ALL SEASON
Drivetrain Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	AK - FLEX FUEL ETHANOL		

#### TIRE DOT INFORMATION:

LF: A3XB44P1201 RF: A3XB44P1201  
LR: A3XB44P1201 RR: A3XB44P1201  
LI: \* RI: \*  
SPARE: PCW7H9E1101

#### ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	CB - CB
ESP Coverage(Miles):	• Emission Cert Type:	J
ESP Coverage(Time):	• Emission Decal \$uffix:	HZZ
ESP Plan Year:	• Engine Family:	1PMXV030VP9
ESP Signature Date:		

ENR0-010 0000

## Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	T&S CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CYSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
	C/DD	CP	CPC	CFB	CA	AD	C/DX	CLA	05-APR-2001	08-MAY-2001	147028	USA	13	7502	130301	YF1Z	14A069	AA	D21	42	18152
AWS Chms Keys:		8893024	Trx Code:	EDJ	Label Hrs:	1.6															
Dlr Cd-Sub Cd:		04638-A	Name:		PAUL HARVEY FORD SALES, INC.		Ph:	317-2988814		St:	IN	City Cd:	USA		Reg Cd:	NA	Repr Date:	10-MAY-2002		Doc #:	08476702
Cust Comments:		CUSTOMER STATES: ENGINE STALLED WHEN DRIVING CRANKS BUT WON'T START HAS HAD ERATIC GAUGE BEHAVIO																			
Tech Comments:		WDS SELF TEST, IGNITION TEST, FUEL PRESSURE TEST, FOUND FUEL PRESSURE 0 LBS GAUGE READY. REMOVED INSTRUMENT CLUSTER TO ACCESS FUEL GAUGE FOR TESTING FOUND GAUGE MODULE BEHIND RADIO SENDING A FALSE SIGNAL. #2. REPLACED MODULE, TANK																			

8893-010 0000

**Leich, Cherie (C.A.)**

**From:** ronald.barker@harveylord.com  
**Sent:** Monday, February 24, 2003 10:10 AM  
**To:** fordcalp@ford.com  
**Subject:** Dealer Request For Consumer Affairs Review

*CASE:  
1:145211272  
Region: 47  
LAKESIDE*

**Dealership Name:** [REDACTED]  
**Requesting Dealer:** [REDACTED]  
**P&A Code:** 04638,04638  
**Region:** 47  
**State:** IN  
**Contact Person:** [REDACTED]  
**Contact Phone:** [REDACTED]

-----  
**WSD:** 05/08/2001  
**Year:** 2001  
**Model:** TAURUS  
**VIN:** 1FAPP53241G221227  
**Mileage:** 30000  
**Customer Name:** [REDACTED]  
**Customer Address:** [REDACTED]  
**Customer City:** [REDACTED]  
**Customer County:** [REDACTED]  
**Customer State:** [REDACTED]  
**Customer Zip:** [REDACTED]  
**Customer Home:** [REDACTED]  
**Customer Work:** [REDACTED]  
**Customer Region:** Cincinnati Region

-----  
**Accident:** Yes

**Date of Incident:** 02/19/2003  
**Is customer alleging a component defect caused the incident:** No  
**If yes, what type and details:**  
**Police Report Filed:** No  
**If yes, where:**  
**Has the Insurance Company been contacted:** No  
**What did the insurance company advise:**  
**Name and phone number of owner's insurance company & agent's name:**  
**If the vehicle is a conversion unit, who is the coach builder:**  
**City:**  
**State:**  
**Zip:**

-----  
**Resolution that customer is seeking:** CUSTOMER CONTACTED CAC AND TOLD THEM VEHICLE INVOLVED IN ACCIDENT AND AIR BAGS DID NOT DEPLOY. FRONT END DAMAGE. CUSTOMER ALSO STATES THEY DO NOT HAVE INSURANCE.  
**Comments:**

ER83-010 0181



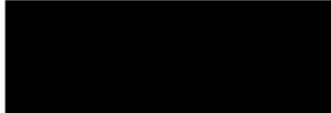
*Ford Motor Company*

COPY

Consumer Affairs

Sent Via US Mail

July 29, 2003



RE: 2000 Sable

VIN: 1MEFM50U7YG605262

Dear Mrs. 

Thank you for contacting us regarding your 2000 Sable.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Amy Droege  
Consumer Affairs



## Action Detail

VIN: 1MEFM50J7YG605262	Year: 2000	Model: SABLE	Case: 591821953
Name: MS	Owner Status: Subsequent	WSD: 1999-12-01	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone:	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: SPRINGFIELD LINCOLN-MERCURY SA	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 12858	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 84321 MI	Comm Type: OTHER		
Action Date: 07/29/2003	Action Time: 08:44:08:960	Action Data: No	
Analyst Name: DROEGE, AMY	Analyst: ADROEGE		

COMMENTS: THE INSURANCE CARRIER TOTALLED THE VEHICLE AND PROCESSED A CLAIM FOR THE CUSTOMER. LPA SUGGESTED THE CUSTOMER CONTINUE WORKING WITH THE INSURANCE CARRIER AND EXPLAINED SUBROGATION.

E983-010 0103

...:08.960&amp;SympC=104458&amp;rTabPage=&amp;Reason=0793&amp;IssTyp=07&amp;CustNo=65918256503&amp;C7/29/03

## Action Detail

VIN: 1MEFM40L7YG606262	Year: 2000	Model: SABLE	Case: 591821953
Name: MS [REDACTED]	Owner Status: Subsequent	WSD: 1999-12-01	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: SPRINGFIELD LINCOLN-MERCURY SA	
Origin Desc: US CONCERN CASE BASE		P & A Code: 12658	
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF			
Odometer: 64321 MI	Comm Type: EMAIL		
Action Date: 07/17/2003	Action Time: 22:11:38:010	Action Date: No	
Analyst Name: MARGARET OWIND	Analyst: MOWIND		

## Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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COMMENTS: CUSTOMER SAYS: =EMAIL CASE# 763185 =EMAIL ADDRESS DDILLBECK@BOP.GOV =EMAIL DATE 7/14/03 10:36:59 AM = =CUST'S HUSBAND JOHN GOT INTO AN ACCIDENT WITH THE VEH =VEH WAS TOTALLED, BUT AIRBAGS DID NOT DEPLOY = = OBC CUST = = PURCHASED VEH FROM INDEPENDENT = HIT ANOTHER CAR FROM THE FRONT; SWERVED AND HIT A CURB = AIRBAGS DID NOT DEPLOY = HUSBAND IS SORE FROM THE ACCIDENT = ACCIDENT WAS ON MAY 29TH = FILLED REPORT WITH POLICE AND WITH INSURANCE COMPANY PER CUSTOMER, DEALER SAYS: = NONE CAC ADVISED; - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 6341

ER83-018 0104

...:38.010&amp;SympC=104458&amp;rTabPage=&amp;Reason=0793&amp;IssTyp=07&amp;CustNo=65918256503&amp;C7/18/03

*Ford Motor Company*

COPY

Consumer Affairs

\*\*Sent Via U.S. Mail

July 23, 2003



RE: 2000 Sable  
VIN: 1MEFM50U7YG605262

Dear Ms. 

Our office has been unable to contact you by phone to obtain additional information to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 390-9957 between the hours of 7:30 a.m. and 4:00 p.m. Eastern Time within 7 business days or our file will be closed.

Respectfully,

Amy Droege  
Consumer Affairs



Customer Info

Customer: [REDACTED]  
Address: [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email: [REDACTED]

ER23-010 0100

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1MEFM50U7YG805282	2000	SABLE	INDIVIDUAL RTL	Subsequent Owner	Open Issues Exist Oasis Warranty History

ERR3-010 0107

## ESP / Recall Information

VIN: 1MEFM50U7YG605262

No ESP Information for this VIN

## Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
01SD9	S	HEAD LAMP	COMPLETE	2001-08-15	06143

E903-010 0105

## ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
7/17/2003 OPEN	[REDACTED] LEGAL - ALLEGED - NON-SERIOUS INJURY	1MEFM50U7YG605262 [REDACTED]	2000 SABLE	07
7/14/2003 CLOSED	[REDACTED] CORRESPONDENCE - WORK IN PROGRESS	1MEFM50U7YG605262 [REDACTED]	2000 SABLE	02

ER03-010 0100



# Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN: 1MEFM50U7YG00262	Web Line:	C/D - TAURUS/SABLE (D146) (00-04)	Body Style:	*
Model Year: 2000	Market Derivat:	C/M - MERCURY DIVISION DERIVATIVE	Make Eng Serial No:	*
Vehicle Type: C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	C/LA - VULC 3.0L OHV EP
Inv. Dealer: 06663	Body Code Style:	- 4 DOOR SEDAN-4 LITE	Transmission:	C/DX - 4 SPD-AUTO TR N
Vehicle Status Code: 000	Version/Series:	C/GA - SABLE A VERSION		
Trace Eng Serial No:				

NA

Trace Trans Serial No:

NA

**BUILD INFORMATION:**

Region: NA - #00000000	Plant: AD - CHICAGO PLANT BUILD
Country: USA - #00000000	Prod Date: 16-NOV-1999

**SALE INFORMATION:**

Region: NA - #00000000	Selling Dealer: 328705 - 4
Country: USA - #00000000	Selling Div/Prov: MD
	Buyer St/Prov: MD
Arrival Date: 25-NOV-1999	Rail Carpet Lease: 2
Sale Date: 01-DEC-1999	Fleet/Retail/Co. Lease: F
Warranty Start Date: 01-DEC-1999	Modified Vehicle: *
Orig Warranty Date: 01-DEC-1999	Recognized Vehicle: *
	Vehicle Count Flag: N
	Vehicle Export Flag: N

**VOC/EOC:**

MS0YG005262Y J 4 F 4F01L0700 5R F 1L3R 22 5 2AN0 H F T20Q705 02AR0 R22 01

MEF? 0 \* 1 UR00 - FRO01 24

**INSTALLED OPTION INFORMATION:**

Air Conditioning: C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating: FA	GVW Class Code:	F
Audio Dist: * - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio: * - [N/A]	Mirror(Driver Side):	* - [N/A]
Axle Type: * - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating: MU	Paint:	FNFEI - AMAZON GREEN PEARL CLEAR COAT
Brake Code: FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Assisted:	* - [N/A]
Brake Code(Servic): * - [N/A]	Radio:	AB - ELECTRONIC AM/FM STRO/CASSETTE

Calibration Code:	0DD12NOA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steep Treaded Axle:	
Color(Tint):	000ZV -	Tire Manufacturer:	AD -
Delivery Type:	D	Tire Brand:	* -
Drivetrain Code:	*	Tire Size:	D318Z - P215/60R-16 BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

**TIRE DOT INFORMATION:**

LF: \* RF: \*

LB: \* RB: \*

LL: \* RL: \*

SPARE: \* DOT Plant Manufacturer: \* - \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	C/B - C/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Times):	* Emission Decal Suffix:	GDZ
ESP Plan Year:	* Engine Family:	YPM0XV030VBK
ESP Signature Date:		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 11/18/03

Units: All Costs in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAM	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VPG	CCC	CD
1MEFM50U7YG605262	DM	ODD	GM	CFA	C6A	C/A	AD	CDX	C/LA	16-11-99	01-12-99	328705	USA	4	*	7522	FZLZ	14526	P	509	V81	A15	46
<b>AWS Claim Key:</b>	773614	Doc #:	367061B	Trx Code:	S07	Labour Hrs:	2	Labour Cost:	13.12	Material Cost:	1.95	Total Cost:	14.48										
<b>Dir Cd-Sub Cd:</b>	05167*	Name:	BOB ALLEN FORD, INC.	Plc:	913-3813000	St:	KS	City Cd:	USA	Reg Cd:	NA	Repr Dates:	17-MAR-2000	DIST (Mile):	2954								
<b>Cost Comments:</b>	CIGAR LIGHTER POWERPOINT TROUBLES																						
<b>Tech Comments:</b>	9954 BROP 42 CHECK OUT. REPLACED FUSE AND RECHECK.																						
1MEFM50U7YG605262	DM	ODD	GM	CFA	C6A	C/A	AD	CDX	C/LA	16-11-99	01-12-99	328705	USA	21	*	7701	1F4Z	13008	BB	509	V77	L29	42
<b>AWS Claim Key:</b>	10247126	Doc #:	0M462151	Trx Code:	E03	Labour Hrs:	4	Labour Cost:	21.8	Material Cost:	429.12	Total Cost:	450.92										
<b>Dir Cd-Sub Cd:</b>	05143*	Name:	JIMMY MICHEL MOTORS, INC.	Plc:	417-6785001	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Dates:	15-AUG-2001	DIST (Mile):	23130								
<b>Cost Comments:</b>	BOTH HEADLAMPS ARE HOLDING CONDENSATION INSTALL BOTH SOP																						
<b>Tech Comments:</b>	HOLDING MOISTURE HEADLAMP ASSEMBLY REPLACE																						
1MEFM50U7YG605262	DM	ODD	GM	CFA	C6A	C/A	AD	CDX	C/LA	16-11-99	01-12-99	328705	USA	21	*	*	*	*	*	SXX	V08	*	*
<b>AWS Claim Key:</b>	10247122	Doc #:	0M462152	Trx Code:	01509	Labour Hrs:	2	Labour Cost:	10.9	Material Cost:	2.1	Total Cost:	18.45										
<b>Dir Cd-Sub Cd:</b>	05143*	Name:	JIMMY MICHEL MOTORS, INC.	Plc:	417-6785001	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Dates:	13-AUG-2001	DIST (Mile):	23130								
<b>Cost Comments:</b>	01509 HEADLAMP SWITCH KNOB																						
<b>Tech Comments:</b>	RECALL REPAIR RECALL 01509																						
1MEFM50U7YG605262	DM	ODD	GM	CFA	C6A	C/A	AD	CDX	C/LA	16-11-99	01-12-99	328705	USA	22	*	1E01	FZLZ	6780	A	511	V44	L65	D8
<b>AWS Claim Key:</b>	10202343	Doc #:	02922651	Trx Code:	E04	Labour Hrs:	2.1	Labour Cost:	135.77	Material Cost:	53.41	Total Cost:	189.18										
<b>Dir Cd-Sub Cd:</b>	05218*	Name:	REPUBLIC FORD, INC.	Plc:	417-7322626	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Dates:	10-SEP-2001	DIST (Mile):	24827								
<b>Cost Comments:</b>	CUST. STATES THAT CAR IS LEAKING OIL																						
<b>Tech Comments:</b>	FAILED GASKET ENGINE OIL LEAKS DIAGNOSIS																						
1MEFM50U7YG605262	DM	ODD	GM	CFA	C6A	C/A	AD	CDX	C/LA	16-11-99	01-12-99	328705	USA	24	*	6F47	1F4Z	5403720	AA	502	V37	R06	42
<b>AWS Claim Key:</b>	12308894	Doc #:	08840251	Trx Code:	E04	Labour Hrs:	3	Labour Cost:	43.59	Material Cost:	27.27	Total Cost:	70.85										
<b>Dir Cd-Sub Cd:</b>	05143*	Name:	JIMMY MICHEL MOTORS, INC.	Plc:	417-6785001	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Dates:	06-NOV-2001	DIST (Mile):	27871								
<b>Cost Comments:</b>	C & WATER IN SPARE TIRE AREA AFTER RIN THRU CAR WASH																						
<b>Tech Comments:</b>	SEAL DOOR AND WINDOW WIND NOISE WATER LEAKS DIAGNOSIS																						

0903-010 0112

	DM	C/DD	C/M	C/FA	C/GA	C/A	AD	C/DX	C/LA	16-11-99	01-12-99	328705	USA	24 *	ID01	F232	6710	A	S11	V44	L85	42		
<b>AWS Claim Key:</b>	12594868	Doc #:	08840252	Trs Code:	EM4	Labour Hrs:	2.5	Labour Cost:	136.23	Material Cost:	53.82	Total Cost:	190.05											
<b>Dir Cd-Sub Cd:</b>	05143 *	Name:	JIMMY MICHEL MOTORS, INC.										Ph:	417-6785001	St:	MO	Chy Cd:	USA	Reg Cd:	NA	Repr Date:	06-NOV-2001	DIST (Mile):	27871
<b>Cost Comments:</b>	C S VEHICLE HAS SMALL OIL LEAK																							
<b>Tech Comments:</b>	GASKET GASKET SET OR OIL PAN (IN CHASSIS) REMOVE AND INSTALL OR R																							
	DM	C/DD	C/M	C/FA	C/GA	C/A	AD	C/DX	C/LA	16-11-99	01-12-99	328705	USA	24 *	IP88 *	NPF *			S11	V44	L85	82		
<b>AWS Claim Key:</b>	12594999	Doc #:	08840253	Trs Code:	EM4	Labour Hrs:	.5	Labour Cost:	32.69	Material Cost:	0	Total Cost:	32.69											
<b>Dir Cd-Sub Cd:</b>	05143 *	Name:	JIMMY MICHEL MOTORS, INC.										Ph:	417-6785001	St:	MO	Chy Cd:	USA	Reg Cd:	NA	Repr Date:	06-NOV-2001	DIST (Mile):	27871
<b>Cost Comments:</b>	COOLANT RESIVOIR IS EMPTY																							
<b>Tech Comments:</b>	COOLANT LOW NPF																							

Any comments? You can contact



webmaster

ERR3-010 0113

**OASIS RESULT:  
1MEFM50U7YG605262**07/18/2003  
08:19:37

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**▶ VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2000 SABLE	<b>BODY STYLE</b> 4 DR SEDAN GS	<b>ENGINE</b> 3.0L EFI	<b>ENGINE CALIBRATION</b> 0DD12N0A
<b>TRANSMISSION</b> AX4N (4F50N) 4 SPD T/AXLE 3R	<b>AXLE CODE</b>		

**▶ GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 12/01/1999	<b>BUILD DATE</b> 11/18/1999	<b>SALE MILEAGE</b>
--	---------------------------------	---------------------

**▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

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**THIS VEHICLE HAS AN OPEN CUI/L LEGAL CONTACT****▶ FIELD SERVICE ACTIONS****NO CAMPAIGN MESSAGE(S) FOUND****▶ EXTENDED COVERAGES****NO ESP INFORMATION AVAILABLE****▶ REPAIR HISTORY****NO REPAIR HISTORY ON VEHICLE**

END OF OASIS REPORT FOR 1MEFM50U7YG605262

ER03-010 0114



EP83-018 0115

## FORWARD TO OGC - INJURY

THE ATTACHED LETTER WAS RECEIVED IN  
LITIGATION PREVENTION.

IT IS BEING FORWARDED TO YOU FOR CASE  
HANDLING DUE TO THE ALLEGED INJURY.

       WE HAVE OPENED AN INJURY CASE IN MORS  
AND AN AUTOMATED LETTER (OGC 1 OR OGC 2) HAS  
BEEN GENERATED.

  X   WE HAVE NOT OPENED AN INJURY CASE IN  
MORS. PLEASE MANUALLY GENERATE THE OGC 1 OR  
OGC 2 LETTER.

*Attention: April 2013*

Thank You.

(w. legal/ogc injury cover sheet)

*Ford Motor Company*

Consumer Affairs

April 30, 2003

Sent Via Mail

[REDACTED]

RE: 2000 Mercury Sable  
VIN#-1MEFM55S2YG612496

Dear Mr. & Mrs. [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle concern.

We are in receipt of your contact made to the Customer Relations Center-CRC dated April 29, 2003. Information provided by you indicated that injuries were sustained during the accident, allegedly caused by non-deployment of the air-bag system. Due to the severity of the injuries, we have forwarded your case to our Office of the General Counsel (OGC) for handling. You will be contacted shortly by the OGC department for additional information.

Thank you for bringing this matter to our attention.

Respectfully,

  
Vincent D. Kirksey  
Consumer Affairs





Customer Info

Customer: [REDACTED]  
Address: [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

0063-010 0110

Action List

Date	Origin	Description
04/29/03	CACI38	INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF

EP03-810 0110

Update This Information In Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	14-NEW YORK	D	D1	11213	L14431
Dealer Name:		TOWN MOTORS			
Dealer Address:		135 S DEAN STREET ENGLEWOOD NJ 07631			
Dealer Main Phone:		201-568-6200	Dealer Service Phone:		201-568-0877

Position	Employee Name
DEALER/PARTNER	ROBERT SIEBOLD
GENERAL MANAGER	GERALD F CUSICK
PARTS MANAGER	GEORGE STEPHEN
SALES MANAGER	ROSARIO GIARITTA
SERVICE MANAGER	ALAN R PALMA

E983-B18 0120

## ESP / Recall Information

VIN: 2FABP43F6GX103368

No ESP Information for this VIN

## Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
87S38	S	FUEL LN CLIP		READY TO RELEASE	1988-04-22	F13148

E903-010 0121

All Action Details for Issue

Print

VIN: [REDACTED] Year: [REDACTED] Model: [REDACTED] Case: 831281193  
 Name: [REDACTED] Owner Status: [REDACTED] WSD: 2003-04-29  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF  
 Dealer: 11213 TOWN MOTORS Origin Desc: US CONCERN CASE BASE  
 Odometer: [REDACTED] Comn Type: PHONE  
 Analyst Name: NATALIE SLAUGH Analyst: NSLAUGH  
 Action Date: 04/29/2003 Action Time: 23.04.50.728 Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: =CUST WAS IN VEH ACCIOEDENT =CUST SAID HE WAS HURT =CUST HAS WIP LASH, TEETH ARE DAMAGE \$3000 WORTH =CUST WENT INTO ANOTHER VEH AFTER A DRUNK DRIVER CUT THE VEH OFF =MERCURY SABLE 2000 IS TOTALED =CUST IS PLANNING BUY ANOTHER FORD =CUST SAID THE AIRBAGS DIDNT DEPLOY =CUST DOESNT HAVE THE VIN PER CUSTOMER, DEALER SAYS: =NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

EA83-810 8122

Print

VIN: [REDACTED] Year: [REDACTED] Model: [REDACTED] Case: 831281193  
 Name: [REDACTED] Owner Status: [REDACTED] WSO: 2003-04-29  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: CLOSED  
 Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF  
 Dealer: 11213 TOWN MOTORS Origin Desc: US CONCERN CASE BASE  
 Odometer: [REDACTED] Comm Type: PHONE  
 Analyst Name: NATALIE SLAUGH Analyst: NSLAUGH  
 Action Date: 04/29/2003 Action Time: 23.04.50.728 Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

Comments CUSTOMER SAYS: =CUST WAS IN VEH ACCIDENT =CUST SAID HE WAS HURT =CUST HAS WIP LASH, TEETH ARE DAMAGE \$3000 WORTH  
 =CUST WENT INTO ANOTHER VEH AFTER A DRUNK DRIVER CUT THE VEH OFF =MERCURY SABLE 2000 IS TOTALED =CUST IS PLANNING BUY ANOTHER  
 FORD =CUST SAID THE AIRBAGS DIDNT DEPLOY =CUST DOESNT HAVE THE VIN PER CUSTOMER, DEALER SAYS: =NONE CAC ADVISED: - THIS  
 INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID:  
 5341

Action: MAKE OUTBOUND CALL TO CUSTOMER  
 Dealer: 11213 TOWN MOTORS Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: [REDACTED] Comm Type: PHONE  
 Analyst Name: VINCE KIRKSEY Analyst: VKIRKSE1  
 Action Date: 04/30/2003 Action Time: 08.41.52.958 Action Data: Yes

Comments \*\*\*LPA COMMENTS\*\*\* THE CUSTOMER IS ALLEGING NON-DEPLOYMENT OF THE AIR-BAG SYSTEM CAUSED HIM TO SUSTAINED INJURIES TO  
 HIS NECK RESULTING IN SEVERE WHIPLASH. THE CUSTOMER ALSO SUSTAINED OVER \$3,000 IN DAMAGES TO HIS TEETH. THE ACCIDENT WAS CAUSED  
 BY A DRUNK DRIVER, AND THE INSURANCE COMPANY IS CURRENTLY INVESTIGATING THE MATTER. \* THE CUSTOMER IS REQUESTING FMC  
 INVESTIGATE THE MATTER, AND PROVIDE HIM WITH ASSISTANCE IN GETTING INTO ANOTHER VEHICLE

Date Element Name	Date Value
CONTACT PERSON	[REDACTED]

ENR03-018 0123

Action: REDIRECT TO OGC - PERSONAL INJURY CLAIM

Dealer: 11213 TOWN MOTORS

Odometer:

Analyst Name: VINCE KIRKSEY

Action Date: 04/30/2003

Comm Type: MAIL

Analyst: VKIRKSE1

Action Time: 08:50:07.450

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments \*\*\*LPA COMMENTS\*\*\* LPA HAS REDIRECTED THE CASE TO THE OFFICE OF GENERAL COUNSEL-OGC FOR REVIEW. THE CUSTOMER HAS SUSTAINED OVER \$3,000 IN DENTAL WORK, AND HAS WHIPLASH FROM THE ACCIDENT. LPA HAS SENT THE CUSTOMER A LETTER INFORMING HIM THAT AN INJURY CLAIM WAS OPENED, AND SOMEONE FROM OGC WILL RESPOND TO HIS CONCERN SHORTLY. NO FURTHER ACTION IS NEEDED AT THIS TIME.

EM03-010 0124

...50.728&ISSUE\_UPDATE\_ID\_C=VKIRKSE1&USER\_ID\_C=VKIRKSE1&STATUS\_STATUS\_C=C%20&ISSUE\_ODOMTRD 4/29/03

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1NEPM352YGF12096	Vehicle Line:	C/D0 - TAURUS/SABLE (D186) (10-04)	Body Style:	*
Model Year:	2000	Market Derivat:	CM - L-M DIVISION DERIVATIVE	Trace Log Serial No:	*
Vehicle Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	C/D0 - MOD 3.0L DOHC EFI NA V6 G7NAAO
Inv. Dealer:	11215	Body Cab Style:	- 4 DOOR SEDAN-4 LITE	Transmission:	C/DX - 4 SPD AUTO TR NAAO AX4N4959N
Vehicle Master Code:	800	Version/Series:	C00B - SABLE B VERSION		

Trace Log Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----

NA

Trace Trace Serial No:

NA

## BUILD INFORMATION:

Region:	NA - #00000000	Plant:	AD - CHICAGO PLANT BUILD
Country:	USA - #00000000	Prod Date:	04-JAN-2000

## SALE INFORMATION:

Region:	NA - #00000000	Selling Dealer:	314431 - *
Country:	USA - #00000000	Selling Dtr Suffix:	NI
		Buyer Suffix:	NI

Arrival Date:	08-FEB-2000	Not Carport Lease:	*
Sale Date:	14-MAR-2000	First/Retain/Co. Lease:	R
Warranty Start Date:	14-MAR-2000	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	14-MAR-2000	Recaptured Vehicle:	* Vehicle Export Flag: N

ENR3-010 0123



**VOC/EOC:**

MS5W412494W4 T A2 D2R0117 VC B 2 LGR 22 7 P5 LMC B NS 140075 4 75 422 51

WGT2 0 0 5000A 24

**INSTALLED OPTION INFORMATION:**

<b>Air Conditioning:</b>	CC - A/C AIR CONDITIONER	<b>GVW Code:</b>	
<b>Alternator Amp Rating:</b>	*	<b>GVW Class Code:</b>	F
<b>Audio Data:</b>	* - [N/A]	<b>Instrumentation:</b>	* - [N/A]
<b>Axle Ratio:</b>	* - [N/A]	<b>Mirror(Driver Side):</b>	BA - DRIVER POWER/HEATED MIRROR
<b>Axle Type:</b>	* - [N/A]	<b>Mirror(Pass Side):</b>	BA - PASS POWER/HEATED CONVEX MIRR
<b>Battery Amp Rating:</b>	RD	<b>Paint:</b>	PNZF - SILVER FROST CC
<b>Brake Code:</b>	FEAAB - 4 WHL ANTI-LOCK BRAKES	<b>Power Windows:</b>	* - [N/A]
<b>Brake Code(Service):</b>	* - [N/A]	<b>Radio:</b>	AE - ELECTRONIC AM/FM STBOCASSETTE
<b>California Code:</b>	00D140DA	<b>Sound System:</b>	* - [N/A]
<b>Color(Accent):</b>	* - [N/A]	<b>Steep Terrain ATR:</b>	
<b>Color(Trim):</b>	00SZ -	<b>Tire Manufacturer:</b>	AD -
<b>Delivery Type:</b>	A	<b>Tire Brand:</b>	* -
<b>Driveshaft Code:</b>	*	<b>Tire Size:</b>	DS1SZ - P215W08-16 BSW ALL SEASON
<b>Front Seat:</b>	* - [N/A]	<b>Traction Control:</b>	A9 - ANTI-SPIN TRACT BRAKES W/O IVB
<b>Fuel Type:</b>	* - [N/A]	<b>Wheel Base:</b>	

**TIRE DOT INFORMATION:**

LF: \* 06: \*

LR: \* 06: \*

LL: \* 06: \*

SPARE: \* DOT Fleet Manufacturer: \* - \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

<b>ESP Code:</b>	* Emission Code:	CC - CC
<b>ESP Coverage(Miles):</b>	* Emission Cert Type:	5
<b>ESP Coverage(Thurs):</b>	* Emission Descr Suffix:	GR2
<b>ESP Plan Year:</b>	* Engine Family:	YFMXV030VF3
<b>ESP Signature Date:</b>		

Any comments? You can contact

EN03-018 0126

STANDARD CHAIRS LINE

AWS Online Report

Run Date: 30-APR-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CUD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VPG	CCC	CD
1MEFM552YG612496	DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	1	*	7007	*	13466	*	SXX	V00	A99	46
AWS Chain Key:		76914	Doc #:	000539A	Trs Code:		2	Labor Firm:		3	Labor Cost:		21.95	Material Cost:		0	Total Cost:		21.95				
Dir Cd-Sub Cd:		11213	Name: TOWN MOTORS				P/c:		201-5685200	St: NJ		City Cd: USA		Reg Cd: NA		Rpt Date: 18-MAY-2000		DIST(Mile):137					
Cust Comments:		C/S INTERIOR LIGHT BLOWN																					
Tech Comments:		CHECKED BULB IS BURNED OUT																					
1MEFM552YG612116	DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	2	*	6003	*	1462980	*	S08	V03	833	31
AWS Chain Key:		1194332	Doc #:	002185A	Trs Code:		2	Labor Firm:		0	Labor Cost:		75	Material Cost:		0	Total Cost:		75				
Dir Cd-Sub Cd:		11213	Name: TOWN MOTORS				P/c:		201-5685200	St: NJ		City Cd: USA		Reg Cd: NA		Rpt Date: 26-APR-2000		DIST(Mile):977					
Cust Comments:		C/S PASS SIDE FRT SEAT COMING APART																					
Tech Comments:		CHECKED RIGHT FRONT SEAT STITCHING LOOSE REPAIRED BY NEW LIFE																					
1MEFM552YG612116	DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	2	*	*	*	*	*	SXX	V00	*	*
AWS Chain Key:		1236906	Doc #:	002256A	Trs Code:		00838	Labor Firm:		4	Labor Cost:		29.27	Material Cost:		0	Total Cost:		29.27				
Dir Cd-Sub Cd:		11213	Name: TOWN MOTORS				P/c:		201-5685200	St: NJ		City Cd: USA		Reg Cd: NA		Rpt Date: 28-APR-2000		DIST(Mile):977					
Cust Comments:		RECALL PERFORMED																					
Tech Comments:		PERFORMED CALIBRATION ON PCM																					
1MEFM552YG612116	DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	8	*	*	*	*	*	SXX	V00	*	*
AWS Chain Key:		3893363	Doc #:	05668501	Trs Code:		06L03	Labor Firm:		2	Labor Cost:		15.77	Material Cost:		3.36	Total Cost:		21.13				
Dir Cd-Sub Cd:		03745	Name: PARK AVENUE FORD				P/c:		201-5689205	St: NJ		City Cd: USA		Reg Cd: NA		Rpt Date: 25-OCT-2000		DIST (Mile):5140					
Cust Comments:		RECALL 06L03 TRIG LOAD LABEL																					
Tech Comments:		INSTALLED LABEL																					
1MEFM552YG612116	DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	8	*	JG05	*	*	*	SXX	V00	*	*
AWS Chain Key:		3893562	Doc #:	05668502	Trs Code:		00R55	Labor Firm:		4	Labor Cost:		31.54	Material Cost:		0	Total Cost:		31.54				
Dir Cd-Sub Cd:		03745	Name: PARK AVENUE FORD				P/c:		201-5689205	St: NJ		City Cd: USA		Reg Cd: NA		Rpt Date: 23-OCT-2000		DIST (Mile):5140					
Cust Comments:		RECALL 00R55 PCM RE PROGRAM																					
Tech Comments:		PERFORMED RECALL																					

ENG-010 0127

DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	13	*	*	*	SXX	V00	*	*		
AWS Claim Key:	7443814	Doc #:	05998101	Trx Code:	01508	Labour Hrs:	4	Labour Cost:	31.54	Material Cost:	13.6	Total Cost:	45.13									
Dir Cl-Sub Cl:	03745-A	Name:	PARK AVENUE FORD	Plc:	201-5689205	St: NJ		City Cl:	USA	Reg Cl:	NA	Repr Date:	04-APR-2001									
Cost Comments:	RECALL 01508. BRAKE LIGHT SWITCH. NOTE: BRAKE LIGHTS STAYING ON																					
Tech Comments:	PERFORMED RECALL.																					
DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	16	*	1H03	YF1Z	9F400	AC	S11	V44	E29	42
AWS Claim Key:	9118531	Doc #:	06164501	Trx Code:	307	Labour Hrs:	4	Labour Cost:	32.61	Material Cost:	51.35	Total Cost:	83.96									
Dir Cl-Sub Cl:	03745-A	Name:	PARK AVENUE FORD	Plc:	201-5689205	St: NJ		City Cl:	USA	Reg Cl:	NA	Repr Date:	20-JUN-2001									
Cost Comments:	C S CHECK ENGINE LIGHT COMES ON WHILE DRIVING.																					
Tech Comments:	PERFORMED ELECTRONIC ENGINE CONTROL TESTS. REPLACED DPFE SENSOR.																					
DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	30	*	7D09	*	19093	*	S09	V79	C20	42
AWS Claim Key:	17726044	Doc #:	07080901	Trx Code:	EB3	Labour Hrs:	6	Labour Cost:	50	Material Cost:	0	Total Cost:	50									
Dir Cl-Sub Cl:	03745-A	Name:	PARK AVENUE FORD	Plc:	201-5689205	St: NJ		City Cl:	USA	Reg Cl:	NA	Repr Date:	26-AUG-2002									
Cost Comments:	C S A C MAKES A RATTLING NOISE WHEN FIRST TURNING ON																					
Tech Comments:	TECH TESTED AND REMOVED PIECE OF PLASTIC FROM A C DUCT																					
DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	30	*	7D07	*	13486	*	S09	V77	L25	33
AWS Claim Key:	17726043	Doc #:	07080903	Trx Code:	EB3	Labour Hrs:	2	Labour Cost:	16.66	Material Cost:	0	Total Cost:	16.66									
Dir Cl-Sub Cl:	03745-A	Name:	PARK AVENUE FORD	Plc:	201-5689205	St: NJ		City Cl:	USA	Reg Cl:	NA	Repr Date:	26-AUG-2002									
Cost Comments:	C S ONE OVERHEAD LIGHT IS OUT																					
Tech Comments:	TECH TESTED AND RESECURED BULB AND RETESTED																					
DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	34	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:	18939912	Doc #:	07274401	Trx Code:	02940	Labour Hrs:	1	Labour Cost:	8.33	Material Cost:	0	Total Cost:	8.33									
Dir Cl-Sub Cl:	03745-A	Name:	PARK AVENUE FORD	Plc:	201-5689205	St: NJ		City Cl:	USA	Reg Cl:	NA	Repr Date:	04-DEC-2002									
Cost Comments:	RECALL 02940 PEDALS.																					
Tech Comments:	INSPECTED. NO ADJUSTMENT NEEDED.																					
DM	CDD	CM	CFA	CGB	C/A	AD	C/DX	C/LD	04-01-00	14-03-00	314431	USA	38	*	1H03	*	*	SXX	V00	*	*	
AWS Claim Key:	20303889	Doc #:	07503101	Trx Code:	02940	Labour Hrs:	3	Labour Cost:	25	Material Cost:	52.63	Total Cost:	77.63									
Dir Cl-Sub Cl:	03745-A	Name:	PARK AVENUE FORD	Plc:	201-5689205	St: NJ		City Cl:	USA	Reg Cl:	NA	Repr Date:	02-APR-2003									
Cost Comments:	C S CHECK ENGINE LIGHT IS ON																					
Tech Comments:	TECH TESTED AND REPLACED DPFE SENSOR AND RETESTED																					

ENR0-010 0120

Any comments? You can contact

EAGS-010 0120

## Action Detail

VIN: 1FAHP56S81G187887	Year: 2001	Model: TAURUS	Case: 1650750853
Name: [REDACTED]	Owner Status: Original	WSD: 2001-10-19	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BARRETH FORD CENTER	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 04961	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 50000 MI	Comm Type: PHONE		
Action Date: 04/03/2003	Action Time: 13:14:43.070	Action Date: No	
Analyst Name: Droege, Amy	Analyst: ADROEGE		

COMMENTS: THE CUSTOMER'S INSURANCE CARRIER HAS REPAIRED THE VEHICLE. LPA REFERRED THE CUSTOMER TO THEIR INSURANCE CARRIER AND EXPLAINED SUBROGATION.

E883-010 8130

...:43.070&SympC=104458&rTabPage=&Reason=0793&IssTyp=07&CustNo=27421524097&Cu4/3/03

*Ford Motor Company*

**COPY**

Consumer Affairs

**\*\*Sent Via U.S. Mail**

**April 3, 2003**



**RE: 2001 Taurus  
VIN: 1FAHP56S81G187667**

**Dear Mr. [REDACTED]**

**Thank you for contacting Ford Motor Company regarding your vehicle.**

**Your concern has been thoroughly reviewed by Barreth Ford. We have been informed that he was not able to verify a manufacturer's defect with the airbag system. However, we understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.**

**Thank you for the opportunity to review this concern.**

**Respectfully yours,**

**Amy Droege  
Consumer Affairs**



Action Detail

VIN: 1FAHP55S81G167687

Year: 2001

Model: TAURUS

Case: 1650750853

Name: [REDACTED]

Owner Status: Original

W8D: 2001-10-19

Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR

Secondary Ph: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: OPEN

Dealer: BARRETH FORD CENTER

Origin Desc: US CONCERN CASE BASE

P & A Code: 04361

Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF

Odometer: 50000 MI

Comm Type: PHONE

Action Date: 03/26/2003

Action Time: 18:02:23:980

Action Data: No

Analyst Name: GAVIN BUTLER

Analyst: GBUTLER1

COMMENTS: CUSTOMER SAYS: THE CUSTOMER HAD AN ACCIDENT ON FEBRUARY 27, 2003. - THE DRIVER'S SIDE AIR BAG DID NOT DEPLOY. - CUSTOMER WAS DRIVING. NECK AND SHOULDER WERE INJURED AS WERE HIPS. - CUSTOMER WAS HIT HEAD ON AS VAN CROSSED INTO PASSENGER'S LANE. - BOTH VEHICLE'S WERE ON BLACK ICE. - THE POLICE REPORT WAS WITH MISSOURI STATE HIGHWAY PATROL IN ST. LOUIS. - REPORT # 603850187 - OTHER DRIVER WAS TRAVELLING TOO FAST FOR THE CONDITIONS. - CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY. - VEHICLE IS BEING REPAIRED AND HAS BEEN IN THE SHOP FOR A MONTH. - FINAL CHECKS ARE BEING MADE AT BARRETH FORD. - CUSTOMER IS UPSET THAT THE AIR BAG DID NOT DEPLOY. THE PASSENGER AIR BAG WENT OFF. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

2/27/03

Driving alone. ~~accident~~ other vehicle hit ice driven avoid & hit new front end outside Washington, mo (Franklin County). MO Hwy responded

sustained injuries: neck, shoulder, hips (has 2 artificial hips) aggravated by physical therapy - all injuries still going to hospital St. John's mercy in Washington released 3/11 x-rays

vehicle located @ residence 3/28/03 repaired by ins. carrier (other driver's)

air bag <sup>not</sup> deployed - concern seat belt on - yes

vehicle repaired Barreth in Union, MO repl. seatbelts, driver's air bag error??

5th <sup>hook</sup> Auto Body Shop to dealer 3/21/03 seat belt & code for pretensioner B1231?? \$200.00 side impact bag replaced

EMG-010 0132





**OASIS RESULT:  
1FAHP56S81G187667**

03/27/2003  
08:04:38

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▶ **VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2001 TAURUS	<b>BODY STYLE</b> 4 DR SEDAN SEL	<b>ENGINE</b> 3.0L EFI DOHC	<b>ENGINE CALIBRATION</b> 1DD14N0A
<b>TRANSMISSION</b> AX4N (4F50N) 4 SPD T/AXLE 6R	<b>AXLE CODE</b>		

▶ **GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 10/19/2001	<b>BUILD DATE</b> 03/26/2001	<b>SALE MILEAGE</b>
--	---------------------------------	---------------------

▶ **WARNING MESSAGES**

**LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

▶ **FIELD SERVICE ACTIONS**

02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.  
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE  
TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000 MILES, WHICH EVER OCCURS FIRST, TO THE BASE WARRANTY.

▶ **EXTENDED COVERAGES**

0710 - USA NEW 48/100,000 PREMIUMCARE W/ROADSIDE ASSISTANCE  
STANDARD DEDUCTIBLE: 60 USD  
OWNER NAME: [REDACTED]  
OPTIONS:  
EXPIRATION DATE: 10/19/2005  
DISTANCE: 100,000  
RENTAL: 28 UP TO 5 DAYS  
TOWING: 0 USD  
CONTRACT SOLD BY: USA 04381  
ESP CONTRACT START DATE: 10/19/2001

▶ **REPAIR HISTORY**

09/24/2002 DEALER: Chris Aufferberg Ford Inc  
WARRANTY CLAIM NUMBER: 173023 ODOMETER: 023386M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F7DZ 1B6B18BA	ACTUATOR	001	18750A	42	DOES NOT OPERATE PRD
		000	18700D7		
		000	12851D		
		000	12851DK1		
		000	MT04838A		

42 CHECKED FOR CONCERN PERFORMED GUIDED DIAG AND PERFORMED PINPOINT TEST FOU ND CODEB1249 ACTUATOR DOOR INOP

ERG-010 0134

06/13/2002 DEALER: Sunset Auto Co Inc

WARRANTY CLAIM NUMBER: 005515

ODOMETER: 015896M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DISC
TF1Z 11002A00M	STARTER MOTOR ASY	001	11000A	42	DOES NOT OPERATE PRO
		000	11002A		

DIAGNOSED AND REPLACED STARTER

END OF OASIS REPORT FOR 1FAHP56S81G187667



E003-016 0135

<http://service.tso.../oasreq.asp?vin=1FAHP56S81G187667,&broadcast=&serverdest=RELEASE> 3/27/03

Customer Info

Customer:	[REDACTED]	Pager:	
Address:	[REDACTED]	Fax:	
Country:	[REDACTED]	Email:	
Cell Phone:	[REDACTED]		
Preferred Contact method:			
Preferred Contact Time:			

ERB3-010 0136

VIN	Year Model	Vehicle List	Owner Status	Vehicle Info
1FAHP56881G187667	2001 TAURUS Open Issues Exist	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
 1FAPP31X0PK226745	1993 TEMPO No Open Issues	INDIVIDUAL RTL	Subsequent Owner	Oasis Warranty History
 2FMDA5147WBB64328	1998 WINDSTAR No Open Issues	INDIVIDUAL RTL	Original Owner	Oasis Warranty History

E983-B10 0137

...:23.979&amp;SympC=104458&amp;rTabPage=&amp;Reason=0793&amp;IssTyp=07&amp;CustNo=27421524097&amp;C3/27/03

ESP / Recall information

VIN: 1FAHP56S81G187667

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchase: [REDACTED]

Expiration Date: 2005-10-18

Expiration Miles: 100,000

Plan Type: USA NEW 48/100,000 PREMIUMCARE W/ROADSIDE ASSISTANCE Plan Year: 2001

Selling Dealer: BARRETH FORD CENTER

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

-----Recall Information-----

-----Campaign-----			Status	Dealer
Number	Type	Description	Date	Code
02M01	0	EGR PRES SEN	RELEASED FOR MAILING	F53343

ERG3-010 0136

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
3/28/2003 OPEN	[REDACTED] LEGAL - ALLEGED - NON-SERIOUS INJURY	1FAHP55S81G187667 [REDACTED]	2001 TAURUS	07

EN03-010 0130

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

## (Related Claims)

VIN:	1FAHP36S81G187667	Vehicle Line:	C/D - TAURUS/SABLE (D186) [00-03]	Body Shell:	*
Model Year:	2001	Market Derived:	C/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	*
Vehicle Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	C/LD - MOD 3.0L DURC E/F
Inv. Dealer:	06820	Body Coll Style:	- 4 DOOR SEDAN-6 LITE	Transmission:	C/DX - 4 SPD AUTO TR NA
Vehicle Status Code:	900	Variant/Series:	C/PB - TAURUS B VERSION		
Trace Eng Serial No:	-----1-----2-----3-----4-----5-----6-----7-----8-----9-----				

\*\*\*

Trace Trans Serial No:

\*\*\*

## BUILD INFORMATION:

Region:	NA - #000000000	Plant:	AD - CHICAGO PLANT BUILD
Country:	USA - #000000000	Prod Date:	25-MAR-2001

## SALE INFORMATION:

Region:	NA - #000000000	Selling Dealer:	151343 - *
Country:	USA - #000000000	Selling Div Ss/Prov:	MO
		Buyer Ss/Prov:	MO

Arrival Date:	04-APR-2001	Red Carpet Lease:	*
Sale Date:	19-OCT-2001	Fleet/Retail/Cs. Lease R:	
Warranty Start Date:	19-OCT-2001	Modified Vehicle:	* Vehicle Count Flag
Orig Warranty Date:	19-OCT-2001	Reacquired Vehicle:	* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

V581G187667Y94 3 JZ 301AD72 XL G 16R 22 7 PB LH B J8 9 32F512 4 FS JN2R 81

TAUR 6 91XOR 24

## INSTALLED OPTION INFORMATION:

Air Conditioning:	C/C - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	H
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Auto Radio:	* - [N/A]	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Auto Type:	* - [N/A]	Mirror(Passg Side):	BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating:	RD	Paint:	PNCH - SPRUCE GREEN
Brake Code:	FBAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - BLBCTRONIC AM/FM STRO/CASSETTE

Calibration Code: 1DD14NDA  
 Color(Accent): \* - [N/A]  
 Color(Trim): 000HF -  
 Delivery Type: 0  
 Drivetrain Code: 0  
 Front Seat: \* - [N/A]  
 Fuel Type: \* - [N/A]

Sound System: AE - AUDIOPHILE SOUND SYSTEM  
 Suspension Axle:  
 Tire Manufacturer: AP - CONTINENTAL  
 Tire Brand: A3XB44P - TOURINGCONTACT AS 94T  
 Tire Size: D3J8Z - P21560R-16 BSW ALL SEASON  
 Traction Control: AB - ANTI-SPIN TRACT BRAKES W/D (VD)  
 Wheel Base:

**TIRE DOT INFORMATION:**

LF: A3XB44P1001 RF: A3XB44P1001  
 LR: A3XB44P1001 RR: A3XB44P1001  
 LI: \* Ri \*

SPARE: PCW7H9E4400 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code: K Engine Code: C/B - C/B  
 ESP Coverage(Miles): 100 Emission Cert Type: S  
 ESP Coverage(Time): 048 Emission Detail Status: H/H  
 ESP Plan Year: 2001 Engine Family: 1FMXV030VF3  
 ESP Signature Date: 19-OCT-2001

Any comments? You can contact



*webmaster*



ENG-518 8142

## Action Detail

VIN: 1FAFP58S21A282862	Year: 2001	Model: TAURUS	Case: 394801223
Name: [REDACTED]	Owner Status: Original	WSD: 2001-09-15	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: AL WHITE MOTORS INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 05708	
Action Desc: REDIRECT TO OGC - PERSONAL INJURY CLAIM			
Odometer: 12134 MI	Comm Type: PHONE		
Action Date: 05/20/2003	Action Time: 10:44:23:387	Action Date: No	
Analyst Name: LOURDES FONSECA-NEARON	Analyst: LFONSECA		

COMMENTS: LPA WILL FORWARD TO OGC DUE TO INJURIES.

E003-010 0143

...:23.387&amp;SympC=104458&amp;rTabPage=&amp;Reason=0793&amp;IssTyp=07&amp;CustNo=3770301285&amp;Cu5/20:03



**INSTALLED OPTION INFORMATION:**

Air Conditioning:	C/C - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	F
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Axle Type:	* - [N/A]	Mirror(Passg Side):	BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating:	RO	Paint:	PNKCD - GRAPHITE BLUE C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STRO/CASSETTE
Calibration Code:	IDD14N0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steer/Tandem Axle:	
Color(Trim):	000ZU -	Tire Manufacturer:	AC -
Delivery Type:	0	Tire Brand:	BXXB1TD -
Driveshaft Code:	*	Tire Size:	D3J3Z - P215/60R-16 BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

**TIRE DOT INFORMATION:**

LF:	BXXB1TD2501	RF:	BXXB1TD2501
LR:	BXXB1TD2501	RR:	BXXB1TD2501
LI:	*	RI:	*

SPARE: ??W7HTUU?? DOT Plant Manufacturer: BX - ALLEN PLANT (PIRESTONE); GRANITEVILLE; SC; \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	C/B - C/B
ESP Coverage(Miles):	* Emission Cert Types:	4
ESP Coverage(Time):	* Emission Decal Suffix:	H/H
ESP Plant Year:	* Engine Family:	1FMXV030V03
ESP Signature Date:		

Any comments? You can contact

*webmaster*

ER03-010 0145

STANDARD CLAIMS LIST

AWS Online Report

Start Date: 10/1/2002  
 View: All Claims (1) in US Dollars

CLAIMS LIST	DA	CDD	CF	CFC	CFB	C/A	AB	C/DX	C/LD	19-07-01	15-09-01	123269	USA	2	*	6D03	1F1Z	546416	BAB	S08	V03	S52	42
AWS Claim Key:	4612643	Doc #:	13513901	Trs Code:	1	Labor Hrs:	9	Labor Cost:	43.5	Material Cost:	142.8	Total Cost:	186.3	Reg Cd:	NA	Repr Date:	15-OCT-2001	DIST(Mile):	735				
Dir Cd-Sub Cd:	01646-*	Name:	THOMPSON FORD-MERCURY	Plc:	931-4554564	St:	TN	City Cd:	USA														
Cost Comments:	CHECK PASS SEAT HAS HOLE AT BACK SIDE																						
Tech Comments:	REPLACED TOP SET COVER																						

CLAIMS LIST	DA	CDD	CF	CFC	CFB	C/A	AB	C/DX	C/LD	19-07-01	15-09-01	123269	USA	2	*	7F02	YF1Z	17528	AA	S09	V16	W05	42
AWS Claim Key:	4612644	Doc #:	13513902	Trs Code:	1	Labor Hrs:	2	Labor Cost:	9.67	Material Cost:	19.94	Total Cost:	29.61	Reg Cd:	NA	Repr Date:	15-OCT-2001	DIST(Mile):	735				
Dir Cd-Sub Cd:	01646-*	Name:	THOMPSON FORD-MERCURY	Plc:	931-4554564	St:	TN	City Cd:	USA														
Cost Comments:	CHECK WIPERS SKIPPING																						
Tech Comments:	REPLACED WIPER BLADES																						

CLAIMS LIST	DA	CDD	CF	CFC	CFB	C/A	AB	C/DX	C/LD	19-07-01	15-09-01	123269	USA	2	*	6F18	*	5420531	*	S03	V11	R22	33
AWS Claim Key:	4612645	Doc #:	13513903	Trs Code:	1	Labor Hrs:	2	Labor Cost:	9.67	Material Cost:	84	Total Cost:	10.51	Reg Cd:	NA	Repr Date:	15-OCT-2001	DIST(Mile):	735				
Dir Cd-Sub Cd:	01646-*	Name:	THOMPSON FORD-MERCURY	Plc:	931-4554564	St:	TN	City Cd:	USA														
Cost Comments:	CHECK NOISE AT PET DRIVERS DOOR																						
Tech Comments:	FOUND SEAL MOULDING LOOSE ON DRIVERS SIDE. REPLACED CLIPS AND REINSTALLED SEAL.																						

