

**PE04-078**

**FORD**

**1/28/2005**

**BOOK 1 OF 12**

**ATTACHMENT D**

**PART 3 OF 5**

[REDACTED] 2003

0294321263 ORLANDO

PEB4-678 0910



DEALER REQUEST FOR CONSUMER

294321203

IMPORTANT - DO NOT PERFORM REPAIRS

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES USE FORM F-100

Region: 24  
CASSANDRA FL

DEALER INFORMATION:

Requesting Dealer: BARTON FORD PBA 24408

Contact Person: DEREK TINKER Phone: [REDACTED]

CUSTOMER/VEHICLE INFORMATION:

New or Used USED WSD Year/Model 97 EXPIDITION

VIN 1FMEU17L7VL Mileage 78706

Customer: [REDACTED]

Address: [REDACTED]

City BARTON Country USA State FL Zip code [REDACTED]

Home Phone [REDACTED] Work Phone ( ) - - - - -

DETAILS of INCIDENT:

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

Medical Attention Sought: Y  N

Date of Incident 03-05-03

Is customer alleging a component defect caused the incident? Y  N  If yes, what type & details REPLACE BRAKE LAMP SWITCH 3-4-03 CLOSE CONTACT SWITCH ON MASTER CYLINDER STARTED FIRE NEXT DAY

Was a police report filed? Y  N  If yes, where \_\_\_\_\_

Has the Insurance Company been contacted? Y  N  What did the insurance company advise? \_\_\_\_\_

Owner's Insurance Company NOT KNOWN 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) 845-5668, (313) 845-5669 or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

PEP-878 8911

CS308308

**TRUCKS**  
**SERVICE**  
 (863) 534-2646  
**PARTS**  
 (863) 534-2829  
**H.D. TRUCK**  
 (863) 534-2644

# BARTON FORD

INTEGRITY-TRUST-HONESTY  
 SINCE 1948

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

**SALES**  
 (863) 534-2822  
**BODY SHOP**  
 (863) 534-2678  
**TOLL FREE**  
 (800) 533-0425



MV # - 02336

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

INVOICE NO. <b>136198</b>	OWNER <b>MARIO MIRANDA</b>	DOB NO. <b>9002 1346</b>	DATE <b>03/04/03</b>	INVOICE NO. <b>FOCS308308</b>
	VEHICLE NO. <b>78,706</b>	COLOR <b>BLACK/</b>	ORDER NO.	
	YEAR / MAKE / MODEL <b>97/FORD TRUCK/EXPEDITION/4 DOOR UTIL</b>	DELIVERY DATE	ORIGINATOR	
	VEHICLE NO. <b>1 F M E U 1 7 L 7 V L</b>	SALES ORDER NO.	PRODUCTION DATE	
		DATE <b>03/04/03</b>		
				NO: 78707

**LABOR & PARTS**

JOB # 1 12POL MISC. LIGHT REPAIR TECH(S):9282 38.00  
 CUST STATES VEH WILL NOT COME OUT OF PARK.  
 BRAKE LAMP SWITCH INOP  
 REPLACED SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	89A2-13480-A	SM ASY STP LP	6.82
<b>JOB # 1 TOTAL PARTS</b>				<b>6.82</b>
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>				<b>44.82</b>

**DISCLAIMER OF WARRANTY**  
 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's salespersons and authorized service personnel assume for it any liability in connection with the sale of the vehicle or product. (FL 93-687)

**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.  
 \*Use Motor Oil Recommended For Your Make/Model

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

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (F-403.716) and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (F-403.716).

**TOTALS**

TOTAL LABOR..... 38.00  
 TOTAL PARTS..... 6.82  
 TOTAL SUBLET..... 0.00  
 TOTAL G.O.S..... 0.00  
 TOTAL MISC CHG..... 0.00  
 TOTAL MISC DISC..... 0.00  
 TOTAL TAX..... 2.69

**TOTAL INVOICE \$ 47.51**

**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

**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.

Customer Info

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

FE04-078 0013

[REDACTED]  
5/12/03

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMRU17L7V1 [REDACTED]	Vol Line: T03 - EXPEDITION (11993) (97-02)	Eng Serial No: *
Model Year: 1997	Market Derived: * - [N/A]	Body Style: *
Yeh Type: T	Drive Code: T03 - 2 WHL 1/2 REAR DRIVE	Engine: T0VZ - W-MOD 5.4L SOHC HI MA VR G-NP
Inv. Dealer: 04807	Body Cmb Style: T0WD - 4 DOOR WAGON	Transmission: T0DE - 4 SPD AUTO TR-NAAG F4W34R100
	Version/Serial: T03F - FORD SERIES	

## BUILD INFORMATION:

Region: NA - \*\*\*\*\* Plant: AP - MICHIGAN PLANT BULD  
 Country: USA - \*\*\*\*\* Prod Date: 16-NOV-1996

## SALE INFORMATION:

Region: NA - \*\*\*\*\* Selling Dealer: 124205 - \*  
 Country: USA - \*\*\*\*\* Selling Div St/Prov: FL  
 Buyer St/Prov: FL

Arrival Date: 02-DEC-1996 Red Carpet Lease: 1  
 Sale Date: 13-DEC-1996 Fleet/Retail/Cr. Lease: R  
 Warranty Start Date: 12-DEC-1996 Modified Vehicle: \*  
 Orig Warranty Date: 12-DEC-1996 Resequiped Vehicle: \* Vehicle Export Flag: N

## VOC/ROC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
 01TVL8A2P6119A 0 7 2 1614762 77 R RR6 05 M3 AB B3 3 240293 04 10 SP2 L  
 JPHK25J 495A 2L2PL 4

## INSTALLED OPTION INFORMATION:

Air Conditioning: T03 - HIGH OUTPUT AIR CONDITIONER	GVW Code:
Alternator Amp Rating: AB	GVW Class Code: E
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: EGJAB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axle Type: EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: MC	Paint: UNDA - EBONY SOLID CO
Brake Code: * - [N/A]	Power Antenna: * - [N/A]
Brake Codes/Seek: * - [N/A]	Rearlic: AT - ELET PREM AMPM STRIM STEELK
Calibration Code: 2461R07A	Sound System: * - [N/A]

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Color(Accent): \* - [N/A]  
 Color(Trim): 0002V -  
 Delivery Type: 1.  
 Drivetrain Code: F  
 Front Seat: \* - [N/A]  
 Fuel Type: \* - [N/A]

Steering System: Axle  
 Tire Brand: AG - GOODYEAR  
 Tire Size: D3/WA - P255/70R-16 (SW) A-Y  
 Traction Control: \* - [N/A]  
 Wheel Base:

**TIRE DOT INFORMATION:**

L.F: \* RR: \*  
 L.R: \* RR: \*  
 L.L: \* RR: \*  
 SPARE: \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code: J Emission Code: T2B - T2D  
 ESP Coverage(Miles): 036 Emission Cert Type: F  
 ESP Coverage(Times): 036 Emission Decal Suffix: SP1  
 ESP Plan Year: 1999 Engine Family: VFM546R6FFK  
 ESP Signature Date: 01-MAR-1999

FORD-878 0915

### Standard Claims List For Model Year 1997

VIN	VHI LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	END CD	PRIO DATE	WARR DATE	SELL/INT DEALER	SELL CNT	TIR	WCC	CPSC	A	PREF	DASH	SURF	CCC	CT	DIST (Miles)
1FMEU17L7V		013	*	TWD	TBF	TB	AP	TDE	YVZ	16-NOV-1996	12-DEC-1996	124205	USA	0	*	*	*	*	*	*	*	4
AWS Claim Key:		577092	Trx Code:		TDL	Labor Hrs:		4														
Mfr Cd-Sub Cd:		04807	Name:		FREEDOM FORD, INC.			Ph:	727-7972277		St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:		03-DEC-1996	Doc #:		07290651
Cust Comments:		(0407)																				
Tech Comments:																						
1FMEU17L7V		013	*	TWD	TBF	TB	AP	TDE	YVZ	16-NOV-1996	12-DEC-1996	124205	USA	0	*	*	*	*	*	*	*	4
AWS Claim Key:		577093	Trx Code:		TDL	Labor Hrs:		2														
Mfr Cd-Sub Cd:		04807	Name:		FREEDOM FORD, INC.			Ph:	727-7972277		St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:		07-DEC-1996	Doc #:		07290652
Cust Comments:		61																				
Tech Comments:																						
1FMEU17L7V		013	*	TWD	TBF	TB	AP	TDE	YVZ	16-NOV-1996	12-DEC-1996	124205	USA	5	SW0	180107	*	2H510	*	110	28	0183
AWS Claim Key:		1677604	Trx Code:		2	Labor Hrs:		1.2														
Mfr Cd-Sub Cd:		04845	Name:		BILL CURRIE FORD INC			Ph:	813-8725555		St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:		22-APR-1997	Doc #:		18209301
Cust Comments:		CUSTOM STATES THE ABS LITE IS ON, ADVISE																				
Tech Comments:		ROAD TEST VEH. VERIFY THE CONCERN PERFORMED ABS SPLIT TEST AND PIN POINT TEST REPAIR OPEN CIRCUIT AT THE LEFT FRONT WHEEL SENSOR																				
1FMEU17L7V		013	*	TWD	TBF	TB	AP	TDE	YVZ	16-NOV-1996	12-DEC-1996	124205	USA	8	7T03	009901	*	2C204	*	119	08	14176
AWS Claim Key:		2614913	Trx Code:		H83	Labor Hrs:		1.1														
Mfr Cd-Sub Cd:		04945	Name:		BILL CURRIE FORD INC			Ph:	813-8725555		St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:		15-JUL-1997	Doc #:		15027101
Cust Comments:		CUSTOMER STATES ABS BRAKE LIGHT COMES ON,ADVISE, HUP																				
Tech Comments:		ABS DIAGREPLACED LEFT FRT WHEEL SENSOR																				
1FMEU17L7V		013	*	TWD	TBF	TB	AP	TDE	YVZ	16-NOV-1996	12-DEC-1996	124205	USA	8	2U02	031403	*	9F472	*	129	08	14176
AWS Claim Key:			Trx Code:			Labor Hrs:																
Mfr Cd-Sub Cd:			Name:					Ph:			St:		City Cd:	USA	Reg Cd:		Repr Date:			Doc #:		
Cust Comments:																						
Tech Comments:																						

