

PE04-078

FORD

1/28/2005

BOOK 1 OF 12

ATTACHMENT D

PART 4 OF 5



2004

1425850084 SDR-KANSAS C

PE04-070 1152

COPY

Sent Via US Mail

January 26, 2004

[REDACTED]
Gainesville, MO [REDACTED]

RE: 1997 F-Series
VIN: 1FTDX0861V [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 1997 F-Series.

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,

Amy Droege
Consumer Affairs

Action Detail

VIN: 1FTDX0861V [REDACTED] Year: 1997 Model: F-SERIES Case: 1425850084
 Name: [REDACTED] Owner Status: Subsequent WSD: 1996-01-30
 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: MORLAN-SHELL FORD INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 08028
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 110000 MI Comm Type: PHONE
 Action Date: 01/08/2004 Action Time: 11:49:12837 Action Data: Yes
 Analyst Name: ANTHONY REMY Analyst: AREMY

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
MSTY		UCHTMAN		SPOUSE

COMMENTS: CUSTOMER SAYS: THE VEH HAD CAUGHT ON FIRE AND THE CAUSE OF THE FIRE WAS THE BRAKE MASTER CYLINDER THE DATE THE VEH WAS ON FIRE WAS 12/30/2003 THE FIRE ORIGINATED FROM UNDER THE HOOD OF THE VEH. THE VEH IS IN GAINSVILLE MISSOURI A FIRE REPORT WAS FILED WITH THE FIRE DEPARTMENT THERE IS NO NUMBER AVAILBLE A CLAIM WAS NOT FILED PER CUSTOMER, DEALER SAYS: MORLAN - SHELL FORD INC 1824 PORTER WAGONER BLVD WEST PLAINS, MO 65775 TEL: (417) 258-3193 FAX: (417) 258-5581 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: 3349

12/30/03 parked in lot
 @Walmart
 cust. notified of smoke
 fire dept. Mt. Baxter Fire Dept.
 No injuries
 vehicle @ father's
 auto ins. processing claim @ time
 Notified Ford dealership

COPY

*Sent Via U.S. Mail

January 14, 2004

[REDACTED]
Gainesville, MO [REDACTED]

RE: 1997 F-Series
VIN: 1FTDX0861VK [REDACTED]

Dear [REDACTED]

Our office has 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) 390-9957 between the hours of 7:30 a.m. and 4:00 p.m. Eastern Time within 7 business days or our file will be closed.

Respectfully,

Amy Droege
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTHF26M0LN [REDACTED] Year: 1990 Model: F-SERIES Case: 1401020204
 Name: [REDACTED] Owner Status: Subsequent WSD:
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: 417-679-2776
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: 870-492-6184
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 08028 MORLAN-SHELL FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 110000 MI Contra Type: PHONE
 Analyst Name: KRISTA DOCTROVE Analyst: KDOCTROV
 Action Date: 01/20/2004 Action Time: 11.08.04.982 Action Date: Yes

Comments CUSTOMER SAID: - CONTACTED CRC LAST WEEK FRID.9.2004 TO REPORT A FIRE - WAS TOLD SHE'D BE CONTACTED IN 2 DAYS AND STILL HASN'T HEARD - LOOKING FOR STATUS - SEEMS THE VEHICLE SHUTTED OUT... **CSR APOLOGIZED...DUE TO SYSTEM DIFFICULTIES, CONTACT HAS TO BE RE-DOCUMENTED****NO FILE FOUND** - FIRE OCCURED ON DEC. 30. 2003 - WHERE FIRE ORIGINATED IN VEH: UNDER THE HOOD - FIRE REPORT FILED: YES - FIRE REPORT NUMBER: REF: 033300 STATE: AR... (INCIDENT #: 03-0001489) - INSURANCE CONTACTED: YES (CUST. ONLY HAS LIABILITY) - VEH RUNNING WHEN FIRE STARTED: VEH WAS PARKED - VEH CURRENTLY AT HOME DEALER SAID: NONE 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.

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
 Dealer: 08028 MORLAN-SHELL FORD INC Origin Desc: MANUAL - PHONE CSR
 Odometer: 110000 MI Contra Type: PHONE
 Analyst Name: KRISTA DOCTROVE Analyst: KDOCTROV
 Action Date: 01/20/2004 Action Time: 11.10.01.048 Action Date: No

Comments CUSTOMER SAID: **PLEASE NOTE...BEST NUMBER TO CONTACT CUSTOMER IS [REDACTED] DEALER SAID: NONE CRC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED FOR UPDATING CUSTOMER INFORMATION ONLY. DO NOT USE FOR DOCUMENTING ANY OTHER ISSUES.)

PC04-879 1158

CUSTOMER NAME/PHONE NUMBER

[REDACTED]

Previous Owner:

CUSTOMER LIST

ADDRESS

[REDACTED]
GAINESVILLE FL [REDACTED]

STATUS

Open Issues Exist

REG-07A 1197

[REDACTED]

VIN
1FTHF28M0LN [REDACTED]

Year Model
1990 F-SERIES
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
No Oasle
No Warranty History

PED4-878 1158



ESP / Recall Information

VIN: 1FTHF26M0LN [REDACTED]

No ESP Information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
92S44	S	BRAKE EFFECT		COMPLETE		08198
95S28	S	IGNITION		COMPLETE	1987-01-24	08088

PED-078 1199



Customer info

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

FE04-070 1100



VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FTDX0861V[REDACTED]	1997	F-SERIES	INDIVIDUAL RTL	Subsequent Owner	Costs Warranty History

PE04-070 1161



ESP / Recall Information

VIN: 1FTDX0881V

Contract: 1 Of

Status: Expire

ESP Purchase Details

Purchaser: [REDACTED]
 Expiration Date: 2001-07-22 Expiration Miles: 88,876
 Plan Type: USA 1998 USED 36/36,000 EXTRACARE Plan Year: 1998 Selling Dealer: SUNSET AUTO CO INC
 Rental: 28 Deductible: 100 Towing Allowance: 50
 Purchase Type: N
 Options:

ESP Cancellation Details

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

Contract: 2 Of

Status: Expire

ESP Purchase Details

Purchaser: [REDACTED]
 Expiration Date: 2002-05-18 Expiration Miles: 93,588
 Plan Type: USA 2000 USED 24/24,000 BASECARE Plan Year: 2000 Selling Dealer: DAVE SINCLAIR FORD, INC.
 Rental: 28 Deductible: 100 Towing Allowance: 50
 Purchase Type: N
 Options:

ESP Cancellation Details

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

Recall Information

Campaign			Status	Status Date	Dealer Code
Number	Type	Description	Status	Date	Code
00S22	S	FUEL LINE	COMPLETE	2000-11-09	08087
98S49	S	TIRE LABEL	FORCED COMPLETION	1997-04-17	AUTOC
96S82	S	SEAT BELT	COMPLETE	1987-12-22	08198
87S88	S	SHIFT CABLE	COMPLETE	1987-12-22	08198
98R01	R	PCV FREEZING	RELEASED FOR MAILING	1999-02-22	F53082
98S14	S	WHEEL LUGNUT	COMPLETE	1998-11-02	08198

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/8/2004 OPEN	[REDACTED] LEGAL - ACCIDENT / FIRE	1FTDX0881V [REDACTED] 1425850084	987 F-SERIES	07

PEM-070 1103

**OASIS RESULT:
1FTDX0861VK [REDACTED]**01/09/2004
09:19:08

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 1997 F-SERIES LD	BODY STYLE F-150 SUPER CAB FLARE SIDE 4X4	ENGINE 4.6L SOHC (WINDSOR)	ENGINE CALIBRATION 648DR08A
TRANSMISSION 4R70W 4 SPD AUTO	AXLE CODE H9		

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 01/30/1998	BUILD DATE 12/18/1995	SALE MILEAGE
--	---------------------------------	---------------------

▶ WARNING MESSAGES**LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE****VEHICLE HAS AN OPEN CUDL LEGAL CONTACT****▶ OUTSTANDING FIELD SERVICE ACTIONS**

98R01 NOTE: VEHICLES IN CERTAIN GEOGRAPHICAL REGIONS MAY NOT NEED REPAIR; SERVICE THE VEHICLE IF IT HAS THE SAME CONCERN OR CONDITION AS AFFECTED VEHICLES OR OPERATED IN THE AFFECTED REGIONS (REFER TO BULLETIN) AND THE CUSTOMER IS WILLING TO PROVIDE NEEDED INFORMATION AND AFFECTED PART FOR POSSIBLE INSPECTION.
PCV TUBE FOAM INSULATION SLEEVE

