

PE04-078

FORD

1/28/2005

ATTACHMENT L1 (L1 PART 2 OF 2) &

L3 (L3 PART 1 OF 3)

BOOK 10 OF 12

PART 4 OF 6

NEXT STEPS

1) Design Review.

- a. Review 2000MY.
- b. Review of 96-04MY required for inquiry.
- c. Circuit analysis. (Fred Porter/Marge Kollar) Required for inquiry.
- d. Heat Management.
- e. Get '99 & '00 vehicles for testing.

Develop plan to review trucks switches

Focus on Prim's AFCL

COYWOOD RANCH TRUCKS

97-04 F5 SERIES

2) Analyze field returns.

- a. Status of purchase order (Steve Reimers) Approved 12/3.
- b. Review workplan
- c. Test 80 switches obtained in mini-clinic SEND TO EXPONENT
- d. Obtain field return switches from dealers, 20 for 2000MY and 20 from 1998-1999MY (Steve Reimers/Dean McClenaghan). Consider obtaining switches from 97MY +/- and 00MY +/- F150. Also consider 97MY and 00MY other vehicles.
- e. Test all field returns. Look for manufacturing defect.

COLLEEN - 200 F150 F5 SERIES

3) Obtain further resources. (Rob Mince)

4) Data Review

- a. Design Analysis summary of open and closed cases involving Speed Control Deac Switch Allegations. Nov. 24. (Eric Britton/Alan Robinson) SUMMARY RECEIVED 11/29.
- b. Details requested from OGC for 72 legal cases involving Expedition/Navigator. Dec. 15. (Eric Britton/Donna Crawley)
- c. Add fresh VOQ data to the existing charts. (Eric Britton)
- d. Complete the review customer complaints, warranty data for Expedition/Navigator (Marge Kollar/Mike Kwiatkowski)
- e. Review related EAA reports not in COIS, requested from Consumer's Affairs. (Marge Kollar) F150 2000MY
- f. Check service history and option content on suspect vehicles. (Eric Britton) STATUS - Service history of 20 vehicles showed no trends.
- g. Option content (Eric Britton) Vehicle option codes for 100 vehicles with A1/2/3 allegations showed no trends. Need to convert into presentable format.

5) Tella Not diagram (Fred Porter)

GREG ODUM
DEAN MCCLENAUGHAN

BOB KIBBE
LOOKING FOR
EXTRA RESOURCES

LOOKING FOR
6 SYSTEMS BY PART
PLUS
2 HOURS
FULL TIME

PUT TOGETHER
WORKPLAN

GET DEALER CODE
FOR ROB MINCE
TO ORDER PARTS
FROM FCS

NEXT STEPS

1) Design Review.

- a. Define 96-04MY design changes for F150 and Expedition. (F.P.) Required for inquiry.
- b. Circuit analysis. Required for inquiry. (F.P./M.K.) Marge has reviewed diagrams. Waiting for AFL drawings.
- c. Heat Management test results. (S.R.) Made contact 12/7.
- d. Get vehicles for testing if necessary.

2) Analyze field returns.

- a. Status of purchase order (S.R.) Approved 12/3.
- b. Create workplan for Exponent. (ALL)
- c. Test 60 switches obtained in mini-clinic
- d. Obtain field return switches from dealers, all model years. (S.R.) Making plans to visit fleet in Texas that has 250 vehicles 97-04MY. Develop procedure for visit. (T.B.) Identify all design changes prior to visit. (F.P.) Obtain 250 replacement switches (S.R./R.M.) Also consider 97MY and 00MY peer vehicles.
- e. Test all field returns. Look for manufacturing defect.

Dean has parts

3) Obtain further resources. (R.M.) Looking to 6sigma group.

4) Data Review

- a. Design Analysis summary of open and closed cases involving Speed Control Deac Switch Allegations. (E.B.) Summary received 11/29.
- b. Details requested from OGC for 72 legal cases involving Expedition/Navigator. Dec. 15. (E.B./D.C.)
- c. Add fresh VOQ data to the existing charts. (E.B.)
- d. Complete the review customer complaints, warranty data for Expedition/Navigator (M.K./M.P.K.) Included in inquiry.
- e. Review related EAA reports not in CQIS, requested from Consumer's Affairs. (M.K.)
- f. Check service history and option content on suspect vehicles. (E.B.) STATUS - Service history of 20 vehicles showed no trends.
- g. Option content (E.B.) Vehicle order codes for 100 vehicles with A1/2/3 allegations showed no trends. Need to convert into presentable format.

5) 'Is/Is Not' diagram (T.B.)

9/13
LTD switch
- Marge: Comp agree + 5 cab + wiring

CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)

- Page 1 -

File:	MSC	Opened:	November 11, 1999	Closed:	November 11, 1999
VLD→ (Low)	TVC Dea T. Kapur	Assisting Activities:	RVT-EESE	CAMPAIGN:	NONE
Contacts:				Jack Williams - 6672 Greg Oswald - 6769	

MODELS:	1997 EXPEDITION
Input Source:	PCSD-CQIS REPORT
Concern Description:	Vehicle caught fire underhood

Mta #/Date:

CONCERN INVESTIGATION DATA

1753/Nov 11

Walk-In by Bob McCarthy. CQIS report attached:

- XHWAH008 - 1997 Expedition in Eureka, IL, with 39,316 miles. Vehicle caught fire underhood. Found right hand fender well melted, extensive damage to wiring and accessories in that area. Harness #12A561 melted and burnt down to starter halfway across cowl. Replaced wiring, melted and burnt trim. Second battery, starter wires out of harms way.

RVT closure attached:

- Vehicle out of warranty. Owners insurance paid for repairs.
 - Towed to dealer on August 3, 1999.
 - Repairs completed on August 19, 1999.
 - Claim was reported on August 23, 1999.
 - CCRG opened on September 17, 1999.
 - Engineering called dealer on October 4, 1999. No pictures taken, no way to view vehicle. Vehicle and all parts returned to owner. Owner turned all over to insurance company. No parts available for review.
 - Dealer replaced: Battery, battery cable, relays, shields, ABS module, PCM harness, cowl, windshield washer hose.
- Recommend closure due to lack of information, vehicle has been repaired and no parts are available to review. Condition/information does not indicate any potential relationship to any known issues in 1997 MY.

OGC = One (1) insurance claim due to electronic control module which is not this condition.
CCRG agrees with closing. Isolated, undefinable incident.

Closed.

* Note printed by RMCCART1 on 4 Oct 1999 at 09:17:34 *

From: RMCCART1--DRBN006
To: LEDWARDS--DRBN005
cc: RMCCART1--DRBN006

Date and time 10/04/99 09:17:12

From: McCarthy, R.M.
Subject: CQIS Report - XBNAN006

USAET(UTC -04:00)

Lynn:

Report indicating an underhood fire in a 1997 Expedition.

Regards,
Bob McCarthy - Safety Recall-Truck Programs
Diagnostic Service Center II, Suite 788
Tel-313.337.2489 // Fax 313.845.1024

* Note printed by RMCCART1 on 4 Oct 1999 at 09:17:38 *

From: RMCCART1--DRBN006 Date and time 10/04/99 09:15:52
To: UPRINCE --FORDNA1
cc: LEOWARDS--DRBN005 RMCCART1--DRBN006

From: McCarthy, E.M. DSART(UTC -04:00)
Subject: Friday Phone Call - CQIS XENAH006

Unckia:

I've attached a copy of the CQIS subject report, and have highlighted the dealer information contained within the report.

If I've interpreted your call correctly, you were looking to contact the dealer and possibly inspect the vehicle. The dealer calling about the concern is located in Eureka, Illinois and the contact information is included in the report.

Hope this information is what you were looking for.

Any further questions, please contact me at x72489.

NOTE: [REDACTED]: Call from AVT personnel regarding vehicle fire. A copy of the CQIS report will be forwarded to you in a separate note.

Regards,
Bob McCarthy - Safety Recall-Truck Programs
Diagnostic Service Center II, Suite 788
Tel-313.337.2489 // Fax 313.845.1034

Rpt#: XHWAH008 EDSR**Rpt:** 08/23/1999 **Odom:** 39,318 M**Vehicle:** 1997 EXPEDITION 4X4,4DR ,MPV 1FMFU18LXV [REDACTED] **Ent:** 01/12/1997**Engine:** 5.4L SOHC **Calb:** 746FR07A **Trans:** E4OD **Axle:** 3600F3.73L **A/C:** YES**Dealer Id:** 20249 **MANGOLD FORD MERCURY INC** **Phn:** (309) 467-2344**State:** Illinois **City:** Eureka **Orig/Callr:** ALAN CUNNINGHAM**Symptom:** 7 04 1 46 UKN SRC ,FIRE/SMOKE,VISIBLE FLAME,UNDERHOOD**Add Sym:** **Status:** CCRG: A **Sts:** 08/28/1999**Flx:** **Caus. Comp:** WIRING ASSY EEC SENS -- RPL **Condition Code:****Region Code:** 41 **Region Name:** Chicago--41**CONCERN:** VEHICLE CAUGHT ON FIRE UNDER HOOD.**REPAIR:** FOUND RIGHT HAND FENDER WELL MELTED, EXTENSIVE DAMAGE TO WIRING AND ACCESSORIES IN THAT AREA. HARNESS #12A591 MELTED AND BURNT DOWN TO STARTER HALFWAY ACROSS COWL. REPLACED WIRING, MELTED AND BURNT TRIM. SECOND BATTERY, STARTER WIRES OUT OF HARMS WAY.

