

**EA04-006**

**FORD**

**6/29/2004**

**APPENDIX J (J PART 4 OF 4)**

**PART 9 OF 9**

VOC	IncludelnPEOpen		VIN	Comments
8012548	TRUE	2002 Excursion 4x4 Diesel	1FMSU43F22E	WHEN APPLYING ACCELERATOR PEDAL IT WILL GO TO THE FLOOR INTERMITTENTLY, ENGINE WILL NOT REW, AND VEHICLE WILL NOT MOVE FORWARD. VEHICLE WAS REARENDED AFTER CONSUMER WAS AT A STOP. THEM, STARTED TO ACCELERATE, AND VEHICLE DID NOT RESPOND. DAMAGE TO VEHICLE UNDERDOWN AT THIS TIME. *AK THERE WERE 8 INJURIES IN ACCIDENT.
8017639	TRUE	2002 F250 4x2 Crew Cab Diesel	1FTNW20F02E	THE VEHICLE WILL LOSE POWER WITH THE ENGINE LIGHT COMING ON, CAUSE UNDERDOWN. THE FORD DEALERSHIP HAS HAD THE VEHICLE FOR THREE DAYS, STATING THAT VEHICLE WAS GETTING SOME SORT OF RESISTANCE. THE VEHICLE WAS AGAIN FAILING WITH THE SAME PROBLEM. *AK THE CONSUMER STATES THAT HE HAD TAKEN THE VEHICLE TO ANOTHER FORD DEALER AND THEY PROMISED TO HAVE REMEDIED THE PROBLEM LINKAGE ACCELERATOR.
10000388	TRUE	2002 F250 4x4 Crew Cab Diesel	1FTNW21F72E	ON DECEMBER 13, 2002, AT 8:00 PM, IN A SNOWSTORM IN RENO, NEVADA, FORD F-250 DIESEL CREW CAB WAS STOPPED AT A RED LIGHT; TEMPERATURE WAS 38 DEGREES, TRUCK WAS SOLING NORMALLY; THE ENGINE WAS WARMED UP AND THE TRANSMISSION INDICATED NORMAL TEMPERATURE. UPON RECEIVING A GREEN LIGHT, I ATTEMPTED TO ACCELERATE BUT THE DIESEL ENGINE WOULD NOT RESPOND TO COMMANDS FROM THE ACCELERATOR PEDAL. AFTER REPEATED, PUMPING THE ACCELERATOR I WAS ABLE TO GET SOME ACCELERATION FROM THE ENGINE TO CLEAR THE INTERSECTION; 20 SECONDS LATER, THE ACCELERATOR RESPONDED NORMALLY. I TOOK IT TO THE FORD DEALER BUT BECAUSE THE INTERMITTENT FAILURE COULD NOT BE DUPLICATED, THE FORD DEALERSHIP WOULD NOT REPLACE THE ELECTRIC GAS PEDAL DESPITE HAVING CHANGED 8 IN THE LAST FEW MONTHS IN SIMILAR F250 TRUCKS. BLEASGE OF LOSS OF POWER MOTOR TO GAS PEDAL, WILL NOT WORK WHEN DRIVING
10008273	TRUE	2002 F350 4x4 Crew Cab Diesel	1FTSW31F32E	LOSS OF POWER MOTOR TO GAS PEDAL, WILL NOT WORK WHEN DRIVING
10008274	TRUE	2002 F350 4x4 Crew Cab Diesel	1FTSW31F32E	LOSS OF POWER MOTOR TO GAS PEDAL, WILL NOT WORK WHEN DRIVING
10016862	FALSE	2001 F250 4x4 Crew Cab Diesel	1FTNW21F21E	2001 YEAR MODEL FORD F250. DRIVER ATTEMPTED TO MAKE LEFT HAND TURN IN FRONT OF A MINIVAN. THE DRIVER INDICATED THAT THE TRUCK WOULD NOT ACCELERATE AND CAUSED A HEAD-ON COLLISION AND KILLED THE DRIVER OF THE MINIVAN. LATER, THE TRUCK WAS FOUND TO HAVE A FAULTY ACCELERATOR PEDAL ASSEMBLY KIT.
10016885	FALSE		No VIN	I BOUGHT A 2003 F-250 4.0 DIESEL. THIS IS A NEW ENGINE THIS YEAR, I CHAVE HAD THE TRUCK ONLY 3 DAYS BEFORE THE MOTOR STARTS SHAKING A 50 MPH AND WHILE IM AT A STOP LIGHT IT SHAKES VERY BAD W/ NO CHECK ENGINE LIGHT ON, AND I TOOK IT TO THE DEALER AND ITS BEEN THERE LONGER THEN ME OWNED THE TRUCK FOR. I ALSO PRESSED THE GAS PEDAL WHEN I NOTICED THE TRUCK DID NOT MOVE, AND 1 SEC AFTER I LET GO OF THE GAS PEDAL THE TRUCK TOOK OFF BY ITS SELF... WHATS GOING ON W/ THIS TRUCK??? THIS TRUCK SHOULD BE STOPPED FROM BEING SOLD AND CAUSING THE OWNERS W/ HEART ACHES.
10017282	FALSE	2002 F350 4x2 Supercab Diesel	1FTWX33F22E	WHEN THE GAS PEDAL WAS DEPRESSES ALL THE WAY TO THE FLOOR FOR FULL THROTTLE THE VEHICLE'S ENGINE DIES

F885-844 38317

VOQ	IncludesPEOpen		VIN	Comments
10023047	FALSE	1999 F250 4x2 Supercab Diesel	1FTNX20F8XE	<p>I WAS DRIVING MY 1999 FORD F250 DIESEL TRUCK AT 70 MPH (SPEED LIMIT) WHEN I TOUCHED THE BRAKE TO RELEASE THE CRUISE TO STOP AT THE TRAFFIC LIGHT UPON ENTERING PLAINS, TX. THE CRUISE DID NOT RELEASE AND I BRAKED HARDER.....THE ENGINE KEPT AT OVER 2,000 RPM AND DID NOT SLOW DOWN....I BRAKED HARDER TO STOP AT THE LIGHT AND THE ENGINE NEVER SLOWED DOWN....I PUSHED THE OFF BUTTON ON THE CRUISE CONTROL AND PUMPED THE BRAKE AND IT NEVER SLOWED....I HAD TO BRAKE PRETTY HARD TO COME TO A STOP AT THE HIGHWAY INTERSECTION...THE ENGINE WAS STILL RACING AT 2,000 RPM....I JERKED ACROSS THE INTERSECTION AND STOPPED THE TRUCK ON THE SIDE OF THE HIGHWAY BY TURNING OFF THE ENGINE....WHEN I RESTARTED THE TRUCK, IT WOULD NOT GO FORWARD. I HAD THE CAR HAILED TO THE NEAREST FORD DEALERSHIP, BROWNFIELD, TX. THEY SAID IT SOUNDED LIKE AN ELECTRICAL PROBLEM....THEN THEY TOLD ME IT WAS THE TRANSMISSION...THE TRUCK ONLY HAD 28,000 MILES ON IT....THEY REPLACED THE TRANSMISSION FOR \$2,800. AFTER TELLING MY FRIEND, A MECHANIC, THE PROBLEM HE SENT ME DEAD PEDAL. WHEN YOU STEP ON GAS PEDAL YOU GET NO RESPONSE UNTIL YOU LET OFF, THEN THE VEHICLE LUNGES FORWARD, USUALLY LEAVING YOU IN MIDDLE OF INTERSECTION.</p>
10023067	FALSE	2003 F350 4x4 Crew Cab Diesel (8.0L)	1FTSW31P73E	

PE03-044 30318

Ad: Polal (2nd gen)

IVS is required to be ~~dry~~ lubed  
Grease migration from ~~IVS~~ IVS  
To POT

Fixed Polal

IVS is required to be ~~dry~~ dry  
~~fixed~~

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: PE03-044

CLAIM\_KEY: 1966836      RPR\_DT: 4/22/1998      MILE: 10508      TRN\_CD: 1  
MOL\_YR: 1998      AWS\_VL\_CD: F7      VIN\_CD: 1FTWXJ2F3XE [REDACTED]  
PART\_NUM\_CAUS\_PREF: FB1Z      PROD\_DT: 4/6/1998  
PART\_NUM\_CAUS\_BASE: 9F836      WRTY\_START\_DT: 4/24/1998  
PART\_NUM\_CAUS\_SUPP: AB      TRANS\_CD: TVF  
DEALER: KEITH HAWTHORNE FORD      ENG\_CD: TDS  
CUST\_CONG\_CD: OSU      COND\_CD: 42      DLR\_CD: 915      ST\_PROV\_CD: NC      CENTRY\_SOLD: USA

CUST\_TXT: "CUSTOMER STATES AT A STEADY SPEED,VEHICLE SPEEDS UP WITHOUT APPLYING ACCELERATOR,UNSTALL SPECIAL ORDER PART."