CLAIMS LIST	DA	CDD	CF	CFC	CFB	C/A	AB	C/DX	C/LD	19-07-01	15-09-01	123269	USA	13	*	6H01	*	5421410	*	S06	V09	G09	41
AWS Claim Key:	10718121	Doc #:	14607302	Trs Code:	1	Labor Hrs:	2	Labor Cost:	10.58	Material Cost:	0	Total Cost:	10.58	Reg Cd:	NA	Repr Date:	10-SEP-2002	DIST(Mile):	1397				
Dir Cd-Sub Cd:	01646-*	Name:	THOMPSON FORD-MERCURY	Plc:	931-4554564	St:	TN	City Cd:	USA														
Cost Comments:	CUSTOMER STATES BOTH FRONT POWER WINDOWS MAKE NOISE WHEN GOING UP																						
Tech Comments:	WINDOWS SQUEAKING LUBED WINDOW RUNS AND ALL PARTS WINDOW REGULATOR.																						

Any comments? You can contact



webmaster

EP03-010 8146

ESP / Recall Information

VIN: 1FAFP56S21A292882

Contract: 1 Of

Status: Cancel

-----ESP Purchase Details-----

Purchaser: [REDACTED]

Expiration Date: 2007-09-15

Expiration Miles: 60,000

Plan Type: USA NEW 72/60,000 EXTRACARE W/ROADSIDE ASSISTANCE

Plan Year: 2001

Selling Dealer: THOMPSON FORD-MERCURY

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date: 2002-06-01

Process Date: 2002-06-18

Refund Percent:

Dealer Received Date: 2002-06-01

Dealer Credited: 01648

-----Recall Information-----

Number	Type	Description	Status	Status Date	Dealer Code
02M01	O	EGR PRES SEN	RELEASED FOR MAILING	2003-01-11	F23289

ER03-010 0147

*Devolina*

Action Detail

VIN: 1FAPF56S21A292882	Year: 2001	Model: TAURUS	Case: 394601223
Name: [REDACTED]	Owner Status: Original	WSD: 2001-09-15(13)	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: AL WHITE MOTORS INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05706	
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF			
Odometer: 12134 MI	Comm Type: PHONE		
Action Date: 05/02/2003	Action Time: 10:53:09:143	Action Date: No	
Analyst Name: DEBOLINA GUPTA	Analyst: DGUPTA		

COMMENTS: CUSTOMER SAYS: -CUST'S HOME & DAY TIME PHONE NO. IS 9317252034 -THE VEH. WAS IN AN ACCIDENT ON APRIL24,2003 -THE AIR BAGS DID NOT DEPLOY.IT WAS A HEAD ON COLLISION.THE VEH. SPEED WAS 40 MPH .THE WHOLE FRONT END TORE UP.THE VEH. HIT AN IMMOVABLE OBJECT -CUST. HAS CONTACTED HER INS. CO. THE VEH. WAS TOTALLED .-CUST. SUSTAINED BACK INJURIES.HER FACE IS TORN UP---HER FACE IS BLACK & BLUE.SHE HAD TO BE CARRIED IN AMBULANCE.SHE HIT THE WIDSHIELD SINCE THE AIR BAGS DID NOT DEPLOY -CUST. WANTS FORD TO KNOW ABOUT THE ABOVE FACT --- THAT THE AIR BAGS DID NOT DEPLOY -CUST. WANTS FORD TO COVER THE MEDICAL EXPENSES PER CUSTOMER. DEALER SAYS: -NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

*-int a flag pole sign  
flower pots  
- police report ?  
- Under Dr. can scan  
- (M) Physicist the  
- Cat scan  
X rays  
MRI*

EA03-018 0140

ENG-01B 0431



Close an Issue

VIN: 1FAPP55U1YG284828 Year: 2000 Model: TAURUS WSD: 2000-07-08

Name: [REDACTED]  
Address: [REDACTED]

Case Number: 525821863 Issue Type: 07-LEGAL

Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY

Symptom: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Dealer: F41310 - NORTHPOINT FORD

Comm Type: OTHER

Current Odometer Reading: 7200 MI

Action Category: REDIRECT/REFERRAL/FINAL CASE DISPOSITION

Odometer Reading: 7200 MI

Action: FINAL CASE DISPOSITION(C)

Caller Information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Comments:

Customer has not sent the information regarding their personal injury claim. No further action is needed at this time.

Warranty History

ESP/Recall

Queue

<< BACK CANCEL FIRST >>

ER63-818 0432

ESP Recall Information

VIN: 1FAPP5SU1YG264626

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign Status	Status Date	Dealer Code
01508	S	BRAKE LAMP	COMPLETE	2001-07-18	06180
01824	S	WINDSHD WIP	COMPLETE	2002-02-25	06180
02840	S	ADJ PEDAL	RELEASED FOR MAILING	2003-02-07	F41058

800-818-0883

*Ford Motor Company*

Consumer Affairs

Sent Via US Mail

July 16, 2003

[REDACTED]

RE: Ford Taurus  
VIN: 1FAFP55U1YG264626

Dear Ms. [REDACTED]

We have been advised of your pursuit of damages due to an accident in which you were involved. In order to conduct a complete review we are requesting that the following information be forwarded to this office:

1. A copy of the police report
2. A complete description of the incident, including a description of your product concern.
3. The name, age and address of each person injured and a complete description of all injuries.
4. Documentation of all subsequent medical attention, including physician's reports and bills/receipts.
5. Original photographs of both the vehicle's exterior and interior, including all damage.
6. The present location of the vehicle.
7. The name, address and telephone number of the insurance company, the claim number and agent's name.
8. A specific description of what you are seeking from Ford Motor Company.

Please send the requested information and documents to the address below within ten (20) business days. If we do not hear from you within 20 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed. If you need to contact me or have additional information to submit, I may be reached by phone at (313) 845-5458 or by fax at (313) 845-5669.

Thank you for giving us the opportunity to review your concern.

Sincerely,



Marquis Morris  
Consumer Affairs



[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer:	[REDACTED]
Address:	[REDACTED]
Country: USA	Language: EN
Cell Phone:	Pager:
Preferred Contact method:	Fax:
Preferred Contact Time:	Email:

EA83-818 8435



*Ford Motor Company*

Consumer Affairs

Sent Via U.S. Mail

June 3, 2003



Thank you for contacting us regarding your 2001 Ford Taurus.

We sincerely regret the circumstances you described. However, a situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Dawn Courville  
Consumer Affairs



Print

VIN: 1FAFP52UX1G124685      Year: 2001      Model: TAURUS      Case: 586081493  
 Name: [REDACTED]      Owner Status: Original      WSD: 2001-06-14  
 Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT / FIRE      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: CLOSED  
 Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS  
 Dealer: 05486 DREW FORD      Origin Desc: US CONCERN CASE BASE  
 Odometer: 40000 MI      Comm Type: PHONE  
 Analyst Name: DARRYL CONNORS      Analyst: DCONNORS  
 Action Date: 05/29/2003      Action Time: 16.32.19.745      Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: CUST STATES THAT THE VEHICLE WAS INVOLVED IN AN ACCIDENT. CUST STATES THAT HER DAUGHTER WAS AT A BOWLING ALLEY AND STATES THE THE FOOT WAS ON THE BRAKE AS THEY WERE GETTING READY TO LEAVE AND THE VEHICLE ENDED UP OVER A POLE IN THE PARKING LOT; CUST STATES THIS OCCURRED MAY 17/03; CUST STATES THE DEFECT IS THE ACCELERATOR PEDAL IS TOO CLOSE TO THE BRAKE PEDAL AND WAS INFORMED THIS WAS A RECALL WHEN SHE CONTACTED HER INSURANCE CO; CUST STATES THE VEHICLE WAS ON FLETCHER PARKWAY IN ALCAHOUN CA; CUST STATES THAT NO POLICE REPORT WAS FILED AND SHE DID NOT FILE A CLAIM WITH THE INSURANCE CO AS THEY INFORMED HER TO PROCEED THROUGH FORD FIRST; CUST STATES THAT THE VEHICLE DOES LOOK REPAIRABLE BUT HAS NOT HAD IT INSPECTED; CUST STATES THERE IS MAJOR BODY DAMAGE AND ALSO STATES THE AIRBAGS DID NOT DEPLY ON IMPACT; CUST IS SEEKING FORD TO TAKE CARE OF THE REPAIRS AS THIS IS A DEFECT WHICH FORD KNOWS ABOUT AS THERE IS A RECALL AND WOULD LIKE TO KNOW HOW FORD IS GOING TO RESOLVE THIS. PER CUSTOMER, DEALER SAYS: DREW FORD 8970 LA MESA BLVD LA MESA, CA 91941. DISTANCE: 2.3 MILES TEL: (618) 484-7777 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 6349

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 05486 DREW FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 40000 MI

Comm Type: PHONE

Analyst Name: DAWN COURVILLE

Analyst: DCOURVIL

Action Date: 05/30/2003

Action Time: 06.18.42.631

Action Data: Yes

Comments LPA MADE OUTBOUND CALL TO CUSTOMER

Data Element Name	Data Value
CONTACT PERSON	VERA FREJIN

ER83-018 0151

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER

Dealer: 05468 DREW FORD

Odometer: 40000 MI  
Analyst Name: DAWN  
COURVILLE

Comm Type: PHONE

Analyst: DCOURVIL

Action Date: 06/03/2003

Action Time:  
10.02.28.003

Origin Desc: CONSUMER AFFAIRS - LITIGATION  
PREVENTION

Action Date: No

Comments SPOKE TO CUSTOMER SAYS HER FATHER WAS DRIVING THE VEHICLE, SHE WAS A PASSENGER, AS THEY WERE EXITING A BOWLING ALLEY. CUSTOMER SAYS THERE WAS A LARGE DIP IN THE PARKING LOT AND WHEN THEY WENT THROUGH IT HER FATHERS FOOT SLIPPED OFF THE BRAKE AND HE HIT THE GAS PEDAL. THE VEHICLE HIT A POLE. CUSTOMER ALLEGES ACCIDENT WAS DUE TO RECALL 02540 ADJUSTABLE PEDALS. NO INJURYS.

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER

Dealer: 05468 DREW FORD

Odometer: 40000 MI  
Analyst Name: DAWN  
COURVILLE

Comm Type: MAIL

Analyst: DCOURVIL

Action Date: 08/03/2003

Action Time:  
10.04.01.810

Origin Desc: CONSUMER AFFAIRS - LITIGATION  
PREVENTION

Action Date: No

Comments ADVISED CUSTOMER TO CONTACT INSURANCE CARRIER. EXPLAINED SUBROGATION PROCESS TO CUSTOMER. NO FURTHER ACTION REQUIRED.

ER03-010 0152

...20%20PM&ISSUE\_UPDATE\_ID\_C=DCOURVIL&USER\_ID\_C=DCOURVIL&STATUS\_S 6/3/03



Print

VIN: 1FAP52UX1G124665      Year: 2001      Model: TAURUS      Case: 596081493  
 Name: MS [REDACTED]      Owner Status: Original      WSD: 2001-08-14  
 Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT / FIRE      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: OPEN  
 Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS  
 Dealer: 05468 DREW FORD      Origin Desc: US CONCERN CASE BASE  
 Odometer: 40000 MI      Comm Type: PHONE  
 Analyst Name: DARRYL CONNORS      Analyst: DCONNORS  
 Action Date: 05/29/2003      Action Time: 16.32.19.745      Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

Comments CUSTOMER SAYS: CUST STATES THAT THE VEHICLE WAS INVOLVED IN AN ACCIDENT. CUST STATES THAT HER DAUGHTER WAS AT A BOWLING ALLEY AND STATES THE THE FOOT WAS ON THE BRAKE AS THEY WERE GETTING READY TO LEAVE AND THE VEHICLE ENDED UP OVER A POLE IN THE PARKING LOT; CUST STATES THIS OCCURRED MAY 12/03; CUST STATES THE DEFECT IS THE ACCELERATOR PEDAL IS TOO CLOSE TO THE BRAKE PEDAL AND WAS INFORMED THIS WAS A RECALL WHEN SHE CONTACTED HER INSURANCE CO; CUST STATES THE VEHICLE WAS ON FLETCHER PARKWAY IN ALCAHOUN CA; CUST STATES THAT NO POLICE REPORT WAS FILED AND SHE DID NOT FILE A CLAIM WITH THE INSURANCE CO AS THEY INFORMED HER TO PROCEED THROUGH FORD FIRST; CUST STATES THAT THE VEHICLE DOES LOOK REPAIRABLE BUT HAS NOT HAD IT INSPECTED; CUST STATES THERE IS MAJOR BODY DAMAGE AND ALSO STATES THE AIRBAGS DID NOT DEPLY ON IMPACT; CUST IS SEEKING FORD TO TAKE CARE OF THE REPAIRS AS THIS IS A DEFECT WHICH FORD KNOWS ABOUT AS THERE IS A RECALL AND WOULD LIKE TO KNOW HOW FORD IS GOING TO RESOLVE THIS. PER CUSTOMER, DEALER SAYS: DREW FORD 8670 LA MESA BLVD LA MESA, CA 91941 DISTANCE: 2.3 MILES TEL: (619) 484-7777 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	A

① Husband was driving vehicle  
 There is a dip in parking lot. Concrete  
 fell in dip. Foot slipped brake  
 tried to reapply but gas.  
 Vehicle is at house.  
 Insurance company said to contact Ford.

ER83-818 8153

Customer Info

Customer: [REDACTED]  
Address: [REDACTED]

Country: USA

Language: EN

Call Phone:

Pager:


Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

EN03-010 0154

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
 1FAPP62UXYG292008	2000	TAURUS	INDIVIDUAL RTL	Original Owner	Costs Warranty History
1FAPP62UX1G124685	No Open Issues 2001	TAURUS	INDIVIDUAL RTL	Original Owner	Costs Warranty History
	Open Issues Exist				

ER03-010 0100

VIN: 1FAPP52UX1G124665

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchase: XXXXXXXXXX  
 Expiration Date: 2007-06-14  
 Plan Type: USA NEW 72/75,000 EXTRACARE W/ROADSIDE ASSISTANCE  
 Rental: 28  
 Purchase Type: N  
 Options:

Expiration Miles: 75,000  
 Selling Dealer: DREW FORD  
 Plan Year: 2001  
 Deductible: 50  
 Towing Allowance:

-----ESP Cancellation Details-----

Cancel Date:  
 Refund Percent:  
 Dealer Credited:

Process Date:  
 Dealer Received Date:

-----Recall Information-----

Number	Type	Description	Status	Status Date	Dealer Code
00L11	L	CHILD TETHER	FORCED COMPLETION	2002-07-28	AUTOC
00L12	L	TIRE	FORCED COMPLETION	2001-11-21	AUTOC
02M01	O	EGR PRES SEN	UNDELIVERABLE	2003-03-21	F81000
02S40	S	ADJ PEDAL	UNDELIVERABLE	2003-03-17	F81000

EA03-010 0156

### Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DELIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_5	PREP	BASE	SLUFF	COC CD	DIST (Miles)	
	CDD	C/F	C/F	CFA	C/A	AD	C/D	C/LA	21-SEP-2000	14-JUN-2001	171080	USA	4	6Y05	000001	*	MAINT	*	A9*	E2 10057	
AWS Claim Key:		J113020	Trx Code: 07125		Labor Hrs: 3																
Dir Cd-Sub Cd:		05466*	Name: DREW FORD		Ph: 619-4647777		St: CA		City Cd:		USA		Reg Cd:		NA		Repr Date: 01-OCT-2001		Doc #00061651		
Cust Comments:		10000 MILE SERVICE																			
Tech Comments:		LOBE OIL AND FILTER CHANGE ROTATE TIRES AND MULTI POINT INSP																			
	CDD	C/F	C/F	CFA	C/A	AD	C/D	C/LA	21-SEP-2000	14-JUN-2001	171080	USA	6	6Y05	000001	*	MAINT	*	A9*	E2 14163	
AWS Claim Key:		997511	Trx Code: 07125		Labor Hrs: 1																
Dir Cd-Sub Cd:		05466*	Name: DREW FORD		Ph: 619-4647777		St: CA		City Cd:		USA		Reg Cd:		NA		Repr Date: 29-NOV-2001		Doc #01362352		
Cust Comments:		15,000 MILE SERVICE																			
Tech Comments:		OIL AND FILTER ROTATE TIRES MULTI POINT REPALE CABIN AIR FILTER																			
	CDD	C/F	C/F	CFA	C/A	AD	C/D	C/LA	21-SEP-2000	14-JUN-2001	171080	USA	6	7A01	140101	BXT	36	R	D02	42 14163	
AWS Claim Key:		997512	Trx Code: E83		Labor Hrs: 1.5																
Dir Cd-Sub Cd:		05466*	Name: DREW FORD		Ph: 619-4647777		St: CA		City Cd:		USA		Reg Cd:		NA		Repr Date: 29-NOV-2001		Doc #01362353		
Cust Comments:		THE CIG LIGHTER IS INOP 336																			
Tech Comments:		DISK AND FORD FUSE #13 WAS BLOWN REPLACE FUSE AND STILL SHORTING OUT REMOVE RADIO AND CIG LIGHTER AND TRACE CIRCUIT 319 FOUND USING A DVOM CIRCUIT 319 WAS SHORTED TO GROUND UNBOLT AND PULL DASH BACK TO ACCESS AND TRACE CIRCUIT 319 14401 LOOM FROM CIG LIGHTER TO FUSE BOX BRACKET BEHIND LEFT SIDE OF DASH REBUTE AND TAPE LOOM VERIFY REPAIR																			
	CDD	C/F	C/F	CFA	C/A	AD	C/D	C/LA	21-SEP-2000	14-JUN-2001	171080	USA	9	6Y07	010305	*	5440110	*	L06	07 19422	
AWS Claim Key:		721954	Trx Code: E83		Labor Hrs: 3																
Dir Cd-Sub Cd:		05466*	Name: DREW FORD		Ph: 619-4647777		St: CA		City Cd:		USA		Reg Cd:		NA		Repr Date: 15-FEB-2002		Doc #02893451		
Cust Comments:		INTER THE VEHICLE WILL NOT CRANK OR START 336																			
Tech Comments:		CHARGED AND TESTED BATTERY WITH ROTUNDA TESTER REPLACED BATTERY																			
	CDD	C/F	C/F	CFA	C/A	AD	C/D	C/LA	21-SEP-2000	14-JUN-2001	171080	USA	9	6Y07	010305	*	5440110	*	L06	07 19422	
AWS Claim Key:		721959	Trx Code: E81		Labor Hrs: 3																
Dir Cd-Sub Cd:		05466*	Name: DREW FORD		Ph: 619-4647777		St: CA		City Cd:		USA		Reg Cd:		NA		Repr Date: 15-FEB-2002		Doc #02883452		
Cust Comments:		THE TRUNK INTER WILL NOT SHUT PROP. HAVE TO SLAM DOWN 336																			
Tech Comments:		VERIFY CONCERN ALIGN REAR TRUNK LID VERIFY REPAIR																			

ENR-010 0187

C/DD	CF	C/FC	C/FA	C/A	AD	C/DT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	9	1D01 03500X F232 671D	A	D90 DN 19422
AWS Claim Key: 721960 Trx Code: B84 Labor Hrs: 1.5															
Dlr Cd-Sub Cd: 05466* Name: DREW FORD Ph: 619-4647777 St: CA City Cd: USA Reg Cd: NA Repr Date: 15-FEB-2002 Doc #02843454															
Cust Comments: WHEN THE VEHICLE IS WARM THERE IS A SMGL OF BURNING OIL COMING THROUGH THE VENTS J 36															
Tech Comments: VERIFY CONCERN USE BRAKE CLEANER TO CLEAN OIL OUT RESIDUE FROM STARTER MOTOR VERIFY REPAIR KACK AND INSPECT FOR ENG OIL LEAKS USING BLACK LIGHT AND DYE VERIFY ENGINE OIL LEAKING FROM REAR MAIN SEAL FROM FRONT OF OIL PAN GASKET REMOVE CATS TO ACCESS OIL PAN GASKET FOUND ONE OF THE BOLT HOLS STRIPPED OUT REPLACE OIL PAN GASKET REAR MAIN SEAL AND CHAN															
C/DD	CF	C/FC	C/FA	C/A	AD	C/DT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	9	5V02 060300 1F1Z 2001	AA	A99 30 19422
AWS Claim Key: 721960 Trx Code: 0712D Labor Hrs: 1.1															
Dlr Cd-Sub Cd: 05466* Name: DREW FORD Ph: 619-4647777 St: CA City Cd: USA Reg Cd: NA Repr Date: 15-FEB-2002 Doc #02843457															
Cust Comments: BRAKES GRINDING															
Tech Comments: INSPECT FOR BRAKE GRINDING NEED FRONT BRAKE REPAIR FRONT BRAKE AND MACHINE BOTH ROTORS															
C/DD	CF	C/FC	C/FA	C/A	AD	C/DT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	12	3Y02 060302 YF1Z 2200	AA	A99 30 25237
AWS Claim Key: 9147382 Trx Code: 0712D Labor Hrs: 1															
Dlr Cd-Sub Cd: 05466* Name: DREW FORD Ph: 619-4647777 St: CA City Cd: USA Reg Cd: NA Repr Date: 07-JUN-2002 Doc #05206151															
Cust Comments: BRAKE LIGHT IS ON WHILE DRIVING															
Tech Comments: RED BRAKE LIGHT ON INSPECT FRONT AND REAR BRAKES BRAK LINDING FRONT REAR BRAKES ALMOST METAL TO METAL REAR BRAKES MACHINE DRUMS ROD TEST VERIFY REPAIR															
C/DD	CF	C/FC	C/FA	C/A	AD	C/DT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	12	7502 190402 * 14401 *	003 28 25237	
AWS Claim Key: 9147383 Trx Code: B85 Labor Hrs: 2.5															
Dlr Cd-Sub Cd: 05466* Name: DREW FORD Ph: 619-4647777 St: CA City Cd: USA Reg Cd: NA Repr Date: 07-JUN-2002 Doc #05206152															
Cust Comments: VEHICLE AT TIMES WILL NOT START, 335															
Tech Comments: DIAG AND PINPOINT TESTED FATS SYSTEM AND FOUND AT TIMES ANY THEFT KEY WOULD NOT WORK R41 COLUMN AND TRACE CIRCUITS 1044 AND 167 168 FOUND 167 AND 168 OPEN CIRCUIT AT TIMES ABOVE COLUMN NEAR C232 REPAIR OPEN AND VERIFY REPAIRS REPROGRAM KEY AND ALL GOOD															
C/DD	CF	C/FC	C/FA	C/A	AD	C/DT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	12	6R01 012001 YF1Z 5461202 AAA	E39 28 25237	
AWS Claim Key: 9147384 Trx Code: B84 Labor Hrs: 1.9															
Dlr Cd-Sub Cd: 05466* Name: DREW FORD Ph: 619-4647777 St: CA City Cd: USA Reg Cd: NA Repr Date: 07-JUN-2002 Doc #05206153															
Cust Comments: AIR BAG LIGHT CAME ON RECENTLY AND STAYED ON, RIGHT NOW LIGHT IS OFF, 336															
Tech Comments: DIAG AIR BAG CIRCUIT CODE B186 PASSENGER WEE TENSOR/SE OPEN CIRCUIT PIN POINT TESTED LOOK SEAT BELT WAS OPEN REPLACE SEAT BELT CLEAR CODES															
C/DD	CF	C/FC	C/FA	C/A	AD	C/DT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	12	7001 120302 1F1Z 19645	AA	C05 41 25237
AWS Claim Key: 9147385 Trx Code: B83 Labor Hrs: 1															

0610 010 0100

Dir Cd-Sub Cd:	05466-*	Name:	DREW FORD	Ph:	619-4647777	St:	CA	City Cd:		USA Reg Cd:	NA	Repr Dates:	07-JUN-2002	Doc #:	05206154					
Chrt Comments:	AC DOES NOT BLOW COLD AT ALL, 336 HEATER INOP																			
Tech Comments:	TESTED A/C AND DIAG'PATE' AMPY FINDER IN POWER MOTOR WAS BENDING UP REPLACE MOTOR VERIFY REPAIR																			
CDD	CF	CFC	CFA	C/A	AD	CDT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	L2	7V31	060904	YF1Z	13480	AA	L26	42	25237
AWSS Chain Key:	9147385	Trs Code:	07125	Labour Hrs:	8															
Dir Cd-Sub Cd:	05466-*	Name:	DREW FORD	Ph:	619-4647777	St:	CA	City Cd:		USA Reg Cd:	NA	Repr Dates:	07-JUN-2002	Doc #:	05206136					
Chrt Comments:	25K QUALITY CARE MAINTENANCE																			
Tech Comments:	CHANGE OIL AND FILTER ROTATE TIRES MULTI POINT INSPECTION																			
CDD	CF	CFC	CFA	C/A	AD	CDT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	L2	7V31	060904	YF1Z	13480	AA	L26	42	25237
AWSS Chain Key:	9147387	Trs Code:	013	Labour Hrs:	5															
Dir Cd-Sub Cd:	05466-*	Name:	DREW FORD	Ph:	619-4647777	St:	CA	City Cd:		USA Reg Cd:	NA	Repr Dates:	07-JUN-2002	Doc #:	05206157					
Chrt Comments:	REAR BRAKE LIGHTS STAY ON ALL THE TIME, 336																			
Tech Comments:	DIAG USING A DVOM TESTED BODY SWITCH AND FLOOR SWITCH WAS SHORTED REPLACE BODY SWITCH VERIFY REPAIR																			
CDD	CF	CFC	CFA	C/A	AD	CDT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	L5	7S02	180102	*	14801	*	A34	30	29623
AWSS Chain Key:	1041324	Trs Code:	013	Labour Hrs:	9															
Dir Cd-Sub Cd:	05466-*	Name:	DREW FORD	Ph:	619-4647777	St:	CA	City Cd:		USA Reg Cd:	NA	Repr Dates:	20-AUG-2002	Doc #:	056737053					
Chrt Comments:	HORN DROP, DOES NOT BEEP AT ALL, 336																			
Tech Comments:	VERIFY CONCERN EXAMINE STEERING COLUMN SYSTEMS WITH DVOM FOUND BLOWN FUSE 234 BY AMP REPAIR CIRCUIT 18 YE LG WIRE CHAPPED AT FUSE BOX CUT AND SPLICE VERIFY REPAIR HORN WORKS NORMAL, NO 67370 DIFFERENT CONCERN FROM RD 32061 CONCERN FOR 67370 WAS HORN DROP AND CONCERN FOR 52064 LINE S2 WAS VEHICLE AT TIMES WILL NOT START																			
CDD	CF	CFC	CFA	C/A	AD	CDT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	L5	2004	800613	*	DIAG	*	D13	82	29623
AWSS Chain Key:	1047815	Trs Code:	007	Labour Hrs:	2															
Dir Cd-Sub Cd:	05466-*	Name:	DREW FORD	Ph:	619-4647777	St:	CA	City Cd:		USA Reg Cd:	NA	Repr Dates:	20-AUG-2002	Doc #:	056737054					
Chrt Comments:	VEHICLE IS BUMPING ROUGH, NO WARNING LIGHTS HAVE COME ON HOWEVER, WHEN COMING TO A STOP, ENGINE IS SHAKING, 336																			
Tech Comments:	ENR LIGHT OFF ROER PASS ROEO PASS CONT PASS CK DEC NO CODES CK D0 DISPLAY CK OASIS ROAD TEST AND MONITOR PID DATA NORMAL OPERATION AT THIS TIME																			
CDD	CF	CFC	CFA	C/A	AD	CDT	C/LA	21-SEP-2000	14-JUN-2001	171000	USA	L5	6H06	011103	*	5421596	*	G07	33	29623
AWSS Chain Key:	1047816	Trs Code:	004	Labour Hrs:	2															
Dir Cd-Sub Cd:	05466-*	Name:	DREW FORD	Ph:	619-4647777	St:	CA	City Cd:		USA Reg Cd:	NA	Repr Dates:	20-AUG-2002	Doc #:	056737036					
Chrt Comments:	PASSENGER SIDE FRONT WINDOW DOES NOT GO UP NOR DOWN AS FAST AS THE OTHER ONES AROUND VEHICLE, 336																			
Tech Comments:	VERIFY CONCERN INSPECT R F WINDOW REMOVE AND REPOSITION R F WINDOW RUN SECURE VERIFY REPAIR R F WINDOW NORMAL																			

EPC-010 0120

CYCD	C/F	C/F	C/F	C/A	C/A	AD	CDT	CLA	21-SEP-2000	14-JUN-2001	171080	USA	17	GN01	011103	*	5421410	*	G09	42	33169
AWS Claim Key: 1182021 Yrs Code: 884 Labor Hrs: 7																					
Dir Cl-Sub Cl: 05466-# Name: DREW FORD Pn: 619-4647777 St: CA Cty Cl: USA Reg Cl: NA Rptr Date: 25-OCT-2002 Doc #: 08205951																					
Cust Comments: PASS SIDE WINDOW MAKES NOISE WHEN GOING UP OR DOWN PLEASE CHECK ALL WINDOWS 3 34																					
Tech Comments: VERIFY ALL FRONT WINDOWS SQUEEK RUBER FOUND PANELS REALIGN GLASS NORS REASSEMBLE RETEST																					
CYCD	C/F	C/F	C/F	C/A	C/A	AD	CDT	CLA	21-SEP-2000	14-JUN-2001	171080	USA	21	1DQ1	030203	2U1Z	6710	AA	L45	DR	40145
AWS Claim Key: 1182041 Yrs Code: 07580 Labor Hrs: 14																					
Dir Cl-Sub Cl: 05466-# Name: DREW FORD Pn: 619-4647777 St: CA Cty Cl: USA Reg Cl: NA Rptr Date: 08-APR-2003 Doc #: 01777651																					
Cust Comments: THERE IS A ENGINE OIL LEAK CHECK & ADVISE POSS ESP																					
Tech Comments: RACK AND INSPECT VEHICLE DIAG OIL LEAK USING BLD K&K LEAKING OIL PAN GASKET AND LEAKING TRANS LOW INTERMEDIATE SERVO GASKET AND O RING CHANGE OIL FILTER ROADTEST TEST TO VERIFY REPAIRS																					
CYCD	C/F	C/F	C/F	C/A	C/A	AD	CDT	CLA	21-SEP-2000	14-JUN-2001	171080	USA	23	2C01	030603	YFLZ	31002	AARM	D02	42	40145
AWS Claim Key: 1382049 Yrs Code: 07580 Labor Hrs: 1																					
Dir Cl-Sub Cl: 05466-# Name: DREW FORD Pn: 619-4647777 St: CA Cty Cl: USA Reg Cl: NA Rptr Date: 08-APR-2003 Doc #: 01777652																					
Cust Comments: THE VEHICLE WILL NOT CRANK OR START CHECK & ADVISE POSS ESP																					
Tech Comments: STARTING CIRCUITS TEST REPLACED STARTER AND RETEST OK																					
CYCD	C/F	C/F	C/F	C/A	C/A	AD	CDT	CLA	21-SEP-2000	14-JUN-2001	171080	USA	23	7S20	180102	*	148095	*	S39	30	40145
AWS Claim Key: 1382050 Yrs Code: 881 Labor Hrs: 32																					
Dir Cl-Sub Cl: 05466-# Name: DREW FORD Pn: 619-4647777 St: CA Cty Cl: USA Reg Cl: NA Rptr Date: 08-APR-2003 Doc #: 01777653																					
Cust Comments: THE AIR BAG LIGHT STAYS ON WHEN DRIVING 5 50																					
Tech Comments: VERIFY CONCERN DIAG AIR BAG SYSTEM CODE BIT BIT USE DPAOM HIGH RESISTANCE IN PASSNORER PRETENSIONER CIRCUIT REMOVE CARPET ACCESS LOOM PIN POINT OPEN CIRCUIT VE RD WIRE BELOW B F SEAT TRACK MOUNTING PINCHED REPAIR CIRCUIT CUT AND SPLICE CLEAR CODE REINSTALL CARPET-VERIFY REPAIR																					

800-818-0199



**OASIS RESULT:  
1FAFP52UX1G124665**06/30/2003  
09:15:07

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**VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2001 TAURUS	<b>BODY STYLE</b> 4 DR SEDAN LX	<b>ENGINE</b> 3.0L EFI	<b>ENGINE CALIBRATION</b> 1DD1280A
<b>TRANSMISSION</b> AX4S 4 SPD TRANSAXLE	<b>AXLE CODE</b> 3R		

**GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 06/14/2001	<b>BUILD DATE</b> 08/21/2000	<b>SALE MILEAGE</b> 00017
--	---------------------------------	------------------------------

**WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE  
 VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

**FIELD SERVICE ACTIONS**

02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.  
 PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE  
 TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000  
 MILES, WHICH EVER OCCURS FIRST, TO THE BASE WARRANTY.  
 02S40 PEDAL LATERAL SPACING

**EXTENDED COVERAGES**

0766 - USA NEW 72/75,000 EXTRACARE W/ROADSIDE ASSISTANCE  
 STANDARD DEDUCTIBLE: 60 USD  
 OWNER NAME [REDACTED]  
 OPTIONS:  
 EXPIRATION DATE: 06/14/2007  
 DISTANCE: 75,000  
 RENTAL: 26 UP TO 6 DAYS  
 TOWING: 0 USD  
 CONTRACT SOLD BY: USA 05468  
 ESP CONTRACT START DATE: 06/14/2001

0712 - USA NEW 24/26,000 QUALITY CARE MAINT-NORMAL  
 STANDARD DEDUCTIBLE: 0 USD  
 OWNER NAME [REDACTED]  
 OPTIONS:  
 EXPIRATION DATE: 06/14/2003  
 DISTANCE: 27,000  
 RENTAL: 0 UP TO 0 DAYS  
 TOWING: 0 USD  
 CONTRACT SOLD BY: USA 05468  
 ESP CONTRACT START DATE: 06/14/2001

ER03-010 0101

**REPAIR HISTORY**

04/08/2003 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 017778 ODOMETER: 040146M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
E4F2B731AB	ELEMENT ASY OIL FLT	001	6007D	D5	FAILED GASKET/SEAL
2012B710AA	GASKET SET-OIL PAN	001	6781A		
F2027D02BA	GASKET-TRANS INT BAND	001	7081A		
E6027D040A	SEAL-REV BAND SERVO	001			
OSP		001			

RACK AND INSPECT VEHICLE DIAG OIL LEAK USING BLD R&R LEAKING OIL PAN GASKET AND LEAKING TRANS LOW-INTERMEDIATE SERVO GASKET AND O-RING CHANGE OIL-FILTER ROADTEST TEST TO VERIFY REPAIRS

04/08/2003 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 017778 ODOMETER: 040145M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YF12 11002AARM	STARTER MOTOR ASY	001	11000A	42	DOES NOT OPERATE PRO
		000	11002A		

STARTING-CIRCUITS TEST REPLACED STARTER AND RETEST OK

04/08/2003 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 017778 ODOMETER: 040145M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
14806	WIRING ASY AIR BAG	000	14800	30	CHAFED, EXCESSIVE WEA
		000	MT13000		
		000	14300A		

VERIFY CONCERN DIAG AIR BAG SYSTEM CODE B1851 USE DVOM HIGH RESISTANCE IN PA SSENGER PRETENSIONER CIRCUIT REMOVE CARPET ACCESS LOOM PIN POINT OPEN CIRCUIT YE-RD WIRE BELOW R-F SEAT TRACK MOUNTING PINCHED REPAIR CIRCUIT CUT AND S PLICE CLEAR CODE REINSTALL CARPET VERIFY REPAIR

10/26/2002 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 062069 ODOMETER: 033169M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3481410	GLASS INL-FR DR WDO	000	23843AT	42	DOES NOT OPERATE PRO
		000	23843A131		

VERIFY ALL FOUND WINDOWS SQUEEK R&R FOUND PANELS REALIGN GLASS RUNS REASSEMBLE RETEST

08/20/2002 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 067370 ODOMETER: 029623M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
14401	WIRE ASY MAIN LOOM	000	14300D	30	CHAFED, EXCESSIVE WEA
		000	14300A		

VERIFY CONCERN DIGNOSE STEERING COLOMN SYSTEMS WITH DVOM FOUND BLOWN FUSE 25 4 15 AMP REPAIR CIRCUIT 18 YE-LG WIRE CHAFFED AT FUSE BOX CUT AND SPLICE VERIFY REPAIR HORN WORKS NORMAL RO 873 70 DIFFERENT CONCERN FROM RO 52061 CONCERN FOR 87370 WAS HORN INOP AND CONCE RN FOR 52061 LINE 52 WAS VEHICLE AT TIMES WILL NOT START

08/20/2002 DEALER: Drew Ford

E063-810 0162

WARRANTY CLAIM NUMBER: 067370 ODOMETER: 029623M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DIAG	DIAGNOSIS	000	12000	B2	FREIGHT/POSTAGE/RAIN

ENG LIGHT OFF KOER PASS KOEO PASS CONT PASS CK EEC NG CODES CK DD DISPLAY CK OASIS ROAD TEST AND MONITOR PID DATA NORMAL OPERATION AT THIS TIME

06/20/2002 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 067370 ODOMETER: 029623M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
842198	RUN-FRONT DOOR GLASS	000	M721808	33	LOOSE

VERIFY CONCERN INSPECT R-F WINDOW REMOVE AND REPOSITION R-F WINDOW RUN SECUR E VERIFY REPAIR R-F WINDOW NORMAL

06/07/2002 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 052061 ODOMETER: 025237M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YF12 2200AA	SHOCK LINING REAR BRAK	001	200189	35	CHAFED, EXCESSIVE WEA
81A 2108	RETAINER PARK BRAKE	002	2001847		
PM1		001			

RED BRAKE LIGHT ON INSPECT FRONT AND REAR BRAKES 8MM LINING FRONT REARBRAKES ALMOST METAL TO METAL RELINE REAR BRAKS MACHINE DRUMS ROD TEST VERIFY REPAIR

06/07/2002 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 052061 ODOMETER: 025237M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
14401	WIRE ASY MAIN LOOM	000	303AA	25	OPEN CIRCUIT
		000	14200A		
		000	15507B		

06/07/2002 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 062061 ODOMETER: 025237M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YF12 6461202AAA	SEAT BELT BUCKLE END	001	14080	24	OPEN CIRCUIT
		008	61172A		

DIAG AIR BAG CIRCUIT CODE B1886 PASSENGER PRE TENSIONER OPEN CIRCUIT PIN POINT TESTED LOOM SEAT BELT WAS OPEN REPLACE SEAT BELT CLEAR CODES

06/07/2002 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 052061 ODOMETER: 025237M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1F12 1660AA	MOTOR A/C BLOWER	001	18700	41	STICKS/HINDS/GRASS
		008	1880A		

TESTED A-C AND DIAG EATC AND FOUND BLOWER MOTOR WAS BINDING UP REPLACE MOTOR VERIFY REPAIR

06/07/2002 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 052061 ODOMETER: 025237M

EQ3-810 9163

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
E4FZ 8751AB	ELEMENT ASY OIL FLY	001	MSM	23	FREIGHT/POSTAGE/MAIN
XO 8W2008P		005	MULTI		
MANT	VEHICLE MAINTENANCE	000			

CHANGE OIL AND FILTER ROTATE TIRES MULTI POINT INSPECTION

06/07/2002 DEALER: Drew Ford

WARRANTY CLAIM NUMBER: 052061

ODOMETER: 025237M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YF1Z 13480AA	SWITCH ASY- STOPLIGHT	001	13300D	22	DOES NOT OPERATE PRO
		000	15480A		

DIAG USING A DVOM TESTED BOO SWITCH AND FOUND SWITCH WAS SHORTED  
REPLACE BOO SWITCH VERIFY REPAIR

END OF OASIS REPORT FOR 1FAPP52UX1G124665

CR83-616 B184

Update This Information In Stars

## Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
71-LOS ANGELES	71-LOS ANGELES	F	D1	05468	F71080

Dealer Name: DREW FORD  
 Dealer Address: 8870 LA MESA BLVD  
 LA MESA CA 91841

Dealer Main Phone: --

Dealer Service Phone: 619-668-7799

Position	Employee Name
DEALER/PARTNER	JOE DREW
DEALER/PARTNER	WILLIAM DREW
GENERAL MANAGER	PETE PETERS
PARTS MANAGER	DOYLE BUCHHOLZ
PARTS MANAGER	RICHARD L CORRAL
SALES MANAGER	LARRY R SALUS
SALES MANAGER	MARK WEBB
SALES MANAGER	DANIEL IRVING
SALES MANAGER	VICTOR SANTANA
SERVICE MANAGER	ROBERT G BRENNER
SERVICE MANAGER	DAVE ORLUSKIE

EAG3-010 0165



**FORWARD TO OGC - INJURY**

**THE ATTACHED LETTER WAS RECEIVED IN  
LITIGATION PREVENTION.**

**IT IS BEING FORWARDED TO YOU FOR CASE  
HANDLING DUE TO THE ALLEGED INJURY.**

**Thank You.**

(w:legal/ogc injury cover sheet)

## Action Detail

VIN: 1FAFP55U31G204210      Year: 2001      Model: TAURUS      Case: 567901433  
Name: [REDACTED]      Owner Status: Subsequent      WSD: 2001-03-01  
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR      Secondary Phn: [REDACTED]  
Issue Type: 07 LEGAL      Issue Status: CLOSED      Dealer: PAUL CERAME LINC-MERC INC  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION      P & A Code: 12825  
Action Desc: REDIRECT TO OGC - PERSONAL INJURY CLAIM  
Odometer: 48000 MI      Comm Type: PHONE  
Action Date: 06/27/2003      Action Time: 09:50:48:703      Action Data: No  
Analyst Name: AMY DROEGE      Analyst: ADROEGE

COMMENTS: ISSUE FORWARDED TO OGC FOR HANDLING. CUSTOMER IS PURSUING A PERSONAL INJURY FOR NON-DEPLOYMENT OF THE AIRBAG SYSTEM. THE MEDICAL TREATMENT IS OUTSIDE LPA'S PARAMETERS.

E983-010 0186

...:46.703&SympC=104458&rTabPage=&Reason=0793&IssTyp=07&CustNo=76286531899&C5/27/03



Action Detail

VIN: 1FAPP55U31G204210      Year: 2001      Model: TAURUS      Case: 567901433  
 Name: MS [REDACTED]      Owner Status: Subsequent      WSD: 2001-03-01  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: OPEN      Dealer: PAUL CERAME LINC-MERC INC  
 Origin Desc: US CONCERN CASE BASE      P & A Code: 12825  
 Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF  
 Odometer: 46000 MI      Comm Type: PHONE  
 Action Date: 06/23/2003      Action Time: 16:46:12:057      Action Date: No  
 Analyst Name: CARSON WORRELL      Analyst: CWORRELL

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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COMMENT 6: CUSTOMER SAYS: CUST CALLED REGARDING HER VEH -CUST SAYS THAT SHE WAS DRIVING AND THE OTHER VEH DID NOT STOP AT A STOP SIGN AND HIT HER ON ON FRONT RIGHT SIDE OF THE VEH -CUST SAYS THAT SHE SUSTAINED SEVERAL INJURIES -CUST SAYS THAT SHE HAS MUSCLE SPASMS ALL OVER HER BODY -CUST SAYS THAT SHE HAS CONTUSIONS AND BLOOD CLOTS ON HER CHEST ON HER STOMACH -CUST SAYS THAT HER DAUGHTER HAS NO DOCUMENTED INJURIES YET -CUST SAYS THAT SHE WANTED TO INFORM FORD THAT HER AIR BAGS DID NOT DEPLOY AND THE DOCTORS FEEL THAT HER INJURIES ARE SO BAD AS A RESULT OF THIS -CUST SAYS THAT THE VEH HAS BEEN TOTALLED AND IS NOT REPAIRABLE -CUST SAYS THAT HER ATTORNEY TOLD HER TO CALL AND ALERT FORD -CUST SAYS THAT SHE MAY WANT TO PERSUE A PERSONAL INJURY CLAIM PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. -ADVISED CUST OF ABOVE INFERENCE CASE ID: 5341

*E/11/03 daughter getting car  
St. Louis*

*blood clot in  
right chest*

*Driving & hit by another car (ran stop sign)  
front end? Not sure  
passenger & drivers door damage  
Not head-on collision  
St. Louis City P.D. called  
medical treatment - after incident  
appears seatbelt tightening cause injury  
may have hit steering - injured  
still seeking medical treatment  
called auto ins. totalled vehicle  
vehicle totalled by Ford -  
tot by*

*Relieves \$5000.00*

ER83-018 0168

Customer Info

Customer: [REDACTED]  
Address: [REDACTED]

Country: USA

Language: EN

Cell Phone: [REDACTED]

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email: [REDACTED]

EM3-818 8178

VIN  
1FAPP55U31G204210

 3MELM15P2VR603681

Year Model  
2001 TAURUS  
Open Issues Exist  
1997 TRACER  
No Open Issues

Vehicle List  
Sales Type  
INDIVIDUAL RTL  
INDIVIDUAL RTL

Owner Status  
Subsequent Owner  
Subsequent Owner

Vehicle Info  
Oasis  
Warranty History  
Oasis  
Warranty History

ER03-010 0171

VIN: 1FAPP55U31G204210

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchaser: CERTIFIED CUSTOMER

Expiration Date: 2007-03-01

Expiration Miles: 75,000

Plan Type: USA 72/75,000 MERCURY CERTIFIED LIMITED WARRANTY

Plan Year: 2002

Selling Dealer: PAUL CERAME LINC-MERC INC

Rental: 28

Deductible: 100

Towing Allowance:

Purchase Type: N  
Options:

-----ESP Cancellation Details-----

Cancel Date:  
Refund Percent:  
Dealer Credited:

Process Date:  
Dealer Received Date:

-----Recall Information-----

Campaign				Status	Dealer
Number	Type	Description	Status	Date	Code
02M01	O	EGR PRES SEN	RELEASED FOR MAILING	2003-01-11	F81000

E003-010 0172

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN:	1FAPF55L81G204210	Veh Line:	CDD - TAURUS/SABLE (D186) [00-04]	Body Style:	*
Model Year:	2001	Market Derived:	C/F - FORD DIVISION DERIVATIVE	Navh Eng Serial No:	*
Veh Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	CLA - VULC 3.0L OHV EP1 NA V6 G12V
Inv. Dealer:	43346	Body Csh Style:	- 4 DOOR SEDAN-6 LITE	Transmission:	CJOT - 4 SPD AUTO TRANS NAAO AX4S
Vehicle Status Code:	800	Version/Series:	C/FB - TAURUS B VERSION		
Trace Eng Serial No:	-----1-----2-----3-----4-----5-----6-----7-----8-----				

NA

Trace Trans Serial No:

NA

**BUILD INFORMATION:**

Region:	NA - #####	Plant:	AD - CHICAGO PLANT BUILD
Country:	USA - #####	Prod Date:	14-FEB-2001

**SALE INFORMATION:**

Region: NA - ##### Selling Dealer: 113801 - \*  
 Country: USA - ##### Selling Div/Prov: OK  
 Buyer St/Prov: OK

Arrival Date: 28-FEB-2001 Red Carpet Lease: \*  
 Sale Date: 01-MAR-2001 Fleet/Retail/PCA Lease: F  
 Warranty Start Date: 01-MAR-2001 Modified Vehicle: \* Vehicle Count Flag:  
 Orig Warranty Date: 01-MAR-2001 Resequred Vehicle: \* Vehicle Export Flag: N

ENR03-018 0173

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

F551G20421DY 3 4 AEA7BA2507 LN P 21L3R 22 5 2GRS 19 K135001 04MKT R22 M U1

EXP3 3 2C A UGN3 B0R01R0C97 24

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Amble Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Axle Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	MU	Paint:	PNZOC - PERFORMANCE WHITE-C/C
Brake Code:	PEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AU - ELET. PREM AM/FM STROVDISC
Calibration Code:	1DD1250A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Steer Traction Axle:	
Color(Trim):	0002Y-	Tire Manufacturer:	AP-
Delivery Type:	H	Tire Brand:	ACX04P-
Driveshaft Code:	*	Tire Size:	DJ5Z - P215/60R-16 BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wind Noise:	

TIRE DOT INFORMATION:

LF: ACX04P0201 RF: ACX04P0201  
 LR: ACX04P0201 RR: ACX04P0201  
 LE: \* RH: \*

SPARE: PCW7H9E390 DOT Plant Manufacturer: AC - GENERAL TIRE CO. ; CHARLOTTE ; NORTH CAROLINA ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	H	Emission Code:	C/C - C/C
ESP Coverage(Miles):	075	Emission Cert Type:	3
ESP Coverage(Time):	072	Emission Decal Status:	H/P
ESP Plan Year:	2002	Engine Family:	1FM0V030VF3
ESP Signature Date:	22-FEB-2002		

Any comments? You can contact

ENR-818 8174



webmaster

EM3-010 0178

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC PREF	BASE	SUFF	VRT	VEG	CCC CD
	DA	CDD	C/F	C/F	C/FB	C/A	AD	C/D	C/LA	14-03-01	01-03-01	113801	USA	3 *	7N63 *	5423394 *		806	V09	007 42
<b>AWS Claim Key:</b>	1461243	Doc #:	9628601	Trx Code:			2	Labor Hrs:	2	Labor Cost:		13.1	Material Cost:	0	Total Cost:		13.1			
<b>Dir Cd-Sub Cd:</b>	45270*	Name:	HERTZ RAC - FLUSHING	Plc:	**	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-MAY-2001	DIST (Mile):	6460					
<b>Cost Comments:</b>	LR POWER WINDOW (NOF)																			
<b>Tech Comments:</b>	CLEAN WEATHER STRIP																			
	DA	CDD	C/F	C/F	C/FB	C/A	AD	C/D	C/LA	14-02-01	01-02-01	113801	USA	8 *	2001	YF1Z	11002	AARM	S11	V43 D02 42
<b>AWS Claim Key:</b>	6094961	Doc #:	44336801	Trx Code:			EM	Labor Hrs:	1.1	Labor Cost:		71.17	Material Cost:	136.7	Total Cost:		255.07			
<b>Dir Cd-Sub Cd:</b>	45269*	Name:	HERTZ RAC - JAMAICA	Plc:	**	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	16-OCT-2001	DIST (Mile):	19128					
<b>Cost Comments:</b>	TOW IN WONT START																			
<b>Tech Comments:</b>	REPLACED THE STARTER																			
	DA	CDD	C/F	C/F	C/FB	C/A	AD	C/D	C/LA	14-03-01	01-03-01	113801	USA	12 *	7M01 *	18C85H *		809	V17	A87 01
<b>AWS Claim Key:</b>	7457164	Doc #:	217278C	Trx Code:			EB3	Labor Hrs:	.6	Labor Cost:		49.64	Material Cost:	0	Total Cost:		49.64			
<b>Dir Cd-Sub Cd:</b>	12825*	Name:	PAUL CERAME LINC-MERC INC	Plc:	314-E310200	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Date:	22-FEB-2002	DIST (Mile):	24413					
<b>Cost Comments:</b>	A07M ADD ON OK EX 2 2H 02 RADIO READOUT LENSE CRACKED																			
<b>Tech Comments:</b>	REMOVE RADIO A.C HEATER CONTROL ASSY FOR REPAIR. REINSTALLED REPAIRED RADIO FOR CRACKED DISPLAY LENS, RECHECKED OPERATION, OK.01.																			
	DA	CDD	C/F	C/F	C/FB	C/A	AD	C/D	C/LA	14-02-01	01-02-01	113801	USA	12 *	7WD1	F7SZ	19052	AA	809	V17 A87 46
<b>AWS Claim Key:</b>	7961290	Doc #:	217278D	Trx Code:			EB3	Labor Hrs:	.2	Labor Cost:		15.54	Material Cost:	4.09	Total Cost:		20.63			
<b>Dir Cd-Sub Cd:</b>	12825*	Name:	PAUL CERAME LINC-MERC INC	Plc:	314-E310200	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Date:	22-FEB-2002	DIST (Mile):	24413					
<b>Cost Comments:</b>	A87 ADD ON 2 2H 02 CIG ELEMENT BAD																			
<b>Tech Comments:</b>	REPLACED BURNED OUT CIGARETTE LIGHTER ELEMENT. 46																			
	DA	CDD	C/F	C/F	C/FB	C/A	AD	C/D	C/LA	14-02-01	01-03-01	113801	USA	13 *	7M01 *	18C85H *		809	V81	A07 42
<b>AWS Claim Key:</b>	802746J	Doc #:	33793208	Trx Code:			EB3	Labor Hrs:	0	Labor Cost:		0	Material Cost:	152.06	Total Cost:		152.06			
<b>Dir Cd-Sub Cd:</b>	67701*	Name:	VISTON AFTERMARKET-U.S.	Plc:	**	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-MAR-2002	DIST (Mile):	24413					
<b>Cost Comments:</b>	REQUESTING DEALER'S NA CODE 12825																			
	DA	CDD	C/F	C/F	C/FB	C/A	AD	C/D	C/LA	14-02-01	01-03-01	113801	USA	14 *	7R02 *	11572 *		806	V07	L13 42

ERS-918 8176



<b>AWS Claim Key:</b>	8334452	<b>Doc #:</b>	219695A	<b>Trx Code:</b>	EB3	<b>Labor Hrs:</b>	4	<b>Labor Cost:</b>	33.09	<b>Material Cost:</b>	0	<b>Total Cost:</b>	33.09
<b>Dir Cd-Sub Cd:</b>	12825-*	<b>Name:</b>	PAUL CERAME LINC-MERC INC	<b>Plc:</b>	314-8310200	<b>St:</b>	MO	<b>City Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	18-APR-2002
<b>Cost Comments:</b>	L13 KEY IS NOT RETURNING BACK TO THE RUN POSITION INT WHEN STARTING HAS BEEN VERIFIED												
<b>Tech Comments:</b>	UNABLE TO DUPLICATE CONCERN, REMOVED IGNITION TUMBLER FROM STEERING COLUMN TO CLEAN AND INSPCT, LUBED TUMBLER AND COLUMN, REINSTALLED TUMBLER, CHCKED OPERATION, NOT STICKING AT THIS TIME.												
<b>AWS Claim Key:</b>	8322106	<b>Doc #:</b>	219695B	<b>Trx Code:</b>	EB4	<b>Labor Hrs:</b>	2	<b>Labor Cost:</b>	16.54	<b>Material Cost:</b>	0	<b>Total Cost:</b>	16.54
<b>Dir Cd-Sub Cd:</b>	12825-*	<b>Name:</b>	PAUL CERAME LINC-MERC INC	<b>Plc:</b>	314-8310200	<b>St:</b>	MO	<b>City Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	18-APR-2002
<b>Cost Comments:</b>	G07 LEFT FRONT AND LEFT REAR DOOR GLASSES ARE MAKING AN EXCESSIVE AMOUNT OF SQUEEKING NOISE WHEN B												
<b>Tech Comments:</b>	UNABLE TO DUPLICATE CONCERN, LUBED BOTH WINDOW TRACKS AND RINS.												
<b>AWS Claim Key:</b>	8334453	<b>Doc #:</b>	219685C	<b>Trx Code:</b>	EB4	<b>Labor Hrs:</b>	3	<b>Labor Cost:</b>	24.82	<b>Material Cost:</b>	0	<b>Total Cost:</b>	24.82
<b>Dir Cd-Sub Cd:</b>	12825-*	<b>Name:</b>	PAUL CERAME LINC-MERC INC	<b>Plc:</b>	314-8310200	<b>St:</b>	MO	<b>City Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	18-APR-2002
<b>Cost Comments:</b>	B15 YOU HAVE TO USE EXCESSIVE EFFORT TO GET THE BECK LID TO CLOSE												
<b>Tech Comments:</b>	VERIFIED CONCERN, REMOVED TRUNK LINER TO GAIN ACCESS TO LATCH AND STRIKER, MODIFIED LATCH AND STRIKER TO ADJUST, ADJUSTED STRIKER AND LATCH, REINSTALLED LINER, CHECKED OPERATION OF DECKLID, CLOSING PROPERLY, ADJUSTED STOP ON BOTH SIDES AFTER REPAIR.												
<b>AWS Claim Key:</b>	13438218	<b>Doc #:</b>	233905A	<b>Trx Code:</b>	P05	<b>Labor Hrs:</b>	1.4	<b>Labor Cost:</b>	121.99	<b>Material Cost:</b>	136.15	<b>Total Cost:</b>	266.41
<b>Dir Cd-Sub Cd:</b>	12825-*	<b>Name:</b>	PAUL CERAME LINC-MERC INC	<b>Plc:</b>	314-8310200	<b>St:</b>	MO	<b>City Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	17-MAR-2003
<b>Cost Comments:</b>	D02 WILL ONLY MAKE A CLICK NOISE WHEN TRYING TO START CK ADV VEHICLE WAS IDLING AND IT STALLED AND WOULD NOT RE START												
<b>Tech Comments:</b>	CK AND CONFIRM, PERFORM BELF TEST, PERFORM PP TEST, REPLACE STARTER. NECESSARY TO CUT OLD NUT OF OFF STARTER, WAS ROUNDED.												

