EA04-006

FORD

6/29/2004

APPENDIX J (J PART 3 OF 4)

PART 8 OF 9

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III

Region: 13 NEW YORK Issue: LEGAL Zone: J1 Case: 1476802410

VIN 1FTSW31F7YEB97047 Engine: F Veh Type: T Opened: 3/7/2002

Closed: 3/7/2002

Last Name [redacted] Title First Name: [redacted] Status: CLOSED

Address: [redacted] City: MASTIC State NY ZIP: [redacted]

Phone: [redacted]

Model Year 2000 Model: F350 4X4 CREWCAB PICK Mileage: 56000 Build_Date:

Dealer Name: OTIS FORD, INC. Sales Code F13480 P and A: 03753

Reason Code: 0793 LEGAL - ALLEGED - NON-SERIOUS INJURY

Symptoms: 012093 SURGE AT CRUISE ALL ENGINE TEMP

Origin: CACSB US CONCERN CASE BASE PHONE 3/7/2002 7:25:43 PM

Action: 716 INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF 1476802410793 01268367

CUSTOMER SAYS: - THE VEH EXCELLERATED ON ITS OWN - TOOK T
O THE DLRSHP AND THEY COULD NOT FIND A PROBLEM - CUST HAD B
OTH FEET ON BRAKES AND THE VEH WOULD NOT STOP - CUST IS UPS
ET THAT THE VEH WAS TAKEN TO THE DLRSHP AND THEY SAID THAT T
HERE WAS NOTHING WRONG AND NOW THIS IS GOING TO GO ON HIS PE
RMINENT DRIVING RECORD - CUST IS GOING TO CONSULT WITH A LA
WYER TOMORROW ABOUT THIS PER CUSTOMER, DEALER SAYS: CA
C ADVISED: *****CSR TO CUST - THIS INFORMATION WILL BE FO
RWARDED TO OUR CONSUMER AFFAIRS OFFICE. SOMEBODY WILL CONTA
CT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

B

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 3/8/2002 5:51:38 PM

Action: LP302 SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER VIA US MAIL 1476802410793 01268367

SENT LETTER ALONG WITH DECISION.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 3/8/2002 8:52:29 PM

Action: LP613 DENY ASSISTANCE - REFER TO INSURANCE CARRIER 1476802410793 01268367

CUSTOMER HAS BEEN REFERRED TO THEIR INSURANCE COMPANY. THE D
EALERSHIP INSPECTED THE VEHICLE AND COULD NOT VERIFY A CONCE
RN. LETTER SENT ON 3/8/02.

PE03-044 38254

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-2003
Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TE	QRT	WOC	PREP	RASE	SUFF	VIST	VPO	CCC	CD
1FTSW31F7YE[redacted]	F7	T/F7	*	T/BC	T/CD	T/E	A1	T/D6	T/D8	07-01-00	07-03-00	113489	USA	6	*	5B04	F81Z	38396	DA	S11	V47	F31	42

AWS Claim Key:	5269812	Doc #:	37818304	Trx Code:	2	Labor Hrs:	.6	Labor Cost:	50.15	Material Cost:	223.22	Total Cost:	273.37						
Dlr Cd-Sub Cd:	03857-*	Name:	SAYVILLE FORD			Ph:	631-5894800	St: NY	City Cd:	USA	Reg Cd:	NA	Repr Date: 07-AUG-2000					DIST(Mile): 5788	

Cust Comments: CUSTOMER STATES VEHICLE DOES NOT DISENGAGE FROM 4 X 4

Tech Comments: CHECKED CUSTOMERS CONCERN VERIFIED TESTED THE SYSTEM FOUND THE HUBS INOPERATIVE REMOVED AND REPLACED THE HUBS RETESTED THE OPERATION FOUND OK

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TE	QRT	WOC	PREP	RASE	SUFF	VIST	VPO	CCC	CD
1FTSW31F7YE[redacted]	F7	T/F7	*	T/BC	T/CD	T/E	A1	T/D6	T/D8	07-01-00	07-03-00	113489	USA	14	*	5J01	F81Z	18124	BC	S11	V44	L86	D8

AWS Claim Key:	7844951	Doc #:	30414801	Trx Code:	E84	Labor Hrs:	1	Labor Cost:	81.58	Material Cost:	149.68	Total Cost:	231.26						
Dlr Cd-Sub Cd:	03857-*	Name:	SAYVILLE FORD			Ph:	631-5894800	St: NY	City Cd:	USA	Reg Cd:	NA	Repr Date: 20-APR-2004					DIST (Mile): 30430	

Cust Comments: CUST STATES SHOCKS ARE LEAKING CHECK AND ADVISE

Tech Comments: CHECKED SHOCKS AND REPLACED ALL FOUR LEAKY SHOCKS

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TE	QRT	WOC	PREP	RASE	SUFF	VIST	VPO	CCC	CD
1FTSW31F7YE[redacted]	F7	T/F7	*	T/BC	T/CD	T/E	A1	T/D6	T/D8	07-01-00	07-03-00	113489	USA	15	*	2B01	F81Z	6K482	BARM	S11	V44	L63	D8

AWS Claim Key:	8383518	Doc #:	39549982	Trx Code:	S07	Labor Hrs:	1.4	Labor Cost:	117.01	Material Cost:	732.21	Total Cost:	849.22						
Dlr Cd-Sub Cd:	03857-*	Name:	SAYVILLE FORD			Ph:	631-5894800	St: NY	City Cd:	USA	Reg Cd:	NA	Repr Date: 10-MAY-2001					DIST (Mile): 32913	

Cust Comments: CUSTOMER STATES OIL LEAKS INSTALL NEW TURBO

Tech Comments: CHECKED CUSTOMERS CONCERN VERIFIED THE TURBO LEAKING REMOVED AND REPLACED THE TURBO REINSTALLED ALL PARTS RETESTED FOR LEAKS FOUND OK

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TE	QRT	WOC	PREP	RASE	SUFF	VIST	VPO	CCC	CD
1FTSW31F7YE[redacted]	F7	T/F7	*	T/BC	T/CD	T/E	A1	T/D6	T/D8	07-01-00	07-03-00	113489	USA	34	*	5V12	F81Z	1125	DA	S10	V21	N17	13

AWS Claim Key:	10887865	Doc #:	11851601	Trx Code:	SPW	Labor Hrs:	.9	Labor Cost:	71.39	Material Cost:	213.7	Total Cost:	285.09						
Dlr Cd-Sub Cd:	05705-*	Name:	OTIS FORD, INC.			Ph:	631-6334000	St: NY	City Cd:	USA	Reg Cd:	NA	Repr Date: 05-DEC-2002					DIST (Mile): 71831	

Cust Comments: C S BRAKES CHATTER WHEN STOPPING SPW XREF 112461 1125 13

Tech Comments: BRAKE CHATTER, ROTORS REPLACED PREV AND UNABLE TO GET RID OF CHATTER REPLACED ROTORS 1

PB83-044 38255

Any comments? You can contact

webmaster

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III
Region: 13 NEW YORK Issue: LEGAL Zone J1 Case: 1377212692
VIN 1FM5U43F71[redacted] Engine: F Veh Type: T Opened: 9/26/2002
Closed: 9/26/2002

Last Name [redacted] Title MR First Name: [redacted] Status: CLOSED
Address [redacted] City: WEST ISLIP State NY ZIP: [redacted]
Phone: [redacted]

Model Year 2001 Model: EXCURSION LIMITED 4X4 Mileage: 30000 Build_Date:
Dealer Name: SAYVILLE FORD Sales Code F13103 P and A: 03857
Reason Code: 0793 LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptoms: 612692 SURGE AT CRUISE HOT ENGINE

Origin: CAC36 US CONCERN CASE BASE PHONE 9/26/2002 10:27:24 AM
Action: 716 INJURY: ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF 1377212692079 3 61289267

VLC073TCUSTOMER SAYS: - DAY NUMBER: [redacted] SYSTEM NO
T ALLOWING CHANGE - VEH WAS IN AN ACCIDENT ON SEPT 18/02 A
PPROX 8:00 AM - THE VEH DEL PEDEL GOT STUCK BY THE FLOOR A
ND SURGED - CUST APPLIED 2 FEET TO THE BRAKES AND IT WAS W
ORKING BUT IT WAS SLIDING AND HE WOULD HAVE FLIPPED THE VEH
- THE VEH WENT OVER A CURVE AND A TIRE SLEW AND ALSO THE S
TEERING THAT CONTROLS THE WHEEL BROKE - CUST HIT 4 OTHER V
EH HEAD ON AND THEN A BUILDING HEAD ON - CUST HIT THE BUI
LDING AS IF HE DIDN'T HE WOULD HAVE ENDED UP IN THE CHANNEL
- POLICE, FIRE AND AMBULANCE WAS CALLED TO THE SCENE AND R
EPORTS WERE FILED - CUST WAS TAKEN TO THE HOSPITAL BY AMBU
LANCE AND RELEASED THE SAME DAY - THE VEH AIR BAG DIDN'T D
EPLOY WHEN THE 4 CARS WERE HIT, THE GARD RAIL, BUILDING -
CUST HAS INJURIES TO THE NECK, BODY, HEAD - CUST IS IN TRE
ATMENT RIGHT NOW AND HAS AN MRI SCHEDULED FOR NEXT WEEK - V
EH WAS TOWED TO A BODY SHOP - INSURANCE CO. HAS BEEN CONT
ACTED - CUST SEEKING TO NOTIFY FMC ABOUT THE SITUATION
- CUST ALSO STATED THAT HE DOESN'T WANT HIS INSURANCE TO GO
UP AS THIS WASN'T HIS FAULT ==========
========== PER CUSTOMER, DEALER SAYS: - NONE CAC
ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSU
MER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DA
YS. INFERENCE CASE ID: 6341

A1

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 9/27/2002 8:07:46 AM
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 1377212692079 3 61289267
MADE OBC TO CUSTOMER.

PE03-044 38267

Inquiry: PE03-044 Source: MORS III

Region: 13 NEW YORK Issue: LEGAL Zone J1 Case: 1377212692

VIN 1FMSU43F71E[redacted] Engine: F Veh Type: T Opened: 9/26/2002

Closed: 9/26/2002

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 10/16/2002 4:46:05 PM

Action: LP508 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED 1377212692[illegible]

SPOKE TO CUSTOMER. VEHICLE IS TOTALLED OUT. EXPLAINED SUBROGATION TO CUSTOMER AND ADVISED HIM TO CONTINUE WORKING WITH THE DEALERSHIP.

PE03-044 38258

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-2003
Note: All Costs are in US Dollars

VIN	AWS VL	WHSL VL	MKT DER	BODY CAB	VIN SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CUD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREP	BASE	SUPP	VRT	VPO	CCC	CD
1FMSU43F71[redacted]	L1	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D4	T/D5	22-11-00	03-01-01	115103	USA	1	*	7A01	BXT	65	850	S11	V43	D02	30
AWS Claim Key:	531223	Doc #:	30013101		Trx Code:		1	Labor Hrs:	.7		Labor Cost:		58.5	Material Cost:		166.7	Total Cost:		225.2				
Dlr Cd-Sub Cd:	03857-*	Name:	SAYVILLE FORD				Plc	631-589-4800	St: NY		City Cd:	USA	Reg Cd:	NA	Repr Date: 16-JAN-2001				DIST(Miles): 543				
Cust Comments:	CUSTOMER STATES VEHICLE CRANKS THEN CLICKS AND WILL NOT START.																						
Tech Comments:	CHECKED CUSTOMERS CONCERN VERIFIED FOUND VEHICLE NEEDS A NEW BATTERY. REMOVED AND REPLACED BATTERY, REINSTALLED ALL PARTS RECHECKED BATTERY AND CHARGING SYSTEM, FOUND OK.																						
1FMSU43F71[redacted]	L1	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D4	T/D5	22-11-00	03-01-01	113103	USA	1	*	7A01	BXT	65	850	S11	V43	D02	30
AWS Claim Key:	1331666	Doc #:	38878901		Trx Code:		1	Labor Hrs:	5.7		Labor Cost:		476.4	Material Cost:		383	Total Cost:		876.12				
Dlr Cd-Sub Cd:	03857-*	Name:	SAYVILLE FORD				Plc	631-589-4800	St: NY		City Cd:	USA	Reg Cd:	NA	Repr Date: 23-JAN-2001				DIST(Miles): 861				
Cust Comments:	CUSTOMER STATES THAT THERE IS NO START																						
Tech Comments:	M NO SLTS ABNORMAL DIAG TIME. CHECKED CUSTOMERS CONCERN VERIFIED TESTED THE SYSTEM FOUND THE GEM MODULE INOPERATIVE REMOVED AND REPLACED THE GEM MODULE REINSTALLED ALL PARTS RETESTED THE SYSTEM FOUND OK DIDDI3 GEM MODULE CAUSED BATTERY FAILURE ON THIS RO																						
1FMSU43F71[redacted]	L1	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D6	T/D8	22-11-00	03-01-01	113103	USA	6	*	6Y05	*	MAINT	*	SXX	V00	A9*	02
AWS Claim Key:	1802808	Doc #:	39728502		Trx Code:		07125	Labor Hrs:	.9		Labor Cost:		46.67	Material Cost:		39.48	Total Cost:		86.15				
Dlr Cd-Sub Cd:	03857-*	Name:	SAYVILLE FORD				Plc	631-589-4800	St: NY		City Cd:	USA	Reg Cd:	NA	Repr Date: 01-JUN-2001				DIST(Miles): 7110				
Cust Comments:	PERFORM THE VEHICLES 3,000 MILE SERVICE																						
Tech Comments:	AS PER TIME MILEAGE RECOMMENDATION PERFORMED THE VEHICLES 3,000 MILE SERVICE																						
1FMSU43F71[redacted]	L1	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D6	T/D8	22-11-00	03-01-01	113103	USA	6	*	6Y05	*	MAINT	*	SXX	V00	A9*	02
AWS Claim Key:	3181806	Doc #:	25412301		Trx Code:		07125	Labor Hrs:	1.1		Labor Cost:		57.53	Material Cost:		39.48	Total Cost:		97.01				
Dlr Cd-Sub Cd:	03609-*	Name:	NEWING BAY SHORE FORD INC				Plc	631-6651300	St: NY		City Cd:	USA	Reg Cd:	NA	Repr Date: 22-AUG-2001				DIST(Miles): 12272				
Cust Comments:	CUST STATES PERFORM 90,000 MILE SERVICE SAME AS B 1 MAIN CAR S WARRANTY																						

Claims ...st Report

Tech Comments: OIL AND FILTER CHANGE WITH LUBRICATION MULTIPOINT INSPECTION AND TIRE ROTATION COMPLETE FORD QUALITYCARE B1 RECOMMENDED MAINTENCE SERVICE ....THANK YOU

1FMSU43F71E[redacted] L1 T/L1 T/F T/WD T/BD T/E A1 T/D8 T/D8 22-11-00 03-01-01 113103 USA 11 * 6Y05 * MAINT * S3X V00 A9* 82

AWS Claim Key: 2035843 Doc #: 25720801 Trx Code: 0712S Labor Hrs: 1.8 Labor Cost: 94.14 Material Cost: 88.52 Total Cost: 182.66

Dlr Cl-Sub Cl: 03609-* Name: NEWINS BAY SHORE FORD INC Ph: 631-6651200 St: NY City Cl: USA Reg Cl: NA Repr Date:08-NOV-2001 DIST(Mile):17134

Cust Comments: CUST STATES PERFORM 15,000 MILE SERVICE AS PER ATTATCHED

Tech Comments: PERFORMED 15,000 MILE SERVICE AND ALL OK

1FMSU43F71E[redacted] L1 T/L1 T/F T/WD T/BD T/E A1 T/D8 T/D8 22-11-00 03-01-01 113103 USA 11 * 5H02 XL3Z 3600 BAA 508 V74 T90 30

AWS Claim Key: 2520004 Doc #: 25770301 Trx Code: E04 Labor Hrs: .4 Labor Cost: 34.87 Material Cost: 141.13 Total Cost: 176

Dlr Cl-Sub Cl: 03609-* Name: NEWINS BAY SHORE FORD INC Ph: 631-6651300 St: NY City Cl: USA Reg Cl: NA Repr Date:27-NOV-2001 DIST(Mile):18001

Cust Comments: CUST STATES STEERING WHEEL IS WEARING ABNORMALY INSTALL SOP PART

Tech Comments: VERIFIED ABNORMAL WEAR INSTALLED SOP STEERING WHEEL AND TESTED

1FMSU43F71E[redacted] L1 T/L1 T/F T/WD T/BD T/E A1 T/D8 T/D8 22-11-00 03-01-01 113103 USA 11 * 7L01 * 16006 * B09 V81 A07 42

AWS Claim Key: 2520005 Doc #: 25770302 Trx Code: E03 Labor Hrs: .6 Labor Cost: 52.3 Material Cost: 0 Total Cost: 52.3

Dlr Cl-Sub Cl: 03609-* Name: NEWINS BAY SHORE FORD INC Ph: 631-6651300 St: NY City Cl: USA Reg Cl: NA Repr Date:27-NOV-2001 DIST(Mile):18001

Cust Comments: CUST STATES THE STEREO IS NOT WORKING CHECK AND REPORT

Tech Comments: VERIFIED STERO NOT WORKING INSTALLED STEREO EXCHNGE UNIT AND TESTED

1FMSU43F71E[redacted] L1 T/L1 T/F T/WD T/BD T/E A1 T/D8 T/D8 22-11-00 03-01-01 113103 USA 12 * 6X04 KC3Z 17G03 AAA S07 V13 M05 42

AWS Claim Key: 2769028 Doc #: 25826701 Trx Code: E04 Labor Hrs: .8 Labor Cost: 69.74 Material Cost: 172.2 Total Cost: 241.94

Dlr Cl-Sub Cl: 03609-* Name: NEWINS BAY SHORE FORD INC Ph: 631-6651300 St: NY City Cl: USA Reg Cl: NA Repr Date:12-DEC-2001 DIST(Mile):18804

Cust Comments: CUST STATES DRIVERS SIDE SIDE VIEW MIRROR FALLING OFF REPAIR

Tech Comments: VERIFIED CONCERN AND REMOVED AND REPLACED MIRROR ALL OK

1FMSU43F71E[redacted] L1 T/L1 T/F T/WD T/BD T/E A1 T/D8 T/D8 22-11-00 03-01-01 113100 USA 14 * 6Y05 * MAINT * S3X V00 A9* 82

AWS Claim Key: 6212362 Doc #: 25999903 Trx Code: 0712S Labor Hrs: 1.1 Labor Cost: 57.53 Material Cost: 40.82 Total Cost: 98.35

Dlr Cl-Sub Cl: 03609-* Name: NEWINS BAY SHORE FORD INC Ph: 631-6651300 St: NY City Cl: USA Reg Cl: NA Repr Date:04-FEB-2002 DIST(Mile):22201

Cust Comments: CUSTOMER REQUESTS:PERFORM 20,000 MILE SERVICE AS PER QUALITY CARE,CHANGE OIL AND FILTER,PERFORM MULTI POINT

Tech Comments: SCHEDULED MAINTENANCE COMPLETED 20,000 MILE SERVICE AS PER QUALITY CARE M020...

1FMSU43F71E[redacted] L1 T/L1 T/F T/WD T/BD T/E A1 T/D8 T/D8 22-11-00 03-01-01 113103 USA 14 * * * * S3X V00 * *

AWS Claim Key: 6212364 Doc #: 25999905 Trx Code: 01S21 Labor Hrs: .5 Labor Cost: 26.15 Material Cost: 0 Total Cost: 34.87

Dlr Cl-Sub Cl: 03609-* Name: NEWINS BAY SHORE FORD INC Ph: 631-6651300 St: NY City Cl: USA Reg Cl: NA Repr Date:04-FEB-2002 DIST(Mile):22201

Cust Comments: CUSTOMER STATES:PERFORM 01S21 SEAT BELT INSPECTION...

