

PE04-078
FORD
1/28/2005
BOOK 1 OF 12
ATTACHMENT D
PART 2 OF 5

0605101474 SOUTHWEST

FEB-67 6676

All Action Details for:

VIN: 1FMRU1588Y1 [REDACTED] Year: 2000 Model: EXPEDITION Case: 605101474
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-02-23
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 00543 SKYLINE FORD SALES, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 81100 MI Comm Type: PHONE
 Analyst Name: ST. HILL JASON Analyst: JSTHILL1
 Action Date: 05/26/2004 Action Time: 16.48.29.016 Action Data: Yes

Comments CUSTOMER SAID: -CUST STATED THAT HER WAS PARKED FOR 2HRS AND VEH CAUGHT ON FIRE - CUST STATED THE INVESTIGATOR STATED IT WAS A LIVE CIRCUIT AND IT IS A MANUFACTURES ISSUE. -CUST VEH BURNED IN THE DRIMWAY OF THE HOUSE AND LEFT MARKS ON THE DRIVEWAY. -CUST WANTS TO GET THIS CLEANED UP. -CUST HAS CALLED CRG BEFORE AND HAS NEVER HEARD BACK FROM ANYONE. -CUST STATED THE FIRE WAS ON MAY 5TH 04 -CUST STATED THAT THE FIRE ORIGINATED IN THE BRAKE PRESSURE SWITCH AS PER INVESTIGATOR -CUST STATED THE INSURANCE COMPANY TOOK VEH AWAY. -CUST STATED THAT FIRE DEPT CAME AND PUT THE FIRE OUT AND THEN THEY LEFT, CUST ISNT SURE THERE IS A REPORT - CUST HAS FILED A CLAIM WITH THERE ISNURANCE COMPANY. -CUST HAS STATED THAT THE INSURANCE COMPANY HAS FINISHED THERE INVESTIGATION -CUST VEH WAS TURNED OF FOR AT LEAST 2HRS WHEN THE FIRE STARTED.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.

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY
 Dealer: 00543 SKYLINE FORD SALES, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 81100 MI Comm Type: MAIL
 Analyst Name: PAWELEK, MAUREEN (M.L.) Analyst: MPAWELEK
 Action Date: 05/28/2004 Action Time: 11.50.59.477 Action Data: No

Comments SENDING LETTER REFERRING CUSTOMER TO INSURANCE CARRIER.



Copy

Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

Sent Via U.S. Mail

May 28, 2004

[REDACTED]
Dallas, TX [REDACTED]

Re: 2000 Expedition
VIN: 1FMRU1568Y [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2000 Expedition.

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,

Maurcen Pawelek-Murray
Consumer Affairs



Customer Info

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

VIN
1FMRL1568Y[REDACTED]

Year Model
2000 EXPEDITION
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History

ESP Policy Information

VIN: 1FMRU1568Y

Contract: 1 of 1

ESP Purchase Details

Purchaser: [REDACTED]
 Plan Type: USA 2001 NEW 72/100,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: TEXAN FORD
 Deductible: 50
 Rental: 25
 Towing Allowance:

Status: Active
 Expiration Date: 2006-02-23
 Expiration Miles: 100,000
 Plan Year: 2001
 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
00L11	LABEL/LITERATURE PROGRAM	2000-2001 EXPED/NAV, 2001 TAURUS/SABLE, 2001 F150 SUPER CAB - OWNER GUIDE - CHILD TETHER	CLOSE - FORCE COMPLE		
01B77	CUSTOMER SAT/OWNER NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - REPAIRED	2001-11-15	8481FU/SAF8481F

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMRU1568YL	Veh Line: T/B3 - EXPEDITION (UN93) [97-02]	Eng Serial No: *
Model Year: 2000	Market Derived: * - [N/A]	Body Shell: *
Veh Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: T/V3 - W-M 4.6L SOHC EFI NA C
Inv. Dealer: 02924	Body Cab Style: T/WD - 4 DOOR WAGON	Transmission: T/DU - 4 SPD AUTO TR NAAO A
	Version/Series: T/EF - FORD SERIES	

BUILD INFORMATION:

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - ##### Prod Date: 10-FEB-2000

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 152021 -*
 Country: USA - ##### Selling Dir St/Prov: TX
 Buyer St/Prov: TX
 Arrival Date: 21-FEB-2000 Red Carpet Lease: *
 Sale Date: 23-FEB-2000 Fleet/Install/Co. Lease: R
 Warranty Start Date: 23-FEB-2000 Modified Vehicle: *
 Orig Warranty Date: 23-FEB-2000 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 015YEB291231193 G 3 2 31A027K 3M K 017 65 3 48 6 A 52A021 50 JL 51K 6
 Invt 2 960TX 1

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:
Alternator Amp Rating: CB	GVW Class Code: R
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: EQAFB - 3.31 FNAL DRIVE RATIO- SS	Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axle Type: EQJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: MK	Paint: PNEYA - DARK TOREADOR C/C
Brake Code: * - [N/A]	Power Antenna: * - [N/A]
Brake Code(Servic): * - [N/A]	Radio: AT - ELSTR PREM AM/FM STRO/CSTE/CLK
Calibration Code: 0B316C0A	Sound System: * - [N/A]
Color(Accent): * - [N/A]	Sump Tandem Axle:
Color(Trim): * - [N/A]	Tire Brand: AC - FIRESTONE
Delivery Type: 0	Tire Size: D3JWA - P255/70R-16 OWL A-T
Driveshaft Code: F	Traction Control: * - [N/A]
Front Seat: * - [N/A]	Wheel Base:
Fuel Type: * - [N/A]	

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	T/B - T/B
ESP Coverage(Miles):	100	Emission Cert Type:	5
ESP Coverage(Time):	072	Emission Decal Suffix:	GHC
ESP Max Year:	2001	Engine Family:	YFMXT0466FF
ESP Signature Date:	22-DEC-2001		

Server Name : AWS Adhoc

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TES CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WOC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)		
1FMRU19451E0211783	*		TWD	T/EF	T/B	AP	T/DU	T/V3	10-FEB-2000	23-FEB-2000	152021	USA	22	5K06	*							31317	
AWS Claim Key:		12968834	Trx Code:		01B77	Labor Hrs:		0															
Dir Cd-Sub Cd:		3481E*	Name:		FORD MOTOR COMPANY	Ph:		**	St:		MI	Ctry Cd:		USA	Reg Cd:		NA	Rcpt Date:		13-NOV-2001	Dec #:		111709A
1FMRU19451E0211785	*		TWD	T/EF	T/B	AP	T/DU	T/V3	10-FEB-2000	23-FEB-2000	152021	USA	22	7D07	17K00X	E4CZ	13466	A	1.29	28		33187	
AWS Claim Key:		13138918	Trx Code:		E83	Labor Hrs:		9															
Dir Cd-Sub Cd:		00543*	Name:		SKYLINE FORD SALES, INC.	Ph:		214-3274300	St:		TX	Ctry Cd:		USA	Reg Cd:		NA	Rcpt Date:		03-DEC-2001	Dec #:		113448B
Cust Comments:		L29-DRIVER SIDE TURN SIGNAL FLASHES FAST																					
1FMRU19451E0211783	*		TWD	T/EF	T/B	AP	T/DU	T/V3	10-FEB-2000	23-FEB-2000	152021	USA	22	3C03	070503	*	7F232	*	359	42		33187	
AWS Claim Key:		13139919	Trx Code:		E84	Labor Hrs:		7															
Dir Cd-Sub Cd:		00543*	Name:		SKYLINE FORD SALES, INC.	Ph:		214-3274300	St:		TX	Ctry Cd:		USA	Reg Cd:		NA	Rcpt Date:		03-DEC-2001	Dec #:		113448C
Cust Comments:		P09-TRANS SLIPPS ON ACCEL																					
1FMRU19451E0211783	*		TWD	T/EF	T/B	AP	T/DU	T/V3	10-FEB-2000	23-FEB-2000	152021	USA	23	1G04	030509	1L3Z	6R309	AA	E50	33		33897	
AWS Claim Key:		13425684	Trx Code:		E84	Labor Hrs:		7															
Dir Cd-Sub Cd:		02405*	Name:		PARK CITIES FORD	Ph:		214-3588800	St:		TX	Ctry Cd:		USA	Reg Cd:		NA	Rcpt Date:		17-DEC-2001	Dec #:		115418401
Cust Comments:		N90 SQUEALING TYPE NOISE IN ENGINE AREA ON ACCEL 30 40 MPH COLD MOSTLY																					
Tech Comments:		1 REPLACE SERP BELT, TEN, AND JDL BE FULLY. RETEST																					
1FMRU19451E0211783	*		TWD	T/EF	T/B	AP	T/DU	T/V3	10-FEB-2000	23-FEB-2000	152021	USA	26	7F17	011605	XL1Z	17508	AA	W06	42		40710	
AWS Claim Key:		13450527	Trx Code:		0759D	Labor Hrs:		9															
Rcpt Date:		01-APR-																					
Dec #:																							