▶ EXTENDED COVERAGES

0737 - EXPIRED
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: [REDACTED]
OPTIONS:
EXPIRATION DATE: 05/18/2002
DISTANCE: 93,568
RENTAL: 28 UP TO 5 DAYS
TOWING: 50 USD
CONTRACT SOLD BY: USA 06199
ESP CONTRACT START DATE: 06/18/2000

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTDX0861VK [REDACTED]

PE04-070 1194

OASIS RESULT:
1FTDX0861VK [REDACTED]
01/09/2004
09:19:08

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▶ **VEHICLE INFORMATION**

VEHICLE DESCRIPTION 1997 F-SERIES LD	BODY STYLE F-150 SUPER CAB FLARE SIDE 4X4	ENGINE 4.8L SOHC (WINDSOR)	ENGINE CALIBRATION 648DR08A
TRANSMISSION 4R70W 4 SPD AUTO	AXLE CODE H9		

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 01/30/1998	BUILD DATE 12/18/1995	SALE MILEAGE
--	---------------------------------	---------------------

▶ **WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUI/L LEGAL CONTACT

▶ **OUTSTANDING FIELD SERVICE ACTIONS**

98R01 NOTE: VEHICLES IN CERTAIN GEOGRAPHICAL REGIONS MAY NOT NEED REPAIR; SERVICE THE VEHICLE IF IT HAS THE SAME CONCERN OR CONDITION AS AFFECTED VEHICLES OR OPERATED IN THE AFFECTED REGIONS (REFER TO BULLETIN) AND THE CUSTOMER IS WILLING TO PROVIDE NEEDED INFORMATION AND AFFECTED PART FOR POSSIBLE INSPECTION.
PCV TUBE FOAM INSULATION SLEEVE

▶ **EXTENDED COVERAGES**

0757 - EXPIRED
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: [REDACTED]
OPTIONS:
EXPIRATION DATE: 05/18/2002
DISTANCE: 93,588
RENTAL: 28 UP TO 6 DAYS
TOWING: 50 USD
CONTRACT SOLD BY: USA 08199
ESP CONTRACT START DATE: 05/18/2000

▶ **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTDX0861VKA00841

F884-878 1105



2004

Handwritten text, possibly "10/20/04"

1306371984 DETROIT

FE04-076 1138

All Action Details for Issue

Print

VIN: 1FTDX1789V [REDACTED] Year: 1997 Model: F-SERIES Case: 1306371984
 Name: [REDACTED] Owner Status: Original WSD: 1998-02-14
 Symptom Desc: START/CHARGE WIRING - BASIC 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: 03000 ALAN FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 170000 MI Comm Type: PHONE
 Analyst Name: SHARLA BANDOQUILLO Analyst: SBANDOQU
 Action Date: 07/18/2004 Action Time: 08.30.32.190 Action Date: Yes

Comments CUSTOMER SAID: _____ VEHICLE CONCERN = ELECTRICAL WIRING DEFECT RESULTING TO VEHICLE
 FIRE & MASTER CYLINDER FAILURE (WHILE AT PARK; ENGINE OFF) _____ VEHICLE STATUS = AWAITING
 REPAIRS _____ CUST ISSUE = REQUESTING POSSIBLE FSA/CSP COVERAGE; PROBLEM FALLS OUT OF
 INSURANCE POLICY; FIRE CONTAINED BY WATERFORD FIRING DEPT _____ DEALER SAID: _____ 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. _____ DISCUSSED FSA/CSP HISTORY & OUTSTANDING 98R01 - UNRELATED TO CURRENT
 CONCERN _____

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 03000 ALAN FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 170000 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 07/18/2004 Action Time: 11.31.09.557 Action Date: Yes

*Spoke to
Cust.
11.15 am 7/18*

Comments *** LPA COMMENTS *** - LPA SENT LETTER TO CUSTOMER ACKNOWLEDGING RECEIPT

Data Element Name	Data Value
CERTIFIED LETTER #	0000000000

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 03000 ALAN FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 170000 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 07/18/2004 Action Time: 11.32.30.805 Action Date: No

Comments *** LPA COMMENTS *** - VEHICLE IS BEYOND WARRANTY AND THERE ARE NO OPEN FSA'S
 PERTAINING TO FIRE - LPA RECOMMENDS NO FURTHER ACTION



Consumer Affairs

PO Box 6248, MD 3NE-8
Dearborn, MI 48126 USA

Sent Via U.S. Mail

[REDACTED]
Pontiac, MI [REDACTED]

RE: 1997 Ford F-Series
VIN: 1FTDX1769V [REDACTED]

Dear [REDACTED]

This is in response to your letter regarding your vehicle's concerns.

We sincerely regret any inconveniences that you have experienced regarding your vehicle. 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 the 1997 Ford F-Series. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Jeff Schwaglo
Consumer Affairs



All Action Details for issue

Print

VIN: 1FTDX17621A [REDACTED] Year: 1997 Model: F-SERIES Case: 1306371984
 Name: [REDACTED] Owner Status: Original WSD: 1999-02-14
 Symptom Desc: START/CHARGE WIRING - BASIC Primary Phone: [REDACTED]
 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: 03000 ALAN FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 170000 MI Comm Type: PHONE
 Analyst Name: SHARLA BANDOQUILLO Analyst: SBANDOCU
 Action Date: 07/18/2004 Action Time: 08.30.32.190 Action Data: Yes

Comments CUSTOMER SAID: _____ VEHICLE CONCERN = ELECTRICAL WIRING DEFECT RESULTING TO VEHICLE
 FIRE & MASTER CYLINDER FAILURE (WHILE AT PARK; ENGINE OFF) _____ VEHICLE STATUS = AWAITING
 REPAIRS _____ CUST ISSUE = REQUESTING POSSIBLE F&ACSP COVERAGE; PROBLEM FALLS OUT OF
 INSURANCE POLICY; FIRE CONTAINED BY WATERFORD FIRING DEPT _____ DEALER SAID: _____ 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. _____ DISCLOSED F&ACSP HISTORY & OUTSTANDING 96R01 - UNRELATED TO CURRENT
 CONCERN _____

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

7/16 11:03
 No answer

Customer Info

Customer [REDACTED] Primary Phone [REDACTED] Secondary Phone:
Address [REDACTED] PONTIAC MI [REDACTED]

Country: USA

Language: EN

Cell Phone:

Fax:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

VIN
1FTDX1789V

Year Model
1987 F-SERIES
Open Issues Exist
1983 CONTINENTAL
No Open Issues

Vehicle List
Sales Type
BUSINESS RTL
INDIVIDUAL RTL

Owner Status
Original Owner
Subsequent Owner

Vehicle Info
Oasis
Warranty History
No Oasis
No Warranty History

 1LNLM9741P

OASIS RESULT:

1FTDX1769V

07/16/2004
See bottom of the OASIS result for contact ID 10:52:51

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1997 F-SERIES LD

TRANSMISSION

4R70W4 SPD AUTO

BODY STYLE

F-150 SUPER CAB STYLE SIDE 4X2

AXLE CODE

H9

ENGINE

4.6L SOHC (WINDSOR)

ENGINE CALIBRATION

645DR08A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

02/14/1996

BUILD DATE

01/18/1998

SALE MILEAGE**▶ WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

▶ OUTSTANDING FIELD SERVICE ACTIONS

98R01

NOTE: VEHICLES IN CERTAIN GEOGRAPHICAL REGIONS MAY NOT NEED REPAIR; SERVICE THE VEHICLE IF IT HAS THE SAME CONCERN OR CONDITION AS AFFECTED VEHICLES OR OPERATED IN THE AFFECTED REGIONS (REFER TO BULLETIN) AND THE CUSTOMER IS WILLING TO PROVIDE NEEDED INFORMATION AND AFFECTED PART FOR POSSIBLE INSPECTION. PCV TUBE FOAM INSULATION SLEEVE

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTDX1769V

ESP / Recall Information

VIN: 1FTDX1789VN

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	2001-06-20	10910
98S49	SAFETY RECALL	1996 AEROFANG/EXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-98) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLETE		
98S62	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	2000-04-20	02752USAF48050
97S88	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-02-04	02752USAF48050
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	2000-04-20	02752USAF48050

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTDX169V2
 Model Year: 1997
 Vch Type: T
 Inv. Dealer: 02900

(Related Claims)
 Vch Line: T75 - F150/250/PMS6/P2215FORD [97-05] Eng Serial No: *
 Market District: * - [N/A] Body Shell: *
 Drive Code: T7B - 2 WHL L/H REAR DRIVE Engine: T7V3 - W-M 4.6L SOHC EPI NA
 Body Cab Style: T7BD - SUPER SINGLE CAB (SUPER CAB) Transmission: T7DU - 4 SPD AUTO TR NA40
 Version/Style: T7AM - 150 SERIES