TECH\_TXT1: RAN NECESSARY TESTS. IN TIME REPLACE THROTTLE POSITION SENSOR. RETEST CLEAR

TECH\_TXT2:

*15 A. in AWS*

PE03-044 38328

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: PE03-044

CLAIM\_KEY: 2322531      RPR\_DT: 5/24/1998      MILEGE: 29125      TXN\_CD: E84  
MDL\_YR: 1998      AWP\_VL\_CD: F7      VIN\_CD: 1FTWW32F7X8 [REDACTED]  
PART\_NUM\_CAUS\_PREF: FB12      PRODN\_DT: 2/25/1998  
PART\_NUM\_CAUS\_BASE: 8F836      WRTY\_START\_DT: 4/25/1998  
PART\_NUM\_CAUS\_SUFF: AB      TRANS\_CD: T108  
DEALER: "SEWELL FORD, INC."      ENG\_CD: T105  
CUST\_CONG\_CD: 038      COND\_CD: 28      DLR\_CD: 2861      ST\_PROV\_CD: TX      CNTRY\_SOLD: USA

CUST\_TXT: AROUND 30 40 MPH ACCELERATES AND DECELERATES BY ITSELF WHEN GAMP OUTSIDE

TECH\_TXT1: TEST AND REPLACE ACELERATOR PEDAL ASSEMBLY, INTERMITT OMBY

TECH\_TXT2:

PE03-044 35321

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: **PE03-044**

CLAIM\_KEY: 18983121      RPR\_DT: 10/25/2001      MILGE: 80300      TXN\_CD: E72  
MOL\_YR: 1998      AWS\_VL\_CD: F7      VIN\_CD: 1FTW7K33F7008 [REDACTED]  
PART\_NUM\_CALL\_PREF: F81Z      PRDCH\_DT: 6/7/1998  
PART\_NUM\_CALL\_BASE: 9F835      WRTY\_START\_DT: 6/12/1998  
PART\_NUM\_CALL\_SUFF: AB      TRANS\_CD: TVF  
DEALER: MANSFIELD FORD LINCOLN-MERCURY      ENG\_CD: T08  
CLST\_CONC\_CD: P88      COND\_CD: 42      DLR\_CD: 3070      ST\_PROV\_CD: PA      CENTRY\_BOLD: USA

CUST\_TXT: "ACCELERATES BY ITSELF INT SUDDENLY AT CRUISE,BUCKS AT CRUISE IN 2ND GEAR AFTER ACCELERATION WORSE WHEN COLD"

TECH\_TXT1: "BEC OK,CLEARED CONT CODE ROAD TEST RAND OASIS NO HELP CALLED HOTLINE SAID CONNECT CFR TO TRY TO DUPLICATE POSSIBLE PCM CONCERN IF INPUTS OK,UPLOADED CFR AND REVIEW 4 RECORDINGS AP SIGNAL IS ERRATIC OR"

TECH\_TXT2: DERED THROTTLE PEDAL ASSY,REPL ASSY TEST BEC OK ROAD TEST OK

PE03-044 38322

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: PE03-044

CLAIM\_KEY: 21704607      RPR\_DT: 01/19/2002      NLDR: 71305      TXN\_CD: E72  
MOL\_YR: 1999      AHS\_VL\_CD: FT      VIN\_CD: 1F78W31F00 [REDACTED]  
PART\_NUM\_CAUS\_PREF: FB1Z      PRODN\_DT: 1/15/1999  
PART\_NUM\_CAUS\_BASE: 9F835      WKTY\_START\_DT: 2/1/1999  
PART\_NUM\_CAUS\_SUPP: AB      TRANS\_CD: TDS  
DEALER: "SYKORA FAMILY FORD, INC."      END\_CD: TDS  
CUST\_CONC\_CD: 060      COND\_CD: 42      DLR\_CD: 2522      ST\_PROV\_CD: TX      CTRY\_SOLD: USA

CUST\_TXT: VEHICLE WILL ACCELERATE BY ITSELF

TECH\_TXT1: ACC PEDAL FAULTY      ENGINE PERFORMANCE DIAGNOSTICS 7.3L DI TURBO ENGINE OAG

TECH\_TXT2:

PE03-044 38323



## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: PE03-044

CLAIM\_KEY: 18841258 RPR\_DT: 5/30/2002 MILGE: 33146 TXN\_CD: E84  
MDL\_YR: 2000 AWS\_VL\_CD: F7 VIN\_CD: 1FCWF36P1Y8  
PART\_NUM\_CAUS\_PREF: FB1Z PRODM\_DT: 3/29/2000  
PART\_NUM\_CAUS\_BASE: BF838 WRTY\_START\_DT: 12/5/2000  
PART\_NUM\_CAUS\_SUFF: AB TRANS\_CD: T/D6  
DEALER: "HARR MOTOR COMPANY, INC." ENG\_CD: T/D6  
CUST\_CONC\_CD: 011 COND\_CD: 41 DLR\_CD: 9113 ST\_PROV\_CD: MA CTRY\_SOLD: USA

CURT\_TXT: CUSTOMER STATES THE VEHICLE WENT TO WIDE OPEN WHILE GOING UP HILL GOT IT TO STOP BY SHUTTING VEHICLE OFF

TECH\_TXT1: TRUND DIESEL ENGINE PERFORMANCE TESTS, ROAD TEST SEVERAL TIMES TO LOCATE PROBLEM, FOUND ACCELERATOR PEDEL INTERMITTANTLY BINDING, REPLACE ACCELERATOR PEDEL AND SWITCH ASSEMBLY, ROAD TEST AFTER REPAIR

TECH\_TXT2:

PE03-044 36324

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: PE03-044

CLAIM\_KEY: 18718642 RPR\_DT: 11/15/2002 MRLGE: 7983 TXN\_CD: E72  
MEX\_YR: 2000 AYS\_VL\_CD: F7 VIN\_CD: 3FTSW31F6Y1  
PART\_NUM\_CAUS\_PREP: FB1Z PRDN\_DT: 1/31/2000  
PART\_NUM\_CAUS\_BASE: 9FE36 WRTY\_START\_DT: 2/17/2000  
PART\_NUM\_CAUS\_SUPP: AB TRANS\_CD: TDS  
DEALER: "PARKER MOTOR COMPANY, INC." ENG\_CD: TDS  
CUST\_CONC\_CD: D80 COND\_CD: 28 DLR\_CD: 20310 ST\_PROV\_CD: AZ CTRY\_SOLD: USA

CUST\_TXT: VEHICLE ACCELERATES ON ITS OWN ON BUMPY ROADS

TECH\_TXT1: CHECK FOR TAKES OFF ON ITS OWN ON BUMPY ROADS. PERFORM DIESEL DIAG & MONITOR RECORD & FOUND  
PEDAL GOING OPEN. INSTALL NEW PEDAL ASSEMBLY & RETEST

TECH\_TXT2:

PE03-044 36325

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: PE03-044

CLAIM\_KEY: 20726293      RPR\_DT: 5/15/2003      MILE: 54422      TOL\_CD: E72  
MDL\_YR: 2000      ABS\_VL\_CD: L1      VIN\_CD: 1FMSXK3F8YE  
PART\_NUM\_CAUS\_PRIIP: F81Z      PRODM\_DT: 7/25/2000  
PART\_NUM\_CAUS\_BASE: 9F838      WRTY\_START\_DT: 5/15/2000  
PART\_NUM\_CAUS\_BUFP: AB      TRANS\_CD: T08  
DEALER: AKINS FORD CORPORATION      ENG\_CD: T08  
CUST\_CONC\_CD: D41      COND\_CD: 42      OLR\_CD: 402      ST\_PROV\_CD: GA      CENTRY\_SOLD: USA

CURT\_TXT: CUST STATES TRUCK LUNGES FORWARD WITHOUT TOUCHING ACCELLORATOR PEDAL

TECH\_TXT1: ACCELERATOR PEDAL FAILED      ADD ON REPAIR PER SS

TECH\_TXT2:

PE03-044 35128

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: **PE03-044**

CLAIM\_KEY: 7288130      RPR\_DT: 3/5/2002      MILDE: 15083      TDM\_CD: EB4  
MDL\_YR: 2001      AWS\_VL\_CD: F7      VIN\_CD: 1FTNW21F41E [REDACTED]  
PART\_NUM\_CAUS\_PREF: 1C3Z      PRODN\_DT: 11/8/2000  
PART\_NUM\_CAUS\_BASE: 9F836      WRTY\_START\_DT: 6/8/2001  
PART\_NUM\_CAUS\_SUPP: BA      TRANS\_CD: TCS  
DEALER: DEBORAH AUTO CENTER INC      ENG\_CD: TDS  
CURT\_CONC\_CD: D11      COND\_CD: 1      DLR\_CD: 3591      ST\_PROV\_CD: IA      CNTRY\_SOLD: USA

CURT\_TXT: ACCELERATOR STUCK WIDE OPEN

TECH\_TXT1: REPLACE ACCELERATOR PEDAL ASSEMBLY

TECH\_TXT2:

PE03-044 36327

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: PE03-044

CLAIM\_KEY: 7382754 RPR\_DT: 3/11/2002 MILGE: 4923 TRM\_CD: 2  
MDL\_YR: 2001 AWS\_VL\_CD: F7 VIN\_CD: 1FTSXG1FX1E [REDACTED]  
PART\_NUM\_CAUS\_PREF: 1C3Z PRGM\_DT: 6/18/2001  
PART\_NUM\_CAUS\_BASE: SF338 WRTY\_START\_DT: 7/17/2001  
PART\_NUM\_CAUS\_SUPP: BA TRANS\_CD: T08  
DEALER: CRESTWOOD FORD INC ENG\_CD: T08  
CUST\_CONG\_CD: D36 CONG\_CD: 41 DLR\_CD: 3880 ST\_PROV\_CD: CT CNTRY\_BOLD: USA

CUST\_TXT: C S ENGINE ACCELERATES WHEN RELEASING ACCELERATOR

TECH\_TXT1: STICKING M TIME TO R ACCELERATOR PEDAL SWITCH

TECH\_TXT2:

PE03-044 38328

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: PE03-044

CLAIM\_KEY: 12176296 RPR\_DT: 12162002 MILE: 24836 TXI\_CD: E84  
MDL\_YR: 2001 ANS\_VL\_CD: F7 VIN\_CD: 1FTSW31F71E  
PART\_NUM\_CAUS\_PREF: F812 PRODM\_DT: 8/21/2000  
PART\_NUM\_CAUS\_BASE: 9F838 WRTY\_START\_DT: 12/27/2000  
PART\_NUM\_CAUS\_SUPP: A5 TRANS\_CD: T08  
DEALER: "MERIDIAN FORD SALES, INC." ENG\_CD: T08  
CUST\_CONG\_CD: D60 COND\_CD: 41 CLR\_CD: 8376 ST\_PROV\_CD: 10 CTRY\_SOLD: USA

CUST\_TXT: CUSTOMER STATES WHILE DRIVING AND HITTING ANY BUMP GAS PEDAL WILL DROP DOWN AND ACCELERATE. HAS HAD REPAIR DONE FOR THIS OVER YEAR AGO.