PRO-044 3/2002

Tech Comments: RECALL PERFORM INSPECTION NO REPAIR 01521A .3 SEE RECALL LABOR OPS FOR REPLACEMENT.... COMPLETED RECALL AS PER FORDS SPECIFICATIONS...

1FM5U43F71E[redacted] L1 TA.1 T/F T/WD T/BD T/E A1 T/DS T/DS 22-11-00 03-01-01 113103 USA 15 * 7D07 F6DZ 13466 FA 509 V77 L26 28

AWS Claim Key: 7E2240 Doc #: 26133601 Trx Code: E03 Labor Hrs: .3 Labor Cost: 17.44 Material Cost: 1.3 Total Cost: 18.74

Dlr Cd-Sub Cd: 03609-* Name: NEWINS BAY SHORE FORD INC Ph: 631-665 1300 St: NY City Cd: USA Reg Cd: NA Repr Date:13-MAR-2002 DIST(Mile):23080

Cust Comments: CUSTOMER STATES R S DIRECTIONAL IS INOP...CHECK AND REPORT

Tech Comments: FOUND R R LAMP INOP...BAD BULB...RECHECKED OK

1FM5U43F71E[redacted] L1 TA.1 T/F T/WD T/BD T/E A1 T/DS T/DS 22-11-00 03-01-01 113103 USA 15 * 5V12 F61Z 1125 DA 810 V21 N17 30

AWS Claim Key: 2633575 Doc #: 26133601 Trx Code: E04 Labor Hrs: 2.6 Labor Cost: 226.67 Material Cost: 314.68 Total Cost: 541.35

Dlr Cd-Sub Cd: 03609-* Name: NEWINS BAY SHORE FORD INC Ph: 631-665 1300 St: NY City Cd: USA Reg Cd: NA Repr Date:27-MAR-2002 DIST(Mile):24930

Cust Comments: CUSTOMER STATES CHECK AND REPLACE BRAKES AS NECESSARY

Tech Comments: ROADTESTED VEHICLE, PERFORM 4 WHEEL BRAKE CHECK, FOUND FRONT BRAKES METAL TO METAL FRONT ROTORS SCORED BADLY. REAR PULSEA

1FM5U43F71E[redacted] L1 TA.1 T/F T/WD T/BD T/E A1 T/DS T/DS 22-11-00 03-01-01 113103 USA 15 * 6V05 * MAINT * SXX V00 A9* 42

AWS Claim Key: 7E0527 Doc #: 26133601 Trx Code: 07125 Labor Hrs: 1.1 Labor Cost: 37.53 Material Cost: 42.98 Total Cost: 100.51

Dlr Cd-Sub Cd: 03609-* Name: NEWINS BAY SHORE FORD INC Ph: 631-665 1300 St: NY City Cd: USA Reg Cd: NA Repr Date:27-MAR-2002 DIST(Mile):24930

Cust Comments: CUSTOMER STATES PERFORM 25K MAINTCARE SERVICE

Tech Comments: PERFORMED 25K SERVICE W MULTIPOINT INSPECTION

1FM5U43F71E[redacted] L1 TA.1 T/F T/WD T/BD T/E A1 T/DS T/DS 22-11-00 03-01-01 113103 USA 15 * 2F03 * 12A112 * 511 V44 E29 28

AWS Claim Key: 7E0956 Doc #: 26133601 Trx Code: 307 Labor Hrs: 1 Labor Cost: 87.18 Material Cost: 0 Total Cost: 87.18

Dlr Cd-Sub Cd: 03609-* Name: NEWINS BAY SHORE FORD INC Ph: 631-665 1300 St: NY City Cd: USA Reg Cd: NA Repr Date:27-MAR-2002 DIST(Mile):24930

Cust Comments: CUSTOMER STATES CHECK ENGINE LIGHT IS ON..CK AND REPORT

Tech Comments: ROADTESTED AND VERIFIED CEL LIGHT ON. PERFORM EIC TEST RETRIEVE DTC P0340 PRESENT, PINPOINT CAM SIGNAL CONCERN I

Any comments? You can contact

webmaster

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 | Source: MORS III

Region: 10 SDR | Issue: LEGAL | Zone: C5 | Case: 392840623

VIN: 1FMSU43F61[redacted] | Engine: F | Veh Type: T | Opened: 3/3/2003

Closed: 3/3/2003

Last Name [redacted] | Title: MR | First Name: [redacted] | Status: CLOSED

Address [redacted] | City: DURANGO | State: IA | ZIP: [redacted]

Phone [redacted]

Model Year: 2001 | Model: EXCURSION LIMITED 4X4 | Mileage: 31500 | Build_Date:

Dealer Name: VICTORY FORD, INC. | Sales Code: F41532 | P and A: 00122

Reason Code: 0775 LEGAL - PERSONAL/PROPERTY DAMAGE CLAIM

Symptoms: 512592 SURGE AT CRUISE HOT ENGINE

Origin: CAC35 US CONCERN CASE BASE | MAIL | 3/3/2003 10:52:54 AM

Action: 997 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS | 0392840623077 5 6159307

CUSTOMER SAYS: - INCIDENT OCCURED ON FEB 27/03 APPROX 9:00 AM - CUST STATED THAT HIS WIFE PARKED THE VEH AND GOT OU T AND THE VEH STARTED DRIVING AWAY ON IT'S OWN AFTER BEING P ARKED FOR 10-15 MINUTES - CUST HAD BACKED UP TO THE BARN AN D PARKED THE VEH AND LEFT THE ENGINE RUNNING - CUST DIDN'T USE THE EMERG BRAKE - CUST STATED THAT WHERE THE VEH WAS THERE IS AN INCLINE THAT THE VEH WOULD HAVE STOPPED IF THE V EH WAS IN 'N' - CUST HEARD A CRASH AND WHEN SHE LOOKED OUT THE VEH HAD GONE THROUGH A FENCE AND CRASHED INTO A TREE - THE VEH HAS VERY BAD FRONT END DAMAGE - THE INSURANCE CO. H AS BEEN CONTACTED - VEH WAS TOWED TO THE BODY SHOP BUT THE Y HAVENT STARTED WORKING ON IT - CUST STATED THAT THE VEH ROLLED AWAY JUST AFTER FIRST GETTING THE VEH BUT WAS ABLE T O STOP THE VEH - CUST STATED THAT HE IS NOT LOOKING FOR FOR D TO BUY HIM A NEW VEH HE IS SEEKING TO HAVE FORD LOOK INTO THE SITUATION PER CUSTOMER, DEALER SAYS: - NONE CAC AD VISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AF FAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YO U IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5361

Origin: CALOL CONSUMER AFFAIRS - LITIGATION PREVENTION | MAIL | 3/3/2003 3:16:13 PM

Action: LP302 SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER | 0392840623077 5 6159307

ACKNOWLEDGEMENT LETTER SENT TO CUSTOMER.

PE03-044 38282

Inquiry: PE03-944 Source: MORS III

Region: 10 SDR Issue: LEGAL Zone: C5 Case: 392840623

VIN 1PMSU43F51[redacted] Engine: F Veh Type: T Opened: 3/3/2003

Closed: 3/3/2003

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 3/3/2003 3:19:12 PM

Action: LP613 DENY ASSISTANCE - REFER TO INSURANCE CARRIER 03928406238775 61299207

THERE ARE NO OPEN RECALLS ON THIS VEHICLE, ALSO THE CUSTOMER HAS ALREADY CONTACTED HIS INSURANCE COMPANY, NO FUTHER ACTI ON IS NEEDED AT THIS TIME.

PE03-944 38263

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-2003
Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VEH 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
1FMSU43F51E[redacted]	L1	T2L1	T/F	T/WD	T/BD	T/E	A1	T/DR	T/DR	19-01-01	03-08-01	141532	USA	0	*	6301	*	5421971	*	S06	V07	L07	01
AWS Claim Key:	1305183	Doc #:	4400[illegible]		Tsr Code:		1	Labor Hrs:	.3	Labor Cost:			13.18	Material Cost:		2.16	Total Cost:			15.34			
Dlr Cd-Sub Cd:	03391-*	Name:	DEBORAH AUTO CENTER INC				Phs:	563-3823949	St: IA	City Cd:	USA		Reg Cd:	NA		Repr Date:	11-APR-2001			DIST(Mile): 47			
Cust Comments:	DRIVERS DOOR WILL NOT UNLOCK WITH KEY OR KEYPAD																						
Tech Comments:	R&R DOOR PANEL CLIP FOR LOCK ROD BROKEN REPLACE CLIP																						
1FMSU43F51E[redacted]	L1	T2L1	T/F	T/WD	T/BD	T/E	A1	T/DR	T/DR	19-01-01	03-08-01	141532	USA	1	*	1F03	*	8287	*	S11	V44	L85	01
AWS Claim Key:	2851546	Doc #:	0090[illegible]		Tsr Code:		2	Labor Hrs:	.7	Labor Cost:			32.97	Material Cost:		0	Total Cost:			32.97			
Dlr Cd-Sub Cd:	00123-*	Name:	VICTORY FORD, INC.				Phs:	563-8752409	St: IA	City Cd:	USA		Reg Cd:	NA		Repr Date:	09-AUG-2001			DIST(Mile): 791			
Cust Comments:	ENGINE LEAKS COOLANT																						
Tech Comments:	DIAG LEAK LOW/HI HOSE CLAMP BROKE AT RADIATOR REMOVE HOSE CLIT CLAMP OFF REL FILL REETS OK																						

Any comments? You can contact

webmaster

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III

Region: [redacted] Issue: LEGAL Zone G1 Case: 502961053

VIN 1FTNW21F21[redacted] Engine: F Veh Type: T Opened: 4/16/2003

Closed: 4/16/2003

Last Name [redacted] Title First Name: Status: CLOSED

Address [redacted] City: MABANK State TX ZIP: [redacted]

Phone: [redacted]

Model Year 2001 Model: F250 4X4 CREWCAB PICK Mileage: 12696 Build_Date:

Dealer Name: MCCLVRAY FORD LINC Sales Code F42452 P and A: 02399

Reason Code: 0772 LEGAL - ACCIDENT

Symptoms: 612593 SURGE ACCELERATION ALL ENGINE TEMP

Origin: CALGP CA-LITIGATION PREVENTION-FRONT DESK OTHER 4/16/2003 1:58:06 PM

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY 0502961053772 61258307

************************PRODUCT LIABILITY************************

EMAIL RECEIVED 4-14-03 DEALER CONTACT: WESLEY EDGE CUSTOME
R ALLEGES HE WAS INVOLVED IN AN ACCIDENT DUE TO ACCELERATOR
PEDAL STICKING. CUSTOMER REQUESTS CONTACT FROM FORD REPRESEN
TATIVE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION OTHER 4/17/2003 11:42:47 AM

Action: LP1619 REDIRECT TO OTHER 0502961053772 61258307

*** LPA COMMENTS *** - DUE TO NATURE OF COMPLAINT, REDIRECTE
D CASE TO JODY BANCIU

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION OTHER 4/17/2003 11:41:12 AM

Action: LP300 MAKE OUTBOUND CALL TO DEALER 0502961053772 61258307

CONTACT PERSON [redacted]

*** LPA COMMENTS *** - LPA CONTACTED DEALERSHIP

Hudson case
A3

Dup.

Inquiry: PE03-044 Source: MORS II

Region: 52 SOUTHWEST Issue: LEGAL Zone G1 Case: 502551083

VIN 1FTNW21F21[redacted] Engine: F Veh Type: T Opened: 4/16/2003

Closed: 4/16/2003

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION OTHER 8/19/2003 10:21:33 AM

Action: LP1901 UPDATE/ADDCO CASE 05028910830772 61238307

SUIT FILED—FORWARDED TO OGC.

PE03-044 38266

UDB Repairs

Repairs for Inquiry: PE03-044

Inquiry: PE03-044 Order Open Date: 1/16/2003 Order Close Date: 1/20/2003

Model Year: 2001 Vehicle Model: F-SERIES SUPER DUTY Vehicle Series: 2001 F250 4X4 CREWCAB PICKUP

VIN: 1FTNW21F21[redacted] Odometer Reading: 12898

Dealer: 2399 McGinnis Ford Lincoln Mercury, Inc. City: Athens State: TX Country: USA

Repair Order No: 130258 Customer City: MABANK State: TX

Repair Category: 13 Engine Labor Opcode UNKNOWN ENGINE - DIESEL

Service Job No: 1 Service Repair Type: C Pnl_Part_Number: 1C3Z 9F838 BA

Symptom Description: ENGINE WONT ACCEL @ TIMES, ONLY IDLES

Concern Description: TEST WONT ACCEL ONLY IDLES CK ENG LIGHT COMES ON KOEO PASS CONT CODE P0221 TEST FOUND TP SENSOR AND

Corrective Action: REPLACE FAILED ACCEL PEDAL ASSEMBLY RETEST KOEO PASS CONT CODE PASS

A4 UDB Duplicate Report (Y/N): Duplicate of VOQ (Y/N):

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-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	VFG	CCC	CD
1FTNW21F21E[redacted]	F7	T/F7	T/F	T/BC	T/BD	T/E	A1	T/D8	T/DS	25-05-01	09-07-01	152460	USA	19	*	5T04	1C3Z	9F836	BA	S11	V41	D42	28
AWS Claim Key:	12590343	Doc #:	13025801		Trx Code:		E84	Labor Hrs:	.9	Labor Cost:			36.41	Material Cost:		81.62	Total Cost:			136.03			
Dlr Cd-Sub Cd:	02399-*	Name:	MCGILVRAY FORD LINCOLN MERCURY, INC.				Plc:	903-6755753		St: TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-JAN-2003				DIST (Mile):	12698		
Cust Comments:	ENGINE WONT ACCEL AT TIMES, ONLY IDLES																						
Tech Comments:	TEST WONT ACCEL ONLY IDLES CK ENG LIGHT COMES ON KOEO PASS CONT CODE PO221 REPLACE FAILED ACCEL PEDAL ASSEMBLY RETEST KOEO PASS CONT CODE PASS																						
1FTNW21F21E[redacted]	F7	T/F7	T/F	T/BC	T/BD	T/E	A1	T/D8	T/DS	25-05-01	09-07-01	152460	USA	19	*	7E07	XC3Z	10849	LA	S09	V83	G30	42
AWS Claim Key:	12590342	Doc #:	13025802		Trx Code:		E83	Labor Hrs:	.6	Labor Cost:			37.61	Material Cost:		311.14	Total Cost:			348.75			
Dlr Cd-Sub Cd:	02399-*	Name:	MCGILVRAY FORD LINCOLN MERCURY, INC.				Plc:	903-6755753		St: TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-JAN-2003				DIST (Mile):	12698		
Cust Comments:	ODOMETER INOP. WILL SHOW SPEED BUT NO MILES																						
Tech Comments:	ROAD TEST FOUND SPEEDO WORKS NORMAL TRIPMINDER AND ODOMETER INOP NECESSARY TO REPLACE CLUSTER REPLACE INSTRUMENT CLUSTER																						
1FTNW21F21E[redacted]	F7	T/F7	T/F	T/BC	T/BD	T/E	A1	T/D8	T/DS	25-05-01	09-07-01	152460	USA	19		*	*	*	*	SXX	V00	*	*
AWS Claim Key:	12590341	Doc #:	13025808		Trx Code:		01S21	Labor Hrs:	1.4	Labor Cost:			87.75	Material Cost:		39.32	Total Cost:			133.34			
Dlr Cd-Sub Cd:	02399-*	Name:	MCGILVRAY FORD LINCOLN MERCURY, INC.				Plc:	903-6755753		St: TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-JAN-2003				DIST (Mile):	12698		
Cust Comments:	SAFETY RECALL 01S21 SEATBELT INSPECTION																						
Tech Comments:	SAFETY RECALL 01S21 A3 INSPECTION FAILED INSPECTION REPLACE BOTH FRT SEAT BELTS																						

Any comments? You can contact

PE03-044 38288

webmaster

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III

Region: 27 WASHINGTO Issue: LEGAL Zone E1 Case: 1546590773

VIN 1FTNX21F61E[redacted] Engine: F Veh Type: T Opened: 3/18/2003

Closed: 3/18/2003

Last Name [redacted] Title MR First Name: [redacted] Status: CLOSED

Address [redacted] City: WAYNESBORO State VA ZIP: [redacted]

Phone: [redacted]

Model Year 2001 Model: F250 4X4 SUPERCAB PIC Mileage: 35500 Build_Date:

Dealer Name: DALLAS HOLLAR FORD, Sales Code P27458 P and A: 00121

Reason Code: 0792 LEGAL - ACCIDENT / FIRE

Symptoms: 301510 SERVICE BRAKE PEDAL ATTACHMENT

Origin: CACI58 US CONCERN CASE BASE MAIL 3/18/2003 3:10:24 PM

Action: 718 ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS 1546590773 0792 30151007

FIRE/ACCIDENT A

CUSTOMER SAYS: = VEH WAS INVOLVED IN ACCIDENT = ACCELERAT OR PEDAL CAME LOOSE = THE PIN HOLDING THE PEDAL BROKE = WH EN HE STEP ON THE BRAKE IT SPEED UP INSTEAD OF STOPPING = A CCELERATOR PEDAL WAS ON TOP OF THE BRAKE PEDAL WHEN CAME LOO SE = THE BUMPER WAS DAMAGE = IT HAPPENED IN RICHMOND VIRG INIA = NO POLICE REPORT MADE = HE ADVISED HIS INSURANCE AB OUT IT ALSO = HE FEEL IT IS A MANUFACTURING DEFECT AND ITS FORD RESPONSIBILITY = NO BODY WAS HURT = HE GOT A DEDUCTAB LE OF $250.00 = HE WANTS HIS INSURANCE DEDUCTABLE BACK ALSO PER CUSTOMER, DEALER SAYS: = NONE CAC ADVISED: - I WIL L FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. S OMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 8349

A1

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 3/21/2003 8:09:28 PM

Action: LP302 SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER 1546590773 0792 30151007

CUST SHOULD CONTINUE TO WORK WITH INSURANCE CO THRU SUBROGAT ION. LETTER OF CLOSING WILL BE SENT

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 3/25/2003 11:29:53 AM

Action: LP4000 FINAL CASE DISPOSITION 1546590773 0792 30151007

LETTER OF CLOSING SENT TO CUSTOMER.

PE03-044 38276

---

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-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	VPO	CCC	CD
1FTNX21F61E[redacted]	F7	DF7	DF	DBD	DBD	DB	A1	DD4	DD5	01-03-01	09-04-01	127458	USA	1	*	3A04	XL3Z	7902	DARM	S11	V48	P59	42

AWS Claim Key:	1332173	Doc #:	03499751	Trx Code:	2	Labor Hrs:	7.7	Labor Cost:	376.22	Material Cost:	1756.37	Total Cost:	2413.59
Dlr Cd-Sub Cd:	80121-*	Name:	DALLAS HOLLAR FORD, INC.	Ph:	540-434-6700	St: VA	Cty Cd:	USA	Reg Cd:	NA	Repr Date:	30-APR-2001	DIST(Mile): 654

Cust Comments: TOW IN NO MOVE
Tech Comments: TORQUE CONVERTER RR TRANS,REPLACED TOR CONVERTER

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	VPO	CCC	CD
1FTNX21F61E[redacted]	F7	DF7	DF	DBD	DBD	DB	A1	DD4	DD5	01-03-01	09-04-01	127458	USA	24	*	5T01	1C3Z	9F336	BA	801	V31	B02	33

AWS Claim Key:	1356188	Doc #:	06319281	Trx Code:	B04	Labor Hrs:	.2	Labor Cost:	11.23	Material Cost:	81.62	Total Cost:	92.85
Dlr Cd-Sub Cd:	08009-*	Name:	JIM SNEAD FORD	Ph:	540-933-3300	St: VA	Cty Cd:	USA	Reg Cd:	NA	Repr Date:	18-MAR-2003	DIST(Mile): 35590

Cust Comments: CUSTOMER STATES ACCELERATOR PEDAL BROKE
Tech Comments: CHECKED ACC. PEDAL BROKEN REMOVED OLD ACCELERATOR ASY. INSTALLED NEW ASY. TESTED OK AT THIS TIME.