FEB-076 0008

Dir Cd-Sub Cd:	00343*	Name:	SKYLINE FORD SALES, INC.	Ph:	214-3274300	St:	TX	City Cd:		USA Reg Cd:	NA	2002	#:	121383A							
Cost Comments:	W05*REAR WIPER (NOP)																				
TECHNICAL DATA	7B3	*	T/W/D	T/E/F	T/B	AP	T/DU	T/V3	10-FEB-2000	23-FEB-2000	152021	USA	46	5003	11XXXXX	F67Z	3E501	AA	N17	DM	74087
AWS Claim Key:	21952213	Trx Code:	0759D	Labor Hrs:	1																
Dir Cd-Sub Cd:	02488*	Name:	TEXAN FORD	Ph:	817-4673673	St:	TX	City Cd:		USA Reg Cd:	NA	Repr Date:	08-NOV-2003	Doc #:	300551A						
Cost Comments:	BRAKES GRINDING																				
Tech Comments:	74096 3504A1 L/D NOISE COMING FROM STEERING GEAR BECAUSE OF LEAK FLUID I PERFORM A ROAD TEST TO VERIFY GRINDING NOISE WHEN BRAKING AND I FOUND THAT THE GRINDING NOISE WAS COMING FROM THE POWER STEERING BECAUSE IT WAS LEAK FROM THE STEERING GEAR AND WAS VERY LOW ON FLUID SO IT WAS NECESSARY TO REMOVE THE STEERING GEAR AND RESEAL AND REINSTALL AND PURGE AIR FROM THE																				
TECHNICAL DATA	7B3	*	T/W/D	T/E/F	T/B	AP	T/DU	T/V3	10-FEB-2000	23-FEB-2000	152021	USA	46	2B02	03XXXXX	1L2Z	12029	AA	DM2	42	74087
AWS Claim Key:	21962286	Trx Code:	0759D	Labor Hrs:	4																
Dir Cd-Sub Cd:	02488*	Name:	TEXAN FORD	Ph:	817-4673673	St:	TX	City Cd:		USA Reg Cd:	NA	Repr Date:	08-NOV-2003	Doc #:	300551B						
Cost Comments:	CUST STATES VEH JERKS WHILE DRIVING																				
Tech Comments:	74096 12650D * 12650DX1 * 12650D3 * 12650D45 * 12650D55 * 12650D81 * 12605AT * 12650D3 * 9350B. VERIFIED CONCERN, PERFORMED EEC TEST FOUND CODE P0304, P0306, PERFORMED PLD DATA MONITOR (FOUND LAC OUT OF RANGE M13), PERFORMED IGNITION SYSTEM TEST (FOUND #1, #4, #5 DROPPING UNDER LOAD), PERFORMED FUEL PRESSURE TEST (PASS), PERFORMED PINPOINT TEST FOUND COILS AT FAULT. R&R SPARK																				
TECHNICAL DATA	7B3	*	T/W/D	T/E/F	T/B	AP	T/DU	T/V3	10-FEB-2000	23-FEB-2000	152021	USA	46	6A09	011401	1L3Z	11582	AB	L13	42	74087
AWS Claim Key:	21871447	Trx Code:	0759D	Labor Hrs:	4.2																
Dir Cd-Sub Cd:	02488*	Name:	TEXAN FORD	Ph:	817-4673673	St:	TX	City Cd:		USA Reg Cd:	NA	Repr Date:	08-NOV-2003	Doc #:	300551C						
Cost Comments:	CUST STATES KEY DIFFICULT TO TURN IN IGNITION																				
Tech Comments:	74087 CONFIRMED CUSTOMERS COMPLAINT. FOUND IGNITION LOCK CYLINDER AND LINKAGES BINDING SWITCH BINDING. LABOR OPS. 3514A 1.2, 3723A 2.1, 11582 0.1, 11372 0.A, REPLACED IGNITION LOCK CYLINDER, IGNITION SWITCH LOCK CYLINDER STILL BINDING SLIGHTLY REMOVED STEERING COLUMN, DISASSEMBLED UPPER HOUSING AND LOCK ACTUATOR. LUBED LINKAGES. IGNITION LOCK NOW TURNS FREELY.																				
TECHNICAL DATA	7B3	*	T/W/D	T/E/F	T/B	AP	T/DU	T/V3	10-FEB-2000	23-FEB-2000	152021	USA	46	7B01	120301	F7L2	19703	AA	C09	42	74087
AWS Claim Key:	21912583	Trx Code:	0759D	Labor Hrs:	4.5																
Dir Cd-Sub Cd:	02488*	Name:	TEXAN FORD	Ph:	817-4673673	St:	TX	City Cd:		USA Reg Cd:	NA	Repr Date:	08-NOV-2003	Doc #:	300551D						
Cost Comments:	CUST STATES HIGH PITCHED HUM WHEN TURN OFF A C AND CAR																				
Tech Comments:	74087 FOUND COMPRESSOR LOCKING UP AND SYSTEM CONTAM. 19700A 0.6, 19700A3 0.2, 19700A3 0.2, 19708A3 0.2, 19700A3 0.2, 19700A3 0.2, 19700A3 0.2, 19700A9 0.9, 19700A19 0.5, 19700A17.0.1, 19700A23 0.9, 19700A13 0.2, 31012A19 0.7. PERFORMED A C SYSTEM DIAG. REPLACED COMPRESSOR AND CLUTCH SET, MANIFOLD ASSY. FRONT AND REAR ORIFICES, FLUSHED SYSTEM. EVACUATED AND RE CHARGED TO SPECS																				

74087-078 0087



2004

1436812534 SOUTHWEST

FEM-078 8850

All Action Details for Issue

Print

VIN: 1ETRX17W4Y[REDACTED] Year: 2000 Model: F-SERIES Case: 1436612534
 Name: [REDACTED] Owner Status: Subsequent WBD: 2000-01-24
 Symptom Desc: HRV/SPD CNTRL SPEED CONTROL ENGAGEMENT/WOP 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: 02091 PLANET FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 37000 MI Comm Type: PHONE
 Analyst Name: TRICIA HARBAJAN Analyst: THARBAJA
 Action Date: 09/08/2004 Action Time: 12.06.00.164 Action Date: Yes

Comments CUSTOMER SAID: =VEH HAD AN ENGINE FIRE LAST WEEK AND IT SEEMS THAT IT IS A RECURRING PROBLEMS WITH F150 AND EXPEDITION =THIS CONCERNS ME, AND I WAS ADVISED TO CONTACT CRC FOR ASSISTANCE FOR REPAIRS OR TO SEE IF THERE ARE ANY RECALLS ON THE VEH =THE CRUISE CONTROL AND TURN SIGNAL FAILED JUST BEFORE THE FIRE =I PARKED MY VEH IN MY DRIVEWAY AND APPROX 10 MINUTES LATER I NOTICED THE VEH BURNING =VEH IS AT PLANET FORD IN HOUSTON AT COLLISION CENTER=THE CRUISE CONTROL CANCEL SWITCH CAUSED THE FIRE =AT THE DLRSH, JENNIFER CALHOON WHO PROCESSES STATE FARM INSURANCE FOR COLLISION ADVISED ME TO CONTACT FORD =I CONTACTED MY INSURANCE COMPANY AND I WAS TOLD THAT I HAVE A \$00.00 DEDUCTABLE =I WAS ADVISED BY JENNIFER THAT A FORD ENGINEER MAY COME OUT AND INSPECT THE VEH=COST OF REPAIRS IS APPROX 1500.00=i WILL BE OUT OF THE COUNTRY AND WILL BE RETURNING ON SEPT 13/2004 IN THE EVENING=VEH HAS BEEN AT DLRSH FOR THE PAST 2 WEEKS AS THEY ARE WAITING FOR A PARTDEALER SAID: PLANET FORD 20409 I-45 NORTHSPRING, TX 77388DISTANCE: 5.66 MILES TEL: (281) 719-3700CRC 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.

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY
 Dealer: 02091 PLANET FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 37000 MI Comm Type: MAIL
 Analyst Name: PAWELEK, MAUREEN Analyst: MPAWELEK
 (M.L.)
 Action Date: 09/10/2004 Action Time: 13.24.41.931 Action Date: No

Comments SENDING LETTER REFERRING CUSTOMER TO INSURANCE CARRIER AS IT IS BEYOND WARRANTY AND THERE ARE NO RECALLS.



Copy

Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

Sent Via U.S. Mail

September 10, 2004

[REDACTED]
The Woodlands, TX [REDACTED]

Re: 2000 F-Series
VIN: 1FTRX17W4YK [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2000 F-Series.