TECH\_TXT1: AP PEDAL REPLACED A.P. PEDAL DUE TO CONCERN

TECH\_TXT2:

PE03-044 38328

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: **PE03-044**

CLAIM\_KEY: 632016      RPR\_DT: 2/1/2002      MILEGE: 5385      TXM\_CD: 2  
MDL\_YR: 2002      AYS\_VL\_CD: F7      VIN\_CD: 3FTNW21F12M [REDACTED]  
PART\_NUM\_CAUS\_PREF: 1CSZ      FROM\_DT: 9/14/2001  
PART\_NUM\_CAUS\_BASE: 8F538      WRTY\_START\_DT: 10/27/2001  
PART\_NUM\_CAUS\_BUFF: 6A      TRANS\_CD: T/D6  
DEALER: COLORADO RIVER FORD LINCOLN ME      ENG\_CD: TAD6  
CUST\_CONC\_CD: H20      COND\_CD: 1      DLR\_CD: 1588      ST\_PROV\_CD: AZ      CNTRY\_BOLD: USA

CUST\_TXT: WHEN COMING UP TO STOP LIGHT VEHICLE WANTS TO KEEP GOING HAVE TO PUT IT IN NEUTRAL TO STOP VEHICLE  
LUNGES FORWARD

TECH\_TXT1: ACCEL PEDAL TEST FOUND OPEN CIRCUIT POSSIBLE PROBLEM REPLACED ASSEMBLY TEST DROVE 5388 6418  
TESTED OK

TECH\_TXT2:

PE03-044 36338

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: **PE03-044**

CLAIM\_KEY: 4822338 RPR\_DT: 2/28/2003 MRGE: 7336 TXM\_CD: 2  
MOL\_YR: 2002 ANS\_VL\_CD: F7 VIN\_CD: 1F0A957F82E  
PART\_NUM\_CAUS\_PREF: 1C3Z PROD\_DT: 8/24/2002  
PART\_NUM\_CAUS\_BASE: 9F536 WRTY\_START\_DT: 7/3/2002  
PART\_NUM\_CAUS\_SUFF: BA TRANS\_CD: T08  
DEALER: AUTOWAY FORD LINCOLN-MERCURY ENG\_CD: TDS  
CUST\_CONC\_CD: D11 COND\_CD: 42 DLN\_CD: 4891 ST\_PROV\_CD: FL CTRY\_SOLD: USA

CUST\_TXT: CUSTOMER STATES GAS PEDAL STAYED AT 2500 RPM BY ITSELF

TECH\_TXT: "NOP VERIFIED, PERFORMED DIESEL DIAG AND REPLACED ACCEL PEDAL ASS Y"

TECH\_TXT2:

PE03-044 36331



## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: **PE03-044**

CLAIM\_KEY: 00927      RPR\_DT: 3/10/2003      MIL\_G# : 2000      TXN\_CD: 2  
MOI\_YR: 2003      AWS\_VL\_CD: F7      VIN\_CD: 1FT0W21P73E [REDACTED]  
PART\_NUM\_CAUSE\_PREF: 1CSZ      PROD\_DT: 8/18/2002  
PART\_NUM\_CAUSE\_BASE: 0F038      WRTY\_START\_DT: 2/11/2003  
PART\_NUM\_CAUSE\_SUPP: BA      TRANS\_CD: T/D8  
DEALER : PEGUESHURST MOTOR COMPANY      INQ\_CD: T/D8  
CUST\_CONC\_CD: D41      COND\_CD: 42      DLR\_CD: 2530      ST\_PROV\_CD: TX      CENTRY\_BOLD: USA

CUST\_TXT: CK FOR VEHICLE DOES NOT IDLE DOWN WITH FOOT OFF ACCEL. CAN DRIVE AROUND WITHOUT ACCELERATOR

TECH\_TXT1: PERFORMANCE TEST 1 17 CHECK FUSE SYS 60 PSI ALL PASS CODES ROAD TEST AND CHECK FIDS; FOUND TP FID SLOW AND RETURN ONCE AND REPLACE REDAL ASS AND RETEST OK

TECH\_TXT2:

PE03-044 26332

## Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: PE03-044

CLAIM\_KEY: 158902      RPR\_DT: 8/3/2003      MILQI: 721      TXN\_CD: 1  
MIL\_YR: 2003      AOB\_VL\_CD: F7      VIN\_CD: 1FDW037P43E  
PART\_NUM\_CAUS\_PREF: 3C4Z      PROD\_DT: 2/3/2003  
PART\_NUM\_CAUS\_BASE: 5F836      WRTY\_START\_DT: 4/19/2003  
PART\_NUM\_CAUS\_SUPP: AA      TRANS\_CD: TVG  
DEALER: "ASHE COUNTY MOTORS, INC."      ENQ\_CD: T7B  
CUST\_CONG\_CD: 03H      COND\_CD: 42      DLR\_CD: 903      ST\_PROV\_CD: NC      CTRY\_SOLD: USA

CUST\_TXT: SOMETIMES EXCELERATES IN REVERSE ON ITS OWN

TECH\_TXT1: RAN PERFORMANCE TESTS AND REPL PEDAL ASSY

TECH\_TXT2:

PE03-044 38333

# Warranty Claims

Claims for Inquiry: PE03-044

Inquiry: PE03-044

CLAIM\_KEY: 1039888      RPR\_DT: 7/2/2003      MIL08: 2567      TDM\_CD: 2  
MDL\_YR: 2003      AWS\_VL\_CD: F7      VIN\_CD: 1FTSW30P13E [REDACTED]  
PART\_NUM\_CAUSE\_PREF: 3C3Z      PRODM\_DT: 12/19/2002  
PART\_NUM\_CAUSE\_BASE: 9F038      WRTY\_START\_DT: 5/20/2003  
PART\_NUM\_CAUSE\_SUFF: BA      TRANS\_CD: T/BE  
DEALER: UTHA FORD LINCOLN MERCURY OF      ENG\_CD: T/YB  
CUST\_CONC\_CD: 011      COND\_CD: 42      DLR\_CD: 7614      ST\_PROV\_CD: OR      ENTRY\_SOLD: USA

CUST\_TXT: 'CUST STATES THROTTLE STICKS, RPM STAYED UP TO 1800'

TECH\_TXT1: 'PERFORM PERFORMANCE DIAG 1 & PASS CODES, REPL THROTTLE ASSY      RECK OK'

TECH\_TXT2:

PE03-044 38334

**ANALYTICAL WARRANTY SYSTEM**

**Vehicle Information Report**

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN: 1FTNW21P21E [REDACTED]    Vch Libr: LP7 - F25HD030M00350 (P9-D4)    Body Style: \*  
 Model Year: 2001    Market Deriv: LF - FORD DIVISION DERIVATIVE    Mileage Serial Num: 166678  
 Vch Type: T    Drvs Code: T8 - 4 WHL L&R PART TIME DRIVE Engine: T86 - NAVSTAR 7.3L OHV DI TC V8 D&L  
 Inv. Dealer: 02520    Body Csb Style: -DOUBLE CAB (CREW CAB)    Transmission: T86 - 4 SP AUTO (DIESEL APPL)  
 Vehicle Status: 800    Variant/Model: T8D - ZD SERIES  
 Cadet  
 Trace Tag Serial No:  
 -----

NA

Trace Trans Serial No:  
 NA

**BUILD INFORMATION:**

Region: NA - 00000000    Plant: A1 - KENTUCKY TRUCK PLANT BUILD  
 Country: USA - 00000000    Prod Date: 25-MAY-2001

**SALE INFORMATION:**

Region: NA - 00000000    Selling Dealer: LD460 - \*  
 Country: USA - 00000000    Selling Dtr: 207001 TX  
                                  Buyer St/Prov: TX  
 Arrival Date: 01-JUN-2001    Resl Chrgpt Lease: \*  
 Sale Date: 08-JUL-2001    Fleet/Status/Cs: Lease R  
 Warranty Start Date: 09-JUL-2001    Modified Vehicle: \* Vehicle Const Flag  
 Orig Warranty Date: 09-JUL-2001    Recaptured Vehicle: \* Vehicle Export Flag: N

FORD-044 30035

PRODUCED BY FORD

**VOCE/OC:**

2111222222222222 2 112 122222 22 22 222222222222 2222 22 2 222 2 2 22 21  
 22222 2222 22222

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	TIB - MANUAL AIR CONDITIONER	GVW Codes:	
Alternator Amp Rating:	EE	GVW Class Code:	N
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	EQAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axis Type:	EEIAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	EA	Paint:	PHYWS - OXFORD WHITE WB GC-W/B
Brake Code:	FBAB - 4 WEL ANTI-LOCK BRAKES	Power Windows:	* - [N/A]
Brake Code(Alternate):	* - [N/A]	Radiator:	EE - ELECT FIRM STRONGSTEEL/SCOLE
Calibration Code:	1F7190CA	Rental System:	* - [N/A]
Color(Access):	* - [N/A]	Single Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Manufacturer:	AC -
Delivery Type:	B	Tire Brand:	WIXL -
Drivetrain Code:	D	Tire Size:	D3YK - [T265/71R-15E OWL A-T BSW
Fuel Tank:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	AJ - DUBEL FUEL CAPABILITY	Wheel Base:	

**TIRE DOT INFORMATION:**

LF: VNWE1XL1901 RP: VNWE1XL1901  
 LR: VNWE1XL1901 RH: VNWE1XL1901  
 LL: \* RH: \*

SPARE: ECWE1XM1901 DOT Plant Manufacturer: VN - BRIDGESTONE/PRESTONE INC. ; JOLIOTE ; QUEBEC ; CANADA

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code	TB - TB
ESP Coverage(Mile):	* Emission Cert Type	.
ESP Coverage(Ton):	* Emission Test Refs	.
ESP Plant Year:	* Engine Family	.
ESP Signature Date:		

Any comments?