BUILD INFORMATION:

Region: NA - 44444444 Plant: AR - NORFOLK PLANT BUILD
 Country: USA - 44444444 Prod Date: 18-JAN-1996

SALE INFORMATION:

Region: NA - 44444444 Selling Dealer: 145413 - *
 Country: USA - 44444444 Selling Dir Sv/Prov: MI
 Buyer Sv/Prov: MI
 Arrival Date: 12-FEB-1996 Red Carpet Lease: *
 Sale Date: 14-FEB-1996 Fleet/Retain/Co. Lease: R
 Warranty Start Date: 14-FEB-1996 Mod/Gen Vehicle: *
 Orig Warranty Date: 14-FEB-1996 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 XL7VRL10413938 2 1 01M052 Q1 B 30W 52 2R53 39 11 48R413054 P02R N2007 25 6
 1FYD5 B C E 507R 4M2 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T7B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	RO	GVW Class Code:	D
Amble Date:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGARD - 3.55 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:	MA	Paint:	PNPEC - PACIFIC GREEN CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTB/CLOCK
Calibration Code:	545DR08A	Sound System:	* - [N/A]
Color(Account):	PNDEA - LIGHT SADDLE CC	Steep Tachist Axle:	
Color(Trip):	000DB -	Tire Brand:	AC - FIRESTONE
Delivery Type:	E	Tire Size:	D3R1H - P235/70R-16 BSW A.S
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Cycle:	T/B - T/B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Desc/ Suffix:	SAT
ESP Plat. Year:	• Engine Family:	VFM4628GK2K
ESP Signature Date:		

Server Name : AWS Adhoc

Standard Claims List For Model Year 1997

VIN	VSH LINE	MKT DELIV	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)
1FTDX1769VNA1		*	T/BD	T/AM	T/B	AR	T/DU	T/V3	18-JAN-1996	14-FEB-1996	148413	USA	1	3B01	070202	*	7A030	*	L72	D1	1149
AWS Claim Key:		16932	Trx Code:	1	Labour Hrs:	5															
Dir Cd-Sub Cd:		02900*	Name:	ARRANTS FORD SALES INC			Ph:	248-6273730	St:	MI	City Cd:	USA	Reg Cd:	NA	Regr Date:	29-FEB-1996	Doc #:	07931501			
Cust Comments:		TRANSMISSION FLUID LEAKING																			
Tech Comments:		DIAGNOSE AND TIGHTEN LINES AT AUX COOLER FILL SVS																			
1FTDX1769VNA1		*	T/BD	T/AM	T/B	AR	T/DU	T/V3	18-JAN-1996	14-FEB-1996	148413	USA	1	7S01	180104	FSTZ	13A576	A	A99	O1	1149
AWS Claim Key:		16933	Trx Code:	1	Labour Hrs:	5															
Dir Cd-Sub Cd:		02900*	Name:	ARRANTS FORD SALES INC			Ph:	248-6273730	St:	MI	City Cd:	USA	Reg Cd:	NA	Regr Date:	29-FEB-1996	Doc #:	07931502			
Cust Comments:		TRAILER TOWING WIRING PLUG BROKEN																			
Tech Comments:		CHECK AND REPLACE BROKEN WIRING PLUG																			
1FTDX1769VNA1		*	T/BD	T/AM	T/B	AR	T/DU	T/V3	18-JAN-1996	14-FEB-1996	148413	USA	25	*	*	*	*	*	*	*	2453
AWS Claim Key:		6183631	Trx Code:	97586	Labour Hrs:	3															
Dir Cd-Sub Cd:		02752*	Name:	FLANNERY FORD, INC.			Ph:	248-6744781	St:	MI	City Cd:	USA	Reg Cd:	NA	Regr Date:	04-FEB-1998	Doc #:	04872753			
Cust Comments:		RECALL NUTS IN BACK OF TRUCK																			
Tech Comments:		R&R LUG NUTS PER RECALL																			
1FTDX1769VNA1		*	T/BD	T/AM	T/B	AR	T/DU	T/V3	18-JAN-1996	14-FEB-1996	148413	USA	51	*	*	*	*	*	*	*	73674
AWS Claim Key:		20460984	Trx Code:	94814	Labour Hrs:	6															
Dir Cd-Sub Cd:		02752*	Name:	FLANNERY FORD, INC.			Ph:	248-6744781	St:	MI	City Cd:	USA	Reg Cd:	NA	Regr Date:	20-APR-2000	Doc #:	88162051			
Cust Comments:		RECALL 98S14 LUG NUTS. **CENTER CAPS IN BACK OF TRUCK**																			
Tech Comments:		R&R LUG NUTS PER RECALL																			

P204-878 1148

IFTDX1769VN	75	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	18-JAN-1996	14-FEB-1996	148413	USA	51	*	*	*	*	*	73674
AWS Claim Key:		20460883	Trx Code:		96562	Labor Hrs:		2											
Dir Cl-Sub Cl:	02732	*	Name:		FLANNERY FORD, INC.		Ph:	248-6744781	St:	MI	City Cd:	USA	Reg Cd:	NA	Expr Date:	20-APR-2000	Doc #:	163052	
Cost Comments:	ALL SEPARATE																		
Tech Comments:	INSPECTED FUEL LINE PER RECALL OK																		
IFTDX1769VN	75	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	18-JAN-1996	14-FEB-1996	148413	USA	66	*	*	*	*	*	117835
AWS Claim Key:		23157344	Trx Code:		00822	Labor Hrs:		2											
Dir Cl-Sub Cl:	10910	*	Name:		MEL FARR LINCOLN MERCURY INC		Ph:	810-6899500	St:	MI	City Cd:	USA	Reg Cd:	NA	Expr Date:	20-JUN-2001	Doc #:	235499A	
Cost Comments:	PERFORM FUEL LINE RECALL 00822																		
Tech Comments:	INSPECTED FUEL LINE PER RECALL LINE OK																		

FD-4-878 1149

VEHICLE DETAIL

VIN: 1FTDX1789VM	Engine: W-M 4.6L SOHC EFI NA CIV8 G-NP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AQDEW4R70A
Model: F-SERIES	Paint Code/Color: LIGHT SADDLE C/C
Year: 1997	Calibration: 64SDR08A
Pay Load:	Max Towing Weight:
GVWR: 06000	Axle Ratio:
WheelBase: 139	Warranty Start Date: 2/14/1998
GCWR:	Vehicle Build Date: 1/16/1998
PEP Code: 607A	

Selling Dealers Name: ARRANTS FORD SALES INC

Selling Dealers P & A Code: 02900

Selling Dealers Sales Code: F48413

Selling Dealers Main Phone: 810-627-3730 Selling Dealers Service Phone: 810-627-3730

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
X17VNA1108 413938 2 1 01A4052 GL E 3UH9 52
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
2N53 29 11 4 8W413854 PSDZ N2MK7 25 81
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
FTD9 B C 8 5D7A 6UMI
1 2 3 4 5 6 7 8 9 160

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
48-DETROIT	48-DETROIT	C	A1	03000	F48049

Dealer Name:	ALAN FORD INC		
Dealer Address:	1845 S. TELEGRAPH BLOOMFIELD HILLS MI 48302		
Dealer Main Phone:	248-333-3000	Dealer Service Phone:	248-333-3000

Position	Employee Name
DEALER/PARTNER	MIKE WHITFIELD
PARTS MANAGER	ROBERT GRUTTA
PARTS & SERVICE DIRECTOR	JAMES E LLORENCE
SALES MANAGER	KEVIN K KOBAK
SALES MANAGER	JON WHITFIELD
SALES MANAGER	ANTONIO AQUINO



236

2004

0650002374

SOUTHWEST

FE04-076 1120

Action Detail

VIN: 1FMRU1568Y1	Year: 2000	Model: EXPEDITION	Case: 650002374
Name:	Owner Status: Subsequent	WSD: 2000-02-25	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: KINSEL FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 04413	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 82000 mi	Comm Type: MAIL		
Action Date: 09/29/2004	Action Time: 08:42:08:927	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL LETTER. VEHICLE BEYOND WARRANTY, NO OPEN RECALLS.

FED-978 1121

Sent Via U.S. Mail

September 29, 2004

[REDACTED]
Beaumont, TX [REDACTED]

RE: 2000 Expedition
VIN: 1FMRU1566Y1 [REDACTED]

Dear [REDACTED]

This is in response to your phone call on September 28, 2004 to our Ford Customer Relationship Center regarding your concerns.