Rpt#: XHWAH998 EDSR**Rpt: 08/23/1998 Odom: 38,318 MI****Vehicle: 1997 EXPEDITION 4X4,4DR ,MPV 1FMPU18LXL [REDACTED] Bld: 01/12/1997****Engine: 5.4L SOHC Cbl: 749FR07A Trans: E4OD Axc: 3600F3.73L A/C: YES****Dealer Id: 28249 MANGOLD FORD MERCURY INC Ph#: (309) 467-2344****State: Illinois City: Eureka Orig/Call: ALAN CUNNINGHAM****Symptom: 7 04 1 45 UKN SRC ,FIRE/SMOKE,VISIBLE FLAME,UNDERHOOD****Add Sync:****Status: CCRG: A Str: 08/28/1998****Ftc Cause Comp: WIRING ASSY EEC SENS - RPL Condition Code:****Region Code: 41 Region Name: Chicago - 41****CONCERN: VEHICLE CAUGHT ON FIRE UNDER HOOD.**

REPAIR: FOUND RIGHT HAND FENDER WELL MELTED, EXTENSIVE DAMAGE TO WIRING AND ACCESSORIES IN THAT AREA. HARNESS #12A581 MELTED AND BURNT DOWN TO STARTER HALFWAY ACROSS COWL. REPLACED WIRING, MELTED AND BURNT TRIM, SECOND BATTERY, STARTER WIRES OUT OF HARMS WAY.

1997 EXPEDITION UNDERHOOD EVENT

Concern

The vehicle was a 1997 Expedition, 5.4L, 4x4 with 39,318 miles. The vehicle came in with extensive damage to the wiring and other accessories in the cowl and right side inner fender area. The dealer reported, the cowl wiring harness (#12A581) had melted across the cowl and had proceeded down to the starter.

CQIS report number: XHWAH006

Problem Investigation

1. The vehicle was purchased on February 1, 1997, this along with the mileage being over 36,000 therefore deemed out of warranty. The owners insurance paid for all of the repairs.
2. The vehicle was towed to the dealer on August 3, 1999.
3. The repairs were evaluated by the owner, the owner's insurance company, and the dealership.
4. The repairs were completed on August 19, 1999.
5. The claim was reported on August 23, 1999.
6. The CCRG case was opened on September 27, 1999.
7. Engineering received information October 4, 1999 and immediately called the dealer to set-up a visit to view the vehicle. There were no pictures taken, no way to view the vehicle.
8. The vehicle and all of the parts were returned to the owner.
9. The owner turned over all of the parts to his/her insurance company. No parts are available for review.

The following parts had been replaced by the dealer:

- Battery
- Battery Cable
- Relays
- Shields
- ABS Module
- PCM Harness
- Cowl
- Windshield washer hose

Recommendations

1. Close this case to CCRG due to lack of information.
2. Engineering will continue to monitor this case/issue for 90 days for future information.