We sincerely regret the circumstances you described. However, a situation such as this must be 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,

Maureen Pawelek-Murray
Consumer Affairs



Customer Info

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

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FTRX17W4Y	2000	F-SERIES	INDIVIDUAL RTL	Subsequent Owner	Oasis Warranty History
1FTYR10V7Y	2000	RANGER	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
1FMRU1767Y	2000	EXPEDITION	INDIVIDUAL RTL	Original Owner	Oasis Warranty History

ESP / Recall Information

VIN: 1FTRX17W4Y [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
Plan Type: USA 2000 NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSIST.
Selling Dealer:
Deductible: 50
Rental: 28
Towing Allowance:

Status: Active
Expiration Date: 2006-01-24
Expiration Miles: 75,000
Plan Year: 2000
Purchase Type: N
Options:

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

Cancel Date:
Refund Percent:
Dealer Credited:

Process Date:
Dealer Received Date:

No Recall Information for this VIN

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTRX17W4YB	Model Year: 2000	Year: 2000	Vehicle Line: T/F5 - F150/250(FN96)/F225-FORD (97-05)	Eng Serial No: *
Market Derived: *	Body Style: *	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: T/VN - R-M 4.6L SOHC EFI NA	Transmission: T/DC - 4 SPD AUTO TR NAAO
Body Cab Style: T/B D - SUPER SINGLE CAB (SUPER CAB)	Version/Series: T/AM - 150 SERIES			

BUILD INFORMATION:

Region: NA - #00000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 03-OCT-1999

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 123038 - *
 Country: USA - #00000000 Selling Div S/Prov: LA
 Buyer S/Prov: LA

Arrival Date: 11-JAN-2000 Red Carpet Lease: *
 Sale Date: 24-JAN-2000 Fleet/Retail/Cn. Lease: R
 Warranty Start Date: 24-JAN-2000 Modified Vehicle: *
 Orig Warranty Date: 24-JAN-2000 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

X17YKASD00711935 R 2 F706099 BK BK U19 50 N 6 25 17 B B 23G038 93 B4B2 2L2S 4 45 W
 LPTB4 6 0 508A WULA 4

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: EQAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side): *- [N/A]
Axle Type: EGIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side): *- [N/A]
Battery Amp Rating: ME	Paint: PNBX - CHESTNUT C/C #2
Brake Code: FEAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna: *- [N/A]
Brake Code(Servic): *- [N/A]	Radio: AU - BLETR PREM AM/FM STRO/DISC
Calibration Code: DF316A0A	Sound System: *- [N/A]
Color(Accent): *- [N/A]	Susp Tandem Axle:
Color(Trim): *- [N/A]	Tire Brand: AG - GOODYEAR
Delivery Type: 0	Tire Size: D3KVJ - P27560R 17 A/S OWL
Driv shaft Code: F	Traction Control: *- [N/A]
Front Seat: *- [N/A]	Wheel Base:
Fuel Type: *- [N/A]	

TIRE DOT INFORMATION:

LF: * RP: *

LR: * RR: *

LL: * RL: *

SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	T/B - T/B
ESP Coverage(Miles):	075	Emission Cert Type:	F
ESP Coverage(Time):	060	Emission Desc/ Suffix:	GECU
ESP Plan Year:	2000	Engine Family:	YFMXT0463BP
ESP Signature Date:	24-JUL-2000		

Server Name : AWS Adhoc

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC	PREP	BASE	SUFF	OCC	CD	DIST (Miles)				
1FTRX17W4VK	75	*	T/BD	TIAM	T/B	AJ	T/DU	T/VN	05-OCT-1999	24-JAN-2000	123038	USA	3	2B04	031303	F75Z	9C9L5	AA	E29	42	2540				
AWS Claim Key:		180066	Trn Code:		S07	Labor Hrs:		9																	
Dr. Cd-Sub Cd:		06450*	Name:			CHAMPION FORD, LLC	Ph:		318-7983673	St:		LA	City Cd:		USA		Reg Cd:		NA	Rptg Date:		31-MAY-2000	Doc #:		37460202
Cust Comments:		CUST STATES CHECK ENG LIGHT IS ON E29																							
Tech Comments:		RAN SBDS TEST P145J RAN RELATED TEST SHEET ATTACHED RAN TSB 99 1 9 3 TEST REPLACE EVAP MANG VALVE CANNISTER SOL																							

PE04-078 0859

All Action Details for Issue

Print

VIN: 1FTRX17A4Y [REDACTED] Year: 2000 Model: F-SERIES Case: 1436812534
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-01-24
 Symptom Desc: HRVSPD CNTRL SPEED CONTROL ENGAGEMENT/INOP 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: 02091 PLANET FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 37000 MI Comm Type: PHONE
 Analyst Name: TRICIA HARBAJAN Analyst: THARBAJA
 Action Date: 09/09/2004 Action Time: 12.08.00.164 Action Data: Yes

Comments CUSTOMER SAID: =VEH HAD AN ENGINE FIRE LAST WEEK AND IT SEEMS THAT IT IS A RECURRING PROBLEMS WITH F150 AND EXPEDITION =THIS CONCERNS ME, AND I WAS ADVISED TO CONTACT CRC FOR ASSISTANCE FOR REPAIRS OR TO SEE IF THERE ARE ANY RECALLS ON THE VEH =THE CRUISE CONTROL AND TURN SIGNAL FAILED JUST BEFORE THE FIRE =I PARKED MY VEH IN MY DRIVEWAY AND APPROX 10 MINUTES LATER I NOTICED THE VEH BURNING =VEH IS AT PLANET FORD IN HOUSTON AT COLLISION CENTER=THE CRUISE CONTROL CANCEL SWITCH CAUSED THE FIRE =AT THE DLRSH, JENNIFER CALHOON WHO PROCESSES STATE FARM INSURANCE FOR COLLISION ADVISED ME TO CONTACT FORD =I CONTACTED MY INSURANCE COMPANY AND I WAS TOLD THAT I HAVE A 500.00 DEDUCTABLE =I WAS ADVISED BY JENNIFER THAT A FORD ENGINEER MAY COME OUT AND INSPECT THE VEH=COST OF REPAIRS IS APPROX 1500.00=I WILL BE OUT OF THE COUNTRY AND WILL BE RETURNING ON SEPT 13/2004 IN THE EVENING=VEH HAS BEEN AT DLRSH FOR THE PAST 2 WEEKS AS THEY ARE WAITING FOR A A PARTDEALER SAID: PLANET FORD 20403 I-45 NORTHSRING, TX 77388DISTANCE: 5.86 MILES TEL: (281) 719-3700CRC 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.

Data Element Name	Data Value
FIRE/ACCIDENT	F

Amel

REC-678 0888

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Address: [REDACTED] FL [REDACTED]

Country: USA Language: EN

Call Phone: [REDACTED] Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTDX1767W [REDACTED] Vch Line: T/F3 - F150/250(PN96)/F225-FORD [97-05] Eng Serial No: *
Model Year: 1997 Market Derived: * - [N/A] Body Shell: *
Vch Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/V3 - W-M 4.6L SOHC EFI NA CIV8 G-NP
Inv. Dealer: 04970 Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB) Transmbrnc: T/DJ - 4 SPD AUTO TR NAAG ACDEW/4R7DW
Version/Series: T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - [REDACTED] Plant: AR - NORFOLK PLANT BUILD
Country: USA - [REDACTED] Prod Date: 21-AUG-1996

SALE INFORMATION:

Region: NA - [REDACTED] Selling Dealer: 124454 -*
Country: USA - [REDACTED] Selling Div St/Prov: FL
Buyer St/Prov: FL

Arrival Date: 29-AUG-1996 Red Carpet Lease: *
Sale Date: 31-AUG-1996 Fleet/Instll/Co. Lease: R
Warranty Start Date: 31-AUG-1996 Modified Vehicle: *
Orig Warranty Date: 31-AUG-1996 Recquired Vehicle: * Vehicle Export Flag: M

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
K1796R17814 [REDACTED] 2 1 2681778 90 M DRD 55 2863 08 96118 34C454892 NEDA 000000 25 6
L9707 0 0 5082 9600L 1 4

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER GVW Code:
Alternator Amp Rating: AB GVW Class Code: D
Audio Disk: AC - AUDIO DISC CHANGER PLAYER Instrumentation: * - [N/A]
Axle Ratio: EG4HD - 3.55 FINAL DRIVE RATIO Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axle Type: EGJAC - LIMITED SLIP REAR AXLE Mirror(Pass Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: MA Paint: PNPEC - PACIFIC GREEN C/C

Brake Code:	FEAAB -4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* -[N/A]	Radio:	AT - ELETR PRGM AM/FM STEREO/CSTE/CLK
Calibration Code:	748DR11A	Sound System:	* -[N/A]
Color(Accent):	PHAYB - LT PRAIRIE TAN C/C	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AG - GOODYEAR
Delivery Type:	A	Tire Size:	D3JWC - P255/70R-16 OWL A-S
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* -[N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	F	Emission Code:	T/B - T/B
ESP Coverage(Miles):	060	Emission Cert Type:	F
ESP Coverage(Years):	072	Emission Decal Suffix:	SAT
ESP Plan Year:	2000	Engine Family:	VFM462BGKEK
ESP Signature Date:	02-JUL-1999		

Standard Claims List For Model Year 1997

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)		
1FTDX1767V		/F5	T/BD	T/AM	T/B	AR	T/DU	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	1									519	
AWS Claim Key:		236299	Trx Code:		94553	Labor Hrs:		0.2															
Dir Cd-Sub Cd:		04970	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:		FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		23-SEP-1996	Doc #:		08240651
Cust Comments:		94553 BRAKE PEDAL TO BOOSTER RETAINER CLIP																					
Tech Comments:		RECALL 94553 RECALL																					
1FTDX1767V		T/F5	T/BD	T/AM	T/B	AR	T/DU	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	25									20481	
AWS Claim Key:		11831276	Trx Code:		97586	Labor Hrs:		0.3															
Dir Cd-Sub Cd:		04970	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:		FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		27-AUG-1996	Doc #:		02319951
Cust Comments:		ACTION.																					
Tech Comments:																							
1FTDX1767V		T/F5	T/BD	T/AM	T/B	AR	T/DU	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	25									20521	
AWS Claim Key:		11862827	Trx Code:		98514	Labor Hrs:		0.6															
Dir Cd-Sub Cd:		04970	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:		FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		28-AUG-1996	Doc #:		02324051
Cust Comments:																							
Tech Comments:																							
1FTDX1767V		F5	T/BD	T/AM	T/B	AR	T/DU	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	35	4C01	0903D1		5255			L66	43	30407	
AWS Claim Key:		12570292	Trx Code:		E64	Labor Hrs:		1.6															
Dir Cd-Sub Cd:		04970	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:		FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		13-JUL-1999	Doc #:		04235251
Cust Comments:		INSTALL SOP PART CUSTOMER STATES HE IS SMELLING EXHAUST FUMES COMING IN TRUCK AND IS TIRED OF SWE																					
Tech Comments:		INOP PERFORMED TSB 972613																					

