

PE04-078

FORD

1/28/2005

BOOK 1 OF 12

ATTACHMENT D

PART 1 OF 5



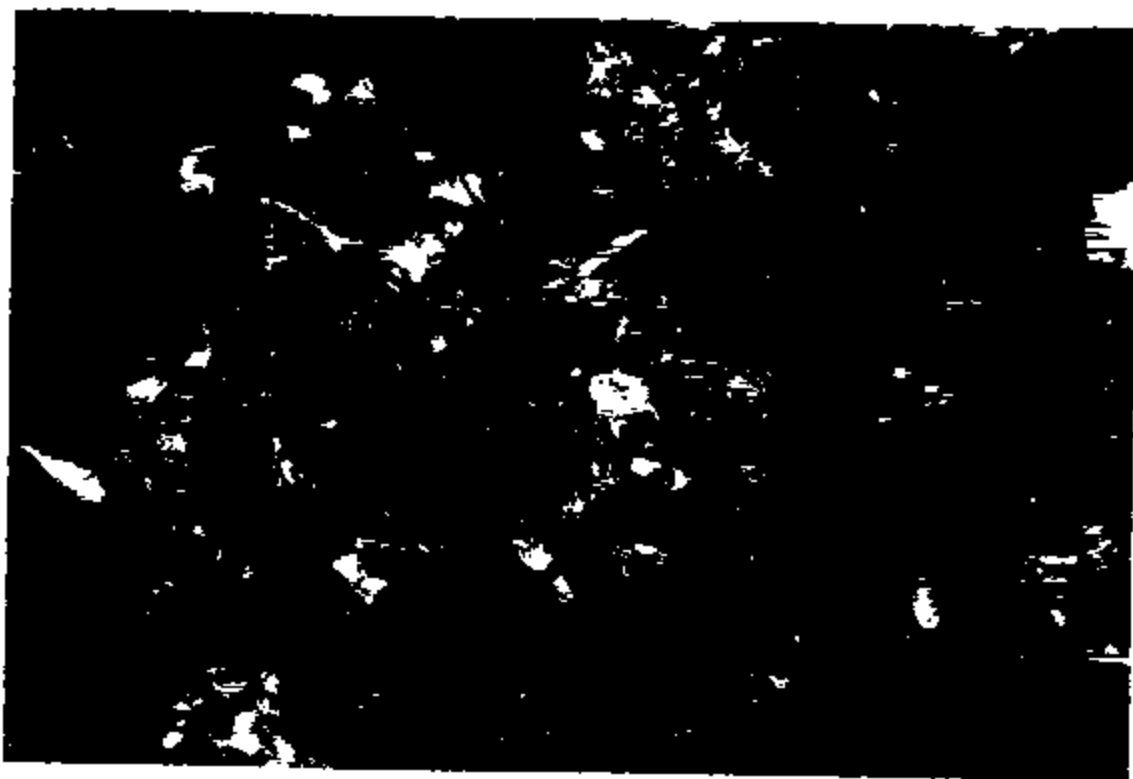
0588142014 SOUTHWEST

PC01-078 1008

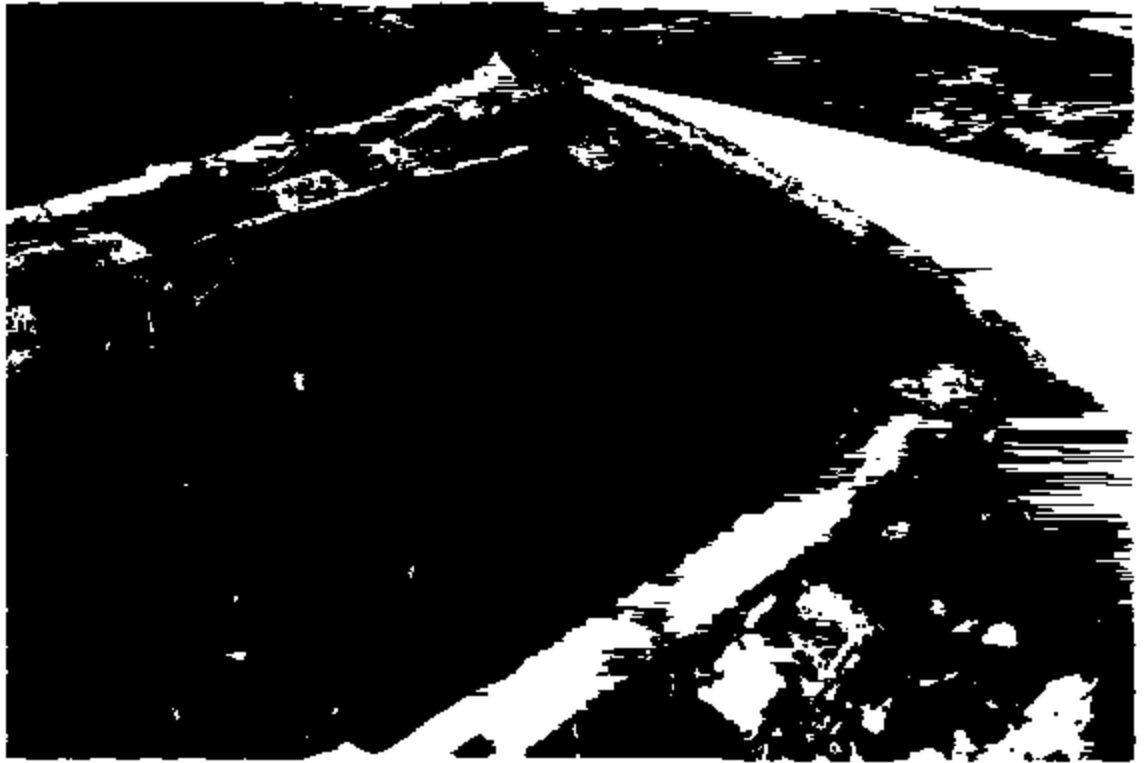


















Sent Via US Mail

August 10, 2004

[REDACTED]
Carrollton, TX [REDACTED]

RE: 2000 F-Series Truck
VIN: 1FTRX17L0YK [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding the above-mentioned vehicle.

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

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

Sincerely,

Lourdes Fonseca-Nearon
Consumer Affairs

Memorandum

To: Lourdes Fonseca-Nearon

From: [REDACTED]

Date: 7/28/2004

Re: 2000 F-Series, VIN: 1FTRX17LOYK [REDACTED]

The following information is in response to the letter dated July 20, 2004, that we received on July 26, 2004.

1. A copy of the fire report is enclosed.
2. The incident occurred on July 11, 2004 at approximately 10:40 pm. My wife and I heard a loud explosion/crashing noise that sounded like it was near our garage. When I opened the back door to the garage, I could see flames through the cracks in the garage door. I yelled to my wife that the truck (parked just outside the garage) was on fire, to get our two boys out of the house and call 911. We all got out of the house and the fire department came within 10 minutes. The hood/engine area of the truck was totally in flames, with smoke everywhere. The flames were so intense they quickly caught the garage, attic over the garage, and fence on fire. The firemen's fast response put the fire out before it reached the main house. The blaze warranted 4 large fire trucks. The truck had not been driven for over 3 hours. Our main Ford product concern is that the fire report ruled the fire started "in the engine compartment on the left side toward the firewall in the area of the brake booster, cruise control, computer assembly. The fire burned unnoticed for some time, the aluminum hood and many other plastic and aluminum components were completely burned away." The State Farm insurance representative who came to inspect the truck stated he had seen 20 cases like this in F150 trucks, where the switch on the master cylinder is defective, stays hot, and causes the vehicle to catch on fire. This is consistent with the fact that the cruise control had stopped working about a month before the explosion occurred. Obviously, our main concern is that Ford has defective electrical switches in their vehicles that can cause intense fires that could result in injury, death, and large property damage. Our two boys age [REDACTED] and [REDACTED] were sleeping in the bedroom near the garage that caught on fire. We were just lucky that the truck was not parked in the garage, and that the firemen had such a fast response time.
3. There were no people injured in the incident.
4. There is no documentation resulting from medical attention.

4/11/04 -3
4:19:34

SEARCHED
SERIALIZED
INDEXED
FILED

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July 28, 2004

5. Original photos of all damage are enclosed.
6. The present location of the vehicle is IAA (Insurance Auto Auctions), 4226 East Main Street, DFW Lot #824312, Grand Prairie, TX 75050.
7. **Auto Insurance:** State Farm Insurance, 17301 Preston Road, P.O. Box 799011, Dallas, TX, 75379-9011, 940-321-8200 or 888-628-7830, Claim Number 43-S401-290, Agent Demetris M. Johnson. **Home Insurance:** Agrica, 7160 N. Dallas Parkway, Suite 500, Plano, TX 75024-4921, 800-926-6422, Claim Number F23200403828D, Agent Robert Jamieson Jr.
8. We would like to be compensated for the following from Ford:

\$200.00	Auto Insurance deductible
\$500.00	Home Insurance deductible
\$17,700.00	Personal loss vested into Ford F150 truck ($\$28,600$ purchase price - $\$10,900$ balance owed)
\$18,400.00	Total

Thank you for your attention to this matter. I am glad to see that Ford is a company willing to take responsibility for defective parts, and provide quality customer service.

Sincerely, 



FIRE PREVENTION
1545 E. JACKSON RD.
CARROLLTON, TEXAS 75006

TELECOPIER COVER SHEET
Fax Number 972-466-4336



Carrollton Fire Department

DATE: 7/22/04

PLEASE DELIVER IMMEDIATELY TO:

COMPANY/FIRM:

FROM: GARY Nesbitt

FIRE MARSHAL'S OFFICE

PHONE # 466-3210

COMMENTS:

We are transmitting 8 pages (including this cover sheet).

FE04-078 1080

Area duplicate
address lines.

Area duplicate address lines? Check this box and attach Supplemental Forms (SPRS-13) as necessary.

Number _____ Prefix _____ Street or Highway _____ Street Type _____ Suite _____
 Post Office Box _____ Apt./Rm. _____ City _____
 State _____ Zip Code _____

Fire Owner **Same as person involved?** _____
Local Code: _____ **Business Name (if applicable):** _____ **Area Code / Phone Number:** _____
 Then check this box and skip the rest of this section?

Check this box if same address as incident location. Then skip the Area duplicate address lines.

Mr. Ms. Mrs. _____ First Name _____ MI _____ Last Name _____ Suffix _____
 Number _____ Prefix _____ Street or Highway _____ Street Type _____ Suite _____
 Post Office Box _____ Apt./Rm. _____ City _____
 State _____ Zip Code _____

L. Remarks:
Local Code:

Fire Market Required?

Check the box that applies and then indicate the content that will be based on Market Type as follows:

- | | |
|---|--|
| <input type="checkbox"/> Buildings 1-11 | Complete Fire & Structure |
| <input type="checkbox"/> Special Structures 112 | Complete Fire & S. (if : check at Structure Meets) |
| <input type="checkbox"/> Corridor 113-118 | Complete Basic Module |
| <input type="checkbox"/> Mobile Property 189-195 | Complete Fire Module |
| <input type="checkbox"/> Vehicle 220-228 | Complete Fire Module |
| <input type="checkbox"/> Vegetation 140-145 | Complete Fire or Wildland |
| <input type="checkbox"/> Outside cabinet fire 180-185 | Complete Basic Module |
| <input type="checkbox"/> Sprinkler cabinet fire 180-184 | Complete Fire Module |
| <input type="checkbox"/> Crop fire 170-173 | Complete Fire Module |

ITEMS WITH A * MUST ALWAYS BE COMPLETED

Area number? Check this box and attach Supplemental Forms (SPRS-13) as necessary.

M. Authorizations

Check box if same as officer in charge

100PR1 _____ **COPY** _____ **SITE** _____ **SPR1/SPR2** _____
 Chief or designee Signature Position of rank Assignment
 100PR2 _____ **100PR3** _____ **100PR4** _____
 Number of matching copies Signature Position of rank Assignment

FD-204 (Rev. 10-82)

Property Details

B1 Not residential
 Estimated number of residential living units in building of origin whether or not all units were involved.

B2 Buildings not involved
 Number of buildings involved.

B3 None
 Less than one acre
 Acres burned outside lines.

C On-Site Materials or Products None

On-site material (1)
 On-site material (2)
 On-site material (3)

Complete if there were any significant amounts of commercial, industrial, storage or agricultural products or materials on the property, whether or not they were involved.

- Bulk storage or warehousing
- Processing or manufacturing
- Packaged goods for sale
- Repair or service

D Ignition

D1 **WINDY AREA, RUNNING DOWN**
 Area of the origin.

D2 **UNKNOWN**
 Ignition source.

D3 **UNKNOWN**
 Fuel first ignited.

D4 **UNKNOWN**
 Type of material first ignited.