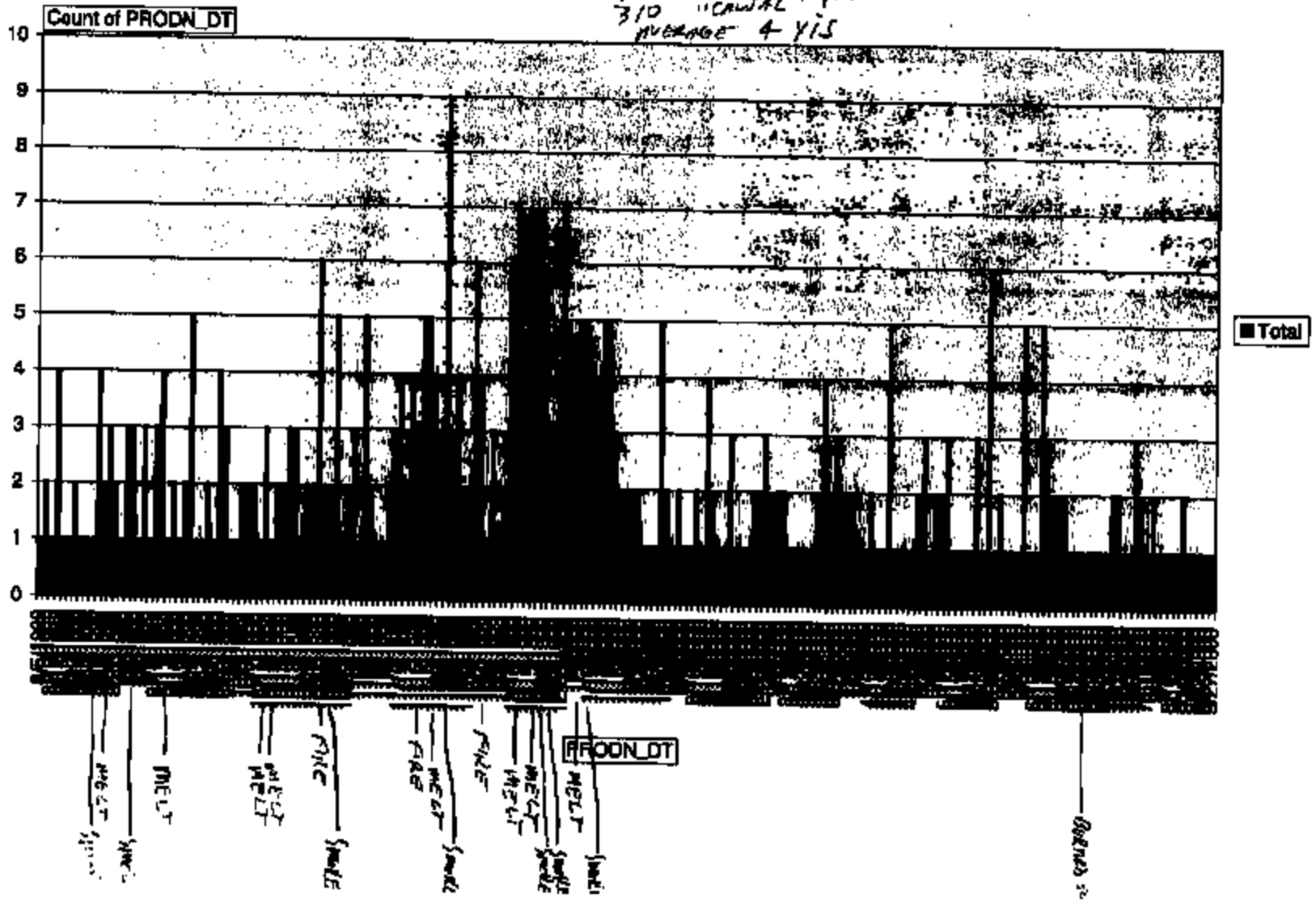
Prepared By: J.M. Williams
#36012

Origination date: 11/11/99

PE84-876 0635

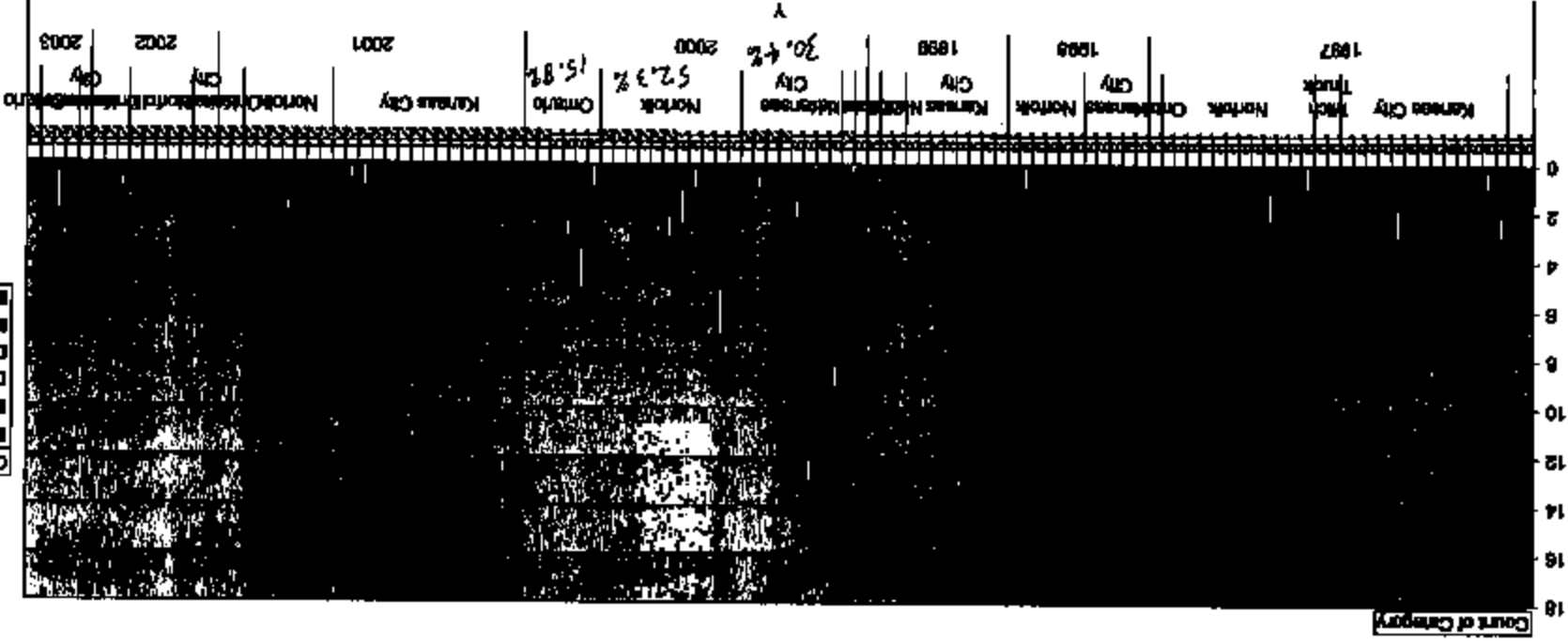
2000 F150

458 CLAIMS IN AWS
310 "CASUAL" PART
AVERAGE 4 YRS



FEA-078 0038

F150 MY Plan 700 Yr-Mo



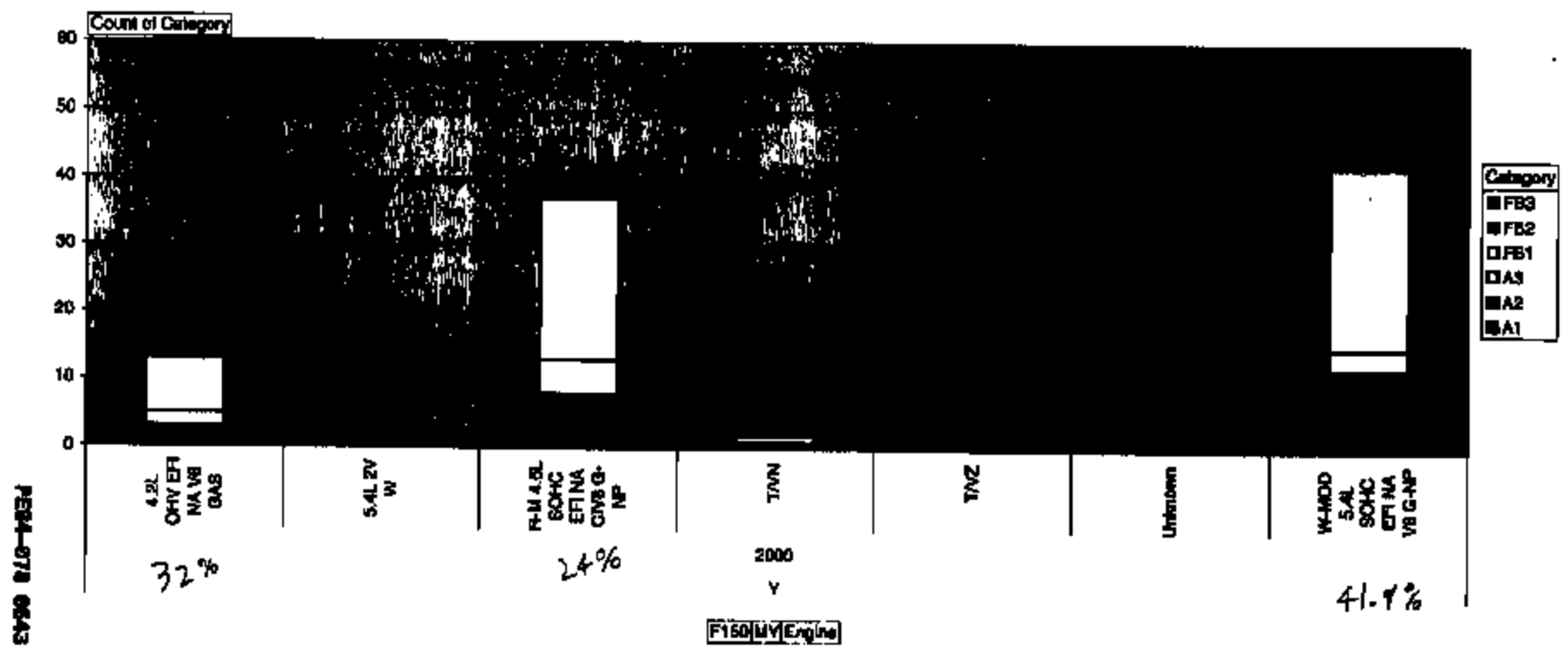
All F-150 with Build Date Counts by Model Year/Plan/Build Date

**All F-150 With Build Data
Counts by 2000 Model Year/Transmission/Engine**

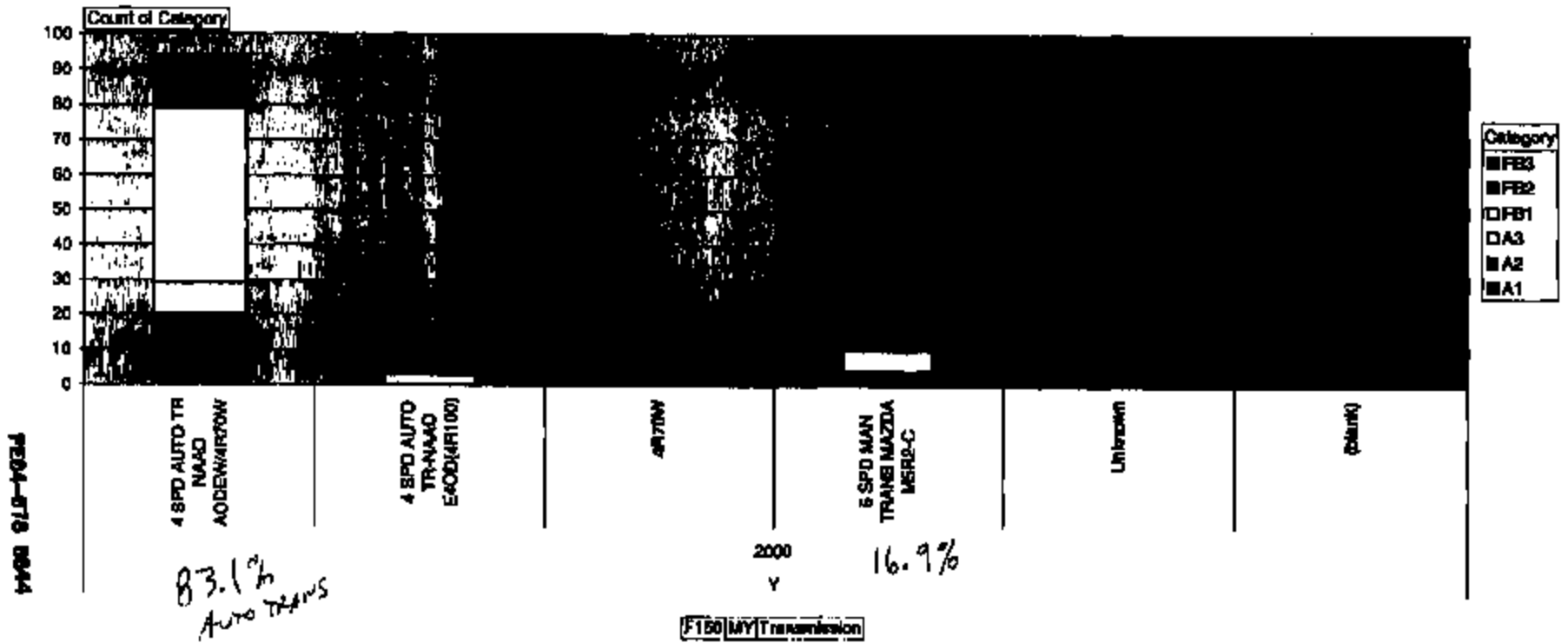
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0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
5																				
10																				
15																				
20																				
25																				
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35																				
40																				
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50																				