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AWS Chain Key: 2631473 Trx Code: 907 Labor Hrs: 1.4														
Dr Cr-Sub Cdt	04945-*	Name:	BILL CURRIE FORD INC	Ph:	813-8725555	St: FL	City Cdt:	USA	Reg Cdt:	NA	Repr Date:	15-JUL-1997	Doc #:	18627104
Cust Comments: CUSTOMER STATES AMBER CHECK ENG. LIGHT COMES ON. ADVISE H20														
Tech Comments: SUSDS.EHC.DCL.POWER BALANCE TESTS.REPLACED EXR SENSOR K100 P1111.K00R P1111.K00C.190133														
TIME/17.74														
AWS Chain Key: 2876414 Trx Code: 884 Labor Hrs: .7														
Dr Cr-Sub Cdt	04945-*	Name:	BILL CURRIE FORD INC	Ph:	813-8725555	St: FL	City Cdt:	USA	Reg Cdt:	NA	Repr Date:	11-AUG-1997	Doc #:	20063601
Cust Comments:														
Tech Comments:														
TIME/17.74														
AWS Chain Key: 4128923 Trx Code: 983 Labor Hrs: 2.3														
Dr Cr-Sub Cdt	04945-*	Name:	BILL CURRIE FORD INC	Ph:	813-8725555	St: FL	City Cdt:	USA	Reg Cdt:	NA	Repr Date:	11-AUG-1997	Doc #:	21184501
Cust Comments:														
Tech Comments:														
TIME/17.74														
AWS Chain Key: 4128923 Trx Code: 983 Labor Hrs: 2.3														
Dr Cr-Sub Cdt	04945-*	Name:	BILL CURRIE FORD INC	Ph:	813-8725555	St: FL	City Cdt:	USA	Reg Cdt:	NA	Repr Date:	28-OCT-1997	Doc #:	21283301
Cust Comments: CUST STATES A-C NOT LOCKING IS NOISY C02														
Tech Comments: VERIFY THE CONCERN. PERFORMED LEAK TEST. REPLACED COMPRESSOR CLUTCH AND PULLEY. REPLACED A-C PRESSURE SWITCH. RECHARGE.														
TIME/17.74														
AWS Chain Key: 6222714 Trx Code: 183 Labor Hrs: .9														
Dr Cr-Sub Cdt	04945-*	Name:	BILL CURRIE FORD INC	Ph:	813-8725555	St: FL	City Cdt:	USA	Reg Cdt:	NA	Repr Date:	10-FEB-1998	Doc #:	213144201
Cust Comments:														
Tech Comments:														
TIME/17.74														
AWS Chain Key: 15061911 Trx Code: 98514 Labor Hrs: .6														

P204-878 8017

Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St: FL	City Cd:		USA Reg Cd:	NA	Repr Dates:	05-FEB-1999	Doc #:	03180951
Comments:	ALL													
AWIS Claim Key:	1981912	Trx Code:	97586	Labor Hrs:	3									
Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St: FL	City Cd:		USA Reg Cd:	NA	Repr Dates:	05-FEB-1999	Doc #:	03180952
Comments:	ALL													
AWIS Claim Key:	1981912	Trx Code:	97586	Labor Hrs:	3									
Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St: FL	City Cd:		USA Reg Cd:	NA	Repr Dates:	02-AUG-1999	Doc #:	04836451
Comments:	ALL													
AWIS Claim Key:	17944647	Trx Code:	99883	Labor Hrs:	5									
Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St: FL	City Cd:		USA Reg Cd:	NA	Repr Dates:	02-AUG-1999	Doc #:	04836451
Comments:	ALL													
AWIS Claim Key:	17944647	Trx Code:	99883	Labor Hrs:	5									
Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St: FL	City Cd:		USA Reg Cd:	NA	Repr Dates:	02-AUG-1999	Doc #:	04836452
Comments:	TRANS WONT ENGAGE													
Tech Comments:	PROCESSOR FAILED ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS													
Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St: FL	City Cd:		USA Reg Cd:	NA	Repr Dates:	02-AUG-1999	Doc #:	04836452
Comments:	TRANS													
AWIS Claim Key:	18055815	Trx Code:	0741D	Labor Hrs:	0									
Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St: FL	City Cd:		USA Reg Cd:	NA	Repr Dates:	02-AUG-1999	Doc #:	04836453
Comments:	TRANS													
AWIS Claim Key:	18400360	Trx Code:	0741D	Labor Hrs:	5									

Repr Date: 15-SEP Doc

P24-078 0010



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.

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PE04-070 0920

All Action Details for Issue

Print

VIN: 1FMEU17LZV [REDACTED] Year: 1997 Model: EXPEDITION Case: 294321263  
 Name: [REDACTED] Owner Status: Subsequent WSD: 1996-12-12  
 Symptom Desc: START/CHARGE WIRING - BASIC Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - FIRE CLAIM Secondary Phone:  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY  
 Dealer: 04809 BARTOW FORD CO Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK  
 Odometer: 78706 MI Comm Type: FAX  
 Analyst Name: CHERIE LEICH Analyst: CLEICH  
 Action Date: 05/06/2003 Action Time: 08.10.31.249 Action Data: No

Comments \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\* FAX RECEIVED 5-5-03 DEALER CONTACT: DENNY TOWNSEND CUSTOMER ALLEGES BRAKE LAMP SWITCH WAS REPLACED ON 3-4-03. CRUISE CONTROL SWITCH ON MASTER CYLINDER STARTED FIRE NEXT DAY. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER  
 Dealer: 04809 BARTOW FORD CO Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 78706 MI Comm Type: MAIL  
 Analyst Name: CASSANDR JONES Analyst: C.JONES  
 Action Date: 05/06/2003 Action Time: 11.38.58.857 Action Data: 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

SRV MANAGER

Action: FINAL CASE DISPOSITION  
 Dealer: 04809 BARTOW FORD CO Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 78706 MI Comm Type: PHONE  
 Analyst Name: CASSANDR JONES Analyst: C.JONES  
 Action Date: 05/06/2003 Action Time: 16.08.46.481 Action Data: No

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

PE84-878 0921

## Dealer Information

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

<b>Dealer Name:</b>	BARTOW FORD CO		
<b>Dealer Address:</b>	426 E VAN FLEET DR BARTOW FL 33830		
<b>Dealer Main Phone:</b>	841-533-0425	<b>Dealer Service Phone:</b>	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 HEIDEL
SALES MANAGER	MICHAEL L BEDENBAUGH
SALES MANAGER	STEVE MICHALEC
SALES MANAGER	ROBERT A KENDRICK
SERVICE MANAGER	DENNIS TOWNSEND
SERVICE MANAGER	GARY W STEVENS

<b>Service Hours</b>	7:00 AM - 5:30 PM M-F, 8:00 AM - 12:00 PM SAT
<b>Directions</b>	
<b>Trained</b>	Y
<b>Additional Information</b>	LSG ENROLLED TOWING: 813-425-1114 SUMMER'S TOWING

FEB-07 09:22

## ESP / Recall Information

VIN: 1FMEU17L7V

Contract: 1 Of

Status: Expire

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

Purchaser:

Expiration Date: 1998-12-12

Plan Type: USA 1997 24/30,000 RENTALCARE (WARRANTY REPAIRS ONLY)

Plan Year: 1997

Expiration Miles: 30,000

Selling Dealer: FREEDOM FORD, INC.

Rental: 25

Deductible:

Towing Allowance:

Purchase Type: N

Options:

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

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Contract: 2 Of

Status: Expire

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

Purchaser:

Expiration Date: 2002-03-01

Plan Type: USA 1999 USED 35/36,000 EXTRACARE

Plan Year: 1999

Expiration Miles: 78,595

Selling Dealer: BRANDON FORD

Rental: 26

Deductible: 50

Towing Allowance: 50

Purchase Type: N

Options: \$50,0ED.

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

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

## -----Recall Information-----

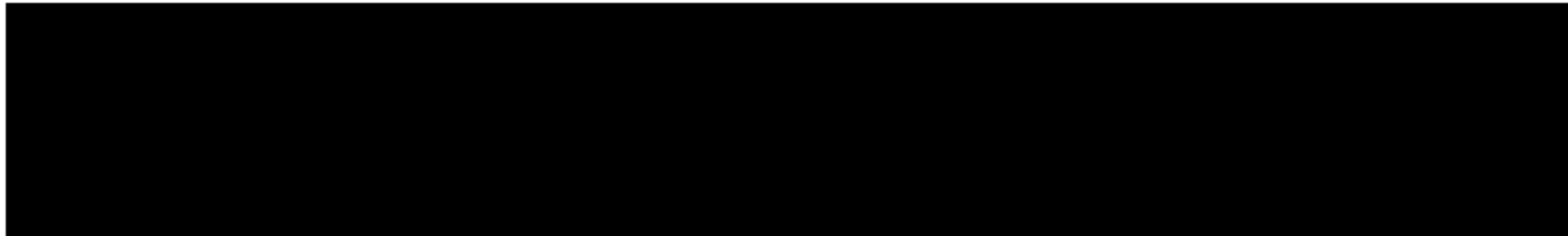
Number	Type	Description	Campaign		Status Date	Dealer Code
				Status		
00S05	S	HITCH ATTACH		RELEASED FOR MAILING	2002-05-20	F24205
98L12	L	PASS AIR BAG		FORCED COMPLETION	1998-01-22	AUTOC
97S98	S	SHIFT CABLE		COMPLETE	1999-02-05	04963
98S14	S	WHEEL LUGNUT		COMPLETE	1999-02-05	04963
99B02	O	MULTI SWITCH		COMPLETE	1999-08-02	04963
97B17	O	FUEL GAUGE		RELEASED FOR MAILING		N/A

FED-078 0823

5/12/03

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

PEBA-978 0924



5/12/03





DEALER REQUEST FOR CONSUMER SERVICE

IMPORTANT - DO NOT PERFORM REPAIRS

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES USE FORM F-100

DEALER INFORMATION:

Requesting Dealer: CARTER FORD P&A 24408

Region: 24  
Region & State: CASSANDRA FL

Contact Person: DEBRA TOWNSEND Phone: [REDACTED]

CUSTOMER/VEHICLE INFORMATION:

New or Used: USED WSD Year/Model: 97 EXPEDITION

VIN: 1FMEU17L9V1 Mileage: 78206

Customer Name: [REDACTED]  
Address: [REDACTED]  
City: CARTER State: FL Zip code: [REDACTED]  
Home Phone: [REDACTED] Work Phone: [REDACTED]

DETAILS of INCIDENT:

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

Medical Attention Sought:

Date of incident: 03-05-03

Is customer alleging a component defect caused the incident?  If yes, what type & details: REPLACE BRAKE AND SWITCH 3-4-03 CLOSE GATE SWICH ON MASTER CYLINDER STARTED FIRE NEXT DAY

Was a police report filed?  If yes, where: \_\_\_\_\_

Has the Insurance Company been contacted?  What did the insurance company advise? \_\_\_\_\_

Owner's Insurance Company: NOT KNOWN 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?  PAGES: \_\_\_\_\_

- Fax to: (313) 845-8688, (313) 845-8689 or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Vertical stamp on the right side of the page containing various codes and times, including 2338, 3308, 78707, and 8:05 PM.