E1 Cause of Ignition None

Check box if this is an exposure report. **→ Skip to Section C**

- Inadvertent
- Unintentional
- Failure of equipment or heat source
- Act of nature
- Cause under investigation
- Cause undetermined after investigation

E2 Factors Contributing to Ignition None
 UNKNOWN
 Factor contributing to ignition (1)
 UNKNOWN
 Factor contributing to ignition (2)

E3 Human Factors Contributing to Ignition

Check all applicable items None

- None
- Possible trouble by state of sleep
- Unattended person
- Facility normally disabled
- Physical handicap
- Multiple persons involved

7. age was 65 or older
 Estimated age of person involved:
 Male Female

F1 Equipment Involved in Ignition

None **→ If equipment was not involved, skip to Section G**
 Equipment involved:
 Brand:
 Model:
 Serial #:
 Year:

F2 Equipment Power

Equipment Power Source

F3 Equipment Portability
 Portable
 Stationary
 Portable equipment normally can be moved by one person, is designed to be used in multiple locations, and required no tools to install.

F4 Fire Suppression Equipment None

Bear vs. no zero codes.

Fire suppression type(1)
 Fire suppression type(2)
 Fire suppression type(3)

H1 Multiple Property Involved

Not involved in ignition, but burned
 Involved in ignition, but did not burn
 Involved in ignition and burned

(1) **UNKNOWN**
 Multiple Property Serial
 (2) **UNKNOWN**
 License Plate Number State VEC Number

H2 Multiple Property Type & Make

UNKNOWN
 Multiple Property Type
 UNKNOWN
 Multiple Property Make

Lead Use

Fire-Resistant Analysis
 Some of the information presented in this report may be based upon reports from other agencies.

Agency report attached
 Police report attached
 Operator report attached
 Other reports attached

Remember they! Please be sure to complete the Structure Fire Form.

A **PROPERTY**
 1000 State **ADDRESS**
 1000 Main **CITY**
 1000 Main **ZIP**
 1000 Main **PHONE**
 Delete
 Change
UNIT - 2

H Structure Type of the roof is an **attached** building or a **separable** structure **contains** the rest of the team.

- Attached building
- Separable structure
- Type structure
- Not attached structure
- Flat
- Cover platform (e.g. pier)
- Unattached (skyscraper-type)
- Composite structure (i.e. tower)
- Other type of structure

I Building Status

- 1 Under construction
- 2 Occupied & operating
- 3 Vacant, not fully-leased
- 4 Under major renovation
- 5 Vacant and not leased
- 6 Vacant and unleased
- 7 Being dismantled
- 8 Other
- 9 Unk./unknown

J Building Height

Count the RDOF as part of the highest story

- 2 Total number of stories above grade
- 3 Total number of stories below grade

K Total Floor Area

Total Square Feet

- OR
- Length in feet
- WIDTH in feet

RDOF - 2

RDOF - 3

RDOF - 4

J1 Fire Origin

- Room of Fire Origin
- Other grade

J2 Fire Direction

- 1 Confined to room of origin
- 2 Confined to floor of origin
- 3 Confined to hallway of origin
- 4 Current building of origin

J3 Number of Stories Damaged by Fire on Grounding ROOF as part of the highest story

- Number of stories of water damage
- (1 to 20% floor damage)
- Number of stories of structural damage
- (50% to 40% beam damage)
- Number of stories of heavy damage
- (50% to 70% beam damage)
- Number of stories of complete damage
- (70% to 100% beam damage)

K1 Detailed Counting of Stories Damaged

- Check if an area spread
- OR mark the material from impact
- OR unable to determine
- Skip to Section 1.

K2

Non-structural work in story spread

K3

Type of material surrounding roof in story spread **Roofed only if from surrounding work is 10' or more**

L1 Presence of Detonator (in area of the fire)

- A. None Present → skip to Section 1
- B. Present
- C. Unk./unknown

L2 Detonator Power Supply

- 1 Battery only
- 2 Generator only
- 3 Plug in
- 4 Transformer with battery
- 5 Plug in with battery
- 6 Neutralizer
- 7 Multiple detonator & power supplies
- 8 Other
- 9 Unk./unknown

L3 Detonator Characteristics

- Required if suspect operated.
- 1 Delayed operation, evidence maintained
- 2 Operation failed to respond
- 3 There were no attempts
- 4 Failed to start operation
- 5 Unk./unknown

L4 Detonator Failure Reason

- Required if detonator failed to operate.
- 1 Power failure, wiring or connection
- 2 Improper maintenance or placement
- 3 Faulting
- 4 Lack of maintenance, incorrect timing
- 5 Battery missing or disconnected
- 6 Battery exhausted or failed
- 7 Other
- 8 Unk./unknown

M1 Response of Automatic Fire Alarm System

- A. None Present
- B. Present → Complete rest of Section 1
- C. Unk./unknown

M2 Type of Automatic Fire Alarm System **Required if fire was within assigned range of M2**

- 1 Wet pipe sprinkler
- 2 Dry pipe sprinkler
- 3 Other sprinkler system
- 4 Dry chemical system
- 5 Water system
- 6 Halogen type system
- 7 Central station (CS) system
- 8 Other special hazard system
- 9 Unk./unknown

M3 Automatic Fire Alarm System Operation **Required if fire was within assigned range**

- 1 Operated & effective (up to 10')
- 2 Operated & not effective (10' to 15')
- 3 Fire too small to activate
- 4 Failed to operate (up to 10')
- 5 Other
- 6 Unk./unknown

M4 Automatic Fire Alarm System Failure Reason **Required if system failed**

- 1 System shut off
- 2 Not enough alarm devices
- 3 Alarm device failed but did not reset fire
- 4 Wrong type of system
- 5 Fire alarm area protected
- 6 System components damaged
- 7 Lack of maintenance
- 8 Power interruption
- 9 Other
- 10 Unk./unknown

M5 Number of Sprinkler Heads Operating **Required if system covered**

- Number of sprinkler heads operating

K1 Person/Entity Involved
 Local Option: _____
 Business name (if applicable): _____ Area Code / Phone Number: _____
 Check this box if same address as incident location. This only for fire apparatus address list.
 Mr, Ms, Mrs: _____ First Name: _____ MI: _____ Last Name: _____
 Number: _____ Prefix: _____ Street or Highway: _____ Street Type: _____
 Post Office Box: _____ Addition/Room: _____ City: _____
 State: _____ Zip Code: _____

K2 Person/Entity Involved
 Local Option: _____
 Business name (if applicable): _____ Area Code / Phone Number: _____
 Check this box if same address as incident location. This only for fire apparatus address list.
 Mr, Ms, Mrs: _____ First Name: _____ MI: _____ Last Name: _____
 Number: _____ Prefix: _____ Street or Highway: _____ Street Type: _____
 Post Office Box: _____ Addition/Room: _____ City: _____
 State: _____ Zip Code: _____

K3 Person/Entity Involved
 Local Option: _____
 Business name (if applicable): _____ Area Code / Phone Number: _____
 Check this box if same address as incident location. This only for fire apparatus address list.
 Mr, Ms, Mrs: _____ First Name: _____ MI: _____ Last Name: _____
 Number: _____ Prefix: _____ Street or Highway: _____ Street Type: _____
 Post Office Box: _____ Addition/Room: _____ City: _____
 State: _____ Zip Code: _____

K4 Person/Entity Involved
 Local Option: _____
 Business name (if applicable): _____ Area Code / Phone Number: _____
 Check this box if same address as incident location. This only for fire apparatus address list.
 Mr, Ms, Mrs: _____ First Name: _____ MI: _____ Last Name: _____
 Number: _____ Prefix: _____ Street or Highway: _____ Street Type: _____
 Post Office Box: _____ Addition/Room: _____ City: _____
 State: _____ Zip Code: _____

K5 Person/Entity Involved
 Local Option: _____
 Business name (if applicable): _____ Area Code / Phone Number: _____
 Check this box if same address as incident location. This only for fire apparatus address list.
 Mr, Ms, Mrs: _____ First Name: _____ MI: _____ Last Name: _____
 Number: _____ Prefix: _____ Street or Highway: _____ Street Type: _____
 Post Office Box: _____ Addition/Room: _____ City: _____
 State: _____ Zip Code: _____

L1 Supplemental Apparatus
 Local Option: _____ Page Number: _____

1	Special Study ID#	Special Study Value	2	Special Study ID#	Special Study Value	3	Special Study ID#	Special Study Value	4	Special Study ID#	Special Study Value
5	Special Study ID#	Special Study Value	6	Special Study ID#	Special Study Value	7	Special Study ID#	Special Study Value	8	Special Study ID#	Special Study Value

L2 Local Codes

UNIT	TYPE	STARTTIME	ENDTIME	ON-SCENE	STANDDOWN	AT BOSP	AVAILABLE
2212	E	22:47:01	22:49:33	22:50:34			23:22:46
2116	E	22:41:27	22:43:25	22:50:35			00:18:15

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0117	N	22:41:27	22:44:46	22:51:21	23:52:49
0108	E	22:47:01	22:47:37	22:49:27	00:22:11
0114	N	22:04:42			23:05:06
0110	M	22:47:01	22:48:17	22:50:27	22:51:02
0111	M	22:04:42			23:05:06
0111	C	22:47:01	22:48:57	22:57:50	00:32:03
0111	U	22:47:01	22:49:57	22:57:50	00:01:51
0111	U	22:02:07	22:02:16		22:29:52
0113	C	22:58:32	22:58:37	00:32:24	00:32:04

Response Area: 6 22:40:58
 *DUNTON COUNTY 22:41:04
 *Fire service incident 200400411 (RSC-018) 22:41:27
 POLICE INCIDENT NUMBER 200400188 (VHR-008) 22:41:27
 TAC CHANNEL 3 ASSIGNED (RSC-018) 22:41:28
 IN ALLEY BEHIND THIS LOC (AND-019) 22:41:31
 COMP NEAR LOCK DOOR AND NOW THE VEH IS FULLY (AND-019) 22:42:03
 346 NOTIFIED (VHR-008) 22:42:03
 SMOULDER (AND-019) 22:42:04
 CALLER ADV VEH IS PARKED IN THE DRIVEWAY NEAR (AND-018) 22:42:21

Parents Contact
 THE INCIDENT (AND-019) 22:42:23
 RECD SEVERAL CALLS ON THIS (AND-019) 22:42:28
 1*** Nature changed from 154 VEHICLE FIRE *** (VHR-008) 22:42:58
 Priority changed from 3 to 4 (VHR-008) 22:42:58
 *ANOTHER CALLER FROM 3920 BRADCO DR (AND-019) 22:43:23
 *NOW THE PORCH AND THE HOUSE HAS CAUGHT FIRE (VHR-008) 22:45:40
 200400411 upgraded from Code 28 to Code 29 (JLB-017) 22:47:01
 * MOVED ENG to 116 (JLB-017) 22:47:01
 * MOVED ENG to 112 (JLB-017) 22:47:01
 * MOVED ENG to 113 (JLB-017) 22:47:01
 Fire Incident location changed from: 3920 BRADCO DR (JLB-017) 22:49:54
 New Fire Incident location: 1184 HORTON CREEK DR (JLB-017) 22:49:54
 0114 went in command 22:50:48 (JLB-017) 22:50:48
 GARAGE IS FULLY SMOULDER WITH SMOKE CANNOT GET GARAGE OPEN (JLB-017) 22:52:31
 IS PLUG INTO THE INCIDENT (JLB-017) 22:54:05
 0111 went in command 22:58:00 (JLB-017) 22:58:00
 ALOT OF SMOKE IN THE HOUSE - CHECKING THE ATTIC (JLB-017) 22:58:18
 HAVE MADE ENTRY INTO THE GARAGE (JLB-017) 22:58:24
 0116 IMPROVE YARD - MAKING CONNECTIONS (JLB-017) 22:59:09
 HEAVY SMOKE IN ATTIC - REMOVED NO FLAMES (JLB-017) 22:59:31
 346 NOTIFIED (VHR-008) 22:59:53
 FAMILY OUTSIDE IN THE ALLEY (JLB-017) 22:59:57
 PUMP STATION NOTIFIED (JLB-017) 23:00:11
 LEAVE 0114 MESSAGES TO LOC ON TAC 2 (JLB-017) 23:02:58
 1 ALARM PAGE SENT (DCC-016) 23:03:01
 0111 AT SCENE (JLB-017) 23:03:03
 ADV LAYING A LINE (DCC-016) 23:03:04
 200400411 upgraded from Code 29 to Code 09F (JLB-017) 23:04:43
 *****END 1 ALARM FIRE PAGE***** (JLB-017) 23:04:42
 * MOVED ENG to 116 (JLB-017) 23:04:42
 * MOVED ENG to 112 (JLB-017) 23:04:42
 * MOVED ENG to 113 (JLB-017) 23:04:42
 0114 Available 23:05:08 (JLB-017) 23:05:08
 0111 Available 23:05:08 (JLB-017) 23:05:08
 0146 ADV TO GO CODE 2 (JLB-017) 23:05:28
 200400411 upgraded from Code 09F to Code 29 (JLB-017) 23:05:54
 * MOVED ENG to 116 (JLB-017) 23:05:54
 * MOVED ENG to 112 (JLB-017) 23:05:54
 * MOVED ENG to 113 (JLB-017) 23:05:54
 Nature changed from: 154-VEHICLE FIRE (JLB-017) 23:06:44
 ADV OF 30 MINS INTO THE INCIDENT (JLB-017) 23:06:59
 *LOC SHOULD BE 29 NOT 09F - DISREGARD LINES FOR NOW (JLB-017) 23:08:58
 30 MINS INTO THE INCIDENT (JLB-017) 23:13:27
 FIRE ABOUT OUT (JLB-017) 23:16:23
 FOUND BENCH BURNED AND PLASTIC MELTED - NOT NO FIRE (JLB-017) 23:16:44
 SMOKE CLEARING OUT OF REAR (JLB-017) 23:18:35
 NEED AN INVESTIGATOR (JLB-017) 23:17:58
 PAGE SENT OUT FOR 0113 (JLB-017) 23:20:30
 ADV DISCONTINUE TIRE CHECKS (JLB-017) 23:22:35
 TIRE AVTL AT THE SCENE (JLB-017) 23:22:40
 TIRE Available out of station 23:22:46 (JLB-017) 23:22:46
 TIRE OK SCENE ABOUT 10 MINS AGO AND SHOW CLEAR NOW (JLB-017) 23:28:46
 0111 Available 23:29:52 (JLB-017) 23:29:52
 0146 ARRIVED AREA AND - USE EXACT TIME (JLB-017) 23:30:11
 29/FIRE AT 1184 HORTON CREEK, INVEST WILL CALL ON IF THEY (RSC-012) 23:50:26
 FIRE ANYTHING, APPEARS FIRE STARTED IN THE TRUCK (RSC-012) 23:50:42
 Police incident location changed from: 3920 BRADCO DR (VHR-012) 23:50:54
 New Police Incident location: 1184 HORTON CREEK DR (RSC-012) 23:50:54
 0114 Available out of station 23:52:00 (JLB-017) 23:51:09
 0111 Available out of station 23:53:49 (JLB-017) 23:53:49