Category
 F83
 F82
 F81
 G2
 G1
 MA2
 MA1

All F-150 With Build Date
Counts by 2000 Model Year/Engine

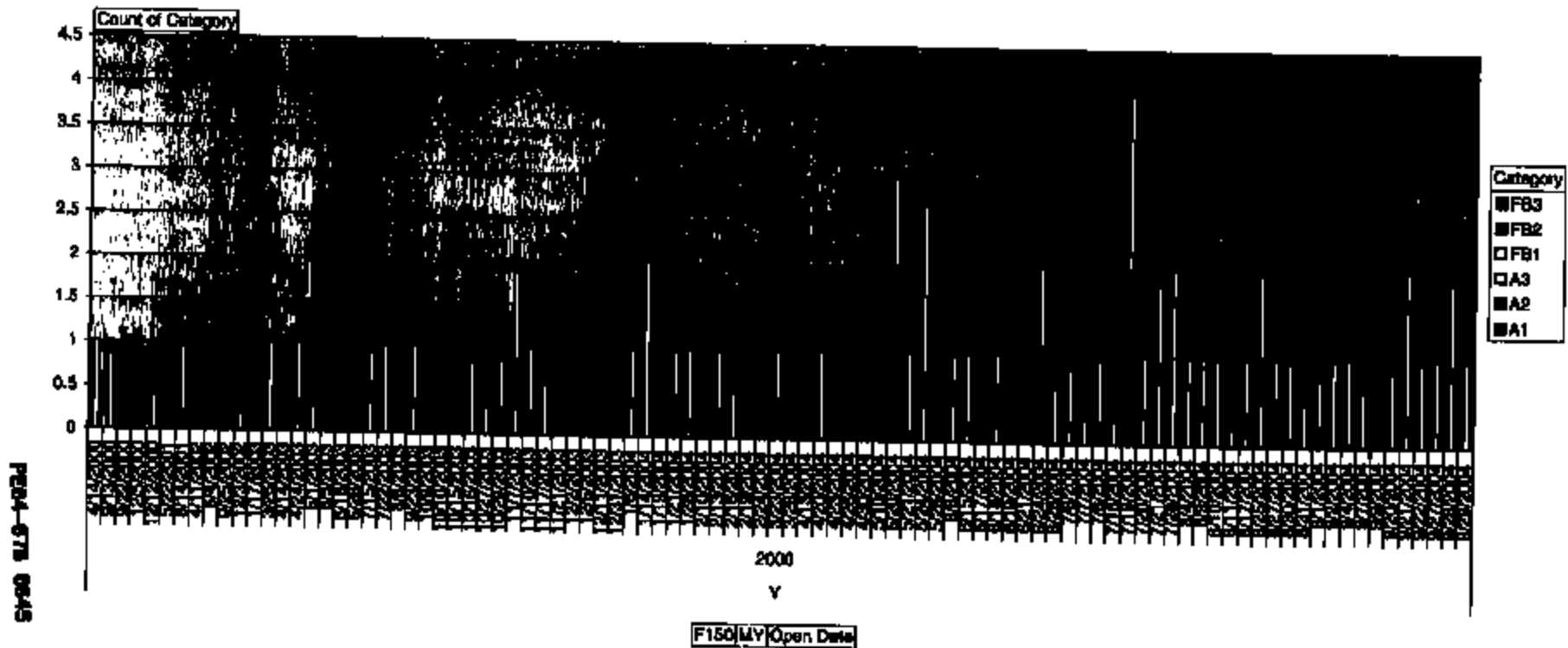


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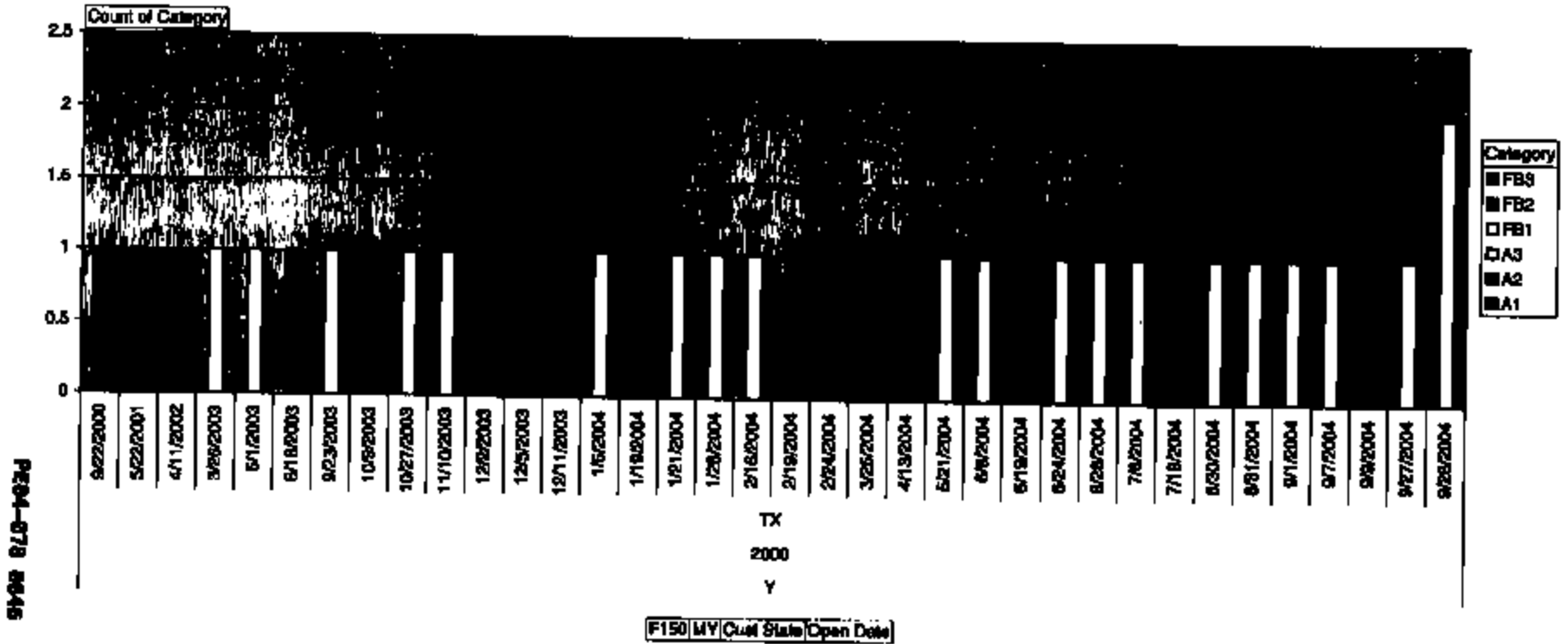


PE04-078 0044

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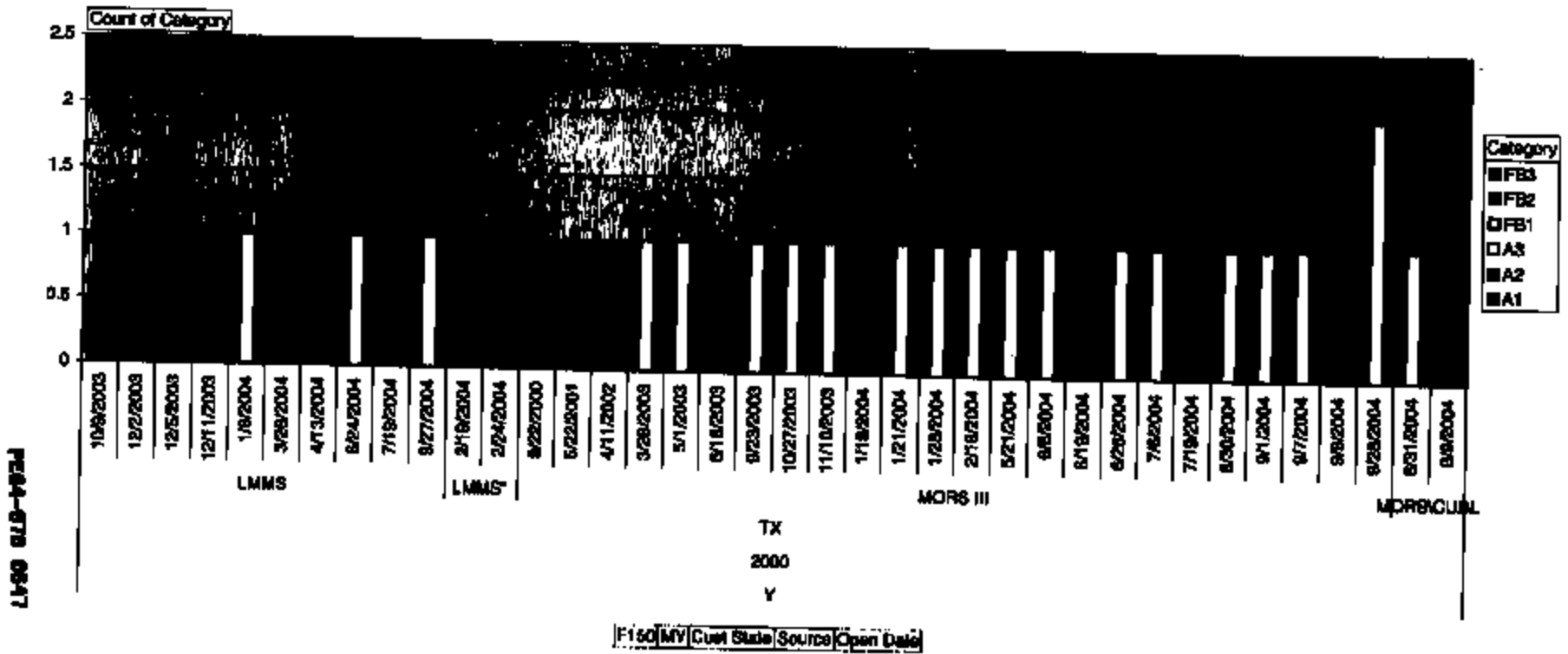