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	VPO	CCC	CD
1FTNX21F61E[redacted]	F7	DF7	DF	DBD	DBD	DB	A1	DD4	DD5	01-03-01	09-04-01	127458	USA	24	*	*	*	*	*	5X2Z	V80	*	*

AWS Claim Key:	1356187	Doc #:	06319202	Trx Code:	01521	Labor Hrs:	.3	Labor Cost:	16.85	Material Cost:	0	Total Cost:	22.47
Dlr Cd-Sub Cd:	08009-*	Name:	JIM SNEAD FORD	Ph:	540-933-3300	St: VA	Cty Cd:	USA	Reg Cd:	NA	Repr Date:	18-MAR-2003	DIST(Mile): 35590

Cust Comments: 01521 SEAT BELT BUCKLE RECALL
Tech Comments: PROFORMED 01521 SEAT BELT INSPECTION WITH GAUGE OK.

Any comments? You can contact

webmaster

FILED-04 3:27 1

P003-044 38272

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 | Source: MORS III

Region: 66 DENVER | Issue: LEGAL | Zone D2 | Case: 1371092151

VIN 1FTSW31F81E[redacted] | Engine: F | Veh Type: T | Opened: 8/3/2001

Closed: 8/3/2001

Last Name [redacted] | Title | First Name: | Status: CLOSED

Address [redacted] | City: PEYTON | State CO | ZIP: [redacted]

Phone: [redacted]

Model Year 2001 | Model: F350 4X4 CREWCAB PICK | Mileage: 21700 | Build_Date:

Dealer Name: PHIL LONG FORD OF C | Sales Code F56201 | P and A: 03134

Reason Code: 0772 LEGAL - ACCIDENT

Symptoms: 619193 FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP

Origin: CACXS US CONCERN CASE BASE | PHONE | 8/3/2001 10:17:32 AM

Action: 007 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS | 1371092151 0772 61 918307

CUSTOMER SAYS: - WAS BACKING TRUCK INTO GARAGE, THE GAS PE
DAL CAME HALF OFF AND THE THROTTLE BODY WAS STUCK, AND BECAU
SE OF THIS CUST BACKED INTO THE SIDE OF THE GARAGE - THE LE
FT SIDE OF THE TRUCK IS DENTED AND SCRATCHED - THIS WOULD N
OT HAVE HAPPENED IF THE PART WAS NOT DEFECTIVE PER CUSTOMER
, DEALER SAYS: - CAN REPLACE THE PARTS UNDER WARRANTY, BUT
DLRSHIP CANNOT REPAIR DAMAGES TO VEH AS THEY'RE NOT AUTHORI
ZED TO - CUST WILL HAVE TO CALL CAC CAC ADVISED: *** CUST
WAS PLACED ON HOLD, BUT HUNG UP BEFORE I COULD GIVE HIM THE
INFO. NEXT CSR, PLEASE ADVISE HIM OF THE FOLLOWING: ***
- THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAI
RS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER A
FFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILAB
LE - PLEASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND
REPORT THE INCIDENT - ALSO ADVISED CUST OF RECALL: 01S21
SEAT BELT INFERENCE CASE ID: 4740

A1

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION | PHONE | 8/3/2001 1:19:15 PM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER JAMES BUCK CONSTRUCTION | 1371092151 0772 61 918307

LPA RECEIVED INFORMATION FROM CRC THAT CUSTOMER HAD AN ACCID
ENT BECAUSE OF A MALFUNCTIONING PART. LPA WILL CALL CUSTOMER
AND DEALERSHIP AND THEN DO FOLLOW UP UNTIL CASE IS CLOSED.

PE03-044 35273

Inquiry: PE03-044 Source: MORS III

Region: 56 DENVER Issue: LEGAL Zone D2 Case: 1371092151

VIN 1FTSW31F91E[redacted] Engine: F Veh Type: T Opened: 8/3/2001

Closed: 8/3/2001

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 8/7/2001 10:27:40 AM

Action: LP4000 FINAL CASE DISPOSITION 13710921510772 61910307

LPA TALKED TO SERVICE MANAGER AT DEALERSHIP ON 8-7-01.HE STA
TED CUSTOMER IN ON 8-8-01 AND HAD VEHICLE REPAIRED.SERV.MGR.
SAID A PIN HAD LOOSENED AND CAUSED THE PEDAL MECHANISM TO SE
PARATE, BUT IT WAS HARD TO SEE WHAT CAUSED IT.LPA WILL REFER
CUSTOMER TO INSURANCE CARRIER AND THEY CAN SUBROGATE.FSE NO
R CSM HAD A CHANCE TO LOOK AT VEHICLE TO CONFIRM IF THIS WAS
NORMAL/ABNORMAL.SINCE VEHICLE IS REPAIRED LPA WILL CLOSE AN
D SEND SUBROGATION LETTER TO CUSTOMER FOR BLDG.DAMAGES.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 8/28/2002 3:25:45 PM

Action: LP1901 UPDATE/ADDCO CASE 13710921510772 61910307

LPA UPON FURTHER INVESTIGATION DETERMINED THIS CASE NEEDED R
EEXAMINATION AFTER TALKING TO CUSTOMER AGAIN AND SERVICE MAN
AGER.LPA DECIDED TO DO P63 AND REPAIR CUSTOMER'S VEHICLE.CUS
TOMER ONLY HAD VEHICLE 6 MONTHS AND PER SERVICE MANAGER, THI
S CONCERN SHOULD NOT HAVE OCCURRED AND NO SIGNS OF ABUSE WER
E DETECTED.LPA AUTHORIZED DEALER SERV.MGR TO REPAIR BODY DAM
AGE TO VEHICLE AND WE WILL DO P63.CUSTOMER NOTIFIED TO TAKE
VEHICLE IN FOR ESTIMATE AND REPAIRS.
THIS LPA RECEIVED A DEALER REQUEST FOR CA REVIEW FORM AND
LOOKED IN OLD CASE FILE. PRIOR ANALYST ALREADY APPROVED THE
REPAIRS TO THE VEHICLE.
LPA CALLED DEALER, LEFT MESSAGE FOR TAMMY WHALEN THAT FORD
WOULD COVER THESE REPAIRS. LPA WILL DO P63 APPROVAL CODE
WHEN DEALER IS DONE WITH THE REPAIRS. LPA ALSO LEFT A
MESSAGE WITH THE CUSTOMER REGARDING THIS DECISION.
HENRY AT PHIL LONG FORD CALLED FOR P63 AUTHORIZATION CODE.
PRIOR ANALYST (MARQUINTA HUNT) HAD OK'D THE REPAIRS. LPA
GAVE DEALER P63 APPROVAL CODE FOR COLLISION REPAIRS.
RECEIVED MESSAGE FROM HENRY AT PHIL LONG FORD THAT HE HAS BE
EN WAITING FOR P63 CODE. WHEN I LAST SPOKE TO HIM, I EXPLAI
NED THAT I CANNOT ISSUE CODE UNTIL REPAIRS ARE COMPLETE. I
CALLED BACK AND LEFT MESSAGE INDICATING THIS AGAIN. LPA ESM
ITH HAS ALSO COMMUNICATED THIS TO DEALER.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 7/12/2002 10:53:19 AM

Action: CA0018 CORRECTION OF INFORMATION IN PREVIOUS ACTION 13710921510772 61910307

CORRECTION TO LAST ENTRY. DEALER DID NOT CALL BACK WITH P63
INFORMATION. LPA WAITING ON MORE INFORMATION TO DO P63
AUTHORIZATION CODE FOR REPAIRS THAT PRIOR ANALYST AUTHORIZED

PE03-044 38274

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-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	QRY	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FTSW31F91E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/DS	19-12-00	10-01-01	156201	USA	2	*	3A11	F81Z	7000	PBRM	S11	V48	P67	01
AWS Claim Key:	866428	Doc #:	20022801		Trx Code:		1	Labor Hrs:		5.3	Labor Cost:		355.1	Material Cost:		1454.65	Total Cost:			2049.75			
Dlr Cd-Sub Cd:	03134-*	Name:	PHIL LONG FORD OF CHAPEL HILLS				Ph:	719-5722200		St: CO	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:27-FEB-2001					DIST(Mile):4760			
Cust Comments:	CUST STATES THAT WHILE DRIVING AT CRUISING SPEED DOWN A GRADE, TRANSMISSION WILL NOT DOWNSHIFT INTO LOWER GEARS, ACTS LIKE IS IT SHIFTING INTO NEUTRAL.																						
Tech Comments:	ROAD TESTED VEHICLE, TESTED EEC SYSTEM AND TRANS. REMOVED TRANS, PAN, FULL OF METAL FROM ONE WAY CLUTCH. REPLACED TRANS ASSY. FLUSHED COOLER, COMPLETED PAPERWORK. ROAD TESTED AFTER REPAIR.																						
1FTSW31F91E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/DS	19-12-00	10-01-01	156201	USA	7	*	5T01	1C3Z	9F836	BA	S11	V44	D50	01
AWS Claim Key:	2779983	Doc #:	27744001		Trx Code:		E64	Labor Hrs:		.4	Labor Cost:		27.71	Material Cost:		78.86	Total Cost:			106.57			
Dlr Cd-Sub Cd:	03134-*	Name:	PHIL LONG FORD OF CHAPEL HILLS				Ph:	719-5722200		St: CO	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:06-AUG-2001					DIST(Mile):21866			
Cust Comments:	CUST STATES ACCELERATOR PEDAL FELL APART.																						
Tech Comments:	REPLACED ACCEL PEDAL ASSM.																						
1FTSW31F91E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/DS	19-12-00	10-01-01	156201	USA	7		*	*	*	*	SXX	V80	*	*
AWS Claim Key:	2779982	Doc #:	27744082		Trx Code:		01S21	Labor Hrs:		.3	Labor Cost:		20.78	Material Cost:		0	Total Cost:			27.71			
Dlr Cd-Sub Cd:	03134-*	Name:	PHIL LONG FORD OF CHAPEL HILLS				Ph:	719-5722200		St: CO	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:06-AUG-2001					DIST(Mile):21866			
Cust Comments:	PERFORM RECALL 01S21 SEAT BELT BUCKLE																						
Tech Comments:	PERFORMED SEAT BELT TEST ALL PASSED																						
1FTSW31F91E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/DS	19-12-00	10-01-01	156201	USA	11	*	2B01	F7TZ	12K073	A	S11	V43	D03	42
AWS Claim Key:	5461059	Doc #:	20906401		Trx Code:		S07	Labor Hrs:		3.7	Labor Cost:		256.34	Material Cost:		262.8	Total Cost:			519.14			
Dlr Cd-Sub Cd:	03134-*	Name:	PHIL LONG FORD OF CHAPEL HILLS				Ph:	719-5722200		St: CO	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:20-NOV-2001					DIST(Mile):35503			
Cust Comments:	CUST STATES ENGINE IS HARD TO START WHEN 30 DEGREES OR COLDE IN AM, ONCE IT STARTS IT IS OKAY. ALSO STALLING AFTER ENGINE																						

http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=eccdb2x&modelyr=2001&vin_cd=1FTSW31F91E[redacted] 11/20/2003

PE03-044 38279

Tech Comments: VERIFY CONCERN, VEHICLE STARTS HARD COLD AND VEHICLE DIES WHILE DRIVING WHEN WARM....SEE DIAG SHEET GLOW PLUG SYSTEM REPLACE EIGHT GLOW PLUGS AND CONTROLLER...REPLACE BAD CAM SENSOR AND RETEST SYSTEM....TEST DRIVE VEHICLE AND

1FTSW31F91E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	19-12-00	10-01-01	156201	USA	14	*	2B04	F81Z	12B533	AC	S11	V45	D03	28

AWS Claim Key: [redacted] Doc #: 29719084 Trx Code: B72 Labor Hrs: 3 Labor Cost: 138.57 Material Cost: 60.98 Total Cost: 199.55

Dlr Cd-Sub Cd: 05134-* Name: PHIL LONG FORD OF CHAPEL HILLS Ph: 719-5722200 St: CO City Cd: USA Reg Cd: NA Repr Date:12-FEB-2002 DIST(Mile):45550

Cust Comments: CUST STATES LONG CRANK, COLD AM, PLEASE REPAIR

Tech Comments: VERIFIED CUSTOMER CONCERN. TESTED GLOW PLUG SYSTEM, FOUND THAT GLOW PLUG MODULE WAS NOT PUTTING OUT ENOUGH VOLTAGE. R&R GLOW PLUG MODULE. DISCONNECTED BATTERIES AND REMOVED GLOW PLUG MODULE. VERIFIED REPAIR. ALL IS OK.

1FTSW31F91E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	19-12-00	10-01-01	156201	USA	17	*	3A11	F81Z	7000	FBRM	S11	V48	P51	42

AWS Claim Key: 10679519 Doc #: 30542701 Trx Code: F07 Labor Hrs: 5.2 Labor Cost: 360.26 Material Cost: 1563.73 Total Cost: 1923.99

Dlr Cd-Sub Cd: 05134-* Name: PHIL LONG FORD OF CHAPEL HILLS Ph: 719-5722200 St: CO City Cd: USA Reg Cd: NA Repr Date:08-MAY-2002 DIST(Mile):58143

Cust Comments: CUST STATES TRANSMISSION IS SLIPPING, PLEASE ADVISE REALLY SLIPPING WITH 4,000 LBS TRAILER, 3500 RPM

Tech Comments: HAVE ENGINE AND TRANS CODES IN MEMORY NONE IN KOEO OR KOER. CLEARED CODES ROAD TESTED TRANS FEELS NORMAL ON UP AND DOWN SHIFTS. SEC TESTED CODES P0773 P1247 P0340 P1211 P0782. HAS TRANS AND

1FTSW31F91E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	19-12-00	10-01-01	156201	USA	19	*	1H03	F71Z	97460	BA	S11	V45	D03	42

AWS Claim Key: 10679211 Doc #: 30542703 Trx Code: B72 Labor Hrs: 2.8 Labor Cost: 193.98 Material Cost: 83.94 Total Cost: 277.92

Dlr Cd-Sub Cd: 05134-* Name: PHIL LONG FORD OF CHAPEL HILLS Ph: 719-5722200 St: CO City Cd: USA Reg Cd: NA Repr Date:08-MAY-2002 DIST(Mile):58143

Cust Comments: CUST STATES TOOK 10 MINS TO START THIS AM, BLOWING LOTS OF WHITE SMOKES

Tech Comments: STARTED OK EVERY TIME FOR US CHECK GLOW PLUG OPERATION PULLS 108AMPS AFTER 10 SEC WHICH IS NORMAL EEC TEST P0470 ON KOEO REPLACED EBP NOW READS 11.5 NORMAL READING FOR THIS AREA

1FTSW31F91E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	19-12-00	10-01-01	156201	USA	20	*	2G01	XC32	12B509	AA	S11	V43	D03	42

AWS Claim Key: 10515546 Doc #: 31512001 Trx Code: B72 Labor Hrs: 3.5 Labor Cost: 259.91 Material Cost: 476 Total Cost: 816.91

Dlr Cd-Sub Cd: 05134-* Name: PHIL LONG FORD OF CHAPEL HILLS Ph: 719-5722200 St: CO City Cd: USA Reg Cd: NA Repr Date:14-AUG-2002 DIST(Mile):59665

Cust Comments: CUST STATES CRANK NO START, HAS BEEN HAVING A HARD START SINCE LAST WEEK, PLEASE REPAIR

Tech Comments: VERIFIED CRANK NO START FOLLOWED DIAG SHEET EEC TEST P1274 IN MEMORY P1274 P1293 AND P1293 IN INJECTOR. SELF TEST REPLACED IDM REPAIRED UVC WIRING CONNECTOR RETEST NOW ALL PASSES STARTED ENGINE REASSEMBLED ENGINE WATCHED PDG ON

1FTSW31F91E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	19-12-00	10-01-01	156201	USA	21	*	5V13	*	2001	*	S10	V21	H20	42

AWS Claim Key: 11283208 Doc #: 59773001 Trx Code: P53 Labor Hrs: 0 Labor Cost: 2039.2 Material Cost: 2096.07 Total Cost: 4135.27

Dlr Cd-Sub Cd: 05140-* Name: PHIL LONG FORD, LLC Ph: 719-4394661 St: CO City Cd: USA Reg Cd: NA Repr Date:13-SEP-2002 DIST(Mile):56439

Cust Comments: BRAKES FAILURE DAMAGE LEFT SIDE OF VEH

Tech Comments: OIL TO REPAIR VEH DUE TO BRAKE FAILURE

1FTSW31F91E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	19-12-00	10-01-01	156201	USA	25	*	3A15	F81Z	70391	CB	S11	V48	P66	42

AWS Claim Key: 12620150 Doc #: 61375601 Trx Code: 07570 Labor Hrs: 3 Labor Cost: 215.49 Material Cost: 148.19 Total Cost: 363.68

Dlr Cd-Sub Cd: 05140-* Name: FHEL LONG FORD, LLC Ph: 719-6336661 St: CO Ctry Cd: USA Reg Cd: NA Repr Date:21-JAN-2003 DIST(Mile):75226

Cust Comments: CUSTOMER STATES O.D. LIGHT IS BLINKING AND IT SHIFTS HARD. AT TIMES THERE IS NO HOLD BACK

Tech Comments: PERFORMED DIAG & POINPOINT TESTS.PIN1. R&R TRANS PAN & VALVE BODY. REPLACED SHIFT SOLENOID PACK. OK ON ROAD TEST.

1FTSW31P91E[redacted]97 DF7 DF DBC DCD DE A1 DD8 DD6 19-12-00 10-01-01 156201 USA 33 * 3A15 F612 F0391 CS 289 V03 029 42

AWS Claim Key: 15733643 Doc #: 6414498 Trx Code: 0757D Labor Hrs: 3.2 Labor Cost: 245.94 Material Cost: 155.35 Total Cost: 401.29

Dlr Cd-Sub Cd: 05140-* Name: FHEL LONG FORD, LLC Ph: 719-6336661 St: CO Ctry Cd: USA Reg Cd: NA Repr Date:03-SEP-2003 DIST(Mile):88574

Cust Comments: CUSTOMER STATES O DRIVE LIGHT IS FLASHING & ENGINE SEEMS TO LOSE POWER. AT SAME TIME ALSO ADVISE FOR FUEL ESP.

Tech Comments: ROAD TESTED VERIFIED.PERFORMED TRANSMISSION DIAG TESTS. CODE P0743.INSTALLED BREAKOUT BOX.POINPOINT STSTS. ALL OK. TESTED & FOUND SOLENOID PACK SHORTED.R&R PAN.REPLACED SOLEN OID PACK.CLEANED GASKET & REFILLED FLUID. OK ON ROAD TEST.