We sincerely regret any inconveniences that you have experienced with your vehicle. 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 your 2000 Expedition. 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: 1FMBU1586Y [REDACTED] Year: 2000 Model: EXPEDITION Case: 650002374
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-02-25
 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: KINSEL FORD, INC.
 Origin Desc: US CONCERN CASE BASE P & A Code: 04413
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 82000 MI Comm Type: PHONE
 Action Date: 09/28/2004 Action Time: 13:31:09:203 Action Date: Yes
 Analyst Name: NOEL MELISSA Analyst: MNOELS

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]		[REDACTED]		SPOUSE

COMMENTS: CUSTOMER SAID: - THEIR WAS SMOKE THAT WAS COMING FROM THE FRONT OF THE VEH - THE WAS ON FIRE - THIS HAPPEN ON FRIDAY 2409- THE VEH ENGINE WAS SHUT OFF AND PARK OUT FRONT A STORE - THE FIRE DEPT WAS CALLED TO PUT OUT THE FIRE - I WANT FORD TO KNOW WHAT HAPPEN- I HAD THE ENGINE REPLACE BACK IN 2001 - THE VEH HAD NO CONCERNS AT ALL DEALER SAID: NONE 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.

FED-878 1123

Customer Info

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

PEBA-078 1124



Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	M	H1	04413	F52084

Dealer Name:	KINSEL FORD, INC.		
Dealer Address:	3356 EASTEX FREEWAY BEAUMONT TX 77708		
Dealer Main Phone:	409-836-4000	Dealer Service Phone:	409-824-6286

Position	Employee Name
GENERAL MANAGER	CRAIG W KINSEL
PARTS MANAGER	DAVE BUCHANAN
PARTS & SERVICE DIRECTOR	BILLY MAXWELL
SALES MANAGER	BRUCE VENISON
SALES MANAGER	JAMES MCNUIT
SERVICE MANAGER	GEORGE W MODISETTE
SERVICE MANAGER	GARY L THORNTON

FORM-078 1125

OASIS RESULT:

1FMRU1566YD [REDACTED]

See bottom of the OASIS result for contact ID 08/28/2004
08:33:52

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▶ **VEHICLE INFORMATION**

VEHICLE DESCRIPTION 2000 EXPEDITION	BODY STYLE XLT 4 DR WAGON 4X2	ENGINE 4.6L SOHC (ROMEO)
TRANSMISSION 4R70W 4 SPD AUTO	AXLE CODE 17	ENGINE CALIBRATION 0B318C0A

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 02/25/2000	BUILD DATE 01/14/2000	SALE MILEAGE 00135
--	---------------------------------	------------------------------

▶ **WARNING MESSAGES**

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING ANY MOONROOF PART, REFER TO TSB..... 03-11-10
BEFORE REPLACING AIR SUSPENSION COMPRESSOR (6319) FOR NOISE, SEE TSB 04-06-04
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

*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 1FMRU1566YLB08000

PE04-078 1128

ESP / Recall Information

VIN: 1FMRU1568Y [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 F150 SUPER CAB - OWNER GUIDE - CHILD TETHER	CLOSE - FORCE COMPLE		
02B01	CUSTOMER SAT/OWNER NOTIF PGM	CONTINENTAL TIRE SAFETY RECALL	CLOSE - REPAIRED	2002-09-13	04632USAF52782
02L10	LABEL/LITERATURE PROGRAM	SUPPLEMENTAL TIRE INFORMATION LABEL - WILL EXPIRE FROM OASIS ON JANUARY 31, 2003	CLOSE - FORCE COMPLE		
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

FEB04-078 1127

[REDACTED] 9/29/2004



#S137112342

200
ATLA

FED-878 1042

Sent Via Fax

October 11, 2002

[REDACTED]
Ambler PA [REDACTED]

RE: [REDACTED]
2000 Ford Excort
VIN: Unknown

SECOND REQUEST

Dear Robert Silverman:

Please provide us with a valid VIN and the customer's full *home address* to enable us to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 845-5676 as soon as possible between the hours of 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

If we do not hear from you within 10 business day of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed.

Respectfully yours,

Cherie Leich
Consumer Affairs

COPY

Sent Via U.S. Mail

October 14, 2002

[REDACTED]
Aiken, SC [REDACTED]

RE: 2001 F-Series
VIN: 1FTRW07L41K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2001 F-Series.

We sincerely regret the circumstances you described. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Celeste M. Jackson
Consumer Affairs

FEB4-875 1844

All Action Details for Issue

VIN: 1ETRA07141M
 Name: [REDACTED] Year: 2001 Model: F-SERIES Case: 303702842
 Owner Status: Original
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Issue Type: 07 LEGAL Issue Status: CLOSED
 Primary Phone: [REDACTED]
 Secondary Phone: [REDACTED]

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01028 SATCHER MOTOR COMPANY Origin Desc: US CONCERN CASE BASE
 Odometer: 59000 MI Comm Type: PHONE
 Analyst Name: SHIRA JAMES Analyst: SJAMES
 Action Date: 10/11/2002 Action Time: 8:14 AM Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -> CUST SAYS FIVE MINUTES AFTER HE PARKED VEH AND LEFT IT IN THE LOT, IT WAS ON FIRE -> SAYS VEH CAUGHT FIRE ON 10/10/02 -> VEH IS CURRENTLY LOCATED AT SATCHER FORD -> CUST SAYS A FIRE REPORT WAS FILED - REPORT NUMBER 020229LE -> FIRE REPORT SAID CONCERN WAS CAUSED DUE TO AN ELECTRICAL CONCERN -> CUST SAYS FIRE DEPT DETERMINED THAT FIRE ORIGINATED ON THE ENGINE SIDE LOCATED BY THE FIRE WALL -> CUST SAYS A CLAIM HAS BEEN FILED W/ HIS INSURANCE CO. -> CUST DOES NOT BELIEVE VEH IS REPAIRABLE -> CUST FEELS FORD DOES HAVE SOME RESPONSIBILITY FOR CONCERN -> CUST ALSO SEEKING RENTAL ASSISTANCE PER CUSTOMER. DEALER SAYS: -> NONE -< CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
-------------------	------------

FIRE/ACCIDENT	F
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Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01028 SATCHER MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 59000 MI Comm Type: PHONE
 Analyst Name: CELESTE JACKSON Analyst: CJACKS84
 Action Date: 10/11/2002 Action Time: 3:28 PM Action Date: Yes
 Comments LPA COMMENTS: LEFT V-MAIL MESSAGES REQUESTING A RETURN PHONE CALL

Data Element Name	Data Value
-------------------	------------

CONTACT PERSON	V-MAIL
----------------	--------

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
 Dealer: 01028 SATCHER MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 59000 MI Comm Type: PHONE
 Analyst Name: CELESTE JACKSON Analyst: CJACKS84
 Action Date: 10/14/2002 Action Time: 9:55 AM Action Date: No

PE84-878 1049

Comments LPA COMMENTS: CUSTOMER ALLEGES HE ARRIVED AT WORK, PARKED HIS VEHICLE, AND 10 MINUTES LATER HE WAS TOLD HIS VEHICLE WAS ON FIRE. STATES THAT THERE WERE NO INJURIES. ALLEGES THE FIRE FIGHTER ADVISED HIM THAT THE ORIGIN OF THE FIRE WAS IN THE MASTER CYLINDER AREA. SAYS THAT HIS INSURANCE COMPANY IS INVOLVED. LPA ADVISED CUSTOMER THAT THERE WERE NO FSE'S OR CSP'S. REFERRED CUSTOMER TO INSURANCE COMPANY AND EXPLAINED SUBROGATION.