21-AUG- 31-AUG-

1FTDX1767V	7F5	T/BD	T/AM	T/B	AR	T/DU	T/Y3	1996	1996	124454	USA	54						48975		
AWS Claim Key:		2225049	Trx Code:		00522	Labor Hrs:		0.2												
Dir Cd-Sub Cd:		04970	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:	FL	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		02-FEB-2001	Doc #:	07798551
Tech Comments:																				
Tech II Comments:																				
1FTDX1767V	7F5	T/BD	T/AM	T/B	AR	T/DU	T/Y3	21-AUG-1996	31-AUG-1996	124454	USA	54	Z001	030603	F7U2	11002	AARM	DS0	42	48975
AWS Claim Key:		2225050	Trx Code:		0758D	Labor Hrs:		0.7												
Dir Cd-Sub Cd:		04970	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:	FL	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		02-FEB-2001	Doc #:	07798552
Tech Comments:																				
Tech II Comments:																				
1FTDX1767V	7F5	T/BD	T/AM	T/B	AR	T/DU	T/Y3	21-AUG-1996	31-AUG-1996	124454	USA	64	7B02	1402D1	F6P2	10346	EARM1	C25	42	59883
AWS Claim Key:		2378374	Trx Code:		0758D	Labor Hrs:		0.8												
Dir Cd-Sub Cd:		04970	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:	FL	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		21-NOV-2001	Doc #:	09783051
Cust Comments:		CUSTOMER STATES BATT LIGHT IS COMING ON ADVISE																		
Tech Comments:		ALTERNATOR REMOVE AND INSTALL OR REPLACE																		
1FTDX1767V	7F5	T/BD	T/AM	T/B	AR	T/DU	T/Y3	21-AUG-1996	31-AUG-1996	124454	USA	64	2G02	031403	FBLZ	128579	AARM	E29	42	59883
AWS Claim Key:		2378375	Trx Code:		0758D	Labor Hrs:		1.3												
Dir Cd-Sub Cd:		04970	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:	FL	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		21-NOV-2001	Doc #:	09783054
Cust Comments:		CUSTOMER STATES TRUCK STALLING OUT WHEN STARTED WHEN COMING TO A STOP ADVISE HESITATES BUCKS JERKS UNDER ACCERATION ADVISE																		
Tech Comments:		OUT OF SPEC. EPC (QUICK TEST) DIAGNOSIS																		
1FTDX1767V	7F5	T/BD	T/AM	T/B	AR	T/DU	T/Y3	21-AUG-1996	31-AUG-1996	124454	USA	64	7P01	110501	Y8SZ	13K359	CA	AH5	42	59883
AWS Claim Key:		2378376	Trx Code:		0758D	Labor Hrs:		0.9												
Dir Cd-Sub Cd:		04970	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:	FL	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		21-NOV-2001	Doc #:	09783251
Cust Comments:		CUSTOMER STATES HAZARDS INOP AT TIMES AT TIMES WIPER WASHER IS INOP ADVISE																		
Tech Comments:		INOP STEERING COLUMN DASH SWITCH ASSEMBLIES DIAGNOSIS																		

1FTDX1767VN		7F5	T/BD	T/AM	T/B	AR	T/DU	T/Y3	21-AUG-1996	31-AUG-1996	124454	USA	69	1G01	030001	F65Z	8575	BC	E29	42	66333		
AWS Claim Key:		24135479	Trx Code:		POS	Labor Hrs:		0.9															
Dir Cd-Sub Cd:		04970 - *	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:		FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		15-APR-2002	Doc #:		00785351
Cust Comments:		2001 FORD FORD																					
Tech Comments:		2001 FORD FORD																					
1FTDX1767VN		7F5	T/BD	T/AM	T/B	AR	T/DU	T/Y3	21-AUG-1996	31-AUG-1996	124454	USA	73	1H03	030804	F42Z	8J460	B	E29	42	70241		
AWS Claim Key:		24340384	Trx Code:		POS	Labor Hrs:		0.7															
Dir Cd-Sub Cd:		04970 - *	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:		FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		28-AUG-2002	Doc #:		01718551
Cust Comments:		2001 FORD FORD																					
Tech Comments:		2001 FORD FORD																					
1FTDX1767VN		7F5	T/BD	T/AM	T/B	AR	T/DU	T/Y3	21-AUG-1996	31-AUG-1996	124454	USA	84									80783	
AWS Claim Key:		24841830	Trx Code:		03502	Labor Hrs:		0.2															
Dir Cd-Sub Cd:		04970 - *	Name:		KARL FLAMMER FORD INC	Ph:		727-9375131	St:		FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		07-JUL-2003	Doc #:		03916851
Cust Comments:		03502 1997 MODEL YEAR EXPEDITION AND F SERIES UNDER 4500 GVW																					
Tech Comments:		RECALL 03502 RECALL																					

PC01-078 0000

All Action Details for Issue

Print

VIN: 1FTDX178700 [REDACTED] Year: 1997 Model: F-SERIES Case: 1507331363
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-08-31
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDER VEHICLE 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: 04870 KARL FLAMMER FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 79544 MI Comm Type: PHONE
 Analyst Name: ANDREW OSBOURNE Analyst: AOSBOURN
 Action Date: 05/15/2003 Action Time: 11.29.54.438 Action Data: Yes

Comments CUSTOMER SAYS: -BOUGHT A 98 FORD F150 -VEH PARKED IN GARAGE AND HAD DOOR SHUT -WENT OUT TOO TO GET SOMETHING FROM VEH AND FOUND VEH IN GARAGE FULL OF SMOKE -OPENED HOOD AND FOUND OPEN FLAME AND PUT IT OUT -DROVE VEH OUT OF GARAGE AND TOOK IT TO AN INDEPENDENT DLRSHIP -BRAKE FLUID SWITCH HAD GONE BAD HAD IT TAKEN OUT AND GIVEN TO CUST -F3TZ-8F924-88 IS PART NUMBER -REPLACED IT AND PAID TO GET DONE -COULD HAVE BEEN UGLY TO GET IT FIXED -CUST HAS CURRENT SWITCH TO COME OFF TRUCK -NEED TO LET FORD KNOW ABOUT IT -NOTHING LIT UP ON TRUCK TO LETCUST KNOW ABOUT THE PROBLEM -CUST WAS WORRRIED HOUSE WOULD EXPLODE -CUST WANTS TO KNOW WHAT FORDS GOING TO DO ABOUT THE SITUATION -TRUCK HAS NOT BEEN TO A FORD DLRSHIP AS OF YET -IT WAS LARGER THAN A LIGHTER FLAME -CUST WANTS TO GET THIS SITUATION RESOLVED PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5348

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

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04870 KARL FLAMMER FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 78544 MI Comm Type: PHONE
 Analyst Name: ANDREW OSBOURNE Analyst: AOSBOURN
 Action Date: 05/15/2003 Action Time: 11.29.54.911 Action Data: Yes

Comments CUSTOMER SAYS: -BOUGHT A 98 FORD F150 -VEH PARKED IN GARAGE AND HAD DOOR SHUT -WENT OUT TOO TO GET SOMETHING FROM VEH AND FOUND VEH IN GARAGE FULL OF SMOKE -OPENED HOOD AND FOUND OPEN FLAME AND PUT IT OUT -DROVE VEH OUT OF GARAGE AND TOOK IT TO AN INDEPENDENT DLRSHIP -BRAKE FLUID SWITCH HAD GONE BAD HAD IT TAKEN OUT AND GIVEN TO CUST -F3TZ-8F924-88 IS PART NUMBER -REPLACED IT AND PAID TO GET DONE -COULD HAVE BEEN UGLY TO GET IT FIXED -CUST HAS CURRENT SWITCH TO COME OFF TRUCK -NEED TO LET FORD KNOW ABOUT IT -NOTHING LIT UP ON TRUCK TO LETCUST KNOW ABOUT THE PROBLEM -CUST WAS WORRRIED HOUSE WOULD EXPLODE -CUST WANTS TO KNOW WHAT FORDS GOING TO DO ABOUT THE SITUATION -TRUCK HAS NOT BEEN TO A FORD DLRSHIP AS OF YET -IT WAS LARGER THAN A LIGHTER FLAME -CUST WANTS TO GET THIS SITUATION RESOLVED PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

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

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 04870 KARL FLAMMER FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 79544 MI
Analyst Name: CASSANDRA
JONES

Comm Type: PHONE
Analyst: CJONES

Action Date: 05/15/2003

Action Time:
14.54.58.386

Action Date: Yes

Comments LEFT MESSAGE FOR CUSTOMER TO RETURN CALL.

