

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

 2004
1631992361 SOUTHWEST

FD-34-076 8948

Sent Via U.S. Mail

October 22, 2004

[REDACTED]
Austin, TX [REDACTED]

RE: 2000 F-Series Truck
VIN: 1FTRX17LOYK [REDACTED]

Dear [REDACTED]

This is in response to your contact dated October 20, 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 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: 1ETR1710YK [REDACTED]	Year: 2000	Model: F-SERIES	Case: 1631992361
Name: [REDACTED]	Owner Status: Original	WSD: 2000-05-07	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: LEIF JOHNSON FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04485	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 76000 MI	Contact Type: PHONE		
Action Date: 10/20/2004	Action Time: 19:59:17.230	Action Date: Yes	
Analyst Name: CHONG DAMIEN	Analyst: DCHONG2		

COMMENTS: CUSTOMER SAID: -VEH WAS PARKED IN YARD FOR 4 HOURS, IT THEN CAUGHT ON FIRE, VEH IS FULLY BURNED.-IT HAPPENED 9PM OCT 19.-FIRE MAN SAY DEFECT IN MASTER CYLINDER, AND KNOWS FORD HAS PROBLEM WITH THIS.-I WANT A NEW TRUCK FROM FORD, I DO NOT WANT TO PAY ANYTHING.-POLICE REPORT NOT FILED.-FIRE REPORT FILED.-NO INJURIES.-INSURANCE COMPANY WAS INFORMED, INSPECTOR IS COMING.-VEH IS NOT REPAIRABLE.-THERE WAS NO WARNING SIGNS.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.

PE04-078 0930

[REDACTED] 10/22/2004

Customer Info

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

Country: USA Language: EN

Call Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

PEBA-878 8881

[REDACTED]

OASIS RESULT:
1FTRX17L0YK

See bottom of the OASIS result for
contact ID

10/22/2004
09:45:11

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▶ **VEHICLE INFORMATION**

VEHICLE DESCRIPTION 2000 F-SERIES LD	BODY STYLE F-150 SUPER CAB STYLE SIDE 4X2	ENGINE 5.4L SOHC EFI
TRANSMISSION 4R70W 4 SPD AUTO	AXLE CODE H9	ENGINE CALIBRATION 0F514A0A

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 05/02/2000	BUILD DATE 09/23/1999	SALE MILEAGE 00190
--	---------------------------------	------------------------------

▶ **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

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

▶ **OUTSTANDING FIELD SERVICE ACTIONS**

04L19
MAINTENANCE REMINDER LETTER

▶ **EXTENDED COVERAGES**

0758 - USA 2001 NEW 72/100,000 EXTRACARE W/ROADSIDE ASSIST.
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: [REDACTED]
OPTIONS: \$100,DED.
EXPIRATION DATE: 05/02/2006
DISTANCE: 100,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 04551
ESP CONTRACT START DATE: 05/02/2000

▶ **REPAIR HISTORY**

09/06/2004

DEALER: Lef Johnson Ford

WARRANTY CLAIM NUMBER: 610776

ODOMETER: 074839M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
XL3Z 14529A	SWTCH ASY-WINDOW RE	001	14529A	46	BURNED OUT

PE84-078 0952

1FTRX17L0YK [REDACTED]

Page 2 of 2

. BODY CHASS DAIG R&I DOOR PANE REPALACE MASTER WINDOW.
END OF OASIS REPORT FOR 1FTRX17L0YK [REDACTED]

ESP / Recall Information

VIN: 1FTRX17LJY[REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2001 NEW 72/100,000 EXTRACARE W/ROADSIDE ASSIST.
 Selling Dealer: RED SIMON FORD
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2008-05-02
 Expiration Miles: 100,000
 Plan Year: 2001
 Purchase Type: M
 Options: \$100,DED.

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

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

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

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

Number	Type	Description	Status	Status Date	Dealer Code
01B63	CUSTOMER SAT/OWNER NOTIF PGM	RADIATOR PUBLICATION ERROR	CLOSE - REPAIRED	2001-11-13	81000USAF81000
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

PC04-078 0324



2003

0512281503 ORLANDO

REC-075 888

All Action Details for Issue

Print

VIN: 1F [REDACTED] Year: 2001 Model: F-SERIES Case: 582281503
 Name: [REDACTED] Owner Status: Original WSD: 2003-05-30
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04858 PALMETTO TRUCK CENTER Origin Desc: US CONCERN CASE BASE
 Odometer: 60000 MI Comms Type: PHONE
 Analyst Name: MATHEW CARIBONI Analyst: MCAIBON
 Action Date: 05/30/2003 Action Time: 16.09.24.211 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: - WHEN STARTING THE VEH, IT CAUGHT ON FIRE - THE FIRE ORIGINATED FROM THE MASTER CYLINDER - HAD THE BRAKES SERVICED A WEEK AGO AT OLSON (INDEPENDANT) - THE VEH IS CURRENTLY AT TIRES PLUS (OLSON) - WAS ADVISED BY JULIAN THERE THAT THE CONNECTING END OF THE WIRES IN THE MASTER CYLINDER CREATED THE PROBLEM - HAS NOT YET BEEN TO A FORD DLRSHIP - DATE OF FIRE: MAY 28TH AT 8 PM - ORIGINATED FROM THE MASTER CYLINDER - VEHICLES IS CURRENTLY AT INDEPENDANT (OLSON TIRES PLUS) - NO FIRE REPORT WAS FILED - NO INSURANCE CLAIM HAS BEEN FILED - VEH IS REPAIRABLE 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

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 04858 PALMETTO TRUCK CENTER Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 60000 MI Comms Type: MAIL
 Analyst Name: CASSANDR JONES Analyst: CJONES
 Action Date: 06/30/2003 Action Time: 16.53.10.585 Action Date: Yes

Comments CUST NEEDS TO WORK WITH INSURANCE CO FOR ASSITANCE. LETTER OF CLOSING SENT.

Data Element Name	Data Value
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PE04-878 0000

CERTIFIED LETTER #

USMAIL

Action: FINAL CASE DISPOSITION
Dealer: 04858 PALMETTO TRUCK CENTER
Odometer: 80000 MI
Analyst Name: CASSANDR JONES
Action Date: 05/30/2003

Comm Type: MAIL
Analyst: CJONES
Action Time: 16.54.05.444

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments LETTER OF CLOSING SENT.