FD-34-878 1046



Customer Info

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

FE24-078 1047



All Action Details for Issue

VIN: 1E2RM07L4U	Year: 2001	Model: F-SERIES	Case: 303702842
Name: [REDACTED]	Owner Status: Original	WSD: 2002-10-11	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: AWA - AWA DENIED		Secondary Phone: [REDACTED]	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE

Dealer: 01028 SATCHER MOTOR COMPANY

Origin Desc: US CONCERN CASE BASE

Odometer: 50000 MI

Comm Type: PHONE

Analyst Name: SHIRA JAMES

Analyst: SJAMES

Action Date: 10/11/2002

Action Time: 8:14 AM

Action Date: No

Comments CUSTOMER SAYS: -> AS PER HISTORICS -> CUST SAYS FIVE MINUTES AFTER HE PARKED VEH AND LEFT IT IN THE LOT, IT WAS ON FIRE -> SAYS VEH CAUGHT FIRE ON 10/10/02 -> VEH IS CURRENTLY LOCATED AT SATCHER FORD -> CUST SAYS A FIRE REPORT WAS FILED = REPORT NUMBER 020229LE -> FIRE REPORT SAID CONCERN WAS CAUSED DUE TO AN ELECTRICAL CONCERN -> CUST SAYS FIRE DEPT DETERMINED THAT FIRE ORIGINATED ON THE ENGINE SIDE LOCATED BY THE FIRE WALL -> CUST SAYS A CLAIM HAS BEEN FILED W/ HIS INSURANCE CO. -> CUST DOES NOT BELIEVE VEH IS REPAIRABLE -> CUST FEELS FORD DOES HAVE SOME RESPONSIBILITY FOR CONCERN -> CUST ALSO SEEKING RENTAL ASSISTANCE PER CUSTOMER, DEALER SAYS: -> NONE -> CAC ADVISED: - I HAVE RESEARCHED THIS MATTER THIS SITUATION FOR YOU AND UNFORTUNATELY FORD CANNOT PROVIDE ASSISTANCE FOR THIS MATTER. - PLEASE CONTACT YOUR INSURANCE CARRIER FOR ADDITIONAL ASSISTANCE. INFERENCE CASE ID: 5378

ESP / Recall Information

VIN: 1FTRW07L41 [REDACTED]

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00L12	L	TIRE		FORCED COMPLETION	2001-11-21	AJTOC

PED4-878 1048



10/11/02

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTRW07L41K [REDACTED]	Veh Line: T/F5 - F150/250(PW96)/F225-FORD (97-03)	Eng Serial No: *
Model Year: 2001	Market Deriv: * - [N/A]	Body Style: *
Veh Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: TVZ - W-MOD 5.4L B0HC EFI NA V8 G-NP
Inv. Dealer: 01066	Body Csh Style: T/B-C - DOUBLE CAB (CREW CAB)	Transmission: TDU - 4 SPD AUTO TR NAAO ACDEWAR70W
	Version/Series: T/AM - 150 SERIES	

BUILD INFORMATION:

Region: NA - #00000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 25-JAN-2000

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 121344 - *
 Country: USA - #00000000 Selling Dlr StProv: SC
 Buyer StProv: SC

Arrival Date: 11-FEB-2000 Red Carpet Lease: *
 Sale Date: 15-FEB-2000 Fleet/Retail/Ch. Lease: R
 Warranty Start Date: 15-FEB-2000 Modified Vehicle: *
 Orig Warranty Date: 15-FEB-2000 Unmodified Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 8P7XKD3344B18959PE 3 3 300V001 BK CR B1DP38 M R 23 DC 2 B 23M544 54 30 HT3 4 5 L
 1FTR4 3 C P 307A LBSE

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: BA	GVW Class Code: R
Audio Equip: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: EQAND - 3.53 FINAL DRIVE RATIO	Mirror(Driver Side): * - [N/A]

PE04-078 10/02



Asst Type:	EQUIB - NON-LIMITED SLIP REAR AXLE	Mirror(Panor Side):	* - [N/A]
Battery Amp Rating:	MB	Paint:	PNPES - AMAZON GREEN PEARL CLEAR COAT
Brake Code:	PEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AU - ELETY PREM AM/FM STRO/DISC
Calibration Code:	DF514FUA	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Suspension Traction Assist:	
Color(Trim):	* - [N/A]	Tire Brand:	* - [N/A]
Delivery Type:	0	Tire Size:	D3PWC - P235/70R-16 OWL A-8
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	S
ESP Coverage(Time):	*	Emission Decal Suffix:	HYD
ESP Plus Year:	*	Engine Family:	1F3ACT054P94
ESP Signature Date:			

FORD-078 1051

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAR	VEH SERIES	DRIVE TYPE	PLT CD	TBS CD	ENG CD	PRD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUPP	OCC	CD	DIST (4/7/01)		
1FTRW07L41		TFS		TBC	TAM	TB	AJ	T/DU	T/VZ	25-JAN-2000	15-FEB-2000	121344	USA	3	4F25	010302	*	5424630	*	R23	07	6900	
AWS Claim Key:		20128	Trx Code:		1	Labor Hrs:		5															
Dir Cd-Sub Cd:		01086*	Name:		WALTERBOND MOTOR SALES CO., INC.			Ph:	843-3491581	St:	SC	City Cd:		USA		Reg Cd:	NA	Exp. Date:		10-MAY-2000	Dist #:		02097801
Cmt Comments:		ADJUST BEAR DOOR FOR AIR LEAK																					
Tech Comments:		ADJUST BEAR DOOR STRIKER BOLT AND ADJUST BEAR DOOR																					
1FTRW07L41		TFS		TBC	TAM	TB	AJ	T/DU	T/VZ	25-JAN-2000	15-FEB-2000	121344	USA	8	7K07	130101	YL3Z	10849	CA	L07	42	10374	
AWS Claim Key:		24862	Trx Code:		1	Labor Hrs:		1															
Dir Cd-Sub Cd:		01086*	Name:		WALTERBOND MOTOR SALES CO., INC.			Ph:	843-3491581	St:	SC	City Cd:		USA		Reg Cd:	NA	Exp. Date:		15-SEP-2000	Dist #:		02385101
Cmt Comments:		DASH UNIT INSTALLED ON EO 21997 ATTACHED LOSES KEY PROGRAM																					
Tech Comments:		SPW REPLACE AND PROGRAM																					
1FTRW07L41		TFS		TBC	TAM	TB	AJ	T/DU	T/VZ	25-JAN-2000	15-FEB-2000	121344	USA	19	7B01	150102	*	18803	*	A13	42	35347	
AWS Claim Key:		1199278	Trx Code:		EA3	Labor Hrs:		5															
Dir Cd-Sub Cd:		01028*	Name:		SATCHER MOTOR COMPANY			Ph:	803-5933700	St:	SC	City Cd:		USA		Reg Cd:	NA	Exp. Date:		10-AUG-2001	Dist #:		00359531
Cmt Comments:		THE CD PLAYER STARTS TO SKIP AFTER USING FOR A WHILE, THE CD GETS VERY HOT																					
Tech Comments:		INOPERATIVE COMPONENT RADIO REMOVE																					
1FTRW07L41		TFS		TBC	TAM	TB	AJ	T/DU	T/VZ	25-JAN-2000	15-FEB-2000	121344	USA	19	7B01	150102	*	18C869	*	A07	42	35347	
AWS Claim Key:		2229802	Trx Code:		EA3	Labor Hrs:		8															
Dir Cd-Sub Cd:		07701*	Name:		VISTEON AFTERMARKET-U.S.			Ph:	..*	St:	CA	City Cd:		USA		Reg Cd:	NA	Exp. Date:		10-AUG-2001	Dist #:		21390608
Tech Comments:		REQUESTING DEALER'S P/A CODE 61021																					

P2004-076 1052

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	E	B2	D1028	F21516

Dealer Name: SATCHER MOTOR COMPANY
 Dealer Address: 1860 JEFFERSON DAVIS HWY.
 GRANITEVILLE SC 29829

Dealer Main Phone: 803-593-3700

Dealer Service Phone: 803-593-3700

Position	Employee Name
DEALERPARTNER	RICK W HEATH
PARTS MANAGER	ROBERT H HUTTO
SALES MANAGER	MICKEY ANACLERIO
SERVICE MANAGER	JOHN E JOHNSON

Service Hours 7:30 TO 5:30 *** NEW ADDRESS ***
 Directions
 Trained Y
 Additional Information BODYSHOP MGR: TONY DUCY

P204-078 1853

[REDACTED]
#1600312383

2003
SOUTHWEST

PEAA-678 1827





FEB-876 1829

SEAL PARTS & REPAIR

1220 SHERWOOD FOREST, NO. 202
PHONE: (713) 481-6834

HOUSTON, TEXAS 77043
FAX: (713) 481-4742

August 25, 2003

Ms. Lourdes Fonseca-Nearon
Consumer Affairs
Ford Motor Company

RE: 2000 F-150 Lariat Truck
VN# 1FTRX17W4YK [REDACTED]

Dear Ms. Nearon:

I am in receipt of and insulted by your letter dated 8-19-03. Your corporate attitude of indifference towards a legitimate customer complaint is surprising in light the Ford Explorer disaster with the Firestone tires. Your total indifference towards my loss of vehicle due to manufactures defect is alarming.

You have claimed to review my concern; but I am very skeptical. The following is a brief summary of events. On the night of July 31 I arrived at home between 6:30 and 7:00pm and parked my truck in the driveway for the evening. About 10:00pm my neighbor came pounding on the front door and alerted us that our truck was on fire and to evacuate the house. Upon leaving the front door I saw our truck completely engulfed in flames and contacted 911. The Richmond Fire Department responded to the call in 15-20 minutes and extinguished the fire. Mr. Robert Baker of the Fort Bend County Fire Marshall also responded to investigate. He concluded there was no foul play or vandalism; and the cause of the fire was due to electrical short/ mechanical defect (manufactures defect). I have provided a list of information and pictures of the incident if you care to double check the facts.