Data Element Name

Data Value

CONTACT PERSON

VM

Action: FINAL CASE DISPOSITION

Dealer: 04870 KARL FLAMMER FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 79544 MI
Analyst Name: CASSANDRA
JONES

Comm Type: MAIL
Analyst: CJONES

Action Date: 05/18/2003

Action Time:
14.24.21.083

Action Date: No

Comments LPA SPOKE TO CUSTOMER. THE VEHICLE WAS REPAIRED FOR \$100. THE CUSTOMER WOULD LIKE TO HAVE INSPECTION DONE AT A DLR FREE OF CHARGE TO ENSURE THAT THE REPAIR FACILITY PERFORMED THE REPAIR CORRECTLY. LPA ENCOURAGED THE CUSTOMER TO RETURN TO THE DLR FOR INSPECTION BUT ADVISED THAT NO GOODWILL ASSISTANCE CAN BE GIVEN TOWARD THE COST OF THE INSPECTION. THE CUSTOMER MAY BE ABLE TO GET GOODWILL ASSISTANCE FROM THE DEALERSHIP. CALLED THE SRV MANAGER RANDY LACROSSE AND INFORMED HIM OF THE SITUATION. ADVISED THAT NO GOODWILL WILL BE GIVEN IN THIS OFFICE FOR THE INSPECTION, AWA ASSISTANCE WILL BE COMPLETELY HIS DECISION. CALLED CUSTOMER AND ADVISED HER OF WHO TO CONTACT AT THE DLR. NO FURTHER ACTION TO BE TAKEN. LETTER OF CLOSING WILL BE SENT TO THE CUSTOMER.

ESP / Recall Information

VIN: 1FTDX1767VNB37914

Contract 1 of 1

ESP Purchase Details

Purchaser: XXXXXXXXXX
 Plan Type: USA 2000 NEW 72/60,000 EXTRACARE W/ROADSIDE ASSISTANCE
 Selling Dealer: KARL FLAMMER FORD INC
 Deductible: 50
 Rentel: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2002-08-31
 Expiration Miles: 60,000
 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
00922	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2001-02-02	04970USAF24454
03502	SAFETY RECALL	1997 MODEL YEAR EXPEDITION AND F-SERIES UNDER 8500 GVW VEHICLES INTERMEDIATE STEERING S	CLOSE - INSPECT	2003-07-07	04970USAF24454
96353	SAFETY RECALL	BRAKE PEDAL PUSHROD RETAINER INSPECTION	CLOSE - INSPECT	1998-09-20	04970USAF24454
97886	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-08-27	04970USAF24454
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-08-28	04970USAF24454
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Hernandez, A 499021714

FEB-87 0940

All Action Details for Issue

Print

VIN: 1ETRY17LZY [REDACTED] Year: 2000 Model: F-SERIES Case: 499021714
 Name: [REDACTED] Owner Status: Subsequent WSD: 1999-10-16
 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

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04496 A C COLLINS FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 90000 MI Comm Type: MAIL
 Analyst Name: ANGELA LAIRD Analyst: ALAIRD
 Action Date: 06/19/2004 Action Time: 13.60.45.136 Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ERIK				CHLD

Comments CUSTOMER SAYS: -VEH WAS SITTING FOR 2-3 HRS, THEN CUST TOLD SMOKE COMING FROM UNDER HOOD. CHECKED VEH AND FOUND MASS CYLINDER AND OTHER WIRES BURNT OUT. -I'M TAKING TECH COURSES, ALSO SPOKE WITH SOME FORD TECHS, SAID THERE WAS SIMILAR PROBLEM WITH CRUISE CONTROL SWITCH ON OTHER FORD PRODUCTS. THE CRUISE CONTROL SWITCH ON THIS VEH NOT WORKING. - THE VEH IS NOT DRIVEABLE, WILL START BUT HAD TO CUT THE CABLES. THE VEH WASN'T DIAGNOSED BY FORD DLSP. -NEED TO KNOW IF ANY RECALLS OR PROGRAMS FOR THIS CONCERN. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: FINAL CASE DISPOSITION
 Dealer: 04496 A C COLLINS FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 90000 MI Comm Type: MAIL
 Analyst Name: PAWELEK, MAUREEN Analyst: MPAWELEK
 (M.L.)
 Action Date: 06/21/2004 Action Time: 12.09.41.879 Action Data: No

Comments SENDING LETTER ADVISING CUSTOMER THERE ARE NO APPLICABLE RECALLS OR ONP'S, AND REFERRED HIM TO HIS INSURANCE CARRIER.



Copy

Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

Sent Via U.S. Mail

June 21, 2004

[REDACTED]
Pasadena, TX [REDACTED]

RE: 2000 F-Series

VIN: 1FTRX17L7YN [REDACTED]

Dear [REDACTED]

This is in response to your inquiry regarding your 2000 F-Series.

We sincerely regret the circumstances you described. However, our review indicates that there are no recalls or owner notification programs pertaining to the fire in your vehicle.

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.

Thank you for contacting us.

Respectfully yours,

Maureen Pawelek-Murray
Consumer Affairs

All Action Details for Issues

VIN: 1FTRX17L7YH	Year: 2000	Model: F-SERIES	Case: 499021714
Name:	Owner Status: Subsequent	WSD: 1999-10-16	
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: 04496 A C COLLINS FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 90000 MI Comm Type: MAIL
 Analyst Name: ANGELA LAIRD Analyst: ALAIRD
 Action Date: 06/19/2004 Action Time: 13:50:45.136 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ERK				CHILD

Comments CUSTOMER SAYS: -VEH WAS SITTING FOR 2-3 HRS, THEN CUST TOLD SMOKE COMING FROM UNDER HOOD. CHECKED VEH AND FOUND MASS CYLINDER AND OTHER WIRES BURNT OUT. -IM TAKING TECH COURSES, ALSO SPOKE WITH SOME FORD TECHS, SAID THERE WAS SIMILAR PROBLEM WITH CRUISE CONTROL SWITCH ON OTHER FORD PRODUCTS. THE CRUISE CONTROL SWITCH ON THIS VEH NOT WORKING. - THE VEH IS NOT DRIVEABLE, WILL START BUT HAD TO CUT THE CABLES. THE VEH WASN'T DIAGNOSED BY FORD DLSP. -NEED TO KNOW IF ANY RECALLS OR PROGRAMS FOR THIS CONCERN. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

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

Customer Info

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

VIN
1FTRX17L7YM [REDACTED]

Year Model
2000 F-SERIES
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History

ESP / Recall Information

VIN: 1FTRX17L7Y[REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2000 36/36,000 RENTALCARE (WARRANTY REPAIRS ONLY)
 Selling Dealer: AL PACKER FORD
 Deductible:
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2002-10-16
 Expiration Miles: 38,000
 Plan Year: 2000
 Purchase Type: N
 Options:

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

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

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

-----Field Service Action-----

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

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTRX17L7Y[REDACTED]
 Model Year: 2000
 Veh Type: T
 Inv. Dealer: 04870

(Related Claims)

Veh Line: T/F5 - F150/250(PN96)P225FORD (97-05) Eng Serial No: *
 Market Derived: * - [N/A] Body Style: *
 Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/YZ - W-MOD 5.4L SOHC EFI
 Body Cab Style: T/B/D - SUPER SINGLE CAB (SUPER CAB) Transmission: T/D/U - 4 SPD AUTO TR NAAD
 Vehicle/Serial: T/IAM - 150 SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AR - NORFOLK PLANT BUILD
 Country: USA - ##### Prod Date: 09-SEP-1999

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124218 - *
 Country: USA - ##### Selling Dir S/U Prev: FL
 Buyer S/U Prev: FL
 Arrival Date: 22-SEP-1999 Rad Carpet Lease: 1
 Sale Date: 16-OCT-1999 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 16-OCT-1999 Modified Vehicle: *
 Orig Warranty Date: 16-OCT-1999 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 KL7YR29J11L3999 J 2 20J8038 TT XV 2019 55 N53 25 BT 1 B 24M218 53 GUTS XP23 4 45 L
 LFYS J C 507A 920FL 4

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:	EGABD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EQJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	EL	Paint:	PNYB - AMAZON GREEN PEARL CLEAR COAT
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radios:	AU - ELETR PREM AM/FM STEREO/DISC
Calibration Code:	DE514ADA	Sound System:	* - [N/A]
Color(Account):	PNZIC - SILVER MET C/C #2	Susp Tandem Axle:	
Color(Trim):	000ZY -	Tire Brand:	AG - GOODYEAR
Delivery Type:	R	Tire Size:	DTJWC - P255/70R-16 OWL A-S
Delivery# Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	L	Emission Code:	T/B - T/B
ESP Coverage(Miles):	036	Emission Cert Type:	F
ESP Coverage(Time):	036	Emission Decal Suffix:	GBF
ESP Plan Year:	2000	Engine Family:	YFMOXTQ545BF
ESP Signature Date:	16-OCT-1999		

Server Name : AWS Adhoc

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREP	BASE	SUFF	CCC	CD	DIST (Miles)
1F3P30111N	5		T/BD	T/AM	T/B	AR	T/DU	T/VZ	09-SEP-1999	16-OCT-1999	124211	USA	0	6Y06	100107	*	FUEL	*	A9	51	9
AWS Claim Key:		61102	Trx Code:	L63	Labov Hrs:	0															
Dir Cd-Sub Cd:	04870	Name:	AL PACKER FORD			Ph:	561-6896550	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	28-SEP-1999	Doc #:	173262A				