PEM-STR 0000

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] MIAMI FL [REDACTED]

Country: USA Language: EN

Cell Phone: [REDACTED] Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

PG&G-070 0001

[REDACTED]

ESP / Recall Information

VIN: 1FTRW07W01K [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	ALTOC
01E83	O	RADIATOR		RELEASED FOR MAILING	2001-10-12	F11025
01S24	S	WINDSHD WIP		RELEASED FOR MAILING	2003-05-14	F11025
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	F11025

PE94-678 R3072

6/18/03

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTRW07W01 [REDACTED]
 Model Year: 2001
 Veh Type: T
 Inv. Dealer: 04856

Veh Line: TFS - F150/250PN96VP225-FORD [97-04]
 Market Derivat: TF - FORD DIVISION DERIVATIVE
 Drive Code: T/S - 2 WHL L/R REAR DRIVE
 Body Cab Style: T/MC - DOUBLE CAB (CREW CAB)
 Version/Series: T/AM - L30 SERIES

Eng Serial No: *
 Body Style: *
 Engine: T/VN - R-M 4.6L SOHC EFI NA CIV8 G-HP
 Transmission: T/DU - 4 SPD AUTO TR NAAO ACDEWAR70W

(Related Claims)

BUILD INFORMATION:

Region: NA - #00000000 Plant: A1 - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 17-APR-2000

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 124901 - *
 Country: USA - #00000000 Selling Dir St/Prov: FL
 Buyer St/Prov: FL

Arrival Date: 28-APR-2000 Red Carpet Lease: *
 Sale Date: 15-MAY-2000 Fleet/Retail/Cs. Lease: B
 Warranty Start Date: 15-MAY-2000 Modified Vehicle: *
 Orig Warranty Date: 15-MAY-2000 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 W01R00997213959P2 1 1000015 96 KM U19 5R M56 28 1G KM D 246901 02 22 H0004 5 M
 LP200 L D 500A 9A0PL0

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/S - 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:	EQ4HD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EQ4AH - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	H1	Paint:	(NARQ) - HARVEST GOLD CK
Brake Code:	FRAAH - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code/Service:	* - [N/A]	Radio:	AT - ELECTR PREM AM/FM STROCS/CLK

FORD-PTB 0093



Calibration Code:	DP516M0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension(Axle):	
Color(Trim):	* - [N/A]	Tire Brand:	* - [N/A]
Delivery Type:	6	Tire Size:	D3KVJ - P275/60R 17 A/S OWL
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T13 - T14
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Trials):	* Emission Descr Suffix:	N1Y
ESP Plan Year:	* Engine Family:	1FMCXT04SPP3
ESP Signature Date:		

PEBA-876 0004



Can't find VIN Code =

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SEIL CNT	TIS WCC: CPSC_6 PEF BASE SUFF CXX CD	DIST (Miles)
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PC94-978 0095



Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	A	A2	04856	F24901

Dealer Name: PALMETTO TRUCK CENTER
 Dealer Address: 7245 N W 36TH ST
 MIAMI FL 33166

Dealer Main Phone: 305-592-3673 Dealer Service Phone: 305-470-1350

Position	Employee Name
DEALER/PARTNER	ROBERT G YGLESIAS
GENERAL MANAGER	DOUGLAS W YGLESIAS
PARTS MANAGER	CHARLES A VETTER
PARTS MANAGER	DAVID MANVILLE
PARTS & SERVICE DIRECTOR	DEBORA YGLESIAS
SALES MANAGER	ANA B PEREZ
SALES MANAGER	DAVID S YGLESIAS
SALES MANAGER	JUAN LOPEZ
SERVICE MANAGER	DAVID A GRAYDON SR.

Service Hours 7:00 A.M. TO 7:00 P.M.

Directions

Trained Y

Additional Information LSG ENROLLED UPDATED 9-6-88

P254-878 0000

Ford Motor Company

Consumer Affairs

*Sent via U.S. Mail

June 18, 2003

[REDACTED]
Miami, FL [REDACTED]

RE: 2001 Ford F-Series

VIN: 1FTRW07W01K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle. We are sorry that the incident occurred. Your insurance carrier normally handles a situation such as the one you described. We suggest that you follow the directions of your insurance carrier. If they determine that Ford Motor Company is liable, they have the right to file a subrogation claim.

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs



2004

1583191424 SOUTHWEST

FBI-678 0378

2004-05-24 10:00:00 AM

VIN: 2FTRX17W8Y [REDACTED] Year: 2000 Model: F-SERIES Case: 1563181424
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-05-03
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone:
 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: 02530 PEGUES-HURST MOTOR COMPANY Origin Desc: US CONCERN CASE BASE
 Odometer: 120000 MI Comm Type: MAIL
 Analyst Name: DECHU BALLACHANDA Analyst: DEALLA1
 Action Date: 05/21/2004 Action Time: 16.11.25.988 Action Data: Yes

Comments CUSTOMER SAYS: ===== EXECUTIVE OFFICE - PRIORITY ===== =THE CUST HEARD AN
 EXPLOSION AND WENT OUT AND SAW THE VEH ON FIRE =FIRE HAPPEN ON MONDAY 17TH MAY = FIRE DEPT
 WAS CALLED AND A REPORT WAS FILED = REPORT NUMBER IS # 42 =REPORT FILED IN EASTEN = CAR PORT
 WAS BURNT, SOME PART OF THE HOUSE WAS BURNT = THE CLAIM ADJUSTOR CAME IN THIS MORNING AND
 SAID THAT THE MASTER CYLINDER HAD A LEAK ON THE MANIFOLD AND IGNITED A FIRE =INSURANCE COMPANY
 HAS BEEN INVOLVED PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO
 OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS
 DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

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

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 02530 PEGUES-HURST MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 120000 MI Comm Type: MAIL PREVENTION
 Analyst Name: PAWELEK, MAUREEN Analyst: MPAWELEK
 (M.L.)
 Action Date: 05/24/2004 Action Time: 13.56.31.540 Action Data: Yes

Comments SENDING LETTER REFERRING CUSTOMER TO INSURANCE CARRIER.

<u>Data Element Name</u>	<u>Data Value</u>
CERTIFIED LETTER #	

Action: FINAL CASE DISPOSITION
 Dealer: 02530 PEGUES-HURST MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 120000 MI Comm Type: OTHER PREVENTION
 Analyst Name: PAWELEK, MAUREEN Analyst: MPAWELEK
 (M.L.)
 Action Date: 05/24/2004 Action Time: 13.57.17.606 Action Data: No

Comments NO FURTHER ACTION.

All Data is Subject to Change

VIN: 2FTRX17W8YC [REDACTED] Year: 2000 Model: F-SERIES Case: 1583191424
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-05-03
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone:
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02530 PEGUES-HURST MOTOR COMPANY Origin Desc: US CONCERN CASE BASE
 Odometer: 120000 MI Comm Type: MAIL
 Analyst Name: DECHU BALLACHANDA Analyst: DBALLA1
 Action Date: 05/21/2004 Action Time: 16.11.25.986 Action Data: Yes

Comments CUSTOMER SAYS: ===== EXECUTIVE OFFICE - PRIORITY ===== THE CUST HEARD AN EXPLOSION AND WENT OUT AND SAW THE VEH ON FIRE -FIRE HAPPEN ON MONDAY 17TH MAY = FIRE DEPT WAS CALLED AND A REPORT WAS FILED = REPORT NUMBER IS # 42 -REPORT FILED IN EASTEN = CAR PORT WAS BURNT, SOME PART OF THE HOUSE WAS BURNT = THE CLAIM ADJUSTOR CAME IN THIS MORNING AND SAID THAT THE MASTER CYLINDER HAD A LEAK ON THE MANFOLD AND IGNITED A FIRE =INSURANCE COMPANY HAS BEEN INVOLVED 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: 6349

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



copy

Consumer Affairs

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

Sent Via U.S. Mail

May 24, 2004

[REDACTED]
Longview, TX [REDACTED]

Re: 2000 F-Series
VIN: 2FTRX17W8Y [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

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

We appreciate the opportunity to review your request.