Even though the insurance company provides a settlement check, it will not cover my loss of investment made in this Ford vehicle. If your goal of "true" customer satisfaction is correct then I have only one request to make. I request that Ford Motor Company sell to me a new 2003/2004 replacement vehicle of equal value for the amount of my insurance check of about \$11,000. Due to the circumstances

RECEIVED

(1)

(2)

surrounding the loss I believe my request justified and the least Ford Motor Company can do to stand behind its customer and product.

I anticipate your timely and positive response.

Respectfully yours,



List of Contacts

Allstate Insurance
Claim# [REDACTED]
Stacie Holt- Claims Processor
PN# (713) 430-2949

Ft. Bend County Fire Marshall
Robert Baker
PN# (281) 238-1500

Bayou City Auction
PN# (281) 443-1300

Ford Motor Credit
Acct# [REDACTED]
PN# (800) 727-7000

Action Detail

VIN: 1FTRX17W4YK	Year: 2000	Model: F-SERIES	Case: 1600312303
Name:	Owner Status: Original	WSD: 2000-01-27	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: CHAMPION FORD KATY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 04617	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 61000 MI	Comm Type: MAIL		
Action Date: 08/19/2003	Action Time: 14:24:19:933	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA SENDING INSURANCE SUBROGATION LETTER.

Ford Motor Company

Consumer Affairs

Sent Via US Mail

August 19, 2003

[REDACTED]
Richmond, TX [REDACTED]

RE: 2000 F-Series Truck
VIN: 1FTRX17W4YK [REDACTED]

Dear [REDACTED]:

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

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

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

Sincerely,

Lourdes Fonseca-Nearon
Consumer Affairs





Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTRX17W4Y1 [REDACTED] Vch Line: T/F5 - F150/250(PN96)/F225-FORD (97-04) Body Style: *
 Model Year: 2000 Market Derived: * - [N/A] Navis Eng Serial No: *
 Vch Type: T Drive Code: T/B - 2 WHL LH REAR DRIVE Engine: T7VN - R-M 4.6L SOHC EFI NA CIV8 G-HP
 Inv. Dealer: 06947 Body Cab Style: - SUPER SINGLE CAB (SUPER CAB) Transmission: T7DU - 4 SPD AUTO TR NAAO AODEW/MR70W
 Vehicle Status Code: 800 Version/Series: T/AM - 150 SERIES

Trace Eng Serial No:
 -----1-----2-----3-----4-----5-----6-----7-----8

KA

Trace Trans Serial No:
 KA

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 24-SEP-1999

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 152029 - *
 Country: USA - ##### Selling Div St/Prov: TX
 Buyer St/Prov: TX
 Arrival Date: 04-OCT-1999 Red Carpet Lease: *
 Sale Date: 27-JAN-2000 Fleet/Retail/Cn. Lease: R
 Warranty Start Date: 27-JAN-2000 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 27-JAN-2000 Reacquired Vehicle: * Vehicle Export Flag: N

PMS4-070 1005

VOC/EOC:

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

3L7YKAL760113889 F 2 1378997 MP EN UKS SR H94 28 17 B B 528029 03 01 200404 5 W1

PYR4 1 D 508A SWIFT 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	BA	GVW Class Code:	R
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EGAH8 - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGHAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	EL	Paint:	PNPER - AMAZON GREEN PEARL CLEAR COAT
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STROG/STP/CLK
Calibration Code:	0R516A0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Manufacturer:	AG -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	F	Tire Size:	D3KVJ - P275/60R 17 AS OWL
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/B - T/B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Suffix:	OKU
ESP Plan Year:	• Engine Family:	YFMXT0465BF
ESP Signature Date:		

Any comments? You can contact



webmaster

FOIA-878 1037

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 19-AUG-2003

Note: All Costs are in US Dollars

IPTRX17W4Y																				
AWS Claim Key:	9333100	Doc #: 146173B	Trx Code:	EK3	Labor Hrs:	2	Labor Cost:	13.1	Material Cost:	1.39	Total Cost:	14.49								
Dir Cl-Sub Cl:	04511-0	Name:	MAC HAK FORD	Ph:	713-9323080	St:	TX	City:	USA	Key Cd:	NA	Repr Date:	02-JUL-2001	DMST(MBe)25731						
Chat Comments:	L26 RIGHT REAR LIGHT IS INOP																			
Tech Comments:	25731 13466.46 BURNED OUT R R BRAKES LIGHT LENS REPLACED BULB TEST,OK																			

Any comments? You can contact



webmaster

PDF-678 1038

SW

Action Detail

VIN: 1FTRX17W4Y	Year: 2000	Model: F-SERIES	Case: 1600312303
Name: [REDACTED]	Owner Status: Original	WSD: 2000-01-27	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: CHAMPION FORD KATY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04817	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 61000 MI	Comm Type: PHONE		
Action Date: 08/18/2003	Action Time: 16:39:35:849	Action Date: Yes	
Analyst Name: SONIA JOSEPH	Analyst: SJOSEPH		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
<p>COMMENTS: CUSTOMER SAYS: -CALLING TO REPORT VEH FIRE -DATE OF FIRE WAS 7/31/03 -THE FIRE ORIGINATED IN THE ENGINE COMPARTMENT -THE VEH IS CURRENTLY AT THE SALVAGE YARD -FIRE MARSHALL RESPONDED TO CALL BUT DID NOT MAKE AN OFFICIAL REPORT AS THE VEH WAS LOCATED AT HIS RESIDENCE AT THE TIME OF THE FIRE -THE FIRE MARSHALL STATED THERE WAS NO SUSPICIOUS ACT AND FELT IT WAS DUE TO MECHANICAL FAILURE HAS ALREADY FILE A CLAIM WITH THE INSURANCE CARRIER -THE CLAIM HAS NOT BEEN FINALIZED -THE VEH HAS BEEN HOWEVER DECLARE A LOSS -THE VEH WAS PARKED IN THE DRIVEWAY AT THE TIME OF THE FIRE -FELT THAT THE FIRE WAS DUE TO A DEFECT IN THE VEH PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349</p>				

REG-078 1039

Customer Info

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

PER-078 1048



ESP / Recall Information

VIN: 1FTRX17W4Y

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign Status	Status Date	Dealer Code
01B83	0	RADIATOR	RELEASED FOR MAILING	2001-10-12	F52028

PE01-878 1041



FBI-078 1012





Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48128 USA

Sent Via U.S. Mail

August 11, 2003

[REDACTED]
Homer Glenn, [REDACTED]

Re: 1998 Ford Expedition
VIN: 1FMRU176XW [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your Expedition.

We sincerely regret the circumstances you described. However, there are no open recalls regarding 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.

We appreciate the opportunity to review your request.

Sincerely,

Marquis Morris
Consumer Affairs

COPY

Action Detail

Print Action Detail

VIN: 1FMRU176XW	Year: 1998	Model: EXPEDITION	Case: 1332752233
Name: [REDACTED]	Owner Status: Original	WSD: 2003-08-11	
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: JOE RIZZA FORD IN ORLAND PARK	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01528	
Odometer: 100000 MI	Comm Type: PHONE		
Action Date: 08/11/2003	Action Time: 08:14:09:447	Action Data: Yes	
Analyst Name: DARAPHONE PHENOPHET	Analyst: DPHENG		

COMMENTS: CUSTOMER SAYS: WIRING THAT GOES TO THE MASTER CYLINDER WAS ON FIRE. SAW VISIBLE FLAMES UNDER HOOD. THIS OCCURED ON 08/08/03. VEH WAS SITTING FOR 3-4 HRS WHEN THIS HAPPENED. HAVEN'T CONTACTED INSURANCE COMPANY YET. HAD TO CUT AND TAPE THE WIRES. DIDN'T HAVE ANY BRAKE LIGHTS. DROVE VEH HOME. ALSO COULDN'T GET THE VEH OUT OF PARK. FUSE WAS BLOWN. NO INJURIES. MASTER CYLINDER SWITCH AND WIRING WERE DAMAGED. PLUG WAS MELTED. NO FIRE REPORT WAS FILED SINCE I PUT THE FIRE OUT. SEEKING ANY RECALL INFO. PER CUSTOMER, DEALER SAYS: E RIZZA FORD IN ORLAND PARK 8100 WEST 159TH STREET ORLAND PARK, IL 60482 DISTANCE: 9.1 MILES TEL: (708) 384-2248 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. NO RELATED
 RECALLS/CSPS. INFERENCE CASE ID: 5349

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

[Warranty History](#) [ESF/Recall](#) [Oasis](#)

PE04-078 1014

Close an Issue

VIN: 1FMRU176XWL [redacted] Year: 1998 Model: EXPEDITION W6D: 1998-03-28
Name: [redacted] Primary Phone: [redacted] Secondary Phone: [redacted]
Address: [redacted] IL [redacted]

Case Number: 1332762233 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Dealer: F41053 - JOE RIZZA FORD

Comm Type: MAIL Current Odometer Reading: 100000 MI
Action Category: DENY ASSISTANCE Odometer Reading: 100000
Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER(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 is beyond warranty, and should continue to work with the insurance company. No further action is needed.