Any comments? You can contact

webmaster

FR83-818 0177

**OASIS RESULT:  
1FAFP55U31G204210**05/27/2003  
08:44:27

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**VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2001 TAURUS	<b>BODY STYLE</b> 4 DR SEDAN SE-SVG	<b>ENGINE</b> 3.0L EFI	<b>ENGINE CALIBRATION</b> 1DD12S0A
<b>TRANSMISSION</b> AX4S 4 SPD TRANSAXLE	<b>AXLE CODE</b> 3R		

**GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 03/01/2001	<b>BUILD DATE</b> 02/14/2001	<b>SALE MILEAGE</b>
--	---------------------------------	---------------------

**WARNING MESSAGES**

**LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**  
**VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY**

**FIELD SERVICE ACTIONS**

**CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.**  
**PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE**  
**TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000 MILES, WHICH EVER OCCURS FIRST, TO THE BASE WARRANTY.**

**EXTENDED COVERAGES**

**0677 - USA 72/75,000 MERCURY CERTIFIED LIMITED WARRANTY**  
**STANDARD DEDUCTIBLE: 100**  
**OWNER NAME: CERTIFIED CUSTOMER**  
**OPTIONS:**  
**EXPIRATION DATE: 03/01/2007**  
**DISTANCE: 75,000**  
**RENTAL: 28 UP TO 5 DAYS**  
**TOWING: 0**  
**CONTRACT SOLD BY: USA 12825**  
**ESP CONTRACT START DATE: 03/01/2001**

**REPAIR HISTORY**

03/17/2003 DEALER: Paul Cerame Linc-Merc Inc

WARRANTY CLAIM NUMBER: 233905

ODOMETER: 044186M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YF1Z 11002AARM	STARTER MOTOR ASY	001	11000A	42	DOES NOT OPERATE PRO
		000	11002A		
		000	MT1100Z		

**CK AND CONFIRM, PERFORM SELF TEST, PERFORM PP TEST, REPLACE STARTER..**  
**NECES SARY TO CUT OLD NUT OF OFF STARTER, WAS ROUNDED..**

<http://service.tso.../oareq.asp?vin=1FAFP55U31G204210,&broadcast=&serverdest=RELEAS> 5/27/03

END OF OASIS REPORT FOR 1FAP55U31G204210

ER03-018 0178



ERG-010 0100

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 18-JUN-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PRD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PRF	BASE	SUPP	VKT	VFO	CCC	CD
1MEFM55S41G638412	DM	CDD	CRM	CFA	CKB	CIA	AD	CDX	CALD	04-05-01	07-09-01	357140	USA	15	.	.	.	.	.	530K	V80	.	.
AWS Claim Key:		1157985	Disc #:	07486A	Trx Code:		02840	Labor Hrs:		1	Labor Cost:		7.18	Material Cost:		0	Total Cost:		14.36				
Dir-Cls-Sub Cls:		13009-A	Name:			GARY-WORTH LINCOLN-MERCURY	Ph:		503-6561926	Bc:		OR	City Cls:		USA	Reg Cls:		NA	Rptg Date:		07-NOV-2002	DST (0886):12012	
Cmt Comment:		RECALL 01 S40 PEDAL LATERAL SPACING																					
Tech Comment:		PERFORM PEDAL SPACING INSPECTION																					

Any comments? You can contact



webmaster

DMS-010 0161

All Action Details for Issue

Print

VIN: 1MEEM55841G638412      Year: 2001      Model: SABLE      Case: 440141883  
 Name: [REDACTED]      Owner Status: Original      WSD: 2001-09-07  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: OPEN

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF  
 Dealer: 13009 GARY-WORTH LINCOLN-MERCURY      Origin Desc: US CONCERN CASE BASE  
 Odometer: 50050 MI      Comm Type: PHONE  
 Analyst Name: CYNTHIA SMITH      Analyst: CSMITH11  
 Action Date: 08/17/2003      Action Time: 12.08.59.357      Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

Comments CUSTOMER SAYS: =DATE OF ACCIDENT JUNE 3RD, 2003 =LOCATION OF ACCIDENT COLORADO SPRINGS, COLORADO  
 =POLICE REPORT WAS FILED, REPORT NUMBER IS # 03-7689 =POLICE FINDINGS WHERE, THAT THE CUST WAS MAKING A LEFT  
 TURN AND THERE WAS ANOTHER VEH COMING FROM THE OTHER DIRECTION, AND HIT THE CUST VEH HEAD ON =AIR BAGS DID  
 NOT DEPLOY, CUST WAS WEARING THE SEAT BELTS =INCURED INJURIES, BRUISES CAUSED FROM THE SEAT BELT, THE CUST  
 WIFE IS ALL BRUISED FROM HER SHOULDER AREA TO THE HIP AREA FROM THE SEAT BELT =CUST ALSO HAS BRUISES FROM  
 THE SEAT BELT IN THE CHEST AREA, CUST CAN NOT LIFT ANYTHING =CUST AND WIFE HAVE GONE TO THE DOCTORS WHO  
 ADVISED THERE IS NO BROKEN BONES, HOWEVER THERE WILL BE AN EXTENDED RECOVERY TIME =LAID UP IN COLORADO FOR  
 4 DAYS, HOTEL COSTS \$280, AND BUS TICKET \$264 HOME =CUST SEEKING REIMBURSEMENT FOR THE COSTS OF HOTEL AND  
 BUS TICKET COSTS =CONTACTED THE INSURANCE COMPANY, THE VEH IS TOTALLED OUT =INSURANCE COMPANY HAS NOT  
 PAID OUT THE CLAIM =CUST FEELS THE AIR BAGS SHOULD HAVE DEPLOYED =CUST WANTING TO HIRE A LAWYER, SEEKING  
 PERSONAL INJURY CLAIM PER CUSTOMER, DEALER SAYS: =NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO  
 OUR CONSUMER AFFAIRS GROUP, SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. =ADVISED THE CUST TO WAIT ON  
 HIRING A LAWYER UNTIL CUST HEARS FROM CONSUMER AFFAIRS GROUP INFERENCE CASE ID: 5347

ERR3-818 8182

All Action Details for Issue

Print

VIN: 1MEFM55S41G638412      Year: 2001      Model: SABLE      Case: 440141683  
 Name: [REDACTED]      Owner Status: Original      W&D: 2001-09-07  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: CLOSED

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF  
 Dealer: 13009 GARY-WORTH LINCOLN-MERCURY      Origin Desc: US CONCERN CASE BASE  
 Odometer: 50050 MI      Comm Type: PHONE  
 Analyst Name: CYNTHIA SMITH      Analyst: CSMITH11  
 Action Date: 08/17/2003      Action Time: 12.08.56.357      Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

Comments CUSTOMER SAYS: =DATE OF ACCIDENT JUNE 3RD, 2003 =LOCATION OF ACCIDENT COLORADO SPRINGS, COLORADO  
 =POLICE REPORT WAS FILED, REPORT NUMBER IS # 03-7889 =POLICE FINDINGS WHERE, THAT THE CUST WAS MAKING A LEFT  
 TURN AND THERE WAS ANOTHER VEH COMING FROM THE OTHER DIRECTION, AND HIT THE CUST VEH HEAD ON =AIR BAGS DID  
 NOT DEPLOY, CUST WAS WEARING THE SEAT BELTS =INCURED INJURIES, BRUISES CAUSED FROM THE SEAT BELT, THE CUST  
 WIFE IS ALL BRUISED FROM HER SHOULDER AREA TO THE HIP AREA FROM THE SEAT BELT =CUST ALSO HAS BRUISES FROM  
 THE SEAT BELT IN THE CHEST AREA, CUST CAN NOT LIFT ANYTHING =CUST AND WIFE HAVE GONE TO THE DOCTORS WHO  
 ADVISED THERE IS NO BROKEN BONES, HOWEVER THERE WILL BE AN EXTENDED RECOVERY TIME =LAID UP IN COLORADO FOR  
 4 DAYS, HOTEL COSTS \$280, AND BUS TICKET \$284 HOME =CUST SEEKING REIMBURSEMENT FOR THE COSTS OF HOTEL AND  
 BUS TICKET COSTS =CONTACTED THE INSURANCE COMPANY, THE VEH IS TOTALLED OUT =INSURANCE COMPANY HAS NOT  
 PAID OUT THE CLAIM =CUST FEELS THE AIR BAGS SHOULD HAVE DEPLOYED =CUST WANTING TO HIRE A LAWYER, SEEKING  
 PERSONAL INJURY CLAIM PER CUSTOMER, DEALER SAYS: =NONE CAG ADVISED: - THIS INFORMATION WILL BE FORWARDED TO  
 OUR CONSUMER AFFAIRS GROUP, SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS, =ADVISED THE CUST TO WAIT ON  
 HIRING A LAWYER UNTIL CUST HEARS FROM CONSUMER AFFAIRS GROUP INFERENCE CASE ID: 5341

Action: INFORMATIONAL CALL/FAX WITH OTHER PARTY  
 Dealer: 13009 GARY-WORTH LINCOLN-MERCURY      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 50050 MI      Comm Type: OTHER  
 Analyst Name: GRAHAM, ROCHELLE      Analyst: RGRAHA41  
 Action Date: 05/18/2003      Action Time: 15.38.04.274      Action Data: No

Comments CONTACTED SENIOR ANALYST TO DETERMINE IF CUSTOMER WAS ELIGIBLE FOR FILING A PERSONAL INJURY CLAIM.

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER  
 Dealer: 13009 GARY-WORTH LINCOLN-MERCURY      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 50050 MI      Comm Type: MAIL  
 Analyst Name: GRAHAM, ROCHELLE      Analyst: RGRAHA41  
 Action Date: 06/20/2003      Action Time: 12.44.55.787      Action Data: No

Comments CUSTOMER IS NOT ALLEGING VEHICLE DEFECT CAUSED ACCIDENT, NO RELATED RECALLS...VEHICLE BEYOND  
 WARRANTY. SENT "REFER TO INSURANCE" LETTER, NO FURTHER ACTION REQUIRED AT THIS TIME. \*\*\*\*\*

ER83-016 0183

*Ford Motor Company*

*10/20*

Consumer Affairs

Sent Via U.S. Mail

June 20, 2003

[REDACTED]

Re: 2001 Mercury Sable  
VIN: 1MEFM35841G638412

Dear Mr. and Mrs. [REDACTED]

Thank you for contacting us regarding your 2001 Mercury Sable.

We sincerely regret the circumstances you described. However, a situation such as this is normally handled by your insurance carrier. In addition, we are unable to assist with any incidental expenses incurred due to the accident. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

*R. Graham*

Rochelle Graham  
Consumer Affairs





## ESP / Recall Information

VIN: 1MEFM55S41G38412

No ESP information for this VIN

## Recall Information

Number	Type	Description	Campaign		Status Date	Dealer Code
			State			
02M01	O	EGR PRES SEN			2003-01-11	157140
02840	S	ADJ PEDAL			2002-11-07	13008

ESP-010 0103

Customer Info

Customer:

Address:

Country: USA

Cell Phone:

Preferred Contact method:

Preferred Contact Title:

Language: EN

Pager:

Fax:

Email:

ERR3-010 0100

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
74-NORTH WEST	57-HOUSTON	B	C1	13009	L57140

Dealer Name: GARY-WORTH LINCOLN-MERCURY  
 Dealer Address: 19360 MCLOUGHLIN BLVD.  
 GLADSTONE OR 97027  
 Dealer Main Phone: 503-656-1926

Dealer Service Phone: 503-656-1926

Position	Employee Name
DEALER/PARTNER	GARY MCMANUS
DEALER/PARTNER	MICHAEL N MCMANUS
PARTS MANAGER	MANDY HURT
SALES MANAGER	ART POINDEXTER
SALES MANAGER	JEFF CUMMINGS
SALES MANAGER	ED M YEAMAN
SALES MANAGER	DAVID MUIR
SERVICE MANAGER	DANIEL WILSON

ER03-010 0107

VIN  
1MEFM55941G838412

Year Model  
2001 SABLE  
Open Issues Exist

Vehicle List  
Sales Type  
INDIVIDUAL RTL

Owner Status  
Original Owner

Vehicle Info  
Owne  
Warranty History

EA83-010 0100

# Vehicle Information Report

## VEHICLE

### (Related Claims)

W10438412    **Vehicle:**    C/D - TAURUS/SABLE (D186) (00-04)    **Eng Serial No:** 860596077  
**Market Derivat:**    C/M - MERCURY DIVISION DERIVATIVE    **Body Style:** \*  
**Drive Code:**    C/A - 2 WHL L/H FRONT DRIVE    **Engine:**    C/LD - MOD 3.0L DOHC EFI NA V6 G\*NAAO  
**Body Csb Style:**    C/A - 4 DOOR SEDAN-4 LITE    **Transmission:**    C/DX - 4 SPD AUTO TR NA AO AXINATSON  
**Version/Suffix:**    C/OB - SABLE B VERSION

## ATTENTION:

**Plant:**    AD - CHICAGO PLANT BUILD  
**Prod Date:**    04-MAY-2001

## NOTES:

- Eng Dealer:    357140 \*
- Mag Dir St/Prov:    OR
- Year St/Prov:    OR
- 001 Std Carpet Lense:    1
- 01 Floor/Stein/Ca. Lense:    R
- 01 Modified Vehicle:    \*
- 01 Recaptured Vehicle:    \* Vehicle Export Flag: N

3-----4-----5-----6-----7-----8-----9-----  
 ED E LGR 22 7 82 LMC MI 578140 1 FL J22 8

24

## INFORMATION:

**R CONDITIONER**    **GVW Code:**  
**GVW Class Code:**    F  
**Instrumentation:**    \* - [N/A]  
**Mirror(Driver Side):**    BA - DRIVER POWER/HEATED MIRROR  
**Mirror(Passg Side):**    BA - PASS POWER/HEATED CONVEX MIRR  
**Paint:**    PNFJA - MED. TOREADOR C/C  
**L ANTI-LOCK BRAKES**    **Power Antennae:**    \* - [N/A]  
**Radio:**    AB - ELECTRONIC AM/FM STRO/CASSETTE  
**Sound System:**    \* - [N/A]  
**Steep Traction Axle:**  
**Tire Brand:**    AP - CONTINENTAL  
**Tire Size:**    D3SZ - P215/60R-15 BSW ALL SEASON  
**Truckee Control:**    \* - [N/A]  
**Wheel Brand:**

EP03-018 0189

**TIRE DOT INFORMATION:**

LF: ACX844P1501 RF: ACX844P1501  
 LR: ACX844P1501 RR: ACX844P1501  
 LE: " " RI: " "  
 SPARE: PCW7E9E1501

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	• Emission Code:	CB - CB
ESP Coverage(Miles):	• Emission Cert Type:	5
ESP Coverage(Thru):	• Emission Desc Suffix:	H1H
ESP Plan Year:	• Engine Family:	1FMXYD8CVF3
ESP Signature Date:		

ER03-010 0100

**OASIS RESULT:**  
**1MEFM55S41G638412**09/18/2002  
10:07:28

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▶ **VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2001 SABLE	<b>BODY STYLE</b> 4 DR SEDAN LS PREMIUM	<b>ENGINE</b> 3.0L EFI DOHC	<b>ENGINE CALIBRATION</b> 1DD14N0A
<b>TRANSMISSION</b> AX4N (4F50N) 4 SPD T/AXLE	<b>AXLE CODE</b> 6R		

▶ **GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 09/07/2001	<b>BUILD DATE</b> 06/04/2001	<b>SALE MILEAGE</b>
--	---------------------------------	---------------------

▶ **WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE****THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT**▶ **FIELD SERVICE ACTIONS**

**02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.  
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE  
TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000  
MILES, WHICH EVER OCCURS FIRST, TO THE BASE WARRANTY.**

▶ **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

▶ **REPAIR HISTORY**

11/07/2002 DEALER: Gary-Worth Lincoln-Mercury

WARRANTY CLAIM NUMBER: 077488

ODOMETER: 012012M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	02240X		

PERFORM PEDAL SPACING INSPECTION

END OF OASIS REPORT FOR 1MEFM55S41G638412

E902-010 0101



EA83-010 0102



COPY

SENT VIA US MAIL

August 26, 2003



RE: 2001 Sable  
VIN: 1MEFM53U11A609795

Dear Mr. [REDACTED]

We have been advised of your pursuit of damages due to an accident in which your vehicle was involved. In order to conduct a complete review we are requesting that the following information be forwarded to this office:

1. A copy of the police/fire report
2. A complete description of the incident, including a description of your product concern.
3. The name, age and address of each person injured and a complete description of all injuries.
4. Documentation of all subsequent medical attention, including physician's reports and bills/receipts.
5. Original photographs of both the vehicle's exterior and interior, including all damage.
6. The present location of the vehicle.
7. The name, address and telephone number of the insurance company, the claim number and agent's name.
8. A specific description of what you are seeking from Ford Motor Company.

Please send the requested information and documents to the address below within fifteen (15) business days. If we do not hear from you within 15 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed. If you need to contact me or have additional information to submit, I may be reached by phone at (313) 845-5681 or by fax at (313) 845-5669.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Celeste M. Jackson  
Consumer Affairs

EA83-010 0103

Print

VIN: 1MEFM53U11A609785

Year: 2001

Model: SABLE

Case: 1403152053

Name: [REDACTED]

Owner Status: Subsequent

WSD: 2000-09-28

Symptom Desc: GENERAL INQUIRIES REQUEST(NON-VEHICLE RELATED)

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ALLEGED SERIOUS INJURY

Secondary Phone: [REDACTED]

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Action: CONTACT ADVANCED TO OGC

Dealer: 08946 BOB BENNETT FORD INC

Origin Desc: US CONCERN CASE BASE

Odometer: 61000 MI

Comm Type: PHONE

Analyst Name: QUADER SYED

Analyst: QSYED1

Action Date: 08/22/2003

Action Time: 14.00.12.825

Action Desc: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: ==JULY 16TH ACCIDENT TOOK PLACE =CUST CALLING BACK TO FIND OUT WHY LEGAL DEPT IS CALLING CUST BACK AS PROMISED =AIR BAGS DID NOT DEPLOY =CUST WANT TO KNOW THE STATUS WANT TO CLAIM FOR THE PERSONAL INJURY =SINCE JULY 25TH WAITING FOR RESPONSE FROM LEGAL DEPT PER CUSTOMER, DEALER SAYS: BOB BENNETT-FORD INC 177 GREYSTONE BLVD COLUMBIA, SC 29210 DISTANCE 10.1 MILES TEL: (803) 779-3673 CAC ADVISED: ==AS TL DELIA BOB CSR ADVISED CUST ===== I WILL FORWARD THIS INFORMATION TO OUR FORD LEGAL DEPARTMENT. SOMEBODY WILL CONTACT YOU IN 7- 10 BUSINESS DAYS. INFERENCE CASE ID: 5340

EM03-010 0184

VIN: 1MEFM53U11A809795      Year: 2001      Model: SABLE      Case: 1403152053  
 Name: [REDACTED]      Owner Status: Subsequent      WSD: 2000-09-28  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT      Secondary Phone: [REDACTED]  
 Issue Type: 02 INFORMATION      Issue Status: FOLLOW-UP REQUIRED

Action: CB-ADVISE CUST WE WILL NOTIFY THE DEPT SOMEBODY WILL BE IN TOUCH  
 Dealer: 00946 BOB BENNETT FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer: 61000 MI      Comm Type: PHONE  
 Analyst Name: CAROL DSOUZA      Analyst: CDSOUZA1  
 Action Date: 08/07/2003      Action Time: 17.03.31.700      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

Comments CUSTOMER SAYS: -CUST IS CALLING AS HE HAS NOT HEARD FROM THE LEGAL DEPARTMENT -THE VEHICLE WAS INVOLVED IN AN ACCIDENT - CUST CALLING FOR STATUS OF HIS CALL PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: THANK YOU FOR PROVIDING US WITH THIS INFORMATION IN RELATION TO YOUR CASE. I WILL FORWARD THIS TO OUR CONSUMER AFFAIRS DEPARTMENT, AND I HAVE REQUESTED THAT THEY CONTACT YOU WITHIN TWO BUSINESS DAYS. INFERENCE CASE ID: 1571

Action: CB-ADVISE CUST WE WILL NOTIFY THE DEPT SOMEBODY WILL BE IN TOUCH  
 Dealer: 00946 BOB BENNETT FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer: 61000 MI      Comm Type: PHONE  
 Analyst Name: OLAWALE LAWAL      Analyst: OLAWAL  
 Action Date: 08/18/2003      Action Time: 13.36.44.823      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

Comments CUSTOMER SAYS: CUST SAYS =CUST WAS INVOLVED IN AN ACCIDENT PREVIOUSLY = CUST HAD PREVIOUSLY CALLED REGARDING THIS ACCIDENT AND WAS INFORMED THAT THE LEGAL DEPT WILL CONTACT HIM WITHIN 2 BUSINESS DAYS = CUST WAS ADVISED THAT LEGAL DEPT WOULD BE GETTING IN TOUCH WITH HIM BUT STILL HAVE NOT CONTACTED THE CUST PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: THANK YOU FOR PROVIDING US WITH THIS INFORMATION IN RELATION TO YOUR CASE. I WILL FORWARD THIS TO OUR CONSUMER AFFAIRS DEPARTMENT, AND I HAVE REQUESTED THAT THEY CONTACT YOU WITHIN TWO BUSINESS DAYS. ADVISED CUST THAT OUR LEGAL DEPT WILL CONTACT HIM AS SOON AS POSSIBLE WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 1571

1571-010 0100

Print

VIN: 1MEFM53U11A609785      Year: 2001      Model: SABLE      Case: 1403152053  
 Name: M[REDACTED]      Owner Status: Subsequent      WSD: 2000-09-28  
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT      Secondary Phone: [REDACTED]  
 Issue Type: 02 INFORMATION      Issue Status: FOLLOW-UP REQUIRED

Action: CB-ADVISE CUST WE WILL NOTIFY THE DEPT SOMEBODY WILL BE IN TOUCH  
 Dealer: 00848 BOB BENNETT FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer: 80000 MI      Comm Type: PHONE  
 Analyst Name: ENOCH LANDAU      Analyst: ELANDAU  
 Action Date: 08/12/2003      Action Time: 16.22.01.961      Action Date: No

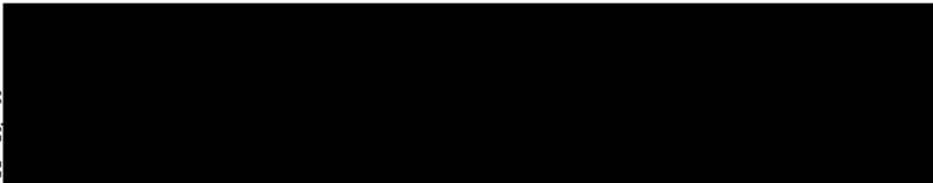
Caller Information If Different From Vehicle Owner:  
 First Name      Middle Initial      Last Name      Day Phone      Relationship

Comments: CUSTOMER SAYS: = CUST HAD PREVIOUSLY CALLED REGARDING AN ACCIDENT = CUST WAS ADVISED THAT LEGAL DEPT WOULD BE GETTING IN TOUCH WITH HIM = CUST ORIGINALLY CALLED ON JULY 24, 2003 = CUST CALLED AGAIN ON AUG 7, 2003 = CUST IS SEEKING STATUS OF HIS CLAIM PER CUSTOMER, DEALER SAYS: = NONE CAC ADVISED: THANK YOU FOR PROVIDING US WITH THIS INFORMATION IN RELATION TO YOUR CASE. I WILL FORWARD THIS TO OUR CONSUMER AFFAIRS DEPARTMENT, AND I HAVE REQUESTED THAT THEY CONTACT YOU WITHIN TWO BUSINESS DAYS. INFERENCE CASE ID: 1571

ENR3-818 8188

Customer Info

Customer:  
✓Address:  
Country:  
Cell Phone:  
Preferred Contact method:  
Preferred Contact Time:



Email:

ENR3-010 0107

VIN: 1MEFM53U11A609795

No ESP Information for this VIN

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
DCL11	L	CHILD TETHER	FORCED COMPLETION	2001-10-11	AUTOC
DCL12	L	TIRE	FORCED COMPLETION	2001-11-21	AUTOC
02M01	O	EGR PRES SEN	COMPLETE	2003-02-26	00942
02S40	S	ADJ PEDAL	COMPLETE	2003-02-26	00942

ENR3-D1R 6100

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

### (Related Claims)

VIN: 1MEFN33U11A609795    Vch Line: CDD - TAURUS/SABLE (D196) (D0-04)    Eng Serial No: \*  
Model Year: 2001    Mkt/Int Deriv: CDM - MERCURY DIVISION DERIVATIVE    Body Style: \*  
Vch Type: C    Drive Code: CIA - 2 WEL L/H FRONT DRIVE    Engine: C/LA - VULC 3.9L OHV EFI NA V6 GP 12V  
Inv. Dealer: 02347    Body Csb Style: CFA - 4 DOOR SEDAN-4 LITE    Transmission: C/DX - 4 SPD AUTO TR NAAG AX4H4PSON  
Version/Serial: CGB - SABLE B VERSION

## BUILD INFORMATION:

Region: NA - 000000000 Plant: AB - ATLANTA PLANT BUILD  
Country: USA - 000000000 Prod Date: 21-SEP-2000

## SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: J26Q21 - \*  
Country: USA - 000000000 Selling Div SUFF: SC  
Buyer SUFF: NC

Arrival Date: 03-OCT-2000 Retail Carport Lease: \*  
Sale Date: 28-SEP-2000 Fleet/Trade/PCA Lease: F  
Warranty Start Date: 03-OCT-2000 Modified Vehicle: \*  
Orig Warranty Date: 28-SEP-2000 Recaptured Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
R531M609795 3 8 F090335248    PH E LLSR 22 7 P AFBC    M    126C83 3 APR    78Z    B  
  
1MEF1 A    2 A    002VA    001074851    1E

## INSTALLED OPTION INFORMATION:

Air Conditioning: C/B - MANUAL AIR CONDITIONER GVW Code:  
Alternator Amp Rating: PA    GVW Class Code: F  
Audio Dist: \* - [N/A]    Instrumentation: \* - [N/A]  
Axle Ratio: \* - [N/A]    Mirror(Driver Side): BA - DRIVER POWER/HEATED MIRROR

888-818-8188

Axis Type: \* - [N/A]  
Battery Amp Rating: MU  
Brake Code: \* - [N/A]  
Brake Code(Service): \* - [N/A]  
Calibration Code: 1DD12NDA  
Color(Accent): \* - [N/A]  
Color(Trim): \* - [N/A]  
Delivery Type: 4  
Driveshaft Code: \*  
Front Gear: \* - [N/A]  
Fuel Type: \* - [N/A]

Mirror(Pass Side): BA - PASS POWER/HEATED CONVEX MIRR  
Paint: PNCH - SPRUCE GREEN  
Power Antenna: \* - [N/A]  
Radio: AB - ELECTRONIC AM/FM STEREOCASSETTE  
Sound System: \* - [N/A]  
Suspension Axle:  
Tire Brand: AC - FIRESTONE  
Tire Size: D3J5Z - P21540R-16 BSW ALL SEASON  
Traction Control: \* - [N/A]  
Wheel Base:

---

**TIRE DOT INFORMATION:**

LF: \* RP: \*  
LR: \* RR: \*  
LE: \* RE: \*  
SPARE: \*

---

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code: \* Emission Code: C/B - C/B  
ESP Coverage(Miles): \* Emission Cert Type: 5  
ESP Coverage(Time): \* Emission Decal Ref: FFP  
ESP Plan Year: \* Engine Family: 1FMKVE30VE3  
ESP Signature Date:

EM03-010 0300



## Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TES CD	ENR CD	PROD DATE	WARK DATE	SELLING DEALER	SECL CNT	TIS	WOC	CPSC_6	PREF	BASE	SUPP	CCC	CD	DIST (MRes)	
1MEFM53U11A609795	C/DD	CRM	CFA	CGB	C/A	AB	C/DK	C/LA	21-SEP-2000	03-OCT-2000	326025	USA	6	7W01	19001	*	15052	*	A87	X2	19484	
AWS Claim Key:		102965	Trx Code:	BES	Labour Hrs:	12																
Dir Cd-Sub Cd:		06600	Name:	UNIVERSAL FORD INC			Ph:	804-2739700	St:	VA	City Cd:	USA Reg Cd:		NA	Repr Date:	26-MAR-2001	Doc #:	00664851				
Cmt Comments:		CUSTOMER STATES CIGARETTE LIGHTER IS IN OP																				
Tech Comments:		LIGHTER IN TIME TO REPAIR SHORTK REMOVED RADIO TEST GROUND OK NOVOLTAGE AT L																				
1MEFM53U11A609795	C/DD	CRM	CFA	CGB	C/A	AB	C/DK	C/LA	21-SEP-2000	03-OCT-2000	326025	USA	6	2E06	130301	1F1Z	9H307	BD	D21	42	20264	
AWS Claim Key:		116892	Trx Code:	S07	Labour Hrs:	1																
Dir Cd-Sub Cd:		06600	Name:	UNIVERSAL FORD INC			Ph:	804-2739700	St:	VA	City Cd:	USA Reg Cd:		NA	Repr Date:	26-MAR-2001	Doc #:	00782251				
Cmt Comments:		CUSTOMER STATES CAR CUTS OFF, WILL NOT RESTART AT TIMES, ADVISES IT CHANGES BUT WILL NOT FIRE.																				
Tech Comments:		FUEL PUMP MOTOR INTER OPEN READ TESTED CAN OK CAN VIN ON CASES W SYMPTOM NO MESSAGES REC QUR.																				
1MEFM53U11A609795	C/DD	CRM	CFA	CGB	C/A	AB	C/DK	C/LA	21-SEP-2000	03-OCT-2000	326025	USA	30	*	*	*	*	*	*	*	55353	
AWS Claim Key:		1311193	Trx Code:	0290	Labour Hrs:	1																
Dir Cd-Sub Cd:		00942	Name:	FULLIAM MOTOR CD			Ph:	803-2544000	St:	SC	City Cd:	USA Reg Cd:		NA	Repr Date:	26-FEB-2003	Doc #:	00664850				
Cmt Comments:		02940 RECALL																				
Tech Comments:		02940A 02940A																				
1MEFM53U11A609795	C/DD	CRM	CFA	CGB	C/A	AB	C/DK	C/LA	21-SEP-2000	03-OCT-2000	326025	USA	30	1R05	*	*	*	*	*	*	55353	
AWS Claim Key:		1311193	Trx Code:	02901	Labour Hrs:	1																
Dir Cd-Sub Cd:		00942	Name:	FULLIAM MOTOR CD			Ph:	803-2544000	St:	SC	City Cd:	USA Reg Cd:		NA	Repr Date:	26-FEB-2003	Doc #:	00664851				
Cmt Comments:		02940 RECALL																				
Tech Comments:		02940A 02940A																				

EPC-818 0281

Dealer Information

**FCSD Region**                      **Sales Region**                      **Sales Zone**                      **Market**                      **P&A Code**                      **Sales Code**  
 21-ATLANTA                      21-ATLANTA                      P                      B2                      00948                      F21271

**Dealer Name:**                      BOB BENNETT FORD INC  
**Dealer Address:**                      177 GREYSTONE BLVD  
    COLUMBIA SC 29210  
**Dealer Main Phone:**                      803-778-FORD

**Dealer Service Phone:**                      803-778-3673

Position	Employee Name
CUST RELATIONS MGR	JONI TINDALL
DEALER/PARTNER	ROBERT M BENNETT
GENERAL MANAGER	FRANK DEMPSEY
PARTS MANAGER	BILLY R KEEFE JR
PARTS & SERVICE DIRECTOR	JACK B CLARY
SALES MANAGER	THOMAS S GRIFFIN
SALES MANAGER	HARRY WERTS
SALES MANAGER	ROBERT CARTER
SALES MANAGER	DAVE R ERICSON
SERVICE MANAGER	DAVID ZELLER

**Service Hours**                      7:30 - 6:00 MON-FRI FAX: 803-765-1603  
**Directions**  
**Trained**                      Y  
**Additional Information**                      LSG ENROLLED TOWING: 803-785-9780 CITY GARAGE

2003-010 0202

ERDC-018 0436


COPY

Sent Via U.S. Mail

May 22, 2003



Re: 2000 Taurus  
VIN: 1FAFP56SXYA161253

Dear Mr. and Mrs. 

Thank you for contacting us regarding your 2000 Taurus.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Celeste M. Jackson  
Consumer Affairs

EA03-818 8437

VIN: 1FAPP58SXYA181253      Year: 2000      Model: TALURIS      Case: 1530212951  
 Name: [REDACTED]      Owner Status: Subsequent      WBO: 2000-02-19  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: CLOSED

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF  
 Dealer: 00508 ALLAN VIGIL FORD      Origin Desc: US CONCERN CASE BASE  
 Odometer: 65000 MI      Comm Type: PHONE  
 Analyst Name: MARK CAINE      Analyst: MCAINE  
 Action Date: 05/21/2003      Action Time: 14.40.55.825      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
WILLMA		KITRELL		SPOUSE

Comments CUSTOMER SAYS: -THE VEH WAS IN A HEAD ON COLLISION W/AN INBANKMENT AFTER SWERVING OUT OF THE WAY OF A VEH TRAVELLING IN THE WRONG DIRECTION -MY VEH WAS TRAVELLING @ THE APPROX SPEED OF 20-40 MPH ON MAY 6TH AND THE AIR BAGS DIDNT DEPLOY AND THE SEAT BELT STRAPS DIDNT HOLD ME IN PROPERLY AS A RESULT MY HEAD BROKE THE WINDSHIELD AND IM STILL IN PAIN AND SEEING A DOCTOR FOR CONCERNS W/ PELVIS AND LEGS -THE ACCIDENT TOOK PLACE VER CLOSE TO MY HOME -A POLICE REPAORT WAS FILED W/ THE CLAYTON COUNTY POLICE(CURRENTLY DONT HAVE REPORT# W/ ME -THE POLICE REPORT STATED PROBABLE CAUSE -THE INSURANCE COMPANY HAS CLAIMED THE VEH AS NON-REPAIRABLE -AND IS CONSIDERING PURSUING A PERSONAL INJURY CALM AS SHE FEELS THAT SHE SHOULD BE COMPENSATED -CUST STATES THAT EVEN AFTER EXPERIENCING THE ABOVE SHE WENT OUT AND PURCHASED A MERC SABLE @ ALAN VIGIL FORD PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP, SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

Action: MAKE OUTBOUND CALL TO CUSTOMER      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Dealer: 00508 ALLAN VIGIL FORD  
 Odometer: 65000 MI      Comm Type: PHONE  
 Analyst Name: CELESTE JACKSON      Analyst: CJACKS84  
 Action Date: 05/22/2003      Action Time: 10.04.16.278      Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
CONTACT PERSON	MR. AND MRS. KITRELL

DNCS-818 0438

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 00509 ALLAN VIGIL FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 65000 MI

Comm Type: PHONE

Analyst Name: CELESTE JACKSON

Analyst: CJACKS84

Action Date: 05/22/2003

Action Time: 10.09.08.645

Action Date: No

Comments LPA COMMENTS: SPOKE WITH MR. AND MRS. KITTRELL. MRS. KITTRELL CONFIRMED ALLEGED CONCERN AS RECORDED IN PREVIOUS COMMENTS. ALLEGES THAT SHE SUSTAINED KNOTS AND CUTS ON THE LEFT SIDE OF HER HEAD, A CUT ON THE RIGHT SIDE OF HER FACE, A BRUISED CHEST, AND WILL BE GOING TO THE DOCTOR REGARDING INJURY TO HER PELVIC AND LEFT LEG. ALLEGES SHE HAS A BRUISE ALL THE WAY DOWN HER LEFT LEG. STATES THAT THE INSURANCE COMPANY HAS DEEMED THE VEHICLE TOTALED AND PAID OFF THE VEHICLE. LPA EXPLAINED SUBROGATION

ENR3-010 0430

Customer Info

Customer:

Address:

Country:

Cell Phone:

Preferred Contact method:

Preferred Contact Time:

Pager:

Fax:

Email:

ENR3-010 0440

VIN: 1FAPP56SX1A161253

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchase: [REDACTED]  
Expiration Date: 2004-10-10  
Plan Type: USA USED 36/36,000 EXTRACARE  
Rental: 28  
Purchase Type: N  
Options: \$50,DED.

Plan Year: 2001

Expiration Miles: 75,657  
Selling Dealer: ALLAN VIGIL FORD  
Deductible: 60

Towing Allowance: 50

-----ESP Cancellation Details-----

Cancel Date:  
Refund Percent:  
Dealer Credited:

Process Date:  
Dealer Received Date:

Contract: 2 Of

Status: Cancel

-----ESP Purchase Details-----

Purchase: ALISON JARVIS  
Expiration Date: 2006-02-19  
Plan Type: USA NEW 72/100,000 PREMIUMCARE W/ROADSIDE ASSISTANCE  
Rental: 28  
Purchase Type: N  
Options: \$50,DED.

Plan Year: 2001

Expiration Miles: 100,000  
Selling Dealer: ALLAN VIGIL FORD  
Deductible: 50

Towing Allowance:

-----ESP Cancellation Details-----

Cancel Date: 2001-10-08  
Refund Percent:  
Dealer Credited: 00508

Process Date: 2001-10-19  
Dealer Received Date: 2001-10-08

-----Recall Information-----

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00B38	O	INTAKE MAN		COMPLETE	2001-04-02	00310
00L03	L	LABEL		FORCED COMPLETION	2001-05-02	AUTOC
01S08	S	BRAKE LAMP		COMPLETE	2001-04-02	00310
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	F21747
02S40	S	ADJ PEDAL		COMPLETE	2003-02-28	00508

EMSS-818 0441



# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAPP565KYA161213	Vehicle Line:	C/D3 - TAURUS/SABLE (D136) (00-04)	Eng Serial No:	*
Model Year:	2000	Market Derived:	C/F - FORD DIVISION DERIVATIVE	Body Style:	*
Vehicle Type:	C	Drive Code:	C/A - 2 WHL L/N FRONT DRIVE	Engine:	C/LD - MOD 3.0L DOHC EFI NA V6 G7NAAO
Inv. Dealer:	00509	Body Cab Style:	C/F C - 4 DOOR SEDAN-S LITE	Transmission:	C/DX - 4 SPD AUTO TR NAAO AX4N4F3N
		Version/Option:	C/F B - TAURUS B VERSION		

## BUILD INFORMATION:

Region: NA - ##### Plant: AB - ATLANTA PLANT BUILD  
Country: USA - ##### Prod Date: 14-JAN-2000

## SALE INFORMATION:

Region: NA - ##### Selling Dealer: I21022 - \*  
Country: USA - ##### Selling Div: 60/Prov: GA  
Buyer St/Prov: GA

Arrival Date: 25-JAN-2000 Roll Carpet Lease: \*  
Sale Date: 19-FEB-2000 Fleet/Retain/Co. Lease: X  
Warranty Start Date: 19-FEB-2000 Modified Vehicle: \*  
Orig Warranty Date: 19-FEB-2000 Resequenced Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
PSE7AL2255784 T A1 17A1000 A1 E L/N 22 7 PS L/C B 15 A 21A022 4 T5 KM2 5  
  
1FAFX 3 99XGA 16

## INSTALLED OPTION INFORMATION:

Air Conditioning:	C/C - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Axle Type:	* - [N/A]	Mirror(Passr Side):	BA - PASS POWER/HEATED CONVEX MIRR

ERG-018 0442

Battery Amp Rating:	RD	Paint:	PNZF - SILVER FROST CC
Brake Code:	PEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Servic):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREOCASSETTE
Calibration Code:	0DD14NQA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Escape Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AC - FIRESTONE
Delivery Type:	0	Tire Size:	IGISE - P21560R-16 BSW ALL SEASON
Delivery Order:	*	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/O IVD
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

#### TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*		

#### ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	C/B - C/B
ESP Coverage(Miles):	100	Emission Cert Type:	F
ESP Coverage(Truck):	072	Emission Decal Suffix:	GUS
ESP Plan Year:	2001	Engine Family:	YFMXV030VBK
ESP Signature Date:	18-JUN-2001		

ESP-010 0443

## Standard Claims List For Model Year 2000

VIN	VEH LIME	MKT DERTY	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	YIS	WCC	CP9C_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)				
	C/DD	CF	C/C	C/FB	C/A	AB	C/DX	C/LD	24-JAN-2000	19-FEB-2000	121022	USA	14	2606	130301	VF12	9HE07	AA	E29	42	27073				
AWS Claim Key:		7313362	Trx Code:		S07	Labor Hrs:		1.8																	
Dlr Cd-Sub Cd:		00310-*	Name:		SPALDING FORD, INC.		Ph:		770-2291600	St:		GA	City Cd:		USA		Reg Cd:		NA	Repair Dates:		02-APR-2001	Doc #:		125924A
Cust Comments:		LS CHECK ENGINE LIGHT ON SEEMS TO JERK WHILE DRIVING																							
Tech Comments:		27080 91480,91307, CC41 EBCS TEST CODES P401,P402, RAW OASIS, REPLACED DPF SENSOR HIGH VOLTAGE 3.6V, REPLACED FUEL PUMP ASSEMBLY LOSING PRESSURE 23PSI, RETEST, REPAIR																							
	C/DD	CF	C/C	C/FB	C/A	AB	C/DX	C/LD	24-JAN-2000	19-FEB-2000	121022	USA	14									27073			
AWS Claim Key:		7313313	Trx Code:		01S08	Labor Hrs:		1																	
Dlr Cd-Sub Cd:		00310-*	Name:		SPALDING FORD, INC.		Ph:		770-2291600	St:		GA	City Cd:		USA		Reg Cd:		NA	Repair Dates:		02-APR-2001	Doc #:		125924B
Cust Comments:		RECALL 01S08 BRAKE LAMP SWITCH																							
Tech Comments:		27073 REMOVE EXCESS GREASE AND REPLACED BRAKE LAMP SWITCH AS PER RECALL 01S08																							
	C/DD	CF	C/C	C/FB	C/A	AB	C/DX	C/LD	24-JAN-2000	19-FEB-2000	121022	USA	14	2605								27073			
AWS Claim Key:		7313363	Trx Code:		00B3E	Labor Hrs:		1																	
Dlr Cd-Sub Cd:		00310-*	Name:		SPALDING FORD, INC.		Ph:		770-2291600	St:		GA	City Cd:		USA		Reg Cd:		NA	Repair Dates:		02-APR-2001	Doc #:		125924C
Cust Comments:		RECALL ENGINE BACKFIRE 00B3E																							
Tech Comments:		27073 RECALL 00B3E REPROGRAMMED PCM TO RECALL 00B3E CALIBRATION																							
	C/DD	CF	C/C	C/FB	C/A	AB	C/DX	C/LD	24-JAN-2000	19-FEB-2000	121022	USA	18	5001	110200		3504			N25	14	36465			
AWS Claim Key:		11813717	Trx Code:		0759D	Labor Hrs:		4.1																	
Dlr Cd-Sub Cd:		00509-*	Name:		ALLAN VIGIL FORD		Ph:		678-3643673	St:		GA	City Cd:		USA		Reg Cd:		NA	Repair Dates:		30-JUL-2001	Doc #:		09667651
Cust Comments:		CUSTOMER STATES THAT 40MPH + STEERING WHEEL SHAKES AND VIBRATES SOMETIMES NOTE VEHICLE HAS NEW TIRE																							
Tech Comments:		VIBRATION SEE NOTE BELOW																							
	C/DD	CF	C/C	C/FB	C/A	AB	C/DX	C/LD	24-JAN-2000	19-FEB-2000	121022	USA	20	SC07	050400	VF12	3A42E	RN	N04	42	38740				
AWS Claim Key:		11351123	Trx Code:		0759D	Labor Hrs:		1.4																	
Dlr Cd-Sub Cd:		00509-*	Name:		ALLAN VIGIL FORD		Ph:		678-3643673	St:		GA	City Cd:		USA		Reg Cd:		NA	Repair Dates:		18-SEP-2001	Doc #:		00346352
Cust Comments:		VIBRATION IN TURNS																							
Tech Comments:		DOES NOT OPERATE PROPERLY REPLACED RIGHT AND LEFT AXLE																							

E905-010 0444

C/D	CF	CPC	CFB	C/A	AB	C/DX	C/LD	24-JAN-2000	19-FEB-2000	121022	USA	36	6UD3 011795	YF1Z 1S790	AB	304	42	45609		
AWS Claim Key:		1527018	Tvx Code:		07410	Labor Hrs:		2.1												
Dlr Cd-Sub Cd:		00909-*	Name:		ALLAN VIGIL FORD		Ph:	678-3643673	St:	GA	City Cd:		USA	Reg Cd:	NA	Repair Date:		29-MAR-2002	Disc #:	02776951
Cust Comments:		SUNROOF IS INOP CUST CANT OPEN OR CLOSE \$80.00 DIAG																		
Tech Comments:		MOTOR ENOP PARTS ORDERED. CUSTOMER TO RETURN FOR SUNROOF MOTOR																		
C/D	CF	CPC	CFB	C/A	AB	C/DX	C/LD	24-JAN-2000	19-FEB-2000	121022	USA	27	6UD3 010103	YF1Z 54502A82	AAB	304	42	45838		
AWS Claim Key:		1623517	Tvx Code:		705	Labor Hrs:		2.5												
Dlr Cd-Sub Cd:		00909-*	Name:		ALLAN VIGIL FORD		Ph:	678-3643673	St:	GA	City Cd:		USA	Reg Cd:	NA	Repair Date:		13-APR-2002	Disc #:	03034651
Cust Comments:		SUNROOF IS INOP CUST CANT OPEN OR CLOSE \$80.00 DIAG																		
Tech Comments:		MOTOR ENOP PARTS ORDERED. CUSTOMER TO RETURN FOR SUNROOF MOTOR																		
Cust Comments:		RECALL # 02540 PEDAL LATERAL SPACING																		
Tech Comments:		MOTOR ENOP PARTS ORDERED. CUSTOMER TO RETURN FOR SUNROOF MOTOR																		

EMC-818 0445

Dealer Information

FCSD Region                      Sales Region                      Sales Zone                      Market                      FSA Code                      Sales Code  
 21-ATLANTA                      21-ATLANTA                      A                      A1                      00509                      F21022

Dealer Name:                      ALLAN VIGIL FORD  
 Dealer Address:                      6780 MT. ZION BOULEVARD  
    MORROW GA 302803102  
 Dealer Main Phone:                      770-471-7801

Dealer Service Phone:                      770-471-7801

Position	Employee Name
CUST RELATIONS MGR	WALTER J BONDS
DEALER/PARTNER	ANDRE HABERLIN
DEALER/PARTNER	RUEDI BÜTKOFER
DEALER/PARTNER	MARKUS STAHEL
CONCESSIONAIRE/ASSOCIES	FRITZ WEBER
DEALER/PARTNER	HANSJORG STAHEL
DEALER/PARTNER	HERMANN KNÖFFEL
DEALER/PARTNER	ALLAN VIGIL
GENERAL MANAGER	DENNIS L KERCE
PARTS MANAGER	SAL CAPPO
PARTS MANAGER	GERALD . KNOWLES
SALES MANAGER	ANDREAS ROTH
SALES MANAGER	RUFUS MONTGOMERY
SALES MANAGER	MICHAEL STEWART
SALES MANAGER	JIM HITCHCOCK
SALES MANAGER	ALAN L PARSON
SALES MANAGER	CURTIS MITCHELL
SALES MANAGER	WILLIE A CARTER
SALES MANAGER	TRAVIS O RENDR
SALES MANAGER	ANTHONY WIGGINS
SALES MANAGER	RON LAWRENCE
SALES MANAGER	SCOTT D BARNES
SALES MANAGER	JAMES M DUNN
SALES MANAGER	BRUCE M ANDUJAR
SALES MANAGER	MICHAEL WARE
SERVICE MANAGER	GREG A COOPER
SERVICE MANAGER	JEFFERY E MURRELL

2003-03-06 0446

E483-018 0283

*Ford Motor Company*

Consumer Affairs

Sent Via U.S. Mail

February 24, 2003

RE: 2000 TAURUS  
VIN: 1FAPP55U4YG121217

Dear Mrs. [REDACTED]

Thank you for contacting us regarding your 2000 Taurus. We sincerely regret the circumstances you described. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Erika Smith  
Consumer Affairs



Action Detail

VIN: 1FAFP55U4YG121217      Year: 2000      Model: TAURUS      Case: 729200513  
Name: [REDACTED]      Owner Status: Subsequent      WSC: 1999-12-08  
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR      Secondary Pho [REDACTED]  
Issue Type: 07 LEGAL      Issue Status: CLOSED      Dealer: RYGG FORD SALES  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION      P & A Code: 08318  
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER  
Odometer: 66000 MI      Comm Type: OTHER  
Action Date: 02/24/2003      Action Time: 18:11:23:203      Action Data: No  
Analyst Name: SMITH,ERIKA (E.L.)      Analyst: ESMITH88

COMMENTS: PER CUST COMMENTS, INS CO IS INVOLVED. WILL SEND RESPONSE.