Leary, C. 1287691534

FE84-878 6625

QWERTY

All Action Details for Issue

Print

VIN: 1FTDX1787V [REDACTED] Year: 1997 Model: F-SERIES Case: 1287681534  
 Name: [REDACTED] Owner Status: Subsequent WSD: 1893-03-27  
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD 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: 02415 PRESTIGE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD  
 Odometer: 145184 MI Comm Type: EMAIL  
 Analyst Name: LEICH, CHERIE Analyst: CLEICH  
 Action Date: 08/01/2004 Action Time: 08.01.04.170 Action Data: No

Comments \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\* EMAIL RECEIVED 5-28-04. DEALER CONTACT: JERALD PETERSON. CUSTOMER ALLEGES UNDERHOOD FIRE STARTED AT BRAKE SWITCH ON MASTER CYLINDER. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 02415 PRESTIGE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 145184 MI Comm Type: PHONE  
 Analyst Name: PAWELEK, MAUREEN (M.L.) Analyst: MPAWELEK  
 Action Date: 06/01/2004 Action Time: 12.06.04.107 Action Data: Yes

Comments LEFT MESSAGE FOR SERVICE MANAGER JERALD PETERSON.

Data Element Name	Data Value
CONTACT PERSON	VOICEMAIL

Action: FINAL CASE DISPOSITION

Dealer: 02415 PRESTIGE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 145184 MI Comm Type: MAIL  
 Analyst Name: PAWELEK, MAUREEN (M.L.) Analyst: MPAWELEK  
 Action Date: 06/03/2004 Action Time: 14.56.19.951 Action Data: No

Comments SENDING LETTER TO CUSTOMER ADVISING THAT VEHICLE IS BEYOND WARRANTY AND THERE ARE NO FSA'S. THEREFORE, FORD CANNOT BE OF ASSISTANCE IN THIS MATTER.



Copy

Consumer Affairs

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

Sent Via U.S. Mail

June 3, 2004

[REDACTED]  
Wylie, TX [REDACTED]

RE: 1997 F-150

Dear [REDACTED]

We were recently contacted on your behalf by Prestige Ford.

We sincerely regret the inconvenience that you have experienced regarding your vehicle. However, our review indicates that the vehicle is beyond warranty and there are no recalls or owner notification programs pertaining to the incident that occurred. Therefore, we are unable to be of assistance in this matter.

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

Respectfully yours,

Maureen Pawelek-Murray  
Consumer Affairs



**Keller, Kristian (P.)**

Case:  
128761331

**From:** Cplorm, D (D.)  
**Sent:** Saturday, May 29, 2004 8:28 AM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

Region: 32  
Houston

**Dealer Request For Consumer Affairs Review**

**Dealership Name:** Prestige Ford  
**Requesting Dealer:** Prestige Ford  
**Contact Person:** Jerald Petterson  
**Telephone:** 9728643865  
**Email Address:** jeraldp@prestigegarland.com  
**PA Code:** 02415  
**Region:** SW  
**City:** Garland  
**Dealer State:** TX  
**Fax Number:** 972-864-3894  
**WSD:** 03/22/1996  
**Vehicle Year:** 1997  
**Vehicle Model:** F150  
**Vehicle VIN:** 1FTDX1767VN [REDACTED]  
**Mileage:** 145194  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** Wylie  
**State:** Texas  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** [REDACTED]  
**Incident Involves:** Fire  
**Date of Incident:** 05/28/2004  
**County in which incident occurred:** Dallas  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** Under hood fire started at brake switch on master cylinder  
**Police Report Filed:** No  
**Insurance Company Contacted:** Y  
**Insurance Company Advice:** Contact Ford.  
**Coach Builder:** no  
**Coach Builder State:** AK - Alaska  
**Resolution Sought Detail:** Ford to pay for repairs.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

Customer Info

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

Server Name : AWS Adhoc

## Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

VIN: 1FTDX1767VN  
 Model Year: 1997  
 Vch Type: T  
 Inv. Dealer: 02460

**(Related Claims)**

Vch Line: T/T5 - F150/250(PN96)/P225FORD (97-04) Eng Serial No: \*  
 Market Derived: \* - [N/A] Body Shell: \*  
 Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/V3 - W-M 4.6L SOHC EFI NA  
 Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DU - 4 SPD AUTO TR NA40  
 Version/Series: T/AM - 150 SERIES

**BUILD INFORMATION:**

Region: NA - #00000000 Plant: AR - NORFOLK PLANT BUILD  
 Country: USA - #00000000 Prod Date: 26-FEB-1996

**SALE INFORMATION:**

Region: NA - #00000000 Selling Dealer: 152017 - \*  
 Country: USA - #00000000 Selling Dir St/Prov: TX  
 Buyer St/Prov: TX  
 Arrival Date: 08-MAR-1996 Red Carpet Lease: 1  
 Sale Date: 22-MAR-1996 Fleet/Retail/Co. Lease: R  
 Warranty Start Date: 22-MAR-1996 Modified Vehicle: \*  
 Orig Warranty Date: 22-MAR-1996 Hamquired Vehicle: \* Vehicle Export Flag: N

**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
 817002061113936 2 2 01A7254 3K E U19F53 2W 3 19 61 52M17850 02 02EK3 5 6  
 1FTD7 2 C 307A 96UYX 1

**INSTALLED OPTION INFORMATION:**

Air Condition[ag]:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	KJ	GVW Class Code:	D
Audio Disk:	* - [N/A]	Instruction[ation]:	* - [N/A]
Axle Ratio:	EGAH - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	SH	Paint:	PNDBA - LIGHT SADDLE C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRDC/ST/CLOCK
Calibration Code:	64DR08A	Sound System:	* - [N/A]
Color(Acc[ess]):	* - [N/A]	Steep Tension Axle:	
Color(Trim):	000DB -	Tire Brand:	AC - FIRESTONE
Delivery Type:	F	Tire Size:	DOJUZ - P235/70R-16 OWL A-8
Driveline Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

**TIRE DOT INFORMATION:**

LF: \* RP: \*  
 LB: \* RR: \*  
 LR: \* 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 Serial:	SAT
ESP Plate Year:	• Engine Family:	VFM4628GKSK
ESP Signature Date:		

---



Server Name : AWS Adhoc

### Standard Claims List For Model Year 1997

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	FLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	YLS	WCC	CPSC_6	PREP	BASE	SUFF	CCC	CD	DIST (Miles)	
1F1011111111111111	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	3	3A06	070100	R2VY	7A1P1	A	L72	16	4822	
AWS Claim Key:		87464	Trx Code:		2	Labor Hrs:		7														
Dir Cd-Sub Cd:		02460*	Name:		BAILLARGEON FORD			Ph:	214-2313491	St:	TX	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		10-JUN-1996	Doc #:		13249201
Tech Comments:		REPLACE LOWER BALL JOINT AND SHOCK ASSEMBLY ON DRIVER SIDE.																				
1F1011111111111111	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	3	7K07	130101	F65Z	10849	JR	A85	28	4822	
AWS Claim Key:		87463	Trx Code:		2	Labor Hrs:		7														
Dir Cd-Sub Cd:		02460*	Name:		BAILLARGEON FORD			Ph:	214-2313491	St:	TX	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		10-JUN-1996	Doc #:		13249202
Tech Comments:		REPLACE LOWER BALL JOINT AND SHOCK ASSEMBLY ON DRIVER SIDE. ICALLY																				
1F1011111111111111	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	4	3G01	031401	F65Z	12A650	PE	A85	28	5241	
AWS Claim Key:		89219	Trx Code:		807	Labor Hrs:		4														
Dir Cd-Sub Cd:		02460*	Name:		BAILLARGEON FORD			Ph:	214-2313491	St:	TX	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		24-JUN-1996	Doc #:		13504801
Tech Comments:		REPLACE LOWER BALL JOINT AND SHOCK ASSEMBLY ON DRIVER SIDE.																				
1F1011111111111111	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	7	5R01	110401	*	3B676	*	N59	08	9991	
AWS Claim Key:		327112	Trx Code:		1	Labor Hrs:		8														
Dir Cd-Sub Cd:		02460*	Name:		BAILLARGEON FORD			Ph:	214-2313491	St:	TX	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		09-OCT-1996	Doc #:		13141001
Tech Comments:		RATTLING NOISE IN STEERING COLUMN WHEN TURNING N L5 SBN Y N / REMOVE AND REINSTALL LOWER STEERING SHAFT TO LUBE PER SSM. NOISY. SBN Y N / NN C 000NN NN1 SB13141001 WBASE 001   A11N33020N1 S																				