Sincerely,

Maurcen Pawelek-Murray
Consumer Affairs



Customer Info

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

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FTCR14X8V [REDACTED]	1997	RANGER	INDIVIDUAL RTL	Subsequent Owner	Oasis Warranty History
2FTRX17W8Y [REDACTED]	2000	F-SERIES	INDIVIDUAL RTL	Subsequent Owner	Oasis Warranty History

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:	QKU
ESP Plan Year:	• Engine Family:	YFMXT0465BP
ESP Signature Date:		

Server Name : AWS Adhoc Can't find VIN Code =

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TLS	WCC	CPSC	6	PREP	BASE	SUFF	OCC	CD	DIST (Miles)
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784-076 0877

VIN: 1FMEU16L6Y1 [REDACTED] Year: 2000 Model: EXPEDITION Case: 1623390024
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-03-29
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01108 JOHN ELWAY FORD WEST Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comn Type: PHONE
 Analyst Name: MARIA GARAVELLOS Analyst: MGARAVEL
 Action Date: 03/01/2004 Action Time: 15.15.17.284 Action Data: Yes

Comments CUSTOMER SAID: 3:00 AM CHRISTMAS MORNING 2003THE VEHICLE CAUGHT ON FIRE UNDER THE HOOD. IN THE DRIVEWAY.THE INSURANCE COMPANY PICKED UP THE VEHICLE ON JANUARY 3, 2004. GEICO INSURANCE IS THE INSURANCE COMPANY. THE FIRE DEPARTMENT DID AN INVESTIGATION . THERE WAS A REPORT ON THE FIRE. HAS FILED A CLAIM WITH GEICO INSURANCE. THE STATUS OF THE CLAIM IS THAT THE INSURANCE COMPANY PAID OFF THE VEHICLE. THE VEHICLE WAS NOT REPAIRABLE.PARKED VEHICLE 7:00 PM AND 3 AM HEARD DOOR BELL THERE WAS NO ONE AT THE DOOR BUT THE VEHICLE WAS ON FIRE. 3000.00 DOLLARS WORTH OF DAMAGE. OUTSIDE OF YOUR HOUSE NOT IN THE GARAGE. BELIEVE THE DAMAGE WOULD HAVE BEEN WORSE OR FATAL. NO ONE WAS HURT. FILING A COMPLAINT AGAINST THE PRODUCT.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.

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

Action: FINAL CASE DISPOSITION
 Dealer: 01108 JOHN ELWAY FORD WEST Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comn Type: OTHER
 Analyst Name: BUSH, TRACY (T.L.) Analyst: TBUSH3
 Action Date: 03/01/2004 Action Time: 16.23.58.102 Action Data: No

Comments 07 WAS PREVIOUSLY HANDLED.

PE04-078 0785

SENT VIA MAIL

January 6, 2004

[REDACTED]
Wheat Ridge, CO [REDACTED]

RE: 2000 Ford Expedition
VIN: 1FMPU18L6Y [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2000 Expedition.

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. We suggest that you continue to 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. Ford proposes no further action at this time.

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

Sincerely,

Tracy Bush
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMPU16L1D0 [REDACTED] Year: 2000 Model: EXPEDITION Case: 1623390024
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-03-29
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD 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: 01108 JOHN ELWAY FORD WEST Origin Desc: US CONCERN CASE BASE
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: Analyst: ARMY1
 Action Date: 01/02/2004 Action Time: 17.18.52.246 Action Data: Yes

Caller Information if Different From Vehicle Owner:

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

Comments CUSTOMER SAID: THE VEH HAD CAUGHT ON FIRE AND THE FIRE HAD STARTED UNDER THE HOOD THE FIRE WAS ON 12/25/2003 THE VEH HAS BEING TAKEN BY THE INSURANCE COMPANY A FIRE REPORT WAS FILED WITH THE FIRE DEPARTMENT THE REPORT IS NOT FINAL THE FIRE REPORT # IS 2526 AND WAS FILED IN WHEAT RIDGE COLORADO A CLAIM WAS FILED WITH THE INSURANCE THE VEH IS A TOTAL LOSS AND IS NOT REPAIRABLE DEALER SAID: JOHN ELWAY FORD WEST 3786 WADSWORTH BLVD. WHEAT RIDGE, CO 80033 TEL: (303) 421-5350 FAX: (303) 423-0885 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: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01108 JOHN ELWAY FORD WEST Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: BUSH, TRACY (T.L.) Analyst: TBUSH3
 Action Date: 01/06/2004 Action Time: 11.45.02.640 Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
JOSEPHINE		ARCHULETA		SPOUSE

PE04-079 0765



Comments LPA PLACED OUTBOUND CALL TO CUSTOMER.

Data Element Name

Data Value

CONTACT PERSON

JOSEPHINE ARCHULETA

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 01108 JOHN ELWAY FORD WEST

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 50000 MI

Comm Type: PHONE

Analyst Name: BUSH, TRACY (T.L.)

Analyst: TBUSH3

Action Date: 01/09/2004

Action Time: 11.48.15.044

Action Data: No

Callor Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

[REDACTED]

[REDACTED]

SPOUSE

Comments LPA SPOKE TO CUSTOMER. CS THAT VEHICLE CAUGHT FIRE AND INSURANCE CO IS ALREADY INVOLVED. CUSTOMER ASKED ABOUT RECALLS, ADVISED THAT THERE ARE NO OPEN RECALLS REGARDING THIS CONCERN.

PE04-070 0706



CUSTOMER NAME/PHONE NUMBER

[REDACTED]

Previous Owner:

CUSTOMER LIST

ADDRESS

[REDACTED]

WHEAT RIDGE CO [REDACTED]

STATUS

Open Issues Exist

PE91-878 8787

[REDACTED]

cccd2x

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMPU16L6Y1	Veh Line:	T/B3 - EXPEDITION (UN93) (97-03)	Body Shell:	*
Model Year:	2000	Market Derived:	* - [N/A]	Navis Eng Serial No:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/VZ - W-MOD 3.4L SOHC EFI NA V8 G-HP
Inv. Dealer:	43346	Body Cnh Style:	- 4 DOOR WAGON	Transmission:	T/D2 - 4 SPD AUTO TR-NAAG B40D(4R100)
Vehicle Status Code:	800	Version/Series:	T/E F - FORD SERIES		
Trace Eng Serial No:	-----1-----2-----3-----4-----5-----6-----7-----8-----9-----				

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - #####	Plant:	AP - MICHIGAN PLANT BUILD
Country:	USA - #####	Prod Date:	14-MAR-2000

SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	15623 - *
Country:	USA - #####	Selling Dir St/Prov:	OK
		Buyer St/Prov:	OK
Arrival Date:	28-MAR-2000	Red Carpet Lease:	*
Sale Date:	29-MAR-2000	Fleet/Retail/Co. Lease:	F
Warranty Start Date:	29-MAR-2000	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	29-MAR-2000	Reacquired Vehicle:	* Vehicle Export Flag: N

PE84-978 9788

1/6/04

VOC/EOC:

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

UL81265285 1 1A13C08B2 GM F 6 RRP 15 T3 A18 6 A X565023 50WVY2 SP2 P L1

PMP 0 KD A 1 L62D B8007 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	CB	GVW Class Code:	P
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	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(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MK	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	* - [N/A]	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STROCKSTECLK
Calibration Code:	08J14BQA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Seeps Traction Axle:	
Color(Trim):	0002V -	Tire Manufacturer:	AC -
Delivery Type:	H	Tire Brand:	* -
Drivetrain Code:	D	Tire Size:	D31WA - P235/70R-16 OWL A-T
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Eng:	

TIRE DOT INFORMATION:

LF: * BF: *

LR: * BR: *

LI: * BL: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	TRE - T/H
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Descal Suffix:	GGJ
ESP Pkg Year:	* Engine Family:	YFMXT054RF7
ESP Signature Date:		