All F-150 With Build Date
 Counts by 2000 Model Year/Texas/Open Date

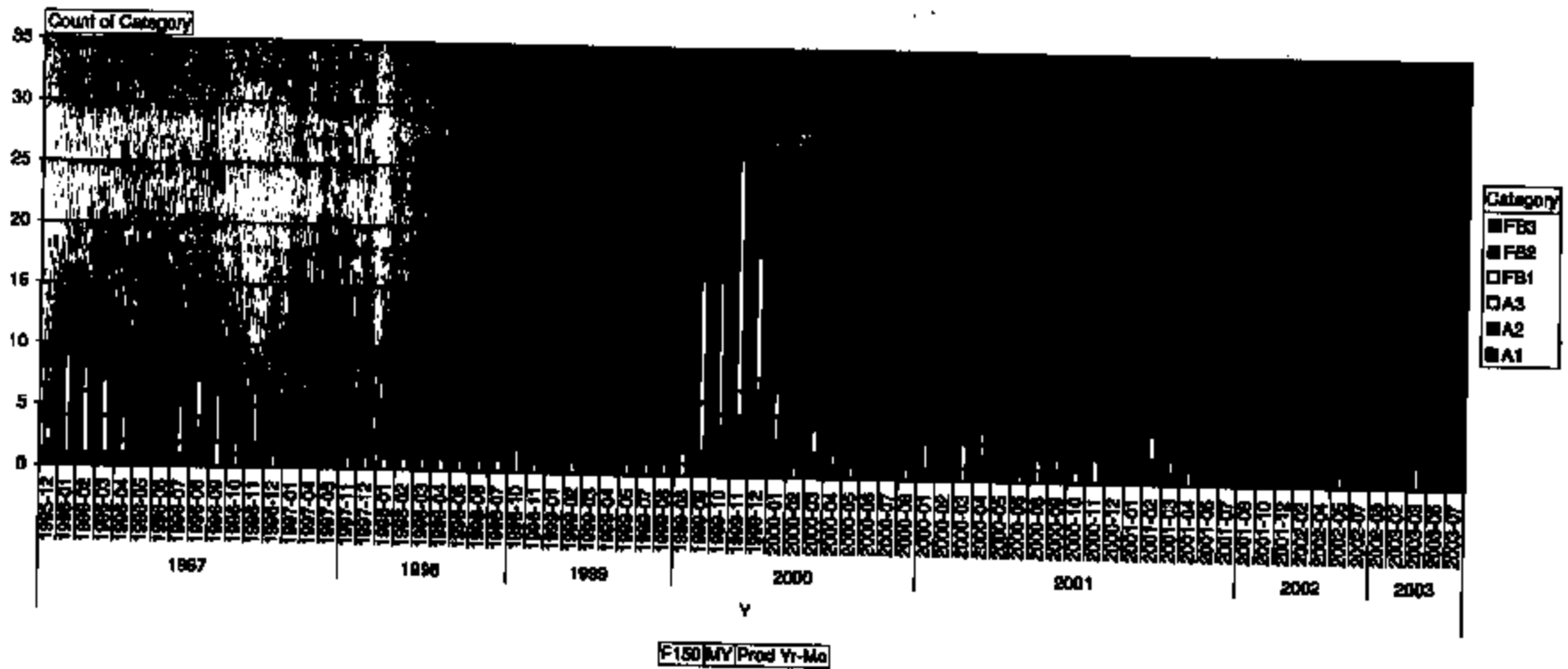


PE04-878 0045

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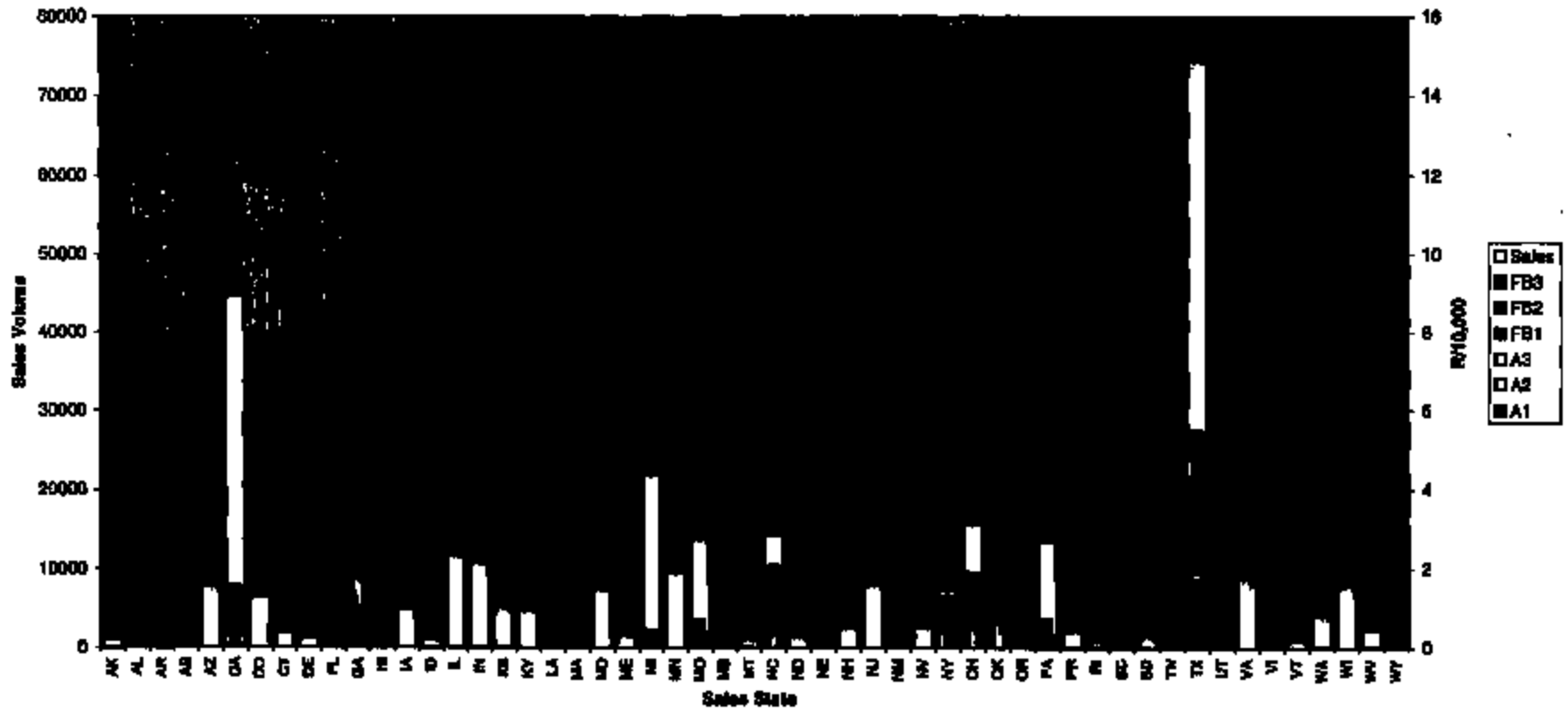


All F-150 With Build Date
Counts by Model Year/Build Date



7634-978 0048

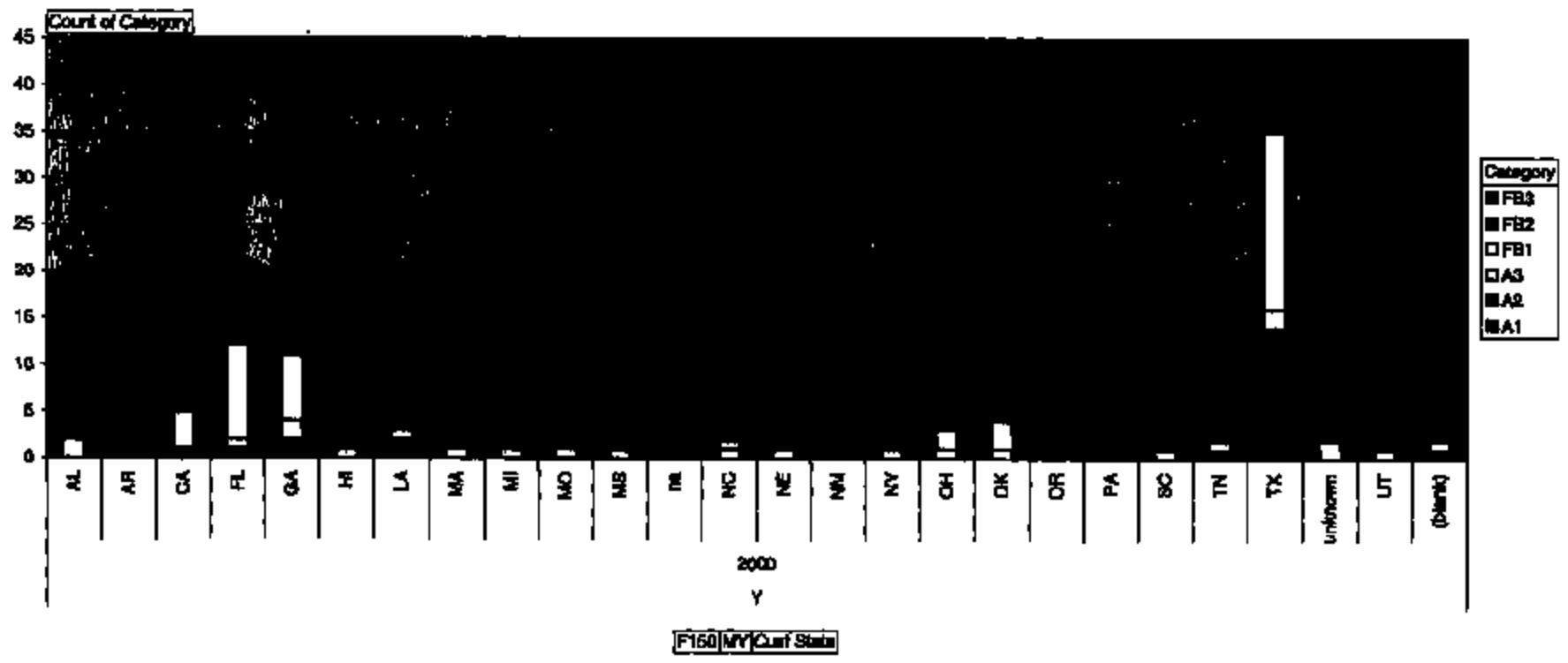
2000 MY F-Series



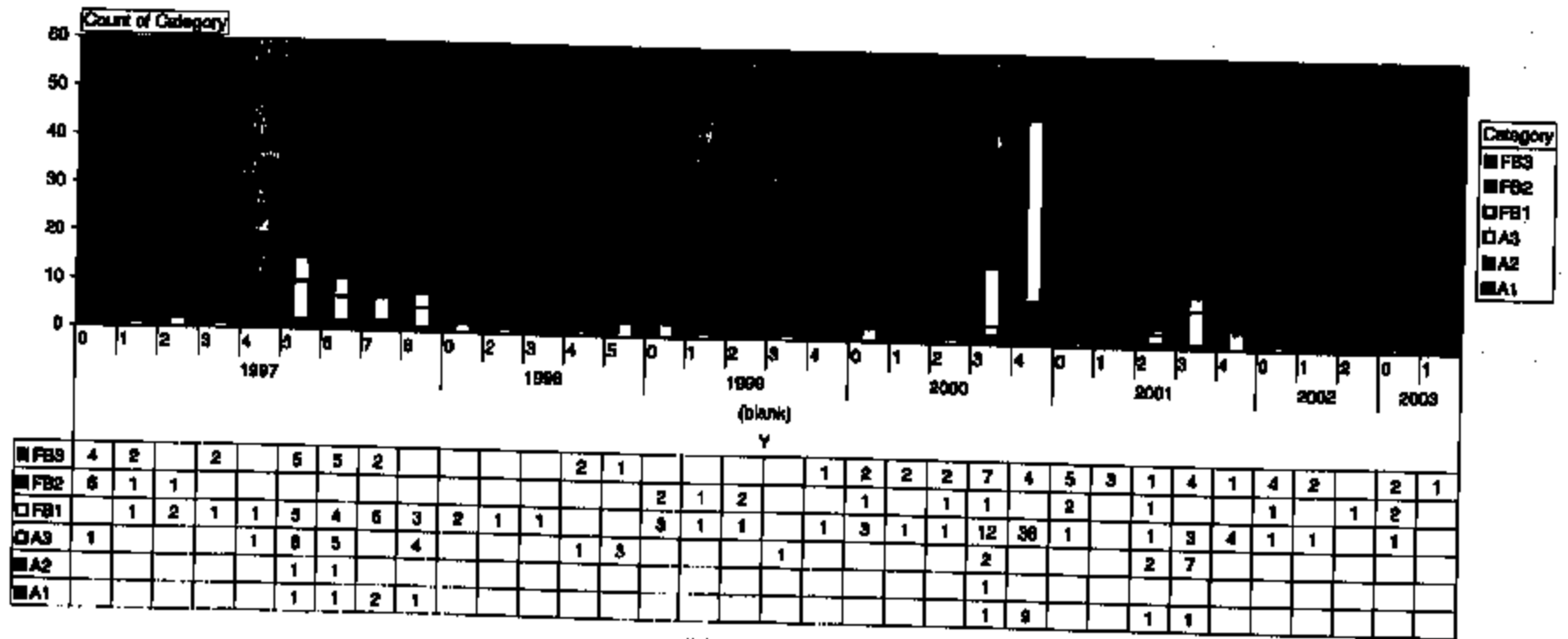
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All F-150 With Build Date
Counts by 2000 Model Year/State