FEB-07 09:49



1620292544 LOS ANGELES

PERM-078 105A

Oxford. NO. 152 1/3 BGR

Server Name : AWS Adhoc

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC 6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FMRU1365Y			T/WD	T&F	T/B	AP	T/DU	T/V3	27-JAN-2000	18-MAR-2000	171080	USA	21	6406	011103	*	7823208	*	G07	41	23920
AWS Claim Key:		12330091	Trx Code:	EA4	Labour Hrs:	3															
Dir. Of Sub C&:		05466*	Name:	DREW PIERD	Ph:	619-4647777	St:	CA	City Cd:	USA	Reg Cd:	NA	Repair Date:	17-NOV-2001	Doc:	0128431					
Cust Comments:		PASS SIDE REAR WINDOW STICKS WHEN GOING DOWN 3 36																			
Tech Comments:		VERIFY CONCERN REMOVE TRIM PANEL LUBE RUNS AND REGULATOR VERIFY REPAIRS																			

All Action Details for Issue

[Print](#)

VIN: 1FMRU1565Y [REDACTED] Year: 2000 Model: EXPEDITION Case: 1620292544
 Name: [REDACTED] Owner Status: Original WSD: 2000-03-18
 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

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 05466 DREW FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 55000 MI Comm Type: PHONE
 Analyst Name: STOTT KEVIN Analyst: KSTOTT
 Action Date: 09/10/2004 Action Time: 17.13.48.675 Action Data: Yes

Comments CUSTOMER SAID: -CUST SAID THE VEH HAD AN ELECTRICAL FIRE-CUST TOOK THE VEH TO HIS DLR AND THEY TOLD HIM IT WAS CAUSED BY THE CRUISE CONTROL SHUT OFF SWITCH-CUST SAID ROBERT DIXON LOOKED AT THE VEH-CUST SAID HIS DEDUCTABLE IS \$600-CUST WOULD LIKE TO KNOW IF FORD WILL PAY FOR THISCRC 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 AS PER ABOVE

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 05466 DREW FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 55000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 09/14/2004 Action Time: 16.28.52.660 Action Data: Yes

Comments LPA CALLED PRIM # SPOKE WITH THE CUSTOMER'S WIFE SHE SAID TO CALL THE CELL # [REDACTED]

Data Element Name	Data Value
CONTACT PERSON	MRS PULIDO

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER
 Dealer: 05466 DREW FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 55000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 09/14/2004 Action Time: 16.28.28.322 Action Data: No

Comments LPA CALLED CUSTOMER CELL PHONE 619 438 8051 LEFT A VOICEMAIL MSG

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 05466 DREW FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 55000 MI Comm Type: PHONE

Analyst Name: VALMA SANDERS
(VSANDERS)

Analyst: VSANDERS

Action Date: 09/22/2004

Action Time:
18.21.59.242

Action Date: No

Comments CUSTOMER SAYS UNIT CAUGHT FIRE FROM THE CRUISE CONTROL MODULE..INS COMP IS REPAIRING THE UNIT HE HAS ALREADY TRADED THE UNIT FOR ANOTHER ONE..WANTED TO KNOW IF THERE WERE ANY RECALLS..LPA ADVISED NO SAFETY OR EMISSIONS RECALLS FOR UNIT ONLY LABEL PROGRAMS..INS COMP IS ALRADY INVOLVED THEY CAN SUBROGATE IF THEY CHOOSE

COPY

Sent Via US Mail

September 24, 2004

[REDACTED]
San Diego, CA [REDACTED]

RE: 2000 Ford Expedition
VIN: 1FMRU1565Y [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,

Valma Sanders
Consumer Affairs

Action List

Date	Origin	Description
09/10/04	CAC138	ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
09/14/04	CALGL	MAKE OUTBOUND CALL TO CUSTOMER
09/14/04	CALGL	INFORMATIONAL CALL/FAX WITH CUSTOMER
09/22/04	CALGL	REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Customer Info

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

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMRU158SY [REDACTED]	2000 EXPEDITION No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
1FMCA11U9R [REDACTED]	1994 AEROSTAR No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

OASIS RESULT:
1FMRU1565Y[REDACTED]

.See bottom of the OASIS result for contact ID
09/24/2004 12:37:20

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION
2000 EXPEDITION
TRANSMISSION
4F70W 4 SPD AUTO

BODY STYLE
XLT 4 DR WAGON 4X2
AXLE CODE
17

ENGINE
4.0L SOHC (ROMEO)
ENGINE CALIBRATION
0E318C0A

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE
03/18/2000

BUILD DATE
01/27/2000

SALE MILEAGE
00005

▶ WARNING MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:

BEFORE REPLACING ANY MOONROOF PART, REFER TO TSB..... 03-11-10

BEFORE REPLACING AIR SUSPENSION COMPRESSOR (5319) FOR NOISE, SEE TSB 04-05-04

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

***THIS VEHICLE HAD A CUDL CONTACT CLOSED**

▶ OUTSTANDING FIELD SERVICE ACTIONS

04L19
MAINTENANCE REMINDER LETTER

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FMRU1565Y[REDACTED]

ESP / Recall Information

VIN: 1FMRU1585YL [REDACTED]

No ESP information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
00L11	LABEL/LITERATURE PROGRAM	2000-2001 EXPED/NAV, 2001 TAURUS/SABLE, 2001 F160 SUPER CAB - OWNER GUIDE - CHILD TETHER	CLOSE - FORCE COMPLE		
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN	1FMRU1565Y	Val Line:	T/B3 - EXPECTION (LN95) (97-02)	Eng Serial No:	*
Model Year:	2000	Market Derivct:	* - [N/A]	Body Style:	*
Val Type:	T	Drive Code:	T/B - 3 WHL L/H REAR DRIVE	Engine:	T/V3 - W-M 4.6L SOHC EFI NA C.
Inv. Dealer:	05466	Body Cab Style:	T/W4 - 4 DOOR WAGON	Transmission:	T/DU - 4 SPD AUTO TR NA60 A
		Version/Serial:	T/EP - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - ##### Prod Date: 27-JAN-2000

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171082 - *
 Country: USA - ##### Selling Dir St/Prov: CA
 Buyer St/Prov: CA

Arrival Date: 10-FEB-2000 Red Carpet Lease: *
 Sale Date: 18-MAR-2000 Fleet/Batch/Cn. Lease: R
 Warranty Start Date: 18-MAR-2000 Modified Vehicle: *
 Orig Warranty Date: 18-MAR-2000 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

013X26143031393	3 2 17AR255	7M G 2 U17 54	3 28	2	117080 54V YX	582	6
171083 9	869CA			2			

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	CB	GVW Class Code:	R
Audio Dsk:	* - [N/A]	Instrumented:	* - [N/A]
Axle Ratio:	EGAFB - 3.31 FINAL DRIVE RATIO - S3	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EQIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Pass Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	ME	Paint:	FNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	* - [N/A]	Power Antennas:	* - [N/A]
Brake Code(Servic):	* - [N/A]	Radio:	AT - ELET R PREM AM/FM STROKST/CLK
Calibration Code:	0E516C0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Stump Tractor Axle:	
Color(Trim):	0002V -	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D3JWB - P255/70R 16 BSW A-S
Driver/Alt Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/C - T/C
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Serial:	GEC
ESP Plan Year:	* Engine Family:	YPMXTD46FF
ESP Signature Date:		

VEHICLE DETAIL

VIN: 1FMRU1665Y	Engine: W-M 4.6L SOHC EFI NA CIV8 G-NP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO ACDEW4R70A
Model: EXPEDITION	Paint Code/Color: OXFORD WHITE SOLID C/C
Year: 2000	Calibration: 0B316C0A
Pay Load:	Max Towing Weight:
GVWR: 06700	Axis Ratio:
WheelBase: 119	Warranty Start Date: 3/19/2000
GCWR:	Vehicle Build Date: 1/27/2000
PEP Code:	

Selling Dealers Name: DREW FORD

Selling Dealers P & A Code: 05486

Selling Dealers Sales Code: F71080

Selling Dealers Main Phone: 619-464-7777 Selling Dealers Service Phone: 619-566-7799

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10 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
U 1 5 Y L B 1 6 1 0	5 1 1 9 3	3	2 1 7 A A 2 5 3	7 M G 2 U 1 7 5 4
1 2 3 4 5 6 7 8 9 80	1 2 3 4 5 6 7 8 9 70	1 2 3 4 5 6 7 8 9 60	1 2 3 4 5 6 7 8 9 90	1 2 3 4 5 6 7 8 9 100
3 2 8	2	7 1 F 0 8 0 5 4 V	Y Z	5 M 2 6 1
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 M R 5 9	9 6 U C A			
1 2 3 4 5 6 7 8 9 160				

Update This Information In Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
71-LOS ANGELES	71-LOS ANGELES	F	H1	05468	F71080
Dealer Name:		DREW FORD			
Dealer Address:		8970 LA MESA BLVD LA MESA CA 91941			
Dealer Main Phone:		819-464-7777	Dealer Service Phone:		819-868-7799

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



1455392263 - SF

FE04-078 0087

Oxford

152 1/3 BGH

 **ESSEITE**

10%

Action: FINAL CASE DISPOSITION**Dealer: 07810 CRATER LAKE MOTORS, INC.****Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION****Odometer: 60000 MI****Comm Type: OTHER****Analyst Name: PACE,GENNIFER (G.)****Analyst: GPACE5****Action Date: 07/01/2004****Action Time: 14.10.48.983****Action Data: No**

Comments CASE CLOSED ON 7/1/04. LPA ATTEMPTED TO CONTACT CUSTOMER THREE TIMES AND CUSTOMER HAS NOT RESPONDED.