Any comments? You can contact



webmaster

PERM-878 8778

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 06-JAN-2004

Note: All Costs are in US Dollars

VDN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	ITS	QRT	WCC	PREF	BASE	SUPP	VHT	VPG	CCC	CD
14-03-00	33	T/B3	*	T/W/D	T/EF	T/E	AP	T/D/E	T/VZ	14-03-00	29-03-00	156823	USA	18	*	7P01	*	17526	*	S09	V16	W05	33
AWS Claim Key:		6660496	Doc #:	86679901	Trx Code:		E83	Labr Hrs:	2	Labr Cost:	9.78	Material Cost:	0	Total Cost:	9.78								
Dir Cd-Sub Cd:		46351-A	Name:	HERTZ RAC - COLORADO SPRINGS	Ph:	*-*	St: CO	City:	USA	Reg Cd:	NA	Repr Date:	17-JAN-2001	DIST (Mile):		22881							
Cmt Comments:		REAR WIPER WILL NOT CLEAR GLASS																					
Tech Comments:		TIGHTEN FRONT WIPER ARMS																					
14-03-00	33	T/B3	*	T/W/D	T/EF	T/E	AP	T/D/E	T/VZ	14-03-00	29-03-00	156823	USA	25	*	5K06	*	*	*	SXX	V00	*	*
AWS Claim Key:		15354030	Doc #:	140675A	Trx Code:		01B77	Labr Hrs:	0	Labr Cost:	0	Material Cost:	0	Total Cost:	392.25								
Dir Cd-Sub Cd:		8481P-A	Name:	FORD MOTOR COMPANY	Ph:	*-*	St: MI	City:	USA	Reg Cd:	NA	Repr Date:	21-MAR-2002	DIST (Mile):		36108							
Cmt Comments:																							
Tech Comments:																							
14-03-00	33	T/B3	*	T/W/D	T/EF	T/E	AP	T/D/E	T/VZ	14-03-00	29-03-00	156823	USA	41	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:		21144678	Doc #:	240824A	Trx Code:		01S24	Labr Hrs:	.7	Labr Cost:	52.42	Material Cost:	7.88	Total Cost:	67.79								
Dir Cd-Sub Cd:		01108-A	Name:	JOHN ELWAY FORD WEST	Ph:	303-4215350	St: CO	City:	USA	Reg Cd:	NA	Repr Date:	14-JUL-2001	DIST (Mile):		32554							
Cmt Comments:		PERFORM 01S24 RECALL																					
Tech Comments:		32554 INSTALLED WIPER COVER FOR RECALL																					

Any comments? You can contact



webmaster

F04-078 0771

VIN
1FMPU16L6Y1 [REDACTED]

Year Model
2000 EXPEDITION
Open Issues Excl

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History

PEM-878 877Z



ESP / Recall Information

VIN: 1FMPU16L8YL

No ESP information for this VIN

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
00L11	L	CHILD TETHER	FORCED COMPLETION	2001-10-11	AUTOC
01B77	O	TIRES	COMPLETE	2002-03-21	8481F
01S24	S	WINDSHD WIP	COMPLETE	2003-07-14	01108

F204-878 8773

1/6/04

**OASIS RESULT:
1FMPU16L6Y**

01/04/2004
11:42:49

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▶ **VEHICLE INFORMATION**

VEHICLE DESCRIPTION
2000 EXPEDITION
TRANSMISSION
4R100 (E400) 4SP OD

BODY STYLE
XLT 4 DR WAGON 4X4
AXLE CODE
H9

ENGINE
5.4L SOHC EFI

ENGINE CALIBRATION
0B314B0A

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE
03/29/2000

BUILD DATE
03/14/2000

SALE MILEAGE

▶ **WARNING MESSAGES**

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING ANY MOONROOF PART, REFER TO TSB..... 03-11-10
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**

NO ESP INFORMATION AVAILABLE

▶ **REPAIR HISTORY**

07/14/2003 DEALER: John Elway Ford West

WARRANTY CLAIM NUMBER: 240824

ODOMETER: 052554M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1F2Z17D332CA	COVER-WIPER MOTOR GE	001	01S24C		

S2554 INSTALLED WIPER COVER PER RECALL

END OF OASIS REPORT FOR 1FMPU16L6YLB52851

PE84-878 8774

PEBA-878 8775

[REDACTED]

1/6/04

2004

0343940144 DENVER

FEB-04 07:08 0756

Ford Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

January:

CASE:
343940174

Region: 510
Tracy

CONSUMER AFFAIRS
SECTION

Dear Ford:

In 2001/2002 I purchased two new Ford Trucks (an F-150 4WD Extra Cab Lariat and a 4WD Escape) from a local Ford Dealer. Since that time I have brought both vehicles into the service department at the same dealer for regular maintenance and repairs.

On New Years day, my wife parked the F-150 in a lot in Salt Lake City and took a bus to her office. Two hours later, she received a phone call from the Sheriff's office, saying that the vehicle had caught fire and burned while parked. The fire department (including Arson investigators) were on scene as well, and concluded that it burned as a result of a fire which started in the engine compartment.

My first question is: How can you explain that a relatively new, top of the line, well maintained vehicle could (on it's own) catch fire and burn completely up?

I feel that Ford Motor Company should take some responsibility for this unbelievable event, and I expect some financial compensation (or a comparable vehicle) to compensate me for this incredible loss.

I can furnish photos of the vehicle, and copies of Police and Fire Dept. reports from the incident if you wish.

Please contact me as soon as possible regarding this matter. My information is shown below.

Thank You.

Sincerely,

Wanship, UT
Cellphone:
Home Phone:

Action Detail

VIN: 2FTRX08L2YC	Year: 2000	Model: F-SERIES	Case: 343940144
Name: [REDACTED]	Owner Status: Original	WSD: 2000-11-14	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - FIRE CLAIM		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: LAPONTE FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 08712	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 1 MI	Comm Type: MAIL		
Action Date: 01/15/2004	Action Time: 12:22:57:837	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: L FONSECA		

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

PER-878 8752

Sent Via U.S. Mail

January 15, 2004

[REDACTED]
Wanship, UT [REDACTED]

RE: 2000 F-Series
VIN: 2FTRX08L2Y [REDACTED]

Dear [REDACTED]

This is in response to your letter dated January 9, 2004 regarding your 2000 F-Series truck.