PERM-876 00000

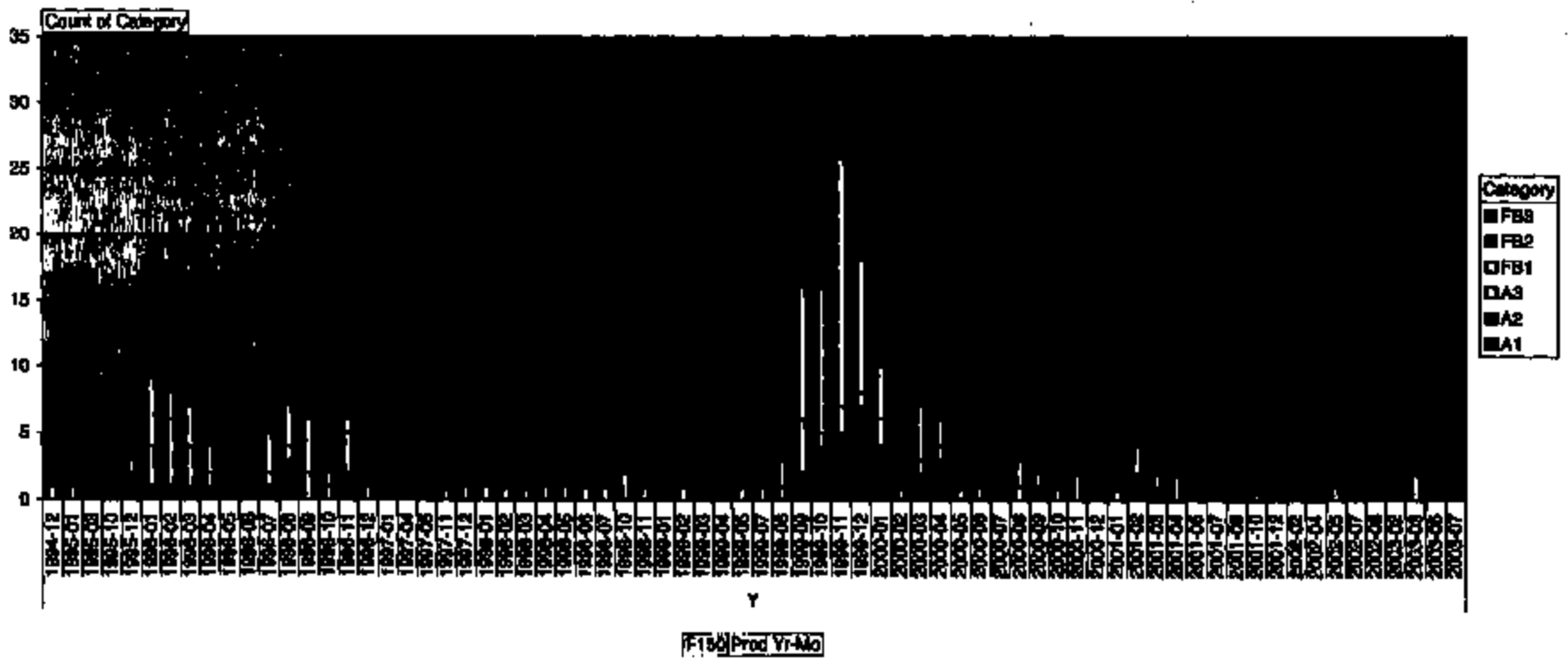


**All F-150 With Build Date
Counts (not including lawsuits), by Model Year/Years-In-Service**



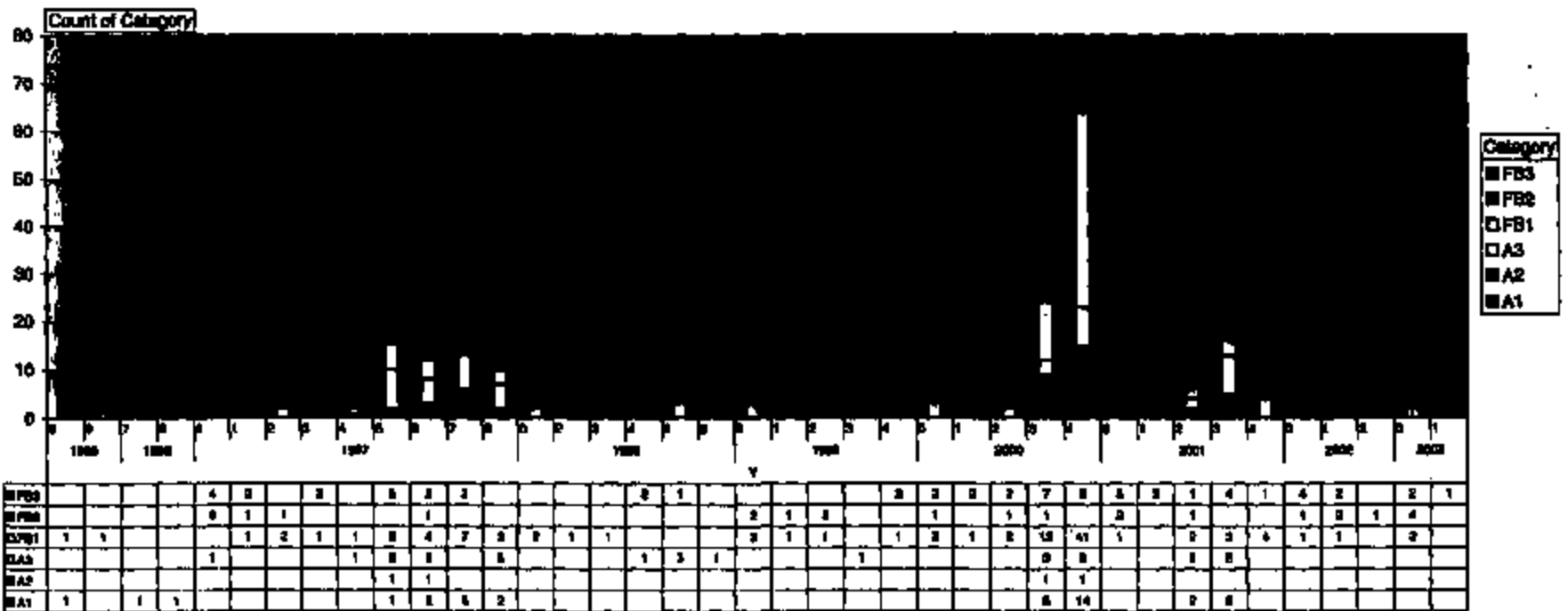
F150SUM/MY/VIS

All F-150 With Build Date
Counts by Build Date



FB04-078 BBSZ

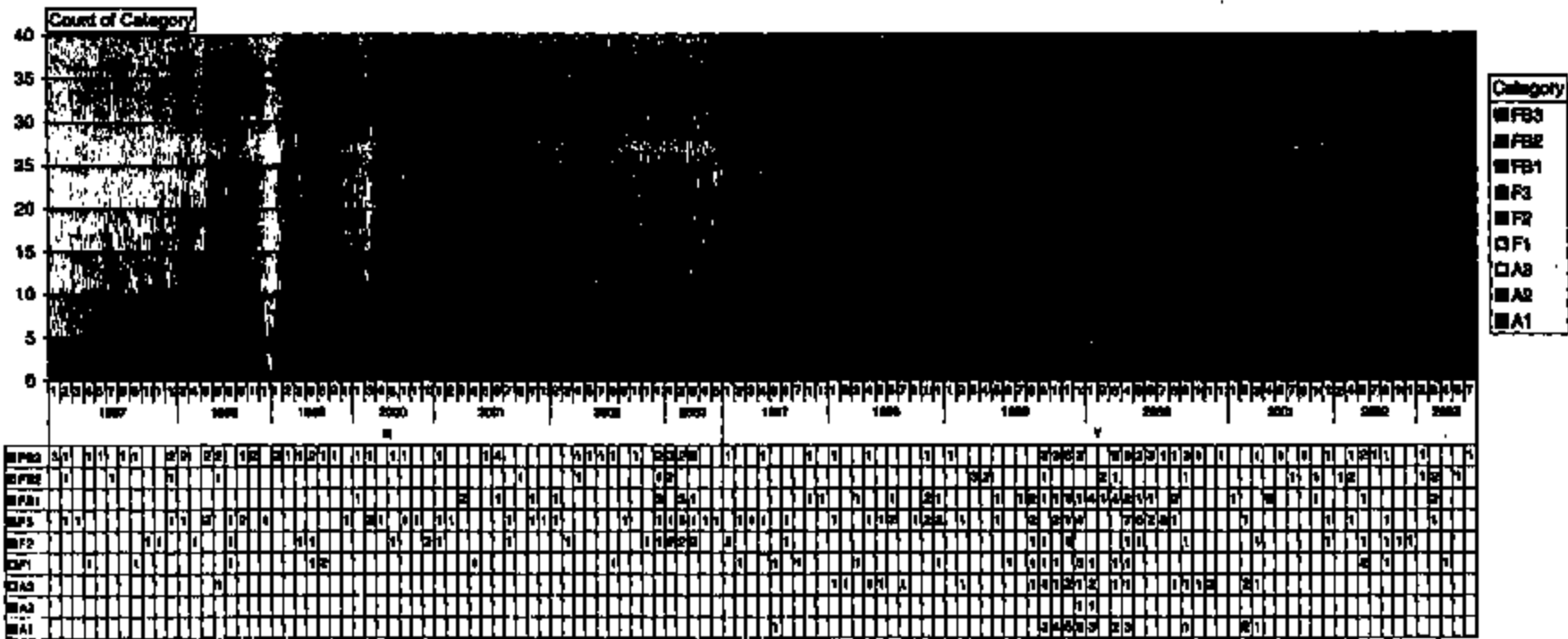
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Counts by Model Year/Years-in-Service**