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U111 Available out of station 00:03:51 (JTB-017) 00:03:51
E116 Available out of station 00:10:35 (JTB-017) 00:10:35
E166 Available 00:21:11 (JTB-017) 00:21:11
E111 Available 00:32:03 (JTB-017) 00:32:03
E113 Available 00:36:04 (JTB-017) 00:36:04
**Additional Notes Added 07/12/2004 On port 435 at 07:45:46

**Notes added by RICHARD, STEVE

FOUND A 2000 FORD F150 WITH THE ENGINE AND SUNROOF AND LARIET INTERIOR
WITH THE ENGINE HEAVILY INVOLVED AND THE CAB MODERATELY INVOLVED IN FLAMES

WE
ATTACHED THE CASFIRE AFTER WE EXTINGUISHED THE HOUSE AND FENCE THAT WERE
ADJACENT TO TO THE TRUCK

WE USED ONE 1 3/4' SUPPLY LINE AND TANK WATER TO

ATTACK THE BLAZE AND THEN SCANNED IT IN FOM

SEE REPORT ON EXPOSURE 1 FOR

DETAILS ON INSURANCE AND NAME

XI

--

**

On 07/12/2004 investigated a fire involving a 2000 Ford pick-up with extensive
to the exterior siding of the residence and wood fencing

Upon investigation of

the vehicle it appeared to have been locked at the time of the fire due to smoke
signature reaching interior trim burn indicating the door was down during the
fire

After looking at the burn pattern the fire appeared to have started in the
engine compartment on the left side toward the firewall in the area of the brake
booster, cruise control, computer assembly

The fire burned un-attended for
some time, the aluminum hood and many other plastic and aluminum components were
completely melted away

Due to the severe burn and melting a positive
determination of the exact point of fault that started the fire was not
determined

The fire extended into the passenger compartment which also had significant
damage to the dash components and interior

Photos were taken of the vehicle
and are on file

PE04-078 1087



Side of garage.

FE04-078 1088

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500

Plano TX 75024-7111

Phone 8009628422

Fax 8009628422

File No E23200403828 No 01

Insured

Policy

D/Loss 7/11/2004

Adjuster Jamieson, Robert

Amica# 2



Truck that exploded.

FE84-076 1009

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500
Plano TX 75024-7111

Phone 8009626422 Fax 8009626422

File No. F23200403828 In No 01

Insured [REDACTED]

Amica# 2

Policy [REDACTED]

D/Loss 7/11/2004

Adjuster Jamieson, Robert



Truck.

PE04-076 1080

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500
Plano TX 75024-7111

Phone 8009628422 Fax 8009628422

File No. E23200403826 Im No 01
Insured [REDACTED]

Policy [REDACTED]

Date 7/11/2004
Adjuster Jamieson, Robert

Amica# 2



Truck and fence.

PE04-078 1001

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500

Plano TX 75024-7111

Phone 8009826422

Fax 8009826422

File No. F23200403829 Claim No 01

Insured

Policy

Loss 7/11/2004

Adjuster Jamieson, Robert

Amica# 2



Garage.

FEB-078 1892

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500

Plano TX 75024-7111

Phone 8009626422

Fax 8009626422

File No F2320040382

Claim No 01

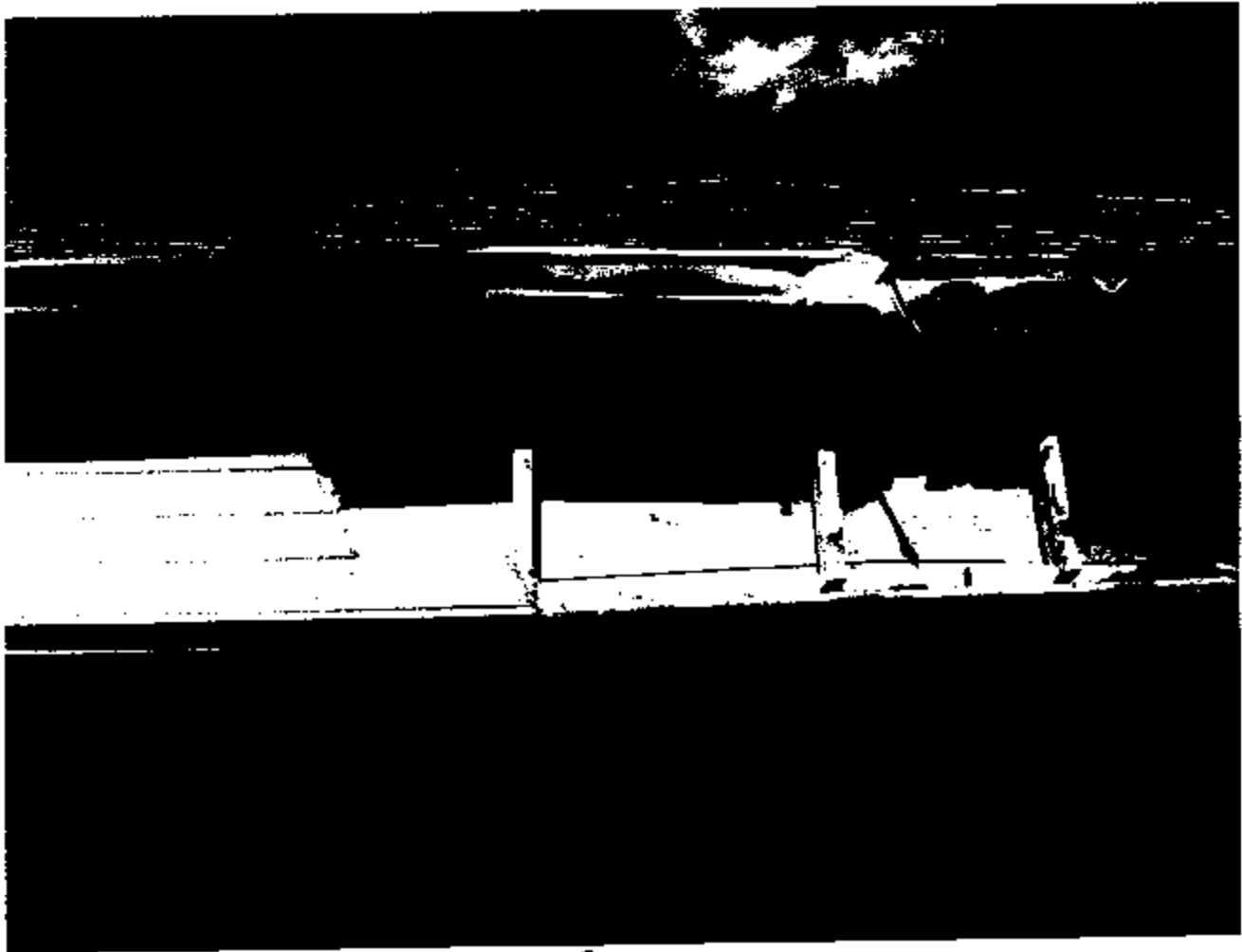
Policy

DLoss 7/11/2004

Insured

Adjuster Jamieson, Robert

Amica# 2



Garage.

PC04-078 1093

Amica Mutual Insurance Company
7160 N Dallas Pkwy Ste 500
Plano TX 75024-7111

Phone 8009626422 Fax 8009626422

File No F23200403828
Inured [REDACTED]

Policy [REDACTED]

Of/Loss 7/11/2004
Adjuster Jamieson, Robert

Amica# 2



Truck and fence.

PE04-878 1094

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500

Plano TX 75024-7111

Phone 8009626422 Fax 8009626422

File No F23200403828 Plan No 01

Insured [REDACTED]

Policy [REDACTED]

D/Loss 7/11/2004

Adjuster Jamieson, Robert

Amica# 2



Garage and fence.

Amica Mutual Insurance Company
7160 N Dallas Pkwy Ste 500
Plano TX 75024-7111

Phone 8009626422 Fax 8009626422
File No. E72200403888 Claim No 01
Insured [REDACTED]

Amicall 2

Policy [REDACTED]

DL [REDACTED]

PH84-878 1005



UPP that was in attic.

PE04-076 1098

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500

Plano TX 75024-7111

Phone 8009626422

Fax 8009626422

File No. E23200403878 In No. 01

Insured

Policy

D/Loss 7/11/2004

Adjuster Jamieson, Robert

Amica# 2



Garage.

PE04-078 1887

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500

Plano TX 75024-7111

Phone 8009626422

Fax 8009626422

File No F23200403828 Claim No 01

Insured



Policy



Date Loss 7/11/2004

Adjuster Jamieson, Robert

Amicaff Z



Garage damage.

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500

Plano TX 75024-7111

Phone 8009626422

Fax 8009626422

File No F23200403828

Claim No 01

Insured

Policy

Date Loss 7/11/2004

Adjuster Jamieson, Robert

Amica# 2

PERA-878 1098



Attic damage.

PE04-079 1009

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500

Plano TX 75024-7111

Phone 8009826422

Fax 8009826422

File No F2320040382

Claim No 01

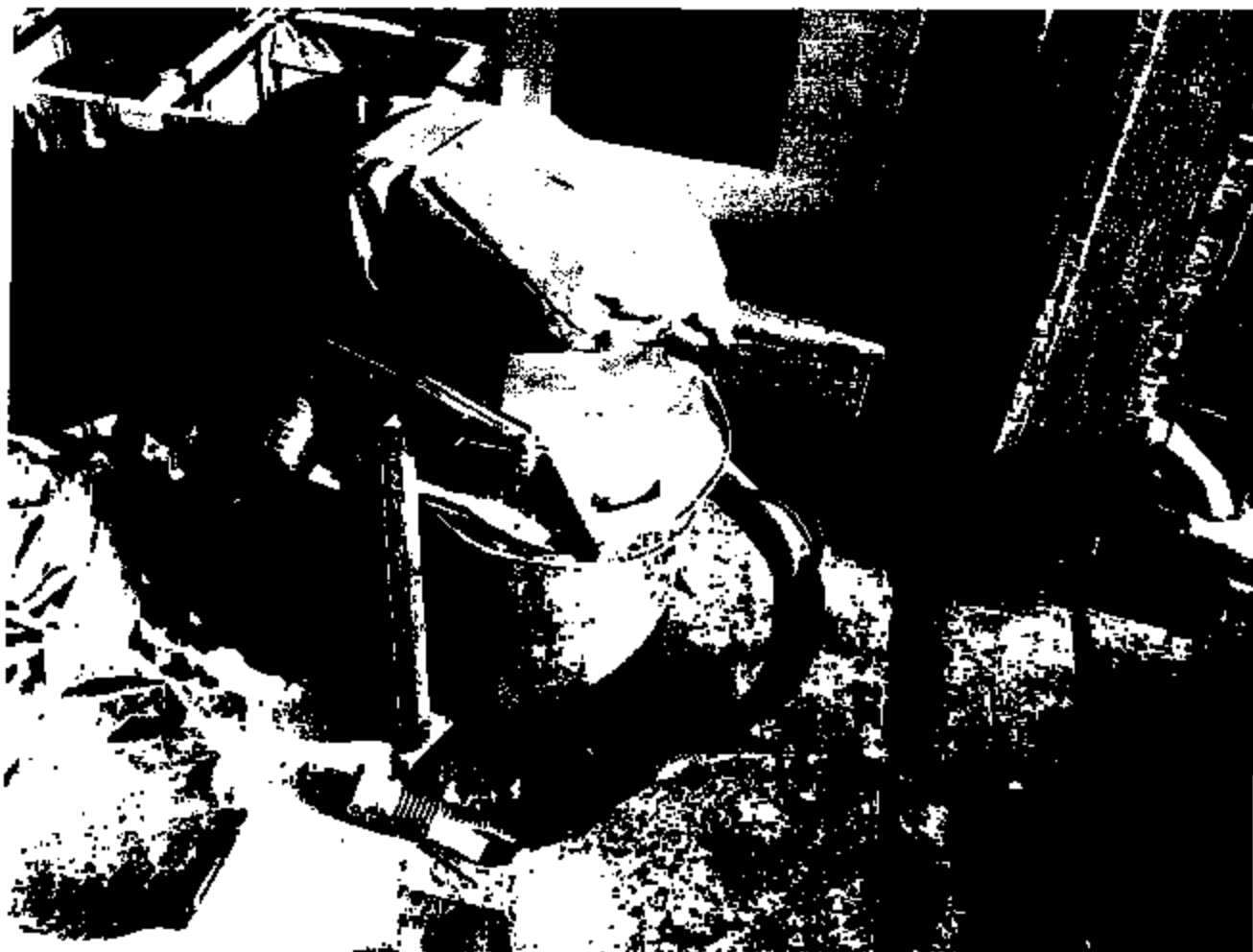
Insured

Policy

DLoss 7/11/2004

Adjuster Jamieson, Robert

Amica# 2



Damaged shop vac in garage.