Action: UPDATE/ADDCO CASE**Dealer: 07810 CRATER LAKE MOTORS, INC.****Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION****Odometer: 60000 MI****Comm Type: PHONE****Analyst Name: PACE,GENNIFER (G.)****Analyst: GPACE5****Action Date: 07/01/2004****Action Time: 16.46.16.286****Action Data: No**

Comments CUSTOMER CALLED BACK AND STATED HIS VEHICLE CAUGHT FIRE AT THE DEALER. HE STATES THERE WERE NO FLAMES, HOWEVER, THE VEHICLE STARTED TO SMOKE UNDERNEATH THE HOOD. HE STATES IT OCCURED IN 8/04. HE STATES A POLICE REPORT WAS NOT NECESSARY. CUSTOMER STATES HE JUST WANTED TO NOTIFY FMC OF INCIDENT.

PE04-078 0000

All Action Details for issue

Print

VIN: 1FTRX18L9Y1 [REDACTED] Year: 2000 Model: F-SERIES Case: 1455392283
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-08-23
 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

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 07810 CRATER LAKE MOTORS, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 60000 MI Comm Type: PHONE
 Analyst Name: CHERISSE D'SOUZA Analyst: CD8OUZA2
 Action Date: 06/24/2004 Action Time: 12.20.20.571 Action Date: Yes

Comments CUSTOMER SAID: -CUST HAS A PROBLEM W/VEH-CUST HAD A FIRE IN VEH-ON THE BRAKE MASTER CYLINDER THERE IS AN ACTUATOR SWITCH W/BRAKE FLUID-SOMETHING BROKE INSIDE SWITCH AND HIT THE ELECTRICAL CONNECTION AND STARTED A SMALL FIRE-THIS HAPPENED 08/23/04-NO SIGNIFICANT DAMAGE-VEH WAS ALREADY AT DLR TO HAVE THE TURN SIGNALS FIXED-FIRE WAS SMALL AND THERE WAS SMOKE EVERYWHERE AND THE SWITCH MELTED DOWN-NO FIRE REPORT WAS FILED-INSURANCE CARRIER HAS BEEN NOTIFIED-SEEKING DIRECTION FROMCRC 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.

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 07810 CRATER LAKE MOTORS, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 60000 MI Comm Type: OTHER
 Analyst Name: PACE, GENNIFER Analyst: GPACE5
 (G.)
 Action Date: 06/25/2004 Action Time: 16.12.16.021 Action Date: Yes

Comments LPA LEFT V-MAIL MESSAGE FOR CUSTOMER TO GIVE A CALL BACK REGARDING CONCERN.

Data Element Name	Data Value
CONTACT PERSON	RONALD RAHM

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 07810 CRATER LAKE MOTORS, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 60000 MI Comm Type: OTHER
 Analyst Name: PACE, GENNIFER Analyst: GPACE5
 (G.)
 Action Date: 06/29/2004 Action Time: 13.55.41.183 Action Date: Yes

Comments LPA LEFT A 2ND MESSAGE FOR CUSTOMER TO GIVE A CALL BACK.

Data Element Name	Data Value
CONTACT PERSON	RONALD RAHM

PE04-078 0000

Copy

Sent Via U.S. Mail

July 9, 2004

[REDACTED]
Medford, OR [REDACTED]

Dear [REDACTED]

This is in response to your contact with our Customer Assistance Center.

Ford Motor Company has reviewed your claim. Our understanding is that this concern was resolved. Information provided by you confirmed that the vehicle has been repaired.

Thank you for contacting us.

Respectfully yours,

Jennifer Pace
Consumer Affairs

Action Detail

VIN: 1FTRX18L9Y0	Year: 2000	Model: F-SERIE8	Case: 1455392263
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2000-06-23	
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: CRATER LAKE MOTORS, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 07810	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 60000 MI	Comm Type: PHONE		
Action Date: 06/24/2004	Action Time: 12:20:20:570	Action Data: Yes	
Analyst Name: CHERISSE D'SOUZA	Analyst: CDSOUZA2		

COMMENTS: CUSTOMER SAID: -CUST HAS A PROBLEM W/VEH-CUST HAD A FIRE IN VEH-ON THE BRAKE MASTER CYLINDER THERE IS AN ACTUATOR SWITCH W/BRAKE FLUID-SOMETHING BROKE INSIDE SWITCH AND HIT THE ELECTRICAL CONNECTION AND STARTED A SMALL FIRE-THIS HAPPENED 06/23/04-NO SIGNIFICANT DAMAGE-VEH WAS ALREADY AT DLR TO HAVE THE TURN SIGNALS FIXED-FIRE WAS SMALL AND THERE WAS SMOKE EVERYWHERE AND THE SWITCH MELTED DOWN-NO FIRE REPORT WAS FILED-INSURANCE CARRIER HAS BEEN NOTIFIED-SEEKING DIRECTION FROM CRC 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.

*Fire occurred below
 No injuries
 Ins. Co. involved - not necessary
 Notify FMC of situation*

PEBA-678 0971

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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	VEH SERIES	DRIVE TYPE	FLT CD	TAS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUPP	COG	CD	DIST (Miles)		
1FTRX18L9Y1		*	T/BD	T/AM	T/E	AR	T/DU	T/VZ	28-APR-2000	23-JUN-2000	172407	USA	17	7822	1801XX	D9ZZ	14526	C	L26	42	28058		
AWS Claim Key:		12313022	Trx Codes:		807	Labor Hrs:		2	Labor Cost:		13.61	Material Cost:		95	Total Cost:		14.56						
Dir Cd-Sub Cd:		07810-*	Name:		CRATER LAKE MOTORS, INC.	Ph:		541-7737591	St:		OR	City Cd:		USA	Reg Cd:		NA	Rptg Date:		18-OCT-2001	Doc #:		28863001
1FTRX18L9Y1		*	T/BD	T/AM	T/E	AR	T/DU	T/VZ	28-APR-2000	23-JUN-2000	172407	USA	17	*	*	*	*	*	*	*	*	28058	
AWS Claim Key:		12313022	Trx Codes:		01S24	Labor Hrs:		7	Labor Cost:		47.64	Material Cost:		7.88	Total Cost:		62.39						
Dir Cd-Sub Cd:		07810-*	Name:		CRATER LAKE MOTORS, INC.	Ph:		541-7737591	St:		OR	City Cd:		USA	Reg Cd:		NA	Rptg Date:		18-OCT-2001	Doc #:		28863003
1FTRX18L9Y1		#5	T/BD	T/AM	T/E	AR	T/DU	T/VZ	28-APR-2000	23-JUN-2000	172407	USA	18	SJ88	000615	*	NPY	*	N17	E2	30720		
AWS Claim Key:		13385013	Trx Codes:		EM4	Labor Hrs:		9	Labor Cost:		61.25	Material Cost:		0	Total Cost:		61.25						
Dir Cd-Sub Cd:		07810-*	Name:		CRATER LAKE MOTORS, INC.	Ph:		541-7737591	St:		OR	City Cd:		USA	Reg Cd:		NA	Rptg Date:		11-DEC-2001	Doc #:		29169301
Cust Comments:		CAN HEAR WEIRD NOISES FROM BRAKES SEE ALAN ABS HAS HAD SEVERAL ACTIVATIONS LATELY SEE ALAN																					
Tech Comments:		NO PROBLEM FOUND ROAD TEST AND INSPECT, NO PROBLEM FOUND																					
1FTRX18L9Y1		#5	T/BD	T/AM	T/E	AR	T/DU	T/VZ	28-APR-2000	23-JUN-2000	172407	USA	18	*	*	*	*	*	*	*	*	30720	
AWS Claim Key:		13385012	Trx Codes:		06821	Labor Hrs:		2	Labor Cost:		13.61	Material Cost:		0	Total Cost:		20.42						
Dir Cd-Sub Cd:		07810-*	Name:		CRATER LAKE MOTORS, INC.	Ph:		541-7737591	St:		OR	City Cd:		USA	Reg Cd:		NA	Rptg Date:		11-DEC-2001	Doc #:		29169302
Cust Comments:		HIT ALL ON THE FIRST TIME																					
Tech Comments:		HIT ALL ON THE FIRST TIME																					
1FTRX18L9Y1		#5	T/BD	T/AM	T/E	AR	T/DU	T/VZ	28-APR-2000	23-JUN-2000	172407	USA	39	2802	0300CX	11Z2	12029	AA	D50	42	54296		

PE04-078 0872

Customer Info

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

PE24-076 8973

VIN	Year	Model	Vehicle List	Owner Status	Vehicle Info
1FTRX18L9Y[REDACTED]	2000	F-SERIES	INDIVIDUAL RTL	Subsequent Owner	Oasis Warranty History
	Open Issues Exist				

PER4-876 0974

ESP / Recall Information

VIN: 1FTRX18L5YN [REDACTED]