ER83-618 8285



## Action Detail

VIN: 1FAFP65U4YG121217      Year: 2000      Model: TAURUS      Case: 728200513  
 Name: [REDACTED]      Owner Status: Subsequent      WSD: 1999-12-08  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: ACKNOWLEDGE      Dealer: RYGG FORD SALES  
 Origin Desc: US CONCERN CASE BASE      P & A Code: 08318  
 Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF  
 Odometer: 65000 MI      Comm Type: PHONE  
 Action Date: 02/20/2003      Action Time: 20:14:39:610      Action Date: No  
 Analyst Name:      Analyst: TDOUGLA1

## Callier Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

COMMENTS: CUSTOMER SAYS: -CUST WAS AN ACCIDENT IN AN ACCIDENT, AND THE TWO AIR BAGS DID NOT DEPLOY -THE CUST WAS DRIVING AT BETWEEN 35-40 MPH WHEN THIS ACCIDENT OCCURED -THE ACCIDENT OCCURED ON FEB.11, 2003 @ 2:30 PM -THE LOCATION OF THE ACCIDENT WAS AT THE INTERSECTION OF 8TH AVE WEST AND 6TH STREET -THERE WAS A POLICE REPORT FILED, AND THE POLICE REPORT NUMBER IS 203CR0002142 -THE CUST HAS CONTACTED HER INSURANCE COMPANY -THE VEH IS REPAIRABLE, AND THERE WAS A MINOR BACK INJURY SUSTAINED -VEH IS CURRENTLY AT AN INDEPENDENT FACILITY -CUST IS HOLDING FORD RESPONSIBLE FOR THIS MINOR INJURY BECAUSE BOTH OF THE AIR BAGS IN THE VEH DID NOT DEPLOY PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

ER63-818 6286

...:39.510&SympC=104458&rTabPage=&Reason=0793&IssTyp=07&CustNo=97292042/24/03

Customer Info

Customer: [REDACTED]  
Address: [REDACTED]

Country: USA

Language: EN

Call Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

ERR3-010 6207

## ESP Recall Information

VIN: 1FAPP58U4YG121217

No ESP Information for this VIN

## Recall Information

Number	Type	Description	Campaign		Status Date	Dealer Code
			Status	Description		
00L09	L	LABEL	FORCED COMPLETION		2001-05-02	AUTOC
01S09	S	HEAD LAMP	RELEASED FOR MAILING		2003-01-15	F74608

ER03-010 0208



Update This Information In Stars

## Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	74-SEATTLE	W	D1	08318	F74808

Dealer Name: RYGG FORD SALES  
 Dealer Address: 820 EAST IDAHO  
 KALISPELL MT 59901

Dealer Main Phone: 406-756-7333 Dealer Service Phone: 406-758-7305

Position	Employee Name
DEALER/PARTNER	M S RYGG
GENERAL MANAGER	THOMAS S RYGG
SALES MANAGER	RAYMOND L KNOPP
SERVICE MANAGER	STANLEY HOGSETT

ER03-010 8210

## Vehicle Information Report

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

VIN: 1FAPP66H4YG121217 Veh Line: CDD - TAURUSBASE (D186) (00-03) Body Shell:  
 Model Year: 2000 Market Derived: CF - FORD DRAGON DERIVATIVE Main Eng Serial  
 No:  
 Veh Type: C Drive Code: GA - 2 WHL LH FRONT DRIVE Engine: C1A - VULC 3.0L GHV EFI NA V6 G\*12V  
 Inv. Dealer: 02178 Body Csb Style: - 4 DOOR SEDAN-6 LITE Transmission: C1X - 4 SPD AUTO TR NA10 AX4N4H650N  
 Vehicle Status Code: 000 Vehicle Series: CFB - TAURUS 6 VERSION  
 Trace Eng Serial No:  
 -----1-----2-----3-----4-----5-----6-----7-----8-----

NA

Trace Trans Serial No:

NA

**BUILD INFORMATION:**

Region: NA - 00000000 Plant: AG - CHICAGO PLANT BUILD  
 Country: USA - 00000000 Prod Date: 12-NOV-1999

**SALE INFORMATION:**

Region: NA - 00000000 Selling Dealer: 158402 - \*  
 Country: USA - 00000000 Selling Dir SLPProv: WY  
 Buyer SLPProv: MO

Arrival Date: 06-DEC-1999 Fleet/Lease: \*  
 Sale Date: 06-DEC-1999 Fleet/Retail/Co. Lease: F  
 Warranty Start Date: 06-DEC-1999 Modified Vehicle: \* Vehicle Count Flag:  
 Orig Warranty Date: 27-NOV-1999 Recaptured Vehicle: \* Vehicle Export Flag: N

E900-010 0211

**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

P55YGJ21217 3 4 FAS201L3600 KJ E LL38 22 5 A01 DNS AJ500402 4 NT K21 U1

FAF4 1 2 A U00Y Y (R001) 20

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	CB - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Audio Radio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Audio Type:	* - [N/A]	Mirror(Passgr Side):	* - [N/A]
Battery Amp Rating:	MJ1	Paint:	PNZGC - PERFORMANCE WHITE DC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREO/CASSETTE
Calibration Code:	00D12N0A	Sound System:	* - [N/A]
Color(Paint):	* - [N/A]	Suspension Tandem Axle:	
Color(Trim):	00ZV -	Tire Manufacturer:	AD -
Delivery Type:	4	Tire Brand:	* -
Driveshaft Code:	*	Tire Size:	D3J2Z - P215/60R-18 BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Size:	

**TIRE DOT INFORMATION:**

LF: \* RF: \*

LR: \* RR: \*

LL: \* RL: \*

SPARE: \* DOT Plant Manufacturer: \* - \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	CB - CB
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Times):	* Emission Decal Suffix:	GDZ
ESP Plan Year:	* Engine Family:	YF1DCV030VBK
ESP Signature Date:		

EN03-018 0212

Any comments? You can contact



webmaster

8120 010 0213





EA83-818 8215

Close an Issue

VIN: 1FAPP5U01A2D1808

Year: 2001

Model: TAURUS

MSRP: 2001.00.00

Name: [REDACTED]

Address: [REDACTED]

Case Number: F430078713

Issue Type: 07-LEGAL

Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY

Symptom: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Dealer: F41312 - UNIVERSITY FORD

Comm Type: MAIL

Action Category: DENY ASSISTANCE

Current Odometer Reading: 30000 MI

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND(C)

Odometer Reading: 30000 MI

Caller information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments:

LPA has not gotten information regarding the customer vehicle inspection. No further action is needed at this time.

Warranty History

ESP/Recall

Costs

800-910-8218



[Open Issues Exist](#)  
[Update Customer Information](#)

[Print Customer List](#)

EM03-010 0217

Update dealership information in GOLD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
41-CHICAGO	41-CHICAGO	M	D1	20192	F41312
Dealer Name:		UNIVERSITY FORD, INC.			
Dealer Address:		2100 W PIONEER PARKWAY PEORIA IL 61615			
Dealer Main Phone:		309-693-2525	Dealer Service Phone:		309-693-2525

Position	Employee Name
DEALER/PARTNER	JAMES L OLIVER
GENERAL MANAGER	JIM SWIGART
PARTS MANAGER	KEN WICKERT
PARTS & SERVICE DIRECTOR	GARY A HORN
SALES MANAGER	DENNIS JORDAN
SALES MANAGER	BRET VELDE
SERVICE MANAGER	THOMAS L HOLZENGA

FR83-018 0218

## Action Detail

VIN: 1FAP55U01A201803	Year: 2001	Model: TAURUS	<a href="#">Print Action Detail</a>
Name: [REDACTED]	Owner Status: Original	WSD: 2001-06-26	Case: 1486070713
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: INVESTIGATION	Dealer: UNIVERSITY FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 20192	
Odometer: 30000 MI	Comp Type: PHONE		
Action Date: 03/13/2003	Action Time: 11:13:18:850	Action Date: No	
Analyst Name: MORRIS, MARQUAS	Analyst: MMORR120		

COMMENTS: CUSTOMER WILL TOW VEHICLE TO SELLING DEALER FOR AIR BAG SYSTEM INSPECTION. WAITING TO HEAR FROM DEALER.

[Update Issue](#) [Close Issue](#)

[Warranty History](#) [ESR/Recall](#) [Costs](#)

### Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRF CD	INT CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC	& PREF	BASE	SUFF	OCC	CD	DIST (Miles)			
1FAPPS5U1A201803	CDD	CP	CPC	CWB	CA	AB	CDT	CLA	25-FEB-2001	25-JUN-2001	141312	USA	0	.	.	.	.	.	.	.	.	10		
AWS Claim Key:		1020172	Ytr Code:		IDA	Labor Hrs:		13																
Dir. Call-Ctr. Call:		02722*	Name:		SUNTRUP FORD - KIRKWOOD	Ph:		314-6229300	St:		MO	City:		City	USA		Reg. Code:		NA	Repair Date:		15-MAR-2001	Doc #:	0-066539A
Claim Comments:		TRANSPORT DAMAGE BY DOOR																						
Tech Comments:		REPAIR BY DOOR DAMAGED IN TRANSIT																						
1FAPPS5U1A201803	CDD	CP	CPC	CWB	CA	AB	CDT	CLA	25-FEB-2001	25-JUN-2001	141312	USA	16	7V01	060604	YF1Z	13480	AA	P83	X1	26447			
AWS Claim Key:		10938782	Ytr Code:		BD	Labor Hrs:		5																
Dir. Call-Ctr. Call:		20192*	Name:		UNIVERSITY FORD, INC.	Ph:		309-6932525	St:		IL	City:		City	USA		Reg. Code:		NA	Repair Date:		23-MAR-2002	Doc #:	0-14022401
Tech Comments:		REPLACE BRAKE LIGHT SWITCH AND FUSE CLOSED BY WH																						
1FAPPS5U1A201803	CDD	CP	CPC	CWB	CA	AB	CDT	CLA	25-FEB-2001	25-JUN-2001	141312	USA	18	.	.	.	.	.	.	.	.	20239		
AWS Claim Key:		1281115	Ytr Code:		02540	Labor Hrs:		1																
Dir. Call-Ctr. Call:		20192*	Name:		UNIVERSITY FORD, INC.	Ph:		309-6932525	St:		IL	City:		City	USA		Reg. Code:		NA	Repair Date:		06-DEC-2002	Doc #:	0-14337203
Tech Comments:		INSPECT AND REPAIR AS REQUIRED THANK YOU FOR CHOOSING UNIVERSITY FORD...WH																						

8003-818 0228

## Action Detail

VIN: 1EAFB65UD1A201803      Year: 2001      Model: TAURUS      [Print Action Detail](#)  
 Name: [REDACTED]      Owner Status: Original      WBD: 2001-06-28      Case: 1496070713  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: INVESTIGATION      Dealer: UNIVERSITY FORD, INC.  
 Origin Desc: US CONCERN CASE BASE      P & A Code: 20192  
 Odometer: 30000 MI      Comm Type: PHONE      Action Date: No  
 Action Date: 03/12/2003      Action Time: 13:44:14.887  
 Analyst Name: JILL BURKE      Analyst: JBURKE

## Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
LYNETTE		MARSHALL		SPOUSE

COMMENTS: CUSTOMER SAYS: -AIR BAGS DID NOT DEPLOY IN AN ACCIDENT-MAR 10/08 AND SUFFERED LIGAMENTS AND SOFT TISSUE DAMAGE AND VEH WAS TRAVELLING AT 35 MPH AT TIME OF ACCIDENT -POLICE REPORT WAS FILED IN PEORIA AND FOUND OTHER DRIVER WAS AT FAULT -INSURANCE HAS BEEN CONTACTED -A VEH PULLED OUT IN FRONT CAUSING ACCIDENT -CONCERNED AIRBAGS DID NOT DEPLOY -ALSO CONCERNED THAT THERE IS A SAFETY -HAVE NOT HEARD BACK ESTIMATES BUT THE RADIATOR WAS PUCHED INTO THE ENGINE AND THE FRAME IS SLIGHTLY BENT -THIS IS A SAFETY ISSUE THE AIR BAGS SHOULD HAVE WENT OFF -MAY WANT TO INSPECT VEH TO SEE WHY AIR BAGS DID NOT GO OFF -GO NOT TRUST VEH ANYMORE -SEEKING TO MAKE SURE FORD IS AWARE OF ACCIDENT AND THAT WE WILL PURSUE ISSUE LEGALLY BECAUSE OF INJURIES PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. -ADVISED CUST SHE MAR WANT TO BRIGN VEH IN FOR INSPECTIONAT A FORD DLR INFERENCE CASE ID: 5341

[Update Issue](#)   [Close Issue](#)

[Warranty History](#)   [ESP/Recall](#)   [Date](#)

ERR3-818 8221



## ESP / Recall Information

VIN: 1FAPP55U01A201803

No ESP information for this VIN

## Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	F41312
02S40	S	ADJ PEDAL		COMPLETE	2002-12-08	20182

E803-010 0222



13

## All Action Details for Issue

Print

VIN: 1MEHM55S81G808279

Year: 2001

Model: SABLE

Case: 1374211123

Name: [REDACTED]

Owner Status: Original

WSD: 2001-10-31

Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Primary Phone: [REDACTED]

Reason Desc: LEGAL - GENERAL/OTHER

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 03297 SILL-TERHAR MOTORS, INC.

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK

Odometer: 14000 MI

Comm Type: EMAIL

Analyst Name: CHERIE LEICH

Analyst: CLEICH

Action Date: 04/22/2003

Action Time: 10.23.40.760

Action Date: No

Comments \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\* EMAIL RECEIVED 4-19-03 DEALER CONTACT: THOMAS RASMUSSEN CUSTOMER ALLEGES AIR BAGS FAILED TO DEPLOY IN A HEAD-ON COLLISION. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 03297 SILL-TERHAR MOTORS, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: TRACY BUSH

Analyst: TBUSH3

Action Date: 04/24/2003

Action Time: 18.23.12.447

Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

THOMAS

DEALER

Comments PLACED OUTBOUND CALL TO DEALER

Data Element Name

Data Value

CONTACT PERSON

THOMAS RASMUSSEN

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER

Dealer: 03297 SILL-TERHAR MOTORS, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: TRACY BUSH

Analyst: TBUSH3

Action Date: 05/01/2003

Action Time: 13.48.08.198

Action Date: No

E983-018 8224

...40.760&amp;ISSUE\_UPDATE\_ID\_C=TBUSH3%20%20&amp;USER\_ID\_C=TBUSH3%20%20&amp;STATUS\_STATUS\_C=C%20&amp;ISSUE\_06/5/03

Comments SPOKE TO CUSTOMER. STATES THAT VEHICLE HIT WIFE'S VEHICLE AT APPROX 30-35 MPH IN RIGHT FRONT ACCORDING TO POLICE REPORT. STATES THAT AIRBAGS DID NOT GO OFF. CUSTOMER IS FAXING COPY OF POLICE REPORT. LPA EXPLAINED TO CUSTOMER THAT AIRBAGS ARE DESIGNED TO GO OFF IN CERTAIN CIRCUMSTANCES AND THAT LPA WOULD DISCUSS ISSUE WITH FSE ONCE REPORT IS RECEIVED.

Action: UPDATE/ADDCO CASE

Dealer: 03297 SILL-TERHAR MOTORS, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: TRACY BUSH

Analyst: TBUSH3

Action Date: 05/01/2003

Action Time: 13.50.43.022

Action Date: No

Comments CUSTOMER ALSO STATED THAT WIFE RECEIVED CARDIAC CONCUSSION. VEHICLE IS CURRENTLY AT ABRA AUTO BODY IN BOULDER. NO WORK IS BEING DONE TO IT AT THE ADVICE OF SILL-TERHAR MOTORS.

Action: REQUEST FOR VEHICLE INSPECTION - OTHER

Dealer: 03297 SILL-TERHAR MOTORS, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 14000 MI

Comm Type: OTHER

Analyst Name: TRACY BUSH

Analyst: TBUSH3

Action Date: 05/06/2003

Action Time: 14.55.35.081

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name  
TONY

Middle Initial

Last Name  
[REDACTED]

Day Phone

Relationship  
OTHER

Comments REQUEST FOR INSPECTION. SCHEDULED FOR 5/8/03 AT JOHN ELWAY-BOULDER.

Action: RECEIVE VEHICLE INSPECTION BACK

Dealer: 03297 SILL-TERHAR MOTORS, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 14000 MI

Comm Type: EMAIL

Analyst Name: TRACY BUSH

Analyst: TBUSH3

Action Date: 05/13/2003

Action Time: 09.45.47.357

Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name  
TONY

Middle Initial

Last Name  
[REDACTED]

Day Phone

Relationship  
OTHER

Comments RECEIVED FOR REPORT.

ER03-010 8225

Data Element Name

Data Value

FSE  
DEALER

NO  
NO

Action: FINAL CASE DISPOSITION

Dealer: 03297 SILL-TERHAR MOTORS, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: TRACY BUSH

Analyst: TBUSH3

Action Date: 05/15/2003

Action Time: 16:58.12.476

Action Date: No

Comments LPA SPOKE TO CUSTOMER AND EXPLAINED THAT INSPECTION SHOWS THAT AIRBAG SYSTEM IS FUNCTIONING AS DESIGNED. SENDING LETTER TO CUSTOMER INDICATING THE ABOVE. DRIVERSIDE SEATBELT PRETENSIONER WAS TRIGGERED TO ACTIVATE AND DID SO DURING ACCIDENT. RCM WILL BE SENT TO CUSTOMER'S INSURANCE COMPANY.

ENR0-61B 0226

...40.760&ISSUE\_UPDATE\_ID\_C-TBUSH3%20%20&USER\_ID\_C-TBUSH3%20%20&STATUS\_STATUS\_C-C%20&ISSUE\_06/5/03

## LPA Assignment – 2001 Sable – Check Airbag System

Customer: [REDACTED]  
VIN # 1MEHM53S91G638279  
Vehicle: 2001 Sable with side impact airbags  
Mileage: 15,726 miles  
R.O. #: 378167

**Problem Description:** Customer was hit on front driver side at approx. 35 mph and airbag did not deploy.

**What specific information are you requesting:** Requesting inspection of airbag system.

**Dealer:** Inspection took place at John Elway Ford – Boulder. Al Free – Service Manager. Phone # 303-939-8600.

**Outside person present during inspection:** Ron Brown (Claim Specialist – Vehicle Inspector) – State Farm Insurance Companies (phone #: 970-395-6721).

**Vehicle Inspection:** Accident occurred on 4-9-03. Another vehicle hit customer unit mainly at LF corner of vehicle. Customer was traveling at a slow speed and trying to make LH turn onto another road when other vehicle contacted customer vehicle (other vehicle going at approx. 30-35 mph). FQE and technician checked out customer unit airbag system and noted the following:

- (1) Vehicle has not yet been repaired. Unit towed to dealer for inspection. Damage mainly to LF area of unit (see photos).
- (2) Initial check for DTC's: using NGS, able to obtain a U2B77 code. Code not listed in shop manual. Using WDS – indicated RCM passed, but ABS and EATC modules failed due to lack of communications (probably from accident).
- (3) Tried to obtain PID data using NGS and WDS – could not obtain any data (could not communicate/can not perform). Had damage to fuse panel boxes/fuses/relays in engine area. Passenger compartment fuse box – checked fuse # 30 – OBD II connector fuse – checked ok. Even tried switching with same size fuse # 29 (which was good) – no change in communications.
- (4) Checked RCM installation – looks properly installed – three bolts holding RCM in place were tight. Able to put torque wrench on only one bolt (RH side/passenger side of RCM). Showed 125 in-lb reading (spec is 17 ft-lbs). Could not take readings on other two bolts without disassembling center console area. Bolt were tight and felt this was not necessary.
- (5) Removed RCM. Reinstalled RCM to see if there were any flash codes on I/P. Fault code 19 was present – crash data memory full. Initially technician inspected pretensioner on both front seats and felt that they did not deploy. However, after reinspection by FQE, it does show that the driver pretensioner did deploy. No passenger in car at time of accident (passenger pretensioner did not deploy).
- (6) Installed new RCM – fault code of 46 now present (driver pretensioner circuit open/driver pretensioner circuit resistance low). Still could not communicate with module or obtain any PID data using NGS or WDS. No further testing was attempted.

Vehicle history per AWS: Nothing in area of airbag system.

RCM Status: the removed RCM will be returned to R. Ruth at Ford Motor Company. Information will be copied and original RCM will be returned to FQE to customer. Included will be copy of accident report and vehicle invoice, which shows that unit was built with side impact airbags.

**RCM Label:**

**\*\* Removed RCM:** YF1A-14B321-BQ  
09/28/2000  
D186 ARM

**B**

212510104838

**\*\* New RCM:** YF1A-14B321-EA  
10/24/2002  
D186 w/SAB

**E**

21231054652A

Tony Dianisi - Denver FQE  
Call #: 303-949-9865

**Bush, Tracy (T.L.)**

---

**From:** Dionisi, Anthony (A.J.)  
**Sent:** Monday, May 12, 2003 4:55 PM  
**To:** T.bush3@ford.com; Lovelace, Maria (M.E.)  
**Cc:** Ruth, Richard (R.R.); Bacina, Paul (P.R.); Dionisi, Anthony (A.J.)  
**Subject:** LPA Assignment - 2001 Sable - Check Airbag System

Attached for your review is the report/photos on 2001 Sable Airbag System:

**LPA Request:**



fganumaster-mcm111ar.doc

**Investigation Report:**



LPA Assignment - 2001  
Sable - ...

**Vehicle Invoice:**



Invoice  
MEHM55591G608279.PD

**Vehicle History Per AWS:**



Claims List Report.htm

ER83-010 0220



**Photos:**



1G608279a.jpg



1G608279b.jpg



1G608279c.jpg



1G608279d.jpg



1G608279e.jpg



1G608279f.jpg



1G608279g.jpg



1G608279h.jpg



1G608279i.jpg



1G608279j.jpg



1G608279k.jpg



1G608279l.jpg



1G608279m.jpg



1G608279n.jpg



1G608279o.jpg



1G608279p.jpg



1G608279q.jpg



1G608279r.jpg



1G608279s.jpg



1G608279t.jpg



1G608279u.jpg



1G608279v.jpg



1G608279w.jpg



1G608279x.jpg



1G608279y.jpg



1G608279z.jpg



1G608279aa.jpg



1G608279bb.jpg



1G608279cc.jpg

The RCM is being sent to [REDACTED] for copying/reviewing module information (shipped Airborne Express -  
airbill # 4358964081). Please return RCM to the following address once you are finished with it and I will return  
it to the customer through the dealership. Return RCM to:



If you have any other questions or comments, please let me know.

Tony Dionisi  
Ford Motor Company  
Service Engineering Operations - FCSD  
Denver Field Quality Engineer  
Office: 303-346-4788  
Cell: 303-949-8885  
Fax: 303-346-4788  
adionisi@ford.com

## EQE Assignment Template

DATE ISSUED: 6/6/03

Model Year: 2001  
 Vehicle line: Sable  
 Mileage range: 14000  
 Part number: N/A  
 # of units to be checked: 1  
 Torque specs: N/A  
 Tolerances: N/A  
 Engineer's name: XXXXXXXXXX  
 Phone number: XXXXXXXXXX  
 Email address: XXXXXXXXXX  
 DUE DATE: XXXXXXXXXX

Don Christoff	_____	Florida
Tony Colarossi	_____	Co. Garages
Dave Cox	_____	Texas
Tony Dionel	_____ X	Colorado
John Domka	_____	Michigan
Dan Hammack	_____	Texas
Mark Hayduk	_____	Penna.
Tom Hecker	_____	Minnesota
Brian Howe	_____	Nevada
Gordie Kaltz	_____	California
Dan Myers	_____	Iowa
Tom Peeler	_____	Georgia
Lynn Sorensen	_____	Texas
Ron Trower	_____	Florida
ALL	_____	

**Problem description:** Customer was hit on front driver side at approx. 35 mph and airbag did not deploy.

**What specific information are you requesting:** Requesting inspection of airbag system.

**Any other information that will insure your assignment is a success:** Photos and report.

**Vehicle information**  
 Customer Name: Sean McMillan | VIN: 1MEHM55B91G808279  
 Additional info: Please notify me when you will be able to inspect the vehicle so the customer can have vehicle towed to dealer from body shop.  
 Dealer: Gill-Terhar Motors, 150 Aiter Street, Broomfield, CO | Ph: (303) 488-1801 | Contact: Tom Rasmussen

~~UNCLASSIFIED CONFIDENTIAL INFORMATION~~  
~~UNCLASSIFIED CONFIDENTIAL INFORMATION~~  
~~UNCLASSIFIED CONFIDENTIAL INFORMATION~~

Assignment No. \_\_\_\_\_

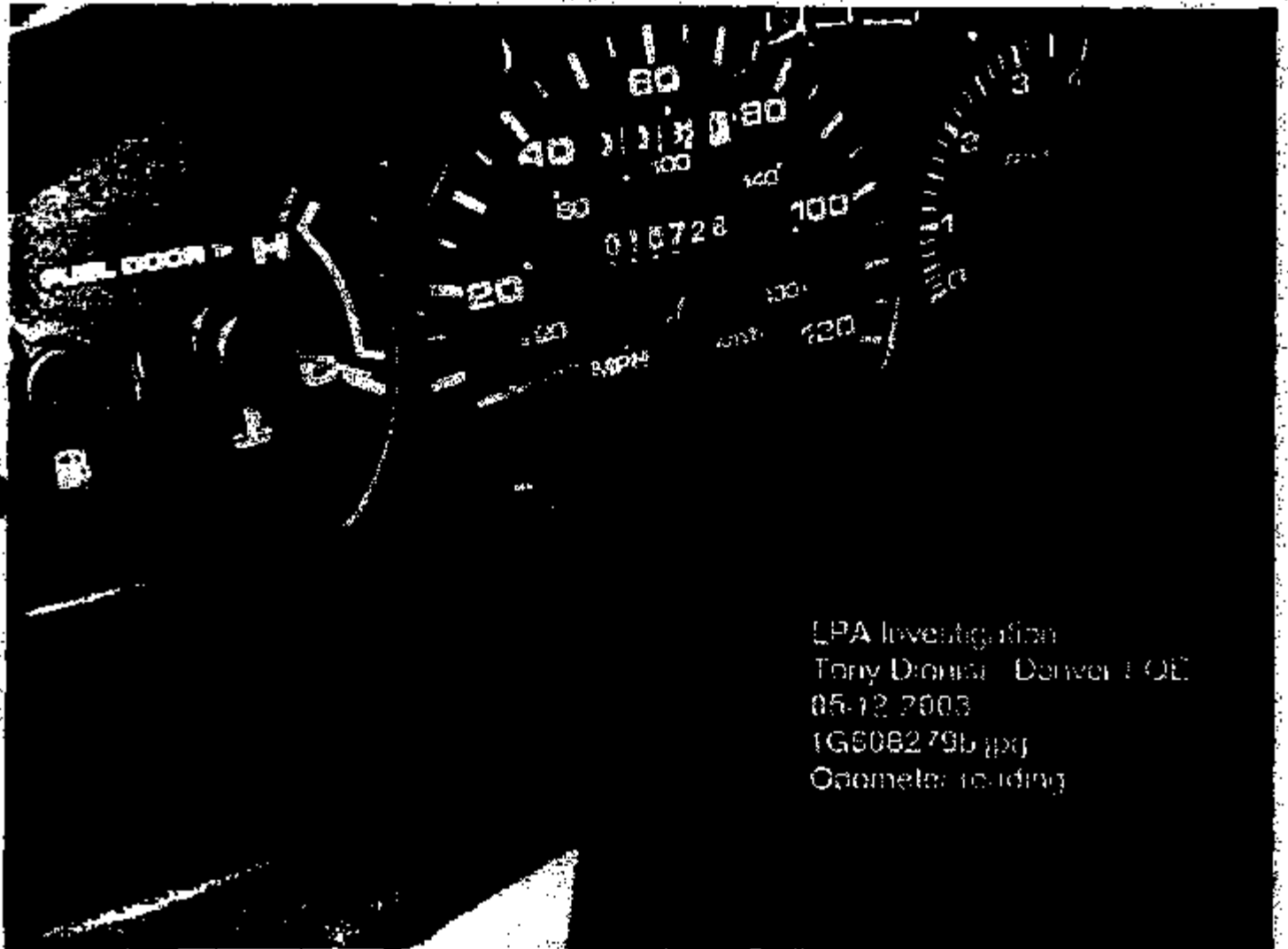
LFA Investigation

05-12-2003

1G608279a.jpg

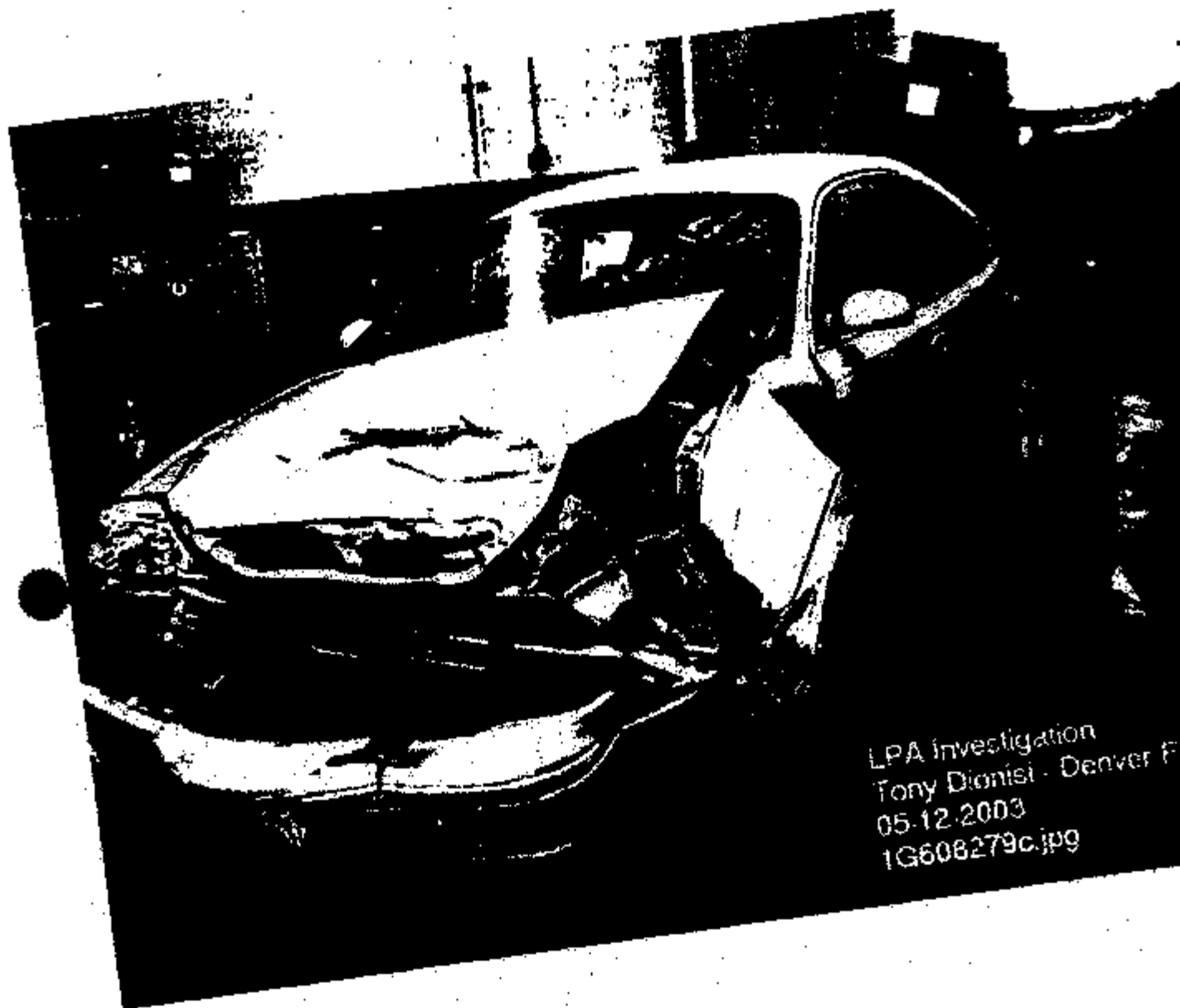
Cert. Label

ER03-010 0233

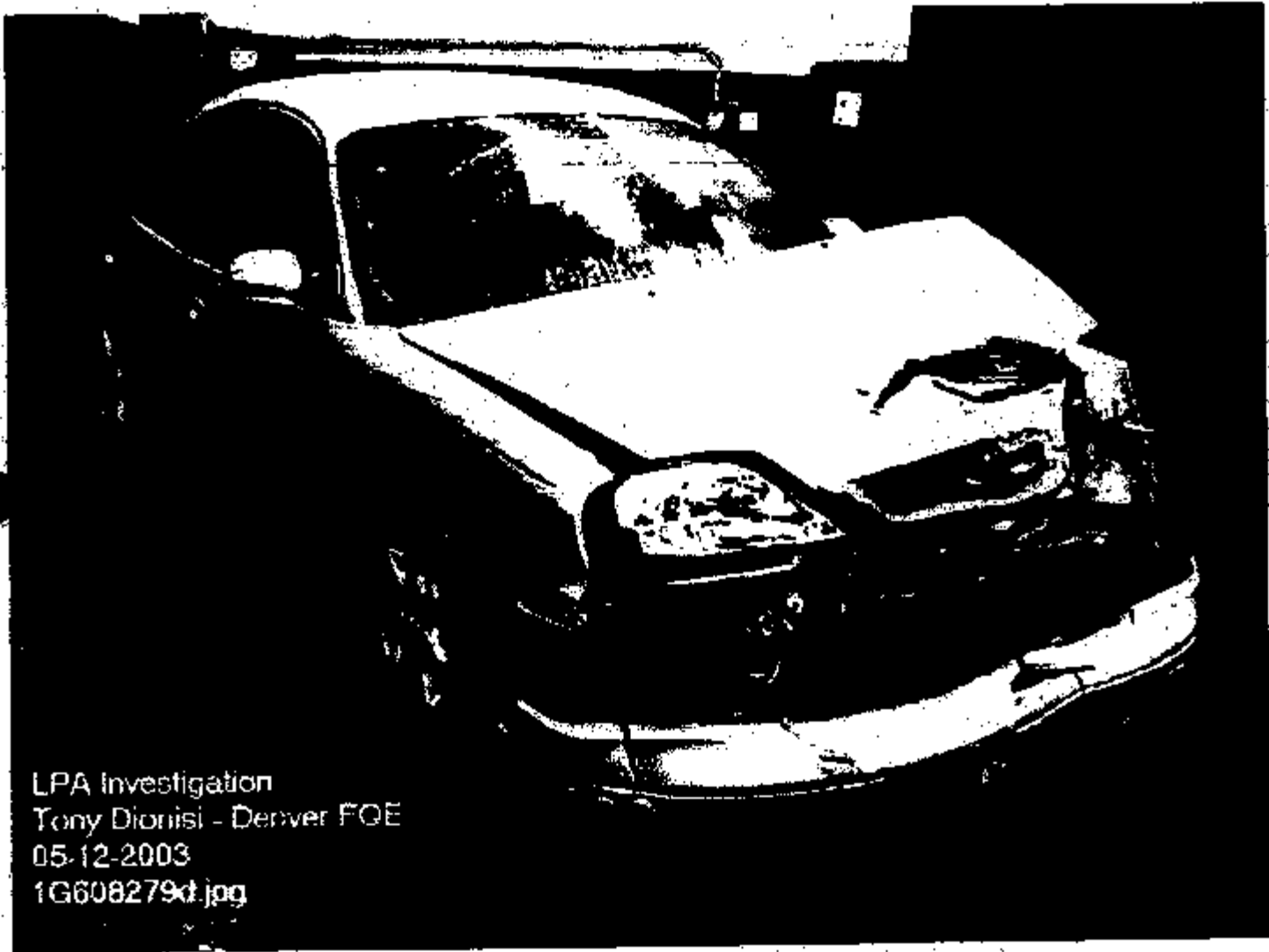


LPA Investigation  
Tony Dimaio - Denver I/OE  
05-12-2003  
1G608279b.jpg  
Odometer reading

ENG-010 8234

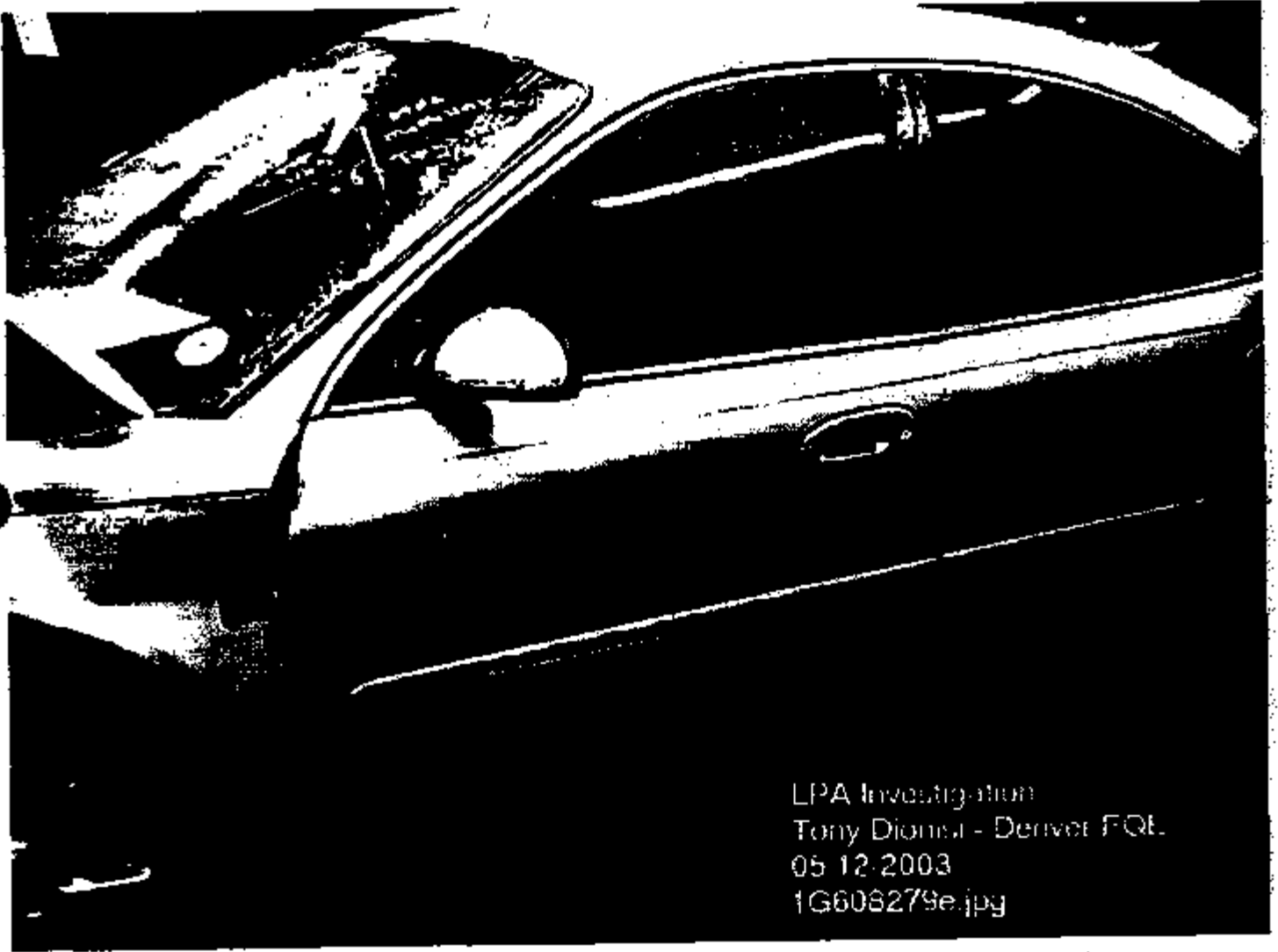


LPA Investigation  
Tony Dionisi - Denver F  
05-12-2003  
1G608279c.jpg



LPA Investigation  
Tony Dionisi - Denver FOE  
05-12-2003  
1G608279d.jpg

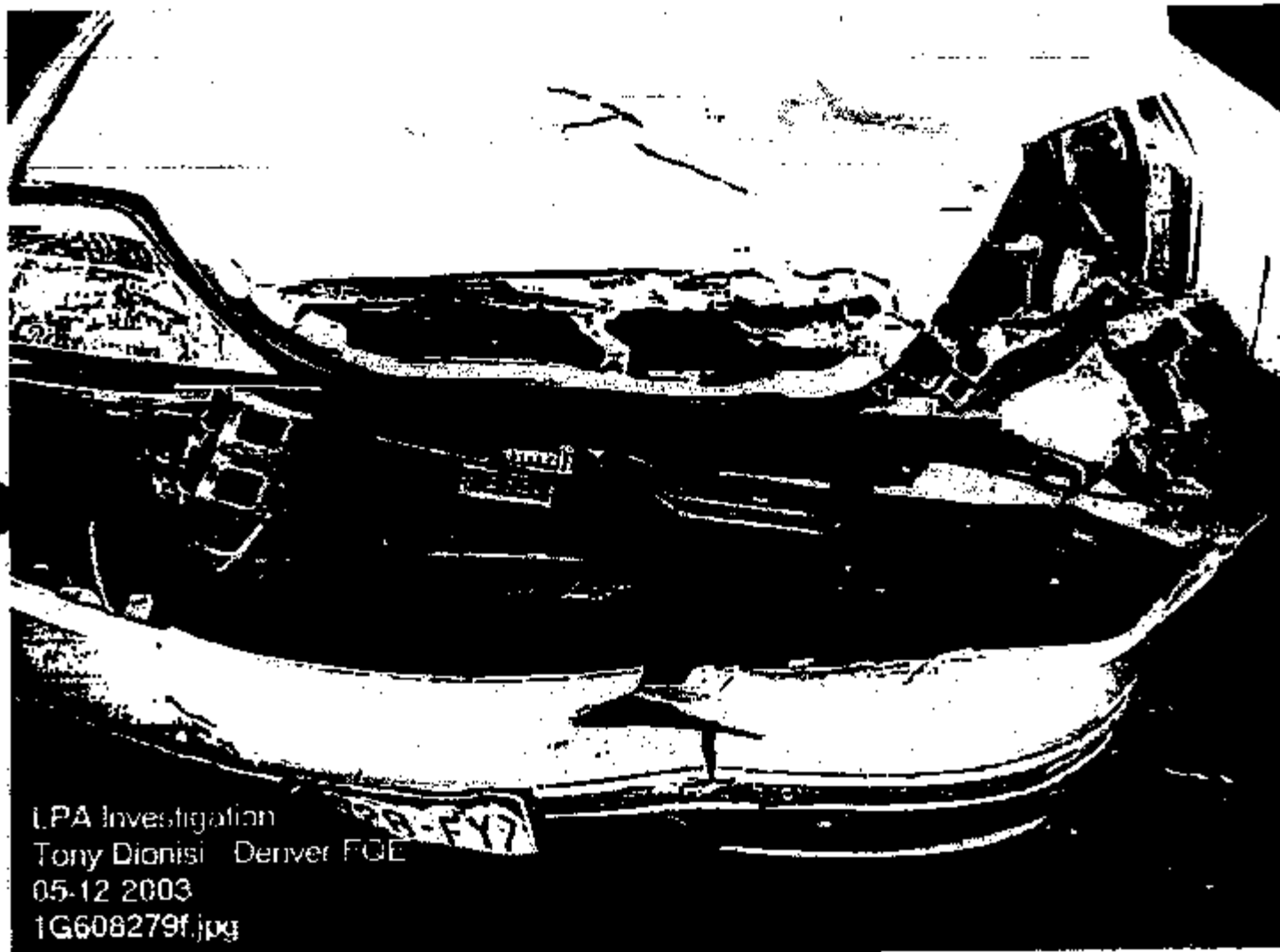
ER83-818 8236



LPA Investigation  
Tony Diomisi - Denver FOL  
05-12-2003  
1G606279e.jpg

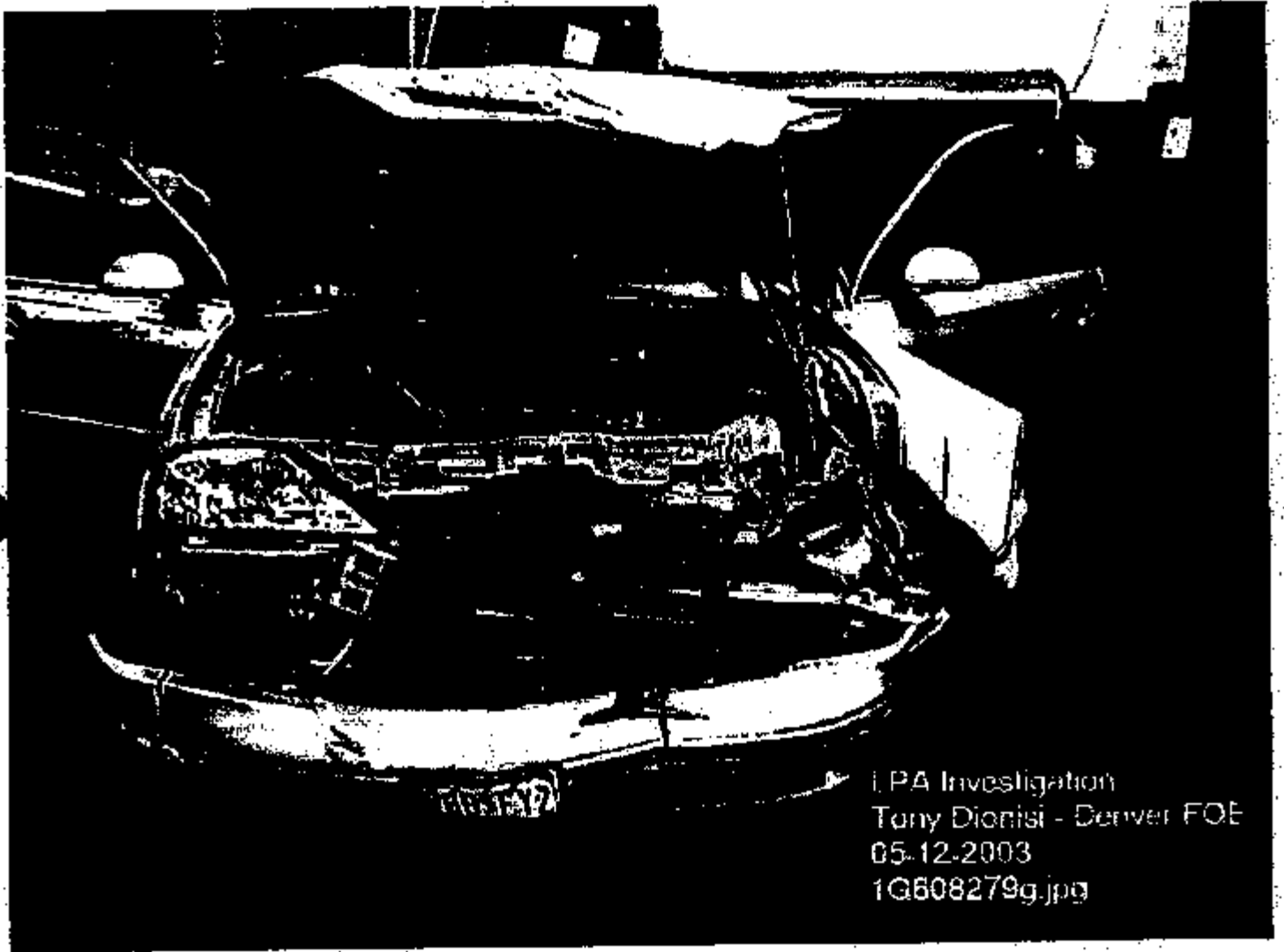
ER03-010 0237





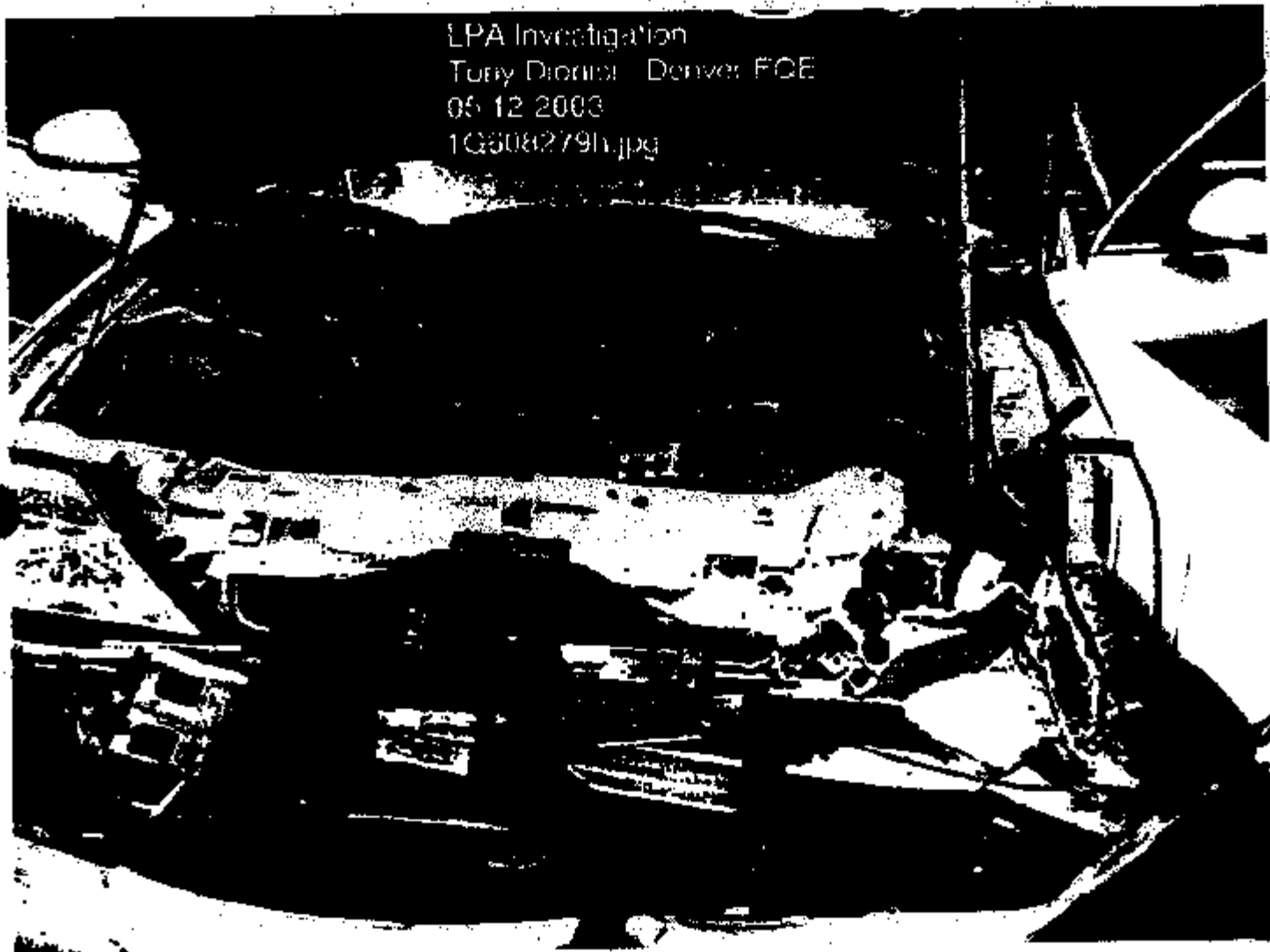
LPA Investigation  
Tony Dionisi Denver FGE  
05-12 2003  
1G608279f.jpg