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 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: 2ETR3D8LZY	Year: 2000	Model: F-SERIES	Case: 343940144
Name: [REDACTED]	Owner Status: Original	WSD: 2000-11-14	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - FIRE CLAIM		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: LAPOINT FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FO		P & A Code: 08712	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY			
Odometer: 1 MI	Comm Type: MAIL		
Action Date: 01/14/2004	Action Time: 09:31:20:210	Action Date: No	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY***** DATE STAMPED 1-13-04. CUSTOMER ALLEGES HIS VEHICLE CAUGHT FIRE IN THE ENGINE COMPARTMENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

PE04-070 0794

Customer Info

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

PER4-078 0723

eccdb2x

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 15-JAN-2004

Note: All Costs are in US Dollars

REFUND#	TYL	PS	TFS	* T/BD	T/AM	T/E	A4	T/DU	T/VZ	15-08-00	14-11-00	156800	USA	4	*	6Q04	YLJZ	17906	BA	S07	V75	P39	49
AWS Claim Key:	7637593	Doc #:	02355601	Trx Code:	2	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	0										
Dir Cd-Sub Cd:	03314-*	Name:	UTAH AUTO COLLECTION	Pl:	801-9898000	St:	UT	City Cd:	USA	Reg Cd:	NA	Repr Date:	13-FEB-2001	DIST(Mile):	3755								
Tech Comments:	REPL REAR BUMPER RUSTING																						
REFUND#	TYL	PS	TFS <th>* T/BD</th> <th>T/AM</th> <th>T/E</th> <th>A4</th> <th>T/DU</th> <th>T/VZ</th> <th>15-08-00</th> <th>14-11-00</th> <th>156800</th> <th>USA</th> <th>4</th> <th>*</th> <th>6Y01</th> <th>* BNTRE</th> <th>* SXX</th> <th>V00</th> <th>P2*</th> <th>CA</th>	* T/BD	T/AM	T/E	A4	T/DU	T/VZ	15-08-00	14-11-00	156800	USA	4	*	6Y01	* BNTRE	* SXX	V00	P2*	CA		
AWS Claim Key:	7637594	Doc #:	02355602	Trx Code:	R23	Labor Hrs:	0	Labor Cost:	150	Material Cost:	0	Total Cost:	150										
Dir Cd-Sub Cd:	03314-*	Name:	UTAH AUTO COLLECTION	Pl:	801-9898000	St:	UT	City Cd:	USA	Reg Cd:	NA	Repr Date:	13-FEB-2001	DIST(Mile):	3755								
Tech Comments:	SUBLET PERFORM FALLOUT WASH																						
REFUND#	TYL	PS	TFS <th>* T/BD</th> <th>T/AM</th> <th>T/E</th> <th>A4</th> <th>T/DU</th> <th>T/VZ</th> <th>15-08-00</th> <th>14-11-00</th> <th>156800</th> <th>USA</th> <th>12</th> <th>*</th> <th>5V10</th> <th>YLJZ</th> <th>2140</th> <th>AA</th> <th>S10</th> <th>V21</th> <th>H20</th> <th>42</th>	* T/BD	T/AM	T/E	A4	T/DU	T/VZ	15-08-00	14-11-00	156800	USA	12	*	5V10	YLJZ	2140	AA	S10	V21	H20	42
AWS Claim Key:	11541698	Doc #:	54242302	Trx Code:	E84	Labor Hrs:	1.7	Labor Cost:	120.89	Material Cost:	85.23	Total Cost:	206.12										
Dir Cd-Sub Cd:	03329-*	Name:	UTAH AUTO COLLECTION	Pl:	801-9898000	St:	UT	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-NOV-2001	DIST(Mile):	16476								
Cost Comments:	QUEST REQUEST TO PERFORM A BRAKE INSPECTION, DIAGNOSE AND ADVISE.																						
Tech Comments:	PERFORMED ROAD TEST DIAGNOSIS, PERFORMED 4 WHEEL BRAKE INSPE CT, ALL OK. FOUND MASTER CYLINDER WAS LOW, INSPECTED FOR LEAKS, FOUND THAT MASTER CYLINDER WAS LEAKING. REPLACED MASTER CYLINDER, BLED MASTER CYLINDER AND BRAKE SYSTEM, RETEST																						
REFUND#	TYL	PS	TFS <th>* T/BD</th> <th>T/AM</th> <th>T/E</th> <th>A4</th> <th>T/DU</th> <th>T/VZ</th> <th>15-08-00</th> <th>14-11-00</th> <th>156800</th> <th>USA</th> <th>26</th> <th>*</th> <th>5V01</th> <th>* 1102</th> <th>* S10</th> <th>V21</th> <th>N27</th> <th>42</th>	* T/BD	T/AM	T/E	A4	T/DU	T/VZ	15-08-00	14-11-00	156800	USA	26	*	5V01	* 1102	* S10	V21	N27	42		
AWS Claim Key:	16703313	Doc #:	11353401	Trx Code:	E84	Labor Hrs:	2.1	Labor Cost:	152.61	Material Cost:	0	Total Cost:	152.61										
Dir Cd-Sub Cd:	08712-*	Name:	LAPONT FORD	Pl:	801-2622611	St:	UT	City Cd:	USA	Reg Cd:	NA	Repr Date:	13-JUN-2002	DIST(Mile):	29761								
Cost Comments:	CUSTOMER STATES THAT THE VEHICLE IS SHAKING AND BRAKES ARE PULSATING WHEN BRAKING.																						
Tech Comments:	I RAN OASIS VERIFIED CUSTOMER CONCERN. TEST DROVE TEN MILES TO VERIFY CUSTOMER CONCERN. BACKED VEHICLE AND PERFORMED																						
REFUND#	TYL	PS	TFS <th>* T/BD</th> <th>T/AM</th> <th>T/E</th> <th>A4</th> <th>T/DU</th> <th>T/VZ</th> <th>15-08-00</th> <th>14-11-00</th> <th>156800</th> <th>USA</th> <th>23</th> <th>*</th> <th>7D07</th> <th>PSDZ</th> <th>13466</th> <th>C</th> <th>S09</th> <th>V77</th> <th>L26</th> <th>46</th>	* T/BD	T/AM	T/E	A4	T/DU	T/VZ	15-08-00	14-11-00	156800	USA	23	*	7D07	PSDZ	13466	C	S09	V77	L26	46
AWS Claim Key:	18119620	Doc #:	12071401	Trx Code:	E83	Labor Hrs:	.3	Labor Cost:	21.8	Material Cost:	2.38	Total Cost:	24.18										
Dir Cd-Sub Cd:	08712-*	Name:	LAPONT FORD	Pl:	801-2622611	St:	UT	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-SEP-2002	DIST(Mile):	32974								
Cost Comments:	CUSTOMER STATES THAT THE RIGHT REAR BRAKE LIGHT AND TURN SIGNAL IS INOP.																						
Tech Comments:	I VERIFIED CUSTOMER CONCERN FOUND BULB BURNED OUT REPLACED BULB CONCERN RESOLVED.																						

MEM-078 0785

Any comments? You can contact



webmaster

PERA-878 8757

INSTALLED OPTION INFORMATION:

Air Conditioning:	T7B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	BA	GVW Class Code:	R
Audio Dbl:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	BGIAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	MK	Paint:	PNYWS - OXFORD WHITE SOLID CC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AU - ELETR PREM AM/FM STRO/DISC
Calibration Code:	0F314P0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Manufacturer:	AG -
Delivery Type:	0	Tire Brand:	* -
Driv shaft Code:	F	Tire Size:	D3KFS - LT265/70R 17 A/T OWL
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LJ: * RJ: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T7H - T7H
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	GPU
ESP Plan Year:	* Engine Family:	YPMXT054RF7
ESP Signature Date:		

Any comments? You can contact



webmaster

OASIS RESULT-
2FTRX08L2YC01/18/2004
11:41:30

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 2000 F-SERIES LD	BODY STYLE F-150 SUPER CAB FLARE SIDE 4X4	ENGINE 5.4L SOHC EFI	ENGINE CALIBRATION 0F514F0A
TRANSMISSION 4R70W 4 SPD AUTO	AXLE CODE H9		

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 11/14/2000	BUILD DATE 08/15/2000	SALE MILEAGE
--	---------------------------------	---------------------

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

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 2FTRX08L2YCB14815

FEB4-078 0788

ESP / Recall Information

VIN: 2FTRX08L2YQ

No ESP Information for this VIN

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
01B83	O	RADIATOR	COMPLETE	2002-01-25	8100u