FEB-97 0838

1111N1767V	795	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	7	3AD6 07D100	F2VY 7A191	A	L72	DB	9591				
AWS Claim Key:		327112	Trx Code:		1	Labor Hrs:		1.1															
Dir Cd-Sub Cd:		02460*	Name:		BAILLARGEON FORD	Ph:		214-2313491	St:		TX	City Cd:		USA	Reg Cd:		NA	Repr Dates:		03-OCT-1996	Doc #:		L5141802
Cost Comments:		REPAIR WORK ON THE SKI SYSTEMS																					
Tech Comments:		REPAIR WORK ON THE SKI SYSTEMS																					
1111N1767V	795	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	9	7F01 011501	F63Z	17526	BA	W10	79	11493			
AWS Claim Key:		509576	Trx Code:		1	Labor Hrs:		0															
Dir Cd-Sub Cd:		02460*	Name:		BAILLARGEON FORD	Ph:		214-2313491	St:		TX	City Cd:		USA	Reg Cd:		NA	Repr Dates:		23-NOV-1996	Doc #:		16009701
Cost Comments:		PAINT SKIN ON THE TWIN CAMEL																					
Tech Comments:		PAINT SKIN ON THE TWIN CAMEL																					
1111N1767V	795	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	12	3A06 07D100	F2VY 7A191	A	L72	DB	16294				
AWS Claim Key:		132444	Trx Code:		B84	Labor Hrs:		1.2															
Dir Cd-Sub Cd:		02460*	Name:		BAILLARGEON FORD	Ph:		214-2313491	St:		TX	City Cd:		USA	Reg Cd:		NA	Repr Dates:		03-MAR-1997	Doc #:		17497701
Cost Comments:		REPAIR WORK ON THE SKI SYSTEMS																					
Tech Comments:		REPAIR WORK ON THE SKI SYSTEMS																					
1111N1767V	795	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	12	5Y01 0602CX *	1126	*	H15	07	16294				
AWS Claim Key:		132444	Trx Code:		E84	Labor Hrs:		2															
Dir Cd-Sub Cd:		02460*	Name:		BAILLARGEON FORD	Ph:		214-2313491	St:		TX	City Cd:		USA	Reg Cd:		NA	Repr Dates:		03-MAR-1997	Doc #:		17497702
Cost Comments:		WEAK INOPERATIVE INEFFECTIVE HIS FEELS SOFT WEAK INEFFECTIVE																					
Tech Comments:		ROAD TEST, CLEAN, INSPECT, AND LUBE REAR BRAKE SYSTEM. GLAZED AND RUSTED. MACHINE REAR DRUMS. ADJUST PARKING BRAKE																					
1111N1767V	795	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	12	5B01 040301 *	18124	*	N59	08	16294				
AWS Claim Key:		132442	Trx Code:		E84	Labor Hrs:		1															
Dir Cd-Sub Cd:		02460*	Name:		BAILLARGEON FORD	Ph:		214-2313491	St:		TX	City Cd:		USA	Reg Cd:		NA	Repr Dates:		03-MAR-1997	Doc #:		17497703
Cost Comments:		OVERHAUL REAR BRAKE SYSTEM AND FRONT STRUTS																					
Tech Comments:		OVERHAUL REAR BRAKE SYSTEM AND FRONT STRUTS																					

FD-901-076 0037

CLAIMANT	75	*	T/BD	T/AM	T/B	AR	T/OU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	12	4C88 000615	*	NFF	*	L66	NI	16294
AWS Claim Key:	132444	Trx Code:	EM	Laber Hrs:	3															
Dir Cl-Sub Ctl:	02460*	Name:	BAILLARGEON FORD			Ph:	214-2313491		St:	TX	City Ctl:	USA	Reg Ctl:	NA	Repr Date:	03-MAR-1997	Doc #:	17497704		
Clm Comments:	EXHAUST LEAK L66 EXHAUST MANIFOLD TYPE LEAK WHEN ENGINE COLD GOES AWAY WHEN																			
Tech Comments:	E ROAD TEST, CHECK EXHAUST SYSTEM, NO LEAKS FOLIND AT THIS TIME																			
CLAIMANT	75	*	T/BD	T/AM	T/B	AR	T/OU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	12							16294
AWS Claim Key:	132440	Trx Code:	9662	Laber Hrs:	2															
Dir Cl-Sub Ctl:	02460*	Name:	BAILLARGEON FORD			Ph:	214-2313491		St:	TX	City Ctl:	USA	Reg Ctl:	NA	Repr Date:	03-MAR-1997	Doc #:	17497705		
Clm Comments:	E ROAD TEST, CHECK EXHAUST SYSTEM, NO LEAKS FOLIND AT THIS TIME																			
Tech Comments:	E ROAD TEST, CHECK EXHAUST SYSTEM, NO LEAKS FOLIND AT THIS TIME																			
CLAIMANT	75	*	T/BD	T/AM	T/B	AR	T/OU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	13	7802 180102	*	14401	*	C07	46	18807
AWS Claim Key:	175125	Trx Code:	ES3	Laber Hrs:	7															
Dir Cl-Sub Ctl:	02460*	Name:	BAILLARGEON FORD			Ph:	214-2313491		St:	TX	City Ctl:	USA	Reg Ctl:	NA	Repr Date:	12-APR-1997	Doc #:	18243401		
Clm Comments:	HEATER DOES NOT WORK PROPERLY C07 HEATER DOES NOT GET HOT																			
Tech Comments:	TESTED TEMPERATURE BLEND DOOR ACTUATOR AND CIRCUITS. TRACED AND REPAIRED SHORT IN CIRCUIT #295 TO ACTUATOR. REPLACED																			
CLAIMANT	75	*	T/BD	T/AM	T/B	AR	T/OU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	21	2G04 031401	*	12A650	*	E29	12	23696
AWS Claim Key:	2741203	Trx Code:	S07	Laber Hrs:	1.4															
Dir Cl-Sub Ctl:	02460*	Name:	BAILLARGEON FORD			Ph:	214-2313491		St:	TX	City Ctl:	USA	Reg Ctl:	NA	Repr Date:	10-DEC-1997	Doc #:	221797501		
Clm Comments:	AT ALL TIMES E29																			
Tech Comments:	SIDS EBC TEST, KOED-PASS KOER-PASS KOEC-P0303. PERFORM DCL TEST. POWER BALANCE TEST. NO MISFIRE IN ENGINE. IGNITOW SYSTEM OK. REPROGRAM PCM TO CORRECT LEVEL. CALIBRATION CLEAR																			

ESP Recall Information

VIN: 1FTDX1787V1 [REDACTED]

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	OPEN - LAUNCHED		
96S49	SAFETY RECALL	1996 AERORANG/EXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		
96S82	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-03-03	02460USAF52117
97S81	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE REPLACEMENT	OPEN - LAUNCHED		
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	OPEN - LAUNCHED		



2004

0425821044 SOUTHWEST

FE84-876 8776

All Action Dates are in GMT

VIN: 1ETRW07W61 [REDACTED] Year: 2001 Model: F-SERIES Case: 425821044  
 Name: [REDACTED] Owner Status: Original WSD: 2001-08-08  
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME 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: 02415 PRESTIGE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD  
 Odometer: 35248 MI Comm Type: EMAIL  
 Analyst Name: LEICH, CHERIE Analyst: CLEIGH  
 Action Date: 04/13/2004 Action Time: 11.49.42.137 Action Data: No

Comments \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\* EMAIL RECEIVED 4-8-04. DEALER CONTACT: JERALD PETTERSON. CUSTOMER ALLEGES BRAKE DEACTIVATION SWITCH SHORTED AND CAUSED FIRE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER  
 Dealer: 02415 PRESTIGE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 35248 MI Comm Type: PHONE  
 Analyst Name: PAWELEK, MAUREEN (M.L.) Analyst: MPAWELEK  
 Action Date: 04/13/2004 Action Time: 15.28.41.041 Action Data: Yes

Comments SPOKE WITH SERVICE MANAGER, WHO WILL RECONTACT WITH INFORMATION.

<u>Data Element Name</u>	<u>Data Value</u>
CONTACT PERSON	JERROLD PEDERSON

Action: MAKE OUTBOUND CALL TO DEALER  
 Dealer: 02415 PRESTIGE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 35248 MI Comm Type: PHONE  
 Analyst Name: PAWELEK, MAUREEN (M.L.) Analyst: MPAWELEK  
 Action Date: 04/13/2004 Action Time: 15.28.43.047 Action Data: Yes

Comments SPOKE WITH SERVICE MANAGER, WHO WILL RECONTACT WITH INFORMATION.

<u>Data Element Name</u>	<u>Data Value</u>
CONTACT PERSON	JERROLD PEDERSON

Action: FINAL CASE DISPOSITION  
 Dealer: 02415 PRESTIGE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 35248 MI

Conn Type: OTHER

Analyst Name: PAWELEK, MAUREEN  
(ML)

Analyst: MPAWELEK

Action Date: 05/04/2004

Action Time:  
11.28.35.980

Action Data: No

Comments CUSTOMER SIGNED RELEASE FORM AND REPAIRS WERE MADE. NO FURTHER ACTION.

---

*Ford Motor Company*

**GENERAL RELEASE OF ALL CLAIMS**

Regarding VIN #1FTRW07W61K [REDACTED] [REDACTED] for the sole consideration of repair of my vehicle due to fire damage, hereby release and discharge Ford Motor Company "Ford" and their affiliates, subsidiaries, employees, agents, representatives, successors, assigns, insurers, suppliers and dealers, (collectively releases), from all claims, accounts, actions, proceedings and suits of which I had or may have or that my spouse, assigns, heirs, successors or administrators had or may have against said Releases by reason of any action, omission, or event, presently known or unknown, up to and including the date of this Release.

This Release expressly includes, but shall not be limited to, all such claims, or other rights for damages, losses, injuries, or consequences, to person or property or both, that may be based upon or arise out of the fire in the above mentioned vehicle. I hereby acknowledge full settlement and satisfaction of all claims, which I have or may have against Releases by reason of the alleged non-conformity or repair thereof.

It is understood and agreed that in making the Release, I rely wholly upon my own judgment, and that no representations or statements made by Releases, or any physician or surgeon employed by them, have influenced me to any extent in making the Release.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releases, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties herein are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

This Release shall be construed and interpreted under the laws of the State of Michigan.

The parties represent and agree that they will forever keep the financial terms, amount and existence of this Agreement confidential and that they will not hereafter disclose any financial information concerning this Agreement.

FD-4-076 0779



I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.

Signed this 15<sup>th</sup> day of April, 2004

[Redacted]

Lease [Redacted]

[Redacted]

SAN ANTONIO, TX

[Redacted]

100000

[Redacted]

Carroll Tr

Address

(Please Affix Seal above)

Subscribed and sworn to before me this 15 day of April, 2004.