PE04-07B 1100

Amica Mutual Insurance Company

7160 N Dallas Pkwy Ste 500
Plano TX 75024-7111

Phone 8009626422 Fax 8009626422

File No F23200403828 Claim No 01

Insured

Policy

Of Loss 7/11/2004

Adjuster Jamison, Robert

Amica# 2

Amica

AUTO HOME LIFE

Amica Mutual Insurance Company
Amica Life Insurance Company
Amica Lloyd's of Texas
Amica General Agency of Texas, Inc.

DALLAS REGIONAL OFFICE
7160 N. Dallas Parkway, Suite 500
Piano, Texas 75024-4921
Mail: PO Box 259009, Plano, TX 75025-9009
Toll Free: 800-96-AMICA (800-962-6422)
Claims Fax: (469) 467-6817
Production Fax: (469) 467-6840

July 12, 2004

[REDACTED]
Carrollton TX [REDACTED]

File Number: F23200403828D
Date of Loss: July 11, 2004
Deductible: \$500.00

Dear [REDACTED]

Thank you for notifying us of the incident occurring on the above date of loss.

This case has been assigned to an Amica Claims employee for personal attention. You soon will be contacted by Bob Jamieson.

Any covered portion of this loss is subject to the deductible amount shown above.

If you have any questions, please write or phone Mr. Jamieson at 1888-887-9312 x60204.

Very truly yours,

Lisa Fulbright

Lisa Fulbright
Claims Department
Amica Lloyd's of Texas
lfulbright@amica.com

*CW /GP
Enclosure

**STATE FARM INSURANCE COMPANIES**

State Farm Mutual Automobile Insurance Company

PO Box 798100
Dallas TX 75379

3 FF -7260 A

[REDACTED]
CARROLLTON TX [REDACTED]**RENEWAL CERTIFICATE PERSONAL AUTO POLICY DEFINITIONS**

POLICY NUMBER	D02 0204-A21-43F
POLICY PERIOD	JUL 21 2004 to JAN 21 2005 <small>at 1201 A.M., Standard Time at the address of the insured insured as stated herein.</small>
DATE DUE	PLEASE PAY THIS AMOUNT
THIS IS NOT A BILL.	

Your premium has already been adjusted by the following:

Premium Reductions(by vehicle)		
1	Anti Theft	7.00
1	Automatic Belts/Air Bags	17.00

Surcharges(by vehicle)		
	Accident Record	134.00

Your premium is based on the following . . . if not correct, contact your agent.

VEHICLE	VEHICLE DESCRIPTION	VEHICLE IDENTIFICATION NUMBER
1	2000 FORD F150	1FTRX17L0YK [REDACTED]

COVERAGES		PREMIUMS		
See policy for explanation of coverages.		Vehicle 1		
A	Liability Bodily Injury 25,000/50,000	93.00		
	Property Damage 25,000	200.00		
B2	Personal Injury Protection 2,500	48.00		
D1	200 Deductible Other Than Collision	75.00		
D2	200 Deductible Collision	383.00		
H40	Emergency Road Service	.68		
R25	Rental Reimbursement	17.00		
C	Uninsured, Underinsured Motorist:			
	Bodily Injury 25,000/50,000	20.00		
	Property Damage 25,000	21.00		
665A	Death Indemnity	2.00		
Total Premium Per Vehicle		\$859.68		

PDA-878 11A2

Note # 010935 Category 0 OPEN-END
 Collateral #1 U3 USED AUTO 36 FORD F150 XLT 2000 1FTRX17L0YE
 Collateral #2

D A T E S		A M O U N T S		M I S C	
Original	5/15/03	Original	15,033.26	Frequency	M MONTHLY
Maturity	0/00/00	L-O-C Limit	.00	Loan Officer	IA
Last Trans	7/07/04	Balance	10,848.85	No of Extensions	1
Let File Maint	10/24/03	Credit Avl	.00	YTD Late Chgs	.00
Last Payment	7/07/04	Partial Pmt	.00	Number of Pmts	12 / 37
Next Payment	8/15/2004	Interest Hold	.00	Number of Advances	0
Last Interest	7/07/04	QTD Int Paid	60.19	Activity Code	
Last Advance	0/00/00	YTD Int Paid	481.95	Rpt Points	.00
Credit Eval.	6/15/2003	PYTD Int Paid	553.64	Tot Points	.00
Rate Effective	0/00/00	Payment Amt	435.00	PYR Rpt Pt	.00
Date Closed	0/00/00	Escrow Amt	.00	PYR Tot Pt	.00
Daily Int	2.0063	Payoff Amt	10,872.93	I N S U R A N C E	
Annual Int Rate	6.750%	YTD Int Ref	.00	Colateral Ins.	Y
Interest Type	D	PYTD Int Ref	.00	Disability	.00
Repossession Code			.00		

Southwest IBM Federal Credit Union
 Refinanced TRUCK AND PAID FORD MOTOR LOAN IN FULL

Claim Number # [REDACTED]

SMR
Member Number 22069160

FUTURE PAYOFF
Suffix 1 Surname HA

8002L

Type **40 10 SECURED LOAN**

Status **ACTIVE**

Interest Type **D** Variable Rate **F** Payment Frequency **MONTHLY**
Number of Payments in Loan **037** Number of Payments Made **012**
Note# **010935** Category **OPEN-END** Purpose **02 USED VEHICLE**

Effective Date 7/29/04

		<u>Principal</u>	<u>Interest</u>	<u>Late Charge</u>
Scheduled Payment	435.00	.00	.00	
Payoff (NoPymts)	10,892.99	10,848.85	44.14	
Payoff (Pymts)	10,892.99			.00

Amount Per Day Thereafter **2.0063**

F3=Exit

F9=Chr Msg F12=Previous

Loan Number # [REDACTED]

BILL UTTER FORD, INC.

4901 S. WYTHESTATE 38E
DENTON, TEXAS 76206
TELEPHONE (849) 381-7400

Home [REDACTED] Pager [REDACTED]
Work Phone [REDACTED] 04/28/00
Street [REDACTED] LOUISVILLE TX State TX Zip [REDACTED]

Model 1909 New Used Year 00 Make FORD Model P-150 Body Style XCBX Stock No. T00707
Color SPECIAL Trim FH Serial No. 1FTRX17LOYK [REDACTED] License No. [REDACTED] Validation No. [REDACTED] Expiration Date [REDACTED]

DOB [REDACTED] SS No. [REDACTED] DL No. [REDACTED]
THE UNDERSIGNED HEREBY AUTHORIZES BILL UTTER FORD TO INITIATE A CREDIT INVESTIGATION BASED ON THE ABOVE INFORMATION.

APPLICANT'S SIGNATURE: _____

NOTES _____

REGISTRATION FEE	
We are <input type="checkbox"/> To Handle <input type="checkbox"/> Not to Handle	
Use <input type="checkbox"/> Lic. <input type="checkbox"/> Reg. <input type="checkbox"/> Com. <input type="checkbox"/> Farm <input type="checkbox"/> lbs.	\$ 59.18
Texas State Tax 6.25%	1642.13
Vehicle Inventory Tax	54.62
Title Fee	13.00
State Inspection	21.75
Documentary Fee	50.00
Total Registration Fees	\$ 1840.68

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50. THIS NOTICE IS REQUIRED BY LAW.

TRADE IN INFORMATION NO. 1			
Year	Make	Model	Body Style
VIN			Expiration Date
License	Validation No.	Mileage	

TRADE IN INFORMATION NO. 2			
Year	Make	Model	Body Style
VIN			Expiration Date
License	Validation No.	Mileage	

TOTAL SELLING PRICE	\$ 26774.00
Registration Fees	+ 1840.68
TOTAL DELIVERED PRICE	\$ 28614.68
Trade-in Allowance	\$ N/A
Less Balance Owed	- N/A
Customer's Equity	\$ N/A
Rebate	+ 500.00
Cash Deposit with order	+ 3000.00
Cash on Delivery	+ N/A
TOTAL CREDIT	\$ 3500.00
NET BALANCE DUE	\$ 25114.68
Extended Service Policy	+ 595.00
Credit Life Insurance Charge	+ 353.07
Accident & Health Insurance Charge	+ N/A
Principal Balance (to be Financed)	\$ 26062.75

Signature of purchaser here certifies that said trade-in vehicle described herein to be delivered in same condition and with same equipment as when appraised. Signature of purchaser further certifies that the title to said vehicle is a clear title, is not a replacement or other type title, and none of the existing equities have been allowed, and that the title to said trade-in is free of all liens and encumbrances, except as stated in this contract. Customer Initial _____

FOR OFFICE USE ONLY No. _____
List Information Only **FORD MOTOR CREDIT COMPANY**
P.O. BOX 105704
ATLANTA GA 30348

TRUTH IN LENDING DISCLOSURE STATEMENT OF LOAN		
FINANCE CHARGE	AMOUNT FINANCED	ANNUAL PERCENTAGE RATE
3184.12	26062.75	5.25

PAYOFF INFORMATION:
DATE CALLED _____
WHO CALLED _____
QUOTED BY _____

PAYOFF TOTAL **N/A**
GOOD UNTIL _____
PERIOD _____
PAYOFF ADDRESS _____

ACCOUNTS: _____
APPROVED BY: *[Signature]*
SALESMAN **ANTONIO C. SOTO**
PURCHASER: *[Signature]*

Used Motor Vehicle Buyers Guide. If you are buying a used vehicle with this contract, federal regulations may require a special Buyers Guide to be displayed on the window of the vehicle. THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRACT PROVISIONS IN THE CONTRACT OF SALE.

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Seller neither assumed nor authorizes any other person to assume for it any liability in connection with the sale of said products except as expressly stated in a written warranty and delivered to the purchaser.

I have read the terms and conditions of trade as stated on this order and agree to accept them. Dealer may remove any prices and other government labels that may be attached to this vehicle.

PE84-076 1185

Action Detail

VIN: 1FMYU03191K [REDACTED]	Year: 2001	Model: ESCAPE	Case: 1628571894
Name: [REDACTED]	Owner Status: Subsequent	WSD:	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: JOHNSTON FORD-MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 02421	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 94000 MI	Comm Type: MAIL		
Action Date: 06/18/2004	Action Time: 14:08:49:253	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: PREV INSURANCE INVOLVEMENT. LPA WILL ADVISE THAT THEY CONTINUE WORKING W/THEIR INSURANCE CARRIER.

SENT VIA US MAIL

July 20, 2004

[REDACTED]
Carrollton, TX [REDACTED]

RE: 2000 F-Series
VIN: 1FTRX17L0YK [REDACTED]

Dear [REDACTED]

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

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

Please send the requested information and documents to the address above within fifteen (15) business days. If we do not hear from you within 15 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed.