File 01B83



2004

1604692304 SDR-ATLANTA

1604-678 0738

COPY

Sent Via U.S. Mail

August 18, 2004

[REDACTED]
Williamston, NC [REDACTED]

RE: 2000 F-Series
VIN: 1FTRX18LXYN [REDACTED]

Dear [REDACTED]

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

We sincerely regret the circumstances you described and your concern has been documented. 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,

KeNisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTRX18LXY [REDACTED] Year: 2000 Model: F-SERIES Case: 1604692304
 Name: [REDACTED] Owner Status: Subsequent WSD: 1999-11-17
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT 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: 03574 WILLIAMSTON FORD LINCOLN MERCURY Origin Desc: US CONCERN CASE BASE
 Odometer: 130000 MI Comm Type: PHONE
 Analyst Name: MATHEW CARIBONI Analyst: M CARIBON
 Action Date: 08/17/2004 Action Time: 16.47.49.000 Action Data: Yes

Comments CUSTOMER SAID: = WANTS TO KNOW IF WE HAVE HAD ELECTRICAL FIRES WITH THE F-150'S; ARE THERE ANY RECALLS? THE TRUCK CAUGHT ON FIRE WHILE PARKED PARTLY UNDER THE GARAGE, MELTING THE VINYL- DATE OF FIRE: AUGUST 12 AT 11:45 PM- TE FIRE ORIGINATED FROM UNDER THE HOOD- THE VEH IS CURRENTLY AT THE RESIDENCE- FIRE REPORT FILE WITH BEAR GRASS FIRE DEPT.; INCIDENT #: 2004/1/27- THEY DETERMINED THAT IT WAS ELECTRICAL RELATED- INSURANCE CLAIM HAS BEEN FILED- THEY ARE IN THE PROCESS OF WORKING ON IT- THE VEH IS NOT REPAIRABLE 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.

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

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 03574 WILLIAMSTON FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 130000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 08/18/2004 Action Time: 10.37.06.887 Action Data: Yes

Comments LPA CONTACTED CUSTOMER.

<u>Data Element Name</u>	<u>Data Value</u>
CONTACT PERSON	JACKIE BULLOCK

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 03574 WILLIAMSTON FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 130000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 08/18/2004 Action Time: 10.41.39.013 Action Data: No

Comments AFTER SPEAKING WITH CUSTOMER, LPA DETERMINED THAT CUSTOMER'S INSURANCE COMPANY IS ALREADY INVOLVED. LPA INFORMED CUSTOMER THAT THERE WERE NO RELATED RECALLS. THERE WERE NO INJURIES. CUSTOMER STATED THAT HE WOULD WORK WITH HIS INSURANCE. NOTHING FURTHER. CASE FILED. CLOSING CORRESPONDENCE MAILED.

Customer Info

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

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTRX18LXY	Vehicle License: T/F5 - F150/250(PN06)P125-FORD [97-05]	Eng Serial No: *
Model Year: 2000	Market Derived: * - [N/A]	Body Style: *
Vehicle Type: T	Drive Code: T/B - 4 WHL L/H PART TIME DRIVE	Engine: T/VZ - W-40DD 5.4L SOHC EFI
Inv. Dealer: 06634	Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB)	Transmission: T/DU - 4 SPD AUTO TR NA40
	Version/Option: T/AM - 1.50 SERIES	

BUILD INFORMATION:

Region: NA - ##### Plant: AR - NORFOLK PLANT BUILD
 Country: USA - ##### Prod Date: 16-AUG-1999

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 131648 - *
 Country: USA - ##### Selling Dtr SUProv: NC
 Buyer SUProv: NC

Arrival Date: 05-OCT-1999 Red Carpet Lease: *
 Sale Date: 17-NOV-1999 Fleet/Rent/Co. Lease: R
 Warranty Start Date: 17-NOV-1999 Modified Vehicle: *
 Orig Warranty Date: 17-NOV-1999 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 1180A1260013939 E NSL 30NS126 HW EP 3U1S SN WBR 28367 7 B 218751 52 YZ 2mmp4 5 L
 1FTRX 5 C 507A 7L00C Y 4

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: BA	GVW Class Code: R
Audio Deck: AC - AUDIO DISC CHANGER PLAYER	Instrumentation: * - [N/A]
Axis Ratio: BQ4HD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side): * - [N/A]
Axis Type: BGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side): * - [N/A]
Battery Amp Rating: EL	Paint: PNYW3 - OXFORD WHITE SOLID C/C
Brake Code: FEAA8 - 4 WHL ANTI-LOCK BRAKES	Power Antenna: * - [N/A]
Brake Code(Service): * - [N/A]	Radio: AT - ELETE PREM AM/FM STRO/CST/CLK
Calibration Code: DF514/0A	Sound System: * - [N/A]
Color(Accent): * - [N/A]	Super Tension Axle:
Color(Trim): * - [N/A]	Tire Brand: AG - GOODYEAR
Delivery Type: E	Tire Size: 1BKF0 - P265/70R 17 A/T OWL
Drivetrain Code: F	Traction Control: * - [N/A]
Front Seat: * - [N/A]	Wheel Name:
Fuel Type: * - [N/A]	

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	F	Emission Code:	T/B - T/B
ESP Coverage(Miles):	100	Emission Cert Type:	F
ESP Coverage(Time):	036	Emission Decal Suffix:	QPK
ESP Flea Year:	2000	Engine Family:	YFMCXU0546BF
ESP Signature Date:	03-APR-2000		

Server Name : AWS Adhoc

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TRX CD	ENG CD	PROD DATE	WARE DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC	6 PREF	BASS	SURF	CCC	CD	DIST (Miles)		
1FTRX18LXYT		7P5	*	TBD	T/AM	T/E	AR	T/DU	T/VZ	18-AUG-1999	17-NOV-1999	121648	USA	1	1ED3	B30B04	*	5D475	*	E29	42	2030	
AWS Claim Key:		232216	Trx Code:		807	Labor Hrs:		1.3															
Dir Cd-Sub Cd:		06679*	Name:		CELLA FORD, INC.	Ph:		252-6384011	St:		NC	City Cd:		USA	Reg Cd:		NA	Repr Date:		13-DEC-1999	Doc #:		038647A
Cust Comments:		CHECK ENGINE LIGHT COMES ON																					
Tech Comments:		PERFORMED SRS DIAGNOSTIC TESTING; REPAIRED BROKEN BRK VACUUM LINE UNDER THROTTLE BODY COVER; W TIME FOR VACUUM LINE REPAIR; ROAD TESTED; RETESTED																					
1FTRX18LXYT		7P5	*	TBD	T/AM	T/E	AR	T/DU	T/VZ	18-AUG-1999	17-NOV-1999	121648	USA	1	7C01	*	*	*	*	*	*	2030	
AWS Claim Key:		232285	Trx Code:		99B19	Labor Hrs:		2															
Dir Cd-Sub Cd:		06679*	Name:		CELLA FORD, INC.	Ph:		252-6384011	St:		NC	City Cd:		USA	Reg Cd:		NA	Repr Date:		13-DEC-1999	Doc #:		038647B
Cust Comments:		HEAT FUEL FILTER																					
Tech Comments:		PERFORMED AMP SWITCH REPAIR NECESSARY																					
1FTRX18LXYT		7P5	*	TBD	T/AM	T/E	AR	T/DU	T/VZ	18-AUG-1999	17-NOV-1999	121648	USA	3	SYD1	B61202	*	2219	*	H19	28	6239	
AWS Claim Key:		492002	Trx Code:		2	Labor Hrs:		8															
Dir Cd-Sub Cd:		06679*	Name:		CELLA FORD, INC.	Ph:		252-6384011	St:		NC	City Cd:		USA	Reg Cd:		NA	Repr Date:		04-FEB-2000	Doc #:		060099A
Cust Comments:		ABS LIGHT STAYS ON																					
Tech Comments:		RUN ABS DIAG; PINPOINT TEST; REPAIR OPEN CIRCUIT IN REAR DIFF. SENSOR; ROAD TEST; RETEST																					
1FTRX18LXYT		7P5	*	TBD	T/AM	T/E	AR	T/DU	T/VZ	18-AUG-1999	17-NOV-1999	121648	USA	3	6204	D10904	F13Z	176E2	FAA	M05	33	11514	
AWS Claim Key:		528360	Trx Code:		2	Labor Hrs:		4															
Dir Cd-Sub Cd:		06679*	Name:		CELLA FORD, INC.	Ph:		252-6384011	St:		NC	City Cd:		USA	Reg Cd:		NA	Repr Date:		08-APR-2000	Doc #:		061835C
Cust Comments:		PASSENGER MIRROR VIBRATES																					
Tech Comments:		REPLACED PASSENGER MIRROR FOR VIBRATION																					