Warranty History ESE/Recall Oesa

[redacted] [redacted] [redacted]

PE04-078 1015

[redacted]

8/11/03

Standard Claims List For Model Year 1998

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	FLY CD	TRES CD	ENG CD	PROD DATE	WARR DATE	SHLDNO DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FVBU176AW	1		TWD	DEF	T/B	AP	T/DU	T/V3	15-JAN-1998	28-MAR-1998	141063	USA	36								58297
<p>AW - 7 Year Warr</p> <p>100% of Value</p> <p>Name: [REDACTED]</p> <p>1-800-991-5830</p>																					

PER-878 1816

ESP / Recall Information

VIN: 1FMRU176XWL

Contract: 1 Of

Status: Expire

ESP Purchase Details

Purchase: [REDACTED]

Expiration Date: 2000-03-28

Plan Type: USA 1998 NEW 24/26,000 MAINTENANCECARE

Plan Year: 1998

Expiration Miles: 27,000

Selling Dealer: WILLOWBROOK FORD, INC.

Rental:

Deductible:

Towing Allowance:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
98S14	S	WHEEL LUGNUT		COMPLETE	2001-03-09	01534
99B02	O	MULTI SWITCH		CAMP/PROG EXPIRED	2000-04-06	

PC04-070 1017

8/11/03

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	0	B1	01526	F41053

Dealer Name:	JOE RIZZA FORD IN ORLAND PARK	
Dealer Address:	8100 W. 159TH STREET ORLAND PARK IL 60462	
Dealer Main Phone:	708-403-0300	Dealer Service Phone: 708-403-0300

Position	Employee Name
CUST RELATIONS MGR	ANNETTE K PEGRAM
CUST RELATIONS MGR	ROBERT W RAWSON
DEALER/PARTNER	JOSEPH RIZZA
DEALER/PARTNER	NIVES RIZZA
DEALER/PARTNER	PHILIP J RIZZA
PARTS MANAGER	BRIAN PLACHY
PARTS & SERVICE DIRECTOR	PAUL A WERGES
SALES MANAGER	BOB M KAVOORAS
SALES MANAGER	CHARLES BRUNT
SALES MANAGER	Don Walker
SALES MANAGER	GARY PRECIN
SALES MANAGER	JOHN RIZZA
SALES MANAGER	SCOTT PRECIN
SALES MANAGER	TONY W BAMBALAS
SERVICE MANAGER	ROBERT A SCHEFF
SERVICE MANAGER	ROBERT C GALEN

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

PE04-878 1818





2004

0379441264 MEMPHIS

FEB-07 2004

Action Detail

VIN: 1FTDX1785VH [REDACTED]	Year: 1997	Model: F-SERIES	Case: 379441204
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1998-02-17	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: HERITAGE FORD LINCOLN MERCURY,	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 05645	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 100000 MI	Comm Type: MAIL		
Action Date: 05/05/2004	Action Time: 15:57:10:537	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL TO CUSTOMER, VEHICLE BEYOND WARRANTY, NO RELATED RECALLS.

Sent Via U.S. Mail

May 5, 2004

[REDACTED]
[REDACTED]
Cookeville, TN [REDACTED]

RE: 1997 F-Series Truck
VIN: 1FTDX1765VN [REDACTED]

Dear [REDACTED]

This is in response to your contact dated May 5, 2004 regarding your concerns.

We sincerely regret any inconveniences that you have experienced with your vehicle. 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 recalls or owner notification programs pertaining to the fire on your 1997 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: 1FTDX1Z65V	Year: 1997	Model: F-SERIES	Case: 379441264
Name:	Owner Status: Subsequent	WSD: 1996-02-17	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: HERITAGE FORD/LINCOLN MERCURY,	
Origin Desc: US CONCERN CASE BASE		P & A Code: 06645	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 100000 MI	Comm Type: PHONE		
Action Date: 05/05/2004	Action Time: 10:32:12:783	Action Data: Yes	
Analyst Name: MARGARET ARSENAULT	Analyst: MARSENAU		

COMMENTS: CUSTOMER SAYS: VEH CAUGHT FIRE UNDERHOOD LAST WEEK. FIRE DEPT SAYS IT STARTED IN FUSE BOX OR BRAKE MASTER CYLINDER. VEH AT CUST HOME. FIRE REPORT FILE. NO REPORT NUMBER, FILED COOKEVILLE TENN. NO INSURANCE ON VEH. VEH LOOKS LIKE IT IS REPAIRABLE. VEH WAS NOT RUNNING WHEN FIRE STARTED. CUST HEARD THIS IS A KNOW 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

Customer Info

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

ESP Recall Information

VIN: 1FTDX1765V

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00622	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2003-10-04	06892USAF21717
96S49	SAFETY RECALL	1996 AERD/RANG/EXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		
96S62	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-01-21	05836USAF21378
97S86	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	2003-10-04	05892USAF21717
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	2003-10-04	06892USAF21717

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTDX1763VN [REDACTED] **Year:** 1997 **Model:** T **Market:** TFS - F150/250(PN96)/F225FORD [97-04] **Body Style:** *
Model Year: 1997 **Market Derivat:** * - [N/A] **Navis Eng Serial No:** *
Year Type: T **Drive Code:** T/B - 2 WHL L/H REAR DRIVE **Engin:** T/V3 - W-M 4.6L SOHC EFI NA
Inv. Dealer: 05936 **Body Cab Style:** - SUPER SINGLE CAB (SUPER CAB) **Transmission:** T/7U - 4 SPD AUTO TR NAAO
Vehicle Status Code: 800 **Version/Series:** T/AM - 130 SERIES

Trace Eng Serial No:

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

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - #N#0000000 **Plant:** AR - NORFOLK PLANT BUILD
Country: USA - #000000000 **Prod Date:** 08-JAN-1996

SALE INFORMATION:

Region: NA - #00000000 **Selling Dealer:** 121375 - *
Country: USA - #00000000 **Selling Dir St/Prov:** AL
Buyer St/Prov: AL
Arrival Date: 22-JAN-1996 **Red Carpet Lease:** *
Sale Date: 17-FEB-1996 **Fleet/Retail/Cn. Lease:** R
Warranty Start Date: 17-FEB-1996 **Modified Vehicle:** * **Vehicle Count Flag:** *
Orig Warranty Date: 17-FEB-1996 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 X17VMA0133B13938 2 2 01A1039 KK E JON0755 2N51 29 61 B 21CJ74054 24VS W2087 25 41
 PYD5 3 C 6 507A 740ML 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	RO	GVW Class Code:	D
Audio Blk:	* - [N/A]	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(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MA	Paint:	PNEGC - VERMILION SOLID C/C
Brake Code:	PEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTE/CLOCK
Calibration Code:	648DB08A	Sound System:	* - [N/A]
Color(Asmnt):	PNZTF - SILVER FROST C/C	Steer Tandem Axle:	
Color(Trim):	0002V-	Tire Manufacturer:	AG -
Delivery Type:	0	Tire Brand:	* -
Drivetrain Code:	P	Tire Size:	D3JWC - P255/70R-16 OWL A.8

Fuel Sent: * - [N/A]
Fuel Type: * - [N/A]

Traction Control: * - [N/A]
Wheel Base:

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B
ESP Coverage(Miles): * Emission Cert Type: F
ESP Coverage(Time): * Emission Decal Suffix: SAT
ESP Plan Year: * Engine Family: VFM4628GKEK
ESP Signature Date:

Any comments? You can contact



webmaster.