1FTSW31F91E[redacted]97 DF7 DF DBC DCD DE A1 DD8 DD6 19-12-00 10-01-01 156201 USA 35 * 2D04 F77Z 12B533 CA S11 V41 D03 42

AWS Claim Key: 16365181 Doc #: 6433003 Trx Code: E72 Labor Hrs: 1.9 Labor Cost: 146.03 Material Cost: 46.4 Total Cost: 192.45

Dlr Cd-Sub Cd: 05140-* Name: FHEL LONG FORD, LLC Ph: 719-6336661 St: CO Ctry Cd: USA Reg Cd: NA Repr Date:27-OCT-2003 DIST(Mile):93614

Cust Comments: CUSTOMER STATES TRUCK IS HARD TO START COLD & SEES SMOKE COMING FROM GLOW PLUG RELAY

Tech Comments: HARD START DIAG. FOUND BAD CONTROLLER. REPLACED GLOW PLUG CONTROLLER & REPROGRAMED PCM. OK NOW.

1FTSW31F91E[redacted]97 DF7 DF DBC DCD DE A1 DD8 DD6 19-12-00 10-01-01 156201 USA 33 * 2B01 F77Z 12K073 A S11 V42 D01 42

AWS Claim Key: 16365856 Doc #: 6433504 Trx Code: E72 Labor Hrs: .8 Labor Cost: 61.49 Material Cost: 112 Total Cost: 173.49

Dlr Cd-Sub Cd: 05140-* Name: FHEL LONG FORD, LLC Ph: 719-6336661 St: CO Ctry Cd: USA Reg Cd: NA Repr Date:27-OCT-2003 DIST(Mile):93614

Cust Comments: CUSTOMER STATES TRUCK INTERMITTENTLY STALLS WHILE DRIVING

Tech Comments: EEC TESTED. PIN40. REPLACED CAM SENSOR & CLEARED CODE. OK NOW.

Any comments? You can contact

webmaster

PRO-DAT 3027T

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III

Region: 10 SDR Issue: LEGAL Zone: B4 Case: 773581201

VIN 1FTSW31F71E[redacted] Engine: F Veh Type: T Opened: 10/16/2002

Closed: 10/16/2002

Last Name [redacted] Title MR First Name: [redacted] Status: CLOSED

Address [redacted] City: SAVANNAH State TN ZIP: [redacted]

Phone: [redacted]

Model Year 2001 Model: F350 4X4 CREW CAB PICK Mileage: 27500 Build_Date:

Dealer Name: JONES FORD Sales Code F23449 P and A: 05953

Reason Code: 0792 LEGAL - ACCIDENT / FIRE

Symptoms: 012592 SURGE AT CRUISE HOT ENGINE

Origin: CAC38 US CONCERN CASE BASE PHONE 10/16/2002 2:01:34 PM

Action: 719 ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS 0773581201/792 01280207

FIRE/ACCIDENT A

CUSTOMER SAYS: =VEH WAS INVOLVED IN AN ACCIDENT =VEH SUR
GED FORWARD, ACCELERATED AND RAN INTO THE FRONT OF A STORE
=CUST TRIED TO BRAKE VEH BUT IT DID NOT HELP =NO ONE WAS I
NJURED AS A RESULT OF ACCIDENT +++ =DATE 10/14/2002 ABOUT
2:15PM =LOCATION: PARKING LOT IN FRONT OF FURNITURE STORE
ON 2312 WAYNE RD IN SAVANNAH =POLICE REPORT WITH THE SAVANN
AH POLICE DEPT =POLICE REPORT # NOT AVAILABLE =INSURANCE
CLAIM #[redacted] FILED WITH GMAC INSURANCE =CLAIM IS STILL
UNDER REVIEW =VEH STATUS/CONDITION UNCERTAIN +++ =CUST
SEEKS TO KNOW WHAT CAUSED THE ACCIDENT AND WHAT POSSIBLE ASS
ISTANCE FORD WILL GIVE WITH THIS SITUATION PER CUSTOMER, DE
ALER SAYS: NONE CAC ADVISED: - I WILL FORWARD THIS INFO
RMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUM
ER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTI
FY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENC
E CASE ID: 6349

B

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 10/16/2002 11:00:06 AM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 0773581201/792 01280207

VM

LPA CALLED CUSTOMER AND LEFT A MESSAGE WITH CALL BACK NUMBER
[redacted]

PE03-044 36279

Inquiry: PE03-044 Source: MORS III

Region: 10 SDR Issue: LEGAL Zone B4 Case: 773581201

VIN 1FTSW31F71E[redacted] Engine: F Veh Type: T Opened: 10/15/2002

Closed: 10/16/2002

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 10/15/2002 10:58:16 AM

Action: LP608 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED 0773581201 0792 51 288207

INSURANCE COMPANY IS CURRENTLY INVOLVED. LPA WILL SEND INS SUBRIGATION LETTER.

PE03-044 38279

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-2003
Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DSR	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VRG	CCC	CD
1FTSW31F71E[redacted]	[redacted]7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D6	T/D8	18-01-01	19-03-01	121108	USA	14		*	*	*	*	EXX	V80	*	*
AWS Claim Key:	1166721	Doc #:	0006421		Trx Code:		01S21	Labor Hrs:	.3		Labor Cost:		12.21	Material Cost:		0		Total Cost:		12.21			
Dlr Cd-Sub Cd:	07291-*	Name:	FREEDOM FORD				Ph:	731-6323356	St: TN		City Cd:	USA		Reg Cd:		NA	Repr Date:18-APR-2002			DIST(Mile):19846			
Cust Comments:	BROUGHT VEHICLE IN FOR RECALL WORK																						
Tech Comments:	PERFORMED RECALL.																						

1FTSW31F71E[redacted]	[redacted]7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D6	T/D8	18-01-01	19-03-01	121108	USA	24	*	6311	YC3Z	20B25	AA	S09	V79	C67	42
AWS Claim Key:	12022094	Doc #:	0431741		Trx Code:		E84	Labor Hrs:	.6		Labor Cost:		26.43	Material Cost:		90.03		Total Cost:		116.48			
Dlr Cd-Sub Cd:	05926-*	Name:	HOLMES FORD, INC.				Ph:	731-4682591	St: TN		City Cd:	USA		Reg Cd:		NA	Repr Date:20-FEB-2003			DIST(Mile):27934			
Cust Comments:	HEATER AIR FLOW PROBLEM. WILL NOT SWITCH THE AIR FLOW																						
Tech Comments:	VERY LOW VACCUM. VACCUM PUMP VERY LOW PRESSURE R&R VACCUM PUMP.																						

1FTSW31F71E[redacted]	[redacted]7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D6	T/D8	18-01-01	19-03-01	121108	USA	27	*	2C8M	2C3Z	11B02	AA8M	S11	V43	D01	42
AWS Claim Key:	14422929	Doc #:	0473230I		Trx Code:		E84	Labor Hrs:	1.3		Labor Cost:		60.22	Material Cost:		136.15		Total Cost:		196.37			
Dlr Cd-Sub Cd:	06037-*	Name:	TENNESSEE VALLEY FORD, INC.				Ph:	731-8473333	St: TN		City Cd:	USA		Reg Cd:		NA	Repr Date:16-MAY-2003			DIST(Mile):15203			
Cust Comments:	STARTER DON'T OPERATE																						
Tech Comments:	STARTER IN OP BROKEN STARTER DRIVER GEAR. VERIFY CONCERN STARTER MOTOR SPINS BUT DOESN'T ENGAGE FLYWHEEL. REMOVE STARTER FOR INSPECTION STARTER DRIVE GEAR MISSING R/R FLYWHEEL COVER TO RETRIEVE BROKEN GEAR INSTALL NEW STARTER AND RETEST CONCERN RESOLVED MT REMOVAL OF FLYWHEEL COVER TO RETRIEVE BROKEN GEAR																						

1FTSW31F71E[redacted]	[redacted]7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D6	T/D8	18-01-01	19-03-01	121108	USA	27	*	7L01	2C3Z	13B32	AA	S09	V83	A34	42
AWS Claim Key:	14422931	Doc #:	0473230I		Trx Code:		E83	Labor Hrs:	1.4		Labor Cost:		64.85	Material Cost:		49.59		Total Cost:		114.44			
Dlr Cd-Sub Cd:	06037-*	Name:	TENNESSEE VALLEY FORD, INC.				Ph:	731-8473333	St: TN		City Cd:	USA		Reg Cd:		NA	Repr Date:16-MAY-2003			DIST(Mile):15203			
Cust Comments:	HORN DON'T BLOWN																						

FCS-044 30230

Tech Comments: FAULTY HORN VERIFY CONCERN HORN RELAY CLICKS WHEN BUTTON IS DEPRESSED BUT HORNS DO NOT SOUND INSPECT FUSE BLOWN REPLACE FUSE AND RETEST HORN SOUND ABNORMALLY SHORT THEN BLOWS FUSE R/R HORN AND INSTALL NEW FUSE RETEST CONCERN RESOLVED.

Any comments? You can contact

webmaster

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III
Region: 72 SAN FRANCIS Issue: LEGAL Zone B3 Case: 1497670733
VIN 1FDWX37F51[redacted] Engine: F Veh Type: T Opened: 7/28/2003
Closed: 7/28/2003

Last Name [redacted] Title M&M First Name: [redacted] Status: CLOSED
Address [redacted] City: ROGUE RIVER State OR ZIP: [redacted]
Phone: [redacted]

Model Year 2001 Model: F350 DRW 4X4 SUPERCA Mileage: 26893 Build_Date:
Dealer Name: MOCK'S FORD SALES Sales Code F72422 P and A: 07774
Reason Code: 0772 LEGAL - ACCIDENT
Symptoms: 612593 SURGE ACCELERATION ALL ENGINE TEMP

Origin: CALGF CA-LITIGATION PREVENTION-FRONT DESK MAIL 7/28/2003 2:41:58 PM
Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY 1497670733 0772 61259307
**********PRODUCT LIABILITY**********
FAX RECEIVED 7-28-03. DEALER CONTACT: MIKE APLARD. CUSTOM
ER ALLEGES ACCELERATOR STUCK CAUSING ACCIDENT. CUSTOMER DEM
ANDS CONTACT FROM FORD REPRESENTATIVE.

A1

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 7/29/2003 9:03:15 AM
Action: LP300 MAKE OUTBOUND CALL TO DEALER 1497670733 0772 61259307
CONTACT PERSON [redacted]
LPA MADE OUTBOUND CALL TO DEALER

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 7/29/2003 4:46:01 PM
Action: LP422 INFORMATION CALL/FAX WITH DEALER 1497670733 0772 61259307
DEALER SAYS CUSTOMERS ALLEGES THROTTLE STUCK IN THE VEHICLE.
CUSTOMER WILL NOT GIVE DEALER PERMISSION TO INSPECT THE VEH
ICLE. CUSTOMER HAS HAD PREVIOUS CONTACT WITH LP. TRUCK CAUGH
T ON FIRE. AFTERMARKET EQUIPMENT WAS INSTALLED ON THE VEHICL
E.

PE03-044 38282

Inquiry: PE03-044 Source: MORS #1

Region: 72 SAN FRANCIS Issue: LEGAL Zone B3 Case: 1497670733

VIN 1FDWX37F51E[redacted] Engine: F Veh Type: T Opened: 7/28/2003

Closed: 7/28/2003

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 7/29/2003 4:54:34 PM

Action: LP613 DENY ASSISTANCE - REFER TO INSURANCE CARRIER 1497670733077201259367

REFERRED CUSTOMER TO INSURANCE CARRIER AND EXPLAINED SUBROGA
TION. NO OPEN RECALLS ON VEHICLE. NO FURTHER ACTION REQUIRED

PE03-044 38283

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-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	PREP	BASE	SUFF	VRT	VFO	CCC	CD
1FDWX37F51E[redacted]	F7	T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D8	24-08-00	15-09-00	172422	USA	9	*	1A03	*	6003	*	S11	V41	D36	42
AWS Claim Key:	1290073	Doc #:	162592A		Tra Code:		I	Labor Hrs:		2.3	Labor Cost:		144.14	Material Cost:		0		Total Cost:		144.14			
Dlr Cd-Sub Cd:	07774-*	Name:	MOCK'S FORD SALES				Ph:	541-4766656		St: OR	City Cd:	USA		Reg Cd:		NA	Repr Date:31-MAY-2001			DIST(Mile):10585			
Cust Comments:	CHECK VEH HAS LOSS OF POWER UP HILLS AND BLOWS OUT BLACK SMOKE																						
Tech Comments:	(1) TEST DR FOR MAX FUEL ECONOMY. 11.9 ACHIEVED . 4.10 FINAL GEAR RATIO & 9000 LBS EMPTY VEH WE IGHT, ECONOMY IS NORMAL. (2) CK PWR ON HILLS & DURING ACCELERATION, NORMAL. (3) NGS, CK DTCS, NONE. KOEO DEMAND, PASS. KOEO BU, PASS. KOER D , PASS. KOER C, PASS. (4) REMOVE & INSPECT FUEL FILTER, O.K. (5) REMOVE & INSPECT AIR CLEANER, O.K. CUST ADVISED.																						

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	PREP	BASE	SUFF	VRT	VFO	CCC	CD
1FDWX37F51E[redacted]	F7	T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D8	24-08-00	15-09-00	172422	USA	16		*	*	*	*	SXX	V80	*	*
AWS Claim Key:	5921212	Doc #:	169611A		Tra Code:		01524	Labor Hrs:		.8	Labor Cost:		51.83	Material Cost:		7.88		Total Cost:		66.19			
Dlr Cd-Sub Cd:	07774-*	Name:	MOCK'S FORD SALES				Ph:	541-4766656		St: OR	City Cd:	USA		Reg Cd:		NA	Repr Date:10-DEC-2001			DIST(Mile):13369			
Cust Comments:	RECALL 01524																						
Tech Comments:	DID RECALL 01524. CODE 42.																						

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	PREP	BASE	SUFF	VRT	VFO	CCC	CD
1FDWX37F51E[redacted]	F7	T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D8	24-08-00	15-09-00	172422	USA	16	*	3Y00	*	NPF	*	S11	V44	L86	42
AWS Claim Key:	2931928	Doc #:	169611E		Tra Code:		E84	Labor Hrs:		.1	Labor Cost:		6.48	Material Cost:		0		Total Cost:		6.48			
Dlr Cd-Sub Cd:	07774-*	Name:	MOCK'S FORD SALES				Ph:	541-4766656		St: OR	City Cd:	USA		Reg Cd:		NA	Repr Date:10-DEC-2001			DIST(Mile):13369			
Cust Comments:	C S FRONT HUBS WONT TURN																						
Tech Comments:	PULLED HUB CAPS AND HUBS, HUBS WORK NORMAL, IT IS HARD TO TURN THEM WITH HUB CAPS INSTALLED.																						

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	PREP	BASE	SUFF	VRT	VFO	CCC	CD
1FDWX37F51E[redacted]	F7	T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D8	24-08-00	15-09-00	172422	USA	18	*	1F01	YC3E	8005	BA	S11	V44	L86	31
AWS Claim Key:	4844861	Doc #:	239636A		Tra Code:		E84	Labor Hrs:		1.5	Labor Cost:		140.07	Material Cost:		310.03		Total Cost:		450.1			
Dlr Cd-Sub Cd:	07271-*	Name:	MAGNUSSEN'S FREMONT FORD				Ph:	510-4519800		St: CA	City Cd:	USA		Reg Cd:		NA	Repr Date:11-FEB-2002			DIST(Mile):19025			
Cust Comments:	CUST STATES ENGINE IS LEAKING COOLANT CK & ADVISE																						

FEB-044 2004

Tech Comments:	19025 CK FOR ENG LEAKING COOLANT XX PRESSURE TESTED COOLING SYSTEM XX CK AND FOUND LEAK FROM BOTTOM OF RADIATOR XX DRAINED COOLING SYSTEM X REMOVED RADIATOR ASSY TO INSP XX REPLACED RADIATOR ASSY AND ADDED COOLANT XX RETEST FOR LEAKS OK .

1FDWX37F51E[redacted]7	T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D5	24-08-00	15-09-00	172422	USA	21	*	1FBD	XC3Z	8260	DA	S11	V44	L87	D4

AWS Claim Key:	[redacted]	Doc #:	174531C	Trx Code:	E84	Labor Hrs:	1	Labor Cost:	64.79	Material Cost:	21.34	Total Cost:	86.13		
Dlr Cd-Sub Cd:	07774-*	Name:	MOCK'S FORD SALES	Ph:	541-4766656	St: OR	City Cd:	USA	Reg Cd:	NA	Repr Date:	08-MAY-2002	DIST(Mile):	17179	
Cust Comments:	ADVISE COOLANT LEAK														
Tech Comments:	PRESSURE TEST COOLING SYSTEM, FOUND UPPER HOSE LEAKING, ORDER PART. REPLACE UPPER RADIATOR HOSE AND CLAMPS, REFILL COOLING SYSTEM AND RECHECK FOR LEAKS.														

Any comments? You can contact

webmaster

PE03-044 38285

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 | Source: MORS III

Region: 10 SDR | Issue: LEGAL | Zone A1 | Case: 1323993472

VIN 1FDXF47F32[redacted] | Engine: F | Veh Type: T | Opened: 12/13/2002

Closed: 12/13/2002

Last Name [redacted] | Title MR | First Name: [redacted] | Status: CLOSED

Address [redacted] | City: PERU | State ME | ZIP: [redacted]

Phone: [redacted]

Model Year 2002 | Model: F450 DRW 4X4 REGCAB | Mileage: 16000 | Build_Date:

Dealer Name: FARMINGTON FORD, IN | Sales Code F11599 | P and A: 02837

Reason Code: 0792 LEGAL - ACCIDENT / FIRE

Symptoms: 007492 STALL/QUITS AT IDLE HOT ENGINE

Origin: CACISS US CONCERN CASE BASE | OTHER | 12/13/2002 8:59:50 AM

Action: 719 ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS | 1323993472[illegible]

FIRE/ACCIDENT A

CUSTOMER SAYS: =FIRST 6 MONTHS OF OWNING THE VEH THE VEH H AD TO BE TOWED 5 TIMES =THROTTLE IS STICKING =THE VEH WAS STALLING WHILE GOING DOWN THE ROAD =THERE WAS AN ACCIDENT Y ESTERDAY DEC 12TH 2002 =ACCIDENT TOOK PLACE OFF OF PROSPECT STREET IN RUMFORD MAINE =THE VEH STALLED AND A VEH HIT US IN THE BACK =THERE WERE INJURIES =THERE WAS ABOUT $1000 DAMAGE TO THE OTHER DRIVERS VEH =NOT SURE IS POLICE REPORT WAS FILED =THINK THERE WERE MINOR DAMAGES DONE TO OUR VEH =HAVE NOT CONTACTED INSURANCE COMPANY =VEH IS CURRENTLY AT MY HUSBANDS GARAGE PER CUSTOMER. DEALER SAYS: =NONE 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 CARRI ER AND REPORT THIS INCIDENT. =CUST WOULD LIKE CONSUMER AF FAIRS TO CONTACT HER HUSBAND BACK AT THE PAGER NUMBER INFERE NCE CASE ID: 5349

A1

check for Adj. policy
left. received

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION | OTHER | 12/13/2002 2:42:10 PM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER | 1323993472[illegible]

CONTACT PERSON [redacted]

LPA LEFT MESSAGE WITH CUSTOMER'S WIFE TO GIVE A CALL BACK REGARDING DETAILS OF INCIDENT.

PE03-044 38286

Inquiry: PE03-044 Source: MORS III

Region: 10 SDR Issue: LEGAL Zone A1 Case: 1323893472

VIN 1FDXF47F32[redacted] Engine: F Veh Type: T Opened: 12/13/2002

Closed: 12/13/2002

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION OTHER 12/18/2002 10:59:07 AM

Action: CA0013 FINAL CASE DISPOSITION (REQUEST DSB APPLICATION) 13238934720792 60749287

CASE CLOSED ON 12/18/02. CUSTOMER HAS NOT RESPONDED BACK TO CALL.