ER63-010 0238



IPA Investigation  
Tony Dionisi - Denver FOE  
05-12-2003  
1G608279g.jpg

LPA Investigation  
Tony Diorio - Denver FCE  
05 12 2003  
1G3082791.jpg



ER03-810 8248

LPA Investigation  
Tony Dionisi - Denver FQE  
05-12-2003  
1G608279.jpg

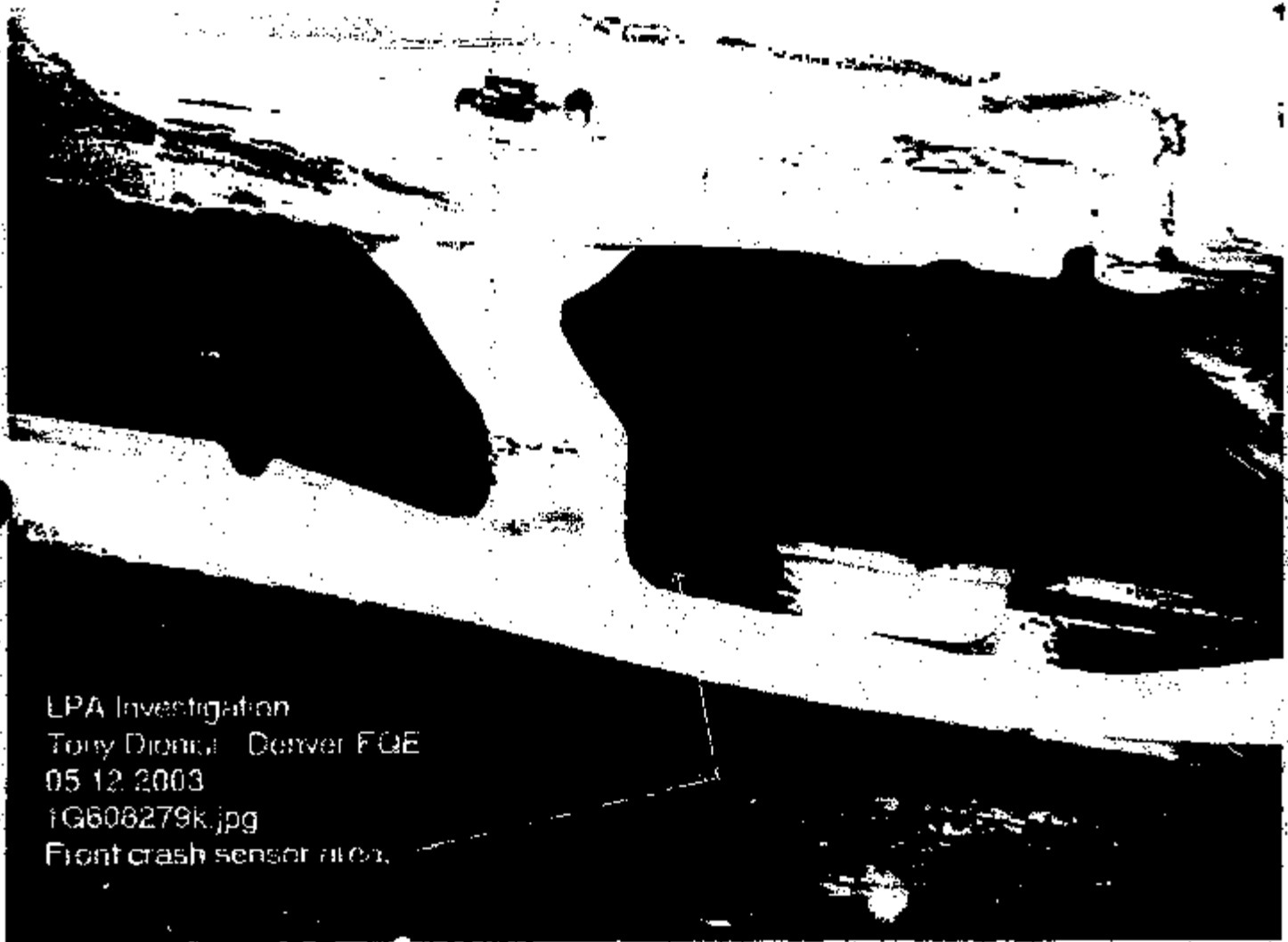


E803-010 0241

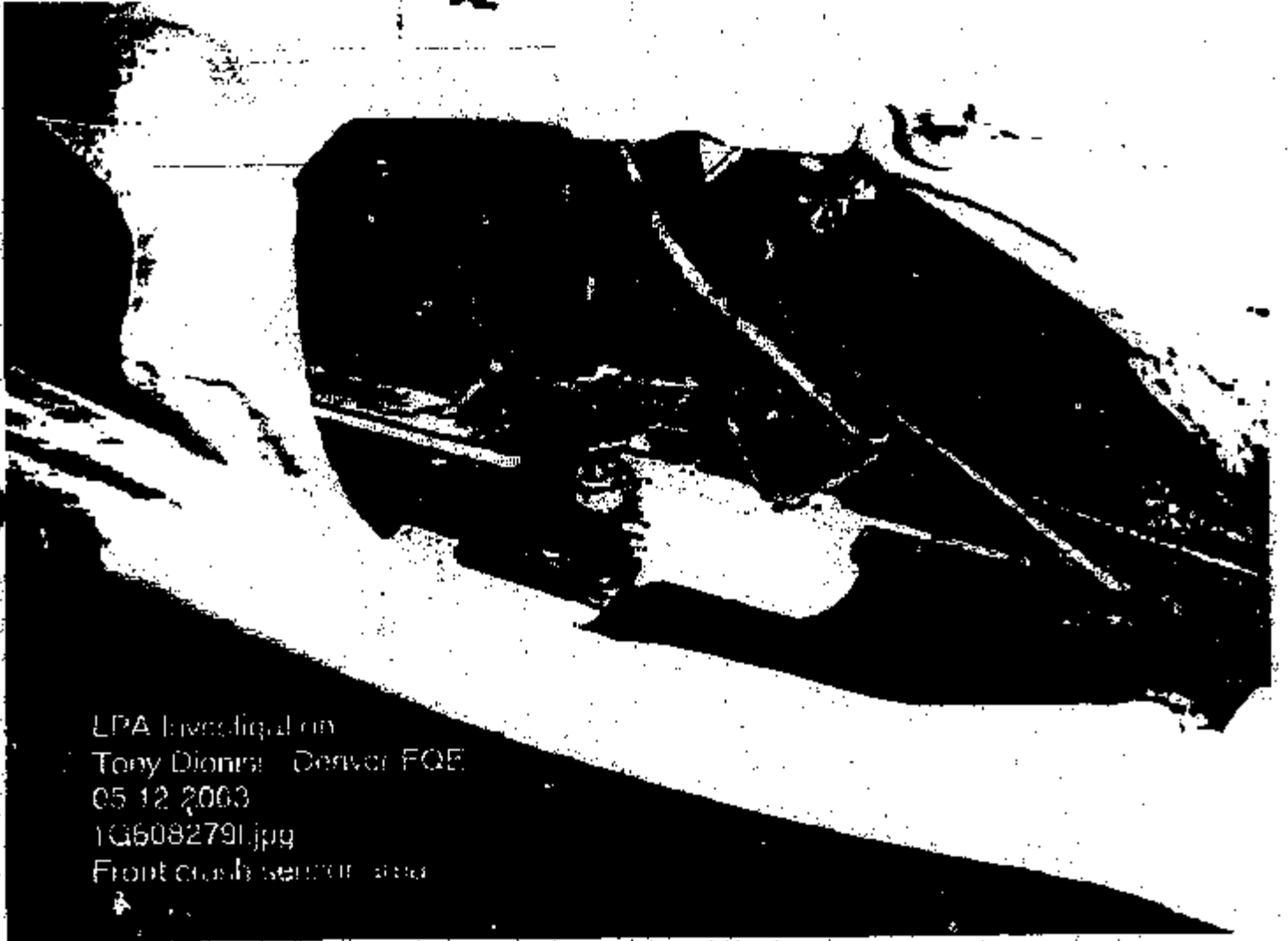
LPA Investigation  
Tony Diomata Denver FOE  
05 12 2003  
1G608279.jpg



EP03-010 0242



LPA Investigation  
Tony Dionisi - Denver FGE  
05 12 2003  
1G606279k.jpg  
Front crash sensor area.



LPA Investigation  
Tony Dionna - Denver FQE  
05 12 2003  
1G6082791.jpg  
Front crash sensor area

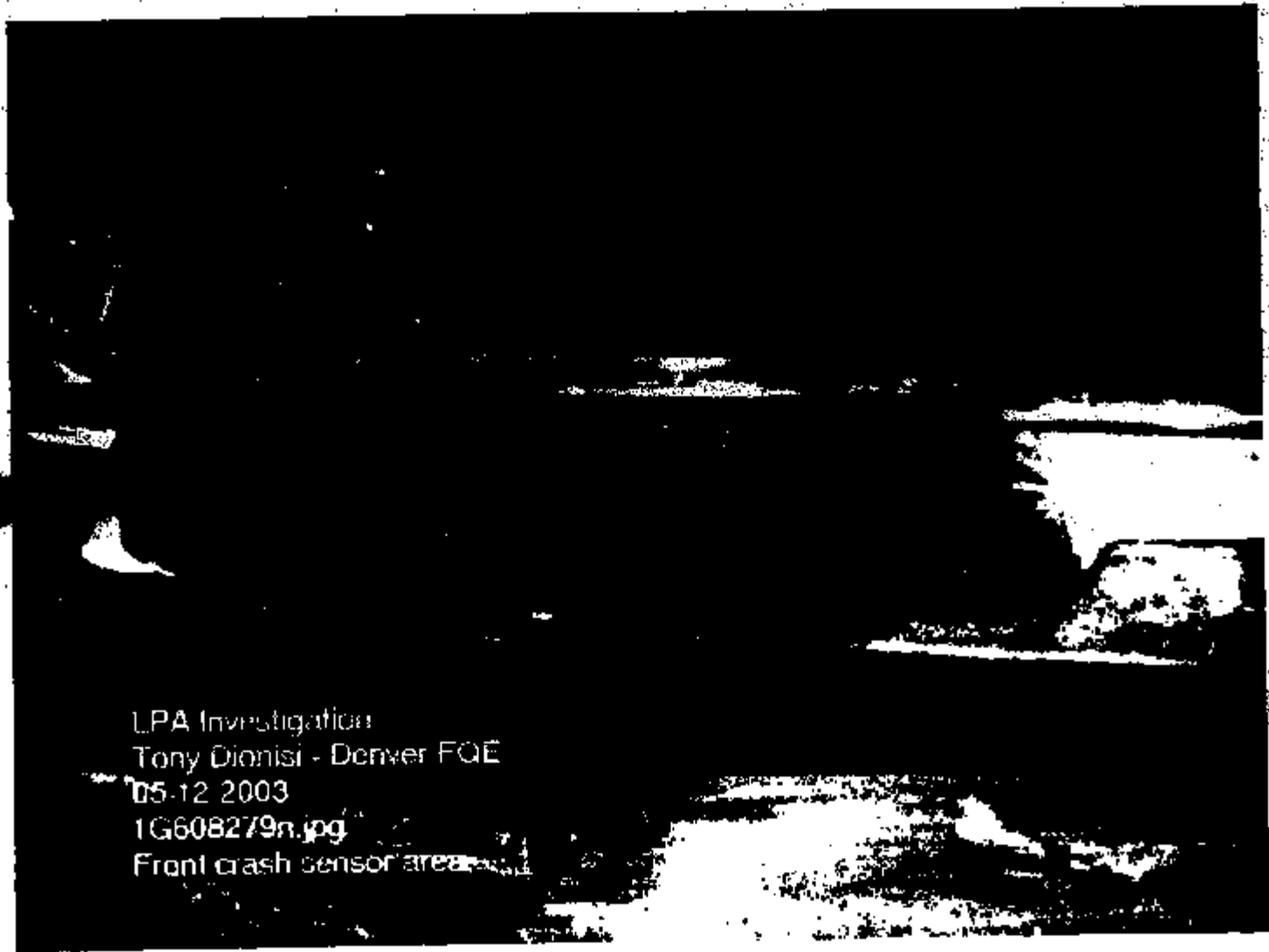
ER03-010 0244



LPA mandarin  
Tony Dumas - Denver CO  
05/12/2007  
1050079m.jpg  
Front cover enclosure

EA83-010 0245

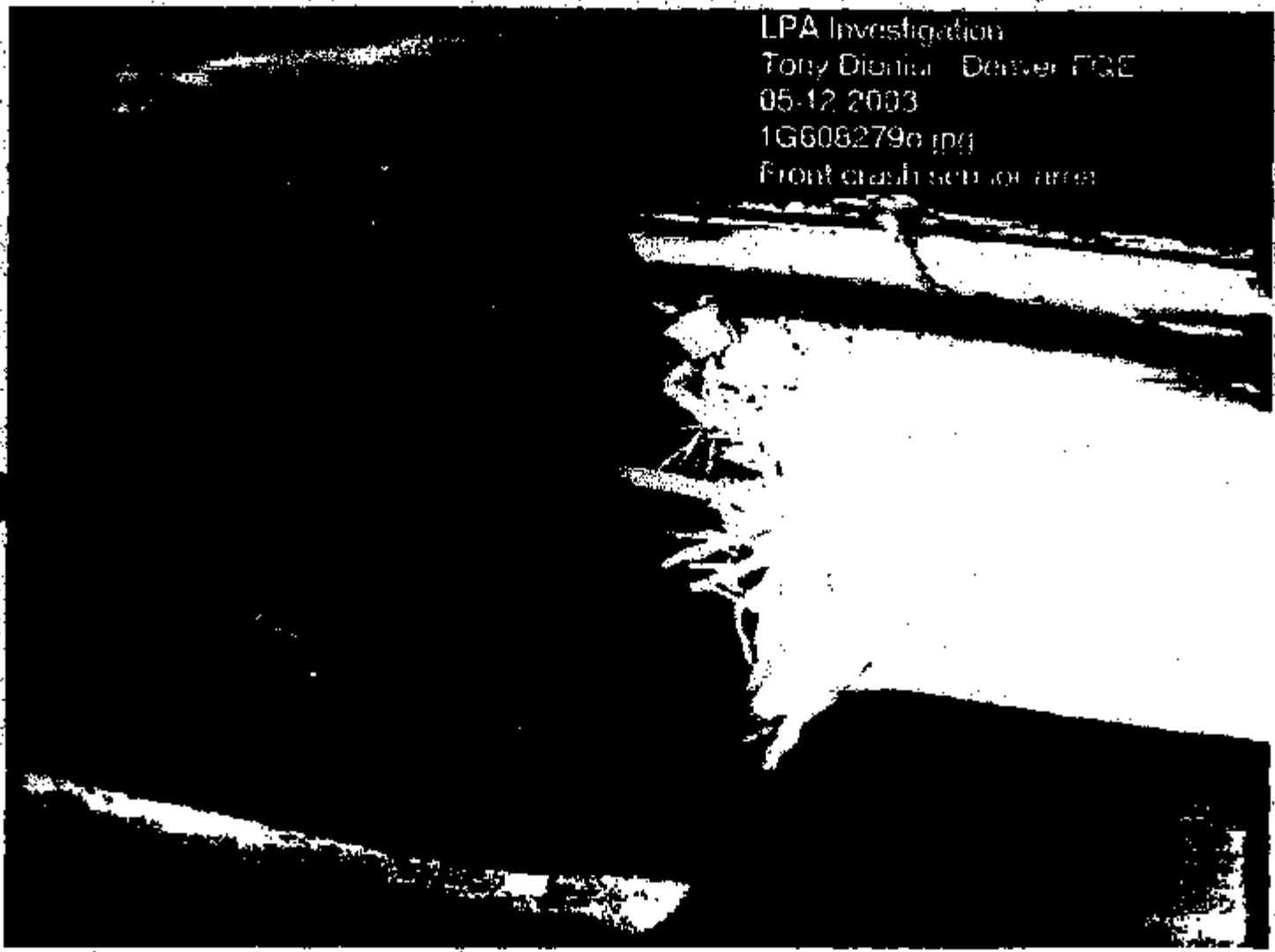




LPA Investigation  
Tony Dionisi - Denver FQE  
05-12-2003  
1G608279n.jpg  
Front crash sensor area

ENC3-010 0246

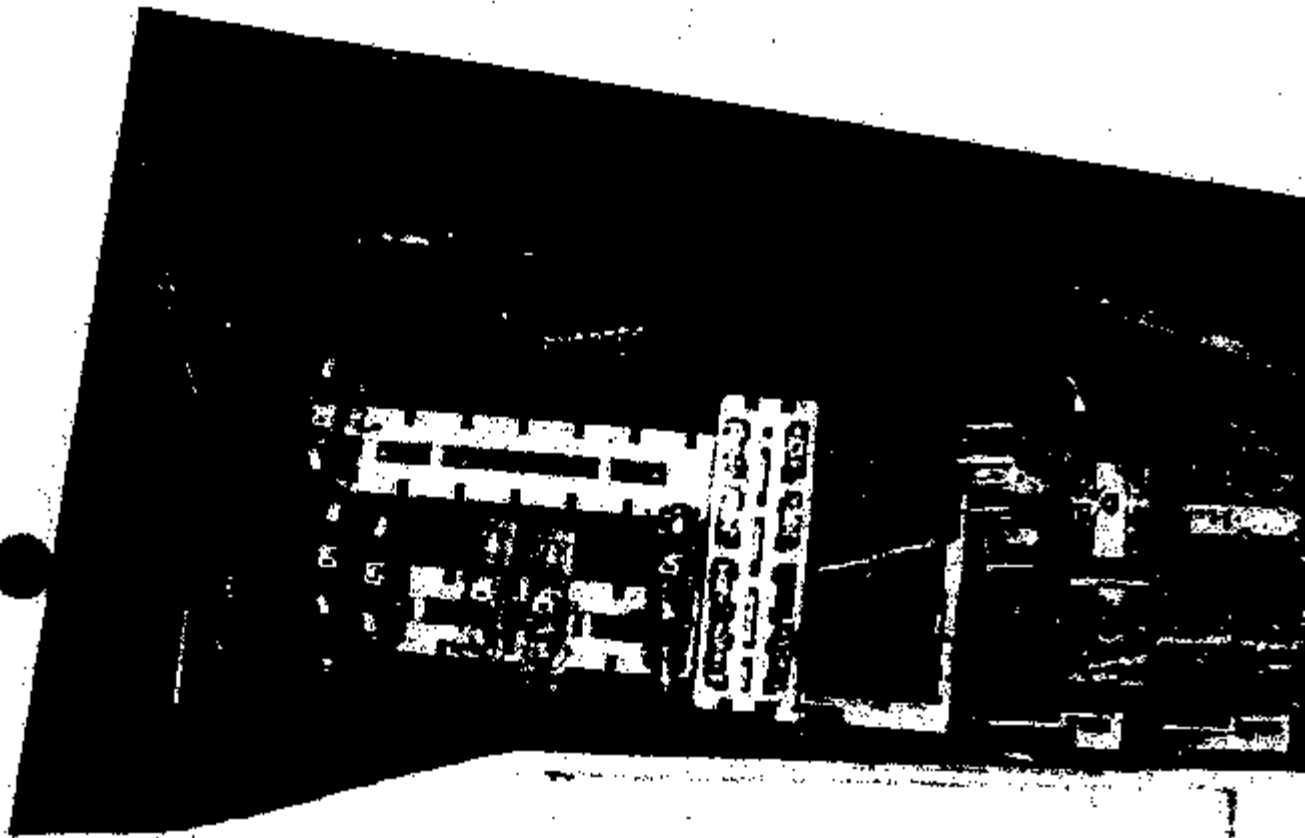
LPA Investigation  
Tony Dionisi - Denver FGE  
05-12-2003  
1G6082796.jpg  
Front crash net for area



EA03-018 8247



EPA Investigator  
Tony Gomez Denver FOE  
06/12/2004  
00000279.jpg  
Float trash sensor area



LPA Investigation  
Tony Dionisi - Denver FQE  
05-12-2003.  
1G808279q.jpg  
Fuse panel - engine compartment,

EAS3-010 0240



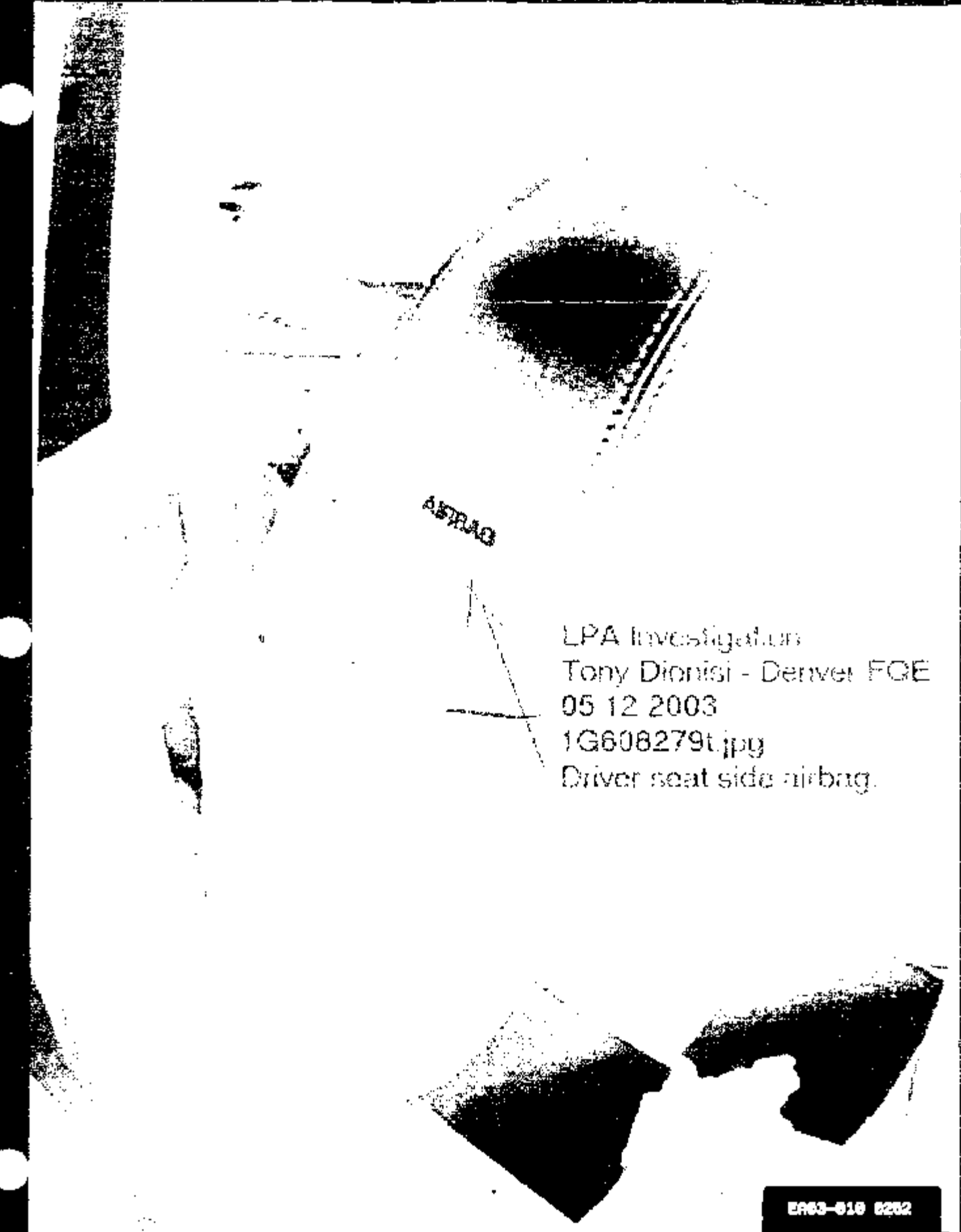
LPA Investigation  
Tony Dionisi - Denver FGE  
05-12-2003  
1G606279r.jpg  
Fuse panel - engine compartment.

ENG-010 0250



LPA Investigation  
Tony Diomisi - Denver FOE  
05 12 2003  
1G608279s.jpg  
Inside unit.

E003-010 0201



AIRBAG

LPA Investigation  
Tony Dionisi - Denver FGE  
05 12 2003  
1G608279t.jpg  
Driver seat side airbag.

EN63-010 0202

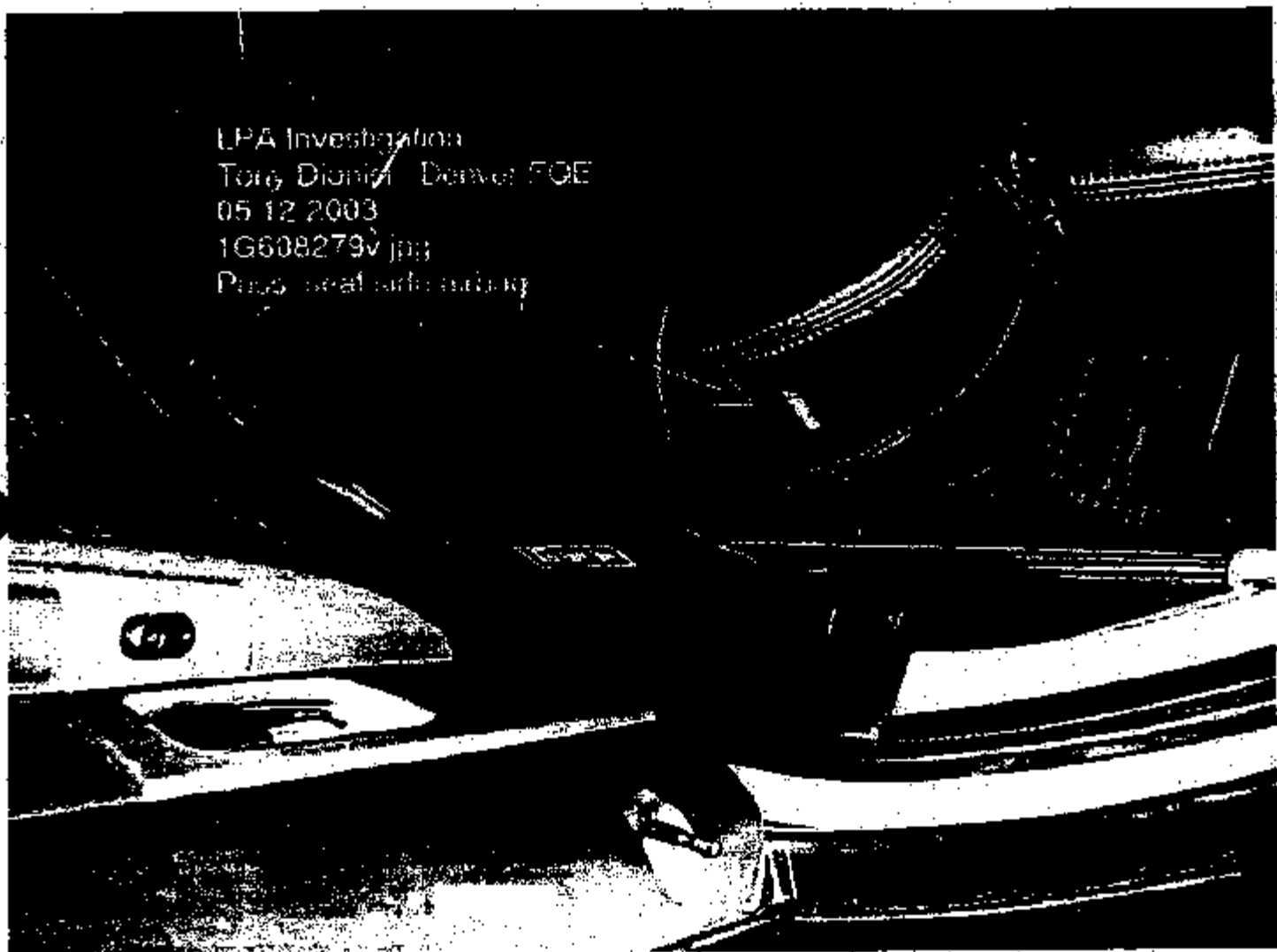


LPA Investigation  
Tony Diorniti - Denver FOE  
05 12 2003  
10032790.jpg  
RH side - inside  
Bumper material.

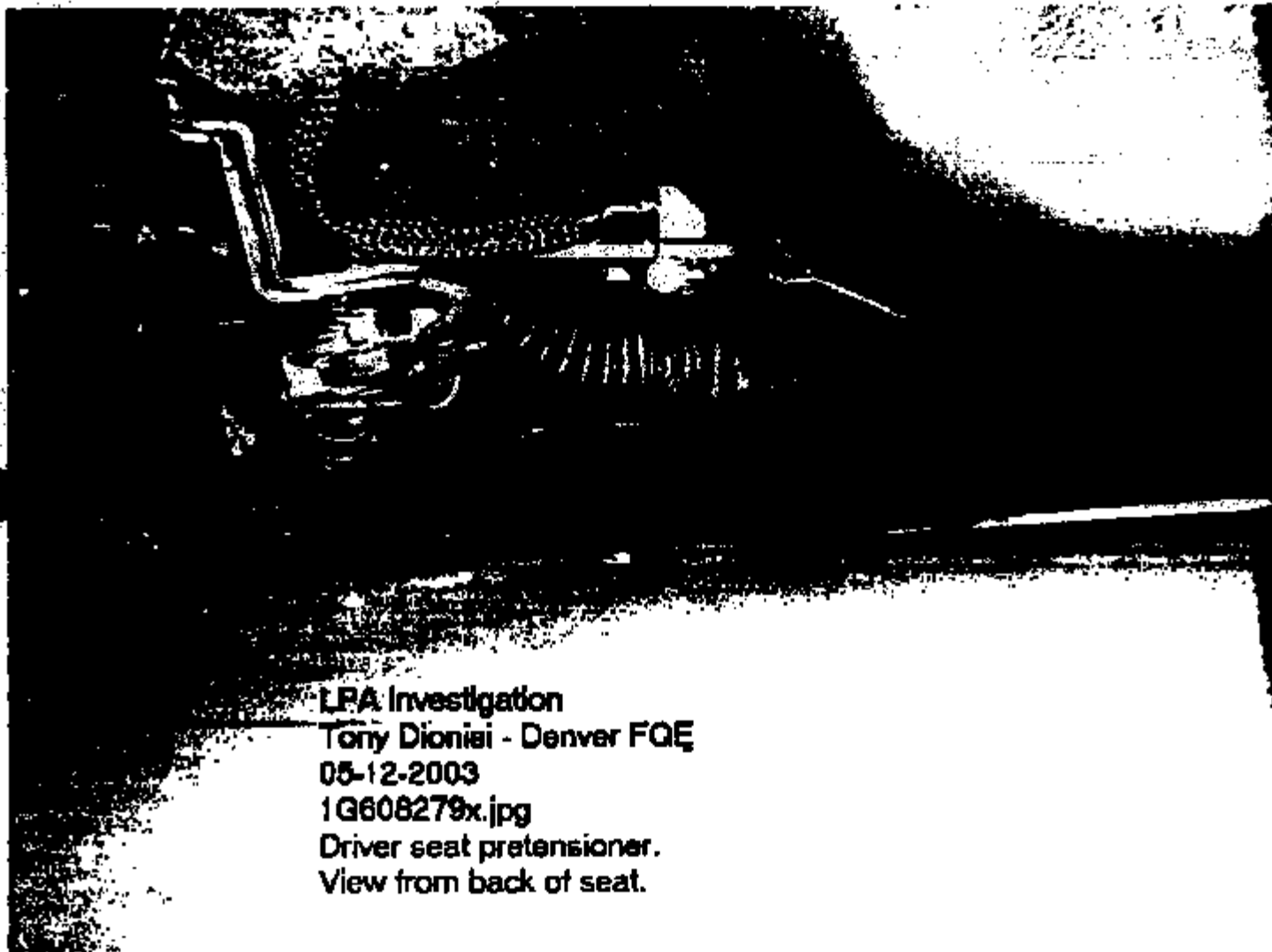
E003-010 0253



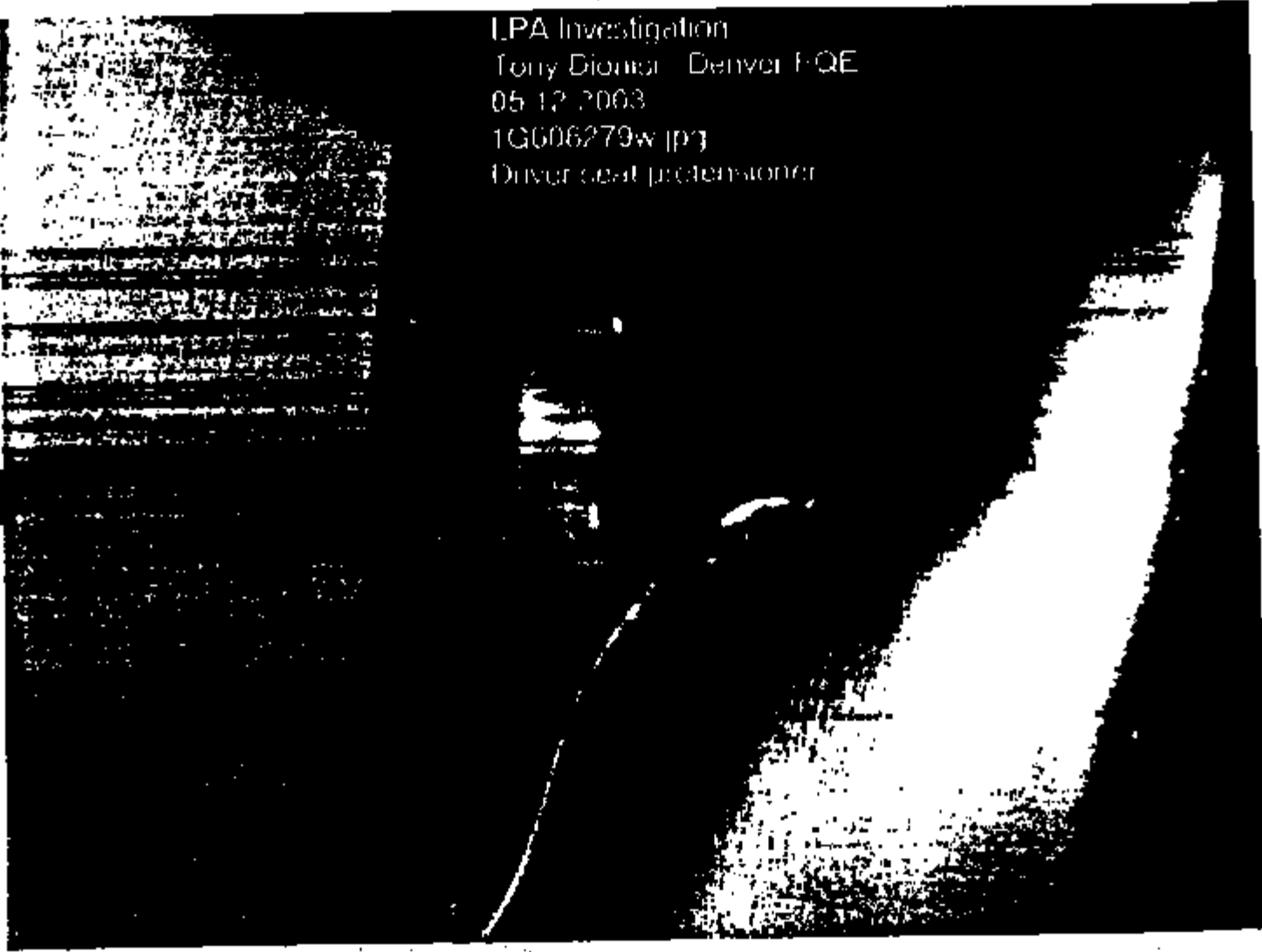
LPA Investigation  
Tory Dionisi Denver FGE  
05 12 2003  
1G608279v.jpg  
Pass seat articulation



ER03-010 8254

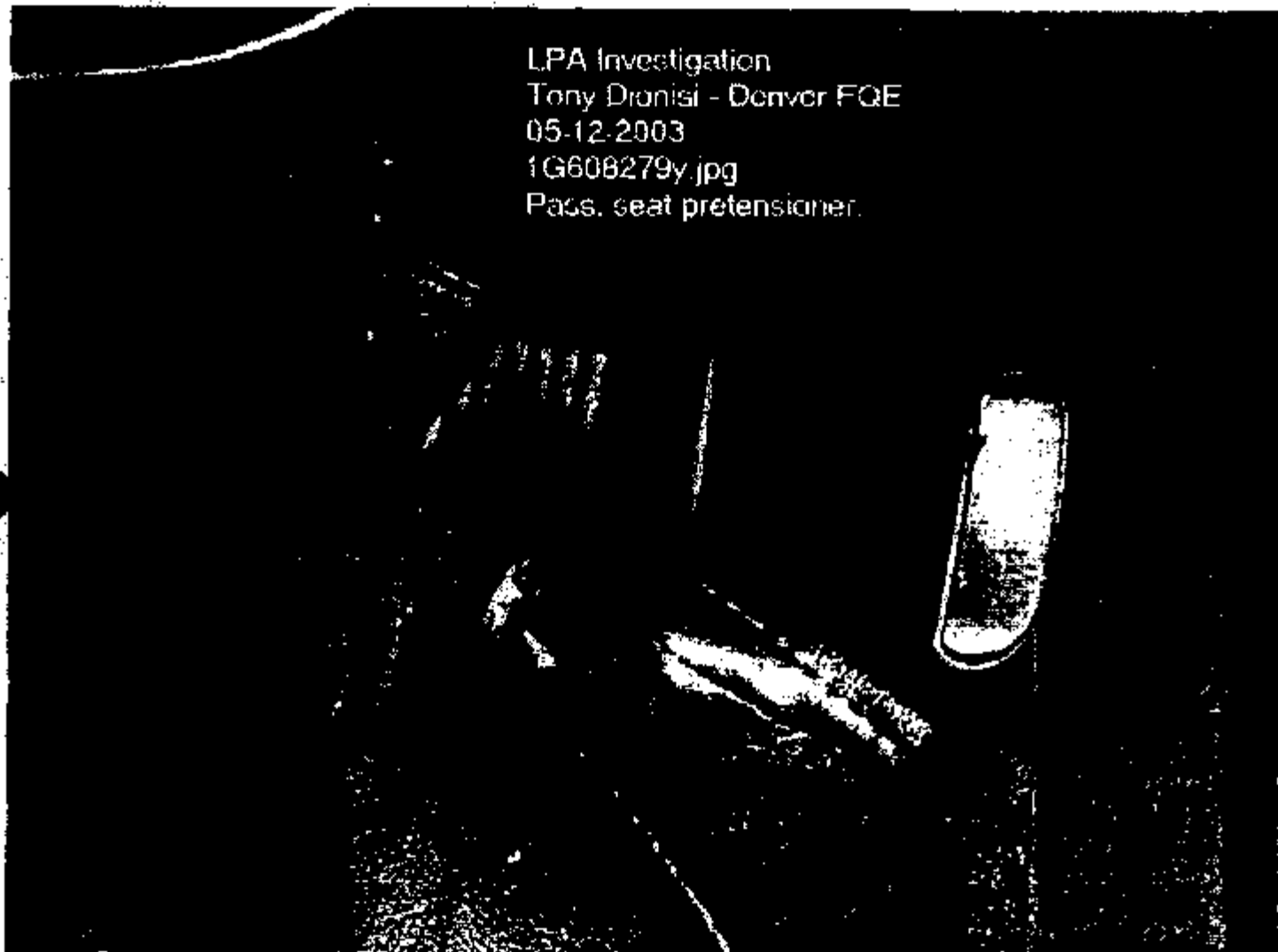


LPA Investigation  
Tony Dionisi - Denver FOE  
05-12-2003  
1G606279x.jpg  
Driver seat pretensioner.  
View from back of seat.

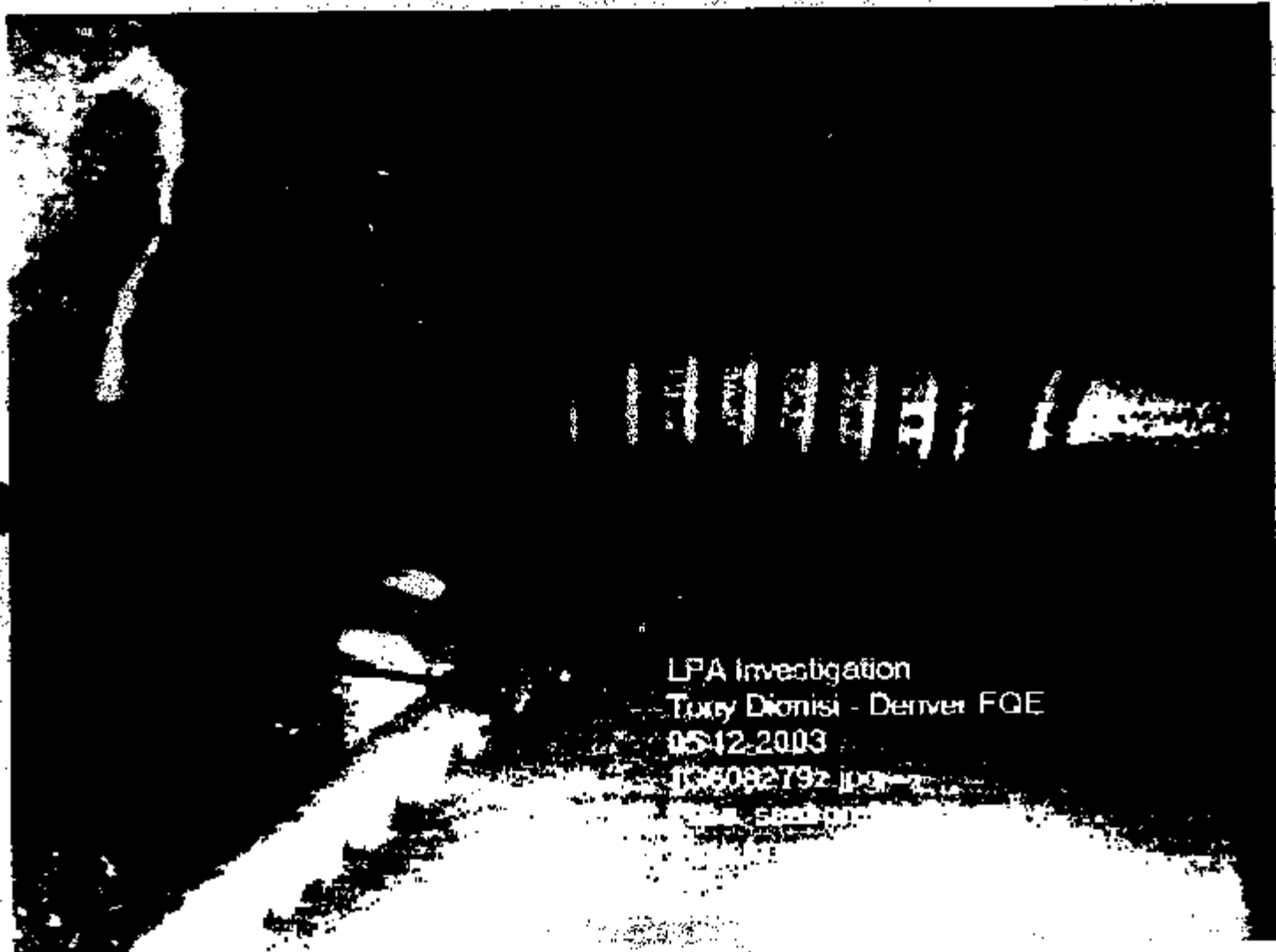


LPA Investigation  
Tony Diomar - Denver FQE  
05-17-2003  
1G606279w.jpg  
Driver seat pretensioner

LPA Investigation  
Tony Dronisi - Denver FQE  
05-12-2003  
1G608279y.jpg  
Pass. seat pretensioner.

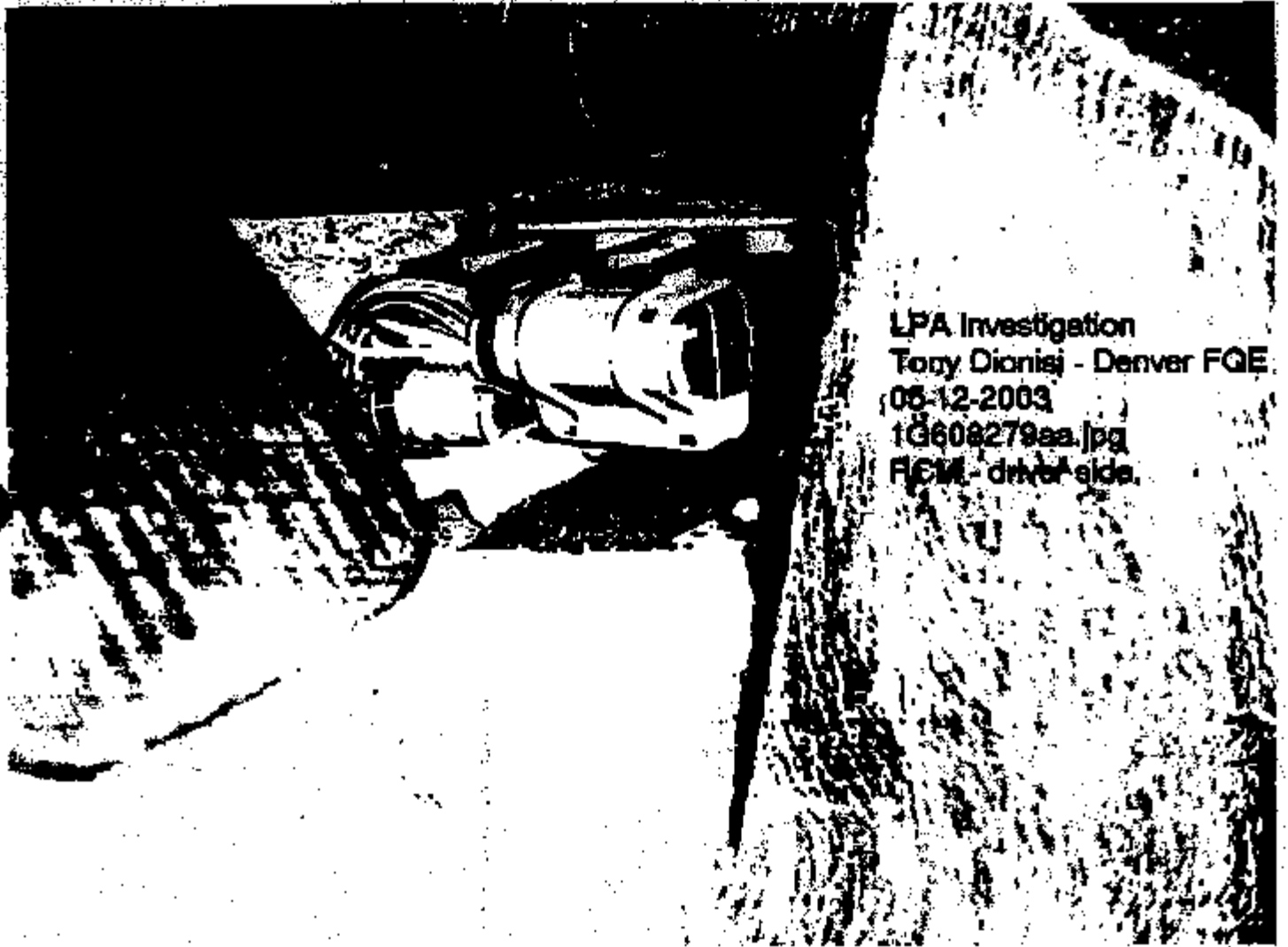


ER03-010 5257



LPA Investigation  
Tuxy Dimisi - Denver FGE  
05-12-2003  
106082792.jpg  
Page 580000

EA03-018 B259

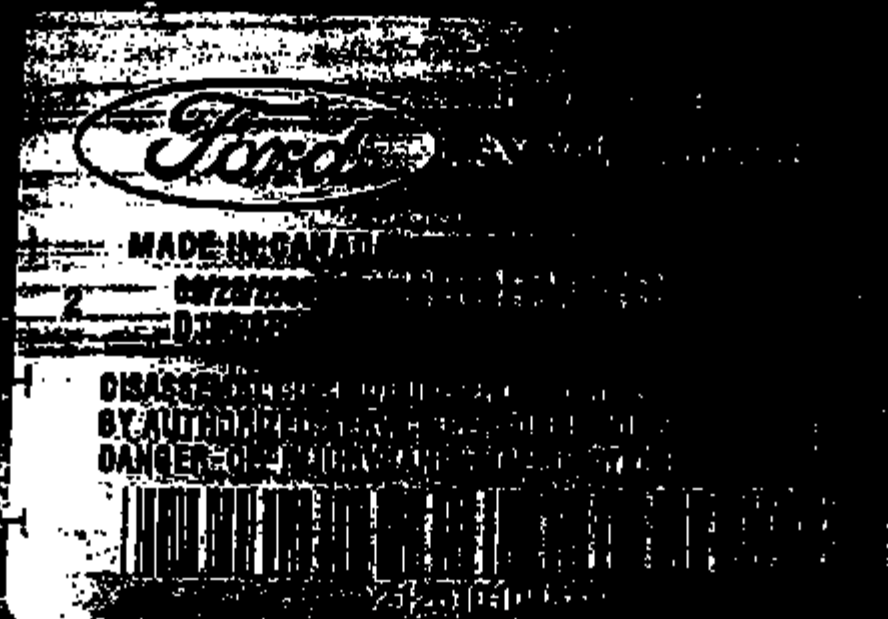


LPA Investigation  
Tony Dionisi - Denver FGE  
05-12-2003  
1G608279aa.jpg  
FCM - driver side.

ERG3-818 8258

LPA Investigation  
Tony Donisi - Denver FQE  
05 12 2003  
1G608279bb.jpg  
RCM.

ER03-010 0260



LPA Investigation  
Tony Dionisi - Denver FGE  
05-12-2003  
1G606279cc.jpg  
RCM label.