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 05-MAY-2004

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARE DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC FILE#	BASE	SUFF	VRT	VFG	CCC	CD
11111111			T/F5 *	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	0 *	6805 *	9927841 *	S01	V31	B02	12	
AWS Claim Key:	3138	Doc #:	01489301	Trx Code:		1	Labor Hrs:	1.5	Labor Cost:	61.89	Material Cost:	0	Total Cost:	61.89	Reg Cdt:	NA	Repr Date:	08-FEB-1996	DIST(Mile):	120	
Dir Cd-Sub Cd:	05936-A	Name:	DAN WACHTEL FORD-LINC-MERC INC		Ph:	256-2324242	St:	AL	Crty Cdt:	USA	Reg Cdt:	NA	Repr Date:	08-FEB-1996	DIST(Mile):	120					
Cost Comments:	SEPARATION ON RIGHT SIDE OF BED INSIDE																				
Tech Comments:	GRIND OUT SEPARATION AND WELD GRIND WELD AND FINISH FILE SMOOTH																				
11111111		F3	T/F5 *	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	0 *	6A01 *	16000 *	S04	V33	F20	08	
AWS Claim Key:	3720	Doc #:	01489302	Trx Code:		1	Labor Hrs:	7.5	Labor Cost:	309.45	Material Cost:	265.43	Total Cost:	681.05	Reg Cdt:	NA	Repr Date:	08-FEB-1996	DIST(Mile):	120	
Dir Cd-Sub Cd:	05936-A	Name:	DAN WACHTEL FORD-LINC-MERC INC		Ph:	256-2324242	St:	AL	Crty Cdt:	USA	Reg Cdt:	NA	Repr Date:	08-FEB-1996	DIST(Mile):	120					
Cost Comments:	DIRT IN PAINT																				
Tech Comments:	EXCESSIVE DIRT IN PAINT ON TRUCK REFINISH AND CLEARCOAT																				
11111111			T/F5 *	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	1 *	6A14 *	9930202 *	S04	V33	F09	08	
AWS Claim Key:	3922	Doc #:	01489301	Trx Code:		1	Labor Hrs:	6.1	Labor Cost:	251.69	Material Cost:	108.73	Total Cost:	403.91	Reg Cdt:	NA	Repr Date:	20-FEB-1996	DIST(Mile):	120	
Dir Cd-Sub Cd:	05936-A	Name:	DAN WACHTEL FORD-LINC-MERC INC		Ph:	256-2324242	St:	AL	Crty Cdt:	USA	Reg Cdt:	NA	Repr Date:	20-FEB-1996	DIST(Mile):	120					
Cost Comments:	VEH HAS DENTS IN ROOF																				
Tech Comments:	PAINT OVER DENTS IN ROOF																				
11111111		F5	T/F5 *	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	4 *	6003 *	16003 *	S08	V03	S10	33	
AWS Claim Key:	24883	Doc #:	01935701	Trx Code:		2	Labor Hrs:	0	Labor Cost:	55	Material Cost:	0	Total Cost:	55	Reg Cdt:	NA	Repr Date:	29-MAY-1996	DIST(Mile):	6202	
Dir Cd-Sub Cd:	05936-A	Name:	DAN WACHTEL FORD-LINC-MERC INC		Ph:	256-2324242	St:	AL	Crty Cdt:	USA	Reg Cdt:	NA	Repr Date:	29-MAY-1996	DIST(Mile):	6202					
Cost Comments:	MATERIAL COME OFF BENCH																				
Tech Comments:	OUTSIDE LABOR REQUIRED TO REPAIR CENTER CONSOLE																				
11111111		F5	T/F5 *	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	9 *	3A06 F2VY 7A191 A	S11	V44	L72	DI		

PEB4-878 6945

AWS Claim Key: 402101 **Doc #:** 25569001 **Trx Code:** E84 **Labor Hrs:** 1.2 **Labor Cost:** 52.2 **Material Cost:** 15.32 **Total Cost:** 71.65
Dir Cd-Sub Cd: 05936-# **Name:** DAN WACHTEL FORD/LINC-MERC INC **Plc:** 256-2324242 **St:** AL **City Cd:** USA **Reg Cd:** NA **Repr Date:** 22-OCT-1996 **DIST (Mile):** 14063
Cust Comments: CK TRANSMISSION FLUID LEAK
Tech Comments: DIAG FLUID LEAK TRANS PAN LEAKING R & R TRANS PAN REPLACE GASKET CLEAN ALL OIL OFF VEHICLE FILLED WITH FLUID AND RECKED

AWS Claim Key: 1984156 **Doc #:** 25669501 **Trx Code:** 96S62 **Labor Hrs:** 2 **Labor Cost:** 8.7 **Material Cost:** 0 **Total Cost:** 13.05
Dir Cd-Sub Cd: 05936-# **Name:** DAN WACHTEL FORD/LINC-MERC INC **Plc:** 256-2324242 **St:** AL **City Cd:** USA **Reg Cd:** NA **Repr Date:** 21-JAN-1997 **DIST (Mile):** 19075
Cust Comments: RECALL 96S62
Tech Comments: APPLIED RECALL 96S62

AWS Claim Key: 1439547 **Doc #:** 25732701 **Trx Code:** E84 **Labor Hrs:** 1.2 **Labor Cost:** 52.2 **Material Cost:** 16.79 **Total Cost:** 75.71
Dir Cd-Sub Cd: 05936-# **Name:** DAN WACHTEL FORD/LINC-MERC INC **Plc:** 256-2324242 **St:** AL **City Cd:** USA **Reg Cd:** NA **Repr Date:** 12-MAR-1997 **DIST (Mile):** 20892
Cust Comments: CK TRANS LEAK
Tech Comments: CK TRANS LEAK LEAKING AT TRANS PAN R & R PAN GASKET RECKED OK

AWS Claim Key: 3078067 **Doc #:** 25904101 **Trx Code:** E84 **Labor Hrs:** 2 **Labor Cost:** 9.46 **Material Cost:** 9.38 **Total Cost:** 22.59
Dir Cd-Sub Cd: 05936-# **Name:** DAN WACHTEL FORD/LINC-MERC INC **Plc:** 256-2324242 **St:** AL **City Cd:** USA **Reg Cd:** NA **Repr Date:** 06-AUG-1997 **DIST (Mile):** 28031
Cust Comments: MIRROR SWITCH KNOB BROKEN
Tech Comments: DRIVER SIDE POWER MIRROR SWITCH BROKE,R&R DOOR TRIM PANEL AND REPLACED POWER MIRROR SWITCH

AWS Claim Key: 3078068 **Doc #:** 25904102 **Trx Code:** E83 **Labor Hrs:** 6 **Labor Cost:** 24.36 **Material Cost:** 30.5 **Total Cost:** 71.08
Dir Cd-Sub Cd: 05936-# **Name:** DAN WACHTEL FORD/LINC-MERC INC **Plc:** 256-2324242 **St:** AL **City Cd:** USA **Reg Cd:** NA **Repr Date:** 06-AUG-1997 **DIST (Mile):** 28031
Cust Comments: WIPERS INTERMITTEN AT TIMES
Tech Comments: WIPERS (NOF AT TIMES, CHECKED FUSES AND WIRING, REPLACED MILITFUNCION SWITCH

AWS Claim Key: 24931324 **Doc #:** 03758051 **Trx Code:** 96S14 **Labor Hrs:** 5 **Labor Cost:** 40.38 **Material Cost:** 8.4 **Total Cost:** 55.51
Dir Cd-Sub Cd: 05892-# **Name:** WOODY ANDERSON FORD **Plc:** 256-9399441 **St:** AL **City Cd:** USA **Reg Cd:** NA **Repr Date:** 04-OCT-2003 **DIST (Mile):** 120988
Cust Comments: RECALL # 98S14

P204-076 8945

Tech Comments: RECALL 98S14 REPLAC E NUTS RECALL

CLAIMANT: [REDACTED]	FS	T/FS	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	93	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	24931325	Doc #:	03758052	Trx Code:	00S22	Labor Hrs:	2	Labor Cost:	13.46	Material Cost:	0	Total Cost:	20.19									
Dir C6-Sub C6:	05892*	Name:	WOODY ANDERSON FORD	Pl:	256-5399441	St:	AL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-OCT-2003	DIST (Mile):120988								
Cost Comments:	RECALL # 00S22																					
Tech Comments:	RECALL 00S22 INSPECT RECALL																					

CLAIMANT: [REDACTED]	FS	T/FS	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	93	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	24931326	Doc #:	03758053	Trx Code:	97S86	Labor Hrs:	J	Labor Cost:	20.19	Material Cost:	.56	Total Cost:	27.48									
Dir C6-Sub C6:	05892*	Name:	WOODY ANDERSON FORD	Pl:	256-5399441	St:	AL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-OCT-2003	DIST (Mile):120988								
Cost Comments:	RECALL # 97S86																					
Tech Comments:	RECALL 97S86 INSTALL STRIP RECALL																					

Any comments? You can contact



webmaster

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