[Signature]  
(Notary Public)

02-10-04  
(Commission Expiration Date)



FD-304 (Rev. 8-7-89)

\*\*\* TOTAL PAGE(S) \*\*\*

# Prestige Ford Service

3601 S. Shiloh Rd. Garland, TX 75041

Phone: 972-864-3670

Fax: 972-864-3694

To: 

From: Randy St. George

Co: FMC

Pages: 3

Fax: 313-845-5668

Date: 4/15/05

Comments: Release for 

\_\_\_\_\_  
\_\_\_\_\_

PEBA-078 0701

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CND#	STATUS
04/15	09:44	9728643694	EC-S	00'45"	003	199	OK



Fax Cover Sheet

TO: Jerald Petterson  
COMPANY: Prestige Ford  
PHONE:  
FAX: (972) 864-3694

FROM: Maureen Pawelek-Murray  
COMPANY: Ford Motor Company, Consumer Affairs Office  
PHONE: (313) 845-5477  
FAX: (313) 845-5668

Date: 4/15/04  
NUMBER OF PAGES: 3  
(including cover)

COMMENTS: Release for [REDACTED]



# PRESTIGE FORD SERVICE

3601 S. SHILOH RD.  
GARLAND, TX 75041  
PH: 972-864-3670  
FAX: 972-864-3694

TO: MAUREEN

FAX: 313-845-5668

CO: Windsor R Us

FROM: JERARD

### COMMENTS :

For you please !!

PER4-07B 0704



## Fax Cover Sheet

**TO:** Jerald Petterson  
**COMPANY:** Prestige Ford  
**PHONE:**  
**FAX:** (972) 864-3694

**FROM:** Maureen Pawelek-Murray  
**COMPANY:** Ford Motor Company, Consumer Affairs Office  
**PHONE:** (313) 845-5477  
**FAX:** (313) 845-5668

**Date:** 4/15/04  
**NUMBER OF PAGES:** 3  
(including cover)

**COMMENTS:** Release for [REDACTED]

**I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.**

Signed this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

\_\_\_\_\_

\_\_\_\_\_

Address

Witness \_\_\_\_\_

\_\_\_\_\_

(Please Affix Seal above)

Address \_\_\_\_\_

Subscribed and sworn to before me this  
\_\_\_\_\_ day of \_\_\_\_\_, 2004

\_\_\_\_\_  
(Notary Public)

\_\_\_\_\_  
(Commission Expiration Date)

*Ford Motor Company,*

**GENERAL RELEASE OF ALL CLAIMS**

Regarding VIN #1FTRW07W61K [REDACTED] [REDACTED] for the sole consideration of repair of my vehicle due to fire damage, hereby release and discharge Ford Motor Company "Ford" and their affiliates, subsidiaries, employees, agents, representatives, successors, assign, insurers, suppliers and dealers, (collectively releasees), from all claims, accounts, actions, proceedings and sums of which I had or may have or that my spouse, assigns, heirs, executors or administrators had or may have against said Releasees by reason of any action, omission, or event, presently known or unknown, up to and including the date of this Release.

This Release expressly includes, but shall not be limited to, all such claims, or other rights for damages, losses, injuries, or consequences, to person or property or both, that may be based upon or arise out of the fire in the above mentioned vehicle. I hereby acknowledge full settlement and satisfaction of all claims, which I have or may have against Releasees by reason of the alleged non-conformity or repair thereof.

It is understood and agreed that in making the Release, I rely wholly upon my own judgment, and that no representations or statements made by Releasees, or any physician or surgeon employed by them, have influenced me to any extent in making the Release.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

This Release shall be construed and interpreted under the laws of the State of Michigan.

The parties represent and agree that they will forever keep the financial terms, amount and existence of this Agreement confidential and that they will not hereafter disclose any financial information concerning this Agreement.



CASE:  
425 821 344  
Region: 52  
Murren

**Ordcalp, F (F.)**

---

**From:** Cpform, D (D.)  
**Sent:** Thursday, April 08, 2004 4:51 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review**

**Dealership Name:** Prestige Ford  
**Requesting Dealer:** PRESTIGE FORD  
**Contact Person:** JERALD PETTERSON  
**Telephone:** 9728643665  
**Email Address:** j-petter@dealeremail.com  
**PA Code:** 02415  
**Region:** 52  
**City:** Garland  
**State:** TX  
**WSD:** 04/26/2001  
**Vehicle Year:** 2001  
**Vehicle Model:** F150  
**Vehicle VIN:** 1FTRW07W61K [REDACTED]  
**Mileage:** 35248  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** SACHSE  
**State:** TX  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** SOUTHWEST  
**Incident Involves:** Fire  
**Date of Incident:** 04/06/2004  
**County in which incident occurred:** DALLAS  
**Is Alleging Defect:** Y  
**Alleging defect detail:** BRAKE DEACTIVATION SWITCH SHORTED AND CAUSED FIRE  
**Police Report Filed:** N  
**Insurance Company Contacted:** Y  
**Insurance Company Advice:** FIRE INSPECTOR FOR STATE FARM ALLEGES THAT THIS IS A FORD CONCERN AND SHOULD NOT BE COVERED BY INSURANCE  
**Insurance Company Contact Information:** STATE FARM INSURANCE LISA CALHOUN 972-230-9712  
**Coach Builder:** NO  
**Coach Builder State:** AK  
**Resolution Sought Detail:** REPAIRS TO BE COVERED UNDER THE TERMS OF THE FACTORY WARRANTY AND A LOANER TO BE PROVIDED DURING REPAIRS.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

PE04-076 0768

4/13/04



2004

0482501974 CHICAGO

FEB-07 11:28

Close an Issue

VIN: 1FTDX1720VK [redacted] Year: 1997 Model: F-SERIES WBD: 1996-08-10  
Name: [redacted] Primary Phone: [redacted] Secondary Phone:  
Address: [redacted] IA [redacted]

Case Number: 482501974 Issue Type: 07-LEGAL  
Reason: LEGAL - ACCIDENT / FIRE  
Symptom: FIRE/SMOKE SMOKE  
Dealer: F417B5 - M & M FORD LINC

Comm Type: MAIL Current Odometer Reading: 130000 MI  
Action Category: DENY ASSISTANCE Odometer Reading: 130000 MI  
Action: DENY ASSISTANCE - BEYOND WARRANTY(C)

Caller information if different from vehicle owner

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

Comments: Customer's vehicle is beyond warranty. There are no open recalls that would address a fire. Customer should continue to work with the insurance carrier.

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

[redacted] [redacted] [redacted]



Consumer Affairs

PO Box 8248, MD 3NE-B  
Dearborn, MI 48128 USA

Sent Via Fax and Mail

July 16, 2004

[REDACTED]  
Muscatine, IA [REDACTED]

RE: 1997 Ford F-Series

VIN: 1FTDX1720V [REDACTED]

Dear [REDACTED]

We have been unable to contact you by phone to obtain additional information to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 845-5458 as soon as possible between the hours of 8:30 a.m. and 4:30 p.m. Eastern Standard Time.

Respectfully yours,

**COPY**

Marquis Morris  
Consumer Affairs





Consumer Affairs

PO Box 6246, MD 3NE-B  
Dearborn, MI 48126 USA

Sent Via US Mail

August 2, 2004

[REDACTED]  
Wapello, IA [REDACTED]

RE: 1997 Ford F-Series  
VIN: 1FTDX1720VK [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,

copy

Marquis Morris  
Consumer Affairs



## Action Detail

[Print Action Detail](#)

VIN: 1FTDX1720V4	Year: 1997	Model: F-SERIES	Case: 482501874
Name:	Owner Status: Subsequent	WSD: 1998-08-10	
Symptom Desc: FIRE/SMOKE SMOKE		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: M & M FORD LIN-C-MERC, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 20006	
Odometer: 130000 MI	Comm Type: PHONE		
Action Date: 07/15/2004	Action Time: 13:24:09:060	Action Date: Yes	
Analyst Name: PAUL REHANA	Analyst: PREHANA		

COMMENTS: CUSTOMER SAID: = CRUISE CONTROL ON VEH WENT OUT AND CUST CONTINUED TO DRIVE VEH THIS WAY FOR A WEEK= CUST HAD PARKED VEH IN TOWN AND WHEN SHE CAME OUT SHE SAW THAT VEH HAD CAUGHT ON FIRE= CUST HAD VEH TOWED TO HER HOUSE= DATE OF FIRE WAS 07/14/04= FIRE ORIGINATED FROM CRUISE CONTROL CABLE = CURRENT LOCATION OF VEH IS HOME= NO FIRE REPORT FILE= CUST HAS NOT FILED A CLAIM WITH INSURANCE= VEH WAS PARKED WHEN FIRE STARTED AND HAD BEEN PARKED FOR FOUR HOURS AT THE TIME= SOMEONE WALKING BY SAW THE SMOKE AND CAME IN STORE TO GET CUST= CUST PUT OUT SMOKE HERSELF BY PATTING IT= CUST NOT SURE OF VEH IS REPAIRABLE AND IS SEEKING HER NEXT STEPSDEALER 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](#)

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

Lot 51  
Woodland Tiwila Center  
Wafello, IA

52653 -

## ESP / Recall Information

VIN: 1FTDX1720V

No ESP information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2001-02-27	20008USAF41785
96S62	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-06-15	20101USAF41774
97S98	SAFETY RECALL	PCV MODIFICATION	CLOSE - REPAIRED	1999-02-19	20101USAF41774
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-02-19	20101USAF41774
99B29	CUSTOMER SAT/OWNER NOTIF PGM	3.6L AND 4.2L ENGINE FRONT COVER GASKET	CLOSE - REPAIRED	2000-01-31	20008USAF41785

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	F	G1	20006	F41785

---

<b>Dealer Name:</b>	M & M FORD LINC-MERC, INC.		
<b>Dealer Address:</b>	3205 N. HWY 81 MUSCATINE IA 52761		
<b>Dealer Main Phone:</b>	319-283-6324	<b>Dealer Service Phone:</b>	000-000-0000

---

Position	Employee Name
DEALER/PARTNER	MARK R KRIEGER
PARTS MANAGER	RITA M ANSON
SALES MANAGER	SCOTT MOLL
SERVICE MANAGER	MIKE SERIGHT



Update an Issue

VIN: 1FTDX1720VH [redacted] Year: 1997 Model: F-SERIES WSD: 1996-08-10  
Name: [redacted] Primary Phone: [redacted] Secondary Phone:  
Address: [redacted] IA [redacted]

Case Number: 482501974 Issue Type: 07-LEGAL  
Reason: LEGAL - ACCIDENT / FIRE  
Symptoms: FIRE/SMOKE SMOKE  
Dealer: F41785 - M & M FORD LINC

Comm Type: PHONE Current Odometer Reading: 130000 MI  
Action Category: ACKNOWLEDGE Odometer Reading: 130000 MI  
Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER(K)

Caller information if different from vehicle owner

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

Comments: LPA tried to call customer. Number provided in CUDL is a not working number. LPA will send letter.