WESTERN AIRCRAFT COMPANY

Serial
Att
Off
Fax



To: [Redacted]  
 From: [Redacted]

ER03-010 0202





# Facsimile Cover Sheet

TO: [REDACTED]

COMPANY:

PHONE: [REDACTED]

RE: 2001 Mercury Sable  
VIN: 1MEHM55S91G608279

FROM: Tracy Bush

COMPANY: Ford Motor Company, Consumer Affairs

PHONE: (313) 594-1624 FAX: (313) 845-5669

NUMBER OF PAGES (Including Cover): 3

**Leich, Cherie (C.A.)**

**From:** tomras@qwest.net  
**Sent:** Saturday, April 19, 2003 12:47 PM  
**To:** fordcalp@ford.com  
**Subject:** Dealer Request For Consumer Affairs Review

Dealership Name: Still-TerHar Motors, Inc.  
Requesting Dealer: Thomas Rasmussen  
P&A Code: 03297,03297  
Region: 56  
State: CO  
Contact Person: Thomas Rasmussen  
Contact Phone: (303)469-1801

APR 20 2003  
12:47 PM  
FORD CALP

WSD: 11/09/2001  
Year: 2001  
Model: Sable  
VIN: 1MEHM55S91G60827  
Mileage: 14000  
Customer: [REDACTED]  
Customer: [REDACTED]  
Customer: [REDACTED]  
Customer: [REDACTED]  
Customer: [REDACTED]  
Customer: [REDACTED]  
Customer: [REDACTED]  
Customer: [REDACTED]  
Customer: [REDACTED]  
Customer Region: Denver Region


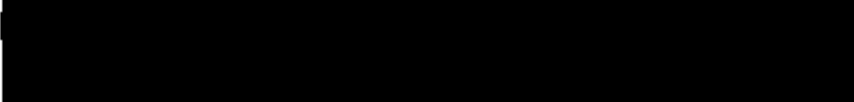
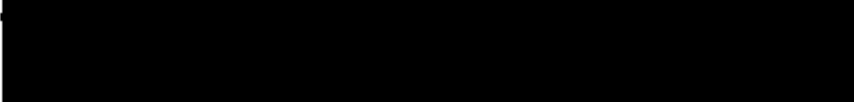
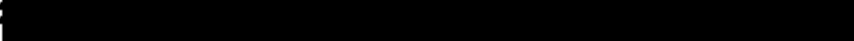
Accident: Yes

Date of Incident: 04/10/2003  
Is customer alleging a component defect caused the incident: No  
If yes, what type and details:  
Police Report Filed: Yes  
If yes, where: unknown  
Has the Insurance Company been contacted: Yes  
What did the insurance company advise: inflatable restraint failure  
Name and phone number of owner's insurance company & agent's name: unknown  
If the vehicle is a conversion unit, who is the coach builder:  
City:  
State:  
Zip:

Resolution that customer is seeking: Customer alleges after head-on collision, supplemental restraints failed, and caused cardiac trauma. Customer seeks review from regional level or higher for proper air bag operation.  
Comments: Customer vehicle is at Abra Auto Body in Boulder, Colorado. Customer to provide more information via facsimile week of April 21. Will forward to appropriate person when instructions arrive.

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	QND#	STATUS
16	05/06	16:08	3834693398	EC--B	00'36"	003	201	OK

# Facsimile Cover Sheet

TO:   
 CO:   
 PH:   
 RE: 

VIN: YMEHM55S91G608279

FROM: Tracy Bush

COMPANY: Ford Motor Company, Consumer Affairs

PHONE: (313) 594-1624 FAX: (313) 845-5669

NUMBER OF PAGES (Including Cover): 3

# Facsimile Cover Sheet

TO:

COM

PHO

RE: 2001 Mercury Sable  
VIN: 1MEHM55S91G608279

FROM: Tracy Bush

COMPANY: Ford Motor Company, Consumer Affairs

PHONE: (313) 594-1624      FAX: (313) 845-5669

NUMBER OF PAGES (Including Cover): 3

*Ford Motor Company*

Consumer Affairs

SENT VIA FAX

May 6, 2003



RE: 2001 Mercury Sable  
VIN: 1MEHM53S91G608279

Dear Mr. 

We acknowledge the recent information you submitted with respect to your claim. To assist us in a more timely, accurate evaluation of this claim, we would like to obtain the Restraint Control Module from your vehicle.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved in its current condition because Ford Motor Company has the option to inspect the vehicle and remove and test any component part that you claim to be defective.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. In any event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved.

We are requesting the opportunity to have a Ford Field Quality Engineer evaluate your allegations of existing vehicle non-conformities. Please deliver the above-mentioned vehicle to John Elway Ford in Boulder, Colorado at 8:00 AM on Friday May 9, 2003.

To formally accept this offer, please sign and return this verification to me via fax at (313) 545-5669 within ten (10) days of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 594-1824

(X) \_\_\_\_\_





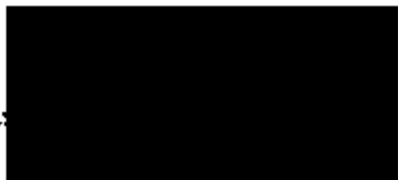
Respectfully yours,

Tracy Bush  
Consumer Affairs

EN63-010 0270



To: Tracy



From:

From:



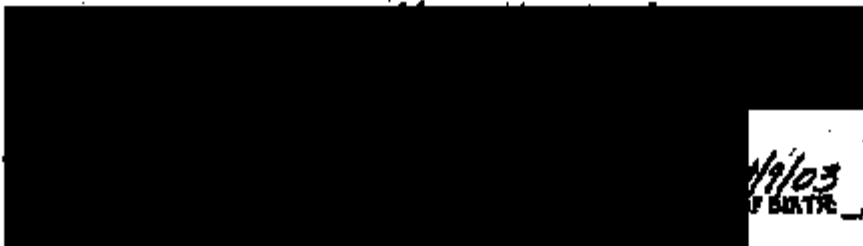
ENG3-010 0272

Andrew Velock - 3-Day Request Form - Tiburon.DOC

**BOULDER COUNTY SHERIFF'S OFFICE  
REQUEST TO INSPECT PUBLIC RECORDS**

In accordance with Colorado Revised Statutes, 24-72-201 through 206, concerning Inspection, Copying and Photographing Public Records, and 24-72-301 through 24-72-309 concerning Criminal Justice Records, the BCSC will provide, for public inspection, records in the custody of the Sheriff's Office which are legally allowed within the provision of the above referenced statutes. The Sheriff's Office is authorizing dissemination ONLY to the below requester in accordance with C.R.S. 24-72-304, secondary dissemination may violate this statute and will not be the responsibility of the Sheriff's Office. To request a copy of a record you MUST complete this form, which will be retained in the file of the requested record. All requests are processed as soon as possible, but may take up to 3 working days if the record requested is: in an inactive file, unusually long, or needs to be reviewed by administration. Requests for on-going investigations, which may hinder or jeopardize the case, may be denied. Should your request be denied, you may request a written explanation as to why the request was denied.

**A SEARCH FEE WILL BE ASSESSED FOR EVERY REQUEST TO INSPECT PUBLIC RECORDS WHETHER OR NOT THE REQUESTED RECORD IS LOCATED.**



4/9/03  
DATE 3/24/03

**CHECK INFORMATION REQUESTED:**

- CASE REPORT FOR VICTIM:** NO CHARGE TO PERSONS INDEXED AS A VICTIM OF THE REPORT.
- CASE REPORT:** \$2.50 FOR EACH SEARCHED CASE REPORT (INCLUDES COPYING OF FIRST FIVE PAGES OF REPORT, \$25 PER EACH ADDITIONAL PAGE).
- CRIMINAL HISTORY:** \$4.00 PER CRIMINAL HISTORY SEARCH. A CRIMINAL HISTORY CONSISTS ONLY OF ANY ARREST(S) THAT LANDED THE SUBJECT IN THE BOULDER COUNTY JAIL AND ANY CRIMINAL SUMMONS ISSUED TO THE SUBJECT.
- NON-CRIMINAL HISTORY:** \$4.00 PER NON-CRIMINAL HISTORY SEARCH. A NON-CRIMINAL HISTORY CONSISTS OF SUSPECT, VICTIM, WITNESS, COMPLAINANT AND INVOLVED PERSON INFORMATION.
- COMBINED HISTORY (CRIMINAL & NON-CRIMINAL):** \$4.00 PER COMBINED HISTORY.
- MUGSHOT:** \$2.50 PER MUGSHOT.
- LIST OF BOULDER COUNTY REGISTERED SEX OFFENDERS:** Must show picture ID and PROOF OF RESIDENCY.

**YOUR SIGNATURE ACKNOWLEDGES THAT YOU WILL PAY ALL SHERIFF'S FEES ASSOCIATED WITH THIS RECORDS REQUEST, AND THAT PER STATUTE 24-72-301.2 THE SEARCHED RECORDS WILL NOT BE USED FOR THE DIRECT SOLICITATION OF BUSINESS FOR PECUNIARY GAIN.**

SIGNATURE: X

DATE: X 4/24/03

EO93-010 0273

Copy - ext NY 515 4103

STATE OF COLORADO TRAFFIC ACCIDENT REPORT  
AMENDED/SUPPLEMENTAL REPORT UNDER \$1,000 ACCIDENT

Form of Colorado  
Motor Vehicle  
Traffic Accident  
Report CO 80501-01/1  
PART 1 OF 1 (9/03)

03-6492

DATE OF ACCIDENT: 4/19/03 CITY: Superior COUNTY: Larimer

TIME: 1:05 PM ROAD TYPE: 515 DRIVER: Chinese "SIS" OCCUPANT: Chinese

PLATE: 2001 LOCATION: ROUTE 100, STREET, ROAD: JUST ON BE N W OF

DATE OF REPORT: 4/19/03

REPORT MADE BY: 2

VEHICLE 1: #2 MAKE: FORD MODEL: FORD

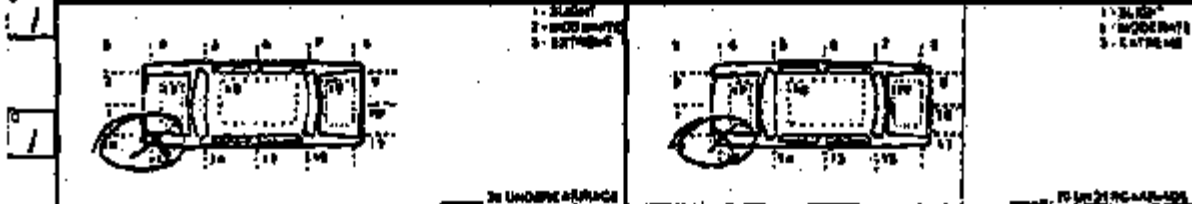
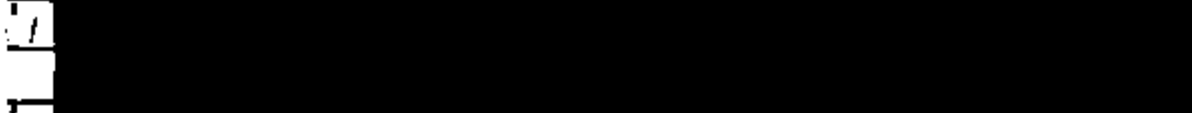


VEHICLE DAMAGE

VEHICLE 1: 2003 Ford Focus CO SILVER

VEHICLE 2: 2001 Dodge 5th CO 78FYR SILVER

VEHICLE 3: 1998 Honda 16608279



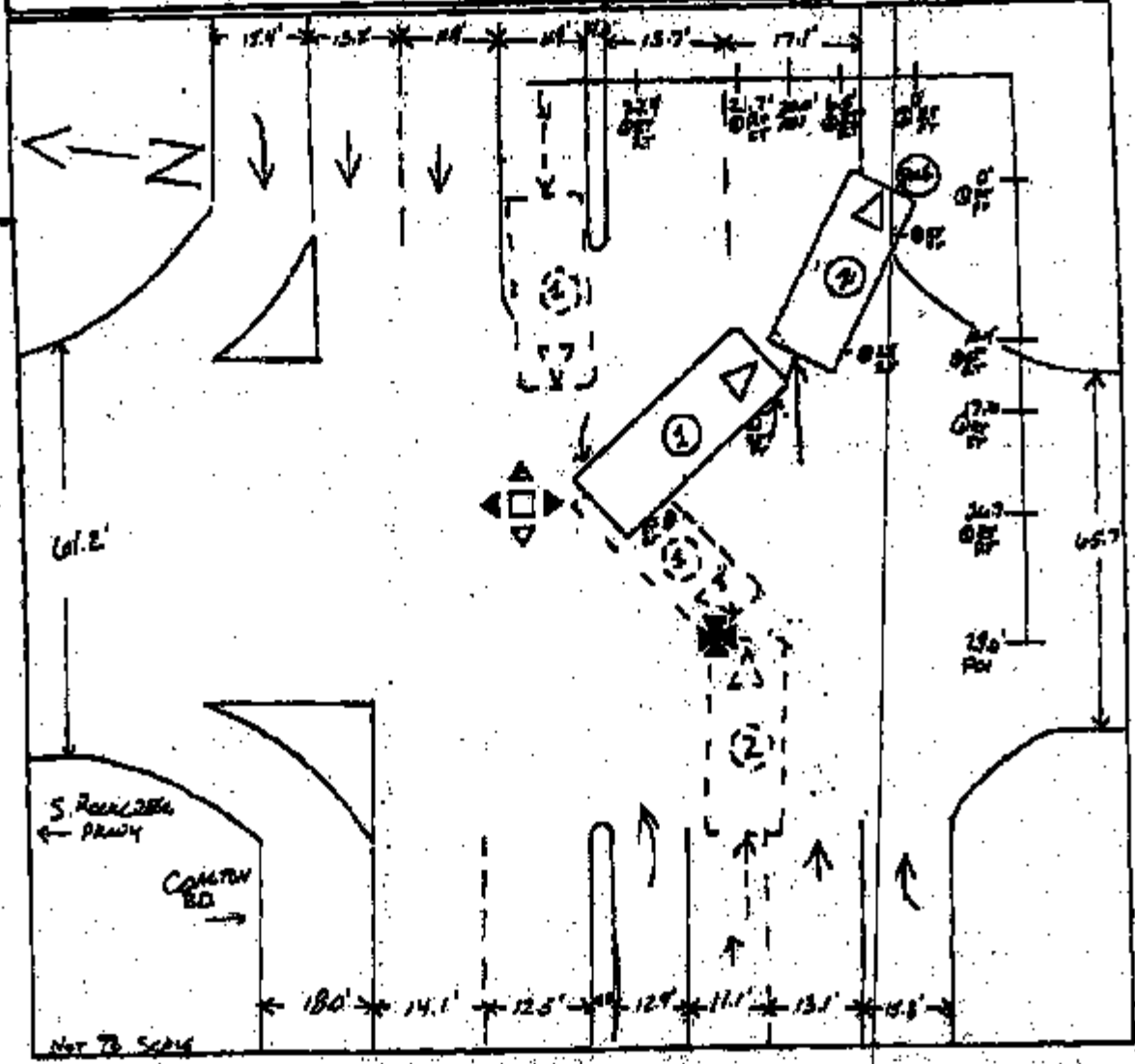
INSURANCE CO: LIBERTY MUTUAL LEP DATE: 1/13/04

INSURANCE CO: SALT LAKE LEP DATE:

ADDRESS: CITY STATE ZIP ADDRESS: CITY STATE ZIP

LINE	NO	ACFT	CLASS	AGE	SEX	WEIGHT
1	1	1	2	3	33	F
2	1	1	2	2	32	F

VEN. #1 WAS EAST BOUND APPROACHING THE INTERSECTION OF COASTON RD AND ROCK CREEK PARKWAY. VEN. #2 WAS WEST BOUND ON COASTON RD ABOUT TO TURNING LEFT (SOUTHBOUND) ONTO ROCK CREEK CIRCLE (THE SAME INTERSECTION). THE LIGHT WAS GREEN FOR EAST/WEST TRAFFIC. VEN. #1 TURNED IN FRONT OF VEN. #2 CAUSING THE CRASH. VEN. #1 WAS TRAVELING LEFT TURN 5 MPH PER HOUR AND VEN. #2 30-35 MPH ACCORDING TO WITNESSES.



**ISSUE LIST**

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
5/1/2003 INVESTIGA	[REDACTED] LEGAL - GENERAL/OTHER	1MEHM55S91G80279 [REDACTED]	2001 SABLE	07

EM03-010 0279

VIN  
1FDRE30M0RHA18540

1MEHM55S81G808279

Year Model  
1982 ECONOLINE  
No Open Issues  
2001 SABLE  
Open Issues Excl

Vehicle List  
Sales Type  
INDIVIDUAL RTL  
  
INDIVIDUAL RTL

Owner Status  
Subsequent Owner  
  
Original Owner

Vehicle Info  
No Oesls  
No Warranty History  
Oesls  
Warranty History

ENR03-018 R277



<b>Incident Report</b>	
BCSO	03-6492
Report Date 04/09/2003	
INCIDENT TRAFFIC ACCIDENT	
CASE 000318/HAUGSE, PAT G	

<b>Incident Information</b>					
Case No	Case Report Date	Case Date	Case Time	Case Location	Case Description
03-6492	04/09/2003	04/15/2003	00:00:01	REPORT TO FOLLOW	TRAFFIC ACCIDENT
Case Date	Case Time	Case Location	Case Description	Case Status	Case Priority
04/15/2003	00:00:01	W6	CVIC	75579810	52613169
Case Agency	Case Officer	Case Unit	Case Vehicle	Case Equipment	Case Remarks
COALTON DR/ROCK CREEK CR	HAUGSE, PAT G	OPERATIONS PATROL	SUPERIOR		
Case Date	Case Time	Case Location	Case Description	Case Status	Case Priority
04/09/2003	17:45				
Case No	Case Report Date	Case Date	Case Time	Case Location	Case Description
398807					
Case Agency	Case Officer	Case Unit	Case Vehicle	Case Equipment	Case Remarks
	HAUGSE, PAT G	BCSO	CLC08	04/15/2003	
Case No	Case Report Date	Case Date	Case Time	Case Location	Case Description
					0003180415031546
Case No	Case Report Date	Case Date	Case Time	Case Location	Case Description
506828					

<b>Person Summary</b>					
INV	705531	A	F	08/06/1970	
SUB	705532	W	F	03/23/1970	
WIT	173754	W	M	08/28/1962	
WIT	87614	W	M	12/16/1972	
WIT	705530	W	M		
<b>Narrative</b>					
Case No	Case Report Date	Case Date	Case Time	Case Location	Case Description
04/15/2003			16:21:02		000318

Report officer Sergeant Haugse #515:

Driver of vehicle #1 (W6) was traveling east bound on Coalton Road approaching the intersection with Rock Creek Parkway. The traffic light was green for east / west traffic on Coalton Road at the time. Driver of vehicle #2 (McMillan) was turning from west bound Coalton

Printed By	Printed At
001465	04/24/2003 09:12:52 Page 1 of 5

Incident Report	
BCSO	03-6492

**Narrative**

Road on to south bound Rock Creek Circle.

The weather was clear and the pavement dry.

\_\_\_\_\_ crept forward but did not stop as she proceeded to turn south bound (left) into the intersection. She was struck by Wei's east bound vehicle.

\_\_\_\_\_ realized the pending impact and thus were unable to brake. \_\_\_\_\_ first became aware of the danger upon impact. \_\_\_\_\_ saw the pending impact but only an instant before it happened and before she could take evasive action.

Witness \_\_\_\_\_ was west bound on Coston Road about three vehicles behind \_\_\_\_\_. He watched as \_\_\_\_\_ crept forward toward her left turn. He could see a crash was about to occur but could do nothing about it. He surmised the light from the sun may have been a factor to \_\_\_\_\_'s ability to see \_\_\_\_\_'s approaching vehicle. \_\_\_\_\_ estimated \_\_\_\_\_'s speed as only a few miles per hour and \_\_\_\_\_'s speed as between 30 and 35 miles per hour.

Witness \_\_\_\_\_ was crossing the street at the time of the crash. He saw \_\_\_\_\_'s vehicle pass by him and estimated her speed at 35 miles per hour. He said she was traveling in the inside (left) lane at the time. His attention was then drawn to the intersection when he heard the sound of a crash.

Witness \_\_\_\_\_ was traveling east bound on Coston Road behind Wei's vehicle. He estimated Wei's speed as 35 miles per hour at the time of impact.

\_\_\_\_\_ and her husband own Western Ambulance. They were summoned to the scene and subsequently transported McMullan to Avista Hospital for treatment.

Wei sustained injuries in the way of an abrasion to her chin and neck from the deployment of her vehicle air bag. She declined medical treatment at the scene.

A summons is pending to \_\_\_\_\_ for failure to yield to through traffic. Status of this case is open.

PRINTED BY 001465/VELUXCE, ANDREA	PRINTED 04/24/2003 09:12:52	Page 2 of 5
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Incident Report

BCSO 03-6492

INVOLVED PERSON

PLA#	NO.	REPORT DATE	REPORT TYPE	SEX	RACE	DOB	AGE
854286	705531	04/08/2003	TRAFFIC ACCIDENT	FEMALE			
NAME	DOB	DOB	AGE	DOB	DOB	DOB	DOB
ASIAN OR PACIFIC ISLANDER	08/06/1970	33	97-007-0883				COLO
HEIGHT	WEIGHT	HAIR	EYES	SCAR	TOOTH	MARK	MARK
5'03"	100#	BROWN	BROWN	525 S BROADWAY CIR			
CITY	STATE	ZIP CODE	ZIP CODE	PHONE	PHONE	PHONE	PHONE
SUPERIOR	COLO	80027	WE	(720)304-8883			
CONTACT NAME	CONTACT NO.	CONTACT NO.	CONTACT NO.				
		0003190418031613	883373				

Phone Numbers

PLA#	NO.	REPORT DATE	REPORT TYPE	SEX	RACE	DOB	AGE
705531	03006492		Incident Person Details				
CELL	CELL	CELL	CELL				
853373	0003190418031613	610488					

SUSPECT

PLA#	NO.	REPORT DATE	REPORT TYPE	SEX	RACE	DOB	AGE
854287	705532	04/08/2003	TRAFFIC ACCIDENT	FEMALE	WHITE	03/21/1970	33
NAME	DOB	DOB	AGE	DOB	DOB	DOB	DOB
ADDRESS	CITY	STATE	ZIP CODE	PHONE	PHONE	PHONE	PHONE
12826 FOREST VIEW ST							
50305	BROOMFIELD						
80021	WE			(303)257-4384			
CONTACT NAME	CONTACT NO.	CONTACT NO.	CONTACT NO.				
		0003190418031613	883374				

WITNESS

PLA#	NO.	REPORT DATE	REPORT TYPE	SEX	RACE	DOB	AGE
854296	173754	04/09/2003	TRAFFIC ACCIDENT	MALE	WHITE	02/16/1962	40
NAME	DOB	DOB	AGE	DOB	DOB	DOB	DOB
CITY	STATE	ZIP CODE	ZIP CODE	PHONE	PHONE	PHONE	PHONE
SUPERIOR	COLO	80027					
CONTACT NAME	CONTACT NO.	CONTACT NO.	CONTACT NO.				
		0003190418031603	883378				

Phone Numbers

PLA#	NO.	REPORT DATE	REPORT TYPE	SEX	RACE	DOB	AGE
173754			Incident Person Details				
CELL	CELL	CELL	CELL				
853373							

WITNESS

PLA#	NO.	REPORT DATE	REPORT TYPE	SEX	RACE	DOB	AGE
854286	67614	04/09/2003	TRAFFIC ACCIDENT	MALE	WHITE	11/18/1972	30
NAME	DOB	DOB	AGE	DOB	DOB	DOB	DOB
CITY	STATE	ZIP CODE	ZIP CODE	PHONE	PHONE	PHONE	PHONE
BROOMFIELD	COLO	80021					
CONTACT NAME	CONTACT NO.	CONTACT NO.	CONTACT NO.				
			853378				

Phone Numbers

PLA#	NO.	REPORT DATE	REPORT TYPE	SEX	RACE	DOB	AGE
67614			Incident Person Details				
PHONE	PHONE	PHONE	PHONE				

Incident Report									
BCSO					03-5492				
<b>WITNESSES</b>									
PLATE	VIN	REGISTRATION	INCIDENT TYPE	SEX	RACE	DOB	HAIR	HEIGHT	WEIGHT
B24308	705638	04/09/2003	TRAFFIC ACCIDENT	MALE	WHITE				
ADDRESS						CITY	STATE	ZIP	
[REDACTED]						SUPERIOR	COLORADO	80827	
<b>Phone Numbers</b>									
HOME	WORK	MOBILE	Incident Person Details	BCSO					
705638	030061493								
CELL	853877	0003194031081611	410482						
<b>Vehicles</b>									
DAMAGE	TYPE	YEAR	STATE	REGISTRATION	YEAR	MAKE	MODEL	YEAR	MAKE
DAMAGED	AUTO	2001	COLORADO	PASSENGER CAR	2001	MERCURY	GR		
YEAR	MAKE	MODEL	YEAR	MAKE	MODEL				
SILVER/ALUMINUM	5000	1M2PHE8910408279				MAY'S			
YEAR	MAKE	MODEL	YEAR	MAKE	MODEL				
2000	PAT G	0003190415031620	93071						
SEX	DOB	SEX	DOB	SEX	DOB				
W	M	W	M	W	M				
W	M	W	M	W	M	11/16/1972			
W	F	W	F	W	F	03/21/1970			
W	M	W	M	W	M	08/16/1962			
A	F	A	F	A	F	08/06/1970			
DAMAGE	TYPE	YEAR	STATE	REGISTRATION	YEAR	MAKE	MODEL	YEAR	MAKE
DAMAGED	AUTO	2003	COLORADO	PASSENGER CAR	2003	CHEVLET			
YEAR	MAKE	MODEL	YEAR	MAKE	MODEL				
VAN	SILVER/ALUMINUM	10000				MAY'S			
YEAR	MAKE	MODEL	YEAR	MAKE	MODEL				
2003	PAT G	0003190415031617	93070						
SEX	DOB	SEX	DOB	SEX	DOB				
W	M	W	M	W	M				
W	M	W	M	W	M	11/16/1972			
W	F	W	F	W	F	03/21/1970			
W	M	W	M	W	M	08/16/1962			
A	F	A	F	A	F	08/06/1970			
Printed by: 001468/VELVICK, ANOKIA									
Date/Time: 04/24/2003 09:12:52 Page 4 of 5									

ER03-010 0281

<b>Incident Report</b>									
BCSO					03-6492				
<b>Case Assignment</b>									
OFF. INC. DATE	ASSIGNMENT	ASSIGNMENT	ASSIGNMENT				OFF. INC. DATE		
04/09/2003	04/23/2003	04/23/2003	SHERIFF GENERAL RECORDS USER				04/23/2003		
<b>Case Activity Entry</b>									
DATE	TIME	TYPE	BY	BY	BY	BY	BY	BY	BY
04/23/2003	04/23/2003	A	A	A	A	A	A	A	0035830423031012
<b>Traffic Collision</b>									
OFF. INC. DATE	ASSIGNMENT	ASSIGNMENT	ASSIGNMENT	ASSIGNMENT					
04/09/2003	04/09/2003	08:01	HAGGUE, PAT G		OPERATIONS DETECTIVES				
<b>Accident Location</b>									
1600 COALTON ROAD					SUPERIOR		WB		
2700 ROCK CREEK PARKWAY									
S FAILURE TO YIELD - YIELD SIGNAL									
ACCIDENT	NO	2	3	0003180415031554					
43									

Priority	001665/VELVICK, ANDREA	04/24/2003 09:12:52	Page 3 of 5
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Print

VIN: 1MEHM55S91G606279      Year: 2001      Model: SABLE      Case: 1374211123  
 Name: MR [REDACTED]      Owner Status: Original      WSD: 2001-10-31  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - GENERAL/OTHER      Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL      Issue Status: INVESTIGATION  
 Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY  
 Dealer: 03287 SILL-TERHAR MOTORS, INC.      Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK  
 Odometer: 14000 MI      Comm Type: EMAIL  
 Analyst Name: CHERIE LEICH      Analyst: CLEICH  
 Action Date: 04/22/2003      Action Time: 10.23.40.760      Action Data: No

Comments \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\* EMAIL RECEIVED 4-19-03 DEALER CONTACT: THOMAS RASMUSSEN CUSTOMER ALLEGES AIR BAGS FAILED TO DEPLOY IN A HEAD-ON COLLISION. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER  
 Dealer: 03287 SILL-TERHAR MOTORS, INC.      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 14000 MI      Comm Type: PHONE  
 Analyst Name: TRACY BUSH      Analyst: TBUSH3  
 Action Date: 04/24/2003      Action Time: 15.23.12.447      Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
THOMAS		[REDACTED]		DEALER

Comments PLACED OUTBOUND CALL TO DEALER.

Data Element Name	Data Value
CONTACT PERSON	THOMAS RASMUSSEN

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER  
 Dealer: 03287 SILL-TERHAR MOTORS, INC.      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 14000 MI      Comm Type: PHONE  
 Analyst Name: TRACY BUSH      Analyst: TBUSH3  
 Action Date: 05/01/2003      Action Time: 13.49.06.198      Action Data: No

ERR3-810 0203

Comments SPOKE TO CUSTOMER. STATES THAT VEHICLE HIT WIFE'S VEHICLE AT APPROX 30-35 MPH IN RIGHT FRONT ACCORDING TO POLICE REPORT. STATES THAT AIRBAGS DID NOT GO OFF. CUSTOMER IS FAXING COPY OF POLICE REPORT. LPA EXPLAINED TO CUSTOMER THAT AIRBAGS ARE DESIGNED TO GO OFF IN CERTAIN CIRCUMSTANCES AND THAT LPA WOULD DISCUSS ISSUE WITH F&E ONCE REPORT IS RECEIVED.

Action: UPDATE/ADDCO CASE

Dealer: 03287 SILL-TERHAR MOTORS, INC.

Odometer: 14000 MI

Analyst Name: TRACY BUSH

Action Date: 05/01/2003

Comm Type: PHONE

Analyst: TBUSH3

Action Time: 13.50.43.022

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments CUSTOMER ALSO STATED THAT WIFE RECEIVED CARDIAC CONTUSSION. VEHICLE IS CURRENTLY AT ABRA AUTO BODY IN BOULDER. NO WORK IS BEING DONE TO IT AT THE ADVISE OF SILL-TERHAR MOTORS.

ENR03-010 0204

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

VIN:	1MEFM53591G60279	Vehicle Line:	CDD-	Body Shell:	*
Model Year:	2001	Market Derivat:	CM - L-M DIVISION DERIVATIVE	Trans Eng Serial No:	*
Vehicle Type:	C	Drive Code:	C/A - 2 WHL L&R FRONT DRIVE	Engine:	CALD - MOD 3.0L DOHC EPT NA V6 G7HAA0
Inv. Dealer:	10354	Body Csh Style:	-4 DOOR SEDAN-4 LITE	Transmission:	C/DX -4 SPD AUTO TR NAA0 AX4N4P50N
Vehicle Status Code:	800	Version/Series:	CGB - SABLE B VERSION		

Trace Eng Serial No:

-----2-----3-----4-----5-----6-----7-----8-----

NA

Trace Trans Serial No:

NA

**BUILD INFORMATION:**

Region:	NA - #00000000	Plant:	AD - CHICAGO PLANT BUILD
Country:	USA - #00000000	Prod Date:	06-OCT-2000

**SALE INFORMATION:**

Region:	NA - #00000000	Selling Dealer:	355299 - *
Country:	USA - #00000000	Selling Div B/P/Prov:	CO
		Buyer S/P/Prov:	CO

Arrival Date:	26-OCT-2000	Prod Control Lot:	*
Sale Date:	31-OCT-2001	Fleet/Reb/Co. Lease:	R
Warranty Start Date:	31-OCT-2001	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	31-OCT-2001	Resequenced Vehicle:	* Vehicle Export Flag: N

FORD 010-0002



**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----

MS31000279Y 4 7 J2 05RA012 7J G LL6P 22 7AP5 LNC B RS 55A100 3 TS B JWC9 R1

MSH 7 P5200

24

**INSTALLED OPTION INFORMATION:**

<b>Air Conditioning:</b>	CC - ATC AIR CONDITIONER	<b>GVW Code:</b>	
<b>Alternator Amp Rating:</b>	*	<b>GVW Class Code:</b>	H
<b>Audio Deck:</b>	AC - AUDIO DISC CHANGER PLAYER	<b>Instrumentation:</b>	* - [N/A]
<b>Axle Ratio:</b>	* - [N/A]	<b>Mirror(Driver Side):</b>	BA - DRIVER POWER/HEATED MIRROR
<b>Axle Type:</b>	* - [N/A]	<b>Mirror(Passg Side):</b>	BA - PASS POWER/HEATED CONVEX MIRR
<b>Battery Amp Rating:</b>	RD	<b>Paint:</b>	PNZIF - SILVER FROST CIC
<b>Brake Code:</b>	FEAAB - 4 WHL ANTI-LOCK BRAKES	<b>Power Antenna:</b>	* - [N/A]
<b>Brake Code(Service):</b>	* - [N/A]	<b>Radio:</b>	AE - ELECTRONIC AM/PM STEREOCASSETTE
<b>Calibration Code:</b>	FDD14NDA	<b>Sound System:</b>	AE - AUDIOPHILE SOUND SYSTEM
<b>Color(Account):</b>	* - [N/A]	<b>Suspension Axle:</b>	
<b>Color(Tint):</b>	000ZA -	<b>Tire Manufacturer:</b>	AD -
<b>Delivery Type:</b>	0	<b>Tire Brand:</b>	*
<b>Driveshaft Code:</b>	*	<b>Tire Size:</b>	D3JZ - P215/65R-16 BSW ALL SEASON
<b>Front Seat:</b>	* - [N/A]	<b>Traction Control:</b>	AB - ANTI-SPIN TRACT BRAKES W/O (VD
<b>Fuel Type:</b>	* - [N/A]	<b>Wheel Base:</b>	

**TIRE DOT INFORMATION:**

LF: \* RF: \*

LR: \* RL: \*

LI: \* RI: \*

SPARE: \* DOT Plant Manufacturer: \* - \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

<b>ESP Code:</b>	* Emission Code:	CB - CB
<b>ESP Coverage(Miles):</b>	* Emission Cert Type:	5
<b>ESP Coverage(Time):</b>	* Emission Dept Suffix:	SDH
<b>ESP Plan Year:</b>	* Engine Family:	1FMXV030VF1
<b>ESP Signature Date:</b>		

Any comments? You can contact

ESP-810 0200

VIN	AWS VL	WERS VL	MKY DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENO COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VPU	CCC	CD	
	DM	C/DD	CM	C/FA	CGB	C/A	AD	C/DX	C/LD	06-18-00	31-10-01	355299	USA	0	*	7A01	80CT	36	R	011	V43	D02	28	
<b>AWS Claim Key:</b>	4326234	Doc #:	083680A		Trs Code:		1	Labor Hrs:	5			Labor Cost:	32.9											Material Cost: 78.15 Total Cost: 111.05
<b>Dir Cd-Sub Cd:</b>	10354*	Name:	SOUTH MONTE LINCOLN MERCURY				Ph:	719-5779000		St: CO		City Cd:	USA			Reg Cd:	NA	Repr Date:	26-SEP-2001				DIST(Mkt):34	
<b>Cost Comments:</b>	DRIVER STATES WONT CRANK TO START AFTER PARKED																							
<b>Tech Comments:</b>	TEST BATTERY FAILED, REPLACE BATTERY RETEST OK																							
	DM	C/DD	CM	C/FA	CGB	C/A	AD	C/DX	C/LD	06-10-00	31-10-01	355299	USA	15	*	*	*	*		S30C	V00	*	*	
<b>AWS Claim Key:</b>	12481937	Doc #:	09739051		Trs Code:		02S40	Labor Hrs:	.1			Labor Cost:	7.57											Material Cost: 0 Total Cost: 15.14
<b>Dir Cd-Sub Cd:</b>	10383*	Name:	SILL-TERHAR LINCOLN MERCURY				Ph:	303-4691801		St: CO		City Cd:	USA			Reg Cd:	NA	Repr Date:	18-JAN-2003				DIST (Mkt):13773	
<b>Cost Comments:</b>	02S40 BRAKE PEDAL																							
<b>Tech Comments:</b>	02S40 RECALL 02S40 RECALL																							

Any comments? You can contact



webmaster

ER03-810 0287

VIN: 1MEHM55S91G608279

No ESP information for this VIN

Recall Information						
Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00L11	L	CHILD TETHER		FORCED COMPLETION	2001-10-11	AUTOC
00L12	L	TIRE		FORCED COMPLETION	2001-11-21	AUTOC
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	L55100
02S40	S	ADJ PEDAL		COMPLETE	2003-01-10	10383

E903-010 0201

Last Handling Date/ Issue Status	Name/ Reason Desc	ISSUE LIST Vin/ Case No.	Model Year and Vehicle Line	Issue Type
5/1/2003 INVESTIGA	[REDACTED] LEGAL - GENERAL/OTHER	1MEHM55S91G608279 1374211123	2001 SABLE	07

EM03-018 0200

CUSTOMER NAME/PHONE NUMBER

[REDACTED]

CUSTOMER LIST

ADDRESS

[REDACTED]

STATUS

Open Issues Exists

ERR3-010 02209

\* L turn hit on Side<sup>R</sup> fender of Vehicle

\* Was told by salesman Airbag would go off

\* Abra auto body <sup>(Gould)</sup> was told to have work  
stopped by dealer ~~Abra~~ insurance is paying  
for repairs.



ER83-018 0447

## **FORWARD TO OGC - INJURY**

**THE ATTACHED LETTER WAS RECEIVED IN  
LITIGATION PREVENTION.**

**IT IS BEING FORWARDED TO YOU FOR CASE  
HANDLING DUE TO THE ALLEGED INJURY.**

**Thank You.**

(w/legal/ogc injury cover sheet)

**ER23-018 8448**



## Action Detail

VIN: 1FAHP55U31A146658	Year: 2001	Model: TAURUS	Case: 828741973
Name: [REDACTED]	Owner Status: Original	WSD: 2001-05-29	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BOB ALLEN FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 06187	
Action Desc: UPDATE/ADDCO CASE			
Odometer: 38473 MI	Comm Type: MAL		
Action Date: 08/11/2003	Action Time: 15:07:24:883	Action Data: No	
Analyst Name: DROEGE, AMY	Analyst: ADROEGE		

COMMENTS: THE CUSTOMER SUBMITTED PICTURES AND INFORMATION REGARDING INCIDENT AND INJURIES. DUE TO INJURIES, LAP FORWARDED THE FILE TO OGC FOR HANDLING.

E983-018 8448

...:24.883&amp;SympC=104458&amp;rTabPage=&amp;Reason=0793&amp;IssTyp=07&amp;CustNo=24753025601&amp;C8/11/03

July 28, 2003

Amy Droegge  
Ford Motor Company  
Dearborn, Michigan

Dear Ms Droegge,

In response to your letter of July 17, 2003 I have enclosed a copy of the photographs of my 2001 Ford Taurus that was involved in the accident that occurred on July 12, 2003 at 95th and Lowell. Also enclosed is a copy of the four page police report. The vehicle is presently located at Insurance Auto Auction at 990 E 48th St, Kansas City, Ka. Their telephone number is 913-299-9322. The lot number is 178529.

My insurance company is AAA. The agent handling the accident is Chris Foltz. The claim number is [REDACTED]. The telephone number is 913-649-2280 ex 192. Their address is 10600 Metcalf, Overland Park, Ks 66212.

The incident occurred on July 12, 2003 at 9:45 p.m. at the intersection of 95th and Lowell. I was traveling westbound approaching Lowell which is controlled by a traffic signal. As I entered the intersection a car traveling east made a left turn in front of me and we collided nearly head on. I had a green light to continue west through the intersection.

All of the airbags in the car with exception of the front passenger seat where my wife was seated deployed. I received a two inch laceration to my forehead above my left eye, resulting in a wound that exposed my bone and left a permanent scar on my face. I also received cuts and bruises to my left arm. My wife, [REDACTED] who was seated in the front passenger seat suffered major bruises to her chest, side and abdomen and legs. She also has ligament damage to her left rib area. All three people in my vehicle were properly restrained by seat belts or in a child restraint seat. My two (2) year old granddaughter, [REDACTED], was in the rear passenger seat. The blood in the rear passenger seat is mine and occurred as I was removing family from the car. [REDACTED] suffered an abrasion on the back of her head and major fright. My wife and I were taken to Overland Park Regional Med Center and Emily was taken to Childrens Mercy Hospital in Kansas City, MO. I was treated and released and my wife was hospitalized overnight. My wife then sought treatment from her physician [REDACTED].

My concern is the failure of the passenger side airbag to deploy increased the severity of my wife's injuries. My second concern is when my airbag did deploy, it forced my glasses into my forehead leaving permanent scarring and damage.



3 JUL 30 2 003  
RECEIVED

8883-010 0400

1 of 4  
**STATE OF KANSAS**  
**MOTOR VEHICLE ACCIDENT REPORT**  
**DOT FORM NO. 850-0**  
 Rev. 1-2002

- FATAL
- FLEW BY
- PDO over \$500
- PDO under \$500
- PRIVATE PROPERTY

- Amended Report
- Hit & Run Accident
- KDOT Property Damage
- KDOT Construction Zone

Report #	COUNTY	On Road	Road Limit	CITY	Police #	Local Date Number	Page of
-	JO	W. 95 ST	35	Overland Park	796	03/13/14	1/2

Source	Pkg	Dr.	FROM	AT Road	Road Limit	Investigating Dept.	Investigating Officer	Badge Number	Reviewed By
-	-	-	LOWELL		30	Overland Park P.D.	J. HANSON	796	[Signature]

<p><b>COLLISION DIAGRAM (Show Unit Movements, Speeds)</b></p>	<p>Describe pre-impact movement or action and direction of vehicles and possession by vehicle number.</p> <p>V1 TURNED LEFT FROM RTA 95ST AND STRUCK V2 IN THE REAR-SECTION.</p> <p>Date of Accident: 03/20/14                  Time of Accident: 2:15 SA                  Time of Report: 2:48 SA                  Time of Arrival: 2:50 SA</p>
---	--

Describe Damage and nature of damage (Show location in diagram)	Name and Address of report maker
---	----------------------------------

License	Length
---------	--------

Unit	Color	Pkg	NAME Last, First and Initial	Phone	Work	Home	Color	YEAR	NAME	MODEL &	BODY STYLE	LIC ID#
							GRAY	93	TOYOTA	SPORT	4D	
DRIVER'S LICENSE STATE AND NUMBER							STATE		EXP YR		Reviewed By	
N 092281 F							KS	03	KIM'S TOW			
Registered OWNER FULL NAME (Name of Owner)							TOTAL companies in this vehicle		First Insurance Company			
NAME							2		A. AMERICA FAMILY			
OWNER Address (Name of Owner)							Special Use Area		Location of Travel			
NAME									E			

Special Conditions for unit above: <input type="checkbox"/> 01 Hit & Run <input type="checkbox"/> 02 Non-Carrier <input type="checkbox"/> 03 Motor <input type="checkbox"/> 04 Legally parked <input type="checkbox"/> 05 Police pursuit <input type="checkbox"/> 06 Operator <input type="checkbox"/> 07 Towed away												
Unit	Color	Pkg	NAME Last, First and Initial	Phone	Work	Home	Color	YEAR	NAME	MODEL &	BODY STYLE	LIC ID#
							GRAY	01	FORD	Taurus	4D	
DRIVER'S LICENSE STATE AND NUMBER							STATE		EXP YR		Reviewed By	
N 010241 M							KS	03	KIM'S TOW			
Registered OWNER FULL NAME (Name of Owner)							TOTAL companies in this vehicle		First Insurance Company			
NAME							3		N AAA			
OWNER Address (Name of Owner)							Special Use Area		Location of Travel			
NAME									W			



TRIP UNIT	SEAT TYPE	Last Name	First Name	INSC	ADDRESS (Number, Street, City, State, Zip)	SEX	AGE	HAIR	EYES	HT	WT	DOB	DOB	DOB
1	01	DANIEL				F	21	S	N	N	-			
1	03					M	26	S	W	P	A			
2	01					M	02	S	N	P	B			
2	03					F	10	S	N	P	B			
2	05					F	02	C	N	N	-			

INJURED TAKEN BY: MED-ACT/AD 1191 INJURED TAKEN TO: Overland Park Regional	INJURED TAKEN BY: MED-ACT 1134 INJURED TAKEN TO: Overland Park Regional	INJURED TAKEN BY: INJURED TAKEN TO:
---	--	--

20F 4 03-13164

Officer	Violation Charge	Section No.	Officer	Violation Charge	Section No.	Officer	Violation Charge	Section No.
Officer	Violation Charge	Section No.	Officer	Violation Charge	Section No.	Officer	Violation Charge	Section No.

OFFICER'S OPINIONS OF APPARENT CONTRIBUTING CIRCUMSTANCES (Power Type-Unit Name/Operator's Name) Enter in order of order that apply.

<b>04 LIGHT</b> 01 Daylight 02 Dusk 03 Dark 04 Dark street lights on 05 Dark no street lights		<b>TRAFFIC CONTROLS</b> ON (On-Road) Type Present 00 None 01 Officer, flagger 02 Traffic signal 03 Stop signal 04 Flasher 05 Yield sign 06 RR gates or signal 07 RR crossing signal 08 No passing zone 09 Centerline line 28 Other		<b>05 ACCIDENT CLASS</b> 00 Other non-collision 01 Overturned <b>COLLISION WITH:</b> 02 Pedestrian 03 Other motor vehicle 04 Parked motor vehicle 05 Railway train 06 Pedestrian 07 Animal (specify) 08 Fixed object 09 Other object		<b>06 COLLISION WITH OTHER MOTOR VEH.</b> 01 Head on 02 Rear end 03 Angle - side impact 04 Opposite direction 05 Same direction 06 Spinning into 08 Other			
<b>07 WEATHER</b> 00 No adverse conditions 01 Rain, Mist, Drizzle 02 Snow 14 Rain & fog 03 Snow 18 Rain & wind 04 Fog 24 Snow & fog 05 Smoke 26 Snow & wind 06 Strong winds 07 Blowing dust, sand, etc. 08 Freezing rain 09 Other		<b>ROAD CHARACTER</b> 01 Straight and level 02 Straight on grade 03 Straight or hilly 04 Curved and level 05 Curved on-grade 06 Curved at hillcrest 08 Other		<b>07 ACCIDENT LOCATION</b> <b>ON ROADWAY:</b> 11 Non-intersection 12 Intersection 13 Interchange-related 14 Parking lot or driveway access 15 Interchange area 16 On ramp/overpass <b>OFF ROADWAY:</b> 17 Roadside (including shoulder) 18 Median 19 Parking lot, rest area, trailway 04 Other		<b>FROM OBJECT TYPE</b> 01 Bridge structure 02 Bridge rail 03 Crisp station (barrels) 04 Divider, median barrier 05 Overhead sign support 06 Utility conductors, poles, wires, etc. 07 Other post or pole 08 Building 09 Guardrail 10 Sign post 11 Culvert 12 Ditch 13 Fence / Gate 14 Hydrant 15 Retaining wall 16 Station 17 Ditch 18 Embankment 19 Wall 20 Tree 21 RR crossing 22 Source 08 Other			
<b>08 SURFACE TYPE</b> 01 Concrete 02 Asphalt 03 Gravel 04 Dirt 05 Sand 06 Other		<b>09 SURFACE CONDITION</b> 01 Dry 02 Wet 03 Snow or slush 04 Ice or unexpected 05 Mud, dirt or sand 06 Debris (oil, etc.) 08 Other		<b>CONSTR. MAINT. ZONE</b> 00 None apply 01 Construction zone 02 Maintenance zone 03 Utility zone		<b>ROAD SPECIAL FEATURES (IDENTIFY UP TO THREE)</b> 00 None 01 Bridge 02 Bridge overpass 03 Railroad bridge 04 Railroad crossing 05 Interchange 06 Ramp 07 Other		<b>ENTER ANY WHEEL IDENTIFIER</b> Make or code Code Mark	
<b>09 VEHICLE DAMAGE BEFORE CRASH</b> 01 Straight/following road 02 Left turn 03 Right turn 04 U-turn 05 Overtaking (passing) 06 Changing lanes 07 Avoiding maneuver 08 Merging 09 Parking 10 Backing 11 Stopped/locking turn 12 Stopped in traffic 13 Illegal parked 14 Disabled in roadway 15 Slowing or stopping 08 Other		<b>BASELINE LOCATION AREA - Vehicle 1</b>  Top Under Window Other Trailer? Present Damaged		<b>10 VEHICLE BODY TYPE</b> 01 Automobile 02 Motorcycle 03 Motorcyclist or Moped 04 Van 05 Pickup truck 06 Sport Utility Vehicle 07 Camper or RV 08 Farm equipment 09 All terrain vehicle (ATV)		<b>VEHICLE DAMAGE/IDENTIFIERS</b> 00 Single Large Truck 01 Truck (not towing) 02 Trailer (not towed) 03 Open carrying bus 04 School bus 05 Taxi 06 Truck 07 Emergency Vehicles 08 Other			
<b>11 VEHICLE DAMAGE</b> 00 None/None known 01 Damage (minor) 02 Functional 03 Damaged 04 Destroyed 08 Other		<b>BASELINE LOCATION AREA - Vehicle 2</b>  Top Under Window Other Trailer? Present Damaged		<b>PEDESTRIAN LOCATION BEFORE IMPACT OR INTERSECTION:</b> 01 In crosswalk or driveway 02 Not in crosswalk or driveway 03 In intersection without crosswalk or driveway <b>NOT IN INTERSECTION</b> 11 In available crosswalk or driveway 12 Not in available crosswalk or driveway 13 In area without crosswalk or driveway 22 NOT IN ROADWAY		<b>PEDESTRIAN ACTION:</b> 01 Entering or crossing road 02 Walking or riding on road 03 Approaching, leaving, or waiting on vehicle 04 Working (not on vehicle) 05 Playing or standing 06 Approaching or leaving bus 07 In parked vehicle 08 Other			
<b>12 DR. LIC. DISPLAY (Code each driver)</b> 00 Not licensed 01 Valid license 02 Invalid license		<b>RESTRAINT, DISPLAY (Code each driver)</b> 00 No restrictions 01 Complied with 02 Do not comply		<b>SUBSTANCE USE:</b> AP - Alcohol Present AC - Alcohol Consumed DP - Drug Present DC - Drug Consumed MP - Medication Present MC - Medication Consumed		<b>DRUGS OR ALCOHOL TEST:</b> TR - Alcohol or drug Test Refused PT - Positive preliminary Test RP - Test given, Results Pending			

S.A.C.

3 of 4

INVESTIGATIVE - FATALITY REPORT

03/31/64

COUNTY ON Road SD W 95 SE	CITY Crown Point	DATE of Accident 03/30/64	<input type="checkbox"/> Fatal, Injurious & Damages an Infr. accident (required by State) <input checked="" type="checkbox"/> Investigative Report	Page # 2/2
STATE OF SD	WESTERLY	OFFICER/BADGE No. J. Hansen 79C	Local Case Number 03 13164	

UPON ARRIVAL VI WAS ON TOP OF THE GRADE HIDDEN FACING WESTWARD  
 VI WAS CALLED WESTWARD TOWARD IN THE OUTSIDE LANE.  
 ACCORDING TO DI, SHE WAS DRIVING LEFT FROM EASTWARD 95 SE  
 TO WESTWARD LANE. SHE STATED SHE HAD A GREEN LIGHT. AS  
 SHE TURNED V2 CAME INTO THE INTERSECTION. VI WAS UNABLE TO  
 AVOID V2 AND STRUCK V2.  
 ACCORDING TO DI, HE WAS WESTWARD ON 95 SE. HE SAID HE  
 HAD A GREEN LIGHT AS HE PROCEEDED HE WAS STRUCK  
 BY V2 PASSENGER. DI AND DI'S PASSENGER WERE ALL EJECTED  
 FROM THE VEHICLE.  
 AN INDEPENDENT WITNESS WAS FOUND, SO I WAS NOT ABLE TO  
 CLARIFY THE DISCREPANCY OVER WHO HAD THE GREEN LIGHT.  
 VI HAS EXTENSIVE DAMAGE TO THE FRONT BUMPER, GRILLE HOOD AND  
 BODY CHASSIS PANELS. V2 HAS DAMAGE TO THE FRONT BUMPER, GRILLE  
 HOOD AND FRONT BODY CHASSIS PANELS.