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

Sincerely,

Lourdes Fonseca-Nearon
Consumer Affairs

FE04-078 1187

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] TX [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

OASIS RESULT:

1FTRX17L0YK [REDACTED]

07/20/2004

See bottom of the OASIS result for contact ID 09-49234

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2000 F-SERIES LD

TRANSMISSION

4R70W4 SPD AUTO

BODY STYLE

F-150 SUPER CAB STYLE SIDE 4X2

AXLE CODE

H8

ENGINE

5.4L SOHC EFI

ENGINE CALIBRATION

DFB14A0A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

04/28/2000

BUILD DATE

12/06/1999

SALE MILEAGE

04908

▶ WARNING MESSAGES**ATTENTION TECHNICIANS AND SERVICE MANAGERS:****BEFORE REPLACING SLIDING BACK GLASS (-422B3D-) SEE TSB 04-02-02****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE*****THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT****▶ OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES**0758 - EXPIRED****STANDARD DEDUCTIBLE: 0 USD****OWNER NAME [REDACTED]****OPTIONS:****EXPIRATION DATE: 04/28/2003****DISTANCE: 45,000****RENTAL: 28 UP TO 3 DAYS****TOWING: 0 USD****CONTRACT SOLD BY: USA 02463****ESP CONTRACT START DATE: 04/28/2000****▶ REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTRX17L0YK [REDACTED]

ESP / Recall Information

VIN: 1FTRX17L0YK [REDACTED]

Contract: 1 of 1

ESP Purchase Details

Purchaser: [REDACTED]
 Plan Type: USA 2001 36/45,000 WTY EXT. & RENTALCARE (WTY REPAIRS)
 Selling Dealer: BILL UTTER FORD, INC.
 Deductible:
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2003-04-28
 Expiration Miles: 45,000
 Plan Year: 2000
 Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
01B83	CUSTOMER SAT/OWNER NOTIF PGM	RADIATOR PUBLICATION ERROR	OPEN - LAUNCHED		

All Action Details for Issue

Print

VIN: 1FTRX17L0Y	Year: 2000	Model: F-SERIES	Case: 588142014
Name:	Owner Status: Original	WSD: 2003-04-28	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02483 BILL UTTER FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 87000 MI Comm Type: PHONE
 Analyst Name: TSULTIM NAWANG Analyst: TNAWANG
 Action Date: 07/19/2004 Action Time: 18.20.12.768 Action Data: Yes

Comments CUSTOMER SAID: I AM CALLING BECAUSE THE VEH CAUGHT ON FIRE ON JULY 11 2004—IT HAPPENED IN THE DRIVE WAY— IT HAPPENED AROUND 10-45 PM - WHILE WE WERE WATCHING TELEVISION -WE HEARD AN EXPLOSION – IT MAY BE THE MOTOR OR THE TIRE EXPLODED- ACCORDING TO THE REPORT BY THE FIRE MARSHALL- HE IS ASSUMING THAT IT WAS DUE TO THE ELECTRICAL CIRCUIT -FROM THE CRUISE CONTROL SWITCH –I CAME TO KNOW THAT THERE WERE SOME PROBLEM WITH THE FORD VEH AND ALSO CHEVY VEH ABOUT THIS CONCERN – THE HOUSE ALSO CAUGHT ON FIRE- THE TRUCK IS TOTALLED- THE INSURANCE STATE FARM IS INFORMED- I WANT FORD TO LOOK INTO THIS- IF WE HAVE TO MEET IN COURT THAT IS FINE—DEALER SAID: BILL UTTER FORD INC. 4901 SOUTH I-35 E.DENTON, TX 76206DISTANCE:CRG ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.ADVISED THE NEXT STEP IS TO WAIT FOR THE PHONECALL.

<u>Data Element Name</u>	<u>Data Value</u>
FIRE/ACCIDENT	F

██████████ 2003

0714200863 ATLANTA

FE04-078 1000

COPY

Sent Via U.S. Mail

March 28, 2003

[REDACTED]
Marietta, GA [REDACTED]

RE: 1998 Expeditor
VIN: 1FMRU17L4W [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

We sincerely regret the circumstances you described. Although warranties are designed to cover unpredictable situations, which may occur, we are always willing to consider individual requests for assistance beyond the warranty period. Unfortunately, we are sorry to inform you that we will be unable to assist you in this instance.

Thank you for the opportunity to review this matter.

Respectfully yours,

Celeste M. Jackson
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMRU1714W1 [REDACTED] Year: 1998 Model: EXPEDITION Case: 714200883
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-03-15
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 00274 CHEROKEE FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 78000 MI Comm Type: PHONE
 Analyst Name: FERZIN TANTRA (TEMP) Analyst: FTANTRA1
 Action Date: 03/27/2003 Action Time: 18.49.30.285 Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments: CUSTOMER SAYS: -CUST. CAME HOME TO SEE THAT HIS VEH. HAD SMOKE COMING OUT OF THE VEH. AND THE VEH. WAS ON FIRE FROM UNDER THE HOOD OF THE VEH. -THE FIRE WAS PUT OUT WITH THE FIRE EXTINGUISHER -THE FRONT PORTION OF THE MASTER CYLINDER HAS MELTED AND SO HAS THE PRESSURE SWITCH -ALSO THE WIRE HARNESS TO THE CRUISE CONTROL AND THE WIRE HARNESS TO THE PRESSURE SWITCH HAVE ALSO MELTED -DATE: MAR 27, 2003 -LOCATION: FIRE HAPPENED IN THE CUST'S HOME GARAGE -POLICE REPORT WAS NOT FILED -SERVICE AND PARTS DIRECTOR AT A HONDA DLR. (FRIEND) LOOKED AT THE VEH. AND SAID THAT THE FIRE EMANATED FROM THE PRESSURE SWITCH AND IT WAS THE HOTTEST PART -VEH. IS REPAIRABLE -TEH CUST. CAN'T SEE ANY BLOWN FUSES AND THE VEH. EXTERNAL AND INTERIOR LIGHTS ARE WORKING FINE. PER CUSTOMER, DEALER SAYS: -CHEROKEE FORD CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. -CUST. ADVISED TO CALL HIS WIFE SINCE HE WILL BE OUT OF TOWN AT THE HOME # OR ON HER CELL # AT 404 784 8716 (C)

Data Element Name	Data Value
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FIRE/ACCIDENT	F
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Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 00274 CHEROKEE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 78000 MI Comm Type: PHONE
 Analyst Name: CELESTE JACKSON Analyst: CJACKS84
 Action Date: 03/28/2003 Action Time: 14.11.02.386 Action Data: Yes

Comments: NO COMMENTS AVAILABLE

PEBA-878 1002



Data Element Name

Data Value

CONTACT PERSON



Action: DENY ASSISTANCE - BEYOND WARRANTY

Dealer: D0274 CHEROKEE FORD

Odometer: 78000 MI

Analyst Name: CELESTE JACKSON

Action Date: 03/28/2003

Comm Type: PHONE

Analyst: CJACKS84

Action Time: 14.19.39.073

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments LPA COMMENTS: CUSTOMER ALLEGES THAT WHEN HE ARRIVED HOME HE FOUND HIS VEHICLE ON FIRE. ALLEGES THAT AN INDEPENDENT ADVISED HIM THAT THE FIRE ORIGINATED FROM THE PRESSURE SWITCH. STATES THAT THERE WERE NO INJURIES. LPA ADVISED CUSTOMER BEYOND WARRANTY AND NO RECALL/CSP'S. REFERRED CUSTOMER TO INSURANCE COMPANY.

PEBA-876 1083



Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] CT MARIETTA GA [REDACTED]
Country: USA Language: EN
Call Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

PC04-078 1004



Action Details for Issues

Print

VIN: 1FMRU17L4W1 [REDACTED] Year: 1998 Model: EXPEDITION Case: 714200863
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-03-15
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 00274 CHEROKEE FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 78000 MI

Comm Type: PHONE

Analyst Name: FERZIN TANTRA (TEMP)

Analyst: FTANTRA1

Action Date: 03/27/2003

Action Time: 19:49:30.285

Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments: CUSTOMER SAYS: -CUST. CAME HOME TO SEE THAT HIS VEH. HAD SMOKE COMING OUT OF THE VEH. AND THE VEH. WAS ON FIRE FROM UNDER THE HOOD OF THE VEH. -THE FIRE WAS PUT OUT WITH THE FIRE EXTINGUISHER -THE FRONT PORTION OF THE MASTER CYLINDER HAS MELTED AND SO HAS THE PRESSURE SWITCH -ALSO THE WIRE HARNESS TO THE CRUISE CONTROL AND THE WIRE HARNESS TO THE PRESSURE SWITCH HAVE ALSO MELTED -DATE: MAR 27, 2003 -LOCATION: FIRE HAPPENED IN THE CUST'S HOME GARAGE -POLICE REPORT WAS NOT FILED -SERVICE AND PARTS DIRECTOR AT A HONDA DLR. (FRIEND) LOOKED AT THE VEH. AND SAID THAT THE FIRE EMANATED FROM THE PRESSURE SWITCH AND IT WAS THE HOTTEST PART -VEH. IS REPAIRABLE -TEH CUST. CANT SEE ANY BLOWN FUSES AND THE VEH. EXTERNAL AND INTERIOR LIGHTS ARE WORKING FINE. PER CUSTOMER, DEALER SAYS: -CHEROKEE FORD CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. -CUST. ADVISED TO CALL HIS WIFE SINCE HE WILL BE OUT OF TOWN AT THE HOME # OR ON HER CELL # AT [REDACTED]

Data Element Name

Data Value

FIRE/ACCIDENT

F

PE84-878 1003

INVESTIGATION = 20

FIRE
INVESTIGATION
 - NO REPORT
 - [unclear] WARRANTY [unclear]



ESP / Recall Information

VIN: 1FMRU17LAW

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Date	Dealer Code
00S05	S	HITCH ATTACH		COMPLETE	2000-08-28	04893
98S14	S	WHEEL LUGNUT		COMPLETE	2000-06-26	04893
98B02	O	MULTI SWITCH		CAMP/PROG EXPIRED	2000-04-08	

FORM 678 1999

3/28/03

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMRU17L4W [REDACTED]	Vehicle Line:	TRE3 - EXPEDITION (UN93) [97-03]	Eng Serial No:	*
Model Year:	1998	Market Derived:	* - [N/A]	Body Shell:	*
Vehicle Type:	T	Drive Code:	T7B - 2 WFL LH REAR DRIVE	Engine:	T7VZ - W-MOD 5.4L SOHC EFI NA V8 G-HP
Inv. Dealer:	04900	Body Cab Style:	T7WD - 4 DOOR WAGON	Transmission:	T7DE - 4 SPD AUTO TR-NAAD EA0D(4R100)
		Version/Series:	T7ZF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - ##### Prod Date: 26-FEB-1998

SALE INFORMATION:

Region: NA - ##### Selling Dealers: 124002 - *
 Country: USA - ##### Selling Div S/Prov: FL
 Buyer S/Prov: FL

Arrival Date: 12-MAR-1998 Std Carpet Lease: *
 Sale Date: 15-MAR-1998 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 15-MAR-1998 Modified Vehicle: *
 Orig Warranty Date: 15-MAR-1998 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 017MLR360541195 6 7 7 3380120 P H E C M 0 5 555 40 86 L 24A002 E0 E0 512 P L
 3FMR475 007A 9LEFL 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T7D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	88	GVW Class Code:	R
Audio Distr:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EQJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	* - [N/A]

FORD-878 1897

Battery Amp Rating: E5
 Brake Code: * - [N/A]
 Brake Code(Service): * - [N/A]
 Calibration Code: 846FR10A
 Color(Access): * - [N/A]
 Color(Trim): * - [N/A]
 Delivery Type: E
 Driveshaft Code: F
 Front Seat: * - [N/A]
 Fuel Type: * - [N/A]

Paint: PNEID - LASER RED TINT C/C #2
 Power Antenna: * - [N/A]
 Radio: AY - ELETR PREM AM/FM STRO/CSTE/CLK
 Sound System: * - [N/A]
 Suspension Axle:
 Tire Brand: AG - GOODYEAR
 Tire Size: DB/WA - P255/70R-16 OWL A-T
 Traction Control: * - [N/A]
 Wheel Base:

TIRE DOT INFORMATION:

LF: * BF: *
 LR: * BR: *
 LI: * RL: *
 SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B
 ESP Coverage(Miles): * Emission Cert Type: F
 ESP Coverage(Time): * Emission Decal Suffix: BCY
 ESP Plan Year: * Engine Family: WFMXT0546BG
 ESP Signature Date:

PEBA-078 1800

Standard Claims List For Model Year 1998

VIN	VBI LINE	MKT DERIV	BODY CAB	VBR SERIES	DRIVE TYPE	PLT CD	TR CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREP	BASE	SUFF	CCC	CD	DIST (Miles)
1F1M117E1JW1110004	17B3		TWD	17E	17E	AP	17DE	17VZ	26-FEB-1998	15-MAR-1998	124002	USA	28	*	*	*	*	*	*	*	30840
<p>SALES COMMENTS: [Faded text]</p> <p>TECH COMMENTS: [Faded text]</p>																					
<p>30840</p>																					
<p>SALES COMMENTS: [Faded text]</p> <p>TECH COMMENTS: [Faded text]</p>																					
<p>30840</p>																					

PER-076 1800



Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	B	B1	00274	F21423

Dealer Name: CHEROKEE FORD
Dealer Address: 195 WOODSTOCK PARKWAY
 WOODSTOCK GA 30188
Dealer Main Phone: 770-582-0090

Dealer Service Phone: 770-582-0090

Position	Employee Name
DEALER/PARTNER	VERNON KRAUSE
GENERAL MANAGER	SCOTT HARRIS
PARTS MANAGER	JOHN R HARTLIEF
PARTS & SERVICE DIRECTOR	CHRIS J KLBECKA
SALES MANAGER	CHRIS VINEYARD
SERVICE MANAGER	RICHARD A FOLTZ

Service Hours: 7:00-8:00 M-F/SERVICE; 9:00-8:00 M-S/SALES

Directions:

Trained: Y

Additional Information:

FD-4-878 1019

2

March, 1999

Serial Number: 12345678901234567 99B02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Ford Motor Company is providing a no-charge Service Program, Number 99B02, to owners of certain 1997 and 1998 Expedition and 1998 Navigator vehicles.