No ESP information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
00S21	SAFETY RECALL	SEAT BELT BUCKLE ASSEMBLY	CLOSE - INSPECT	2001-12-11	07810USAF72407
01B83	CUSTOMER SAT/OWNER NOTIF PGM	RADIATOR PUBLICATION ERROR	OPEN - LAUNCHED		
01S24	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-10-18	07810USAF72407

PEBA-078 0975

[REDACTED] 6/25/2004

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
74-NORTHWEST	72-SAN FRANCISCO	F	C2	07810	F72407

Dealer Name:	CRATER LAKE MOTORS, INC.	
Dealer Address:	2611 BIDDLE ROAD MEDFORD OR 97504	
Dealer Main Phone:	541-773-3873	Dealer Service Phone: 541-770-3842

Position	Employee Name
DEALER/PARTNER	JAMES D COLEMAN
GENERAL MANAGER	WILLIAM J SHEYLIN
PARTS MANAGER	STEVEN STRIBLING
PARTS MANAGER	RON WOFFORD
SALES MANAGER	TOM KING
SALES MANAGER	JEFFERY A CAVALIER
SERVICE MANAGER	JAMES T STADTFELD

Service Hours	7:30 - 5:30 M-F
Directions	
Trained	Y
Additional Information	LSG ENROLLED TOWING: 503-770-3640

FEB-07 09:78

AWS Claim Key:	21285452	Trk Code:	P05	Labor Hrs:	8	Labor Cost:	57.99	Material Cost:	64.4	Total Cost:	121.99
Trk Code Sub Code		Name	CHATELAIN MACHINERY INC	Ph:	541-7737591	St:	OR	City Cd:	USA	Reg Cd:	NA
Cost Comment	DATA ALL NORMAL WDS; CYLINDER BALANCE; FOUND #4 CYL INTERMITTENT MISFIRE. REPLACED #4 IGN.										
Trk Code											

Any comments?

PC04-076 0977



6/25/2004

Server Name : AWS Adhoc

ANALYTICAL WARRANTY SYSTEM

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Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1PTRX18L9YN	Chassis:	TFS - F150/250(PN06)/P225-FORD (97-05)	Body Shell:	*
Model Year:	2000	Market Derivat:	* - [N/A]	Navis Eng Serial No:	
Veh Type:	T	Drive Code:	T/E - 4 WHL L/R PART TIME DRIVE	Engine:	TVZ - W-MOD 5.4L SOHC EFI NA V8 G-NP
Inv. Dealer:	D7810	Body Cab Style:	- SUPER SINGLE CAB (SUPER CAB)	Transmission:	T7DU - 4 SPD AUTO TR NAAO ADDEW/4R70W
Vehicle Status Code:	800	Version/Serial:	T7AM - 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:	AR - NORFOLK PLANT BUILD
Country:	USA - #####	Prod Date:	28-APR-2000

SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	172407 - *
Country:	USA - #####	Selling Dir St/Prov:	OR
		Buyer St/Prov:	OR
Arrival Date:	24-MAY-2000	Red Carpet Lease:	I
Sale Date:	23-JUN-2000	Fleet/Rental/Co. Lease:	R
Warranty Start Date:	23-JUN-2000	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	23-JUN-2000	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/ROC:

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



PDA-878 8078

X18YH8P213013058 W N52 170241J GA 8723W8D 2R M8R 2852E 7 B 72F407 51V 232M 2828 4M 45' L1
 FTR3 J C N 307A 5100R 4

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:	EQAMD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EQIAC - LIMITED SLIP REAR AXLES	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	EL	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STROCKSTECLOCK
Calibration Code:	0F514E0A	Sound System:	* - [N/A]
Color(Access):	PNZJC - SILVER MET C/C #2	Stamp Transfer Axle:	
Color(Trim):	000ZV -	Tire Manufacturer:	AG -
Delivery Type:	R	Tire Brand:	* -
Drivetrain Code:	F	Tire Size:	D3KFE - LT255/70R 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: * RL: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/C - T/C
ESP Coverage(Miles):	* Emission Cert Type:	S
ESP Coverage(Time):	* Emission Decal Suffix:	GPU
ESP Plant Year:	* Engine Family:	YFMDT0548F7
ESP Signature Date:		

Any comments?

FORD-078 8978



VIN: 1FTRX18L8YM	Year: 2000	Model: F-SERIES	Case: 1455392263
Name:	Owner Status: Subsequent	WSD: 2000-06-23	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: CRATER LAKE MOTORS, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 07810	PO Box 6248, MD 3NE-B
Action Desc: FINAL CASE DISPOSITION			Dearborn, MI 48126 USA
Odometer: 60000 MI	Case Type: OTHER	Action Date: No	
Action Date: 07/01/2004	Action Time: 14:10:48.983		
Analyst Name: PACE, GENNIFER (G.)	Analyst: GPACE6		

COMMENTS: CASE CLOSED ON 7/1/04. LPA ATTEMPTED TO CONTACT CUSTOMER THREE TIMES AND CUSTOMER HAS NOT RESPONDED.

541
840-4715

REC-076 0980





2004

1517513094

CHICAGO

FED-878 0981



Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

Sent Via U.S. Mail

November 5, 2004

[REDACTED]
Streamwood, [REDACTED]

RE: 2000 Ford F-Series
VIN: 2FTZX1721Y0 [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 are unable to assist you in this instance.

Our experience has shown that insurance companies typically handle these types of situations. We suggest that you contact them for possible assistance. Your insurance company has the right to file a subrogation claim against Ford Motor Company if they choose to pursue this matter.

We regret that our decision could not be more favorable.

Respectfully yours,


Marquis Morris
Consumer Affairs



Action Detail

VIN: 2ETZY1721V	Year: 2000	Model: F-SERIES	Print Action Detail
Name: [REDACTED]	Owner Status: Original	WSD: 2000-03-25	Case: 1517513094
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: RON HOPKINS FORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01580	
Odometer: 87000 MI	Comms Type: PHONE		
Action Date: 11/04/2004	Action Time: 14:22:30:440	Action Date: Yes	
Analyst Name: DONALDS RICK	Analyst: RDONAL13		

COMMENTS: CUSTOMER SAID: - THOUGHT THERE WAS A SMOULDERING SMELL COMING FROM THE VEH.- THE BRAKE PRESSURE SWITCH WHICH IS OFF THE END OF THE MASTER CYLINDER FOR THE CRUISE CONTROL.- THERE WAS A SLIGHT FIRE WHICH WAS CONTAINED WITH ONLY MINIMAL DAMAGE.- IT MELTED THE MASTER CYLINDER RESEVOIR.- FEELS THAT THIS IS A SAFETY DEFECT.DEALER SAID: - NONECRC 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.

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

[OASIS](#) [Warranty History](#) [ESP/Recall](#)

PER4-078 8983

11/5/2004

ESP / Recall Information

VIN: 2FTZX1721Y [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
01S24	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-10-18	01580USAF41098
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

PE04-078 0904

[REDACTED] 1/5/2004

Close an Issue

VIN: 2FTZX1721Y [REDACTED] Year: 2000 Model: F-SERIES WSD: 2000-03-25
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED]

Case Number: 1617513094 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Dealer: F41096 - RON HOPKINS FOR

Comm Type: MAIL Current Odometer Reading: 87000 MI
Action Category: DENY ASSISTANCE Odometer Reading: 87000 MI
Action: DENY ASSISTANCE - BEYOND WARRANTY(C)

Caller Information if different from vehicle owner

First Name:
Middle Initial:
Last Name:
Relationship: Select One
Phone:

Comments: Vehicle is beyond warranty and there are no open recalls that relate to the expressed concern. No further action is needed.

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

F1204-070 09/03

OASIS RESULT:

2FTZX1721Y

See bottom of the OASIS result for
contact ID11/05/2004
08:38:03

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 2000 F-SERIES LD	BODY STYLE F-150 SUPER CAB STYLE SIDE 4X2	ENGINE 4.2L EFI
TRANSMISSION 6 SPD MANUAL - MAZDA	AXLE CODE 18	ENGINE CALIBRATION 0F622H0A

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 03/26/2000	BUILD DATE 02/17/2000	SALE MILEAGE
--	---------------------------------	---------------------

▶ WARNING MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING SLIDING BACK GLASS (-422B30-) 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

04L19
 MAINTENANCE REMINDER LETTER

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 2FTZX1721Y

F004-076 0986

Update dealership information in GOLDD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
41-CHICAGO	41-CHICAGO	B	C1	01590	F41006

Dealer Name:	RON HOPKINS FORD INC		
Dealer Address:	1048 E CHICAGO STREET ELGIN IL 60120		
Dealer Main Phone:	847-741-7500	Dealer Service Phone:	000-000-0000

Position	Employee Name
CUST RELATIONS MGR	JOHN WEBER
DEALER/PARTNER	RONALD B HOPKINS
GENERAL MANAGER	CHARLES A GIERLACH
PARTS MANAGER	JAMES OLENIK
PARTS & SERVICE DIRECTOR	GREG W ROBY
SALES MANAGER	JASON R HOPKINS
SALES MANAGER	JEFFERY J HOPKINS
SALES MANAGER	JOSEPH LASCIO JR
SALES MANAGER	TONY W NYKOLAJCZYK

PE04-878 0987

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Address: [REDACTED] STREAMWOOD IL [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

FE84-878 0998

[REDACTED]

11/5/2004