PEAK-878 8745

IFTRX1BLXYN	0675	*	TBD	TAM	YE	AR	YBU	TVZ	18-AUG-1999	17-NOV-1999	121648	USA	13	5Y01 0602XX *	1126	*	N27 30 28268	
AWS Claim Key:	4414729	Trx Code:	EM	Labour Hrs:	1.3													
Dir Cd-Sub Cd:	06679*	Name:	CELLA FORD, INC.			Ph:	252-6384011	St:	NC	City Cd:	USA Reg Cd:	NA	Repr Date:	16-NOV-2000	Doc #:	068617C		
Cost Comments:	VIBRATION WHEN BRAKING																	
Tech Comments:	VERIFIED CUSTOMER CONCERN. CHECKED BRAKES AND TURNED FRONT ROTORS FOR RUNOUT.																	
IFTRX1BLXYN	0675	*	TBD	TAM	YE	AR	YBU	TVZ	18-AUG-1999	17-NOV-1999	121648	USA	13	2G05 031405 *	RECAL *		D13 42 28268	
AWS Claim Key:	4383863	Trx Code:	EM	Labour Hrs:	.7													
Dir Cd-Sub Cd:	06679*	Name:	CELLA FORD, INC.			Ph:	252-6384011	St:	NC	City Cd:	USA Reg Cd:	NA	Repr Date:	16-NOV-2000	Doc #:	068617D		
Cost Comments:	CHTATES VEHICLE CAMS AT IDLE																	
Tech Comments:	PERFORM SABS TESTING, REPROGRAMMED PCM AND RETESTED.																	
IFTAX1BLXYN	0675	*	TBD	TAM	YE	AR	YBU	TVZ	18-AUG-1999	17-NOV-1999	121648	USA	25	5C05 050400 F65Z 3B436 AA	1.86	D6	56473	
AWS Claim Key:	12845415	Trx Code:	0705D	Labour Hrs:	1.1													
Dir Cd-Sub Cd:	06679*	Name:	CELLA FORD, INC.			Ph:	252-6384011	St:	NC	City Cd:	USA Reg Cd:	NA	Repr Date:	19-NOV-2001	Doc #:	060609E		
Cost Comments:	FRONT AXLE LEAKING																	
Tech Comments:	PERFORMED LEAK DIAGNOSIS. R&I FRONT LEFT SPINDLE AND REPLACED AXLE. VERIFIED REPAIR.																	

ESP / Recall Information

VIN: 1FTRX18LXYM

Contract: 1 of 1

ESP Purchase Details

Purchaser: [REDACTED]
 Plan Type: USA 2000 NEW 36/100,000 EXTRACARE W/ROADSIDE ASSIST.
 Selling Dealer: CELLA FORD INC
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2002-11-17
 Expiration Miles: 100,000
 Plan Year: 2000
 Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
01883	CUSTOMER SAT/OWNER NOTIF PGM	RADIATOR PUBLICATION ERROR	OPEN - LAUNCHED		
98819	CUSTOMER SAT/OWNER NOTIF PGM	HEADLAMP SWITCH	CLOSE - REPAIRED	1999-12-13	06679USAF21648

VEHICLE DETAIL

VIN: 1FTRX18LXYN	Engine: W-MOD 3.4L SOHC EFI NA V8 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODEWHR70A
Model: F-SERIES	Paint Code/Color: OXFORD WHITE SOLID C/C
Year: 2000	Calibration: 0F514A0A
Pay Load:	Max Towing Weight:
GVWR: 08500	Axle Ratio:
Wheel/Base: 138	Warranty Start Date: 11/17/1999
GCWR:	Vehicle Build Date: 8/18/1999
PEP Code: 507A	

Selling Dealers Name: CELLA FORD INC

Selling Dealers P & A Code: 00679

Selling Dealers Sales Code: F21848

Selling Dealers Main Phone: 819-638-4011 Selling Dealers Service Phone: 819-638-4011

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
X1 B Y N A 1 2 6 8 0 1 3 9 3 9 E K 5 1 3 0 H 9 1 2 8 M F E T 3 U 1 9 5 N
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 90 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
N D M R 2 8 5 B T 7 B 2 1 K 7 5 1 5 2 Y Z 2 F H 8 P 4 5 L 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F T R X 5 C 5 0 7 A 7 L U N C Y
1 2 3 4 5 6 7 8 9 160

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	21-ATLANTA	W	B1	03674	F21633

Dealer Name:	WILLIAMSTON FORD LINCOLN MERCURY				
Dealer Address:	1677 US HIGHWAY 17 SOUTH WILLIAMSTON NC 27892				
Dealer Main Phone:	252-792-4124	Dealer Service Phone:	252-792-4124		

Position	Employee Name
DEALER/PARTNER	WILLIE S EDWARDS
DEALER/PARTNER	DAVID A CLARK SR
PARTS MANAGER	THERON W BOYD
SALES MANAGER	ROGER D MERCER
SALES MANAGER	JIMMIE L SMITH
SERVICE MANAGER	DERRICK L MYERS
SERVICE MANAGER	NORMAN E HIATT

Service Hours 7:30 A.M. - 5:30 P.M. * SELECT DEALER REGION

Directions

Trained Y

Additional Information FAX 919 792-4557 * TOWING: 919-792-4124



519002434

Florida

PEM-676 6763

ESP / Recall Information

VIN: 1FTRW07L41K [REDACTED]

No ESP information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
00L12	LABEL LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
01S24	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-08-24	04332USAF24012

PE04-878 8784

[REDACTED] 9/2/2004



Consumer Affairs

P.O. Box 6246, MEDSNE-#
Dearborn, MI 48126

Sent via U.S. Mail

September 8, 2004

[REDACTED]
Florida City, FL [REDACTED]

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

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

Our review indicates that there are no open recalls related to your concerns. Recalls and Field Service Actions (FSA's) are specific to the Vehicle Identification Number (VIN) and model year of the vehicle. Should there be any recalls or FSA's in the future, you will be notified via first class mail.