PE03-044 38287

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-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	VPG	CCC	CD
1FDXF47F32[redacted]	F7	T/F7	T/F	T/BB	T/DB	T/E	A1	T/D8	T/DS	21-09-01	20-11-01	111599	USA	3	*	7S22	*	14536	*	S11	V43	D02	42
AWS Claim Key:	417708	Doc #:	0284803		Trx Code:		507	Labor Hrs:		1.9	Labor Cost:		104.5	Material Cost:		1.08	Total Cost:		105.58				
Dlr Cd-Sub Cd:	02637-*	Name:	FARMINGTON FORD, INC.				Ph:	207-7783334		St: ME	Ctry Cd:	USA		Reg Cd:		NA	Repr Date:	31-JAN-2002		DIST(Mile):	715		
Cust Comments:	THE TRUCK WILL NOT START.																						
Tech Comments:	CHECK BATTERY, OK. PERFORM DIESEL ENGINE DIAGNOSTICS. FOUND NO FUEL PRESSURE, CHECK FUEL PUMPS, FUSE BLOWN. REPLACED FUSE.PRIME FUEL & START. ROAD TEST OK.																						
1FDXF47F32[redacted]	F7	T/F7	T/F	T/BB	T/DB	T/E	A1	T/D8	T/DS	21-09-01	20-11-01	111599	USA	3	*	7V01	*	12A501	*	S11	V44	D30	30
AWS Claim Key:	788712	Doc #:	424578A		Trx Code:		507	Labor Hrs:		7.1	Labor Cost:		386.74	Material Cost:		0	Total Cost:		386.74				
Dlr Cd-Sub Cd:	08507-*	Name:	AUBURN MOTOR SALES				Ph:	207-7842321		St: ME	Ctry Cd:	USA		Reg Cd:		NA	Repr Date:	04-FEB-2002		DIST(Mile):	850		
Cust Comments:	KEEPS BLOWING FUEL PUMP RELAY																						
Tech Comments:	250 BLOWING FUEL PUMP FUSE, TRACED WIRING BECAUSE EVTM BOOK WRONG WIRE COLORS & CONNECTORS,ALSO NO LOCATION FOR K4 FUEL PUMP RELAY, FOUND & REPAIRED BARE WIRE AT LEFT FRONT SHOCK TOWER. USED NGS TO REMOVE CODES CAUSED BY ENGINE NOT HAVING FUEL PRESSURE, RAN TRUCK & RE TESTED WITH NGS. TRUCK RUNS GOOD,SET NO MORE CODES **LTS, ACT																						
1FDXF47F32[redacted]	F7	T/F7	T/F	T/BB	T/DB	T/E	A1	T/D8	T/DS	21-09-01	20-11-01	111599	USA	4	*	1F03	B7A	8287	A	S11	V44	L85	01
AWS Claim Key:	1122182	Doc #:	427007A		Trx Code:		2	Labor Hrs:		.5	Labor Cost:		27.24	Material Cost:		26.73	Total Cost:		53.97				
Dlr Cd-Sub Cd:	08507-*	Name:	AUBURN MOTOR SALES				Ph:	207-7842321		St: ME	Ctry Cd:	USA		Reg Cd:		NA	Repr Date:	05-MAR-2002		DIST(Mile):	1855		
Cust Comments:	COOLANT LEAK																						
Tech Comments:	1855 LOWER RADIATOR HOSE CLAMP BROKEN DRAINED COOLANT, REMOVED LOWER RADIATOR HOSE, REMOVED OLD CLAMP, INSTALLED NEW CLAMP, REINSTALLED LOWER RADIATOR HOSE, REFILLED WITH COOLANT, RAN AND CHECKED FOR LEAKS. DODGE PER 8287 MILEAGE 1855 IS CORRECT**LTS																						
1FDXF47F32EA70656	F7	T/F7	T/F	T/BB	T/DB	T/E	A1	T/D8	T/DS	21-09-01	20-11-01	111599	USA	5	*	7V01	*	12A501	*	S11	V43	D02	42
AWS Claim Key:	733262	Doc #:	0297201		Trx Code:		507	Labor Hrs:		0	Labor Cost:		0	Material Cost:		0	Total Cost:		0				
Dlr Cd-Sub Cd:	02637-*	Name:	FARMINGTON FORD, INC.				Ph:	207-7783334		St: ME	Ctry Cd:	USA		Reg Cd:		NA	Repr Date:	20-MAR-2002		DIST(Mile):	1001		

Cust Comments: REQUEST REFUND FOR RENTAL VEHICLE DURING TRUCK REPAIR.
Tech Comments: REQUESTED REFUND FOR CUSTOMER.

1FDXF47F32E[redacted] F7 T/F7 T/F T/BB T/DB T/E A1 T/D8 T/DS 21-09-01 20-11-01 111599 USA 5 * 1F00 1C3Z 8286 CA S11 V44 L85 42
AWS Claim Key: 906163 Doc #: 03974701 Trx Code: 1 Labor Hrs: 2.1 Labor Cost: 115.5 Material Cost: 30.82 Total Cost: 146.32
Dlr Cd-Sub Cd: 02837-* Name: FARMINGTON FORD, INC. Ph: 207-7783334 St: ME Ctry Cd: USA Reg Cd: NA Repr Date:26-MAR-2002 DIST(Mile):2124
Cust Comments: THERE IS A COOLANT LEAK FROM THE ENGINE.
Tech Comments: PRESSURE TEST COOLING SYSTEM. LOWER RADIATOR HOSE LEAKINAG. REPLACED LOWER HOSE & SLIGHT SEEPAGE FROM HEATER HOSE. REMOVE HEATER HOSE & REPLACEDBOTH CLAMPS.

1FDXF47F32E[redacted] F7 T/F7 T/F T/BB T/DB T/E A1 T/D8 T/DS 21-09-01 20-11-01 111599 USA 12 * 5T01 1C3Z 9F836 BA S11 V44 E29 42
AWS Claim Key: 3547852 Doc #: 03313101 Trx Code: E84 Labor Hrs: .5 Labor Cost: 44 Material Cost: 81.62 Total Cost: 125.62
Dlr Cd-Sub Cd: 02837-* Name: FARMINGTON FORD, INC. Ph: 207-7783334 St: ME Ctry Cd: USA Reg Cd: NA Repr Date:05-NOV-2002 DIST(Mile):12176
Cust Comments: PART TIME ACC NOTHING HAPPENS & CHECK ENGINE LIGHT COMES ON
Tech Comments: STAR TEST, PINPOINT TEST, THROTTLE POSITION SWITCH INOPERATIVE REPLACE PEDAL & SWITCH ASSEMBLY. CLEAR CODES AND RETEST OK

1FDXF47F32E[redacted] F7 T/F7 T/F T/BB T/DB T/E A1 T/D8 T/DS 21-09-01 20-11-01 111599 USA 12 * 7B02 * 10345 * S09 V83 G29 42
AWS Claim Key: 3547853 Doc #: 03313102 Trx Code: E83 Labor Hrs: .8 Labor Cost: 44 Material Cost: 0 Total Cost: 44
Dlr Cd-Sub Cd: 02837-* Name: FARMINGTON FORD, INC. Ph: 207-7783334 St: ME Ctry Cd: USA Reg Cd: NA Repr Date:05-NOV-2002 DIST(Mile):12176
Cust Comments: BATTERY LIGHT COMES ON PART TIME
Tech Comments: TEST ALTERNATOR CIRCUITS AND BATTERIES ALL OK. NO PROBLEM FOUND

1FDXF47F32E[redacted] F7 T/F7 T/F T/BB T/DB T/E A1 T/D8 T/DS 21-09-01 20-11-01 111599 USA 24 * 2B01 F7TZ 12K073 A S11 V42 D21 42
AWS Claim Key: 8113356 Doc #: 475693A Trx Code: S07 Labor Hrs: .5 Labor Cost: 53.6 Material Cost: 144 Total Cost: 197.6
Dlr Cd-Sub Cd: 08807-* Name: AUBURN MOTOR SALES Ph: 207-7842321 St: ME Ctry Cd: USA Reg Cd: NA Repr Date:18-OCT-2003 DIST(Mile):27361
Cust Comments: GOING DOWN THE ROAD IT STALLED NA DJUST TURNS OVER
Tech Comments: 27361 CHECK NO START STARTED OK,RAN OASIS NO TERS MATCH CONCERN,EEC TEST RETRIEVE PO344 CAMSHAFT POS SENS INTER. PO340 CAMSHAFT CKT MALFUNCTION PERFORMED PINPOINT TEST ON CAMSHAFT SENSOR CIRC FOUND SENSOR INTERM. FAULTY.KEOR TEST P1000 KOEO TEST P1000.CLEARED CODES R&R CAMSHAFT SENSOR RETESTED FINE NOW ***LTS

1FDXF47F32E[redacted] F7 T/F7 T/F T/BB T/DB T/E A1 T/D8 T/DS 21-09-01 20-11-01 111599 USA 24 * 2A01 3C3Z 9N622 AA S11 V44 D50 42
AWS Claim Key: 8113357 Doc #: 475693G Trx Code: E84 Labor Hrs: .3 Labor Cost: 20.1 Material Cost: 17.77 Total Cost: 37.87
Dlr Cd-Sub Cd: 08807-* Name: AUBURN MOTOR SALES Ph: 207-7842321 St: ME Ctry Cd: USA Reg Cd: NA Repr Date:18-OCT-2003 DIST(Mile):27361
Cust Comments: AIR FILTER MONITOR IS NOT WORKING
Tech Comments: 27361 AIR FILTER WAS PLUGGED AND THE MONITOR DID NOT INDICATE THAT IT WAS ORDERED NEW FILTER MONITOR ***** ACT

Any comments? You can contact

PE03-044 38289

webmaster

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III

Region: 52 SOUTHWEST Issue: LEGAL Zone F2 Case: 1534531913

VIN 1FTNW21P33[redacted] Engine: P Veh Type: T Opened: 7/10/2003

Closed: 7/10/2003

Last Name [redacted] Title MR First Name [redacted] Status: CLOSED

Address [redacted] City: MARLOW State OK ZIP: [redacted]

Phone: [redacted]

Model Year 2003 Model: F250 4X4 CREWCAB PICK Mileage: 6250 Build_Date:

Dealer Name: BILLINGSLEY FORD OF Sales Code F52503 P and A: 01771

Reason Code: 0772 LEGAL - ACCIDENT

Symptoms: 612503 SURGE ACCELERATION ALL ENGINE TEMP

Origin: CALGF CA-LITIGATION PREVENTION-FRONT DESK PHONE 7/10/2003 2:50:53 PM

Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY 1534531913077 2 6126387

************************PRODUCT LIABILITY********************

DEALER CONTACT: JEFF

SHAW DEALER REQUEST EMAIL 07-10-2003. CUSTOMER ALLEGES TH
E VEHICLE WAS PARKED WITH E/BRAKE ENGAGED WHILE THE ENGINE W
AS RUNNING. THE VEHICLE JUMPED A CURB AND HIT A POLE. CUST
OMER SEEKS CONTACT FROM A FORD REPRESENTATIVE.

C

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 7/11/2003 12:20:39 PM

Action: LP300 MAKE OUTBOUND CALL TO DEALER 1534531913077 2 6126387

SPOKE WITH JEFF SHAW AT DEALERSHIP, WHO SAID CUSTOMER SAID V
EHICLE WAS LEFT IN DRIVE WITH THE EMERGENCY BRAKE ON AND IT
JUMPED A CURB AND CUSTOMER FEELS FORD SHOULD PAY FOR THE DAM
AGE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 7/11/2003 12:21:57 PM

Action: LP610 REFER TO INSURANCE CARRIER-NO FORD PRODUCT DEFECT FOUND 1534531913077 2 6126387

SPOKE WITH [redacted] AND ADVISED THAT FORD CANNOT ASSIST D
UE TO THE FACT THAT THE VEHICLE WAS LEFT IN DRIVE AND UNATTE
NDED. REFERRED TO INSURANCE CARRIER.

PE03-044 36281

eccdb2x

NO RELATED CLAIMS FOUND

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FTNW21P55E[redacted]	Veh Line:	T/F7 - F250HD/350/450/550 [99-04]	Body Shell:	*
Model Year:	2003	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	0006773
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/YB - 6.0L 325H/350H OHV DI TC V8 DS
Inv. Dealer:	01771	Body Cab Style:	- DOUBLE CAB (CREW CAB)	Transmission:	T/BK - 5 SPD AUTO 5R110W - HI/TORQUE
Vehicle Status Code:	800	Version/Series:	TBO - 250 SERIES		

Trace Eng Serial No:

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

00016773 [illegible]

Trace Trans Serial No:

[illegible]

BUILD INFORMATION:

Region:	NA - [illegible]	Plant:	A1 - KENTUCKY TRUCK PLANT BUILD
Country:	* - [illegible]	Prod Date:	04-MAR-2003

SALE INFORMATION:

Region:	NA - [illegible]	Selling Dealer:	15200B - *
Country:	USA - [illegible]	Selling Dlr St/Prov:	OK
		Buyer St/Prov:	OK
Arrival Date:	10-MAR-2003	Bnd Carpet Lease:	*
Sale Date:	12-MAR-2003	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	12-MAR-2003	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	12-MAR-2003	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

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

[illegible]  X 131 [illegible]      [illegible]  [illegible]  [illegible]  [illegible]  [illegible]  [illegible]  [illegible]  [illegible]