<https://web.aws.supp.ford.com/cgi-bin/jha/vehinfo.cgi>

7/2/2003

PROD-044 2003M

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FORD-044 26337

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<https://web.aws.supp.ford.com/cgi-bin/jln/vehinfo.cgi>

7/2/2003

**ANALYTICAL WARRANTY SYSTEM**

**Standard Claims List For Model Year 2001**

Note: All Costs are in US Dollars

VIN	VEH LINE	MKT DERIV	BODY CAR	VER SERIES	DRIVE TYPE	FLT CD	DES CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TR	WOC	CPWC_5	PRFB	BASE	SUFF	COC	CD	IRST (Miles)	
1FTNW21F21E	177	TF	TBC	TBD	TE	A1	TDM	TDS	25-MAY-2001	09-REL-2001	152460	USA	19	5701	021001	XC3Z	09836	BA	D42	28	12698	
AWB Claim Key:		1250041	Trx Code:	EB4	Labour Hrs:	9	Labour Cost:	55.41	Material Cost:	81.52	Total Cost:	136.93										
Dr. Co-Sub Cd:		02399	Name:	MCGILVRAY FORD LINCOLN MERCURY, INC.		Ph:	983-673773	St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	16-JAN-2003	Doc #:	813025801					
Cmt Comments:		ENGINE WONT ACCEL AT TIMES, ONLY IDLES																				
Tech Comments:		TEST WONT ACCEL ONLY IDLES CK ENG LIGHT COMES ON E080 PASS CONT CODE P0321 REPLACE FAILED ACCEL PEDAL ASSEMBLY RETEST E080 PASS CONT CODE PASS																				
1FTNW21F21E	177	TF	TBC	TBD	TE	A1	TDM	TDS	25-MAY-2001	09-REL-2001	152460	USA	19	7607	180101	XC3Z	18840	LA	C30	42	12698	
AWB Claim Key:		1250041	Trx Code:	EB3	Labour Hrs:	6	Labour Cost:	57.64	Material Cost:	341.14	Total Cost:	398.78										
Dr. Co-Sub Cd:		02399	Name:	MCGILVRAY FORD LINCOLN MERCURY, INC.		Ph:	983-673773	St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	16-JAN-2003	Doc #:	813025802					
Cmt Comments:		OCCASIONAL HES. WILL SHOW SPEED BUT NO MILES																				
Tech Comments:		ROAD TEST FOUND SPEED WORKS NORMAL TRIPMETER, AND IGNITION DROP NECESSARY TO REPLACE CLUSTER REPLACE INSTRUMENT CLUSTER																				
1FTNW21F21E	177	TF	TBC	TBD	TE	A1	TDM	TDS	25-MAY-2001	09-REL-2001	152460	USA	19	.	.	.	.	.	.	.	.	12698
AWB Claim Key:		1250041	Trx Code:	01821	Labour Hrs:	1.4	Labour Cost:	87.73	Material Cost:	39.32	Total Cost:	127.05										
Dr. Co-Sub Cd:		02399	Name:	MCGILVRAY FORD LINCOLN MERCURY, INC.		Ph:	983-673773	St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	16-JAN-2003	Doc #:	813025803					
Cmt Comments:		SAFETY RECALL 01821 SEATED:																				
Tech Comments:		SAFETY RECALL 01821 A3 DRIP:																				

Any comments?

PROD-444 3/2003

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**ANALYTICAL WARRANTY SYSTEM****Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 2001; Claim Key = 12590343

**Vehicle Information**

Model Year: 2001

Market Derived: T/F - FORD DIVISION DERIVATIVE

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Version/Series: T/BD-250 SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/F7-F250HD/350/450/550 [99-04]

Warranty Start Date: 09-JUL-2001

Production Date: 25-MAY-2001

VIN: 1FTNW21F21E1 [REDACTED]

**Claim Information**

Document Number: 13025801

Repair Date: 16-JAN-2003

Distance: 12698

TIS: 19

**Dealer Information**

Dealer Name MCGILVRAY FORD LINCOLN MERCURY

Dealer Code: 02399 - \*

Address: 2970 HIGHWAY 31 EAST

City: ATHENS

State: TX Zip Code: 75752

Country: USA Region Code: NA

Phone: (903)575-5753

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 56.41

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 81.62

Total Cost Gross: 138.03

FORD-04 38330

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Cust. Concern Code: D42 - POOR PERFORMANCE/LACKS POWER

Condition Code: 28 - OPEN CIRCUIT

Technician Comment: TEST WONT ACCEL ONLY IDLES CK ENG LIGHT COMES ON KOEO PASS CONT CODE P0221  
 REPLACE FAILED ACCEL PEDAL ASSEMBLY RETEST KOEO PASS CONT CODE PASS

Customer Comment: ENGINE WONT ACCEL, AT TIMES, ONLY IDLES

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EBC - (QUICK TEST) DIAGNOSIS	12.54
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	6.27
12650D45	PIN POINT TEST DIAGNOSIS	18.8
MT9F836		18.8

Causal Part Number	Part Description	Part Extended	CPSC	Quantity	Amount
Flag PREF BASE SUFF					
Y 1C3Z 9F836 BA	PEDAL & SENSOR ASY	031801	1	1	81.62

Any comments?

FORD-044 38340

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**ANALYTICAL WARRANTY SYSTEM****Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 2001; Claim Key = 12590342

**Vehicle Information**

Model Year: 2001

Market Derived: T/F - FORD DIVISION DERIVATIVE

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Version/Series: T/BD-250 SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/F7-F250HD/350/450/550 [99-04]

Warranty Start Date: 09-JUL-2001

Production Date: 25-MAY-2001

VIN: 1FTNW21F21E [REDACTED]

**Claim Information**

Document Number: 13025802

Repair Date: 16-JAN-2003

Distance: 12698

TIS: 19

**Dealer Information**

Dealer Name MCGILVRA Y FORD LINCOLN MERCURY

Dealer Code: 02399 - \*

Address: 2970 HIGHWAY 31 EAST

City: ATHENS

State: TX Zip Code: 75752

Country: USA Region Code: NA

Phone: (903)575-5753

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 37.61

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 311.14

Total Cost Gross: 348.75

FORD-044 38341

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Cust. Concern Code: G30 - ODOMETER TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: ROAD TEST FOUND SPEEDO WORKS NORMAL TRIPMINDER AND ODOMETER INOP NECESSARY TO REPLACE CLUSTER REPLACE INSTRUMENT CLUSTER

Customer Comment: ODOMETER INOP. WILL SHOW SPEED BUT NO MILES

Labor Op Code	Labor Op Description	Labor Op Cost
17255A	SPEEDOMETER ASSEMBLY REPLACE	37.61

  

Cancel	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	XC3Z 10849 LA	CLUSTER ASY-INST PNL	130101	1	311.14

ANY COMMENTS?

1-800-844-3892

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**ANALYTICAL WARRANTY SYSTEM****Claim Detail Report**

Note: All Costs are in US Dollars

Model Year = 2001; Claim Key = 12590341

**Vehicle Information**

Model Year: 2001

Market Derived: T/F - FORD DIVISION DERIVATIVE

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Version/Series: T/BD-250 SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/F7-F250HD/350/450/550 [99-04]

Warranty Start Date: 09-JUL-2001

Production Date: 25-MAY-2001

VIN: 1FT1NW21F21E [REDACTED]

**Claim Information**

Document Number: 13025803

Repair Date: 16-JAN-2003

Distance: 12698

TIS: 19

**Dealer Information**

Dealer Name: MCGILVRA Y FORD LINCOLN MERCURY

Dealer Code: 02399 - \*

Address: 2970 HIGHWAY 31 EAST

City: ATHENS

State: TX Zip Code: 75752

Country: USA Region Code: NA

Phone: (903)575-5753

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 87.75

Misc. Expense Amount: 6.27

Part Markup Amount:

Material Cost: 39.32

Total Cost Gross: 133.34

Cust. Concern Code: \* -

Condition Code: \* - [N/A]

Technician Comment: SAFETY RECALL 01S21 A.3 INSPECTION FAILED INSPECTION REPLACE BOTH FRT SEAT BELTS

Customer Comment: SAFETY RECALL 01S21 SEATBELT INSPECTION

<https://web.svsapp.ford.com/cgi-bin/jlu/detailcm20.cgi?srvc=ecodk2x&modelyr=2001&claimkey=12590341>

7/2/2003

FORD-044 38903

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Labor Op Code	Labor Op Description	Labor Op Cost
01S211		87.75

---

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Extended Amount
N	1C3Z 2561203	CAA SEAT BELT BUCKLE END 011001		1	19.05
N	1L7Z 7861202	AAA SEAT BELT BUCKLE END 01XXXX		1	20.27

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Any comments?

PROD-04 3034

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## NHTSA's Vehicle Owner Questionnaire (VOQ) Database

## Detail Report From

VIN Like '1FTNW21F21E[REDACTED]' AND

Total No of Records found (1)

Item No	ODI No	Manufacturer	Model Yr	Make	Model	Vin #	City	State	Component
1	10016862	FORD MOTOR COMPANY	2001	FORD	F250 SUPER DUTY	1FTNW21F21E[REDACTED]	HOUSTON	TX	VEHICLE SPEED CONTROL/ACCELERATOR PEDAL
Fall Date : 07-JUN-02		Letter Date : 01-MAY-03			Date Added to NHTSA File : 01-MAY-03				
Crash: Y		Injured: 3		Fire: N		Deaths: 1		Occurrences: 1 Miles:	
Summary		2001 YEAR MODEL FORD F250. DRIVER ATTEMPTED TO MAKE LEFT HAND TURN IN FRONT OF A MINIVAN. THE DRIVER INDICATED THAT THE TRUCK WOULD NOT ACCELERATE AND CAUSED A HEAD-ON COLLISION AND KILLED THE DRIVER OF THE MINIVAN. LATER, THE TRUCK WAS FOUND TO HAVE A FAULTY ACCELERATOR PEDAL ASSEMBLY KIT.							