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

[redacted] [redacted] [redacted]

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Address: [REDACTED] MUSCATINE IA [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

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	F	G1	20006	F41785

Dealer Name:	M & M FORD LINC-MERC, INC.	
Dealer Address:	3205 N. HWY 61 MUSCATINE IA 52781	
Dealer Main Phone:	319-263-5324	Dealer Service Phone: 000-000-0000

Position	Employee Name
DEALER PARTNER	MARK R KRIEGER
PARTS MANAGER	RITA M ANSON
SALES MANAGER	SCOTT NOLL
SERVICE MANAGER	MIKE SERIGHT



Server Name : AWS Adhoc

### Standard Claims List For Model Year 2000

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)	
1FTZX1724VN		S	T/BD	T/AM	T/B	AR	T/RE	T/LY	17-FEB-2000	03-MAY-2000	124456	USA	7	75401	150102	*	18806	*	A07	42	9508	
AWS Claim Key:		4523281	Trx Code:		2	Labor Hrs:		6														
Dir Cd-Sub Cd:		03096	Name:		JARRETT FORD	Ph:		863-4221167	St:	FL	City Cd:		USA	Reg Cd:		NA	Repr Date:		15-NOV-2000	Doc #:		02739101
Cust Comments:		RADIO GOES OUT WHEN PLAYING																				
Tech Comments:		INTERNAL RADIO FAILURE RADIO (18806) REMOVE RADIO AFTER REPAIR (18806) INSTALL																				
1FTZX1724VN		S	T/BD	T/AM	T/B	AR	T/RE	T/LY	17-FEB-2000	03-MAY-2000	124456	USA	8	75401	150102	*	18806	*	A07	42	8231	
AWS Claim Key:		5722885	Trx Code:		2	Labor Hrs:		0														
Dir Cd-Sub Cd:		67797	Name:		TECHNI-CAR, INC	Ph:		**	St:	FL	City Cd:		USA	Reg Cd:		NA	Repr Date:		12-DEC-2000	Doc #:		13255306
Tech Comments:		REQUESTING DEALER'S P/A CODE 04832																				
1FTZX1724VN		S	T/BD	T/AM	T/B	AR	T/RE	T/LY	17-FEB-2000	03-MAY-2000	124456	USA	42	6802	010401	YL32	9918608	AA	B19	D7	57254	
AWS Claim Key:		2179693	Trx Code:		536	Labor Hrs:		10.1														
Dir Cd-Sub Cd:		03781	Name:		WINTER HAVEN FORD	Ph:		863-2843571	St:	FL	City Cd:		USA	Reg Cd:		NA	Repr Date:		08-OCT-2000	Doc #:		05771701
Cust Comments:		REPLACE REAR SILL PANEL RUSTED A HOLE THROUGH IT																				
Tech Comments:		B TIME TOR I BUMPER BED ASSY CUT OUT WELDS IN FLOOR OF BED AND BOTH CORNERS REPLACE SILL PANEL RUSTED THRU REWELD AND REFINISH REINSTALL ALL PARTS																				

FE04-078 0732



<b>Battery Amp Rating:</b>	ME	<b>Paint:</b>	PNYW3 - OXFORD WHITE SOLID C/C
<b>Brake Code:</b>	PEAAB - 4 WHL ANTI-LOCK BRAKES	<b>Power Antenna:</b>	* - [N/A]
<b>Brake Code(Service):</b>	* - [N/A]	<b>Radio:</b>	AU - ELETR PREM AM/FM STRODISC
<b>Calibration Code:</b>	0F322HDA	<b>Sound System:</b>	* - [N/A]
<b>Color(Accent):</b>	PNZJC - SILVER MET C/C #2	<b>Steering Axle:</b>	
<b>Color(Trim):</b>	00GZV -	<b>Tire Brand:</b>	AG - GOODYEAR
<b>Delivery Type:</b>	0	<b>Tire Size:</b>	D3JWC - P255/70R-16 OWL A-S
<b>Drivetrain Code:</b>	F	<b>Traction Control:</b>	* - [N/A]
<b>Front Seat:</b>	* - [N/A]	<b>Wheel Base:</b>	
<b>Fuel Type:</b>	* - [N/A]		

**TIRE DOT INFORMATION:**

<b>LF:</b>	*	<b>RF:</b>	*
<b>LR:</b>	*	<b>RR:</b>	*
<b>LI:</b>	*	<b>RI:</b>	*
<b>SPARE:</b>	*		

**ESP INFORMATION: EMISSIONS INFORMATION:**

<b>ESP Code:</b>	*	<b>Emission Code:</b>	T/B - T/B
<b>ESP Coverage(Miles):</b>	*	<b>Emission Cert Type:</b>	5
<b>ESP Coverage(Time):</b>	*	<b>Emission Decal Suffix:</b>	GPS
<b>ESP Plan Year:</b>	*	<b>Engine Family:</b>	YFMXT0422FC
<b>ESP Signature Date:</b>			

PE04-078 0734

Server Name : AWS Adhoc

### Standard Claims List For Model Year 2000

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)
1FTZX1724YN			T/BD	T/AM	T/B	AR	T/RE	T/LY	17-FEB-2000	03-MAY-2000	124456	USA	7	7M01	150102	*	18906	*	A07	42	9508
AWS Claim Key:		4523281	Trx Code:		2	Labor Hrs:		6													
Dir Cd-Sub Cd:		03096*	Name:		JARRETT FORD	Ph:		863-4221167	St:	FL	City Cd:		USA	Reg Cd:	NA	Repr Date:		25-NOV-2000	Doc #:		02739101
Cust Comments:		RADIO GOES OUT WHEN PLAYING																			
Tech Comments:		INTERNAL RADIO FAILURE RADIO (18806) REMOVE RADIO AFTER REPAIR (18806) INSTALL																			
1FTZX1734YN			T/BD	T/AM	T/B	AR	T/RE	T/LY	17-FEB-2000	03-MAY-2000	124456	USA	8	7M01	150102	*	18C69	*	A07	42	8231
AWS Claim Key:		572885	Trx Code:		2	Labor Hrs:		0													
Dir Cd-Sub Cd:		67997*	Name:		TECHNI-CAR, INC	Ph:		**	St:	FL	City Cd:		USA	Reg Cd:	NA	Repr Date:		12-DEC-2000	Doc #:		1523506
Tech Comments:		REQUESTING DEALER'S P/A CODE 04852																			
1FTZX1724YN			T/BD	T/AM	T/B	AR	T/RE	T/LY	17-FEB-2000	03-MAY-2000	124456	USA	42	6B02	010401	YLJZ	9910608	AA	B19	D7	57254
AWS Claim Key:		21796695	Trx Code:		536	Labor Hrs:		10.1													
Dir Cd-Sub Cd:		03781*	Name:		WINTER HAVEN FORD	Ph:		863-2943571	St:	FL	City Cd:		USA	Reg Cd:	NA	Repr Date:		08-OCT-2003	Doc #:		05771701
Cust Comments:		REPLACE REAR SILL PANEL RUSTED A HOLE THROUGH IT																			
Tech Comments:		B TIME TOR I BUMPER BED ASSY CUT OUT WELDS IN FLOOR OF BED AND BOTH CORNERS REPLACE SILL PANEL RUSTED THRU REWELD AND REFINISH REINSTALL ALL PARTS																			

FE04-078 0735



ESP / Recall Information

VIN: 1FTZX1724YN [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

## Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	E	C3	03781	F24425

Dealer Name:	WINTER HAVEN FORD		
Dealer Address:	3015 LAKE ALFRED ROAD WINTER HAVEN FL 33881		
Dealer Main Phone:	841-294-3571	Dealer Service Phone:	863-294-3571

Position	Employee Name
PARTS MANAGER	JOSEPH BATES
PARTS & SERVICE DIRECTOR	DENNIS TOWNSEND
SALES MANAGER	DAVID B JONES
SERVICE MANAGER	LARRY G PETERSON

Service Hours 7:30 A.M. - 6:00 P.M. M-F SAT 8:00 A.M - 4:00 P.M

Directions

Trained Y

Additional Information LSG ENROLLED, BODY SHOP MANAGER, WILLIAM TOBIAS

Prev. Opened  
6-13-04

022.3:2531753

Reply - +  
02/2/04

**Keller, Kristian (P.)**

**From:** Colton, D (D.)  
**Sent:** Tuesday, August 10, 2004 4:37 PM  
**To:** Ordcaip, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review**

**Dealership Name:** jarrett ford  
**Requesting Dealer:** jarrett ford  
**Contact Person:** rodney wambles  
**Telephone:** 8634221167  
**Email Address:** rwambles@hotmail.com  
**PA Code:** 03096  
**Region:** orlando  
**City:** Haines City  
**Dealer State:** FL  
**Fax Number:** 8634212902  
**WSD:** 05-03-2000  
**Vehicle Year:** 2000  
**Vehicle Model:** f-150  
**Vehicle VIN:** 1ftzx1724yr [REDACTED]  
**Mileage:** 0  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** winter haven  
**State:** Florida  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** 24 - Orlando  
**Incident Involves:** Fire  
**Date of Incident:** 08/07/2004  
**County in which incident occurred:** polk  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** says ignition wires caused fire as per fire marshall.  
**Police Report Filed:** Yes  
**Police Report detail:** N/A  
**Insurance Company Contacted:** N  
**Insurance Company Advice:** does not have insurance  
**Insurance Company Contact Information:** none  
**Coach Builder State:** AK - Alaska  
**Resolution Sought Detail:** wants vehicle replaced  
**Comments:** attempted to contact customer on 08-10-2004. left message for her to call me and i have not heard back from her.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

( [REDACTED] 2004

0521141854 SOUTHWEST

PEM-878 1112

**Oxford**

152 10000

## Action Detail

---

VIN: 1FTRF07L8YK	Year: 2000	Model: F-SERIES	Case: 521141854
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2000-01-09	
Symptom Desc: FUEL SYSTEM ROUTING		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: EXPRESSWAY FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 06889	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 45200 MI	Comm Type: MAIL		
Action Date: 07/08/2004	Action Time: 10:28:42:433	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

---

COMMENTS: LPA WILL SEND DENIAL, NO OPEN RECALLS, BEYON WARRANTY.