REASON FOR THIS PROGRAM

Due to corrosion, the multifunction switch on some of the affected vehicles may intermittently fail to initiate the windshield wash function.

NO CHARGE SERVICE

At no charge to you, your dealer will replace the multifunction switch on your vehicle. The replacement switch has a revised design.

Your vehicle is eligible for this program until March 31, 2000, regardless of mileage. (After this program expires, your vehicle may still be eligible for this service under any remaining vehicle warranty coverage.)



2004

1500751893 SAN FRANCISCO

FE04-076 6668

Action Detail

VIN: 1FTRX17W3YK [REDACTED]	Year: 2000	Model: F-SERIES	Case: 1500751893
Name: M&M FRANK J MANGANO	Owner Status: Subsequent	WSD: 2000-02-27	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: FRIENDLY FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 03821	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 71000 MI	Comm Type: OTHER		
Action Date: 05/27/2004	Action Time: 18:57:11:553	Action Data: No	
Analyst Name: PACE, GENNIFER (G.)	Analyst: GPAGE5		

COMMENTS: CASE CLOSED ON 5/27/04. CUSTOMER'S INSURANCE COMPANY ALREADY INVOLVED. ADVISED CUSTOMER TO CONTINUE TO FOLLOW THE DIRECTION OF THE INSURANCE COMPANY.

PE04-678 8890

5/27/2004

Copy

Sent Via US Mail

May 27, 2004

[REDACTED]
San Jose, CA [REDACTED]

Re: 2000 Ford F-Series
VIN: 1FTRX17W3Y [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding the above-mentioned vehicle.

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

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

Sincerely,

Gennifer Pace
Consumer Affairs

Action Detail

VIN: 1FTRX17WYV	Year: 2000	Model: F-SERIES	Case: 1500751893
Name: [REDACTED]	Owner Status: Subsequent	WBD: 2000-02-27	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: FRIENDLY FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03921	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 71000 MI	Comm Type: MAIL		
Action Date: 05/20/2004	Action Time: 16:17:54:973	Action Data: Yes	
Analyst Name: NOOR HUSSANEE	Analyst: NHUSSANE		

COMMENTS: CUSTOMER SAYS: VEH CURRENTLY AT IND DLR GARAGE - DRIVER AND PASSENGER SEAT BELT WONT WORK WHEN REMOVING - TRUCK CAUGHT ON FIRE YESTURDAY - FIRE OCCURED UNDERNEATH HOOD - CONCERNED HAPPENED WHEN VEH WAS SITTING IN PARKING LOT AND VEH WAS SHUT OFF - I SAW A VISIBLE FLAME AND BLACK SMOKE COMING FROM HOOD - I SMELLED PLASTIC BURNING - TOW VEH WAS THERE AT TIME OF CONCERN - I THINK CAUSE OF FIRE OF CRUISE CONTROL DEACTIVATION SWITCH - THE MASTER BRAKE FLUID RESERVOIR CAUGHT ON FIRE - THIS WAS TOLD TO ME BY INDP GARAGE AND TRIPLE A TOWING SERVICE - VEH IS NOT OPERATIONAL BUT NOT BURNED DOWN - MY INSURANCE CARRIER SAID THEY WILL HAVE ADJUSTER COME OUT AND INSPECT VEH - WOULD RATHER NOT GO THROUGH MY INSURANCE CARRIER - SEEKING FORD TO REPAIR VEH WITHOUT CHARGE AS THIS IS SAFETY ISSUE PER CUSTOMER, DEALER SAYS: DLR REFERRED CALL TO CRC CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

=====
 CSR ADMSED CUST OF NO CONTACT PHONE NUMBER FROM CONSUMER AFFAIRS - ADVISED THAT CONSUMER AFFAIRS WILL PROVIDE RESOLUTION - INFERENCE CASE ID: 5349

Fire Occurred on 5/19/04
No Injury - No
Ins. Co. provided
veh. currently @
Mechanic -
No report by Ins. Adjuster
Alleged Family Part
Crash control Deactivation
Switch
Melt plastic burning
Smoking from Underhood
Prod. Veh. Caught fire
No Fire Report
AAA Driver - Fire Extinguisher
Crash Seeker & Repair
Today for Ins. Adjuster
Friendly Ford
Mask Cylinder

No list of indicators & part material

PER4-070 0982

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	F&A Code	Sales Code
72-SAN FRANCISCO	72-SAN FRANCISCO	M	D1	03921	F72039

Dealer Name:	FRIENDLY FORD	
Dealer Address:	919 CAPITOL EXPRESSWAY SAN JOSE CA 95136	
Dealer Main Phone:	408-265-6000	Dealer Service Phone: 408-445-6200

Position	Employee Name
CUST RELATIONS MGR	STEFANIE R MOOS
GENERAL MANAGER	GEORGE M LOYE
PARTS MANAGER	RICK ENANY
SALES MANAGER	JEFFREY DEMCHAK
SALES MANAGER	MIKE LOUX
SALES MANAGER	FRANK HERNANDEZ
SALES MANAGER	WALTER PETRIS
SERVICE MANAGER	KEITH DRAKE

Service Hours 7:30 A.M. - 5:30 P.M.

Directions

Trained Y

Additional Information LSG ENROLLED - MANTZ'S ASSISTANT, DON YOUMANN

*Craig
Sinc. Dept.*

FE04-078 0883

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] SAN JOSE CA [REDACTED]
Country: USA Language: EN
Call Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

PE04-070 0004

VIN
1FTRX17W3YK [REDACTED]

Year Model
2000 F-SERIES
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History

PE04-079 0003



ESP / Recall Information

VIN: 1FTRX17W3Y1 [REDACTED]

No ESP Information for this VIN

~~Recall Information~~

~~Field Service Action~~

Number	Type	Description	Status	Status Date	Dealer Code
01883	CUSTOMER SAT/OWNER NOTIF PGM	RADIATOR PUBLICATION ERROR	OPEN - LAUNCHED		

PC84-018 0386

ANALYTICAL WARRANTY SYSTEM

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Standard Claims List For Model Year 2000

Note: All Costs are in US Dollars Server Name : AWS Adhoc

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR3 CD	ENO CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DEST (Miles)
1FTRX17W3YK [REDACTED]	T/F5	*	T/BD	T/AM	T/B	AJ	T/DU	T/VN	02-DEC-1999	27-FEB-2000	172501	USA	15	2004	000615	*	DIAG	*	D13	42	21972
AWS Claim Key:		1477028	Trs Code:		807	Labor Hrs:		2	Labor Cost:		18.01	Material Cost:		0	Total Cost:		18.01				
Dir Cd-Sub Cd:		03921-*	Name: FRIENDLY FORD			Ph: 408-2656000		St: *	City Cd:		*	Reg Cd: NA		Repr Date: 18-MAY-2001		Doc #:		23684202			
Tech comments:		[REDACTED]																			
Tech comments:		[REDACTED]																			
1FTRX17W3YK [REDACTED]	F3	*	T/BD	T/AM	T/B	AJ	T/DU	T/VN	02-DEC-1999	27-FEB-2000	172501	USA	19	7R01	030604	E9TZ	11450	B	D02	28	30873
AWS Claim Key:		10937552	Trs Code:		E93	Labor Hrs:		1	Labor Cost:		90.06	Material Cost:		12.91	Total Cost:		102.97				
Dir Cd-Sub Cd:		03921-*	Name: FRIENDLY FORD			Ph: 408-2656000		St: CA	City Cd:		USA	Reg Cd: NA		Repr Date: 05-SEP-2001		Doc #:		24123401			
Tech comments:		[REDACTED]																			
Tech comments:		[REDACTED]																			

Any comments?

FE04-070 0887

Server Name : AWS Adhoc

ANALYTICAL WARRANTY SYSTEM

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Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTFX17W3Y1	Vehicle Line: T/P3 - F150/250(PN56)/P225-FORD [97-04]	Body Sheet: *
Model Year: 2000	Market Derived: * - [N/A]	Navis Eng Serial No:
Vehicle Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: T/VN - R-M 4.6L SOHC EFI NA CIVIL G-HP
Inv. Dealer: 07242	Body Cab Style: - SUPER SINGLE CAB (SUPER CAB)	Transmission: T/DU - 4 SPD AUTO TR NAAO ACIDEW/4R70W
Vehicle Status Code: 000	Version/Serial: T/AM - 150 SERIES	

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - #####	Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - #####	Prod Date: 02-DEC-1999

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 172501 - *

Country: USA - ##### Selling Dir St/Prov: CA

Buyer St/Prov: CA

Arrival Date: 19-JAN-2000 Red Carpet Lease: *

Sale Date: 27-FEB-2000 Fleet/Detail/Co. Lease: R

Warranty Start Date: 27-FEB-2000 Modified Vehicle: * Vehicle Coast Flag:

Orig Warranty Date: 27-FEB-2000 Reacquired Vehicle: * Vehicle Export Flag: N

YOC/EOC:

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

PCSA-078 0000



X17YKAT010913918 P 2 DEL7467 BRK 0023009 52 N53 29 17 6 B 720039 54 XX 2K25 4 5 M1
 FYR3 3 C 507A SWCCA Y 2

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	BA	GVW Class Code:	R
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EQAH0 - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EQIAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	EL	Paint:	PNYW3 - OXFORD WHITE SOLID GAC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELCTR AM/PM/STROAC/STC/CLOCK
Calibration Code:	DF516D0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Tanden Axle:	
Color(Trim):	000ZV -	Tire Manufacturer:	AD -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	F	Tire Size:	D3UH - P235/70R-16 BSW A-S
Front Seats:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RP: *

LR: * RB: *

LI: * RL: *

SPARE: * DOT Plant Manufacturer: * * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/C - T/C
ESP Coverage(Miles):	* Emission Cert Type:	C
ESP Coverage(Time):	* Emission Decal Suffix:	OGM
ESP Plan Year:	* Engine Family:	YFMXA046HGC
ESP Signature Date:		

Any comments?

1594-076 0000

06803B2104 SAN FRANCISCO

FEM-076 0000

Action Detail

VIN: 1E6EL18110	Year: 1997	Model: EXPEDITION	Case: 680382104
Name:	Owner Status: Subsequent	WSD: 1997-01-08	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: SWANSON FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 07802	
Action Desc: FINAL CASE DISPOSITION			
Odometer: 140000 MI	Comm Type: OTHER		
Action Date: 08/27/2004	Action Time: 12:25:25:543	Action Data: No	
Analyst Name: PACE, GENNIFER (G.)	Analyst: GPACES		

COMMENTS: CASE CLOSED ON 8/27/04. LPA HAS REFERRED CUSTOMER TO INSURANCE COMPANY FOR ASSISTANCE. FMC IS UNABLE TO PROVIDE ASSISTANCE AT THIS TIME.

C. P. P.

Sent Via U.S. Mail

August 27, 2004

[REDACTED]
Los Gatos, CA [REDACTED]

Re: 1997 Ford Expedition
VIN: 1FMPU18L1V [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding the above-mentioned vehicle.

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

We appreciate the opportunity to review your request.