Click on this Download Image button to download current screen data as an Excel file.

Data Contact Contact: Frank Gamm  
 Data Downloaded Date: September 18, 2003  
 This Report Generated: Mon Sep 22 11:34:45 2003

1-800-4-A-FORD

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[http://www.esf.ford.com/aso/apps/nhtsa/voq/cgi-bin/sql\\_voq.cgi?odi=&vin=1FTNW21F21E\[REDACTED\]&st=&md=&yr=&mk...](http://www.esf.ford.com/aso/apps/nhtsa/voq/cgi-bin/sql_voq.cgi?odi=&vin=1FTNW21F21E[REDACTED]&st=&md=&yr=&mk...) 9/22/2003

NETSA's Vehicle Owner Questionnaire (VOQ) Database  
 Summary Report From ODI No : 10016862

Record No	1
ODI No	10016862
Manufacturer	FORD MOTOR COMPANY
Model Yr	2001
Make	FORD
Model	F250 SUPER DUTY
VIN#	1F1N721F21ED06258
City	HOUSTON
State	TX
Component	VEHICLE SPEED CONTROL-ACCELERATOR PEDAL
Summary	2001 YEAR MODEL FORD F250. DRIVER ATTEMPTED TO MAKE LEFT HAND TURN IN FRONT OF A MINIVAN. THE DRIVER INDICATED THAT THE TRUCK WOULD NOT ACCELERATE AND CAUSED A HEAD-ON COLLISION AND KILLED THE DRIVER OF THE MINIVAN. LATER, THE TRUCK WAS FOUND TO HAVE A FAULTY ACCELERATOR PEDAL ASSEMBLY KIT.
Failure Date	07-JUN-02
Miles	
Accident	Y
Injured	3
Deaths	1
Fire	N
Occur	1
Date of Letter/Received	01-MAY-03
Date added to file	01-MAY-03

FORD-04 2003

PRODUCED BY FORD



Data Contact Contact: Frank Gauri  
Data Downloaded Date: September 18, 2003  
This Report Generated: Mon Sep 22 11:34:57 2003

PERO-044 30047

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NVMP510

NAVIS Vehicle Inquiry

06/18/03 11:31:13

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==>
VEHICLE ID: 1F1E (WV1PSSSSSS) VIN: 1FTNW21F21E DIV: 2 Status: 800
Vehicle Line: TF7 Convy Deliv: 060101 Orig P-Lvl: 140 Selling Dlr: 52L460
Order Receipt: 032801 ShipTo Stat: Curr P-Lvl: 140 Sale Date: 070901
Orig Sched: 052101 Rls-To Stat: TX Order Dir/Reg: 52465/52 Demo Dt:
Inv Prep: 051701 Orig Int St: 060401 Orig Rls Dlr: 52465 Deliv Type: B
Prod Date: 052501 Curr Int St: 060401 Rls Dlr P&A: 02529 Sales Prd: 001072
Rls Date: 052501 Dirfin Ext: 062201 Warr Start: 070901 Cancel Sl:
Memo Consign: PAC Ext: 062201 Warrs-Ind: Sale Status: G
Orig Pitbus: 052401 Advert Ext: 062201 -Date- -Dealer- -Region-
Curr Pitbus: 052401 Shipped: 052501
T/Name: Curr Stock: 070801 52L460 52
Addr: TX 1st-Prior: 052501 52465
City: MABANK W/A-Receipt: 071801 2nd-Prior:
Zip: Warr-Ins-Ind: U 3rd-Prior:
V.O.# 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
W211E1S63 K 132 12D7383 SC KH 39C124RLSNVET 2X6S SM B 52N465891 21
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
R 8MS 4 8 F1FTW2D5 608A 9P9TX
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

```

OGDB427

FR83-844 38348

NVNP520

NAVIS Financial Screen

06/18/03 11:31:18

VEHICLE ID: 1FL [REDACTED] (WVYF888888) VIN: 1FTNW21F21E [REDACTED] DIVI 2 Status: 800

Financial Data-

Orig Totl Inv:	35875.20	A-Plan Price:	34119.20	Predel Invoice:	.00
Curr Totl Inv:	35875.20	Total Adj:	.00	Sched-A GST:	.00
Base Vehicle:	28491.00	Base Adj:	.00	FOC GST:	.00
Options:	6055.00	Option Adj:	.00	Price Protect:	.00
Base Holdback:	983.00	Base Hb Adj:	.00	Chargeback Amt:	
Optn Holdback:	216.00	Option Hb Adj:	.00	30-Day FP Amt:	.00
Misc Charges:	.00	Gas Amt:	34.20	Floor Plan:	127.06
Finance Chrgs:	415.00	Sched-B Amt:	715.00	PAC Charge:	71.68
FDAF/LMDA:	165.00	Mktng Contrib:	325.00	Pre-Dlvry Amt:	.00
		X-Plan Price:	35483.96		

Financing Data-

Finance Source:	0000001	O-Warr Start:	070901	Release Date:	052501
Orig Int St-Sw:	N	Co Tag Number:		Transit Time:	8
Ret Draft Ind:		Pre-del Date:		Rls Plus Trans:	060201
Floor Plan Date:	062201	Prdlvry S.Code:		Ramp Code:	34
Advt Comm Code:	A	Lease Code:		Method Shipped:	7
Upfront FP Ind:		Invoice In-Procs:	010000	Memo Cons Lost:	

F1=Help F2=Exit F4=Primary Menu F6=Screen #1 F9=Screen #3

OGDB427

FEB-04 10:34

NVNP510

MAVIS Vehicle Inquiry

06/18/03 11:31:19

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-->
VEHICLE ID: 1F1E (WVFPB8888) VIN: 1F1NW21F21E Div: 2 Status: 800
Vehicle Line: TP7 Convoy Deliv: 060101 Orig P-Lvl: 140 Selling Dlr: 521460
Order Receipt: 032801 ShipTo Stat: Curr P-Lvl: 140 Sale Date: 070901
Orig Sched: 052101 Als-To Stat: TX Order Dlr/Reg: 52465/52 Demo Dt:
Inv Prep: 051701 Orig Int St: 060401 Orig Rls Dlr: 52465 Deliv Type: E
Prod Date: 052501 Curr Int St: 060401 Rls Dlr P&A: 02529 Sales Prd: 001072
Rls Date: 052501 Dirfin Ext: 062201 Warr Start: 070901 Cancel Sl:
Memo Consign: P&C Ext: 062201 Warrs-Ind: Sale Status: G
Orig Flthos: 052401 Advert Ext: 062201 -Date- -Dealer- -Region-
Curr Flthos: 052401 Sleepn SH: Shipped: 052501
T/Name: Curr Stock: 070801 521460 52
Addr: State: TX 1st-Prior: 052501 52465
City: MARIANA W/A-Receipt: 071801 2nd-Prior:
Zip: Warr-Ins-Ind: U 3rd-Prior:
V.O. 2 3 4 5 6 7 8
1234567890123456789012345678901234567890123456789012345678901234
W211R1563 K 132 12D7383 SC KH 39C124RL5NVET 2K68 SM B 52M465891 X1
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
R SHS 4 8 FIFTHDS 608A 9F9TX
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

```

OGDB427

PE03-044 36388

NAVIS530

NAVIS Inquiry Screen #3

06/18/03 11:31:21

VERICOR ID: 1F1E [REDACTED] (WWW/PSE/SES) VIN: 1FTNN21F21E [REDACTED] DIV: 2 Status: 800

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

Selling FIN:  
Sold-To Fin:

Distr Status: p  
Last NAVIS St: 071801  
Distr Stat Dt: 060101  
Last Activity: 091001  
Serialized Dte: 041201  
Scheduled Dte: 052101  
Mexico Status:

Component Data - - - - -

Dr Post/Calib: Tire Brand:  
Main Cntl Lbl: KBC: PNT3  
Engine Tag Cd: BE002AB  
Engine Serial: 1666078  
Driver Airbag: LAKG095031781  
Passngr Airbag: 2B135108R Axle:

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

OGDB427

FORD-44 30381

CSCN140

VEHICLE DATA

05/18/03 11:51:44

==>

ENTER VIN ==> 1FTNW21E21E

NAME ==> [REDACTED] IN ZIP ==> [REDACTED] MODEL YR ==>

OWNER NAME :

STREET ADDR :

CITY : NABANK

ST/PRV: TX CTRY:

ZIP/POSTAL CODE:

N/A YY-MM-DD 01-08-17

N/A SOURCE: P

MODEL YEAR : 01 PLANT: E

SALE YY-MM-DD 01-07-09

BODY STYLE DESC: F-250 CREW CAB 4X4

PRODUCTION YY-MM-DD 01-05-25

VEHICLE DESC : 2001 F-SERIES

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	PCSD REGION
SHIP-TO	1	52	G	460	46	52
FACING	1	52	G	460		
RESPONSIBLE	1	52	G	465		

CA EMISSION : ENGINE TAG CODE : BE002AB

CAMPAIGN COUNTS

NAVIS STATUS : 800

COMPANY CAR IND :

TOTAL CAMPAIGNS : 03

DSO DISTRICT :

FLEET CODE :

OPEN : 01 CLOSED : 02

DSO NUMBER :

FLEET STATUS :