[illegible]      [illegible]  [illegible]
```

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	3E	GVW Class Code:	N
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAIB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	BK - DRV. SHORT ARM POWER MIRROR
Axle Type:	EGIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Pasgr Side):	* - [N/A]
Battery Amp Rating:	BA	Paint:	PNSPW - DARK SHADOW GREY CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BE - ELETR PREM STRO/CSTE/DISC/CLK
Calibration Code:	*	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Snapn Tandem Axle:	
Color(Trim):	[illegible] -	Tire Manufacturer:	AK - PIRELLI
Battery Type:	0	Tire Brand:	WSE3G - SCORPION STR 123/120R
Driveshaft Code:	D	Tire Size:	DJJY3 - LT265/75R-16E OWL A-S
Front Seat:	T/S - SEATS - INDIVIDUAL 40/20/40	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF:	XLW[redacted]	RF:	XLW[redacted]
LR:	XLW[redacted]	RR:	XLW[redacted]
LI:	*	RI:	*

SPARE: [illegible] DOT Plant Manufacturer: XL - PIRELLA ; S.A. ; CAMPINAS ; *

ESP INFORMATION: EMISSIONS INFORMATION:

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

PE03-044 38263

Any comments? You can contact

webmaster

eccdb2xCan't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-2003
Note: All Costs are in US Dollars

VIN	AWS VL	WBS 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	WOC	PREF	BASE	SUPP	VRT	VIO	CCC	CD

Any comments? You can contact

webmaster

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III
Region: 44 PITTSBURGH Issue: LEGAL Zone C1 Case: 407621753
VIN 1FTNW21P43[redacted] Engine: P Veh Type: T Opened: 7/30/2003
Closed: 7/30/2003

Last Name [redacted] Title MR First Name: [redacted] Status: CLOSED
Address [redacted] City: CLEVELAND State OH ZIP: [redacted]
Phone [redacted]
Model Year 2003 Model: F250 4X4 CREWCAB PICK Mileage: 9600 Build_Date:
Dealer Name: WILLIAMS MOTOR CO., Sales Code F44130 P and A: 02173
Reason Code: 0793 LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptoms: 612593 SURGE ACCELERATION ALL ENGINE TEMP

Origin: CACI36 US CONCERN CASE BASE OTHER 7/30/2003 5:21:50 PM
Action: 716 INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF 04076217530793 61258307

CUSTOMER SAYS: CUSTOMER IS CALLING BACK BECAUSE HE JUST H
IT A PEDESTRIAN DUE TO THE DEFECT IN THE VEHICLE . HE WAS B
ACKING UP WHEN THE VEHICLE SURGED AND HIT THE PERSON. THE P
ERSON WAS INJURIED AND WILL BE SUEING. PEDESTRIAN HURT
HIS LEG AND HAD TO SEEK MEDICAL ATTENTION...THIS IS THE 2ND
PERSON THAT WAS HIT DUE TO THE DEFECT IN THE VEHICLE. CUSTO
MER WANTS FORD TO REPLACE THE VEHICLE. HE DOES NOT FEEL SAFE
IN THE VEHICLE. ...DATE OF ACCIDENT JULY 28 , 2003 ....
LOCATION OF ACCIDENT UNIVERSITY RD IN CLEVELAND OHIO ON A PR
IVATE PROPERTY. ....INSURANCE WAS NOT CONTACTED. .....P
OLICE WAS NOT CONTACTED. .....CUSTOMER WILL BE CONTACTING H
IS ATTORNEY. PER CUSTOMER, DEALER SAYS: THEY REPLACED T
HE MASS AIR FLOW . CAC ADVISED: - THIS INFORMATION WILL BE
FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CON
TACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION OTHER 7/31/2003 11:35:00 AM
Action: LP300 MAKE OUTBOUND CALL TO DEALER 04076217530793 61258307

[redacted]

SPOKE WITH [redacted] NEW SERVICE MANAGER AT DEALERSHI
P. CUSTOMER HAS BEEN IN ONCE TO DEALERSHIP 6/18/03 TO 6/24/
03 - FOR A SURGE CONDITION. DEALERSHIP PERFORMED REPAIRS.
CUSTOMER HAD ALSO COMPLAINED ABOUT A BENT TAILGATE- BODY SHO
P MANAGER LOOKED AT VEHICLE, PROBLEM WAS CAUSED BY SOMETHING
ON THE INSIDE HITTING THE TAILGATE AND BENDING THE BRACKET.
NOT A WARRANTY ISSUE.

PE03-044 36296

Inquiry: PE83-044 Source: MORS III

Region: 44 PITTSBURGH Issue: LEGAL Zone C1 Case: 407621753

VIN 1FTNW21P43E[redacted] Engine: P Veh Type: T Opened: 7/30/2003

Closed: 7/30/2003

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION OTHER 8/19/2003 3:52:46 PM

Action: CA0008 OFFER 04076217530793 01259307

PROJECTED $ AMOUNT 9000

LPA PRESENTED THE CUSTOMER WITH A REPLACEMENT OFFER. THE CU
STOMER ACCEPTED THE REPLACEMENT VEHICLE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION OTHER 8/19/2003 3:24:34 PM

Action: CA0019 MANAGEMENT APPROVAL OF OFFER 04076217530793 01259307

TEAM LEADER APPROVAL TO OFFER VEHICLE REPLACEMENT DUE TO FIR
E DAMAGE CAUSED BY A POSSIBLE DEFECT.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION OTHER 8/19/2003 3:53:27 PM

Action: LP1700 CUSTOMER ACCEPTS OFFER 04076217530793 01259307

YES

THE CUSTOMER ACCEPTED THE REPLACEMENT OFFER.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION OTHER 8/19/2003 3:54:05 PM

Action: LP4000 FINAL CASE DISPOSITION 04076217530793 01259307

THE CUSTOMER ACCEPTED THE REPLACEMENT OFFER. NO FURTHER ACT
ION REQUIRED.

PE83-044 38297

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-2003
Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DEK	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	BILLING DEALER	BILL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FTNW21N03[redacted]P7		T/P7	T/F	T/BC	T/BD	T/E	A1	T/BE	T/YB	06-03-03	15-04-03	171176	USA	3	*	2C02	3L3Z	12B579	AB	511	V40	D11	41
AWS Claim Key:	1246808	Death	08227851		Tyr Code:		S07	Labor Hrs:		2.3	Labor Cost:		170.2	Material Cost:		108.18	Total Cost:		278.38				
Dir Cl-Sub Cl:	02173-*	Name:	WILLIAMS MOTOR CO., INC.				Phi	440-2342770		St: OH	City Cd:	USA		Reg Cd:		NA	Repr Date:	18-JUN-2003		DBTY(48)k7577			
Cust Comments:	CHECK ENGINE AT IDLE SURGES WARM ENGINE VEHICLE AT A STOP																						
Tech Comments:	ADVISE ON CUSTOMERS CONCERN PERFORM VISUAL INSPECTION CK FOR CLEAN FUEL, OK CK ENGINE OIL LEVEL, OKAY CK FOR INTAKE RESTRICTIONS PERFORM KOEO P0401, PERFORM PINPOINT TEST DC20, HOOK UP BREAK OUT BOX, MONITOR PIDS REPLACE MASS AIR FLOW SENSOR CK FUEL PRESSURE, IS WITHIN SPECS MONITOR ICP PRESSURE ROAD TEST OKAY																						

Any comments? You can contact

webmaster

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III

Region: 10 SDR Issue: LEGAL Zone: A8 Case: 1316132203

VIN 1FTNW21P[redacted] Engine: P Veh Type: T Opened: 8/8/2003

Closed: 8/8/2003

Last Name [redacted] Title MRS First Name [redacted] Status: CLOSED

Address [redacted] City: NEWARK State DE ZIP: [redacted]

Phone: [redacted]

Model Year 2003 Model: F250 4X4 CREWCAB PICK Mileage: 4000 Build_Date:

Dealer Name: ADVANTAGE FORD Sales Code F27542 P and A: 00080

Reason Code: 0792 LEGAL - ACCIDENT / FIRE

Symptoms: 810593 BUCK/JERK ACCELERATION ALL ENGINE TEMP

Origin: CACI38 US CONCERN CASE BASE MAIL 8/8/2003 8:11:09 AM

Action: 719 ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS 1316132203792 61089307

CUSTOMER SAYS: ====CUST SAYS THE VHE IS AT THE DLR ====
== =CUST SAYS SHE IS SEEKING REFUND BECAUSE HER VEH LOUNGED
FORWARD HIT ANOTHER VEH =CUST SAYS IT COST HER $800 TO F
IX THE BUMPER OF THE OTHER VEH =CUST SAYS THE ACCIDENT HA
PPEN ON JULY 16 TH, 03 =CUST SAYS SHE DID NOT REPORT THE
ACCIDENT TO THE POLICE NOR HER INSURANCE =CUST SAYS HER VE
H DID NOT GET DAMAGE =CUST SAYS AFTER THE ACCIDENT SHE TOO
K THE VEH TO THE DLR AND THEY REPLACED THE SENSOR BUT THE VE
H IS STILL DOING TO SAY THING =CUST SAYS WHILE DRIVING TH
E RMP KEEPS GOING UP AND DOWN AND THE VEH KEEPS LOUNGING FOR
WARD =CUST SAYS SHE WILL LIKE TO KNOW IF SHE CAN GET A DIFF
ERENT VEH PER CUSTOMER, DEALER SAYS: =DLR TOLD CUST THEY
HAVE BEEN CONTACTING THE FORD HOT LINE ON THE ISSUE =DLR
TOLD CUST THEY CAN NOT SAY WHY HER VEH LOUNGING FORWARD ANF
D RPM ISSUE CAC ADVISED: - I WILL FORWARD THIS INFORMATIO
N TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFF
AIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOU
R INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE
ID: 6349

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 8/11/2003 9:05:11 AM

Action: LP302 SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER 1316132203792 61089307

SITUATION AS DESCRIBED IS BEST HANDLED BY THE INSURANCE CO.
THEY CAN FILE A SUBROGATION CLAIM IF THEY FEEL THAT FORD IS
LIABLE. LETTER OF CLOSING WILL BE SENT TO CUSTOMER.

PE03-044 38299

Inquiry: PE03-044 Source: MORS III

Region: 10 SDR Issue: LEGAL Zone A6 Case: 1315132203

VIN 1FTNW21PX3E[redacted] Engine: P Veh Type: T Opened: 8/6/2003

Closed: 8/8/2003

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION MAIL 8/29/2003 1:49:27 PM

Action: LP4000 FINAL CASE DISPOSITION 1315132203703 8168307

LETTER OF CLOSING SENT TO CUSTOMER ON 08/08/03

PE03-044 38388

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-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	VFG	CCC	CD
1FTNW21PX3E[redacted]	F7	T/F7	T/F	T/BC	T/BD	T/B	A1	T/BB	T/YB	04-05-03	05-07-03	127542	USA	1	*	2E06	3C3Z	9F838	EA	S11	V44	D50	28

AWS Claim Key:	[illegible]	Doc #:	04251801	Trx Code:		2	Labor Hrs:	.9	Labor Cost:		58.41	Material Cost:	117.18	Total Cost:	175.59								
Blr Cd-Sub Cd:	00000-*	Name:	ADVANTAGE FORD			Phi	410-3983600	St: MD	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	24-JUL-2003	DIST(Mile):	120							
Cust Comments:	ROUGH IDLE SEEMS TO HAVE A MISS CK AND ADVISE																						
Tech Comments:	D50 28 RAN SEDS TEST CHECKED FOR ROUGH IDLE CHECKED FOR CODES NO CODES CHECKED ICP PID WAS LOW REPLACED ICP SENSOR																						

Any comments? You can contact

webmaster

PE83-044 38301

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-2003
Note: All Costs are in US Dollars

VIN	AWS VL	WHRS 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	VPG	COC	CD
1FTNW20F4XE[redacted]	F7	T/F7	*	T/BC	T/BD	T/B	A1	T/D8	T/D5	06-06-99	30-06-99	152008	USA	7	*	2G01	XC3Z	12A650	EBD	S11	V41	A25	42
AWS Claim Key:	7029781	Doc #:	13381602	Trx Code:		E91	Labor Hrs:	5	Labor Cost:		382.31	Material Cost:	254.8	Total Cost:		637.11							
Dlr Cd-Sub Cd:	02584-*	Name:	TEXAS MOTORS FORD			Ph:	817-2464921	St: TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-JAN-2000		DIST(Mile):	14995						
Cust Comments:	A25 DOES NOT ENGAGE PROPERLY CRUS INOP.																						
Tech Comments:	INTERNALLY DEFECTIVE PCM TIMED VOLTAGE SURGE IN PCM FOR VSS TO DROP TO 0 MPH WHILE DRIVING CAUSES SPEED CONTROL MONITOR ALL CRUISE ASPECTS WITH NGS WHILE DRIVING RABS AND GEM VSS STEADY TWO HOTLINE CONTACTS NO DIAGNOSTIC PROCE																						

VIN	AWS VL	WHRS 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	VPG	COC	CD
1FTNW20F4XE[redacted]	F7	T/F7	*	T/BC	T/BD	T/B	A1	T/D8	T/D5	06-06-99	30-06-99	152008	USA	7	*	2G04	*	DIAG	*	S11	V41	D36	42
AWS Claim Key:	7029780	Doc #:	13381603	Trx Code:		E84	Labor Hrs:	1.2	Labor Cost:		72.58	Material Cost:	0	Total Cost:		72.58							
Dlr Cd-Sub Cd:	02584-*	Name:	TEXAS MOTORS FORD			Ph:	817-2464921	St: TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-JAN-2000		DIST(Mile):	14995						
Cust Comments:	ENGINE HESITATESON TAKEOFFS WHEN COLD ADVISE																						
Tech Comments:	PERFORM DIESEL DIAGNOSTICS FOUND CODE P1688 IN KOEO TEST CLEAR CODE PERFORM PINPOINT TEST COULD NOT DUPLICATE CODE																						

VIN	AWS VL	WHRS 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	VPG	COC	CD
1FTNW20F4XE[redacted]	F7	T/F7	*	T/BC	T/BD	T/B	A1	T/D8	T/D5	06-06-99	30-06-99	152008	USA	7	*	7T05	FB1Z	2B373	AD	S10	V21	H19	49
AWS Claim Key:	7029782	Doc #:	13381606	Trx Code:		B03	Labor Hrs:	.9	Labor Cost:		54.41	Material Cost:	449.73	Total Cost:		504.14							
Dlr Cd-Sub Cd:	02584-*	Name:	TEXAS MOTORS FORD			Ph:	817-2464921	St: TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-JAN-2000		DIST(Mile):	14995						
Cust Comments:	FORD ABS MAIDLE																						
Tech Comments:	VSS CONTAMINATED RABS MODULE FAILURE RABS DIAGNOSIS FOR CODE P0500, SECTION 413 01 12 REFERS TO SECTION 310 05 1 FOR VSS CONCERN R&I REAR COVER AND IN																						

VIN	AWS VL	WHRS 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	VPG	COC	CD
1FTNW20F4XE[redacted]	F7	T/F7	*	T/BC	T/BD	T/B	A1	T/D8	T/D8	06-06-99	30-06-99	152008	USA	7	*	6Q01	FB1Z	17757	BE	S07	V75	P41	D4
AWS Claim Key:	7029783	Doc #:	13381607	Trx Code:		B90	Labor Hrs:	2.6	Labor Cost:		157.2	Material Cost:	359	Total Cost:		516.2							
Dlr Cd-Sub Cd:	02584-*	Name:	TEXAS MOTORS FORD			Ph:	817-2464921	St: TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-JAN-2000		DIST(Mile):	14995						
Cust Comments:	SERVICE PARTS ON BUMPER FADDING BODY SHOP TO INSTALL																						

Tech Comments:	NEC TO REMOVE CATTLE GAURD FROM FRONT OF TRUCK TO GAIN ACCES TO BUMPER REPLACE CHROME FRONT BUMPER,IMPERFECTION IN CHROME,RIGHT SIDE

1FTNW20F4XE[redacted]	F7	T/F7	*	T/EC	T/ED	T/B	A1	T/D4	T/DS	06-06-99	30-06-99	152008	USA	14	*	5A09	E8TZ	4676	B	S11	V44	L85	D8

AWS Claim Key:	11190297	Doc #:	15138701	Tex Code:	E84	Labor Hrs:	.8	Labor Cost:	30.4	Material Cost:	86.12	Total Cost:	136.52		
Dir Cd-Sub Cd:	02584-*	Name:	TEXAS MOTORS FORD	Ph:	817-2464921	St: TX	Cty Cd:	USA	Reg Cd:	NA	Repr Date:	14-AUG-2000	DIST(Mile):	14995	

Cust Comments:	PINION SEAL LEAKING FLUID
Tech Comments:	INSPECT REAR PINION SEAL LEAKING, REPLACE PINION REFILL REAR LUBE TO PROPER LEVEL ROAD TEST OK...

Any comments? You can contact

webmaster

http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=eccdb2x&modelyr=1999&vin_cd=1FTNW20F4XE[redacted] 11/20/2003

Inquiry: PE03-044 Source: MORS III

Region: 02 SOUTHWEST Issue: LEGAL Zone 11 Case: 1413273209

VIN 1FTNW20F4X[redacted] Engine: F Veh Type: T Opened: 11/16/1999

Closed: 11/16/1999

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 11/16/1999 11:20:38 AM

Action: LP905 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED 1413273209773 6204907

AS PER CUSTOMER INSURANCE COMPANY HAS ALREADY STARTED THEIR INVESTIGATION OF THE MATTER. CUSTOMER ADVISED TO CONTINUE WO RKING WITH INSURANCE COMPANY. LETTER SENT ON 11/16/99.

PE03-044 38384

NHTSA's Vehicle Owner Questionaire (VOQ) Database
Summary Report From
VIN Like '1FTNW20F4XE[redacted] AND

Record No	1
ODI No	852941
Manufacturer	FORD MOTOR COMPANY
Model Yr	1999
Make	FORD
Model	F250
Vin#	1FTNW20F4XE[redacted]
City	FT WORTH
State	TX
Component	VEHICLE SPEED CONTROL:LINKAGES
Summary	WHILE IN REVERSE VEHICLE SUDDENLY/ UNEXPECTEDLY ACCELERATED, RESULTING IN A MINOR INJURY. DRIVER PUT VEHICLE IN DRIVE AND THE VEHICLE PROCEEDED TO ACCELERATE, EVENTUALLY RESULTING IN A MINOR COLLISION. MANUFACTURER WILL BE NOTIFIED. *AK
Failure Date	14-NOV-99
Miles	
Accident	Y
Injured	1
Deaths	
Fire	N
Occur	
Date of Letter/Received	16-NOV-99
Date added to file	16-NOV-99

[redacted]

Data Content Contact: Frank Gaunt
This Report Generated :Wed Nov 19 17:38:45 2003

PE03-044 36305

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-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	VFG	CCC	CD
1FMSU43F22E[redacted]	.1	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D8	T/D8	04-12-01	17-12-01	113058	USA	9	*	5701	2C3Z	9F336	DA	511	V48	P59	42
AWS Claim Key:	2510831	Doc #:	03134501		Trx Code:		E84	Labor Hrs:		2	Labor Cost:		111.98	Material Cost:		49	Total Cost:			160.98			
Dlr Cl-Sub Cd:	20557-*	Name:	STAN MARTIN FORD, INC.				Plc:	518-8284173		St: NY	City Cd: USA			Reg Cd:		NA	Repr Date: 03-SEP-2002			DIST (Mile): 13518			
Cust Comments:	CHECK ENGINE LIGHT ON WHEN TAKING OFF TRUCK DOES NOT MOVE PER CUSTOMER , CK AND REPAIR																						
Tech Comments:	INSTALLED BOP PEDAL AND SWITCH ASSEMBLY SWITCH HAS INT OPERATION WICH WILL NOT MOVE AT TIMES																						

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	VFG	CCC	CD
1FMSU43F22E[redacted]	.1	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D8	T/D8	04-12-01	17-12-01	113058	USA	10	*	2004	*	DIAG	*	511	V41	D42	82
AWS Claim Key:	2720171	Doc #:	03065001		Trx Code:		E84	Labor Hrs:		1.6	Labor Cost:		89.59	Material Cost:		0	Total Cost:			89.59			
Dlr Cl-Sub Cd:	20557-*	Name:	STAN MARTIN FORD, INC.				Plc:	518-8284173		St: NY	City Cd: USA			Reg Cd:		NA	Repr Date: 23-SEP-2002			DIST (Mile): 13545			
Cust Comments:	CUSTOMER STATES GAS PEDAL STICKS																						
Tech Comments:	DIAG 9:43 9 23 02 CONTACTED FORD TECH HOT LINE SPOKE TO AL LOG # 2SWH7001 TOLD NOT TO PERFORM ANY REPAIRS UNLESS																						

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	VFG	CCC	CD