J. Hansen 79C

FATALITY DATA

TIME EMS NOTIFIED	EXTRICATION WARE REQUIRED FOR THE FOLLOWING PERSONS	SPECIAL ATTRIBUTION	VEHICLE 1 DAMAGE		VEHICLE 2 DAMAGE	
TIME EMS ARRIVED					<input type="checkbox"/> Undercarriage	<input type="checkbox"/> Estimated Speed/MPH
TIME EMS ARRIVED AT HOSPITAL			<input type="checkbox"/> No Damage <input type="checkbox"/> No Damage <input type="checkbox"/> Estimated Speed/MPH	<input type="checkbox"/> Undercarriage <input type="checkbox"/> Estimated Speed/MPH		
IMPACT POINTS: Show initial impact point by arrow and label 'I'. Show principal impact point by arrow and label 'P'.						

Rev. 1-66

D.27 FORM NO. 601

ERG-010 6453

DEPARTMENT OF POLICE  
OVERLAND PARK, KANSAS

DATE 07.12.03

REPORT NO. 0313164

CONTINUATION REPORT

PAGE 1 OF 1

NAME OF VICTIM  
OR COMPLAINANT



ADDRESS



NATURE OF INVESTIGATION

DRIVING east on 95<sup>th</sup> Street to  
Lowell Ave. Had green turn arrow to go left,  
turning left car hit front.

TYPE COMM.	WATCH COMM.	MS	ROLL CALL
PATROL COMM.	TRU / ANIMAL COMM.	REPORT BOX	OTHER

## Action Detail

VIN: 1FAHP55U31A148658      Year: 2001      Model: TAURUS      Case: 529741973  
Name: [REDACTED]      Owner Status: Original      WSD: 2001-05-29  
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR      Secondary Pho [REDACTED]  
Issue Type: 07 LEGAL      Issue Status: CLOSED      Dealer: BOB ALLEN FORD, INC.  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION      P & A Code: 05167  
Action Desc: FINAL CASE DISPOSITION  
Odometer: 38473 MI      Comm Type: OTHER  
Action Date: 07/17/2003      Action Time: 15:05:19:800      Action Data: No  
Analyst Name: DROEGE,AMY      Analyst: ADROEGE

COMMENTS: LPA MAILED THE CUSTOMER THE PERSONAL INJURY LETTER. LPA WILL UPDATE ISSUE AS NECESSARY.

*Ford Motor Company*

COPY

Consumer Affairs

Sent Via US Mail

July 17, 2003

RE: 2001 Taurus  
VIN: 1FAHP55U31146658

Dear Mr. [REDACTED]

This is in response to our conversation of July 17, 2003.

Customer satisfaction and safety are two of the primary objectives of Ford Motor Company. In order to conduct a complete review we are requesting that the following information be forwarded to this office:

1. A copy of the police report
2. A complete description of the incident, including a description of your product concern.
3. The name, age and address of each person injured and a complete description of any injuries and all subsequent medical attention.
4. Original photographs of both the vehicle's exterior and interior damage.
5. Original photographs of the interior of the vehicle.
6. The present location of the vehicle.
7. The name, address and telephone number of the insurance company, the claim number and agent's name.

Please send the request documents to the address below within fifteen (15) business days. If we do not hear from you within 15 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed. If you need to contact me or have additional information to submit, I may be reached by phone at (313) 390-9957 or via fax at (313) 845-5669.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Amy Droegge  
Consumer Affairs

ENG3-510 0456





Action Detail

VIN: 1FAHP58J31A146668	Year: 2001	Model: TAURUS	Case: 529741973
Name: [REDACTED]	Owner Status: Original	WBD: 2001-06-29	
Synptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: BOB ALLEN FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05167	
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF			
Odometer: 38473 MI	Comm Type: PHONE		
Action Date: 07/18/2003	Action Time: 14:42:23:747	Action Date: No	
Analyst Name: ENEDINA MONTES	Analyst: EMONTES		

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
<p>COMMENTS: CUSTOMER SAYS: = HAD AN ACCIDENT. = SATURDAY NIGHT JULY 12TH. = PASSENGER AIRBAG DIDN'T DEPLOY. = WIFE SUSTAINED INJURIES SUCH AS BROKEN RIBS AND BRUISES. =CUST PLANNING ON PURSUING AN INJURY CLAIM AGAINST FORD = LOCATION: 95TH AND LOWELL ST. = POLICE REPORT: 03-13164 = THEY COULDN'T DETERMINE WHO WAS AT FAULT. = ALMOST HEAD ON IMPACT. = AIRBAG ON DRIVER SIDE DEPLOYED. OTHER ONES AS WELL BUT NOT PASSENGER'S. =POLICE REPORT WAS FILED ON OVERLAND PARK, JOHNSON COUNTY KANSAS =TRIPLE A INSURANCE, CLAIM NUMBER:PA706382. = NOT OFFICIAL BUT SEEMS VEHICLE IS NOT REPAIRABLE. =NO ATTORNEY INVOLVED YET. = WANTS TO KNOW WHO TO TALK TO WITH REGARDS OF THIS ISSUE AS PLANNING TO PURSUE LEGAL INJURY CLAIM AGAINST FORD. PER CUSTOMER, DEALER SAYS: BOB ALLEN FORD. CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. ===== = ADVISED CUST THAT INFORMATION HAS BEEN DOCUMENTED AND NEXT STEP WILL BE TO WAIT FOR CONSUMER AFFAIRS TO CONTACT HIM. INFERENCE CASE ID: 5341</p>				

7/12/03  
 Driving, wife pass, in back in Overland Park  
 car turned left in front  
 left fender to right (head-on)  
 Overland Park P.D. responded  
 injured - all  
 He - laceration - 60 stitches <sup>forehead</sup> bruises <sup>knee, arms</sup> left arm <sup>relaxed</sup>  
 Wife - major bruises sin left to right into down <sup>next leg</sup>  
 broken ribs (left side), sore neck, shoulder  
 3rd bump on head  
 medical via ambulance to Overland Park Reg. Med. Ctr  
 Both still seeking med. attention  
 vehicle AAA ins has it not sure of claim  
 Driver deployed  
 Passenger side deployed  
 Both had seatbelts on  
 Released alibag should have been

Customer Info

Customer: [REDACTED]

Address: [REDACTED]

Country: USA      Language: EN

Call Phone: [REDACTED]

Preferred Contact method: [REDACTED]

Preferred Contact Time: [REDACTED]

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info Case Warranty History
1FAHP66U31A148858	2001	TAURUS	INDIVIDUAL RTL	Original Owner	

Open Issues Exist

ERG3-818 8459

## ESP / Recall Information

VIN: 1FAHP55U31A148858

No ESP information for this VIN

## Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
00L11	L	CHILD TETHER	FORCED COMPLETION	2001-10-11	AUTOC
00L12	L	TIRE	FORCED COMPLETION	2001-11-21	AUTOC
02M01	O	EGR PRES SEN	RELEASED FOR MAILING	2003-01-11	F53008
02S40	S	ADJ PEDAL	RELEASED FOR MAILING	2003-02-07	F53008

**ISSUE LIST**

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
7/16/2003 OPEN	[REDACTED] LEGAL - ALLEGED - NON-SERIOUS INJURY	1FAHP65U31A146858 529741973	2001 TAURUS	07

EAGS-818 8461

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

## (Related Claims)

VIN:	1RAHP55L31A146638	Val# Limit:	CDD - TAURUS/ABLE (DI85) [00-04]	Body Style:	4
Model Year:	2001	Market Derivat:	CF - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	4
Val# Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engin:	C/A - VULC 3.0L OHV
Inv. Dealer:	05167	Body Cab Style:	- 4 DOOR SEDAN-4 LITE	Transmision:	CDT - 4 SPD AUTO TBA
Vehicle Status Code:	800	Version/Serion:	C/FB - TAURUS B VERSION		
Trace Eng Serial No:	-----1-----2-----3-----4-----5-----6-----7-----8-----9-----				

NA

Trace Trans Serial No:

NA

## BUILD INFORMATION:

Region:	NA - #00000000	Plant:	AB - ATLANTA PLANT BULD
Country:	USA - #00000000	Prod Date:	18-OCT-2000

## SALE INFORMATION:

Region:	NA - #00000000	Selling Dealer:	13309 - *
Country:	USA - #00000000	Selling Dir Su/Prov:	K2
		Sayer Su/Prov:	K2
Arrival Date:	23-OCT-2000	Real Carpet Lease:	*
Sale Date:	29-MAY-2001	Fleet/Retn/DCo. Lease:	R
Warranty Start Date:	29-MAY-2001	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	29-MAY-2001	Recaptured Vehicle:	* Vehicle Report Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

PS9LA146664YB2 4 A2 14C2103 C3 R 12M 22 9 2 HSC W CH V 53A009 3 H2 H2 03

FAB2 B VDL09 IG

## INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	H
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Axle Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	MU	Paint:	PNARQ - HARVEST GOLD C/C
Brake Code:	FBAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AU - ELETR PREM AM/FM STRO/DISC
Calibration Code:	1DD1290A	Sound System:	* - [N/A]

E983-818 8482

Color(Accent) \* - [N/A]  
 Color(Trim) \* - [N/A]  
 Delivery Type: 0  
 Drivetrain Code: \*  
 Front Seat: \* - [N/A]  
 Fuel Type: \* - [N/A]

Ramp Tandem Axle  
 Tire Manufacturer: \* -  
 Tire Brand: \* -  
 Tire Size: D3J32 - P21560R-16 BSW ALL SEASON  
 Traction Control: \* - [N/A]  
 Wheel Base:

**TIRE DOT INFORMATION:**

LF: \* RF: \*  
 LR: \* RR: \*  
 LI: \* RI: \*  
 SPARE \* DOT Plant Manufacturer: \* - \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code: \* Emission Code: C/B - C/B  
 ESP Coverage(Miles): \* Emission Cert Type: S  
 ESP Coverage(Time): \* Emission Dept Suffix: RFP  
 ESP Max Year: \* Engine Family: 1P60CV030V73  
 ESP Signature Date:

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 17-JUL-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC	PREF	BASE	SUFF	VRT	VFO	CCC	CD	
HEADLAMP HEADLAMP	DA	CDD	C/F	C/F	C/FB	CA	AB	C/D	C/LA	12-10-00	29-05-01	153009	USA	7	*	4L84	1F1Z	1A666	AA	S08	V74	T90	42
AWS Claim Key:	5433720	Doc #:	604721A		Trx Code:	1	Labour Hrs:	3	Labour Cost:	21.2	Material Cost:	2.1	Total Cost:	23.3									
Dir-Of-Sub Ctr:	D5167-A	Name:	BOB ALLEN FORD, INC.		Pl:	013-3813000	St:	KS	Crty Ctr:	USA	Reg Ctr:	NA	Repr Date:	29-NOV-2001									DIST (9844) 9989
Cost Comments:	T90 INSTALL BOP HEADLIGHT SWITCH																						
Tech Comments:	9989 LOOSE 33 J REPLACED HEADLITE SWITCH KNOB.																						

Any comments? You can contact



webmaster

ENR3-010 0484



**OASIS RESULT:  
1FAHP55U31A146658**07/17/2003  
09:55:47

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**▶ VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2001 TAURUS	<b>BODY STYLE</b> 4 DR SEDAN SE-SVG	<b>ENGINE</b> 3.0L EFI	<b>ENGINE CALIBRATION</b> 1D01280A
<b>TRANSMISSION</b> AX4S 4 SPD TRANSAXLE	<b>AXLE CODE</b> 3R		

**▶ GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 05/29/2001	<b>BUILD DATE</b> 10/18/2000	<b>SALE MILEAGE</b>
--	---------------------------------	---------------------

**▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE****\*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT****▶ FIELD SERVICE ACTIONS**

**02M01 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.  
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE  
TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000  
MILES, WHICH EVER OCCURS FIRST, TO THE BASE WARRANTY.**

**02S40 PEDAL LATERAL SPACING**

**▶ EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

**▶ REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FAHP55U31A146658



EARO-810 0282




Consumer Affairs  
Sent Via US Mail

PO Box 6248, MD 3NE-B  
Dearborn, MI 48126 USA

September 09, 2003



RE: 2000 Ford Taurus  
VIN#-1FAFP52U1YA268282

Dear Mr. 

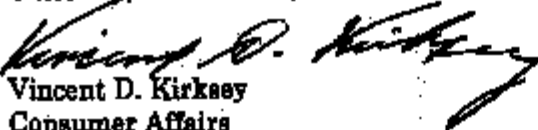
We have been advised of your pursuit of damages due to an accident in which you were involved. In order to conduct a complete review we are requesting that the following information be forwarded to this office:

1. A copy of the police report
2. A complete description of the incident, including a description of your product concern.
3. The name, age and address of each person injured and a complete description of all injuries.
4. Documentation of all subsequent medical attention, including physician's reports and bills/ receipts.
5. Original photographs of both the vehicle's exterior and interior, including all damage.
6. The present location of the vehicle.
7. The name, address and telephone number of the insurance company, the claim number and agent's name.
8. A specific description of what you are seeking from Ford Motor Company.

Please send the requested information and documents to the address below within ten (10) business days. If we do not hear from you within 10 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed. If you need to contact me or have additional information to submit, I may be reached by phone at (818) 845-6254 or by fax at (818) 845-5555.

Thank you for giving us the opportunity to review your concern.

Sincerely,

  
Vincent D. Kirksey  
Consumer Affairs

ER83-816 0283

Customer Info

Customer:

Address:

Country: USA

Cell Phone:

Preferred Contact method:

Preferred Contact Time:

Language: EN

Pager:

Fax:




Email:

1-800-810-6284

Action List

Date	Origin	Description
08/28/03	CAC138	INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF

8829 818-0803

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FAPP5ZU1YA268232	2000	TAURUS	INDIVIDUAL RTL	Subsequent Owner	Costs Warranty History
 1FALP5ZU1TA205529	1998	TAURUS	INDIVIDUAL RTL	Subsequent Owner	Costs Warranty History
 1FALP5ZU28A285128	1995	TAURUS	INDIVIDUAL RCL	Original Owner	Costs Warranty History
 1FALP5ZU1PA324482	1999	TAURUS	INDIVIDUAL RCL	Original Owner	Costs Warranty History

ENR-818 0208

VEHICLE DETAIL

VIN: 1FAPP5ZU1YA26823	Engine: VJLC 3.0L OHV EFI NA V6 G*12V
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO AX4S A
Model: TAURUS	Paint Code/Color: CHESTNUT CC#2
Year: 2000	Calibration: 0DD13S0A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axis Ratio:
WheelBase: Y 3	Warranty Start Date: 8/13/2000
GCWR:	Vehicle Build Date: 6/22/2000
PEP Code:	

Selling Dealers Name: FREEDOM FORD, INC.

Selling Dealers P. & A Code: 04807

Selling Dealers Sales Code: F24205

Selling Dealers Main Phone: 727-797-2277 Selling Dealers Service Phone: 727-797-6770

Vehicle Order Image

12345678910 12345678920 12345678930 12345678940 12345678950  
P52YA26823 2Y 3 4 2 12FA065 GE G L1R 22  
12345678960 12345678970 12345678980 12345678990 123456789100  
5C KH B I 2 4C205 2 B4 KH2 U1  
123456789110 123456789120 123456789130 123456789140 123456789150  
FAF1 0 C 9 ULFL  
123456789160

800-818-8287

Update This Information in Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	N	F1	00671	F13552
Dealer Name:	HAROLD NYE FORD INC				
Dealer Address:	875 GENESEE STREET ONEDA NY 13421				
Dealer Main Phone:	315-363-0600	Dealer Service Phone:	315-687-3000		

Position	Employee Name
CUST RELATIONS MGR	KRISTIN M NYE
DEALER/PARTNER	WILLIAM F NYE
PARTS MANAGER	JON S CURRO
SALES MANAGER	SCOTT WARD
SALES MANAGER	THOMAS J WYRAZ
SALES MANAGER	RANDY PALMER
SALES MANAGER	ELLIOT J CALIANESE
SERVICE MANAGER	RICHARD WALLACE

ENR3-010 0200



ESP / Recall Information

VIN: 1FAPP52U1YA268232

Contract: 1 Of

Status: Active

ESP Purchase Details

Purchaser: [REDACTED]

Expiration Date: 2007-08-13

Plan Type: USA NEW 64/60,000 PREMIUM CARE W/ROADSIDE ASSISTANCE

Plan Year: 2001

Expiration Miles: 60,000

Selling Dealer: FREEDOM FORD, INC.

Deductible: 50

Towing Allowance:

Rental: 28

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

Contract: 2 Of

Status: Expire

ESP Purchase Details

Purchaser: [REDACTED]

Expiration Date: 2002-06-13

Plan Type: USA NEW 24/26,000 SCHEDULED MAINTENANCE PLAN-FL NORMAL

Plan Year: 2000

Expiration Miles: 27,000

Selling Dealer: FREEDOM FORD, INC.

Deductible:

Towing Allowance:

Rental:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
01S24	S	WINDSHD WIP		COMPLETE	2002-06-12	05374

ESP-018 0200

## Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DEPT	BODY CAB	VEH SERIES	DRIVE TYPE	FLT CD	TRK CD	ENS CD	PROD DATE	WARE DATE	SELLING DEALER	SELL CNT	TR	WCC	CPSC	5-PREF	BASE	SURF	COC	CD	DIST (Miles)
1FAFP52U1YA268232	CDD	CF	CPC	CFA	C/A	AB	C/D	C/A	22-JUN-2000	13-AUG-2000	124205	USA	1	6W01	01106	YF12	54C806	AA	X10	42	40
AWS Claim Key: 2719055 Trx Code: Labor Hrs: 1.1																					
Dir Cd-Sub Cd: 04807- Name: FREEDOM FORD, INC. Ph: 727-7972277 St: FL City Cd: USA Reg Cd: NA Reg Date: 17-AUG-2000 Doc #: 03465941																					
Com Comments: C'S REAR WINDSHIELD HAS DEFECT PLEASE ADVISE																					
Tech Comments: C'S REAR WINDSHIELD GLASS BACK OR TAILGATE WINDOW REPLACE																					
1FAFP52U1YA268232	CDD	CF	CPC	CFA	C/A	AB	C/D	C/A	22-JUN-2000	13-AUG-2000	124205	USA	6	6Y03	00901		MAINT		A9	E2	4146
AWS Claim Key: 6124619 Trx Code: 0648 Labor Hrs: 1																					
Dir Cd-Sub Cd: 04809- Name: GARY BROWN FORD INC Ph: 813-8689545 St: FL City Cd: USA Reg Cd: NA Reg Date: 08-FEB-2001 Doc #: 07673552																					
Com Comments: FORD 5000 MILE SERVICE																					
Tech Comments: SCHEDULED MAINTENANCE 5000 MILES (8000 KMS) MAINT.																					
1FAFP52U1YA268232	CDD	CF	CPC	CFA	C/A	AB	C/D	C/A	22-JUN-2000	13-AUG-2000	124205	USA	6	2G04	00045		DIAG		E2	E2	4146
AWS Claim Key: 6124620 Trx Code: 3 Labor Hrs: 6																					
Dir Cd-Sub Cd: 04809- Name: GARY BROWN FORD INC Ph: 813-8689545 St: FL City Cd: USA Reg Cd: NA Reg Date: 08-FEB-2001 Doc #: 07673553																					
Com Comments: VEHICLE SLOUGHEST ON ACCEL. ROCE ERRATIC. WITH LOAD VEHICLE STALLS AT IDLE																					
Tech Comments: NONE FOUND SERVICE BAY DIAGNOSTIC SYSTEM (SBDS) START UP TEST																					
1FAFP52U1YA268232	CDD	CF	CPC	CFA	C/A	AB	C/D	C/A	22-JUN-2000	13-AUG-2000	124205	USA	23								13998
AWS Claim Key: 1802983 Trx Code: 0154 Labor Hrs: 2																					
Dir Cd-Sub Cd: 83374- Name: BAY FORD Ph: 727-8689343 St: FL City Cd: USA Reg Cd: NA Reg Date: 12-JUN-2002 Doc #: 02724850																					
Com Comments: RECALL 0154																					
Tech Comments: RECALL REPL WIPER MOTOR GEAR COVER																					
1FAFP52U1YA268232	CDD	CF	CPC	CFA	C/A	AB	C/D	C/A	22-JUN-2000	13-AUG-2000	124205	USA	26	5V01	06030X		1102		NZ7	13	16999
AWS Claim Key: 1802977 Trx Code: B84 Labor Hrs: 1.3																					
Dir Cd-Sub Cd: 04807- Name: FREEDOM FORD, INC. Ph: 727-7972277 St: FL City Cd: USA Reg Cd: NA Reg Date: 13-MAR-2002 Doc #: 03805302																					
Com Comments: STEERING WHEEL SHAKES WHEN BRAKING																					
Tech Comments: VERIFY CONCERN DIAG MACHINE B PNT BRAKE ROTORS PNT BRAKE ROTOR SWEB OUT OF BOUND																					

FORM 516 0300

1FAPF52U1YA268232	CDD	CF	CPC	CFA	C/A	AB	C/DY	C/LA	22-JUN-2000	13-AUG-2000	124205	USA	35	68119	010702	1F1Z	5421452	AA	B45	42	20973
AWS Claim Key:	21126277	Trx Code:		B84	Label Hrs:	22															
Dlr Cl-Sub Cb:	00671-*	Name:	HAROLD NYE FORD, INC.			Ph:	315-3630600	St:	NY	City Cb:		USA Reg Cb:	NA	Repair Date:	12-JUN-2003	Doc #:	059721301				
Clnt Comments:	CUSTOMER STATES DECOLORATION ON ALL BELT ROLDS																				
Tech Comments:	REPLACED ALL FOUR BELT MOLDINGS TOOK FRONT DOOR PANELS OFF AND MIRRORS OFF AND PUT BACK TOGETHER																				
1FAPF52U1YA268232	CDD	CF	CPC	CFA	C/A	AB	C/DY	C/LA	22-JUN-2000	13-AUG-2000	124205	USA	35	7823	0112XX	FR1Z	5423394	AA	G07	41	20971
AWS Claim Key:	20897487	Trx Code:		B83	Label Hrs:	2															
Dlr Cl-Sub Cb:	00671-*	Name:	HAROLD NYE FORD, INC.			Ph:	315-3630600	St:	NY	City Cb:		USA Reg Cb:	NA	Repair Date:	12-JUN-2003	Doc #:	059721601				
Clnt Comments:	CUSTOMER STATES LEFT REAR POWER WINDOW INOP.																				
Tech Comments:	REPLACE L/R POWER WINDOW MOTOR RETEST OR LUBE MOVING PARTS																				
1FAPF52U1YA268232	CDD	CF	CPC	CFA	C/A	AB	C/DY	C/LA	22-JUN-2000	13-AUG-2000	124205	USA	36	5784	070505	YF1Z	76305	BA	P51	42	21616
AWS Claim Key:	21216001	Trx Code:		B84	Label Hrs:	5															
Dlr Cl-Sub Cb:	01382-*	Name:	ROBE FORD LINCOLN-MERCURY INC			Ph:	315-3370830	St:	NY	City Cb:		USA Reg Cb:	NA	Repair Date:	07-JUL-2003	Doc #:	03756051				
Clnt Comments:	CUSTOMER STATES SHIFTER BOUND UP, WONT CHANGE GEARS																				
Tech Comments:	SHIFT CABLE CAME APART SHIFT CONTROL CABLES REPLACE																				
1FAPF52U1YA268232	CDD	CF	CPC	CFA	C/A	AB	C/DY	C/LA	22-JUN-2000	13-AUG-2000	124205	USA	36	3A1Z	07010X	YF1Z	7D071	AA	P99	42	21616
AWS Claim Key:	21216002	Trx Code:		B84	Label Hrs:	23															
Dlr Cl-Sub Cb:	01382-*	Name:	ROBE FORD LINCOLN-MERCURY INC			Ph:	315-3370830	St:	NY	City Cb:		USA Reg Cb:	NA	Repair Date:	07-JUL-2003	Doc #:	03756052				
Clnt Comments:	ALSO STATES SHIFTER BINDING																				
Tech Comments:	BALL PIN SHEARS OFF INTERNALLY GASKET MAIN CONTROL COVER REMOVE AND INSTALL OR REPLACE																				

EPC8 010 0001



Body Code:	* - [N/A]	Power Antenna:	* - [N/A]
Body Code(Servic):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREOCASSETTE
Calibration Code:	000135DA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steer Tachist Asst:	
Color(Trim):	* - [N/A]	Tire Brand:	AC - FIRESTONE
Delivery Type:	F	Tire Size:	D38Z - P21560R-16 HSW ALL SEASON
Driveline II Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Size:	
Fuel Type:	* - [N/A]		

**TIRE DOT INFORMATION:**

LF:	*	RF:	*
LR:	*	RR:	*
LE:	*	RE:	*
SPARE:	*		

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	*	Emission Code:	CB - CB
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Kiloms):	*	Emission Decal Reflec:	GM
ESP Plan Year:	*	Engine Family:	YFMXV630V8A
ESP Signature Date:			

800-410-0300



ER03-010 0400

*Ford Motor Company*

Consumer Affairs

Sent US Mail

March 4, 2003

RE: 2000 Taurus  
VIN: 1FAPP53U1YG126023

Dear Mr. [REDACTED]

This is in response to your contact to our Customer Relationship Center regarding your vehicle.

Customer satisfaction and safety are two of the primary objectives of Ford Motor Company. The airbag system in your vehicle is designed to deploy under certain conditions, non-deployment in a collision is not necessarily indicative of a defect. If you are concerned the airbag system is not operating as designed, we suggest that you have the vehicle inspected by an authorized Ford dealership. The dealership uses the best technical resources available when diagnosing vehicle concerns and will be able to determine if the system is operating properly.

In addition, we suggest that you continue working with your insurance company regarding this matter. Your insurance carrier has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue this matter.

Thank you for the opportunity to review your concern.

Respectfully yours,

Lakesia Turner  
Consumer Affairs



Customer Info

Customer:

Address:

Country:

Cell Phone:

Preferred Contact method:

Preferred Contact Time:

Fax:

Email:

800-010-0000



VIN  
1FAPP53U1YG126023

Year    Model  
2000    TALURUS  
No Open Issues

Vehicle List  
Sales Type  
INDIVIDUAL RTL

Owner Status  
Subsequent Owner

Vehicle Info  
Oasis  
Warranty History

ENC-010 8469

VIN: 1FAPP53U1YG126023

Contract: 1 Of

Status: Expire

ESP Purchase Details

Purchaser:

Expiration Date: 2002-12-09

Plan Type: USA NEW 36/36,000 QUALITY CARE MAINT-NORMAL

Rental:

Purchase Type: N

Options:

Plan Year: 2000

Expiration Miles: 37,000

Selling Dealer: BILL BROWN FORD INC

Deductible:

Towing Allowance:

ESP Cancellation Details

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
01509	S	HEAD LAMP	COMPLETE	2001-07-30	02745

ESP-010 0478

VEHICLE DETAIL

VIN: 1FAPP53U1YG12602      Engine: VULC 3.0L OHV EFI NA V6 G\*1ZV  
Make: FORD      Transmission: 4 SPD AUTO TR NAAO AXN04F5QNA  
Model: TAURUS      Paint Code/Color: MED. TOREADOR C/C  
Year: 2000      Calibration: 0DD12N0A  
Pay Load      Max Towing Weight:  
GVWR: 00000      Axle Ratio:  
WheelBase: Y3      Warranty Start Date: 12/31/99  
GCWR:      Vehicle Build Date: 11/10/99  
PEP Code:

Selling Dealers Name: BILL BROWN FORD INC

Selling Dealers P & A Code: 03003

Selling Dealers Sales Code: F48032

Selling Dealers Main Phone: 734-421-7000 Selling Dealers Service Phone: 734-421-7116

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50  
P53YG12602 3Y 3 1 2 01L1988 KK E LL1S 22  
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100  
5 KH 1 A 4 8 CD 32 4V FL KH2 U1  
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150  
FAF1 2 9 UXMI  
1 2 3 4 5 6 7 8 9 160

EP03-010 0771

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	J	C2	04695	F47019

Dealer Name: TOM WOOD FORD  
Dealer Address: 3130 E 96TH ST  
INDIANAPOLIS IN 46240

Dealer Main Phone: 317-846-4241 Dealer Service Phone: 317-846-4241

Position	Employee Name
CUST RELATIONS MGR	KARA SCHMID
GENERAL MANAGER	CHRIS J MATCHETT
PARTS MANAGER	DONALD K SCHIED
SALES MANAGER	PAUL CORAGGIO
SERVICE MANAGER	DAVID K ROACH

ERB2-010 0472

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAPP53U1YG126023	Vehicle Line:	CDD - TAURUS/SABLE (D186) (00-03)	Eng Serial No:	*
Model Year:	2000	Market Description:	CF - FORD DIVISION DERIVATIVE	Body Style:	*
Vehicle Type:	C	Drive Code:	CA - 2 WHL L/R FRONT DRIVE	Engine:	C1A - VULC 3.0L DRV EPI NA V6 G* I2V
Inv. Dealer:	03003	Body Cab Style:	CPC - 4 DOOR SEDAN-6 LITE	Transmission:	C7DX - 4 SPD AUTO TR NAAG AX6N/AF50N
		Version/Option:	C7B - TAURUS B VERSION		

## BUILD INFORMATION:

Region: NA - #00000000 Plant: AD - CHICAGO PLANT BUILD  
Country: USA - #00000000 Prod Date: 10-NOV-1999

## SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 148032 - \*  
Country: USA - #00000000 Selling Dlr St/Prov: MI  
Buyer St/Prov: MI

Arrival Date: 17-NOV-1999 Rail Carpet Loss: 1  
Sale Date: 09-DEC-1999 Fleet/Lease/Ch. Lease: R  
Warranty Start Date: 09-DEC-1999 Modified Vehicle: \*  
Orig Warranty Date: 09-DEC-1999 Reequipped Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
P5JG126023Y 1 2 01L1988 BK R LL3R 22 5 N7 X A 11C03Z 4V PL W2 W  
  
1FAP1 2 0000 24

## INSTALLED OPTION INFORMATION:

Air Conditioning:	C8 - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Dbl:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Axle Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	MU	Paint:	1NFJA - MED. TOREADOR C/C

ENC-018 0478

Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREOCASSETTE
Calibration Code:	00012N0A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Steer Traction Axle:	
Color(Tire):	* - [N/A]	Tire Brand:	AD - GENERAL
Delivery Type:	R	Tire Size:	D315Z - P215/65R-16 BSW ALL SEASON
Drive/In Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

#### TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LL:	*	RL:	*
SPARE:	*		

#### ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	M	Emission Code:	C/B - C/B
ESP Coverage(Miles):	037	Emission Cert Type:	F
ESP Coverage(Time):	036	Emission Descr Suffix:	GDZ
ESP Plan Year:	2000	Engine Family:	YFMXV030VBR
ESP Signature Date:	09-DEC-1999		

EM63-018 0474

## Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DEGRV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	LIST (Miles)	
									10-NOV-1999	09-DEC-1999	148032	USA	3	6Y05	000001	*	MAINT	*	A9*	82	3893	
AWS Claim Key:		105245	Trx Code:	07138	Labour Hrs:	6																
Dlr Cd-Sub Cd:		02745*	Name:		CORNO BROS INC			Ph:	734-6762200		St:	MI	City Cd:		USA		Reg Cd:	NA	Repr Date:	21-APR-2000	Dec #:	172990A
Tech Comments:		CHANGE OIL AND FILTER, RESTORE FLUID LEVELS, AND CHECK TIRE PRESSURES.																				
Tech Comments:		3893 CHANGE OIL AND FILTER CHECK FLUIDS																				
									10-NOV-1999	09-DEC-1999	148032	USA	10	6Y02	000001	*	MAINT	*	A9*	82	8992	
AWS Claim Key:		2201220	Trx Code:	07138	Labour Hrs:	4																
Dlr Cd-Sub Cd:		02745*	Name:		BLACKWELL FORD, INC.			Ph:	734-4331100		St:	MI	City Cd:		USA		Reg Cd:	NA	Repr Date:	08-SEP-2000	Dec #:	05174401
Tech Comments:		LUBRICATION AND FILTER COMPLETE																				
									10-NOV-1999	09-DEC-1999	148032	USA	15	5K03	040401	*	I007	*	N22	42	13508	
AWS Claim Key:		2001479	Trx Code:	814	Labour Hrs:	3																
Dlr Cd-Sub Cd:		02745*	Name:		BLACKWELL FORD, INC.			Ph:	734-4331100		St:	MI	City Cd:		USA		Reg Cd:	NA	Repr Date:	02-MAR-2001	Dec #:	06100602
Tech Comments:		DIAG SLIGHT VIBRATION AT LOW SPEED SWITCH ROTATE TIRES AND WHEELS																				
									10-NOV-1999	09-DEC-1999	148032	USA	20	*	*	*	*	*	*	*	19259	
AWS Claim Key:		1001765	Trx Code:	01S09	Labour Hrs:	2																
Dlr Cd-Sub Cd:		02745*	Name:		BLACKWELL FORD, INC.			Ph:	734-4331100		St:	MI	City Cd:		USA		Reg Cd:	NA	Repr Date:	30-JUL-2001	Dec #:	09988301
Tech Comments:		SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE CHANGE OIL & FILTER, ROTATE TIRES.																				
									10-NOV-1999	09-DEC-1999	148032	USA	20	6Y05	000001	*	MAINT	*	A9*	82	19259	
AWS Claim Key:		10018264	Trx Code:	07138	Labour Hrs:	9																
Dlr Cd-Sub Cd:		02745*	Name:		BLACKWELL FORD, INC.			Ph:	734-4331100		St:	MI	City Cd:		USA		Reg Cd:	NA	Repr Date:	30-JUL-2001	Dec #:	06968302

E803-018 0478

ODD	CF	CFC	CFB	CA	AD	C/DX	C/LA	18-NOV-1999	09-DEC-1999	148032	USA	28	7S13	180103 *	14405 *	A15	X2	19259
AWS Claim Key: 10015763 Yrs Coded: 083 Labor Hrs: 1																		
DLR Cl-Sub Cl: 02745- Name: BLACKWELL FORD, INC. Pk: 734-4531100 St: MI Ctry Cl: USA Reg Cl: NA Repr Dates: 30-JUL-2001 Doc #: 30968903																		
Tech Comments: LUBRICATE, CHANGE OIL AND FILTER MAINTENANCE CARE PACKAGE INCLUDES CHECK AND TOP OFF ALL UNDER HOOD FLU																		
Tech Comments: LUBES CHASSIS, CHANGED OIL & FILTER, AIR UP TIRES, TOP OFF ALL UNDER HOOD FLUID LEVELS																		
ODD	CF	CFC	CFB	CA	AD	C/DX	C/LA	18-NOV-1999	09-DEC-1999	148032	USA	28	7S13	180103 *	14405 *	A15	X2	19259
AWS Claim Key: 13867948 Yrs Coded: 07138 Labor Hrs: 6																		
DLR Cl-Sub Cl: 09708- Name: DON SEELYE FORD, INC. Pk: 269-3753820 St: MI Ctry Cl: USA Reg Cl: NA Repr Dates: 06-JAN-2002 Doc #: 52398802																		
Tech Comments: LUBRICATE, CHANGE OIL AND FILTER MAINTENANCE CARE PACKAGE INCLUDES CHECK AND TOP OFF ALL UNDER HOOD FLU																		
Tech Comments: LUBES CHASSIS, CHANGED OIL & FILTER, AIR UP TIRES, TOP OFF ALL UNDER HOOD FLUID LEVELS																		
ODD	CF	CFC	CFB	CA	AD	C/DX	C/LA	18-NOV-1999	09-DEC-1999	148032	USA	30	6Y05	000001 *	MAINT *	A9*	B2	30769
AWS Claim Key: 13867948 Yrs Coded: 07138 Labor Hrs: 19																		
DLR Cl-Sub Cl: 09708- Name: DON SEELYE FORD, INC. Pk: 269-3753820 St: MI Ctry Cl: USA Reg Cl: NA Repr Dates: 06-MAY-2002 Doc #: 52983901																		
Tech Comments: LUBRICATE, CHANGE OIL AND FILTER MAINTENANCE CARE PACKAGE INCLUDES CHECK AND TOP OFF ALL UNDER HOOD FLUID LEVELS																		
Tech Comments: LUBES CHASSIS, CHANGED OIL & FILTER, AIR UP TIRES, TOP OFF ALL UNDER HOOD FLUID LEVELS																		
ODD	CF	CFC	CFB	CA	AD	C/DX	C/LA	18-NOV-1999	09-DEC-1999	148032	USA	32	6Y05	000001 *	MAINT *	A9*	B2	34417
AWS Claim Key: 16934337 Yrs Coded: 07138 Labor Hrs: 8																		
DLR Cl-Sub Cl: 03003- Name: BILL BROWN FORD INC Pk: 234-4217000 St: MI Ctry Cl: USA Reg Cl: NA Repr Dates: 03-JUL-2002 Doc #: 32840701																		
Tech Comments: PERFORM 33,000 MILE MAINTENANCE CARE PACKAGE																		
ODD	CF	CFC	CFB	CA	AD	C/DX	C/LA	18-NOV-1999	09-DEC-1999	148032	USA	32	5V01	060301 *	1102 *	N27	42	34417
AWS Claim Key: 1307514 Yrs Coded: 084 Labor Hrs: 1.5																		
DLR Cl-Sub Cl: 03003- Name: BILL BROWN FORD INC Pk: 734-4217000 St: MI Ctry Cl: USA Reg Cl: NA Repr Dates: 03-JUL-2002 Doc #: 32841902																		
Tech Comments: PERFORM 33,000 MILE MAINTENANCE CARE PACKAGE																		
Tech Comments: PERFORM 33,000 MILE MAINTENANCE CARE PACKAGE																		
ODD	CF	CFC	CFB	CA	AD	C/DX	C/LA	18-NOV-1999	09-DEC-1999	148032	USA	32	5V01	060301 *	1102 *	N27	42	34417
AWS Claim Key: 1307515 Yrs Coded: 084 Labor Hrs: 5.1																		
DLR Cl-Sub Cl: 03003- Name: BILL BROWN FORD INC Pk: 734-4217000 St: MI Ctry Cl: USA Reg Cl: NA Repr Dates: 03-JUL-2002 Doc #: 32841902																		
Tech Comments: C/KADV INSPECT FRT END POOR TIRE WEAR \$40																		

E863-018 0478



Action Detail

VIN: 1FAPP55U1YG120023

Year: 2000

Model: TAURUS

Case: 607440493

Name: MR [REDACTED]

Owner Status: Subsequent

WSD: 1999-12-08

Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CLOSED

Dealer: TOM WOOD FORD

Origin Desc: US CONCERN CASE BASE

P & A Code: 04695

Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF

Odometer: 49000 MI

Comm Type: PHONE

Action Date: No

Action Date: 02/24/2003

Action Time: 14:03:32-587

Analyst Name:

Analyst: LPEREZ

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ELIZABETH BERTRAM			3175769213	OTHER

COMMENTS: CUSTOMER SAYS: - CUST WAS INVOLVED IN A CAR ACCIDENT - CUST WAS DRIVING BOSS' VEH - CUST HAS ALREADY NOTIFIED CRC ABOUT THEIR INJURIES AND THE ACCIDENT - CUST WAS ADVISED TO GO BACK TO DLRSHP FOR DIAGNOSTIC ON AIRBAGS - CUST CONTACT INS CO TO NOTIFY THAT AIRBAGS DIDN'T DEPLOY - CUST SAYS THAT THERE IS NOTHING TO DIAGNOSE CURRENTLY - VEH OWNER'S INS COMPANY DOES NOT COVER THE MEDICAL EXPENSES THAT DRIVER MAY HAVE INCURRED - INS COMPANY ADVISES THAT DRIVER WOULD HAVE TO DISCUSS ISSUE WITH WORKMAN'S COMP. - VEH OWNER'S INS CO IS NOT WILLING TO COVER THE COST OF HAVING VEH DIAGNOSED - INS CO FEELS THAT SINCE ACCIDENT OCCURED WHILE CUST WAS ON COMPANY TIME, IT IS AN ISSUE TO BE HANDLED BY WORKMAN'S COMP - CUST STILL HAS NOT REC'D ANY CONTACT FROM THEIR EMPLOYER - CUST WANTS TO KNOW WHAT CAN BE DONE NOW - CUST STILL SEEKING TO KNOW WHY THEY HAVEN'T BEEN PROVIDED WITH A STRAIGHT RESPONSE - CUST SEEKING TO KNOW WHY AIRBAGS HAVE NOT DEPLOYED. - CUST THINKS THAT THEY MAY HAVE TO HIRE A LAWYER FOR THE WORKMAN'S COMP ASPECT OF THEIR CLAIM. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP, SOMEBODY WILL CONTACT CUST WITHIN 2-3 BUSINESS DAYS. - ADVISED CUST THAT ISSUE IS USUALLY HANDLED BY CUST INS CO. HOWEVER, CSR IS UNSURE IF THIS WOULD BE BENEFICIAL SINCE INS CO HAS ALREADY ADVISED CUST WHAT NEXT STEPS TO TAKE. INFERENCE CASE ID: 5341

ERG-010 0477

Close an Issue

VIN: 1FAPP53LHYG128023 Year: 2000 Model: TAURUS WBD: 1999-12-09

Name: [Redacted]  
Address: [Redacted]

Case Number: 807440483 Issue Type: 07-LEGAL

Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY

Symptom: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Dealer: F47019 - TOM WOOD FORD

Comm Type: MAIL

Current Odometer Reading: 46000 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 46000 MI

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER(C)

Caller Information if different from vehicle owner

First Name: [Redacted]

Middle Initial: [Redacted]

Last Name: [Redacted]

Relationship: Select One

Phone: [Redacted]

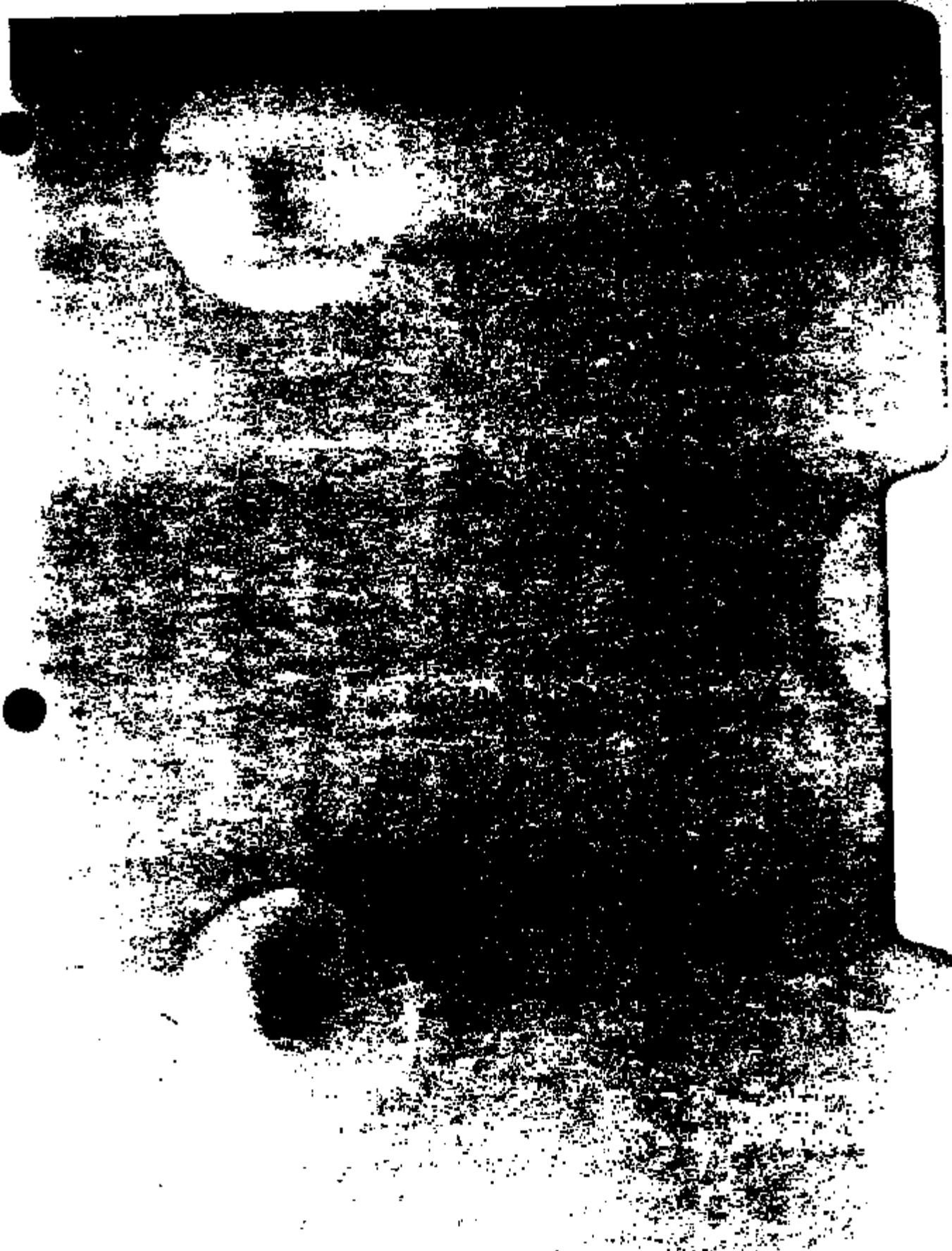
Comments:

vehicle airbags didn't deploy during an accident. lpa - 3 advised the customer if there is a concern with the airbag system to have any ford or lincoln mercury dealer scan the system to verify it is operating properly. lpa also advised that customer continue working with their insurance company and explained subrogation. lpa sent

Warranty History    ESP/Recall    Cost

[Redacted]

E903-616 0478



E983-816 8384

## Action Detail

VIN: 1FAFP66U2YA250382	Year: 2000	Model: TAURUS	Case: 545681923
Name: [REDACTED]	Owner Status: Subsequent	WBD: 2000-06-11	
Symptom Desc: STRG/HANDLING-PULL/DRIFT RIGHT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Ph: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: GRAY-DANIELS FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 07356	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 35000 MI	Comm Type: MAIL		
Action Date: 07/14/2003	Action Time: 14:38:31:083	Action Data: No	
Analyst Name: FONSECA, LOURDES HEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: INS IS ALREADY INVOLVED. LPA FORWARDING INS INVOLVED LETTER.

ER83-018 0305

*Ford Motor Company*

COPY

Consumer Affairs

Sent Via U.S. Mail

July 14, 2003



RE: 2000 Taurus  
VIN: 1FADP55U2YA250382

Dear Ms. 

Thank you for your inquiry regarding your vehicle's airbag system.

The airbag system is designed to deploy under certain conditions; non-deployment in a collision is not necessarily indicative of a defect. If you are concerned about the operation of your vehicle's airbag system, please contact your dealer for an inspection. We also understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

Thank you for the opportunity to review your concern.