MEM-078 0053

F150 MYIYS

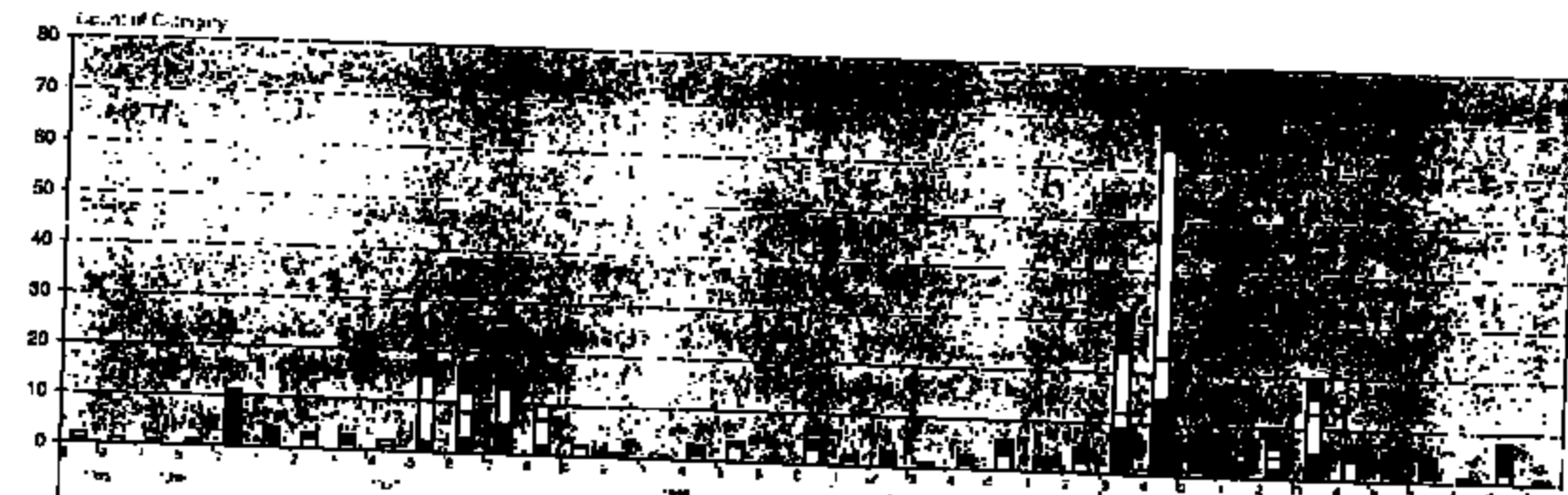
All F-Series With Build Date



FE04-078 0024

F150 YR MO

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Counts by Modal Year/Years-in-Service**



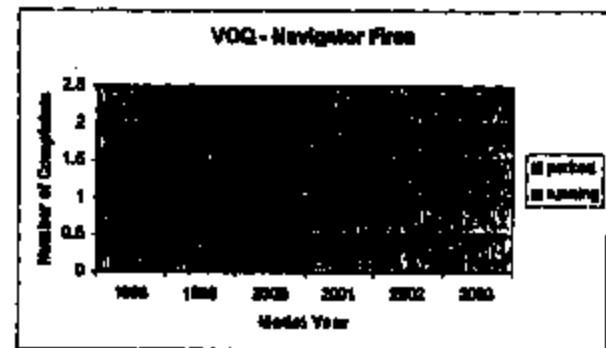
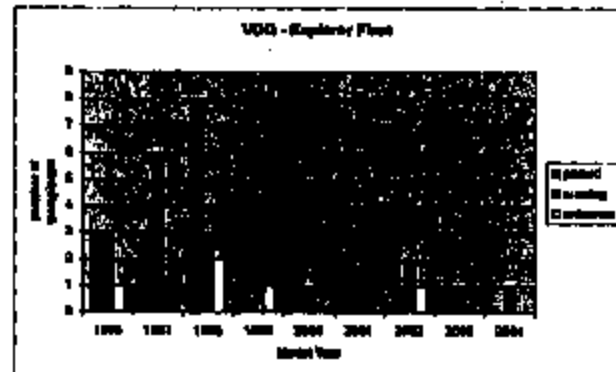
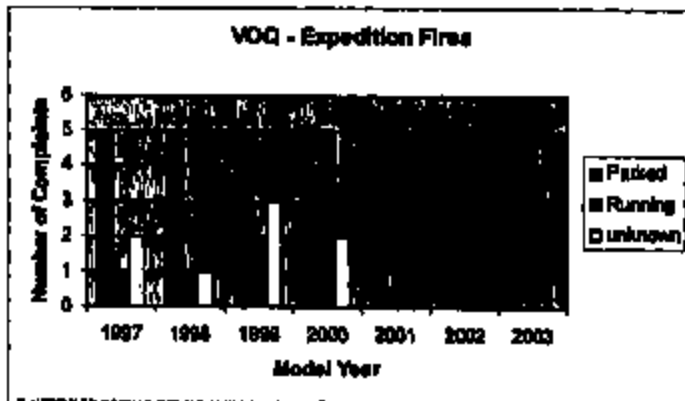
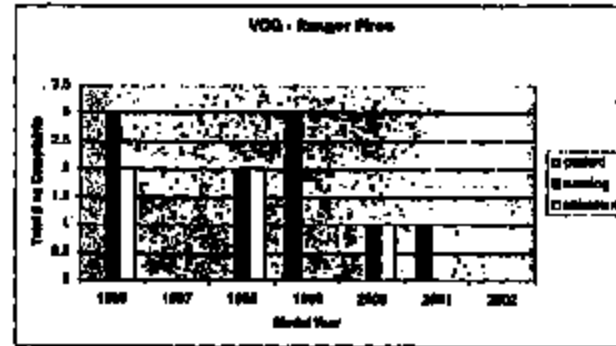
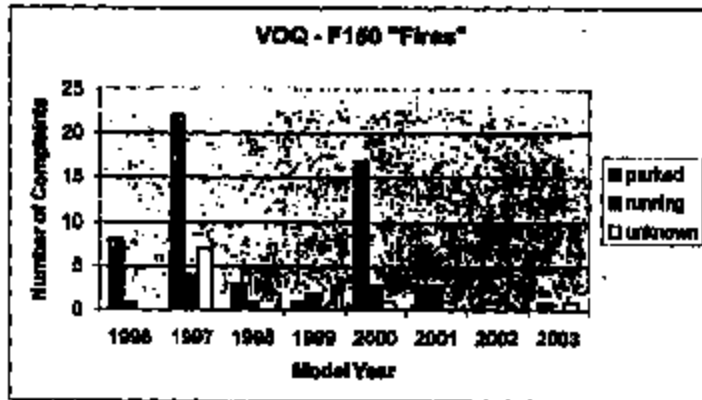
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 - FFB2
 - FFB1
 - FA3
 - FA2
 - FA1