---

Sent Via U.S. Mail

July 6, 2004

[REDACTED]  
El Paso, TX [REDACTED]

RE: 2000 F-Series Truck [REDACTED]  
VIN: 1FTRF07L8YE [REDACTED]

Dear [REDACTED]

This is in response to your phone call to our Ford Customer Relationship Center regarding your vehicle's concerns.

We sincerely regret any inconveniences that you have experienced with your truck. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no open recalls or owner notification programs pertaining to the fire on your 2000 F-Series truck. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Lourdes Fonseca-Nearon  
Consumer Affairs

## Action Detail

VIN: 1FTRF07L8YK	Year: 2000	Model: F-SERIES	Case: 521141854
Name:	Owner Status: Subsequent	WSD: 2000-01-06	
Symptom Desc: FUEL SYSTEM ROUTING		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: EXPRESSWAY FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 08888	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 45200 MI	Comm Type: PHONE		
Action Date: 07/03/2004	Action Time: 14:28:34:963	Action Date: Yes	
Analyst Name: FREDERICK MICHAEL	Analyst: FMICHAEL		

COMMENTS: CUSTOMER SAID: THE VEH ENGINE CAUGHT ON FIRE AND DESTROYED THE VEH. AS PER FIRE MARSHALL THE FUEL LINE STARTED TO LEAK AND CAUGHT FIRE DUE TO HEAT OF THE ENGINE, THIS INFORMATION HAS BEEN FORWARDED TO INSURANCES AND THE POLICE REPORT WAS MADE, THERE WAS DAMANGE TO PERSONAL PROPERTY. NO PRESONAL INJURY. I WANT SOME ONE FROM FORD TO COMPENSATE ME .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.

Customer Info

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



**OASIS RESULT:**

1FTRF07L8YK [REDACTED]

07/06/2004

.See bottom of the OASIS result for contact ID 08:13:35

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**▶ VEHICLE INFORMATION****VEHICLE DESCRIPTION**

2000 F-SERIES LD

**TRANSMISSION**

4R70W 4 SPD AUTO

**BODY STYLE**

F-150 REG CAB FLARE SIDE 4X2

**AXLE CODE**

1B

**ENGINE**

5.4L SOHC EFI

**ENGINE CALIBRATION**

0F514A0A

**▶ GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

01/04/2000

**BUILD DATE**

11/24/1999

**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**

NO CAMPAIGN MESSAGE(S) FOUND

**▶ EXTENDED COVERAGES****0812 - USA 2002 USED 48/48,000 BASECARE W/ROADSIDE ASSISTANCE****STANDARD DEDUCTIBLE: 50 USD****OWNER NAME: [REDACTED]****OPTIONS: \$50,000****EXPIRATION DATE: 07/07/2007****DISTANCE: 83,494****RENTAL: 28 UP TO 10 DAYS****TOWING: 0 USD****CONTRACT SOLD BY: USA 06869****ESP CONTRACT START DATE: 07/07/2003****▶ REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

**END OF OASIS REPORT FOR 1FTRF07L8YKA88958**

ESP / Recall Information

---

VIN: 1FTRF07L8Y[REDACTED]

---

Contract: 1 of 1

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

Purchaser: [REDACTED]  
Plan Type: USA 2002 USED 48/48,000 BASECARE W/ROADSIDE ASSISTANCE  
Selling Dealer: EXPRESSWAY FORD  
Deductible: 50  
Rental: 28  
Towing Allowance:

Status: Active  
Expiration Date: 2007-07-07  
Expiration Miles: 63,484  
Plan Year: 2002  
Purchase Type: N  
Options: \$50,DED.

---

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

Cancel Date:  
Refund Percent:  
Dealer Credited:

Process Date:  
Dealer Received Date:

---

No Recall Information for this VIN

---

Update This Information In Stars

## Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	PBA Code	Sales Code
52-SOUTHWEST	62-DALLAS	H.	J1	06889	F52211

---

Dealer Name:	EXPRESSWAY FORD		
Dealer Address:	5550 NORTH DESERT BLVD. EL PASO TX 79932		
Dealer Main Phone:	915-544-7725	Dealer Service Phone:	915-544-7725

---

Position	Employee Name
CUST RELATIONS MGR	Stacey McDermott
DEALER/PARTNER	JAMES DICK
GENERAL MANAGER	GERRY SCARANTINE
PARTS MANAGER	GARY PROFFITT
PARTS & SERVICE DIRECTOR	CESAR R. LOPEZ
SALES MANAGER	KEN LUNGER
SALES MANAGER	ABSALIEL ORTIZ
SALES MANAGER	MARK ADAMS
SERVICE MANAGER	RALPH GANDARA



1490773563 SOUTHWEST

PLSA-878 1828



All Action Details for Issue

Print

VIN: 1F72X1725Y1 [REDACTED] Year: 2000 Model: F-SERIES Case: 1490773683  
 Name: [REDACTED] Owner Status: Original WSD: 2000-01-09  
 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: 04465 LEIF JOHNSON FORD Origin Desc: US CONCERN CASE BASE  
 Odometer: 100000 MI Comm Type: PHONE  
 Analyst Name: MAHON RACHEL Analyst: RMAHONS  
 Action Date: 12/22/2003 Action Time: 13.37.50.809 Action Data: Yes

Comments CUSTOMER SAID: -OWN A F150 PURCHASED JAN 8TH 2000 -VEH CAUGHT ON FIRE ON SAT DEC 20TH AT 1:38PM -FIRE REPORT WAS FILLED OUT -FIRE DEPT SAID TO PICK REPORT UP ON MONDAY -FIRE STARTED FROM THE FUSE PANEL UNDER THE HOOD -INSURANCE COMP WAS CONTACTED -VEH WAS NOT RUNNING -VEH WAS JUST PARKED -NEIGHBOUR TOLD CUST HIS VEH WAS ON FIRE -THERE IS NO INJURIES -VEH IS TOTALLED -CUST IS ALLEDGING THIS IS A PRODUCT DEFECT THAT STARTED THE FIRE -WANT TO KNOW WHAT FORD WILL DO -WANT FORD TO KNOW HE IS A LOYAL CUSTDEALER 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.

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY  
 Dealer: 04465 LEIF JOHNSON FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 100000 MI Comm Type: MAIL  
 Analyst Name: PAWELEK, MAUREEN Analyst: MPAWELEK (M.L.)  
 Action Date: 12/23/2003 Action Time: 12.41.08.048 Action Data: No

Comments SENT LETTER REFERRED CUSTOMER TO INSURANCE CARRIER.

PE04-878 1021



*Copy*

Consumer Affairs

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

Sent Via U.S. Mail

December 23, 2003

[REDACTED]  
Del Valle, TX [REDACTED]

Re: 2000 F-Series

VIN: 1FTZX1725Y [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

We sincerely regret the circumstances you described. However, Ford cannot be of direct assistance in this situation. 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

PE84-876 1822



VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FAPP11J3MW [REDACTED]	1991	ESCORT	INDIVIDUAL RTL	Subsequent Owner	No Oasls No Warranty History
1FTCR10X3R [REDACTED]	1994	RANGER	INDIVIDUAL RTL	Subsequent Owner	Oasls Warranty History
1FTZX1725YK [REDACTED]	2000	F-SERIES	INDIVIDUAL RTL	Original Owner	Oasls Warranty History

Customer Info

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

PER-078 1024





**OASIS RESULT:**

12/23/2003  
12:28:38

**1FTZX1725YK [REDACTED]**

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▶ **VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2000 F-SERIES LD	<b>BODY STYLE</b> F-150 SUPER CAB STYLE SIDE 4X2	<b>ENGINE</b> 4.2L EFI	<b>ENGINE CALIBRATION</b> 0F622F0A
<b>TRANSMISSION</b> 5 SPD MANUAL - MAZDA	<b>AXLE CODE</b> 19		

▶ **GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 01/08/2000	<b>BUILD DATE</b> 12/02/1999	<b>SALE MILEAGE</b>
------------------------------------------	---------------------------------	---------------------

▶ **WARNING MESSAGES**

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

**\*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT**

▶ **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

▶ **EXTENDED COVERAGES**

0711 - USA 2000 NEW 60/60,000 PREMIUM CARE W/ROADSIDE ASSIST.  
 STANDARD DEDUCTIBLE: 100 USD  
 OWNER NAME: [REDACTED]  
 OPTIONS: \$100,DED.  
 EXPIRATION DATE: 01/06/2005  
 DISTANCE: 60,000  
 RENTAL: 28 UP TO 5 DAYS  
 TOWING: 0 USD  
 CONTRACT SOLD BY: USA 04465  
 ESP CONTRACT START DATE: 01/06/2000

▶ **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTZX1725YK [REDACTED]

PC04-078 1025

ESP / Recall Information

VIN: 1FTZX1726Y

Contract: 1 Of

Status: Active

ESP Purchase Details

Purchaser:

Expiration Date: 2006-01-08

Plan Type: USA 2000 NEW 60/60,000 PREMIUMCARE  
W/ROADSIDE ASSIST.

Plan Year:  
2000

Expiration Miles: 60,000

Selling Dealer: LEIF JOHNSON  
FORD

Rental: 28

Deductible: 100

Towing  
Allowance:

Purchase Type: N

Options: \$100,DED.