ACTIVE: 03 HISTORY: 00

F1-INQUIRY F3-EXIT F4-G160 F5-G150 F8-CONTINUE SEARCH F9-G130

OCDB427

F883-844 36382

CSCN150

CAMPAIGN VEHICLE INFORMATION

06/18/03 11:31:47

ENTER CAMPAIGN NUMBER==> 01S21 VIN==> 1FINW21F21E TYPE OF SEARCH: A  
 MODEL YEAR: 01 DEFECT: SEAT BELT BODY STYLE: F-250 CREW CAB 4X4  
 NEW STATUS CODE: \_\_\_\_\_ CAMP DIV : 6  
 REPAIR INFORMATION: TYPE CODE: \_\_\_\_\_ SUPP CODE : B  
 REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_ KIT CODE : CC  
 MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_ OASIS DATE : 01-07-06  
 DELETE REASON: \_\_\_\_\_ VENDOR N/A INFORMATION:  
 RESP DEALER INFORMATION: NEW: \_\_\_\_\_ IND: MATCH CODE: 1  
 CURRENT: 1 52.465 ASSIGNED: 02-10-30 SOURCE: PX EXTRACT DATE: 02-10-30  
 \*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
C	COMPLETE	03-01-23	I	03-01-16	02399	130258	DN7AG3A		AC
M	RELEASED FOR MAILING	02-09-23							
M	RELEASED FOR MAILING	02-03-20							
M	RELEASED FOR MAILING	01-09-05							
M	RELEASED FOR MAILING	01-07-13							
R	READY TO RELEASE	01-07-06							

DELETE REASON:  
 F1-INQUIRY F2-G140 F3=EXIT F5=G130 F7-FIRST F8-NEXT F9-MORE STATUS  
 F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)  
 I037-NO MORE DATA TO DISPLAY

0GDB427

FEB-844 16383

CSCN130

NOTIFICATION RECIPIENT HISTORY

06/18/03 12:31:48

ENTER CAMPAIGN NBR ==> 01821 VIN ==> 1FTW21F21E [REDACTED]  
 DEFECT : SEAT BELT BODY STYLE DESC: F-250 CREW CAB 4X4  
 RESP DEALER : 152465 BEGINNING MAILED DATE: 02-10-01 YY-MM-DD  
 RELEASE DESC : ALL OSU FOLLOWUP ENDING MAILED DATE : 02-10-10 YY-MM-DD  
 CAMPAIGN DIV : [REDACTED] FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED] INITIALS:  
 STREET ADDR1 : [REDACTED]  
 ADDR2 : ST/PRV: TX  
 CITY : MABANK CTRY:  
 ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A REF DATE: 01-08-17 YY-MM-DD

\*\*\*\*\*  
 RESP DEALER : 152465 BEGINNING MAILED DATE: 02-03-26 YY-MM-DD  
 RELEASE DESC : ALL OSU FOLLOWUP ENDING MAILED DATE : 02-03-28 YY-MM-DD  
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED] INITIALS:  
 STREET ADDR1 : [REDACTED]  
 ADDR2 : ST/PRV: TX  
 CITY : MABANK CTRY:  
 ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A REF DATE: 01-08-17 YY-MM-DD

F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140  
 I032-PRESS F8 FOR MORE DATA OGDB427

FEB3-044 36384

CSCN130  
==>

NOTIFICATION RECIPIENT HISTORY

06/18/03 11:31:49

ENTER CAMPAIGN NBR ==> 01921      VIN ==> 1FTNW21F21E [REDACTED]  
DEFECT : SEAT BELT      BODY STYLE DESC: F-250 CREW CAB 4X4  
RESP DEALER : 152465      BEGINNING MAILED DATE: 01-09-17 YY-MM-DD  
RELEASE DESC : POSTCARD FOLLOWUP      ENDING MAILED DATE : 01-09-24 YY-MM-DD  
CAMPAIGN DIV : [REDACTED]      FLEET CODE:      FLEET MGMT LOC CODE:  
LAST NAME : [REDACTED]      INITIALS:  
STREET ADDR1 : [REDACTED]  
          ADDR2 : [REDACTED]      ST/PRV: TX  
CITY : MARANK      CTRY:  
ZIP/POSTAL CODE: [REDACTED]      N-A SOURCE: N N-A EFF DATE: 01-07-18 YY-MM-DD  
\*\*\*\*\*  
RESP DEALER : 152465      BEGINNING MAILED DATE: 01-07-25 YY-MM-DD  
RELEASE DESC : NEW ISSUE TOTAL      ENDING MAILED DATE : 01-07-27 YY-MM-DD  
CAMPAIGN DIV : 6      FLEET CODE:      FLEET MGMT LOC CODE:  
LAST NAME :      INITIALS:  
STREET ADDR1 :  
          ADDR2 :      ST/PRV:  
CITY :      CTRY:  
ZIP/POSTAL CODE:      N-A SOURCE: N N-A EFF DATE: 01-01-01 YY-MM-DD  
F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140  
I048-LAST PAGE      OGD8427

F803-844 36355



CSCN150

CAMPAIGN VEHICLE INFORMATION

06/18/03 11:31:51

ENTER CAMPAIGN NUMBER--> 01V05 VIN--> 1FTNW21P21E [REDACTED] TYPE OF SEARCH: A  
 MODEL YEAR: 01 DEFECT: SEAT BELT BODY STYLE: F-250 CREW CAB 4X4  
 NEW STATUS CODE: \_\_\_\_\_ CAMP DIV : 6  
 REPAIR INFORMATION: TYPE CODE: \_\_\_\_\_ SUPP CODE : B  
 REPAIR DATE: \_\_\_\_\_ DEALER P/A: \_\_\_\_\_ KIT CODE : CC  
 MICRO REF: \_\_\_\_\_ CLAIM NUM: \_\_\_\_\_ OASIS DATE : 01-06-25  
 DELETE REASON: \_\_\_\_\_ VENDOR N/A INFORMATION:  
 RESP DEALER INFORMATION: NEW: \_\_\_\_\_ IND: MATCH CODE: 1  
 CURRENT: 1 52.465 ASSIGNED: 02-10-30 SOURCE: PX EXTRACT DATE: 02-10-30  
 \*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
S	CAMP-PROG SUPERCEDED	01-11-12	S	01-11-12				SUPERCD	OL
R	READY TO RELEASE	01-06-25							

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5=G130 F7-FIRST F8-NEXT F9-MORE STATUS  
 F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)  
 I037-MO MORE DATA TO DISPLAY

OGDB427

F883-844 38388

CSCN130

NOTIFICATION RECIPIENT HISTORY

06/18/03 11:31:52

==>

OFFER CAMPAIGN NBR ==> 01V05      VIN ==> 1PTW21P21E [REDACTED]  
 DEFECT : \_\_\_\_\_ BODY STYLE DRSC: \_\_\_\_\_  
 RESP DEALER : \_\_\_\_\_ BEGINNING MAILED DATE: \_\_\_\_\_ YY-MM-DD  
 RELEASE DESC : \_\_\_\_\_ ENDING MAILED DATE : \_\_\_\_\_ YY-MM-DD  
 CAMPAIGN DIV : \_\_\_\_\_ FLEET CODE: \_\_\_\_\_ FLEET MGMT LOC CODE: \_\_\_\_\_  
 LAST NAME : \_\_\_\_\_ INITIALS: \_\_\_\_\_  
 STREET ADDR1 : \_\_\_\_\_  
 ADDR2 : \_\_\_\_\_ ST/PRV: \_\_\_\_\_  
 CITY : \_\_\_\_\_ CTRY: \_\_\_\_\_  
 ZIP/POSTAL CODE: \_\_\_\_\_ N-A SOURCE: \_\_\_\_\_ N-A EFF DATE: \_\_\_\_\_ YY-MM-DD  
 \*\*\*\*\*  
 RESP DEALER : \_\_\_\_\_ BEGINNING MAILED DATE: \_\_\_\_\_ YY-MM-DD  
 RELEASE DESC : \_\_\_\_\_ ENDING MAILED DATE : \_\_\_\_\_ YY-MM-DD  
 CAMPAIGN DIV : \_\_\_\_\_ FLEET CODE: \_\_\_\_\_ FLEET MGMT LOC CODE: \_\_\_\_\_  
 LAST NAME : \_\_\_\_\_ INITIALS: \_\_\_\_\_  
 STREET ADDR1 : \_\_\_\_\_  
 ADDR2 : \_\_\_\_\_ ST/PRV: \_\_\_\_\_  
 CITY : \_\_\_\_\_ CTRY: \_\_\_\_\_  
 ZIP/POSTAL CODE: \_\_\_\_\_ N-A SOURCE: \_\_\_\_\_ N-A EFF DATE: \_\_\_\_\_ YY-MM-DD  
 F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140  
 #006-CAMPAIGN NUMBER INVALID      CGDB427

PE89-044 38387

CSCN150

CAMPAIGN VEHICLE INFORMATION

06/18/03 11:31:54

ENTER CAMPAIGN NUMBER=> 02L11 VIN=> 1FTNW21F21E [REDACTED] TYPE OF SEARCH: A  
 MODEL YEAR: 01 DEFECT: LUG NUT TORQ BODY STYLE: F-250 CREW CAB 4X4  
 NEW STATUS CODE: .  
 REPAIR INFORMATION: TYPE CODE: CAMP DIV : 6  
 REPAIR DATE: DEALER P/A: SUPP CODE :  
 MICRO REF: CLAIM NUM: KIT CODE : AA  
 DELETE REASON: OASIS DATE :  
 RESP DEALER INFORMATION: NEW: VENDOR N/A INFORMATION:  
 IND: MATCH CODE: 1  
 CURRENT: 1 52.465 ASSIGNED: 02-10-30 SOURCE: PX EXTRACT DATE: 02-10-30  
 \*\*\*\*\* STATUS INFORMATION: \*\*\*\*\* REPAIR INFORMATION: \*\*\*\*\*

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
M RELEASED FOR MAILING	02-11-07							
H AWAITING MAILING	02-10-29							

DELETE REASON:  
 F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS  
 F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)  
 I037-NO MORE DATA TO DISPLAY