Sincerely,

Jennifer Pace
Consumer Affairs

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] LOS GATOS CA [REDACTED]
Country: USA Language: EN
Call Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: [REDACTED]

PL04-078 0908

Action Detail

VIN: 1FMFU18L1	Year: 1997	Model: EXPEDITION	Case: 680382104
Name:	Owner Status: Subsequent	WSD: 1997-01-09	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: SWANSON FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 07802	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 140000 MI	Comm Type: PHONE		
Action Date: 08/21/2004	Action Time: 13:41:45:523	Action Date: Yes	
Analyst Name: LIZ CUFFY	Analyst: LCUFFY		

COMMENTS: CUSTOMER SAID: - VEHICLE BUST INTO FLAMES AND BURNT ITSELF COMPLETELY TO THE GROUND AUG 12/04, ALSO BURNING THE CARPORT SEVERELY, AND NARROWLY ESCAPING BURNING DOWN OUR HOME AND STARTING A FOREST WILDFIRE.- CUST CONTACTED INSURANCE COMPANY BUT ONLY HAS LIABILITY INSURANCE.- FILED REPORT WITH FIRE DEPT.- CUST HEARD HORN HONKING AND ALARM GOING OFF & FOUND VEH ON FIRE- CUST SAYS THAT IT HAS BEEN ESTABLISHED BY FIRE DEPT THAT FIRE START FROM ELECTRICAL MALFUNCTION, PARTICULARLY IN THE BRAKE SYSTEM - - THERE WAS NO WARNING THAT THERE WAS ANY PROBLEMS WITH THE BRAKING SYSTEM, OTHER THAN THE BRAKE PRESSURE SENSOR FUSE HAD BLOWN 2 WEEKS PRIOR TO THIS TRAJIC INCIDENT- CUST IS CONCERNED THAT THIS INCIDENT COULD POSSIBLY HAPPEN TO ANY OTHER FORD PRODUCT ON THE ROAD, AT ANY GIVEN MOMENT- VEH IS IN THE SAME SPOT IN CUSTS DRIVER WHERE IT BURNT DOWN. DEALER SAID: - SWANSON FORD OF CALIFORNIA IN LOS GATOS, CA 95032. CRG ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. ==> ADVISED CUST OF ABOVE INFO ==>

Fire occurred on 8/12/04
No injuries - No Fire Coverage
Ins. Co. contacted - No Fire Coverage
Days - Complaint cannot
Fire Dept. cannot
veh. @ cust home

PE04-876 0000

VIN	Year	Model	Vehicle List	Owner Status	Vehicle Info
1FMFU18L1V [REDACTED]	1997	EXPEDITION	Sales Type INDIVIDUAL RTL	Subsequent Owner	Oasis Warranty History
		Open Issues Edat			

PE04-078 0908

ESP / Recall Information

VIN: 1FMFU18L1

No ESP information for this VIN

~~Recall Information~~~~Field Service Action~~

Number	Type	Description	Status	Status Date	Dealer Code
00606	SAFETY RECALL	TRAILER HITCH ATTACHMENT	CLOSE - REPAIRED	2000-06-12	08331USAF56022
87S88	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-08-08	08331USAF56022
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-08-08	08331USAF56022
99B02	CUSTOMER SATISFACTION NOTIF PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	1999-08-02	08331USAF56022

PC04-076 0501

8/26/2004

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
72-SAN FRANCISCO	72-SAN FRANCISCO	M	D1	07802	F72031

Dealer Name:	SWANSON FORD		
Dealer Address:	16005 LOS GATOS BLVD LOS GATOS CA 95032		
Dealer Main Phone:	408-356-2101	Dealer Service Phone:	408-356-2101

Position	Employee Name
DEALER/PARTNER	BRUCE E SWANSON
DEALER/PARTNER	JAMES R SWANSON
PARTS MANAGER	JASON LAKEY
PARTS MANAGER	LARRY SPECK
SALES MANAGER	JAMES MOAN
SALES MANAGER	CLYDE WARE
SALES MANAGER	STEPHEN R SWANSON
SALES MANAGER	RAYMOND A SCIARONI
SALES MANAGER	JOSEPH GODOY
SALES MANAGER	ROBERT EZZELL
SERVICE MANAGER	ROBERT A SPURLING

Service Hours	8:30AM TO 6:00 PM
Directions	
Trained	Y
Additional Information	LSG ENROLLED TOWING: 408-354-4444 FMS 110-5372

F04-078 0002

ANALYTICAL WARRANTY SYSTEM

Standard Claims List For Model Year 1997

Note: All Costs are in US Dollars Server Name : AWS Adhoc

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TBS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASR	SUFF	OCC	CD	DIST (Miles)
1FMPU18L1V1			TVA	T/F	T/E	AP	T/D	T/VZ	23-NOV-1996	09-JAN-1997	156020	USA	4	2004	000615	*	DIAG	*	D21	08	5780
AWS Claim Key:		1742139	Trx Code:		2	Labor Hrs:		6	Labor Cost:		34.2	Material Cost:		0	Total Cost:		34.2				
Dir Cd-Sub Cd:		08331-A	Name:			UTAH AUTO COLLECTION			Ph:	801-2622611	St:	UT	City Cd:	USA	Reg Cd:	NA	Repr Date:		22-APR-1997	Dec	0277591B
Cost Comments:		CK AND ADVISE ON STALLING AT IDLE																			
Tech Comments:		3780 MILEAGE 5785 SBDS GUIDED DIAGNOSTICS KOEO PASS KOER PASS. DCL DISPLAY. RAN OASIS NO TRBS OR SERVICE MESSAGES. TRBT DROVE COULD NOT VERIFY PROBLEM.																			
1FMPU18L1V1			TVA	T/F	T/E	AP	T/D	T/VZ	23-NOV-1996	09-JAN-1997	156020	USA	5	3801	070001	*	7A085	*	L72	D1	6717
AWS Claim Key:		2476734	Trx Code:		2	Labor Hrs:		12	Labor Cost:		68.4	Material Cost:		0	Total Cost:		68.4				
Dir Cd-Sub Cd:		08331-A	Name:			UTAH AUTO COLLECTION			Ph:	801-2622611	St:	UT	City Cd:	USA	Reg Cd:	NA	Repr Date:		12-MAY-1997	Dec	02775916A
Cost Comments:		CHECK AND ADVISE ON TRANS FLUID LEAK SOP IN																			
Tech Comments:		6717 6717 SOP COOLER LINE DID NOT COME IN TOOK OLD LINE OUT AND CLEANED PUT NEW ORING IN COOLER APPLIED TEFLON TAPE NOT LEAKING NOW																			
1FMPU18L1V1			TVA	T/F	T/E	AP	T/D	T/VZ	23-NOV-1996	09-JAN-1997	156020	USA	5	2004	000615	*	DIAG	*	E29	08	6717
AWS Claim Key:		2536308	Trx Code:		2	Labor Hrs:		12	Labor Cost:		68.4	Material Cost:		0	Total Cost:		68.4				
Dir Cd-Sub Cd:		08331-A	Name:			UTAH AUTO COLLECTION			Ph:	801-2622611	St:	UT	City Cd:	USA	Reg Cd:	NA	Repr Date:		12-MAY-1997	Dec	02775916B
Cost Comments:		CHK & ADVISE ON TRUCK DIES AT STOPS PLEASE ADVISE REPAIRS																			
Tech Comments:		6717 SBDS GUIDED DIAGNOSTICS KOEO PASS CONT III. KOER III. CHKD OASIS MESSAGE I0511 STATES TO CRK 0101 CONFIRMED OK. ALSO DATE CODE DOES NOT MATCH 1-3-97 OR SERIAL NUMBERS 963510915 DOESNT MATCH. LIMABLE TO VERIFY. HOOKED CFR DIDNT ACT UP. SEND IN CUSTOMER OUT WITH CFR RECORDER. CUSTOMER CAME BACK WITH CFR. CUSTOMER WAS OUT FOR THREE WEEKS. TRUCK DIDNT ACT UP ONCE. NO PROBLEM FOUND ON RECORDER.																			

PE94-078 0003

23 09-JAN-

1FMPU18LIV	11431500	TVA	TDF	TRE	AP	T/DE	T/VZ	23-NOV-1996	09-JAN-1997	156020	USA	20							28396
AWS Claim Key:	11431500	Trs Code:	98314	Labor Hrs:	6	Labor Cost:	36	Material Cost:	8.4	Total Cost:	50.4								
Dir CA-Sub Ctl:	08331-0	Name:	UTAH AUTO COLLECTION	Ph:	801-2622611	St:	UT	City Ctl:	USA	Reg Ctl:	NA	Repr Date:	06-AUG-1998	Doc #:	323568A				
Cost Comments:	PERFORMED RECALL 00905. CLEANED MATING SURFACES. INSTALLED NEW HARDWARE. TORQUED TO SPECS. CONCERN IS RESOLVED.																		
Trck Comments:	PERFORMED RECALL 00905. CLEANED MATING SURFACES. INSTALLED NEW HARDWARE. TORQUED TO SPECS. CONCERN IS RESOLVED.																		
1FMPU18LIV	11431501	TVA	TDF	TRE	AP	T/DE	T/VZ	23-NOV-1996	09-JAN-1997	156020	USA	20							28396
AWS Claim Key:	11431501	Trs Code:	97385	Labor Hrs:	3	Labor Cost:	18	Material Cost:	0	Total Cost:	24								
Dir CA-Sub Ctl:	08331-0	Name:	UTAH AUTO COLLECTION	Ph:	801-2622611	St:	UT	City Ctl:	USA	Reg Ctl:	NA	Repr Date:	06-AUG-1998	Doc #:	323568B				
Cost Comments:	PERFORMED RECALL 00905. CLEANED MATING SURFACES. INSTALLED NEW HARDWARE. TORQUED TO SPECS. CONCERN IS RESOLVED.																		
Trck Comments:	PERFORMED RECALL 00905. CLEANED MATING SURFACES. INSTALLED NEW HARDWARE. TORQUED TO SPECS. CONCERN IS RESOLVED.																		
1FMPU18LIV	17843022	TVA	TDF	TRE	AP	T/DE	T/VZ	23-NOV-1996	09-JAN-1997	156020	USA	32	7901						30964
AWS Claim Key:	17843022	Trs Code:	99802	Labor Hrs:	5	Labor Cost:	33	Material Cost:	47.84	Total Cost:	80.84								
Dir CA-Sub Ctl:	08331-0	Name:	UTAH AUTO COLLECTION	Ph:	801-2622611	St:	UT	City Ctl:	USA	Reg Ctl:	NA	Repr Date:	02-AUG-1999	Doc #:	0799803				
Cost Comments:	PERFORMED RECALL 00905. CLEANED MATING SURFACES. INSTALLED NEW HARDWARE. TORQUED TO SPECS. CONCERN IS RESOLVED.																		
Trck Comments:	PERFORMED RECALL 00905. CLEANED MATING SURFACES. INSTALLED NEW HARDWARE. TORQUED TO SPECS. CONCERN IS RESOLVED.																		
1FMPU18LIV	20836290	TVA	TDF	TRE	AP	T/DE	T/VZ	23-NOV-1996	09-JAN-1997	156020	USA	42							65318
AWS Claim Key:	20836290	Trs Code:	00905	Labor Hrs:	7	Labor Cost:	48.14	Material Cost:	30.3	Total Cost:	85.32								
Dir CA-Sub Ctl:	08331-0	Name:	UTAH AUTO COLLECTION	Ph:	801-2622611	St:	UT	City Ctl:	USA	Reg Ctl:	NA	Repr Date:	12-JUN-2000	Doc #:	029718001				
Cost Comments:	1 00905 TRAILER HITCH ATTACHMENT																		
Trck Comments:	PERFORMED RECALL 00905. CLEANED MATING SURFACES. INSTALLED NEW HARDWARE. TORQUED TO SPECS. CONCERN IS RESOLVED.																		

Any comments?

MSA-078 0084

Server Name : AWS Adhoc

ANALYTICAL WARRANTY SYSTEM

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMPU1BL1VL	Vehicle Line: T/B3 - EXPEDITION (UN93) [97-02]	Body Sheet: *
Model Year: 1997	Market Description: * - [N/A]	Navis Eng Serial No: *
Valt Type: T	Drive Code: T/E - 4 WHL L/AI PART TIME DRIVE	Engine: T/VZ - W-MOD 5.4L SOHC EFI NA V8 G-MP
Inv. Dealer: 08324	Body Csb Style: - REGULAR CARGO VAN	Transmission: T/D8 - 4 SPD AUTO TR-NAAD BACD(4R100)
Vehicle Status Code: 800	Version/Series: T/EF - FORD SERIES	

Trans Eng Serial No:

NA

Trans Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - #00000000	Plant: AP - MICHIGAN PLANT BUILD
Country: USA - #00000000	Prod Date: 23-NOV-1996

SALE INFORMATION:

Region: NA - #00000000 Billing Dealer: 158020 - *

Country: USA - #00000000 Billing Dir (S/Prov): PA

Buyer S/Prov: UT

Arrival Date: 04-DEC-1996 Red Carpet Lease: *

Sale Date: 09-JAN-1997 Fleet/Retail/Co. Lease: R

Warranty Start Date: 09-JAN-1997 Modified Vehicle: * Vehicle Count Flag:

Orig Warranty Date: 09-JAN-1997 Resequenced Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

PC84-878 8/26/04



010VLA03061103 1 2 112330 NJ D I RER SF M01 01 07 P 50620 54 TR 502 L1
 PMP132 1 003A 0L0V7 Y 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	GVW Class Code:	F
Anti-Lock:	* - [N/A]	Instrumentation:	* - [N/A]
Asie Ratio:	BGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Asie Type:	BGJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MC	Paint:	PNJAA - EBONY SOLID CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Servico):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STROACSTECLK
Calibration Code:	746FR07A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Axle:	
Color(Trim):	000ZV -	Tire Manufacturer:	AG -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	F	Tire Size:	D5KFD - P265/70R 17 A/T OWL
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T43 - T43
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Size:	SPL
ESP Plan Year:	* Engine Family:	VFMS46K0FFK
ESP Signature Date:		

Any comments?