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

No Recall Information for this VIN

PE04-070 1026



2004

1500393374

LOS ANGELES

PEBA-078 1166

All Action Details for Issue

Print

VIN: 1ETPX17L3Y[REDACTED] Year: 2000 Model: F-SERIES Case: 1500393374  
 Name: [REDACTED] Owner Status: Subsequent W80: 2000-08-07  
 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: 05591 EL CENTRO MOTORS Origin Desc: US CONCERN CASE BASE  
 Odometer: 110000 MI Comm Type: PHONE  
 Analyst Name: ZULLAGA SANDRA Analyst: SZULAGA  
 Action Date: 12/02/2004 Action Time: 13.53.58.999 Action Data: Yes

Comments CUSTOMER SAID: -CALLING TO REPORT A FIRE. -VEH CAUGHT ON FIRE BY ITSELF ABOUT A WEEK AGO (FRIDAY NOV 26TH) AT MIDMORNING 11 AM. IT WAS IN THE DRIVEWAY. -THERE WERE FLAMES COMING FROM UNDER THE HOOD. -THE FIRE DPT CAME. THEY FILED A REPORT. I DO NOT HAVE THE NUMBER WITH ME. -A FRIEND THAT IS A MECHANIC TOLD ME THAT THE FIRE ORIGINATED IN THE MASTER CYLINDER. -I LOOKED AT THE NHTSA WEBSITE. IT SAYS THAT THEY ARE INVESTIGATING THIS YEAR TRUCK. THEY HAVE 36 REPORTS OF FIRES WHEN ENGINE IS OFF. -MY INSURANCE DOES NOT COVER IT. I HAVE LIABILITY. -VEH IS AT MY HOUSE. 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. -----CUST IS AT THE PHONE NUMBER [REDACTED] UNTIL 4 PM

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER  
 Dealer: 05591 EL CENTRO MOTORS Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 110000 MI Comm Type: PHONE  
 Analyst Name: VALMA SANDERS Analyst: VSANDERS  
 (VSANDERS)  
 Action Date: 12/06/2004 Action Time: 14.12.38.290 Action Data: Yes

Comments LPA CALLED THE CUSTOMER AT THE SEC #. THE CUSTOMER ADVISED THE UNIT WAS IN THE DRIVEWAY AND CAUGHT FIRE. THE CUSTOMER CALLED NHTSA TO REPORT THE INCIDENT THERE WERE NO INJURIES. HE SAYS NHTSA IS INVESTIGATING FIRES OF THIS NATURE AND THEY TOLD HIM TO CALL FORD. CUSTOMER DOES NOT HAVE INSURANCE TO COVER THE FIRE AND WANTS ASSISTANCE WITH A RENTAL UNIT WHILE HE TRIES TO GET OTHER TRANSPORTATION. LPA ADVISED THE UNIT IS BEYOND WARRANTY NO OPEN RECALLS/OMPS FOR A FIRE. NO ASSISTANCE CAN BE PROVIDED BY FORD. THIS IS NORMALLY AN INSURANCE ISSUE THEY CAN SUBROGATE FORD IF THEY CHOOSE

Data Element Name	Data Value
CONTACT PERSON	.

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER  
 Dealer: 05591 EL CENTRO MOTORS Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 110000 MI Comm Type: PHONE  
 Analyst Name: VALMA SANDERS Analyst: VSANDERS  
 (VSANDERS)

Action Date: 12/06/2004

Action Time:  
14.13.40.930

Action Data: No

Comments: LPA ADVISED THIS IS AN INSURANCE ISSUE THEY CAN SUBROGATE FORD IF THEY CHOOSE..

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Action List

Date	Origin	Description
12/02/04	CACBB	ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
12/08/04	CALGL	MAKE OUTBOUND CALL TO CUSTOMER
12/06/04	CALGL	DENY ASSISTANCE - REFER TO INSURANCE CARRIER

Customer Info

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

COPY

Sent Via U.S. Mail

December 6, 2004

[REDACTED]  
Brawley, CA [REDACTED]

Re: 2000 Ford F-Series LD  
VIN: 1FTPX17L3YK [REDACTED]

Dear [REDACTED]

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

We sincerely regret the circumstances 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,

Valma Sanders  
Consumer Affairs



**OASIS RESULT:**

1FTPX17L3YK [REDACTED]

See bottom of the OASIS result for  
contact ID12/06/2004  
14:18:00

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**▶ VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2000 F-SERIES LD	<b>BODY STYLE</b> F-150 SUPER CAB STYLE SIDE 4X2	<b>ENGINE</b> 5.4L SOHC EFI
<b>TRANSMISSION</b> 4R70W 4 SPD AUTO	<b>AXLE CODE</b> 26	<b>ENGINE CALIBRATION</b> 0F514N0A

**▶ GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 06/07/2000	<b>BUILD DATE</b> 11/23/1999	<b>SALE MILEAGE</b>
------------------------------------------	---------------------------------	---------------------

**▶ 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 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 1FTPX17L3YK [REDACTED]

## ESP / Recall Information

VIN: 1FTPX17L3YK [REDACTED]

No ESP Information for this VIN

## Recall Information

## Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

**VIN:** 1FTPX17L3YK  
**Model Year:** 2000  
**Vehicle Type:** T  
**Eqv. Number:** 01440

**Vehicle Line:**  
**Market Division:**  
**Drive Code:**  
**Body Cab Style:**  
**Version/Series:**

## (Related Claims)

**Eng Serial No:** \*  
**Body Style:** \*  
**Engine:** T/VZ - W-MOD 3.4L SOHC EFI N  
**Transmission:** T/XU - 4 SPD AUTO TR NAAD A  
**T/VAM - 150 SERIES**

## BUILD INFORMATION:

**Region:** NA - #NNNNNNNN Plant: AJ - KANSAS CITY PLANT BUILD  
**Country:** USA - #NNNNNNNN Prod Date: 23-NOV-1999

## SALE INFORMATION:

**Region:** NA - #NNNNNNNN Selling Dealer: 171169 - \*  
**Country:** USA - #NNNNNNNN Selling Div St/Prov: NV  
**Buyer St/Prov:** NV

**Arrival Date:** 10-DEC-1999 Red Carpet Lease: 1  
**Sale Date:** 07-JUN-2000 Fleet/Retail/Cs. Lease: R  
**Warranty Start Date:** 07-JUN-2000 Modified Vehicle: \*  
**Orig Warranty Date:** 07-JUN-2000 Recquired Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
 117286399613856 9 2 0163280 07 08 3078 34 153 23 087 1 0 718148 54V 18 2873 1 3 1  
 1773 2 C 307A 904V 4

## INSTALLED OPTION INFORMATION:

**Air Conditioning:** T/B - MANUAL AIR CONDITIONER  
**Alternator Amp Rating:** BA  
**Audio Blk:** \* - [N/A]  
**Axis Ratio:** EQAJB - 3.73 FINAL DRIVE RATIO  
**Axis Type:** EQJAB - NON-LIMITED SLIP REAR AXLE  
**Battery Amp Rating:** EL  
**Brake Code:** FEAA8 - 4 WHL ANTI-LOCK BRAKES  
**Brake Code(Service):** \* - [N/A]  
**Calibration Code:** 0F314N0A  
**Color(Accent):** \* - [N/A]  
**Color(Trim):** \* - [N/A]  
**Delivery Type:** L  
**Delivery Code:** F  
**Front Seat:** \* - [N/A]  
**Fuel Type:** \* - [N/A]

**GVW Code:**  
**GVW Class Code:** P  
**Instrumentation:** \* - [N/A]  
**Mirror(Driver Side):** AD - DRIVER POWER MIRROR  
**Mirror(Passg Side):** AD - PASS POWER CONVEX MIRROR  
**Paint:** PNYW3 - OXFORD WHITE SOLID C/C  
**Power Antenna:** \* - [N/A]  
**Radio:** AG - ELETR AM/FM/STROCS/TC/CLOCK  
**Sound System:** \* - [N/A]  
**Susp Tension Axle:**  
**Tire Brand:** AG - GOODYEAR  
**Tire Size:** D3JVG - LT245/75R-16D B&W A-S  
**Traction Control:** \* - [N/A]  
**Wheel Base:**

## TIRE DOT INFORMATION:

**LF:** \* **RF:** \*  
**LR:** \* **RR:** \*  
**LE:** \* **RE:** \*  
**SPARE:** \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Office):	* Emission Cart Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	GFK
ESP Plan Year:	* Engine Family:	YFMXTD546BP
ESP Signature Date:		

---

Can't find VIN Code =

### Standard Claims List For Model Year 2000

VIN	VEH	MKT	BODY	VER	DRIVE	PLT	TR5	ENG	PROD	WARR	SELLING	SELL	TR5	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST
	LINE	DERIV	CAB	SERIES	TYPE	CD	CD	CD	DATE	DATE	DEALER	CNT									(Miles)

## VEHICLE DETAIL

VIN: 1FTPX17L3YK	Engine: W-MOD 5.4L SOHC EFI NA V8 G-NP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODEW/4R70A
Model: F-SERIES	Paint Code/Color: OXFORD WHITE SOLID G/C
Year: 2000	Calibration: 0F514N0A
Pay Load:	Max Towing Weight:
GVWR: 07700	Axis Ratio:
WheelBase: 138	Warranty Start Date: 6/7/2000
GCWR:	Vehicle Build Date: 11/23/1999
PEP Code: 507A	

Selling Dealers Name: GAUDIN FORD

Selling Dealers P &amp; A Code: 07888

Selling Dealers Sales Code: F71169

Selling Dealers Main Phone: 702-731-2121 Selling Dealers Service Phone: 702-798-2744

## Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
X17YKA6399 813958 8 2 01L3280 NJ E N 3U28 34
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 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
NS3 28 B 77 3 B 7 1H168 54V YZ 2MT3 4 5 L1
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
FTP3 2 C 507A B LUNV
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	G	F3	05591	F71423

Dealer Name:	EL CENTRO MOTORS				
Dealer Address:	1520 WEST FORD DRIVE EL CENTRO CA 92243				
Dealer Main Phone:	760-352-8030	Dealer Service Phone:	760-352-8030		

Position	Employee Name
GENERAL MANAGER	DENNIS NESSELHAUF
PARTS MANAGER	VICTOR CASTRUITA
PARTS & SERVICE DIRECTOR	MICHAEL T CAVANAH
SALES MANAGER	GORDON CLARK
SALES MANAGER	STEVEN FELD
SALES MANAGER	MARTIN BENOIT
SALES MANAGER	ROBERT J VALDES
SERVICE MANAGER	WARREN ECKER
SERVICE MANAGER	TERRY LEIPER