1FMSU43F22E[redacted]	.1	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D8	T/D8	04-12-01	17-12-01	113058	USA	14	*	5811	*	9/288	*	511	V41	D42	42
AWS Claim Key:	4288854	Doc #:	04075201		Trx Code:		E84	Labor Hrs:		1.8	Labor Cost:		135.31	Material Cost:		0	Total Cost:			135.31			
Dlr Cl-Sub Cd:	07586-*	Name:	CLINTON FORD				Plc:	908-7357117		St: NJ	City Cd: USA			Reg Cd:		NA	Repr Date: 22-JAN-2003			DIST (Mile): 19772			
Cust Comments:	CUST STATES POOR PERFORMANCE AND STALLS																						
Tech Comments:	PERFORMED DIESEL DIAG SHEET FOR PERFORMANCE FOUND WATER SEPERATOR NOT FUNCTIONING PROPERLY, CLEAN WATER OUT OF LINES AND REPLACED FILTER.NO CODES IN MEMORY.																						

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	VFG	CCC	CD
1FMSU43F22E[redacted]	.1	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D8	T/D8	04-12-01	17-12-01	113058	USA	16	*	5W01	*	2C266	*	510	V21	H20	53
AWS Claim Key:	5144539	Doc #:	11026501		Trx Code:		E84	Labor Hrs:		1	Labor Cost:		75.17	Material Cost:		0	Total Cost:			75.17			
Dlr Cl-Sub Cd:	07586-*	Name:	CLINTON FORD				Plc:	908-7357117		St: NJ	City Cd: USA			Reg Cd:		NA	Repr Date: 26-MAR-2003			DIST (Mile): 22455			
Cust Comments:	CUSTOMER STATES WHEN HITTING BRAKE PEDAL PULSATES PUMP SCREAMING																						
Tech Comments:	DIAG P & ABS PROBLEM,PIN POINT TO AIR IN SYSTEM,CK FOR LEAK,REPAIR FLUID LEAK,ADD FLUID,BLEED AIR,RETEST.																						

1FMSU43F22E[redacted]	L1	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D0	T/D8	04-12-01	17-12-01	113058	USA	23	*	7C01	XF2Z	14018	AD	886	V87	1.19	42

AWS Claim Key:	7201151	Doc #:	18358001	Trx Code:	883	Labor Hrs:	1.3	Labor Cost:	97.71	Material Cost:	23.03	Total Cost:	120.74		
Dlr Cd-Sub Cd:	07586-*	Name:	CLINTON FORD		Ph:	908-7357117	St: NJ	Ctry Cd: USA	Reg Cd:	NA	Repr Date:	13-OCT-2003	DIST (Mile):	53176	
Cust Comments:	DOOR AJAR LAMP ON AND PANEL MAKES NOISE IN REAR.														
Tech Comments:	REMOVED REAR PANEL, REMOVED LATCH AND REPLACED REAR DOOR AJAR SWITCH, REPLACE TRIM PANEL CLIPS.														

Any comments? You can contact

webmaster

PB03-044 38367

eccdh2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-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	TIE	QRT	WCC	PREF	BASE	SUFF	VKT	VPG	CCC	CD
1FTSW31F42E[redacted]	7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	14-12-01	05-01-02	171167	USA	1	*	7C01	*	14010	*	S06	V07	L19	41
AWS Claim Key:	395362	Doc #:	20922504	Trx Code:		2	Labor Hrs:	1.7	Labor Cost:		115.93	Material Cost:	0	Total Cost:		115.93							
Dlr Cd-Sub Cd:	05433-*	Name:	RANCHO FORD L-M				Ph:	909-6891302	St: CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	22-JAN-2002		DIST(Mile):	2196					
Cust Comments:	REPORTS CLOSED ALL DOORS,AND NOTED CARGO LITE AND INTERIOR LITES FLASHING FLICKERING,NOW BATTERY IS DEAD.																						
Tech Comments:	CHARGED AND TESTED BATTERIES GOOD TESTED DOME LIGHT SWITCH LUBED All DOOR AJAR SWITCHS TESTED SYSTEM NO CODES FUNCTIONS																						

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	TIE	QRT	WCC	PREF	BASE	SUFF	VKT	VPG	CCC	CD
1FTSW31F42E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	14-12-01	05-01-02	171167	USA	1	*	7B02	F81Z	10346	EAR4	S09	V17	A85	42
AWS Claim Key:	648725	Doc #:	29935301	Trx Code:		2	Labor Hrs:	7.7	Labor Cost:		525.07	Material Cost:	437.1	Total Cost:		962.17							
Dlr Cd-Sub Cd:	05433-*	Name:	RANCHO FORD L-M				Ph:	909-6891302	St: CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	23-JAN-2002		DIST(Mile):	2239					
Cust Comments:	CHECK LITES INTERIOR AND EXTERIOR LITES FLICKERING AND GAGES START BOUNCING.																						
Tech Comments:	TEST AND DIAGNOSED BAD ALTERNATOR,REPLACED ALTERNATOR RETESTED AND ROADTESTED VEHICLE OPERATING TO SPECIFICATIONS																						

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	TIE	QRT	WCC	PREF	BASE	SUFF	VKT	VPG	CCC	CD
1FTSW31F42E[redacted]561	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	14-12-01	05-01-02	171167	USA	1	*	6Y20	*	MISC	*	S2X	V00	A9*	02
AWS Claim Key:	648724	Doc #:	29935302	Trx Code:		P08	Labor Hrs:	0	Labor Cost:		0	Material Cost:	0	Total Cost:		252							
Dlr Cd-Sub Cd:	05433-*	Name:	RANCHO FORD L-M				Ph:	909-6891302	St: CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	22-JAN-2002		DIST(Mile):	2239					
Cust Comments:	P08 RENTAL ASSISTANCE																						
Tech Comments:	PER CAC GEORGE P08 RENTAL ASSISTANCE,PER KISHA.S																						

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	TIE	QRT	WCC	PREF	BASE	SUFF	VKT	VPG	CCC	CD
1FTSW31F42E[redacted]	7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	14-12-01	05-01-02	171167	USA	6	*	5T01	2C1Z	9P1E6	DA	S11	V44	D50	28
AWS Claim Key:	1241774	Doc #:	05482851	Trx Code:		S04	Labor Hrs:	1.5	Labor Cost:		108.5	Material Cost:	49	Total Cost:		157.5							
Dlr Cd-Sub Cd:	05458-*	Name:	HOMER SELLER FORD				Ph:	760-7453361	St: CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	26-JUN-2002		DIST (Mile):	26147					
Cust Comments:	LOSS OF POWER CHECK ENGINE LIGHT HAS COME ON TECH 110																						
Tech Comments:	INTERMITTENT OPEN CIRCUIT DIESEL DIAG START UP KOEO TEST PR21 PINPOINT TEST CODE 221 NGS MONITOR TEST TO WATCH AP SIGNAL & IDLE VALIDATION SWITCH REPLACE PEDAL ASSEMBL,Y RETEST PASS																						

1FTSW31P62E[redacted]97	T97	TIF	DBC	DCD	DE	AI	TDS	TDS	14-12-01	05-01-02	171167	USA	11	*	7M01	*	18806	*	S09	V01	A07 43
AWS Claim Key:	3364386	Doc #:	0773431	Trx Code:		F05	Labor Hrs:	.3	Labor Cost:		341.88	Material Cost:	0	Total Cost:	341.88						
Dlr Cd-Sub Cd:	02915-*	Name:	TEAM FORD			Ph:	702-3955100	St: NV	City Cd:	USA	Reg Cd:	NA	Repr Date:	08-NOV-2002			DIST (Mile):	49965			
Cust Comments:	CLOCK RADIO LED MISSEADS NUMBERS TIME DIS XPO 02/05/06																				
Tech Comments:	RADIO INOP RADIO AFTER REPAIR INSTALL																				

1FTSW31P62E[redacted]97	T97	TIF	DBC	DCD	DE	AI	TDS	TDS	14-12-01	05-01-02	171167	USA	16	*	*	*	*		SXX	V00	* *
AWS Claim Key:	3339852	Doc #:	715109A	Trx Code:		03003	Labor Hrs:	.4	Labor Cost:		30.33	Material Cost:	49	Total Cost:	79.33						
Dlr Cd-Sub Cd:	02911-*	Name:	NORTH COUNTY FORD			Ph:	*-*	St: CA	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-APR-2003			DIST (Mile):	76415			
Cust Comments:	CUST STATES NO PEDAL RESPONSE.																				
Tech Comments:	PERFORMED RECALL 03005. REPLACED THROTTLE ASSY AS PER RECALL.																				

Any comments? You can contact

webmaster

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-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	SUPP	VRT	VFG	CCC	CD
1FTSX31F02E[redacted]7		T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D5	30-06-02	21-08-02	121224	USA	4	*	2004	*	12A650	*	S11	V43	D02	42
AWS Claim Keys	3833371	Doc #:	06540451		Trx Code:		507	Labor Hrs:		1.4	Labor Costs:		81.2	Material Costs:		0		Total Costs:		81.2			
Dlr Cd-Sub Cds	01 H09-*	Name:	BILL SMITH FORD INC				Plc:	910-6028765		St: NC	City Cd:	USA	Reg Cd:		NA	Repr Date:		12-DEC-2002		DIST (Mile):2458			
Cust Comments:	CUSTOMER STATES VEHICLE WONT CRANK OVER WHEN COLD																						
Tech Comments:	FCM,HPP,CNDCC HARD START NO START DIAGNOSTICS 7.3L DI TURBO ENGINE D																						
1FTSX31F02E[redacted]7		T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D5	30-06-02	21-08-02	121224	USA	11		*	*	*	*	SXX	V80	*	*
AWS Claim Keys	4208771	Doc #:	04170251		Trx Code:		03B03	Labor Hrs:		.4	Labor Cost:		21.6	Material Costs:		49		Total Cost:		74.6			
Dlr Cd-Sub Cds	00960-*	Name:	LAFAYETTE MOTOR SALES, INC.				Plc:	910-4246281		St: NC	City Cd:	USA	Reg Cd:		NA	Repr Date:		23-JUN-2003		DIST (Mile):9185			
Cust Comments:	RECSALL 03B03																						
Tech Comments:	03B03 REPLACED SENSOR																						

Any comments? You can contact

webmaster

PMC-044 38810

Not Applied
Do not include
A3

ecodb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-NOV-2003
Note: All Costs are in US Dollars

VIN	AWS VL	WBS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CDD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	FREF	BASE	SUFF	VRT	VFG	CCC	CD
1FTSW31F33E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D6	T/D5	18-09-02	16-10-02	141383	USA	3	*	6807	2L32	L5043B13	AAC	S08	V74	T90	D4
AWS Claim Key: 548206	Doc #: 05318502	Trx Code:					2	Labor Hrs:		.4	Labor Cost:		29.05	Material Cost:		549.78	Total Cost:			578.83			
Dlr Cd-Sub Cd: 06249-*	Name: LES STUMPF FORD						Plc:	920-7315211		St: WI	City Cd:	USA	Reg Cd:	NA	Repr Date:07-JAN-2003					DIST (Mile):11767			
Tech Comments: ACCESS AND REPLACE AIR BAG ASSY, WPI																							

VIN	AWS VL	WBS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CDD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	FREF	BASE	SUFF	VRT	VFG	CCC	CD
1FTSW31F33E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D6	T/D5	18-09-02	16-10-02	141383	USA	3	*	7A01	BXT	65	750	S09	V19	C25	42
AWS Claim Key: 548201	Doc #: 05318503	Trx Code:					2	Labor Hrs:		.5	Labor Cost:		36.32	Material Cost:		78.15	Total Cost:			114.47			
Dlr Cd-Sub Cd: 06249-*	Name: LES STUMPF FORD						Plc:	920-7315211		St: WI	City Cd:	USA	Reg Cd:	NA	Repr Date:07-JAN-2003					DIST (Mile):11767			
Tech Comments: TEST AND REPLACE BATTERY, WPI																							

VIN	AWS VL	WBS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CDD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	FREF	BASE	SUFF	VRT	VFG	CCC	CD
1FTSW31F33[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D6	T/D5	18-09-02	16-10-02	141383	USA	1	*	3C01	F012	4635	AB	S10	V89	N25	30
AWS Claim Key: 1343821	Doc #: 00624001	Trx Code:					B4	Labor Hrs:		2.1	Labor Cost:		116.03	Material Cost:		113.56	Total Cost:			230.39			
Dlr Cd-Sub Cd: 06218-*	Name: BIG VALLEY FORD-MERCURY INC						Plc:	905-9883323		St: MI	City Cd:	USA	Reg Cd:	NA	Repr Date:30-MAY-2003					DIST (Mile):34911			
Cust Comments: VIBRATION BETWN 40 55 MPH.																							
Tech Comments: RD TEST RAISE IN AIR INSPECT U JOINTS REMOVE REAR SHAFT REPLACED FRONT AND REAR U JOINT RD TEST OK.																							

VIN	AWS VL	WBS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CDD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	FREF	BASE	SUFF	VRT	VFG	CCC	CD
1FTSW31F33[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D6	T/D5	18-09-02	16-10-02	141383	USA	10	*	7A01	BXT	65	750	S09	V19	C25	28
AWS Claim Key: 2020678	Doc #: 35849302	Trx Code:					B3	Labor Hrs:		.7	Labor Cost:		49.26	Material Cost:		78.15	Total Cost:			127.41			
Dlr Cd-Sub Cd: 06361-*	Name: BOERNER FORD, INC.						Plc:	202-7819809		St: WI	City Cd:	USA	Reg Cd:	NA	Repr Date:04-AUG-2003					DIST (Mile):10487			
Cust Comments: C25 CUST STATES THAT THE BATTERY ON THE PASSENGER SIDE IS DEAD THE RED LIGHT IS ON CUST STATES HE HAS BEEN																							
Tech Comments: CHARGING SYSTEM DIAGNOSIS REPLACED RIGHT HAND BATTERY CC 46 DP BXT 65 750 ACES HIMER DTC SCAN/K																							

VIN	AWS VL	WBS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CDD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	FREF	BASE	SUFF	VRT	VFG	CCC	CD
1FTSW31F33E[redacted]	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D6	T/D5	18-09-02	16-10-02	141383	USA	10	*	5V12	*	1125	*	S10	V21	N27	13
AWS Claim Key: 2028477	Doc #: 35849305	Trx Code:					B4	Labor Hrs:		1.9	Labor Cost:		133.72	Material Cost:		0	Total Cost:			133.72			

Dir Cd-Sub Cdr	06361-*	Name:	SOERENS FORD, INC.			Ph:	262-7819800		Sta WI	Ctry Cdr	USA	Reg Cdr	NA	Repr Date:	04-AUG-2003					DIST (Mile):	30487	
Cust Comments:	BRAKES PULSATE WHEN APPLIED																					
Tech Comments:	BRAKE ROTORS OUT OF ROUND MACHINE BRAKE ROTORS CC 13 BP 1125 BEFORE LF 38.05 MM RF 38.01 MM AFTER LF 37.37MM RF 37																					
1FTSW31F33[redacted]7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D5	18-09-02	16-10-02	141383	USA	10	*	5E01	F7UZ	3A006	AA	S10	V89	C50	D1
AWS Claim Key:	2020426	Doc #:	35849306	Trx Code:		E84	Labor Hrs:	.7	Labor Cost:	49.27	Material Cost:	21.47	Total Cost:	70.74								
Dir Cd-Sub Cdr	06361-*	Name:	SOERENS FORD, INC.			Ph:	262-7819800		Sta WI	Ctry Cdr	USA	Reg Cdr	NA	Repr Date:	04-AUG-2003					DIST (Mile):	30487	
Cust Comments:	C50 CUST STATES THAT THE TRK DOG TRACKS PLEASE ADVISE																					
Tech Comments:	CLEAN AND ADD DYE TO SYSTEM, REPLACED LEAKING POWER STEERING CAP AND FILL FLUID CC D1 BP 3A006																					
1FTSW31F33[redacted]7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/D8	T/D8	18-09-02	16-10-02	141383	USA	12	*	6H08	F81Z	25422B30	AA	E06	V09	G05	42
AWS Claim Key:	2651946	Doc #:	36107401	Trx Code:		E84	Labor Hrs:	0	Labor Cost:	77.42	Material Cost:	232.25	Total Cost:	309.67								
Dir Cd-Sub Cdr	06361-*	Name:	SOERENS FORD, INC.			Ph:	262-7819800		Sta WI	Ctry Cdr	USA	Reg Cdr	NA	Repr Date:	24-SEP-2003					DIST (Mile):	35620	
Cust Comments:	G05 CUST STATES THAT THE HANDLE TO OPEN THE REAR SLIDING WINDOW CAME OFF																					
Tech Comments:	REPLACED BACK GLASS CC 42 BP 46006																					

Any comments? You can contact

webmaster

PE03-844 38812

From: Liposky, Lawrence (L.J.)
Sent: Tuesday, October 14, 2003 1:11 PM
To: Love, Keith (K.A.)
Cc: 'tbrefeld@visteon.com'
Subject: FW: 7.3L contact

Keith, spoke to Tom Brefeld. Tom was Controls Supervisor on 7.3L. He confirmed redundant deactivation switches for cruise control. Boo and brake pressure switch. Cruise control strategy is fuel control which is internal to PCM. Would not have any interaction with accel pedal. Strategy is always conservative and cruise will be shut down on brake switch activation.

Larry Liposky
Supervisor - Accelerator Controls
Tough Truck / Outfitters
Phone 24-81726
Pager 796-0949

---Original Message---
From: Dunaway, Scott (S.S.)
Sent: Tuesday, October 14, 2003 12:54 PM
To: Liposky, Lawrence (L.J.)
Cc: Thomas Brefeld (T.E.) (E-mail)
Subject: 7.3L contact

Scott Dunaway

Diesel Controls Supervisor
CAFE Diesel Task Force
313-84-30813
SDunaway@ford.com

PE03-044 38312

1999-2003 7.3L

Diagnostic Trouble Code Description

4 Digit	Description	Pinpoint Test Step Go To Direction		
		KOEO	KOER	Continuous
—	System Pass (No DTCs Available) — California and all Econoline	—	—	—
P0107(a)	BARO Circuit Low Input	DG1	—	DG3
P0108(a)	BARO Circuit High Input	DG	—	DG4
P0112(a)	IAT Sensor Circuit Low Input	DA5	—	DA8
P0113(a)	IAT Sensor Circuit High Input	DA1	—	DA8
P0122(a) (b)	Accelerator Pedal Sensor Circuit Low Input	DD5	—	DD5
P0123(a) (b)	Accelerator Pedal Sensor Circuit High Input	DD1	—	DD1
P0197(a) (b)	EOT Sensor Circuit Low Input	DB4	—	DB6
P0198(a) (b)	EOT Sensor Circuit High Input	DB1	—	DB6
P0220	Throttle Switch B Circuit Malfunction	—	FE1	—
P0221(a) (b)	Throttle Switch B Circuit Performance	—	—	FE1
P0230	Fuel Pump Relay Driver Fail	FK1	—	FK16
P0231(a)	Fuel Pump Relay Driver Circuit Failure	FK5	—	FK16
P0232	Fuel Pump Relay Driver Failed Off	FK11	—	FK20
P0236(a)	Turbo Boost Sensor A Circuit Performance	DH1	—	DH1
P0237(a) (b)	Turbo Boost Sensor A Circuit Low Input	DH5	—	DH13
P0238(a) (b)	Turbo Boost Sensor A Circuit High Input	DH11	—	DH15
P0261	Injector Circuit Low — Cylinder 1	NA1	—	NA1
P0262	Injector Circuit High — Cylinder 1	NA6	—	NA6
P0263	Cylinder 1 Contribution/Balance Fault	—	NA25	—
P0264	Injector Circuit Low — Cylinder 2	NA1	—	NA1
P0265	Injector Circuit High — Cylinder 2	NA6	—	NA6
P0266	Cylinder 2 Contribution/Balance Fault	—	NA25	—
P0267	Injector Circuit Low — Cylinder 3	NA1	—	NA1
P0268	Injector Circuit High — Cylinder 3	NA6	—	NA6
P0269	Cylinder 3 Contribution/Balance Fault	—	NA25	—
P0270	Injector Circuit Low — Cylinder 4	NA1	—	NA1
P0271	Injector Circuit High — Cylinder 4	NA6	—	NA6

P0272	Cylinder 4 Contribution/Balance Fault	—	NA25	—
P0273	Injector Circuit Low — Cylinder 5	NA1	—	NA1
P0274	Injector Circuit High — Cylinder 5	NA6	—	NA6
P0275	Cylinder 5 Contribution/Balance Fault	—	NA25	—
P0276	Injector Circuit Low — Cylinder 6	NA1	—	NA1
P0277	Injector Circuit High — Cylinder 6	NA6	—	NA6
P0278	Cylinder 6 Contribution/Balance Fault	—	NA25	—
P0279	Injector Circuit Low — Cylinder 7	NA1	—	NA1
P0280	Injector Circuit High — Cylinder 7	NA6	—	NA6
P0281	Cylinder 7 Contribution/Balance Fault	—	NA25	—