PDR-078 0303



2003

0297551263 ORLANDO

PE04-078 0056

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] BARTOW FL [REDACTED]
Country: USA Language: EN
Call Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

PEBA-879 0009

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTZX0762WK [REDACTED]
 Model Year: 1998
 Vch Type: T
 Inv. Dealer: D4809

Ych Line: T765 - FLS029KJPNWMP225-FORD [97-03]
 Market Derived: * - [N/A]
 Drive Code: T7B - 2 WHL L/R REAR DRIVE
 Body Cab Style: T7BD - SUPER SINGLE CAB (SUPER CAB)
 Version/Series: T7AM - F50 SERIES

(Related Claims)

Eng Serial No: *
 Body Shell: *
 Engine: T7V3 - W-M 4.6L SOHC EFI NA CIV6 O-HP
 Transmission: T7D1 - 4 SPD AUTO TR MAAQ A00H5W4R70W

BUILD INFORMATION:

Region: NA - #00000000 Plant: AI - KANSAS CITY PLANT (BUILD)
 Country: USA - #00000000 Prod Date: 18-APR-1998

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 12408 - *
 Country: USA - #00000000 Selling Dir SU/Prov: U
 Buyer SU/Prov: U

Arrival Date: 05-MAY-1998 Retl Carpet Lease: *
 Sale Date: 30-JUL-1998 Fleet/Retailer's Lease: 5
 Warranty Start Date: 30-JUL-1998 Modified Vehicle: 0540
 Orig Warranty Date: 14-APR-1998 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 A07XK0760B6L3539 3 58T000194 OC R 1UM3P56 N5H 287 T 81 02-4K4DE051VAJL 092794 6
 1P2E2 D C 587A 6UPV 89B032X1P0 3

INSTALLED OPTION INFORMATION:

Air Conditioning:	T7B - MANUAL AIR CONDITIONER	GVW Code:	
Alternate Amp Rating:	AT	GVW Class Code:	Z
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Environmentals:	* - [N/A]
Axle Ratio:	REGARD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	REGARD - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	U	Paint:	PNRVA - DARK TORREADOR CW
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Codes/Service:	* - [N/A]	Radio:	A1 - ELECTR PREM AMP/PM STEREO/TEXT R

F804-078 8900



Calibration Code:	5481W05A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Surge Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AG - GOOD YEAR
Delivery Type:	D	Tire Size:	DMWC - P255/70R-16 DWL A-N
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wired Sun:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	0		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	U7B - U7B
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Time):	*	Emission Decal Suffix:	RA11
ESP Plan Year:	*	Engine Family:	WPMX11461AA
ESP Signature Date:			

PE04-978 0001

Can't find VIN Code =

Standard Claims List For Model Year 1998

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRN CD	ENG CD	PRD DATE	WARR DATE	SELLING DEALER	SELL CNT	YR WOK	CPSC	PREP	BASE	SUPP	CCV	CL	DIST (Miles)
-----	----------	-----------	----------	------------	------------	--------	--------	--------	----------	-----------	----------------	----------	--------	------	------	------	------	-----	----	--------------

PE04-070 0902

ESP / Recall Information

VIN: 1FT2X0762WK [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

PEBA-078 0003

[REDACTED]

5/12/03

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	E	C2	04809	F24408

Dealer Name:	BARTOW FORD CO		
Dealer Address:	425 E VAN FLEET DR BARTOW FL 33830		
Dealer Main Phone:	941-533-0425	Dealer Service Phone:	941-534-2646

Position	Employee Name
DEALER/PARTNER	ERNEST M SMITH
DEALER/PARTNER	ROBERT AMBROSE
DEALER/PARTNER	DENNY MULLIS
GENERAL MANAGER	BENJAMIN J ROBLES
PARTS MANAGER	LARRY B CAMPER
SALES MANAGER	MIKE CICCONE
SALES MANAGER	JOSEPH CIFERNI
SALES MANAGER	KENNEDY C HEDEL
SALES MANAGER	MICHAEL L BEDENBAUGH
SALES MANAGER	STEVE MICHALEC
SALES MANAGER	ROBERT A KENDRICK
SERVICE MANAGER	DENNIS TOWNSEND
SERVICE MANAGER	GARY W STEVENS

Service Hours 7:00 AM - 5:30 PM M-F, 8:00 AM - 12:00 PM SAT

Directions

Trained Y

Additional Information LSG ENROLLED TOWING: 813-425-1114 SUMMERS TOWING

F204-078 0004

All Action Details for Issue

Print

VIN: 1ETZK07B2W [REDACTED] Year: 1998 Model: F-SERIES Case: 297581263
 Name: [REDACTED] Owner Status: Original WSD: 1998-07-30
 Symptom Desc: START/CHARGE WIRING - BASIC Primary Phone: [REDACTED]
 Reason Desc: LEGAL - FIRE CLAIM Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 04808 BARTOW FORD CO Origin Desc: CALITIGATION PREVENTION-FRONT DESK
 Odometer: 118546 MI Comm Type: FAX
 Analyst Name: CHERIE LEICH Analyst: GLEICH
 Action Date: 05/06/2003 Action Time: 08.15.55.216 Action Date: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 5-5-03 DEALER CONTACT: DENNY TOWNSEND CUSTOMER ALLEGES IGNITION SWITCH WAS REPLACED ON 4-7-03. CRUISE CONTROL SWITCH ON MASTER CYLINDER STARTED FIRE TWO WEEKS LATER. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 04808 BARTOW FORD CO Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 118546 MI Comm Type: PHONE
 Analyst Name: CASSANDR JONES Analyst: CJONES
 Action Date: 05/06/2003 Action Time: 11.15.03.129 Action Date: Yes

Comments LPA SPOKE TO DLR CONTACT HE WANTED TO ADVISE LPA OF THIS SITUATION. CASE IS NOT INVOLVING ANY RECALLS AT THIS TIME. INSURANCE IS INVOLVED. ADVISED THAT THE CUST MUST CONTINUE TO WORK WITH INSURANCE CO FOR ASSISTANCE. NO LETTER OF CLOSING SENT TO CUST DUE TO DLR HANDLING-FYI CONTACT.

Data Element Name

Data Value

CONTACT PERSON

SFVC MANAGER

Action: FINAL CASE DISPOSITION
 Dealer: 04808 BARTOW FORD CO Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 118546 MI Comm Type: MAIL
 Analyst Name: CASSANDR JONES Analyst: CJONES
 Action Date: 05/08/2003 Action Time: 11.20.59.858 Action Date: No

Comments LPA SPOKE TO DLR CONTACT HE WANTED TO ADVISE LPA OF THIS SITUATION. CASE IS NOT INVOLVING ANY RECALLS AT THIS TIME.

PE04-0718 0505

INSURANCE IS INVOLVED. ADVISED THAT THE CUST MUST CONTINUE TO WORK WITH INSURANCE CO FOR ASSISTANCE. NO LETTER OF CLOSING SENT TO CUST DUE TO DLR HANDLING-FYI CONTACT.

PE01-076 0306

CASE: 297561263



DEALER

IER AFFAIRS REVIEW

IMPORTAI

AIRS UNTIL AUTHORIZED!

This Form is for RETAIL VEHI

Region: 24

CLES call 1-800-343-5338

DEALER INFORMATION:

CASSANDRA

Requesting Dealer

FL

Region & State

Contact Person DENNY TOWNSEND

Phone # 863-533-0425

CUSTOMER/VEHICLE INFORMATION:

New or Used WSD Year/Model 98 F150

VIN LF7ZXDZ63WK Mileage 17546

Customer Name

Address

City DENVER Country DENV State FL Zip code

Home Phone Work Phone

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Y(N) Fire Y(N) Injury Y(N)

Medical Attention Sought: Y(N)

Date of Incident 4-27-03

Is customer alleging a component defect caused the incident? Y(N) If yes, what type & details REPAIRED IGNITION SWITCH 4-7-03 CRUISE CONTROL SWITCH ON MASTER CYLINDER STOPPED FIRE 2 LUNGS AFTER

Was a police report filed? Y(N) If yes, where

Has the insurance Company been contacted? Y(N) What did the insurance company advise? NO INSURANCE ON VEHICLE

Owner's insurance Company Agent's Name

Insurance Company Phone Number ()

If the vehicle is a conversion unit, who is the coach builder?

City State Zip

RESOLUTION that CUSTOMER is SEEKING:

REPAIR OF VEHICLE

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? Y / N, PAGES:

Fax to: (313) 845-5688, (313) 845-5689 or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED



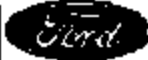
SERVICE
 (863) 534-2648
PARTS
 (863) 534-2629
H.D. TRUCK
 (863) 534-2644

BARTON FORD

INTEGRITY-TRUST-HONESTY

SINCE 1948

425 E. Via Fleet Drive - P.O. Box 1700
 BARTON, FLORIDA 33831-1700



CS312019
Mungraff
SALES
 (863) 534-2622
BODY SHOP
 (863) 534-2678
TOLL FREE
 (800) 533-0425

NO: 118546

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

Customer no. 110315	Technician MARIO MIRANDA	Lot no. 9002	Invoice no. 1729	Invoice date 04/08/03	Invoice no. FOCS312019
Address BARTON, FL	License no. 118,546	Color DK TOREADOR	Model 98/FORD TRUCK/F150/PICKUP	Delivery date 07/31/98	Delivery year 41
Vehicle ID no. 1FTZX0762WK	Production date	Warranty start date 04/07/03			

LABOR & PARTS
 JOB # 1 08FIZ MISC. LIGHT REPAIR TECH(S): 9489 123.50
 CUST STATES VEH WILL NOT COME OUT OF PARK WHEN TURNS VEH ON
 FOUND IGN SWITCH AND INDICATOR DAMAGED.
 RMR IGN SWITCH AND INDICATOR, NORM OPER.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	F40Z-11572-B	SWITCH ASY-IGI	22.71	
JOB # 1	1	F6Z-7A110-AA	INDICATOR ASY-	19.99	
				JOB # 1 TOTAL PARTS	42.71
				JOB # 1 TOTAL LABOR & PARTS	166.71

LABOR & PARTS
 JOB # 2 02FZINISC MISC. LIGHT REPAIR TECH(S): 9489 123.50
 CUST STATES BATT DIES AT TIMES HAS TO BE CHARGED.
 FOUND WEAK ALT.
 RMR ALT, REPLACE LFT HEAD LT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	F7PZ-10346-KARNC1	ALT ASY - LESS	233.33	
JOB # 2	1	F4T2-136021-B	DLB & SOCKET RET	11.32	
				JOB # 2 TOTAL PARTS	244.65
				JOB # 2 TOTAL LABOR & PARTS	368.15

TOTALS
 TOTAL LABOR..... 247.00
 TOTAL PARTS..... 296.86
 TOTAL SUBLET..... 0.00
 TOTAL G.D.B..... 0.00
 TOTAL MISC CHG..... 0.00
 TOTAL MISC DISC..... 0.00
 TOTAL TAX..... 32.63
TOTAL INVOICE \$ 885.88

METHOD OF PAYMENT

 IF YOU ARE STILL UNDER FACTORY WARRANTY
 AN EXTENDED SERVICE PLAN MAY BE AVAILABLE
 FOR MORE INFORMATION, PLEASE CONTACT ONE
 OF OUR CUSTOMER SERVICES REPRESENTATIVES.

I UNDERSTAND THE WORK DONE AND AGREE TO THE ABOVE CHARGES. IS YOUR ADDRESS/PHONE CORRECT?

CUSTOMER SIGNATURE _____
 DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES
 The seller, BARTON FORD COMPANY, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BARTON FORD COMPANY neither insures nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product. (P.L. 98-657).

ORIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12 MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED. ALL PARTS INSTALLED ON THIS VEHICLE ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED.

ADDITIONAL CHARGES: This charge represents costs and profits to the repair vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

The State of Florida requires a \$1.00 fee to be collected for each new license in the state (s. 408.718), and a \$1.00 fee to be collected for each new or remanufactured factory sold in the state (s. 408.718).

Service Dept. Hours
 Mon - Fri
 7:30 AM to 5:00 PM
 Sat.
 8:00 AM to 5:00 PM

Parts Dept. Hours
 Mon - Fri
 7:30 AM to 5:30 PM
 Sat.
 8:00 AM to 12:00 PM

Our Valued Service Customer
 IF YOU ARE STILL UNDER FACTORY WARRANTY, AN EXTENDED SERVICE PLAN MAY BE AVAILABLE. FOR MORE INFORMATION, PLEASE CONTACT ONE OF OUR CUSTOMER SERVICE REPRESENTATIVES

Barton Ford

To: _____

PAGES: 5

DATE: _____

Service Department

Message: _____



PLEASE FAX BACK ANY CORRESPONDENCE TO (863) 533-1290

REM-018 0000