OGDB427

PE83-044 36368

CSCW130

NOTIFICATION RECIPIENT HISTORY

06/18/03 11:31:55

ENTER CAMPAIGN NBR ==> 02L11 VIN ==> 1FTNW21F21E [REDACTED]  
 DEFECT : LOG NOT TORQ BODY STYLE DESC: P-250 CREW CAB 4X4  
 RESP DEALER : 152465 BEGINNING MAILED DATE: 02-11-15 YY-MM-DD  
 RELEASE DESC : NI PART MDLYR LINE ENDING MAILED DATE : 02-11-26 YY-MM-DD  
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : [REDACTED] INITIALS:  
 STREET ADDR1 : [REDACTED]  
 ADDR2 : [REDACTED] ST/PRV: TX  
 CITY : MABANK CTRY:  
 ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 01-06-17 YY-MM-DD

\*\*\*\*\*

RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD  
 RELEASE DESC : ENDING MAILED DATE : YY-MM-DD  
 CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:  
 LAST NAME : INITIALS:  
 STREET ADDR1 :  
 ADDR2 : ST/PRV:  
 CITY : CTRY:  
 ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD

F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7-FIRST PAGE F8-NEXT PAGE F9=G140  
 I048-LAST PAGE OGDB427

FEB-044 36368

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	MAEANK		TX	[REDACTED]
Country:	USA	Language:	EN		
Cell Phone:		Pager:			
Preferred Contact method:		Fac:			
Preferred Contact Time:		Email:			

PE83-814 38388

VIN	Year Model	Vehicle List	Sales Type	Owner Status	Vehicle Info
1FTRW21F2H [REDACTED]	2001 - F-SERIES SUPER DUTY No Open Issues		BUSINESS RTL	Original Owner	Costs Warranty History

PE03-044 30381

## ESP / Recall Information

VIN: 1FTNW21F21

No ESP information for this VIN

## Recall Information

Number	Type	Description	Campaign		Status Date	Dealer Code
			Status			
01S21	S	SEAT BELT	COMPLETE		2003-01-18	02300
01V06	X	SEAT BELT	CAMP-PROG SUPERCEDED		2001-11-12	
02L11	L	LUG NUT TORQ	RELEASED FOR MAILING		2002-11-07	F82465

F883-844 38382

## VEHICLE DETAIL

VIN: 1FTNW21F21E [REDACTED] Engine: NAVISTAR 7.3L OHV DI TC V8 DSEL  
 Make: FORD Transmission: 4 SP AUTO 4R160 (DIESEL APPLIA)  
 Model: F-SERIES SUPER DUTY Paint Code/Color: OXFORD WHITE WB GC-WB  
 Year: 2001 Calibration: 1F71930A  
 Pay Load: Max Towing Weight:  
 GVWR: 6600 Axle Ratio:  
 WheelBase: 155 Warranty Start Date: 7/9/2001  
 GCWR: Vehicle Build Date: 5/25/2001  
 PEP Code: 808A

Selling Dealers Name: RANDALL NOE FORD MERCURY, INC.  
 Selling Dealers P & A Code: 82524 Selling Dealers Sales Code: F52460  
 Selling Dealers Main Phone: 972-524-3775 Selling Dealers Service Phone: 000-000-0000

## Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50  
 W211E [REDACTED] 81663 K 1 32 12D7383 SC E H 38C124RL  
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100  
 6 NVET 2K8S 6M B 5 2N485891 Z1 R 8HS 4 8 F1  
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150  
 F TN205 808A 9 F8TX  
 1 2 3 4 5 6 7 8 9 160

PE83-844 38363



## Vehicle Information Report

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

Vin#	1FTNW21F21E	Vehicle Line	707 - F350HD/350450250 [20-04]	Eng Serial No.	1666078
Model Year	2001	Market Description	TR - FORD DIVISION DERIVATIVE	Body Style	*
Veh Type	T	Drive Code	TR - 4 WHL, 1/2 PART TIME DRIVE	Engine	7.0L - NAVISTAR 7.3L OHV DI TC VS DSL
Inv. Dealer	02529	Body Cab Style	TRC - DOUBLE CAB (CREW CAB)	Transmission	TRD - 4 SP AUTO 4R100 (DIESEL APPL)
		Vehicle/Make	TRD - 250 9500X		

**BUILD INFORMATION:**

Region: NA - BIRMINGHAM Plant: AJ - KENTUCKY TRUCK PLANT BUILD  
 Country: USA - BIRMINGHAM Prod Date: 25-MAY-2001

**SALE INFORMATION:**

Region: NA - BIRMINGHAM Selling Dealer: 13240 - \*  
 Country: USA - BIRMINGHAM Selling Div: Dallas TX  
 Super Region: TX  
 Arrival Date: 01-JUN-2001 Real Cargo Lotus \*  
 Sale Date: 09-JUL-2001 Fleet/State/Cr. Lease: R  
 Warranty Start Date: 09-JUL-2001 Modified Vehicle: \*  
 Orig Warranty Rate: 09-JUL-2001 Remanufactured Vehicle: \* Vehicle Export Flag: N

**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
 011120002581393 H 172 1207393 AC 20 20012001000000000000 2001 200120010001 21 H 200 4 0 \*  
 1F70200 2001 2001 2001

PROD-004 03004  
 PRODUCED BY FORD

**INSTALLED OPTION INFORMATION:**

Air Conditioning	TR - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating	85	GVW Class Code:	N
Anti Lck:	* - [N/A]	Instrumentation	* - [N/A]
Axle Ratio:	RD418 - 3.75 FINAL DRIVE RATIO	Mirror(Driver Side)	* - [N/A]
Axle Type:	BHAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side)	* - [N/A]
Battery Amp Rating:	85A	Paint:	PNYWS - OXFORD WHITE WB CC-WB
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Stirling):	* - [N/A]	Radio:	RE - BLSTR PREM STEREO/CD/ROCKLE
Calibration Code:	1F719DA	Sound System:	* - [N/A]
Color(Asmpt):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AC - FIRESTONE
Delivery Type:	B	Tire Size:	DMJK - LT285/75R-165 OWL A-T SW
Drivetrain Code:	E	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wind Seal:	
Fuel Type:	AJ - DIESEL FUEL CAPABILITY		

**TIRE DOT INFORMATION:**

LF: VNWE1XL1901 RP: VNWE1XL1901  
 LR: VNWE1XL1901 RL: VNWE1XL1901  
 LJ: \* Rk: \*  
 SPARE: K0PW12M1901

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	TS - TS
ESP Coverage(Miles):	* Emission Cert Type:	*
ESP Coverage(Years):	* Emission Detail Matrix:	*
ESP Plan Year:	* Engine Family:	*
ESP Signature Date:		

FORD-044 28389

PRODUCED BY FORD

## Vehicle Information Report

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

VIN: 1FTNW21P21E	Val# Line: UF7 - F250EDY33M400250 (99-04)	Eng Serial No: 1666778
Model Year: 2001	Market Segment: DP - FORD DIVISION DERIVATIVE	Body Style: *
Val Type: T	Drive Cycle: TE - 4 WHL LH PART TIME DRIVE	Engine: TDS - NAVISTAR 7.3L OEV IN TC V8 D6L
Inv. Dealer: 02329	Body Cab Style: TDC - DOUBLE CAB (CREW CAB)	Transmission: TDS - 4 SP AUTO 4R100 (DIESEL APPL)
	Vehicle Series: TSD - 250 SERIES	

**BUILD INFORMATION:**

Region: NA - 00000000 Plant: A1 - KENTUCKY TRUCK PLANT BUILD  
 Country: USA - 00000000 Prod Date: 25-MAY-2001

**SALE INFORMATION:**

Region: NA - 00000000 Selling Dealer: 152400-  
 Country: USA - 00000000 Selling Div: TX  
 Buyer SO/Prov: TX  
 Arrival Date: 01-JUN-2001 Used Carpet Lease: \*  
 Sale Date: 09-JUL-2001 Fleet/Lease/Ch. Lease: R  
 Warranty Start Date: 09-JUL-2001 Modified Vehicle: \*  
 Orig Warranty Date: 09-JUL-2001 Recaptured Vehicle: \* Vehicle Export Flag: N

**VOC/EOC:**

```

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
92112004001543 K 13E 1207383 9C 00 39C13A3L40VY 2x0 00 0 00000000 11 2 000 4 1 7

1F2K204 001A 0002
    
```

FORD-044 38305

PRODUCED BY FORD

**INSTALLED OPTION INFORMATION:**

Air Conditioning	TD - MANUAL AIR CONDITIONER	GVW Code	
Alternator Amp Rating	85	GVW Class Code	H
Anti-Lock	* - [N/A]	Instrumentation	* - [N/A]
Asst. Ratio	85A/B - 5.73 FINAL DRIVE RATIO	Mirror(Driver Side)	* - [N/A]
Asst. Type	85A/C - LIMITED SLIP REAR AXLE	Mirror(Passg. Side)	* - [N/A]
Battery Amp Rating	85	Paint	PNYMS - OXFORD WHITE WB CC-WB
Brake Code	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna	* - [N/A]
Brake Code(Servic)	* - [N/A]	Radio	85 - BLTR PREM STROCTEDA/CCLK
Collection Code	1F7985A	Sound System	* - [N/A]
Color(Accent)	* - [N/A]	Steer Traction Axle	
Color(Trim)	* - [N/A]	Tire Brand	AC - FIRESTONE
Delivery Type	B	Tire Size	DUYK - LT265/75R-16H OW1, A-T BSW
Drivetrain Code	D	Traction Control	* - [N/A]
Front Seat	* - [N/A]	Wheel Size	
Fuel Type	AJ - DIESEL FUEL CAPABILITY		

**TIRE DOT INFORMATION:**

LF: VNW01XL1901 RR: VNW01XL1901  
 LR: VNW01XL1901 RL: VNW01XL1901  
 LE: \* RE: \*  
 SPARE: ECW01XL1901

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code	* Emission Code:	TD - TD
ESP Coverage(Std)	* Emission Cert Type:	*
ESP Coverage(Trim)	* Emission Dated Status:	*
ESP Plan Year	* Engine Family:	*
ESP Signature Data		