Respectfully yours,

Louides Fonseca-Nearon  
Consumer Affairs



ESP Recall Information

VIN: 1FAPP5U2YA250382

No ESP Information for this VIN

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
01S24	S	WINDSHD WP	RELEASED FOR MAILING	2003-05-14	F23477

ER83-518 0387

Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN: 1FAPPJ9U2YA250382	Vehicle Line: C/DD - TAURUS/SABLE (D186) (00-04)	Body Shell: *
Model Year: 2000	Market Derived: C/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No: *
Veh Type: C	Drive Code: C/A - 2 WHL L/H FRONT DRIVE	Engine: C/LA - VULC 3.0L CHV EFI NA V6 G*12V
Inv. Dealer: 03974	Body Cab Style: - 4 DOOR SEDAN-6 LITE	Transmission: C/DX - 4 SPD AUTO TR NA AO AX4N4F50N
Vehicle Status Code: 800	Version/Series: C/FB - TAURUS B VERSION	

Trace Eng Serial No:

NA

Trace Trans Serial No:

NA

**BUILD INFORMATION:**

Region: NA - #####	Plant: AB - ATLANTA PLANT BUILD
Country: USA - #####	Prod Date: 26-MAY-2000

**SALE INFORMATION:**

Region: NA - #####	Selling Dealer: L24325 - *
Country: USA - #####	Selling Div St/Prov: FL
	Buyer St/Prov: FL

Arrival Date: 30-MAY-2000	Red Carpet Lease: *
Sale Date: 11-JUN-2000	Fleet/Retail/Ca. Lease: F
Warranty Start Date: 11-JUN-2000	Modified Vehicle: * Vehicle Consent Flag:
Orig Warranty Date: 11-JUN-2000	Acquired Vehicle: * Vehicle Export Flag: N

ERC-010 8386

**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0  
 P55XA2503M2 3 4 PAC2246810 BR 7 LL3R 23 5 2GRH 18 AN240225 1 ADA X92 2 01  
 PAF2 7 2 A TRSC 1 MD025 1G

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	CB - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Axle Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	M1	Paint:	PNLAA - EBONY SOLID CC
Brake Code:	PRAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREOCASSETTE
Calibration Code:	0DD13N0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steep Traction Aids:	
Color(Trim):	* - [N/A]	Tire Manufacturer:	AC -
Delivery Type:	M	Tire Brand:	* -
Driveshaft Code:	*	Tire Size:	D3MSZ - P215/60R-16 BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

**TIRE DOT INFORMATION:**

LF: \* BF: \*  
 LR: \* BR: \*  
 LI: \* BI: \*  
 SPARE: \* DOT Plant Manufacturer: \* - \*

E903-010 0300



**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	• Emission Code:	C/B - C/B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Suffix:	GM
ESP Plan Year:	• Engine Family:	YFMCV030VBA
ESP Signature Date:		

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Any comments? You can contact

[webmaster](#)

AWIS CLAIM LIST

AWIS Claims Report

DA	CD	CP	CPC	CPB	CA	AB	CDX	CLA	26-05-00	11-06-00	124325	USA	15	*	ID05	FIDZ:6584	A	811	V42	D21	33
AWS Claim Key: 10317392 Doc #: 180338A Trs Code: EM4 Labor Hrs: 2.8 Labor Cost: 173.49 Material Cost: 32.11 Total Cost: 205.6																					
Dir Ctl-Sub Ctl: 07356-# Name: GRAY-DANIELS FORD Tr: 601-4232801 St: MS City Ctl: USA Reg Ctl: NA Rpr Date: 17-AUG-2001 DIST(Mile): 24902																					
Cust Comments: D21 ENGINE MISSES, IDLE FLUCTUATES, DIES AT IDLE CUST STATES																					
Tech Comments: 24906 ROCKER ARM BOLT LOOSE 33 6A783 PERFORM MANUAL COMPRESSION TEST FOUND COMP RESSION LOW ON NUMBER 2 AND 5 CYLINDERS REMOVE UPPER INTAKE MANIFOLD AND BOTH VALVE COVERS FOUND ROCKER ARM BOLTS LOOSE RETIGHTEN BOLTS REASSEMBLE ROAD TEST OKAY																					

Any comments? You can contact

[webmaster](#)

ENR3-010 0311

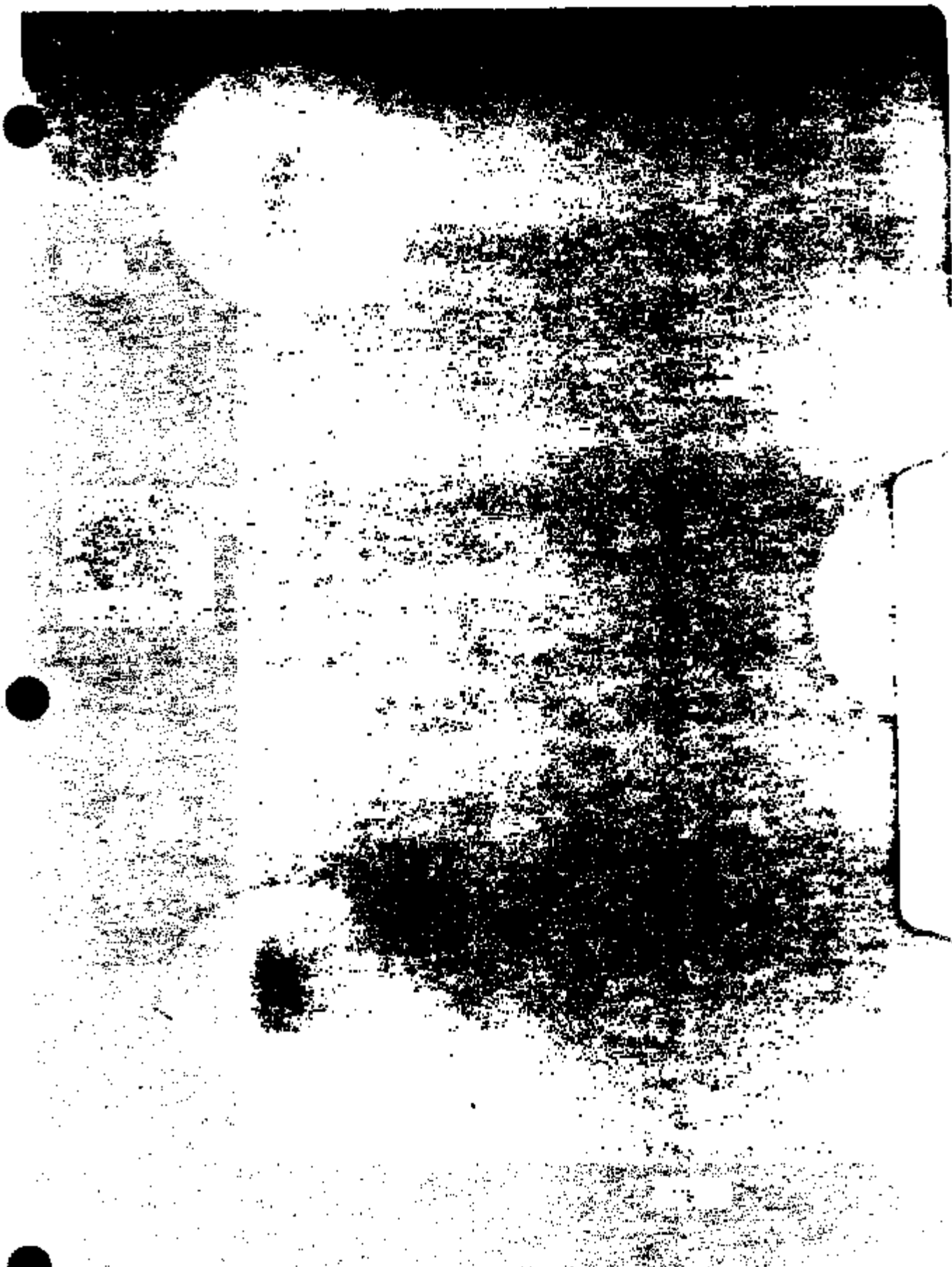
## Action Detail

VIN: 1FAFP55U2YA250362	Year: 2000	Model: TAURUS	Case: 545681923
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2000-06-11	
Symptom Desc: STRG/HANDLING PULL/DRIFT RIGHT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: GRAY-DANIELS FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 07366	
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF			
Odometer: 35000 MI	Comm Type: PHONE		
Action Date: 07/11/2003	Action Time: 15:08:58:187	Action Date: No	
Analyst Name:	Analyst: MCAMPEL		

COMMENTS: CUSTOMER SAYS: -CUST ADVISED THE VEH WAS PURCHASED FROM GRAY-DANIELS FORD IN BRANDON MS SINCE THE VEH WAS PURCHASED THE VEH PULLED TO THE RIGHT CUST HAD THE VEH WORKED ON AT RUSTON FORD IN RUSTON LA WHERE CUST HAD BRAKES DONE -CUST HAS ALSO CHANGED TIRES, AND ROTATED THEM AS WELL AS DONE ALIGNMENTS ON THE VEH IN AN ATTEMPT TO CORRECT THIS PROBLEM -CUST ADVISED THAT 2 WEEKS AGO ON THURSDAY JUNE 19TH AT 14:50 PM (CUST'S LOCAL TIME) THE VEH WAS INVOLVED IN AN ACCIDENT AND ALTHOUGH THERE WAS FRONT END DAMAGE THE AIRBAGS DIDNT DEPLOY (WHICH CUST IS WORRIED ABOUT)-AS A RESULT OF THE ACCIDENT GLASS SHATTERED AND IT CUT CUST IN HER HEAD ALSO SHE HAS A LOT OF BRUISING THE LEFT ANKLE IS SPRAINED AND SHE IS ALSO HAVING BACK PAINS -CUST IS PLANNING ON PURSUING A PERSONAL INJURY CLAIM -CUST WAS DRIVING ALONE HEADING EAST DOWN NORTH STREET IN MAGNOLIA AND THE VEH PULLED TO THE RIGHT AND CUST WASNT ABLE TO GET IT STRAIGHT SO IT HIT A POLE HEAD ON -THERE WAS A POLICE REPORT FILED IN THE CITY OF MAGNOLIA AND THE FINDINGS WERE THAT CUST RAN OFF THE ROAD AND HIT THE ROAD -CUST HAS THE NUMBER FOR THE RECORDS DEPT WHERE THE POLICE REPORT WOULD BE-->> 870-234-2323 -CUST DOESNT HAVE THE POLICE REPORT, ALL SHE HAS IS A TICKET -CUST HAS CONTACTED HER INSURANCE COMPANY WHO TOTALLED THE VEH -CUST ADVISED SHE STILL OWES \$12,401 ON THE VEH AND THE INSURANCE COMPANY WILL PAY \$8532.10 LEAVING CUST WITH A BALANCE OF 3871.01 -CUST ADVISED SHE THOUGHT THE VEH WOULD HAVE BEEN REPAIRABLE -CURRENTLY SEEKING RENTAL ASSISTANCE SINCE THE INSURANCE COMPANY SAID SHE WOULD HAVE TO PAY FOR IT -CUST REQUESTING TO BE CALLED BACK AT (601) 442-4001 AND PLEASE ASK FOR DENISE WHICH IS HER MIDDLE NAME AND THE NAME CUST GOES BY -IF CUST IS NOT AVAILABLE PLEASE ASK FOR CUST'S SISTER LIZ PER CUSTOMER. DEALER SAYS: -NONE CAG ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

*Left injury*

EA83-018 0312



EA63-618 6478

## All Action Details for Issue

Print

VIN: 1FAPP5326YG201782

Year: 2000

Model: TAURUS

Case: 1285090343

Name: [REDACTED]

Owner Status: Original

WSD: 2000-05-11

Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CLOSED

4576203

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF

Dealer: 00143 DARCARS FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 47000 MI

Comm Type: PHONE

Analyst Name: EVERTON CAMPBELL

Analyst: ECAMPBEL

Action Date: 02/03/2003

Action Time: 07:54:21.003

Action Date: No

Comments CUSTOMER SAYS: -MY VEH WAS HIT BY ANOTHER VEH ON JAN 7TH -ACCIDENT TOOK PLACE ON SILVER HILL ROAD WHILE TRAVELING SOUTH -SECOND VEH WAS TRAVELING NORTH ON SILVERHILL RD -MY VEH WAS STRUCK ON THE FRONT PASSENGER SIDE -AIR BAGS DID NOT DEPLOY AT THE TIME OF IMPACT -THERE WAS A POLICE REPORT FILED WITH THE PRINCE GEORGES COUNTY POLICE DEPT. -POLICE REPORT # 09402000 - INSURANCE COMPANY WAS NOTIFIED AND THE CLAIM SETTLED -THE VEH WAS DEEMED TOTALLED BY THE INSURANCE COMPANY -I SUFFERED INJURY TO RIGHT LEG, RESTRICTION IN LEFT ARM, BRUISE CHEST, BACK AND HEAD INJURIES CURRENTLY STILL UNDER DOCTORS CARE -WOULD LIKE TO KNOW WHY THE AIRBAGS FAILED TO DEPLOY PER CUSTOMER, DEALER SAYS: -NONE CAG ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 00143 DARCARS FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 47000 MI

Comm Type: PHONE

Analyst Name: CASSANDR JONES

Analyst: CJONES

Action Date: 02/04/2003

Action Time: 16:57:43.226

Action Date: Yes

Comments ATTEMPTED TO CALL CUST AT HOME#, LINE BUSY-AT WORK # NO ANSWER WILL ATTEMPT RECONTACT.

Data Element Name

Data Value

CONTACT PERSON

NONE

EPC3-010 0498

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 00143 DARCARS FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 47000 MI

Comm Type: PHONE

Analyst Name: CASSANDR JONES

Analyst: CJONES

Action Date: 02/04/2003

Action Time: 16:57:45.588

Action Date: Yes

Comments ATTEMPTED TO CALL CUST AT HOME#, LINE BUSY-AT WORK # NO ANSWER WILL ATTEMPT RECONTACT.

Data Element Name

Data Value

CONTACT PERSON

NONE

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 00143 DARCARS FORD

Odometer: 47000 MI

Analyst Name: CASSANDR JONES

Action Date: 02/04/2003

Comm Type: PHONE

Analyst: CJONES

Action Time: 18:57:48.172

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: Yes

Comments ATTEMPTED TO CALL CUST AT HOME#, LINE BUSY-AT WORK # NO ANSWER WILL ATTEMPT RECONTACT.

Data Element Name

Data Value

CONTACT PERSON

NONE

Action: FINAL CASE DISPOSITION

Dealer: 00143 DARCARS FORD

Odometer: 47000 MI

Analyst Name: CASSANDR JONES

Action Date: 02/21/2003

Comm Type: PHONE

Analyst: CJONES

Action Time: 09:00:40.250

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

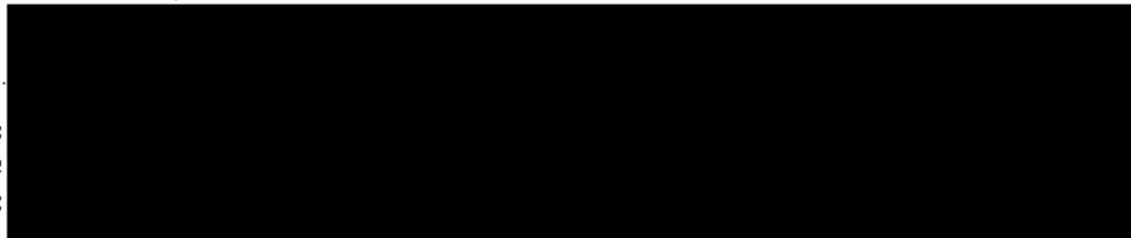
Action Date: No

Comments STIL NOT ABLE TO GET IN TOUCH WITH CUST. SENDING ACKNOWLEDGMENT TO CUST.

ERR3-018 0481

Customer Info

Customer:  
Address:  
Country:  
Cell Phone:  
Preferred Contact method:  
Preferred Contact Time:



EM03-010 0402

ESP / Recall Information

VIN: 1FAPP5326YG201782

No ESP Information for this VIN

Recall Information						
Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00E10	E	FUEL DEL		COMPLETE	2001-05-08	00143
00T09	T	OBD-II CODE		COMPLETE	2001-09-20	00143
01S24	S	WINDSHD WIP		COMPLETE	2001-09-20	00143

2003-010 0483



# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAH526Y1201702	Veh Line:	C200 - TAURUS/SALE (11/86) (01-03)	Eng Serial No:	*
Model Year:	2001	Market Derived:	C7E - FORD DIVISION DERIVATIVE	Body Style:	*
Veh Type:	C	Drive Code:	C7A - 2 WHEEL FRONT DRIVE	Engines:	C6A - VULC 3.0L OHV EH NA V6 G*12V
Inv. Dealer:	00143	Body Chk Style:	C7K - 4 DOOR SEDAN 4 LITE	Transmission:	C0T - 4 SPD AUTO TRANS NAAG AX4S
		Version/Serial:	C7B - TAURUS B VERSION		

## BUILD INFORMATION:

Region: NA - 0000000000 Plant: AD - CHICAGO PLANT (BU11)  
 Country: USA - 0000000000 Prod Date: 20-MAR-2001

## SALE INFORMATION:

Region: NA - 0000000000 Selling Dealer: 127021 - \*  
 Country: USA - 0000000000 Selling Div: SUFRWA: MD  
 Buyer Subtype: MD

Arrival Date: 13-APR-2001 Red Carpet Lease \*  
 Sale Date: 11-MAY-2001 Fleet/Retail/Co. Lease: R  
 Warranty Start Date: 11-MAY-2001 Modified Vehicle: \*  
 Orig. Warranty Date: 11-MAY-2001 New/required Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
 P15V00N1242Y 3 L RD 2700217 70 R 2423R 22 5 BR T A 210021 R 70 R22 2  
 19476 9 2140 24

## INSTALLED OPTION INFORMATION:

Air Conditioning:	C7B - MANUAL A/C CONDITIONER	GVW Code:	
Alternate Amp Rating:	NA	GVW Class Code:	F
Audio (Disk):	* - [N/A]	Instrumentation:	* - [N/A]
Audio Radio:	* - [N/A]	Mirror/Driver Side:	* - [N/A]
Audio Type:	* - [N/A]	Mirror/Passg Side:	* - [N/A]
Battery Amp Rating:	M11	Paint:	PNZJF - SILVER FROST CR*
Wedge Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Control/Sensor:	* - [N/A]	Radio:	AR - ELECTRONIC AM/FM STEREO CASSETTE
Collision Code:	DDXISD0A	Sound System:	* - [N/A]

E903-010 0404

Color(Accent):	* - [N/A]	Suspension Type:	
Color(Trim):	0002V -	Tire Brand:	AJ5 - GENERAL
Delivery Type:	0	Tire Size:	DMXZ - P215/60R-16 HSW ALL SEASON
Drivetrain Code:	A	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	AK - FLEX FUEL ETHANOL		

**TIRE DOT INFORMATION:**

LF:	* RF:	*
LR:	* RR:	*
LL:	* RL:	*
SPARE:	*	

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	CC - CC
ESP Coverage/Miles:	* Emission Cert Type:	5
ESP Coverage/Time:	* Emission Decal Suffix:	GYB
ESP Plan Year:	* Engine Family:	YEMXV700V19
ESP Signature Date:		

8003-010 0405

### Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT INTRN	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRN CD	ENG CD	PRCD DATE	WARR DATE	SEJLINK DEALER	SEJL CNT	TIS	WCT	CPSC_6	PREF	BASE	SUFF	CCX	CD	DNST (Miles)		
1FAFP5328Y1201782	C782	CF	C7C	C7B	C7A	AD	C7D	C7A	29-MAR-2000	11-MAY-2000	127021	USA	13	*	*	*	*	*	*	*	15336		
AWS Claim Key:		8126488	Trx Code:		0010	Labor Hrs:		11															
Dtr Cd-Sub Cd:		00143*	Name:		DARCARS FORD	Ph:		301-4991100	St:		MD	City Cd:		USA	Reg Cd:		NA	Rcpt Date:		01-MAY-2001	Dnc #:		15102801
1FAFP5328Y1201782	CDD	CF	C7C	C7B	C7A	AD	C7D	C7A	29-MAR-2000	11-MAY-2000	127021	USA	17	*	*	*	*	*	*	*	22343		
AWS Claim Key:		1126973	Trx Code:		DIS24	Labor Hrs:		6															
Dtr Cd-Sub Cd:		00143*	Name:		DARCARS FORD	Ph:		301-4991100	St:		MD	City Cd:		USA	Reg Cd:		NA	Rcpt Date:		20-SEP-2001	Dnc #:		13875484
1FAFP5328Y1201782	CDD	CF	C7C	C7B	C7A	AD	C7D	C7A	29-MAR-2000	11-MAY-2000	127021	USA	17	2605	037405	*	RFXAS	*	A99	42	22343		
AWS Claim Key:		1126973	Trx Code:		ERA	Labor Hrs:		4															
Dtr Cd-Sub Cd:		00143*	Name:		DARCARS FORD	Ph:		301-4991100	St:		MD	City Cd:		USA	Reg Cd:		NA	Rcpt Date:		20-SEP-2001	Dnc #:		13875405
1FAFP5328Y1201782	CDD	CF	C7C	C7B	C7A	AD	C7D	C7A	29-MAR-2000	11-MAY-2000	127021	USA	26	7802	130001	VF17	14A089	AA	L99	42	34266		
AWS Claim Key:		16685413	Trx Code:		ES3	Labor Hrs:		13															
Dtr Cd-Sub Cd:		00143*	Name:		DARCARS FORD	Ph:		301-4991100	St:		MD	City Cd:		USA	Reg Cd:		NA	Rcpt Date:		14-JUN-2002	Dnc #:		17266401
Cust Comments:		CUSTOMER REPORTS GAS GAUGE NOT READING PROPERLY. STAYS ON FULL UNTIL RUNS EMPTY.																					
Tech Comments:		INOP FLEX FUEL. MODULE REPLACED FLEX FUEL MODULE.																					
1FAFP5328Y1201782	CDD	CF	C7C	C7B	C7A	AD	C7D	C7A	29-MAR-2000	11-MAY-2000	127021	USA	26	7D07	17XSNV	14CZ	13466	A	L20	46	34266		
AWS Claim Key:		16685412	Trx Code:		ES3	Labor Hrs:		3															
Dtr Cd-Sub Cd:		00143*	Name:		DARCARS FORD	Ph:		301-4991100	St:		MD	City Cd:		USA	Reg Cd:		NA	Rcpt Date:		14-JUN-2002	Dnc #:		17206403

E993-010 0499

**Dealer Information**

<b>FCSD Region</b>	<b>Sales Region</b>	<b>Sales Zone</b>	<b>Market</b>	<b>P&amp;A Code</b>	<b>Sales Code</b>
27-WASHINGTON	27-WASHINGTON	B	D1	00143	F27021

<b>Dealer Name:</b>	DARCARS FORD		
<b>Dealer Address:</b>	9020 LANHAM SEVERN ROAD LANHAM MD 20708		
<b>Dealer Main Phone:</b>	301-459-1100	<b>Dealer Service Phone:</b>	301-459-1100

Position	Employee Name
CUST RELATIONS MGR	JOHN SORENSEN
DEALER/PARTNER	GEORGE D NOELL
	Sven-Erik Andersson
GENERAL MANAGER	THERESA DARVISH
PARTS MANAGER	WARREN RICHARDSON
SALES MANAGER	LAWRENCE OLLIVERIE
SERVICE MANAGER	LEROY ORNDORFF

**Service Hours** 7:00AM-7:30PM MONDAY THRU FRIDAY SAT: 8:00AM-4:0

**Directions**

**Trained** N

**Additional Information** LSG ENROLLED VNX-J 490203, JB OR ROSE BAYAT

EMCS-018 0487

*Ford Motor Company*

Consumer Affairs

\*Sent via U.S. Mail

February 21, 2003



RE: 2000 Ford Taurus  
VIN: 1FAFP5326YG201782

Dear Ms. 

We have been unable to contact you by phone to obtain additional information to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 248-1109 as soon as possible between the hours of 8 a.m. and 4 p.m. Eastern Time.

If we do not hear from you within 5 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed.

Respectfully yours,

Cassandra Jones-McBryde  
Consumer Affairs

ERG-818 8458

Customer Info

Cu  
Ca  
Preferred Contact  
Preferred Cont



ENC-018 0400

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FANT551DYA144819	Vehicle Line:	C003 - TAURUS/SEDAN E.D. (00-04)	Eng. Serial No.:	*
Model Year:	2000	Market Derived:	C07 - FORD DIVISION DERIVATIVE	Body Style:	*
Vehicle Type:	C	Drive Code:	C0A - 2 WHE. LH FRONT DRIVE	Engine:	OLA - VILC 3.0L OHV 131 NA V6 1791CV
Inv. Dealer:	03285	Body Cab Style:	C0C - 4 DOOR SEDAN 4 LITE	Transmission:	C0X - 4 STD AUTO TR NAAD AX4M4F50N
		Version/Option:	C0E - TAURUS 5 VERSION		

## BUILD INFORMATION:

Region: NA - 000000000 Plant: AB - ATLANTA PLANT (BILJD)  
 Country: USA - 000000000 Prod Date: 11-JAN-2000

## SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 158792 - \*  
 Country: USA - 000000000 Selling Dlr St/Prov: MN  
 Buyer St/Prov: MN

Arrival Date: 14-JAN-2000 Red Carpet Lease: \*  
 Sale Date: 20-JAN-2000 Fleet/Retail/Lease: F  
 Warranty Start Date: 20-JAN-2000 Modified Vehicle: \*  
 Orig Warranty Date: 26-JAN-2000 Recaptured Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
 P55TA144819 3 . . 6 PA9420L1296 00 F 0000 00 3 SH08 73 AV51R032 4 ALA X22 2 U  
 LEAF 5 2 DEPL 64002

## INSTALLED OPTION INFORMATION:

Air Conditioning:	C03 - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Dials:	* - [N/A]	Instrumentation:	* - [N/A]
Asic Radio:	* - [N/A]	Mirror/Driver Side:	* - [N/A]
Asic Type:	* - [N/A]	Mirror/Pass Side:	* - [N/A]
Battery Amp Rating:	MU	Paint:	PN1AA - MET ROYAL BLUE CT
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code/Service:	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREO CASSETTE
Calibration Code:	00712NDA	Sound System:	* - [N/A]

E903-010-0401



Color/Screen: \* - [N/A]  
 Color/Trim: 0002V -  
 Delivery Type: D  
 Drivetrain Code: \*  
 Front Seat: \* - [N/A]  
 Fuel Type: \* - [N/A]

Steer Traction Axle:  
 Tire Brand: \* - [N/A]  
 Tire Size: P215/60R-16 MSW ALL SEASON  
 Traction Control: ABS - ANTI-LOCK TRACT BRAKES W/0 [VD]  
 Wheel Base:

**TIRE DOT INFORMATION:**

LF: \* RF: \*  
 LR: \* RR: \*  
 LI: \* RI: \*  
 SPARE: \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code: \* Emission Code: C7B - C7B  
 ESP Coverage(Miles): \* Emission Cert Type: F  
 ESP Coverage(Thurs): \* Emission Decal Suffix: G02  
 ESP Plan Year: \* Engine Family: YFMXV03WBK  
 ESP Signature Date:

FR03-018 0402

Can't find VIN Code =

### Standard Claims List For Model Year 2000

VIN	VEH LINE	WGT INCH	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRN CD	ENG CD	PRM DATE	WARR DATE	SELLING DEALER	SEJ CNT	ITS WCC: CTSC, D, PREP BASE, SUFF, CCC, CD	DIST (Miles)
-----	----------	----------	----------	------------	------------	--------	--------	--------	----------	-----------	----------------	---------	--	--------------

ENG3-010 0403

ESP / Recall Information

VIN: 1FAPP5SU0YA144819

No ESP Information for this VIN

Number	Type	Description	Recall Information		Status Date	Dealer Code
			Campaign	Status		
00LE3	L	LABEL		FORCED COMPLETION	2001-05-02	AUTOC

ENG-818 0404

VIN: 1FAPP5SU0YA144819

5/13/03

## Dealer Information

FCSI Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	D	D2	03898	F24510

Dealer Name:	DELAND FORD		
Dealer Address:	2855 N. VOLUNIA AVENUE ORANGE CITY FL 32763		
Dealer Main Phone:	904-775-1000	Dealer Service Phone:	904-775-1000

Position	Employee Name
DEALER/PARTNER	JOSEPH P UMBRIANO
DEALER/PARTNER	EDWARD T LACEY
GENERAL MANAGER	PAULA L TABAR
PARTS MANAGER	MICHAEL M GUTHRIE
SALES MANAGER	RANDALL W ZUCKER
SERVICE MANAGER	RONDA PRYOR

Service Hours

MON-FRI 7:30-6PM SATURDAY 8:00 AM TO 5:PM

Directions

Trained

Y

Additional Information

E993-018 0498

All Action Details for Issue

Print

VIN: 1FAPP5L10YA144R19  
Name: MRS [REDACTED]  
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT  
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS-INJURY  
Issue Type: 07 LEGAL

Year: 2000  
Owner Status: Subsequent  
Issue Status: CLOSED

Model: TAURUS  
WSD: 2000-01-28  
Primary Phone: [REDACTED]  
Secondary Phone: [REDACTED]

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF  
Dealer: 03898 DELAND FORD  
Odometer: 70000 MI  
Analyst Name: LAVERNE MCGARRELL  
Action Date: 02/18/2003

Origin Desc: US CONCERN CASE BASE

Comm Type: PHONE  
Analyst: LMCGARRE  
Action Time: 08.10.49.365

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

Comments CUSTOMER SAYS: -CUST WAS IN A FRONT-END COLLISION ON FEB 14TH -ACCIDENT OCCURED IN SEMINOLE COUNTY, POLICE REPORT FILED BUT FILE NUMBER NOT AVAILABLE -CUST REAR-ENDED ANOTHER VEH -CUST HAS NECK AND BACK INJURIES, FRACTURED LEFT KNEE AND HIP, CUST WAS KNOCKED UNCONCIOUS -HER HUSBAND HAD A MINOR NECK ACHE WHICH WENT AWAY AFTER A COUPLE DAYS -THE INSURANCE COMPANY SAID IT IS A TOTAL LOSS, THE VEH IS CURRENTLY AT A TOWING YARD -NEITHER AIR BAG DEPLOYED -CUST WOULD LIKE TO REPORT THIS TO FORD PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

Action: MAKE OUTBOUND CALL TO CUSTOMER  
Dealer: 03898 DELAND FORD  
Odometer: 70000 MI  
Analyst Name: CASSANDR JONES  
Action Date: 02/20/2003

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Comm Type: MAIL  
Analyst: CJONES  
Action Time: 16.14.53.429

Action Date: Yes

Comments WILL CALL CUST TO DISCUSS CLAIM.

Data Element Name

Data Value

CONTACT PERSON

Action: FINAL CASE DISPOSITION

*No customer contact done I-7 yet only*

Dealer: 03808 DELAND FORD  
Odometer: 70000 MI  
Analyst Name: CASSANDR JONES  
Action Date: 02/28/2003

Comn Type: PHONE  
Analyst: C.JONES  
Action Time: 09.12.55.106

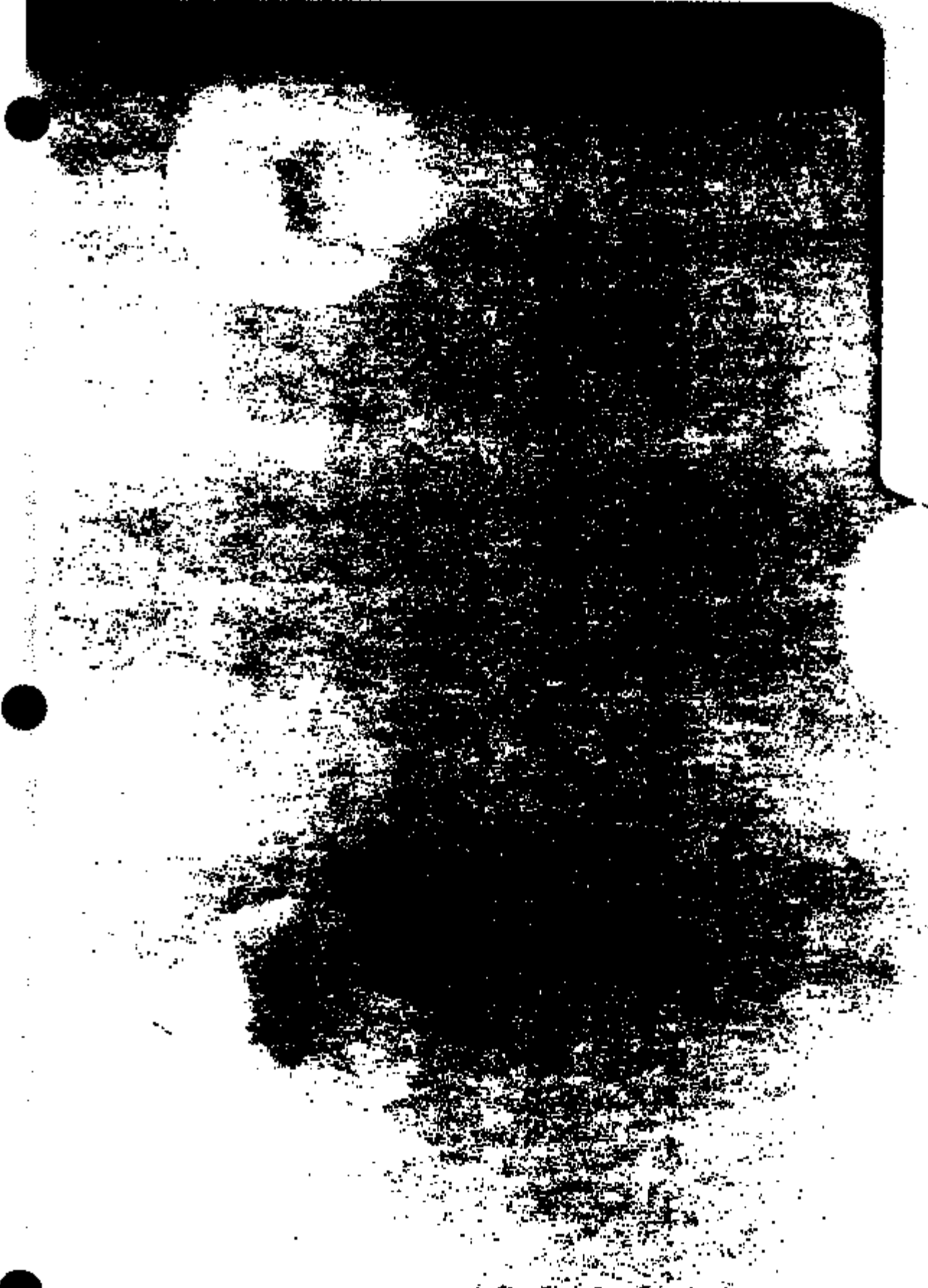
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments SPOKE TO CUSTOMER .SHE STD THAT THE VEHICLE HAS BEEN TAKEN CARE OF BY INSURANCE CO. SHE JUST WANTED US TO BE AWARE OF THE CONCERN. SHE IS NOT PURSUING AN INJURY CLAIM. NO LETTER OF CLOSING SENT TO CUSTOMER, FYI ONLY.

---

ENR3-810 8487



EP03-010 0313

## Action Detail

VIN: 1FAFP32U5YA278908	Year: 2000	Model: TAURUS	Case: 1296470483
Name: [REDACTED]	Owner Status: Original	WSD: 2000-11-10	
Symptom Desc: SERVICE BRAKE (NOP/INEFFECTIVE)		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: DOBBS FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 05948	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 29000 MI	Comen Type: MAIL		
Action Date: 08/11/2003	Action Time: 12:37:42:143	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA CALLED CUSTOMER, SHE WANTS HER AIRBAG SYSTEM CHECKED, FEELS BRAKES AND STEERING FAILED. VEHICLE IS BEING REPAIRED BY THE INSURANCE COMPANY AT THIS TIME. LPA EXPLAINED SUBROGATION ALSO, DEALERSHIP CAN CHECK AIRBAG SYSTEM ONCE VEHICLE IS REPAIRED. NO FURTHER ACTION.

ER63-618 8314

...:42.143&SympC=301600&rTabPage=&Reason=0793&IssTyp=07&CustNo=41698825399&C3/11/03



*Ford Motor Company*

Consumer Affairs

Sent Via US Mail

March 11, 2003



RE: 2000 Taurus  
VIN: 1FAFP52U5YA278908

Dear Ms. 

Thank you for contacting us regarding the above-mentioned vehicle.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

Thank you for giving us the opportunity to review your concern.

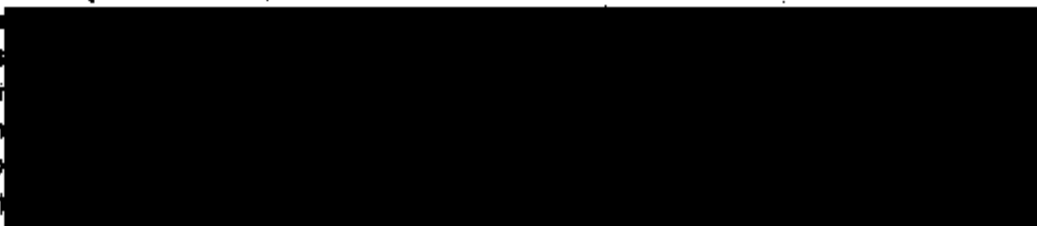
Sincerely,

Lourdes Fonseca-Neaton  
Consumer Affairs



Customer Info

Customer  
Address  
Country  
Cell Phone  
Preferred Contact method  
Preferred Contact Time



EN32-B18 8318

## ESP / Recall Information

VIN: 1FAPP52U5YA278908

No ESP Information for this VIN

## Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
01S24	S	WINDSHD WP		COMPLETE	2002-11-29	05848

ER03-010 B317

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

## (Related Claims)

VIN:	1FAFP52U5YA278908	Veh Line:	CDD - TAURUS/SABLE (D186) (08-03)	Body Style:	*
Model Year:	2000	Market Derived:	C/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	*
Veh Type:	C	Drive Code:	C/A - 2 WEL L/H FRONT DRIVE	Engine:	C/LA - VULC 3.0L OHV EFI
Inv. Dealer:	05942	Body Cab Style:	- 4 DOOR SEDAN-6 LITE	Transmission:	C/DY - 4 SPD AUTO TRANS
Vehicle Status Code:	800	Version/Series:	C/A - TAURUS A VERSION		

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----

NA

Trace Trans Serial No:

NA

## BUILD INFORMATION:

Region:	NA - #####	Plant:	AB - ATLANTA PLANT BUILD
Country:	USA - #####	Prod Date:	21-JUL-2000

## SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	123005 - *
Country:	USA - #####	Selling Dir St/Prov:	TN
		Buyer St/Prov:	TN

Arrival Date:	06-AUG-2000	Red Carpet Lease:	*
Sale Date:	10-NOV-2000	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	10-NOV-2000	Modified Vehicle:	* Vehicle Coast Flag:
Orig Warranty Date:	10-NOV-2000	Reacquired Vehicle:	* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----

F5FEA278908 4 2 247188 LD N L3R 22L KP 2 23A003 2 78 G2 Y1

FAPS 1 90L3V

ERG3-810 8318

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Axle Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	MU	Paint:	PNZF - SILVER FROST CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AD - ELECTRONIC AM/FM STEREO RADIO
Calibration Code:	0DD1380A	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Steering Traction Assist:	
Color(Trim):	000ZV -	Tire Manufacturer:	AC -
Delivery Type:	0	Tire Brand:	* -
Drivetrain Code:	F	Tire Size:	D3/SZ - P215/60R-16 BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

**TIRE DOT INFORMATION:**

LF: \* RF: \*

LR: \* RR: \*

LI: \* RI: \*

SPARE: \* DOT Plant Manufacturer: \* - \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	C/B - C/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	QFM
ESP Plan Year:	* Engine Family:	YFMXV030VBA
ESP Signature Date:		

Any comments? You can contact

webmaster

800-818 8318



Action Detail

VIN: 1FAEP52U5YA278908	Year: 2000	Model: TALURUS	Case: 1298470483
Name: [REDACTED]	Owner Status: Original	WSD: 2000-11-10	
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07-LEGAL	Issue Status: OPEN	Dealer: DOBBS FORD, INC.	At [REDACTED]
Origin Desc: US CONCERN CASE BASE		P & A Code: 05948	
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF			
Orderstar: 29000 MI	Comms Type: PHONE		
Action Date: 03/07/2003	Action Time: 10:56:37:520	Action Date: No	
Analyst Name: KATHY HARDING	Analyst: KHARDING		

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

COMMENTS: CUSTOMER SAYS: VEH CONCERN WORK EXTENSION IS #5082 -ACCIDENT OCCURED SAT MARCH 01, 03  
 -POLICE CAME OUT TO ACCIDENT AND REPORT WAS NOT FILED SINCE ACCIDENT OCCURED ON PRIVATE PROPERTY  
 -CLAIMS BEAKES FAILED AND HIT A CONCRETE BLOCK -WAS IN ACCIDENT AND CLAIMS BEAKES FAILED AND AIR BAG DID NOT DEPLOY -VEH IS CURRENTLY AT FORD DLR FOR REPAIRS -DRIVER HIT HEAD AND KNOCKED OFF REAR-VIEW MIRROR  
 -DRIVER WAS TAKEN TO DOCTOR AND A CAT-SCAN HAS BEEN REQUESTED DUE TO HEADACHES -INSURANCE COMPANY HAS BEEN CONTACTED -VEH IS REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFO WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 6941

*15 years old*  
*- Son was injured*  
*- Police report - no report*  
*- was wearing a seat belt*  
*- front tire replaced*  
*- headen damaged*  
*- Checked brakes @ dealership*  
*- IMS involved*

FRS-018 0321



EP03-010 0322



CLAIMS LIST

AWM Claim Report

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENR COD	PRD DATE	WAR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC	PRPF	BASE	SUFF VRT	VFG	CCC	CD
1F4FP5329YA167159	DA	C/DD	C/F	C/P	C/PB	C/A	AB	C/DX	C/LA	03-02-00	17-04-00	158736	USA	3	*	*	*	EXX	V00	*	*
<b>AWS Claim Key:</b>	4393945	Doc #:	1651758		Trx Code:	00E10		Labour Hrs:	1.1		Labour Cost:	65.8		Material Cost:	263.9		Total Cost:	329.7			
<b>Dir Cd-Sub Cd:</b>	20346*	Name:	BRADLEY FORD LINCOLN-MERCURY		Ph:	328-8551191		St:	AZ		City Cd:	USA		Reg Cd:	NA		Repr Date:	13-NOV-2000			DIST (Mile): 8391
<b>Cost Comments:</b>	RECALL 00E10																				
<b>Tech Comments:</b>	REPLACED FUEL PUMP ASSEMBLY PER RECALL.																				
1F4FP5329YA167159	DA	C/DD	C/F	C/P	C/PB	C/A	AB	C/DX	C/LA	03-02-00	17-04-00	158736	USA	15	*	*	*	EXX	V00	*	*
<b>AWS Claim Key:</b>	1066611	Doc #:	0012302		Trx Code:	01S08		Labour Hrs:	4		Labour Cost:	18.36		Material Cost:	11		Total Cost:	29.36			
<b>Dir Cd-Sub Cd:</b>	00187*	Name:	FLANDREAU MOTORS, INC.		Ph:	605-9972425		St:	SD		City Cd:	USA		Reg Cd:	NA		Repr Date:	27-JUN-2001			DIST (Mile): 12428
<b>Cost Comments:</b>	IN FOR RECALL																				
<b>Tech Comments:</b>	PERFORM RECALL PER SPECS																				
1F4FP5329YA167159	DA	C/DD	C/F	C/P	C/PB	C/A	AB	C/DX	C/LA	03-02-00	17-04-00	158736	USA	15	*	2G05 *	RECALEM *	S11	V44	D50	42
<b>AWS Claim Key:</b>	11697690	Doc #:	0012301		Trx Code:	807		Labour Hrs:	3		Labour Cost:	14.15		Material Cost:	0		Total Cost:	14.15			
<b>Dir Cd-Sub Cd:</b>	00187*	Name:	FLANDREAU MOTORS, INC.		Ph:	605-9972425		St:	SD		City Cd:	USA		Reg Cd:	NA		Repr Date:	27-JUN-2001			DIST (Mile): 12428
<b>Cost Comments:</b>	IN FOR RECALL																				
<b>Tech Comments:</b>	PERFORM RECALL PER SPECS																				
1F4FP5329YA167159	DA	C/DD	C/F	C/P	C/PB	C/A	AB	C/DX	C/LA	03-02-00	17-04-00	158736	USA	28	*	7E10 *	19E951 *	S09	V79	C05	42
<b>AWS Claim Key:</b>	17022244	Doc #:	15063601		Trx Code:	883		Labour Hrs:	.6		Labour Cost:	43.5		Material Cost:	12.38		Total Cost:	55.88			
<b>Dir Cd-Sub Cd:</b>	01224*	Name:	THOROUGHbred FORD		Ph:	816-3051818		St:	MO		City Cd:	USA		Reg Cd:	NA		Repr Date:	12-JUL-2002			DIST (Mile): 18834
<b>Cost Comments:</b>	CUSTOMER STATES A/C SYSTEM DOESNT BLOW COLD WHEN DRIVING AT HIGHWAY SPEEDS IT ONLY DROPS DOWN TO AROUND																				
<b>Tech Comments:</b>	AC LOW ON FREON DIAGNOSIS, LEAK CHECK, NO LEAK FOUND, EVAC AND RECHARGE SYSTEM WITH 9640 R134A, LEAK CHECKED AGAIN, AC OPERATING																				
1F4FP5329YA167159	DA	C/DD	C/F	C/P	C/PB	C/A	AB	C/DX	C/LA	03-02-00	17-04-00	158736	USA	32	*	*	*	EXX	V00	*	*
<b>AWS Claim Key:</b>	19613199	Doc #:	0016271		Trx Code:	02S40		Labour Hrs:	.1		Labour Cost:	4.72		Material Cost:	0		Total Cost:	4.72			
<b>Dir Cd-Sub Cd:</b>	00187*	Name:	FLANDREAU MOTORS, INC.		Ph:	605-9972425		St:	SD		City Cd:	USA		Reg Cd:	NA		Repr Date:	13-NOV-2002			DIST (Mile): 21040
<b>Cost Comments:</b>	WE PERFORMED THE RECALL 02S40																				

Any comments? You can contact

ER03-018 0323

Air Assign Details for Issue

Print

VIN: 1FAPP5329YA167159

Year: 2000

Model: TAURUS

Case: 361782133

Name: [REDACTED]

Owner Status: Original

WSD: 2000-04-17

Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ACCIDENT

Secondary Phone:

Issue Type: 07 LEGAL

Issue Status: OPEN

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 00187 FLANDREAU MOTORS, INC.

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK

Odometer: 1 MI 24,850

Comm Type: EMAIL

Analyst Name: LEICH, CHERIE

Analyst: CLEICH

Action Date: 06/01/2003

Action Time: 10.02.58.522

Action Date: No

Comments: \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\* DATE STAMPED 6-1-03. CUSTOMER ALLEGES SHE WAS INVOLVED IN A FRONT END COLLISION AND THE PASSENGER SIDE AIR BAG DID NOT DEPLOY. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

*ff Ins. Co. possession...*

EP63-010 8324

All Action Outputs for Issue

Print

VIN: 1EAPP5328YA187159      Year: 2000      Model: TAURUS      Case: 351782133  
 Name: [REDACTED]      Owner Status: Original      WSD: 2000-04-17  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT      Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT      Secondary Phone:  
 Issue Type: 07 LEGAL      Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY  
 Dealer: 00187 FLANDREAU MOTORS, INC.      Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK  
 Odometer: 1 MI      Comm Type: EMAIL  
 Analyst Name: LEIGH, CHERIE      Analyst: CLEICH  
 Action Date: 08/01/2003      Action Time: 10.02.58.622      Action Data: No

Comments: PRODUCT LIABILITY DATE STAMPED 8-1-03. CUSTOMER ALLEGES SHE WAS INVOLVED IN A FRONT END COLLISION AND THE PASSENGER SIDE AIR BAG DID NOT DEPLOY. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO CUSTOMER  
 Dealer: 00187 FLANDREAU MOTORS, INC.      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 26850 MI      Comm Type: PHONE  
 Analyst Name: GRAHAM, ROCHELLE      Analyst: RGRAHA41  
 Action Date: 08/04/2003      Action Time: 10.10.20.349      Action Data: Yes

Comments: CONTACTED CUSTOMER. VEHICLE WAS WRITTEN AS A TOTAL LOSS BY INSURANCE CARRIER AND IS NOT IN CUSTOMER'S POSSESSION. ADVISED CUSTOMER CONTINUE WORKING WITH INSURANCE CARRIER SINCE INSPECTION WOULD NOT BE POSSIBLE DUE TO THE CIRCUMSTANCES.

Data Element Name	Data Value
CONTACT PERSON	ANN WHEATON

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED  
 Dealer: 00187 FLANDREAU MOTORS, INC.      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 26850 MI      Comm Type: PHONE  
 Analyst Name: GRAHAM, ROCHELLE      Analyst: RGRAHA41  
 Action Date: 08/04/2003      Action Time: 10.44.26.337      Action Data: No

Comments: CUSTOMER WORKING WITH INSURANCE CARRIER. SENT 'INSURANCE COMPANY ALREADY INVOLVED' LETTER.

EP03-018 8325



Copy

Consumer Affairs

PO Box 6246, MD 3NE-B  
Dearborn, MI 48128 USA

Sent Via U.S. Mail

August 4, 2003



Re: 2000 Ford Taurus  
VIN: 1FAPP5329YA167159

Dear Miss 

Thank you for contacting us regarding your 2000 Ford Taurus.

We sincerely regret the circumstances you described. Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied.

As we discussed on August 4, 2003, we understand that you have turned this matter over to your insurance company. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Rochelle Graham  
Consumer Affairs

EP63-618 6328



CASE:  
361782133  
Region: 58  
Kochelle

Flandreau, S.D. 57028

July 25, 2003

To Whom It May Concern:

I had a tereodor red Ford Taurus, S.E. On the first trip I took (to Arizona) it stalled twice out in the middle of nowhere on the interstate. The third time in Havasu City in bumper to bumper traffic. I too it into Bradley Ford and they put on a new fuel pump. Enroute home the air conditioner would not work. My son took it into the Ford dealer, I believe in Platte City, Mo. and they charged it. When the brake pedal went to the floor I took it in and they adjusted the brakes and also the adjustable pedals. When it would not start I took it in and after taking it in twice it took three days and they got it fixed.

Then on July 6th I had an accident. My seat belt held tight. The passenger side seat belt allowed her to fly forward and she recieved some horrible bruises and some possible chest and back injusies from the jolt. The air bags did not deploy. The highway patrolman asked if I had them turned off, as he felt they should have deployed as it was a front end collision that totaled the car. 1FAFP5329YA167157

Personnally I think I had a lemon.

**Feds checking cars' air bags**

WASHINGTON - The federal government is investigating reports that air bags in Ford Taurus and Mercury Sable sedans failed to inflate during crashes, according to documents released Tuesday.

At the request of the National Highway Traffic Safety Administration, Ford Motor Co. reported 280 complaints of frontal air bags failing to deploy on 2000 and 2001 model year Taurus and Sable sedans.

Ford reported no injuries or deaths from those complaints.

From wire reports

*from Daily Argus of Spearfish -  
clipped July 24, 2003*



AUG - 1 A 7 41

SUMMER AT FARM

ER63-618 6327

F1P741612167159

VIN: 1FAPP5329YA167159

No ESP information for this VIN

## Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
00E10	E	FUEL DEL	COMPLETE	2000-11-13	20346
00T09	T	OBD-II CODE	COMPLETE	2001-06-27	00187
01S08	S	BRAKE LAMP	COMPLETE	2001-06-27	00187
02S40	S	ADJ PEDAL	COMPLETE	2002-11-13	00187

EMG-810 8328

Customer Info

Customer  
Address  
Country  
Cell Phone



Preferred Contact method:  
Preferred Contact Time:

Fax:  
Email:

ERS3-010 0328

Update This Information In Stars

## Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	58-TWIN CITIES	X	C8	00187	F58736

Dealer Name: FLANDREAU MOTORS, INC.

Dealer Address: HIGHWAY 32 WEST, R.R. 3  
FLANDREAU SD 57028

Dealer Main Phone: 605-987-2425

Dealer Service Phone: 000-000-0000

Position	Employee Name
GENERAL MANAGER	CHARLES C TUFTY

ER60-018 0338



VIN  
1FAPP5329YA167159

Year Model  
2000 TAURUS  
Open Issues Exist

Vehicle List  
Sales Type  
INDIVIDUAL RTL

Owner Status  
Original Owner

Vehicle Info  
Costs  
Warranty History

E983-010 0331

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FAPF3328YA167199	Vehicle Line: C/DD - TAURUS/EABLE (D186) [00-04]	Eng Serial Nos: *
Model Year: 2000	Market Division: C/F - FORD DIVISION DERIVATIVE	Body Shell: *
Veh Type: C	Drive Code: C/A - 2 WHL L/H FRONT DRIVE	Engine: C/LA - VULC 3.0L OHV EFI NA V6 G*12V
Inv. Dealer: 01456	Body Cab Style: C/F/C - 4 DOOR SEDAN-6 LITE	Transmission: C/DX - 4 SPD AUTO TR NAAO AX4N4F30N
	Version/Trim: C/FB - TAURUS B VERSION	

## BUILD INFORMATION:

Region: NA - #00000000 Plant: AB - ATLANTA PLANT BUILD  
 Country: USA - #00000000 Prod Date: 03-FEB-2000

## SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 158736 - \*  
 Country: USA - #00000000 Selling Dir St/Prov: SD  
 Buyer: BU/Prov: SD

Arrival Date: 06-MAR-2000 Red Carpet Lease: \*  
 Sale Date: 17-APR-2000 Fleet/Rate/Ch. Lease: R  
 Warranty Start Date: 17-APR-2000 Modified Vehicle: \*  
 Orig Warranty Date: 17-APR-2000 Recaptured Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

85302167159Y 2 4 A2 17AL023 ML 08 LZ3R 22 5 NRC 2 A 50X741 4 FL R22 2

1FAP3 9 6 02600 10

## INSTALLED OPTION INFORMATION:

Air Conditioning: C/B - MANUAL AIR CONDITIONER	GVW Code: *
Alternator Amp Rating: FA	GVW Class Code: F
Audio Disk: *- [N/A]	Instrumentation: *- [N/A]
Audio Radio: *- [N/A]	Mirror(Driver Side): *- [N/A]
Audio Type: *- [N/A]	Mirror(Passr Side): *- [N/A]
Battery Amp Rating: MU	Paint: PNFJA - MED. TOREADOR C/C
Brake Code: *- [N/A]	Power Antenna: *- [N/A]
Brake Code(Service): *- [N/A]	Radio: AB - ELECTRONIC AM/FM STRO/CASSETTE
Calibration Code: 000IND0A	Sand System: *- [N/A]
Color(Access): *- [N/A]	Spare Tension Axle
Color(Tint): 0002V -	Tire Brand: AC - FIRESTONE
Delivery Type: 0	Tire Size: D37SZ - P21560R-16 BSW ALL SEASON
Driveshaft Code: *	Traction Control: *- [N/A]
Front Seat: *- [N/A]	Wheel Base
Fuel Type: AX - FLEX FUEL ETHANOL	

## TIRE DOT INFORMATION:

LF: \* RF: \*

LR: \* RR: \*

LE: \* RE: \*

SPARE: \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	• Emission Code:	C/B - C/B
ESP Coverage(Miles):	• Emission Cert Type:	5
ESP Coverage(Time):	• Emission Decal Suffix:	GYB
ESP Plan Year:	• Engine Family:	YFMCKV030VF9
ESP Signature Date:		

**OASIS RESULT:**  
**1FAFP5329YA167159**
08/04/2003  
09:47:19

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**▶ VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b>	<b>BODY STYLE</b>	<b>ENGINE</b>	<b>ENGINE CALIBRATION</b>
2000 TAURUS	4 DR SEDAN SE	3.0L EFI FLEX FUEL	0DD1ND0A
<b>TRANSMISSION</b>	<b>AXLE CODE</b>		
AX4N (4F50N) 4 SPD T/AXLE	3R		

**▶ GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b>	<b>BUILD DATE</b>	<b>SALE MILEAGE</b>
04/17/2000	02/03/2000	

**▶ WARNING MESSAGES**

**LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

FOR MORE INFORMATION, PLEASE CONTACT YOUR LOCAL CONTACT.

**▶ FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

**▶ EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

**▶ REPAIR HISTORY**

11/13/2002 DEALER: Flandreau Motors, Inc.

WARRANTY CLAIM NUMBER: 001827

ODOMETER: 021040M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	02S40A		

WE PERFORMED THE RECALL 02S40.

END OF OASIS REPORT FOR 1FAFP5329YA167159

ER03-010 8334