P0282	Injector Circuit Low — Cylinder 8	NA1	—	NA1
P0283	Injector Circuit High — Cylinder 8	NA6	—	NA6
P0284	Cylinder 8 Contribution/Balance Fault	—	NA25	—
P0301(a)	Fault Cylinder A-Misfire Detected (CYL 1)	—	—	NA25
P0302(a)	Fault Cylinder B-Misfire Detected (CYL 2)	—	—	NA25
P0303(a)	Fault Cylinder D-Misfire Detected (CYL 3)	—	—	NA25
P0304(a)	Fault Cylinder E-Misfire Detected (CYL 4)	—	—	NA25
P0305(a)	Fault Cylinder F-Misfire Detected (CYL 5)	—	—	NA25
P0306(a)	Fault Cylinder G-Misfire Detected (CYL 6)	—	—	NA25
P0307(a)	Fault Cylinder C-Misfire Detected (CYL 7)	—	—	NA25
P0308(a)	Fault Cylinder H-Misfire Detected (CYL 8)	—	—	NA25
P0340	CMP Sensor Circuit Malfunction	DF1	—	DF1
P0341(a)	CMP Sensor Circuit Performance	—	DF1	DF1
P0344(a) (b)	CMP Sensor Circuit Intermittant	DF1	—	DF1
P0380(a)	Glow Plug Circuit Malfunction	KC3	—	KC3
P0381(a)	Glow Plug Indicator Circuit Malfunction	KD1	—	KD3
P0460	Fuel Tank Level Indicator Circuit Malfunction	—	—	—
P0470	Exhaust Back Pressure Sensor Circuit Malfunction	DE1	—	DE3
P0471(a)	Exhaust Back Pressure Sensor Circuit Performance	—	—	DE5
P0472(a)	Exhaust Back Pressure Sensor Circuit Low Input	DE9	—	DE9
P0473(a)	Exhaust Back Pressure Sensor Circuit High Input	DE15	—	DE15
P0475(a)	Exhaust Pressure Control Valve Malfunction	KB1	—	—
P0476	Exhaust Pressure Control Valve Performance	—	KB7	KB7
P0478(a)	Exhaust Pressure Control Valve High Input	—	—	DE17
P0500(a)	Vehicle Speed Sensor	—	—	DL1
P0501	Vehicle Speed Sensor (VSS) Range/Performance	—	—	DL1
P0502	Vehicle Speed Sensor	—	—	DL1
P0503	Vehicle Speed Sensor Noisy	—	—	DL11
P0541	Manifold Intake Air Heater.....	—	—	—

PE03-044 38367

P0542	Manifold Intake Air Heater.....	—	—	—
P0560	System Voltage Malfunction	—	A1	—
P0562(a)	System Voltage Low	A1	—	A1
P0563	System Voltage High	A1	—	A1
P0565	Cruise "On" Signal Malfunction	—	FG1	—
P0566	Cruise "Off" Signal Malfunction	—	FG1	—
P0567	Cruise "Resume" Signal Malfunction	—	FG1	—
P0568	Cruise "Set" Signal Malfunction	—	FG1	—
P0569	Cruise "Coast" Signal Malfunction	—	FG1	—
P0571	Brake Switch A Circuit Malfunction	—	FB1	—
P0603	Internal Control Module KAM Error	MA1	—	MA1
P0605	Internal Control Module ROM Error	MD1	—	MD1
P0606	PCM Processor Fault	MC1	—	—
P0640	Manifold Intake Air Heater.....	KL1	KL1	KL1
P0703	Brake Switch B Circuit Malfunction	—	FD1	—
P0704	Clutch Pedal Position Switch Input Circuit Malfunction	—	FC1	—
P0705(d)	TR Sensor Circuit Malfunction	(c)	(c)	(c)
P0708(d)	TR Sensor Circuit High Input	(c)	(c)	(c)
P0712	Transmission Fluid Temp. Sensor CKT Low Input	(c)	(c)	(c)
P0713	Transmission Fluid Temp. Sensor CKT High Input	(c)	(c)	(c)
P0715	TSS Sensor Circuit Malfunction Fault	(c)	(c)	(c)
P0717	TSS Intermittent Failure	(c)	(c)	(c)
P0718	Noisy TSS	(c)	(c)	(c)
P0720	OSS Sensor Circuit Malfunction	(c)	(c)	(c)
P0721	Noisy OSS	(c)	(c)	(c)
P0722	OSS Intermittent Failure	(c)	(c)	(c)
P0732	Gear Two Ratio Error	(c)	(c)	(c)
P0733	Gear Three Ratio Error	(c)	(c)	(c)
P0741	TCC Circuit Performance	(c)	(c)	(c)
P0743	Torque Converter Clutch System Electrical Failure	(c)	(c)	(c)
P0750	Shift Solenoid 1 Malfunction	(c)	(c)	(c)
P0755	Shift Solenoid B Malfunction	(c)	(c)	(c)
P0781	1-2 Shift Malfunction	(c)	(c)	(c)
P0782(d)	2-3 Shift Malfunction	(c)	(c)	(c)
P0783(d)	3-4 Shift Malfunction	(c)	(c)	(c)
P1000	OBD II Monitor Checks Not Complete, More Driving Required	—	—	MB
P1105	Dual Alternator Upper Fault (Monitor)	(c)	(c)	(c)
P1106	Dual Alternator Lower Fault (Control)	(c)	(c)	(c)
P1107	Dual Alternator Lower Circuit Malfunction (Control)	(c)	(c)	(c)

P1108	Dual Alternator BATT Lamp Circuit Malfunction	(c)	(c)	(c)
P1116(a)	Manifold Air Temperature Sensor Low Input	DI4	—	DI4
P1119(a)	Manifold Air Temperature Sensor High Input	DI1	—	DI1
P1139	Water In Fuel Indicator Circuit Malfunction	DK1	—	DK1
P1140	Water In Fuel Condition	—	—	DJ1
P1184	Engine Oil Temp Sensor Circuit Performance	—	DB10	—
P1209(a)	Injection Control System Pressure Peak Fault	—	—	KF15
P1210(a)	Injection Control Pressure Above Expected Level	DC11	—	DC22
P1211(a) (b)	ICP Not Controllable — Pressure Above/Below Desired	KE15	KE7	KE15
P1212	ICP Voltage Not at Expected Level	—	—	DC14
P1218	CID Stuck High	KA9	—	KA9
P1219	CID Stuck Low	KA12	—	KA12
P1247(a)	Turbo Boost Pressure Low	—	—	DC1
P1248(a)	Turbo Boost Pressure Not Detected	—	—	DH1
P1249(a)	Wastegate Fail Steady State Test	—	—	KH5
P1261	High to Low Side Short — Cylinder 1	NA6	—	NA6
P1262	High to Low Side Short — Cylinder 2	NA6	—	NA6
P1263	High to Low Side Short — Cylinder 3	NA6	—	NA6
P1264	High to Low Side Short — Cylinder 4	NA6	—	NA6
P1265	High to Low Side Short — Cylinder 5	NA6	—	NA6
P1266	High to Low Side Short — Cylinder 6	NA6	—	NA6
P1267	High to Low Side Short — Cylinder 7	NA6	—	NA6
P1268	High to Low Side Short — Cylinder 8	NA6	—	NA6
P1271	High to Low Side Open — Cylinder 1	NA11	—	NA11
P1272	High to Low Side Open — Cylinder 2	NA11	—	NA11
P1273	High to Low Side Open — Cylinder 3	NA11	—	NA11
P1274	High to Low Side Open — Cylinder 4	NA11	—	NA11
P1275	High to Low Side Open — Cylinder 5	NA11	—	NA11
P1276	High to Low Side Open — Cylinder 6	NA11	—	NA11
P1277	High to Low Side Open — Cylinder 7	NA11	—	NA11
P1278	High to Low Side Open — Cylinder 8	NA11	—	NA11
P1280(a) (b)	ICP Circuit Out of Range Low	DC1	—	DH1
P1281(a) (b)	ICP Circuit Out of Range High	DC8	—	DH8
P1282(a) (b)	Excessive ICP	—	KE5	KE5
P1283	IPR Circuit Failure	KF1	—	—
P1284	ICP Failure — Aborts KOER or CCT Test	—	DC21	—
P1291	High Side No. 1 (Right) Short to GND or B+	NA16	—	NA16

P1292	High Side No. 2 (Left) Short to GND or B+	NA16	—	NA16
P1293	High Side Open Bank No. 1 (Right)	NA20	—	NA20
P1294	High Side Open Bank No. 2 (Left)	NA20	—	NA20
P1295(b)	Multiple Faults on Bank No. 1 (Right)	NA29	—	NA29
P1296(b)	Multiple Faults on Bank No. 2 (Left)	NA29	—	NA29
P1297	High Sides Shorted Together	NA27	—	NA27
P1298	IDM Failure	KA1	—	KA1
P1316(a)(b)	Injector Circuit/IDM Codes Detected	FJ9	—	FJ9
P1391(a)	Glow Plug Circuit Low Input Bank No. 1 (Right)	—	KC1	KC1
P1393(a)	Glow Plug Circuit Low Input Bank No. 2 (Left)	—	KC1	KC1
P1395(a)	Glow Plug Monitor Fault Bank No. 1	—	KC1	KC1
P1396(a)	Glow Plug Monitor Fault Bank No. 2	—	KC1	KC1
P1397	System Voltage Out of Self Test Range	—	KC15	KC15
P1464	A/C On During KOER or CCT Test	—	FA1	—
P1501	VSS Out of Self Test Range	—	DL10	—
P1502	Invalid Self Test — APCM Functioning	QA	QA	QA
P1531	Invalid Test — Accelerator Pedal Movement	—	Repeat Test	—
P1636	Parking Brake Applied Failure	—	FF1	—
P1682	IDM__EN Circuit Failure	NC1	—	—
P1683	FDCS Circuit Failure	KF1	—	—
P1687	CID Circuit Failure	KA1	—	—
P1688	PCM — IDM Diagnostic Communication Error	FJ1	—	FJ1
P1670	EF Feedback Signal Not Detected	—	—	FJ1
P1690	Wastegate Control Valve Malfunction	KH1	—	KH1
P1702	TRS Sensor Intermittent Circuit Malfunction	(c)	(c)	(c)
P1704	Digital TRS Failed to Transition State	—	—	—
P1705	TR Sensor out of Self Test Range	(c)	(c)	(c)
P1711	TFT Sensor Out of Self Test Range	(c)	(c)	(c)
P1713	TFT Stuck In Range Low-Below 50°F	(c)	(c)	(c)
P1714	Shift Solenoid A Inductive Signature Malfunction	(c)	(c)	(c)
P1715	Shift Solenoid B Inductive Signature Malfunction	(c)	(c)	(c)
P1716	TFT Stuck In Range High-Above 250°F	(c)	(c)	(c)
P1729	4x4L Switch Error	(c)	(c)	(c)
P1744	Torque Converter Clutch System Performance	(c)	(c)	(c)
P1746	EPC Solenoid Open Circuit	(c)	(c)	(c)
P1747	EPC Solenoid Short Circuit	(c)	(c)	(c)
P1754	CCS (Solenoid) Circuit Malfunction	(c)	(c)	(c)
P1760	EPC Solenoid Short Intermittent	(c)	(c)	(c)
P1780	TCS Circuit Out of Self Test Range	(c)	(c)	(c)

P1781	4x4L Circuit Out of Self Test Range	(c)	(c)	(c)
P1783(d)	Transmission Overtemperature Condition	(c)	(c)	(c)
No Code	No Communication	QA1	QA1	QA1
No Code	Auxiliary Powertrain Control System	H1	H1	H1
No Code	Tachometer	KG1	KG1	KG1

(a)Check Engine light illuminates when fault is detected in second drive cycle (California, OSDII calibration).

(b)Check Engine light illuminates when fault is present. (Federal)

(c)Refer to the Powertrain Group in the Workshop Manual for diagnostic procedures.

(d)Transmission Control Indicator Light (TCIL) flashes when fault is present.

Note: Speed control DTCs will be set during KOER Switch Test if the vehicle is not equipped with speed control. This is a normal condition. On these vehicles ignore the following DTCs: P0565-P0566-P0567-P0568-P0569-P0571.

P003-044 38391

From: Dunaway, Scott (S.S.)
Sent: Monday, February 16, 2004 2:13 PM
To: Love, Keith (K.A.)
Subject: RE: PDA Meeting Notice for Gas vs Diesel Calibration Discussion

Pedal Position Sensor.

Scott Dunaway

Diesel Controls Supervisor
CAFE Diesel Task Force
313-84-50812
SDunaway@ford.com <mailto:SDunaway@ford.com>

---Original Message---
From: Love, Keith (K.A.)
Sent: Monday, February 16, 2004 1:24 PM
To: Dunaway, Scott (S.S.)
Subject: RE: PDA Meeting Notice for Gas vs Diesel Calibration Discussion

By the way, what does PPS stand for?

---Original Message---
From: Dunaway, Scott (S.S.)
Sent: Monday, February 16, 2004 1:00 PM
To: Love, Keith (K.A.)
Subject: RE: PDA Meeting Notice for Gas vs Diesel Calibration Discussion

Keith,

Here it is.

<< File: PPS_MTG.TXT >>

Scott Dunaway

Diesel Controls Supervisor
CAFE Diesel Task Force
313-84-50812
SDunaway@ford.com <mailto:SDunaway@ford.com>

---Original Message---
From: Love, Keith (K.A.)
Sent: Friday, February 13, 2004 3:06 PM
To: Dunaway, Scott (S.S.)
Subject: PDA Meeting Notice for Gas vs Diesel Calibration Discussion

You referenced a meeting notice in your PDA archive for the subject meeting that was held on July 1, 2002. It would be useful if I could get a copy of it. Is this possible?

PS03-044 38485

Keith A. Love
Automotive Safety Office
Fairlane Plaza South Suite 500
Phone (313) 390-1932
Fax (313) 594-2266

PE93-844 34400

From: Dunaway, Scott (S.S.)
Sent: Monday, February 16, 2004 1:00 PM
To: Love, Keith (K.A.)
Subject: RE: PDA Meeting Notice for Gas vs Diesel Calibration Discussion

Keith,

Here it is.

PPS_MTG.TXT

Scott Dunaway

Diesel Controls Supervisor
CAFE Diesel Task Force
313-84-90812
SDunaway@ford.com <mailto:SDunaway@ford.com>

---Original Message----
From: Love, Keith (K.A.)
Sent: Friday, February 13, 2004 3:06 PM
To: Dunaway, Scott (S.S.)
Subject: PDA Meeting Notice for Gas vs Diesel Calibration Discussion

You referenced a meeting notice in your PDA archive for the subject meeting that was held on July 1, 2002. It would be useful if I could get a copy of it. Is this possible?

Keith A. Love
Automotive Safety Office
Fairlane Plaza South Suite 500
Phone (313) 390-1932
Fax (313) 564-2268

PRB3-844 38497

Description: PPS Software Investigation
Start Date : 7/01/2002
Start Time : 10:00am
End Time : 2:00pm
Location : FTDC 152 South

From: Love, Keith (K.A.)
Sent: Monday, February 16, 2004 9:07 AM
To: Love, Keith (K.A.)
Subject: RE: VIN Information

---Original Message---
From: Esch, Becky (B.)
Sent: Thursday, February 12, 2004 4:22 PM
To: Love, Keith (K.A.)
Cc: Roberts, Michael (M.J.)
Subject: VIN Information
Importance: High

Keith: Mike and I have run your VIN List up against NAVIS and attached is the list with the applicable VO62 Code next to it. Note that we found 4 diff. codes for the VINs: M, S, Blank, and R. I am going to let you do the sorting. Plz let us know if you need anything further.

<< File: LoveSpc.xls >>

Regards,

Becky Esch

Ford North America FSA Coordinator
FCSD, Recall & Service Programs
DSCII / Ph: 313-39-05579 Fax: 313-84-51024
besch1@ford.com

---Original Message---
From: Love, Keith (K.A.)
Sent: Wednesday, February 11, 2004 4:29 PM
To: Esch, Becky (B.)
Subject: RE: Two VIN Request

Here are two VINS:

1FDAF56P03E[redacted]
1FDAF56P13E[redacted]

They both show R in that column which signifies "Power Take Off" option only.

---Original Message---
From: Esch, Becky (B.)
Sent: Wednesday, February 11, 2004 4:16 PM
To: Love, Keith (K.A.)
Cc: Roberts, Michael (M.J.)
Subject: Two VIN Request

Hi Keith: Can you please send me two VINs that showed an R in VO62 via AWS? I would like to check them out in NAVIS.

Regards,

Becky Esch

Ford North America FSA Coordinator
FCSD, Recall & Service Programs
DSCII / Ph: 313-39-05579 Fax: 313-84-51024
besch1@ford.com

VOQ	IncludeInPEOpen		VIN	Comments
568019	FALSE	2001 F250 4x4 Supercab Diesel	1FTNX21F41E[redacted]	CONSUMER WAS PULLING OUT OF AN INTERSECTION ONTO A FOUR LANE HIGHWAY. THE CONSUMER FLOOR THE ACCELERATOR PEDAL IN ORDER TO GET UP TO SPEED WITH ONCOMING TRAFFIC WHEN THE VEHICLE SUDDENLY IDLED DOWN. THE VEHICLE WAS TAKEN TO THE DEALER WHO DETERMINED THAT THE THROTTLE STOPPING DEVICE ON THE PEDAL ASSEMBLY BENT WHEN THE PEDAL WAS FLOOR AND CAUSED THE TRUCK TO IDLE DOWN INSTEAD OF UP. THE STEERING WHEEL DID NOT RESPOND WHEN THE CONSUMER SLAMMED ON THE BRAKE.
668342	FALSE	2002 Excursion 4x4 Diesel	1FMSU43F12E[redacted]	THE VEHICLE HAS A FRONT SUSPENSION PROBLEM WHICH CAUSES THE VEHICLE TO VIBRATE. THE VEHICLE HAS BEEN TO THE DEALER 3 TIMES BUT THE PROBLEM STILL EXIST. BOTH DRIVER SIDE DOORS ARE MISALIGNED WITH RESPECT TO THE FENDER TRIM. THE DIFFERENTIAL WAS ORIGINALLY MISALIGNED WITH RESPECT TO THE REAR FENDER TRIMS. NOW THE DIFFERENTIAL IS PROPERLY ALIGNED AND THE CONSUMER QUESTIONED THE TECHNICIANS WHO STATED THAT THEY DID NOTHING TO CORRECT THE MISALIGNMENT. THE CONSUMER FEELS THIS IS A DEFINITE SAFETY PROBLEM IF THE DIFFERENTIAL GOES IN AND OUT OF ALIGNMENT ON IS OWN. THE A/C WAS NOT COOLING AND NEEDED TO BE RECHARGED. THE CONSUMER CAN HEAR STATIC IN RADIO WHEN TURNING ON THE REAR TV SWITCH, A/C AND TURN SIGNAL. STEERING GEAR AND HYDRO BOOST LINE REPLACED, TIRE OUT OF BALANCED CAUSING VIBRATION AT 75-70 MPH, STEERING OUT OF ADJUSTMENT (OFF CENTER), CALIPERS REPLACED, TRANSMISSION EXPERIENCING A DELAY WHEN SHIFTING, BOTH WIPER BLADES OFF CENTER, DRAIN PLUG LEAKING OIL, WEATHER STRIPPING ON RIGHT REAR DOOR FAILED, HEADLINER IS COMING LOOSE
749414	FALSE	2000 Excursion 4x4 Diesel	1FMSU43F6YE[redacted]	1ST FAILURE: PULLING OUT OF MY DRIVEWAY AND NOTICED THAT MY SECURITY SYSTEM "THEFT" LIGHT WAS BLINKING. THIS SHOULDN'T BE BLINKING WHILE I AM DRIVING. ALL OF A SUDDEN I REALIZED THAT I HAD NO POWER WHEN I PRESSED ON THE GAS PEDAL. THEN NOTICED THAT ALL GAUGES HAD FAILED. THE ENGINE CONTINUED TO RUN BUT WITH NO POWER TO DRIVE. TURNED VEHICLE OFF AND WOULD NOT START AGAIN. TOWED INTO COVERT FORD AND THEIR EXPLANATION WAS A BLOWN FUSE THAT CONTROLS THE PCM (POWER CONTROL MODULE). THIS AFFECTED THE GAS PEDAL BECAUSE IT IS CONTROLLED BY A CHIP INSTEAD OF A CABLE. COVERT FORD REPLACED FUSE, CHECKED OUT ALL WIRING HARNESSES AND COULD NOT FIND ADDITIONAL PROBLEMS. RETURNED VEHICLE TO ME. 2ND FAILURE: 2-1/2 WEEKS AFTER 1ST FAILURE I WAS DRIVING DOWN THE ROAD AND HAD TURNED OFF THE "OVERDRIVE" AT THE END OF THE GEAR SHIFTER. WHEN I TURNED THE "OVERDRIVE" BACK ON I IMMEDIATELY HEARD A POP FROM THE FUSE BOX AND NOTICED THAT MY GAUGES HAD FAILED AND THE "THEFT" LIGHT WAS BLINKING. I CONTINUED TO COAST UNTIL I FOUND A FAIRLY SAFE AREA TO PULL OFF.
769949	TRUE	2002 Excursion 4x4 Diesel	1FMSU43F22E[redacted]	VEHICLE STOPPED AT INTERSECTION WITH ENGINE IDLING NORMALLY. ACCELERATOR DEPRESSED BUT ENGINE DID NOT INCREASE SPEED. VEHICLE MOVED INTO INTERSECTION AT IDLE BEFORE BRAKES COULD BE APPLIED. NO ACCIDENT RESULTED DEALER REPLACED PEDAL ASSEMBLY UNDER WARRANTY.
890604	FALSE	2001 F350 4x4 Supercab Diesel	1FTSX31F81E[redacted]	WHILE APPLYING ACCELERATOR, VEHICLE HAS NO POWER, CONSUMER STATES THERE ARE OTHER TRUCKS THAT EXPERIENCE THE SAME PROBLEM, DEALER STATED THAT CONSUMER WAS TOO ABUSIVE ON THE GAS PEDAL, CONSUMER STATES THAT IF YOU PUT THE GAS PEDAL TO THE FLOOR IT DOES NOTHING, VHECLE HAS BEEN IN FOR REPAIR 5 TIMES AND PROBLEM STILL EXISTS.
8004883	FALSE	2001 F250 4x2 Crew Cab Diesel	1FTNW20F41E[redacted]	WHILE DRIVING 55MPH AND HITTING PASSING GEAR, VEHICLE WENT INTO IDLE, IT WOULD NOT ACCELERATE. DEALER CONTACTED. "AK CONSUMER STATES RECENTLY WHEN ATTEMPTING A LANE CHANGE AT 70 MPH, THE RPMS DROPPED TO 600, CONSUMER PUMPED THE ACCELERATOR TWICE BEFORE THE ENGINE BEGAN TO ACCELERATE AGAIN, CONSUMER STATES THIS IS AN INTERMITTENT PROBLEM.