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

FE04-078 0705

All Action Details for Issue

Print

VIN: 1FTRM07141E [REDACTED] Year: 2001 Model: F-SERIES Case: 519002434
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-07-17
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04332 ARMSTRONG FORD OF HOMESTEAD Origin Desc: US CONCERN CASE BASE
 Odometer: 58808 MI Comm Type: PHONE
 Analyst Name: KIM FREELAND Analyst: KFREELAN
 Action Date: 08/02/2004 Action Time: 10:07:59.792 Action Date: Yes

Comments: CUSTOMER SAID: ON AUG 27/04 HAD A SLIGHT FIRE WITH VISIBLE FLAME I THINK THIS IS A DEFECT THIS HAPPENED UNDER THE HOOD BY MASTER CYLINDER AND SINGED THE WIRES I HAVE A CRYSLER ESP AND DLR SAYS THEY WONT COVER IT UNDER THIS ESP DEALER SAID: ARMSTRONG FORD OF HOMESTEAD 30725 SOUTH FEDERAL HIGHWAY HOMESTEAD, FL 33030 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. ADVISED CUSTOMER AS PER THIS CASE PATH

Data Element Name	Data Value
FIRE/ACCIDENT	F

REQ-078 0704

Customer Info

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

POB-070 0707

31

[REDACTED]

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FTRW07L41M [REDACTED]	2001	F-SERIES	INDIVIDUAL RTL	Subsequent Owner	Open Issues Exist Warranty History

REGISTRATION



VEHICLE DETAIL

VIN: 1FTRW07L41K [REDACTED]	Engine: W-MOD 5.4L SOHC EFI NA V8 G-AP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODENW4R70A
Model: F-SERIES	Paint Code/Color:
Year: 2001	Calibration: QF514FOA
Pay Load:	Max Towing Weight:
GVMR: 09000	Axle Ratio:
WheelBase: 138	Warranty Start Date: 7/17/2001
GCRW:	Vehicle Build Date: 8/2/2000
PEP Code: 507A	

Selling Dealers Name: ARMSTRONG FORD OF HOMESTEAD
 Selling Dealers P & A Code: 04332 Selling Dealers Sales Code: F24012
 Selling Dealers Main Phone: 305-247-5112 Selling Dealers Service Phone: 305-247-5112

Vehicle Order tags

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
 W071KE4374 713959P 3 2 30H8087 7F E N 3U19 55
 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
 N 3 28 1 G E 1 B 2 4B010 52 FL MT9 P4 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
 FTR4 3 C 507A 9 LUFLE
 1 2 3 4 5 6 7 8 9 160

PE04-078 0780



Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	A	A3	04332	F24012

Dealer Name:	ARMSTRONG FORD OF HOMESTEAD		
Dealer Address:	30725 SOUTH FEDERAL HIGHWAY HOMESTEAD FL 33030		
Dealer Main Phone:	305-247-5112	Dealer Service Phone:	305-247-5112

Position	Employee Name
CUST RELATIONS MGR	YADAMARYS RODRIGUEZ
DEALER/PARTNER	WILLIAM J ARMSTRONG
GENERAL MANAGER	DAVID M RICH
PARTS MANAGER	CALIXTO CASTELLS
SALES MANAGER	MICHAEL D RODRIGUEZ
SALES MANAGER	ALFREDO J BARRERA
SALES MANAGER	DONALD J JURGENSEN
SALES MANAGER	CARLOS M LACAYO
SALES MANAGER	FEDOR J ESTIVERNE
SALES MANAGER	VICTOR M FARINAS
SALES MANAGER	JORGE CABEZA
SERVICE MANAGER	VERN SCHULER
SERVICE MANAGER	FRED p OLIVEIRA

Service Hours	M-F 7AM-6PM SAT 730AM-330PM
Directions	
Trained	Y
Additional Information	BODY SHOP MANAGER: RICK DONOVAN

PE04-070 0710

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTRW07L1H [REDACTED] Vch Line: T/P5 - F150/250(F150)/F221-FORD (97-05) Body Shell: *
 Model Year: 2001 Market Derivat: T/P - FORD DIVISION DERIVATIVE Navis Eng Serial No:
 Vch Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/VZ - W-MOD 3.6L SOHC EFI NA V8 G-HP
 Inv. Dealer: 04989 Body Csh Style: - DOUBLE CAB (CREW CAB) Transmission: T/DU - 4 SPD AUTO TR NAAD ACDEW/GR70W
 Vehicle Status Code: 820 Version/Series: T/AM - 150 SERIES

Trace Eng Serial No:

 M
 Trace Trans Serial No:
 M

BUILD INFORMATION:

Region: NA - 000000000 Plant: AJ - KANSAS CITY PLANT BULD
 Country: USA - 000000000 Prod Date: 03-AUG-2000

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 134012-0
 Country: USA - 000000000 Selling Div St/Prov: FL
 Super St/Prov: FL
 Arrival Date: 14-AUG-2000 Mod Carpet Lstg: *
 Sale Date: 17-JUL-2001 Fleet/Stat/BCh, Lcgr: R
 Warranty Start Date: 17-JUL-2001 Modified Vehicle: * Vehicle Coast Flag:
 Orig Warranty Date: 17-JUL-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOCE/EOC:

NOYLR47471388P 3 2 JMR007 TP BR 2019 55 N 2 20 10 E1 B 248018 52 FL M23M 5 L1
 PTVN 3 C 107R 8107LR 2

PE04-878 8711



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:	EQ4HD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	BG3AB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	M6	Paint:	PNRA - MED. TORREADOR GC
Brake Code:	FLAAB - 4 WHL ANTI-LOCK BRAKES	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AY - SECTR PREM AM/FM STEREO/CD
Calibration Code:	0FS1P0A	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Susp/Treadm Axles:	
Color(Tyre):	* - [N/A]	Tire Manufacturer:	AD -
Delivery Type:	D	Tire Brand:	* -
Drivetrain Code:	F	Tire Size:	D37WC - P235/70R-16 OWL A-S
Frame Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * BF: *

LR: * BR: *

LI: * BI: *

SPACE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	S
ESP Coverage(Time):	* Emission's Deast Rflct:	BYD
ESP Plant Year:	* Engine Family:	17MCT03/PM
ESP Signature Data:		

Any comments? You can contact



PER-078 0712

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 02-SEP-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	WARR DATE	SELLING DEALER	SELL CNY	TR	QST	WCC	PREP	BASE	SURF	VRT	VFG	OCC	CD
1FTFWU7L41E			TFS	TFC	TAM	TFS	AJ	TRU	TVE	02-08-00	17-01-01	134012	USA	1	*	*	*	*	SOCK	V00	*	*	
AWS Claim Key:	ZZHR04	Doc #:	00029602	Trs Code:		01324	Labour Hrs:	7	Labour Cost:	45.49	Material Cost:	7.58	Total Cost:	53.07									
Dir Cd-Sub Cd:	04331	Name:	ARMSTRONG FORD OF HOMESTEAD		Ph:	305-2475112	St PL	City Cd:	USA	Reg Cd:	MA	Expr Date:	24-AUG-2001	DRY	(Mile):0000								
Cost Comments:	PERFORM RECALL ON WIPER MOTOR PARK SWITCH #01324																						
Tech Comments:	RECALL 01324C INSPECTED AND REPLACED WIPER MOTOR GRAB COVER DATE CODE 7 13																						

Any comments? You can contact



webmaster

1004-078 8713