1-800-944-3027

PRODUCED BY FORD

### Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DESIG	BODY CAR	VEH SERIES	PLT CD	TRE CD	END CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TR	WCC	CPSC_5	PREF	BASE	SUFF	COC	CD	DIST (Miles)	
1FTNW21F21	007	TF	TBC	TBD	TR	AI	TDS	25-MAY-2001	09-JUL-2001	13240	USA	IS	ST01	031801	1C12	0926	BA	DG	28	1269	
AWR Chgs Key:		132024	Tr Code	EB	Labr Hrs	9															
Dir Cd-Sub Cd	0200*	Name	MCCORMACK FORD LINCOLN MERCURY, INC.		Ph	90-6755751	St TX	City Cd	USA	Reg Cd	NA	Reg Date	16-JAN-2003	Dsg	R:13425801						
Chrg Comments	ENGINE WONT ACCEL AT TIMES, ONLY IDLES																				
Tech Comments	TEST WONT ACCEL ONLY IDLES CK BNO LIGHT CODES ON KOOD PASS CNT DUSE P0231 RPLAC FALIED ACCEL PEDAL ASSEMBLY RETEST KOOD PASS CNT CODE PASS																				
1FTNW21F21	007	TF	TBC	TBD	TR	AI	TDS	25-MAY-2001	09-JUL-2001	13240	USA	IS	TL01	130901	3C3X	1849	LA	CS	42	1269	
AWR Chgs Key:		132024	Tr Code	EB	Labr Hrs	9															
Dir Cd-Sub Cd	0200*	Name	MCCORMACK FORD LINCOLN MERCURY, INC.		Ph	90-6755751	St TX	City Cd	USA	Reg Cd	NA	Reg Date	16-JAN-2003	Dsg	R:13425801						
Chrg Comments	ODOMETER BACK WILL SHOW SPEED BUT NO MILES																				
Tech Comments	ROAD TEST FOUND SPEED WORKS NORMAL VERIFORER AND ODOMETER INOP NECESSARY TO REPLACE CLUSTER REPLACE INSTRUMENT CLUSTER																				
1FTNW21F21	007	TF	TBC	TBD	TR	AI	TDS	25-MAY-2001	09-JUL-2001	13240	USA	IS	.	.	.	.	.	.	.	.	1269
AWR Chgs Key:		132024	Tr Code	0121	Labr Hrs	1.4															
Dir Cd-Sub Cd	0200*	Name	MCCORMACK FORD LINCOLN MERCURY, INC.		Ph	90-6755751	St TX	City Cd	USA	Reg Cd	NA	Reg Date	16-JAN-2003	Dsg	R:13425801						
Chrg Comments	SAFETY RECALL 0121 SEATBELT INCH																				
Tech Comments	SAFETY RECALL 0121 A3 INSPECTION AT 10000 MILES																				

13425801

PRODUCED BY FORD

**Claim Detail Report****Model Year = 2001; Claim Key = 12590343****Vehicle Information**

Model Year: 2001

Market Derived: T/F - FORD DIVISION DERIVATIVE

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Version/Serial: T/BD-250 SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/F7-F250HD/350/450/550 [99-04]

Warranty Start Date: 09-JUL-2001

Production Date: 25-MAY-2001

VIN: 1FTNW21F21E [REDACTED]

**Dealer Information**

Dealer Name: MCGILVRAY FORD LINCOLN MERCURY

Dealer Code: 02399 - \*

Address: 2970 HIGHWAY 31 EAST

City: ATHENS

State: TX Zip Code: 75752

Country: USA Region Code: NA

Phone: (903)575-5753

**Claim Information**

Document Number: 13025801

Repair Date: 16-JAN-2003

Distance: 12698

TIS: 19

**Cust. Concern Code: D42 - POOR PERFORMANCE/LACKS POWER****Condition Code: 28 - OPEN CIRCUIT****Technician Comment: TEST WONT ACCEL ONLY IDLES CK ENG LIGHT COMES ON KOEO PASS CONT CODE P0221  
REPLACE FAILED ACCEL PEDAL ASSEMBLY RETEST KOEO PASS CONT CODE PASS****Customer Comment: ENGINE WONT ACCEL AT TIMES, ONLY IDLES**

<u>Labor Op Code</u>	<u>Labor Op Description</u>
12650D	BEC - (QUICK TEST) DIAGNOSIS
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST
12650D45	PIN POINT TEST DIAGNOSIS

MT9F836

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CFSC</u>	<u>Quantity</u>
Y	1C3Z 9F836 BA	PEDAL & SENSOR ASY	031801	1

PRODUCED BY FORD

FORD-044 38978

## Claim Detail Report

**Model Year - 2001; Claim Key - 12590342**

**Vehicle Information**

**Model Year:** 2001  
**Market Derived:** T/F - FORD DIVISION DERIVATIVE  
**Body/Cab Type:** T/BC - DOUBLE CAB (CREW CAB)  
**Version/Series:** T/BD-250 SERIES  
**Drive Type:** T/E-4 WHL L/H PART TIME DRIVE  
**Vehicle Line:** T/F7-F250HD/350/450/550 [99-04]  
**Warranty Start Date:** 09-JUL-2001  
**Production Date:** 25-MAY-2001  
**VIN:** 1FTNW21F21E [REDACTED]

**Claim Information**

**Document Number:** 13025802  
**Repair Date:** 16-JAN-2003  
**Distance:** 12698  
**TIS:** 19

**Dealer Information**

**Dealer Name:** MCGILVRAY FORD LINCOLN MERCURY  
**Dealer Code:** 02399 - \*  
**Address:** 2970 HIGHWAY 31 EAST  
**City:** ATHENS  
**State:** TX Zip Code: 75752  
**Country:** USA Region Code: NA  
**Phone:** (903)575-5753

**Cust. Concern Code:** G30 - ODOMETER TROUBLES

**Condition Code:** 42 - DOES NOT OPERATE PROPERLY

**Technician Comment:** ROAD TEST FOUND SPEEDO WORKS NORMAL TRIPMINDER AND ODOMETER INOP NECESSARY TO REPLACE CLUSTER REPLACE INSTRUMENT CLUSTER

**Customer Comment:** ODOMETER INOP. WILL SHOW SPEED BUT NO MILES

Labor Op Code	Labor Op Description
17255A	SPEEDOMETER ASSEMBLY REPLACE



Claim	Full Part Number	Part Description	Part CPSC	Quantity
Flag	FREE BASE SUFF			
Y	XC3Z 10849 LA	CLUSTER ASY-INST PNL	130101	1

---

FORD-944 26372

PRODUCED BY FORD

**Claim Detail Report****Model Year = 2001; Claim Key = 12590341****Vehicle Information**

Model Year: 2001

Market Derived: T/F - FORD DIVISION DERIVATIVE

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)

Version/Series: T/BD-250 SERIES

Drive Type: T/B-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/F7-F250HD/350/450/550 [99-04]

Warranty Start Date: 09-JUL-2001

Production Date: 25-MAY-2001

VIN: 1F1NWX21F21E

**Claim Information**

Document Number: 13025803

Repair Date: 16-JAN-2003

Distance: 12698

TIS: 19

**Dealer Information**

Dealer Name: MCGILVRAY FORD LINCOLN MERCURY

Dealer Code: 02399 - \*

Address: 2970 HIGHWAY 31 EAST

City: ATHENS

State: TX Zip Code: 75752

Country: USA Region Code: NA

Phone: (903)575-5753

Cust. Concern Code: \* -

Condition Code: \* - [N/A]

Technician Comment: SAFETY RECALL 01S21 A.3 INSPECTION FAILED INSPECTION REPLACE BOTH FRT SEAT BELTS

Customer Comment: SAFETY RECALL 01S21 SEATBELT INSPECTION

**Labor Op Code Labor Op Description**

01S21I

Cancel	Full Part Number	Part	Part			
Flag	PREP	BASE	SUFF	Description	CPSC	Quantity
N	1C3Z	2561203	CAA	SEAT BELT BUCKLE END 011001		1
N	1L7Z	7861202	AAA	SEAT BELT BUCKLE END 01XXXX		1

FORD-044 28874

PRODUCED BY FORD

FEB 19, 2003

CARLOS SALAMANCA	PROD. ENG.	441-351-9117 #24
GREG WEST	FORD	313 245 9401
JOHN WNUK	PURCHASING	313 337-2505
Ron Gow	Ford	(313) 390-5756
Eric Fulton	Ford	313 390-5756
Bill Leber	FORD 08500	217-248-9085
LARRY LIPOSKY	FORD	(313) 248-1726

FEB-04 34375

**From:** Love, Keith (K.A.)  
**Sent:** Wednesday, September 24, 2003 10:58 AM  
**To:** Lipoaky, Lawrence (L.L.)  
**Cc:** Souchock, Peter (P.D.)  
**Subject:** FW: VOQ VINs

  
E03048\_VOQ  
\_VINs.xls

Note Scott's additional questions. We already talked about number one so I believe the answer is no 2nd gen on the 6.0L. How about the 2nd question?

—Original Message—

**From:** Yon, Scott [mailto:Scott.Yon@nhtsa.dot.gov]  
**Sent:** Wednesday, September 24, 2003 10:40 AM  
**To:** Keith Love (E-mail)  
**Subject:** VOQ VINs

Keith,

Thanks for your help on this. There are only 5 VINs because two of the complaints reference the same vehicle which suffered two failures. The attached SS has the numbers.

Two other questions came up after we hung-up. Can you let me know if you can get answers to these? No hurry on number 2.

- 1) Was there a version of the 6.0L engine built with second generation (single track) ETC or was it only built with the third generation (triple track) system?
- 2) Is there a design intent throttle force that Ford uses on ETC based systems to get customer acceptable throttle feedback?

Can you advise your phone number? My details are below, feel free to contact me anytime.

Regards,  
Scott

Scott Yon  
U. S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigations  
Rm 6326  
400 7th Street SW  
Washington, DC 20590  
202-368-6781  
Fax-202-368-1767

<<E03048\_VOQ\_VINs.xls>>

FEB-24 10 3647