FORM 078 08225

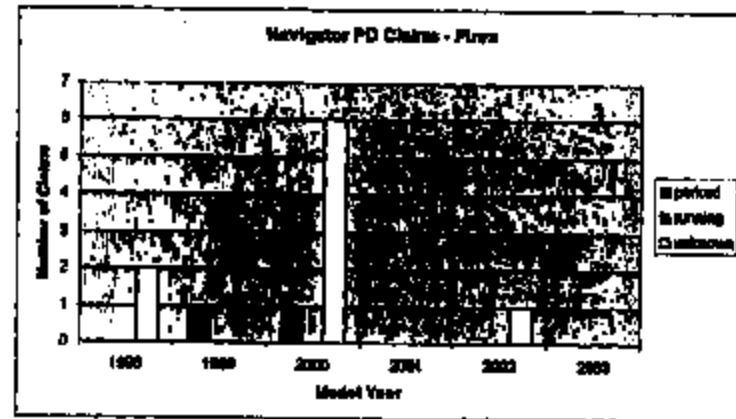
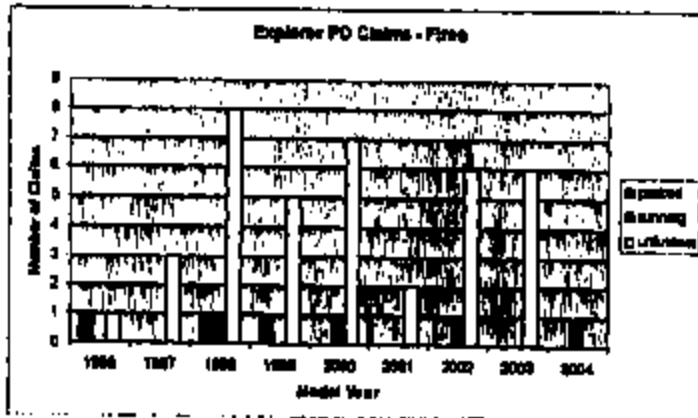
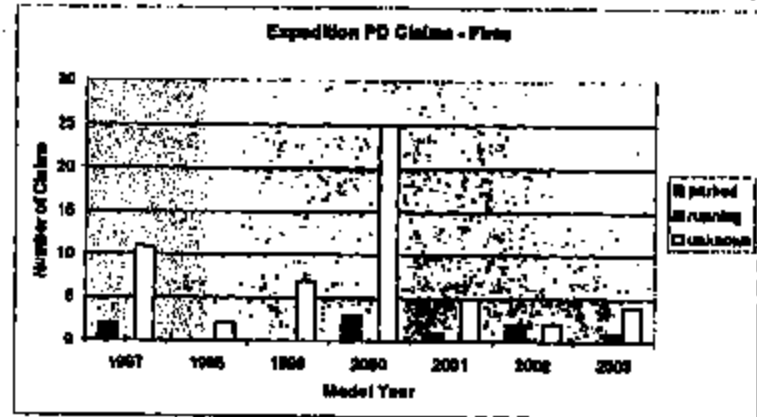
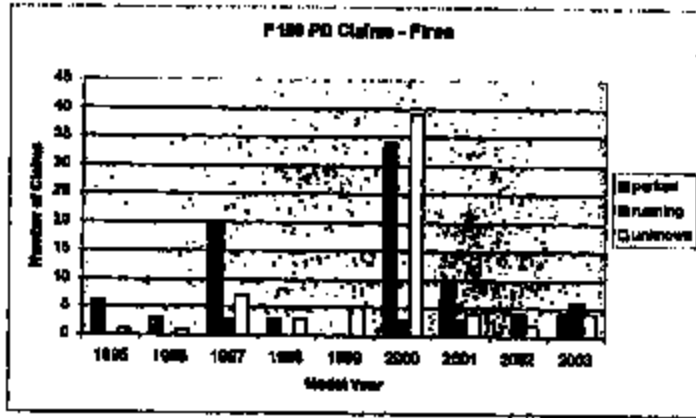
	1976	1977	1978	1979	1980	1981	1982	1983
FFB3								
FFB2								
FFB1	1	1						
FA3			1					
FA2				1	1			
FA1	1	1	1					

F15D MY YIS

VOQ - Counts



Property Damage - Counts



PE04-078 0661

NEXT STEPS

- 1) Design Deep Dive (Fred Porter/Marge Kollar)
- 2) Is/Is Not diagram (Fred Porter)
- 3) Obtain switches from dealers, 20 for 2000MY and 20 from 1998-1999MY (Steve Reimers/Dean McClenaghan)
- 4) Analyze and test 60 switches obtained in mini-clinic and 40 dealer returned switches (Fred Porter)
- 5) Details requested from OGC for 72 legal cases involving Expedition/Navigator. Dec. 15. (Eric Britton/Donna Crawley)
- 6) Design Analysis summary of open and closed cases involving Speed Control Deac Switch Allegations. Nov. 24. (Eric Britton/Alan Robinson)
- 7) Complete the review customer complaints, warranty data for Expedition/Navigator ([REDACTED])
- 8) Add fresh VOQ data to the existing charts. (Eric Britton)
- 9) Review related EAA reports not in CQIS, requested from Consumer's Affairs. (Marge Kollar)

F-508155
21 MAR 1955

- MODEL YEAR - 1997
- VEHICLE TYPE - TRUCK
- VEHICLE LINE - F1-F150 4X2,F2-F150 4X4,F3-F250 4X2,F4-F250 4X4,F5-F350 4X2,F6-F350 4X4,F7-F-SERIES SUPER DUTY (F47),F8-F-SERIES STRIPPED(F33-59),L2-F250 4X2 LIGHT DUTY,L4-F250 4X4 LIGHT DUTY
- VEHICLE BODY - ALL
- ENGINE - ALL
- TRANSMISSION - ALL
- PLANT - ALL
- BASE PART - 9*924
- SYMPTOM CODE - 203,205,301,499,704,705
- REPORT MARKET - US AND FEDERAL TERRITORIES
- REPORT SOURCE - ALL TECHNICAL, PDS, AND PVCR
- REPORT DATE RANGE - 01/02/1996 TO 10/04/2000
- OUTPUT - DELIMITED FORMAT / FILE NAME: F15097A



PC04-878 0055

A handwritten mark, possibly a signature or initials, is located in the lower right quadrant of the page.

11/30/04
 AWD OUT OF
 H OF 218/04

FZ MEXICO
 FA = HERITAGE = PN76
 FH =

97-03

F150

<8,500*, US + TERRITORIES

9F924 REPAIR PART SEARCH

-9F924-
 UDB
 2000 MY

667
 667?

1
 3
 0
 7

TOTAL RECORDS

9F924 CAUSAL

"FIRE"

"MELT"

"SMOKE"

"BURNT"

FLAMM

THERMAL

UNDERHOOD

UNDER HOOD

SMOLDER

HOT

OVERHEAT

DEACTIVATION

CRUISE

SPEED CONTROL

SENSOR

SWITCH

INT

Acci

1999 MY

2000 MY

97-03

424

458

300

310

0

3

1

8

0

7

2

1

17

23

29

68

0

0

0

26

0

78

0

980

3591

1391

181

3638

5

2

MOVED TO CODE Z OCT 6

767	CHASS.	SERVICE BRAKE	PEDAL	LOW PEDAL
710	CHASS.	SERVICE BRAKE	PULL	LEFT
612	CHASS.	SERVICE BRAKE	INDICATOR	AMBER ONLY
438	CHASS.	SERVICE BRAKE		
360	CHASS.	SERVICE BRAKE	PEDAL	SOFT/SPONGY
358	CHASS.	SERVICE BRAKE	PEDAL	PULSATES
348	CHASS.	SERVICE BRAKE	PULL	RIGHT
229	CHASS.	SERVICE BRAKE	LOCK-UP/GRAB	REAR
213	CHASS.	SERVICE BRAKE	INOP/INEFFECTIVE	FRONT AND REAR
184	CHASS.	SERVICE BRAKE	PEDAL	HIGH EFFORTS
160	CHASS.	SERVICE BRAKE	NOISY	FRONT
147	CHASS.	SERVICE BRAKE	LOCK-UP/GRAB	FRONT
141	CHASS.	SERVICE BRAKE	NOISY	
124	CHASS.	SERVICE BRAKE	NOISY	REAR
118	CHASS.	SERVICE BRAKE	DRAG	REAR
115	CHASS.	SERVICE BRAKE	LOCK-UP/GRAB	FRONT AND REAR
104	CHASS.	SERVICE BRAKE	PULL	LEFT OR RIGHT
103	CHASS.	SERVICE BRAKE	LEAKS	FLUID
86	CHASS.	SERVICE BRAKE	PEDAL	
85	CHASS.	SERVICE BRAKE	INDICATOR	RED ONLY
82	CHASS.	SERVICE BRAKE	EXCESSIVE WEAR	REAR
77	CHASS.	SERVICE BRAKE	EXCESSIVE WEAR	FRONT
76	CHASS.	SERVICE BRAKE	PEDAL	ABS SELF ACT.
61	CHASS.	SERVICE BRAKE	INOP/INEFFECTIVE	
59	CHASS.	SERVICE BRAKE	INOP/INEFFECTIVE	REAR
55	CHASS.	SERVICE BRAKE	DRAG	FRONT AND REAR
55	CHASS.	SERVICE BRAKE	N/L SVC BRAKE	NOT LISTED
54	CHASS.	SERVICE BRAKE	DRAG	FRONT
40	CHASS.	SERVICE BRAKE	INDICATOR	RED/AMBER ONLY
33	CHASS.	SERVICE BRAKE	EXCESSIVE WEAR	FRONT AND REAR
31	CHASS.	SERVICE BRAKE	PEDAL	NOT LISTED
30	CHASS.	SERVICE BRAKE	INDICATOR	
27	CHASS.	SERVICE BRAKE	INOP/INEFFECTIVE	FRONT
26	CHASS.	SERVICE BRAKE	NOISY	FRONT AND REAR
24	CHASS.	SERVICE BRAKE	PEDAL	NOISE
24	CHASS.	SERVICE BRAKE	INDICATOR	NOT LISTED
21	CHASS.	SERVICE BRAKE	LOCK-UP/GRAB	
21	CHASS.	SERVICE BRAKE	PULL	
15	CHASS.	SERVICE BRAKE	INOP/INEFFECTIVE	NOT LISTED
14	CHASS.	SERVICE BRAKE	N/L SVC BRAKE	
10	CHASS.	SERVICE BRAKE	LOCK-UP/GRAB	NOT LISTED
9	CHASS.	SERVICE BRAKE	DRAG	
7	CHASS.	SERVICE BRAKE	LEAKS	
7	CHASS.	SERVICE BRAKE	EXCESSIVE WEAR	
5	CHASS.	SERVICE BRAKE	PEDAL	POWER ADJUST
5	CHASS.	SERVICE BRAKE	LEAKS	VACUUM
2	CHASS.	SERVICE BRAKE	PEDAL	ATTACHMENT
1	CHASS.	SERVICE BRAKE	LEAKS	NOT LISTED

A25	42	9F824		1274	1288
A25	28	9F824		454	458
A25	42	9C735	SCRIP		314
A85	42	9F824			158
A26	42	9F824			120
A27	42	9F824			118
A25	42	9C888	Switch on wheel		87
A25	28	9C735	SCRIP		62
A25	48	9F824			53
A85	28	9F824			50
H19	42	9F824			45
A25	X2	9F824			38
A85	42	9C735			35
A27	28	9F824			34
A26	28	9F824			29
A27	42	9C735			28
A25	42	14A884			20
A25	X1	9F824			20
A25	28	9C888			20
A25	41	9F824			20
A25	1	9F824			18
A25	42	12A850			18
A25	42	9C735			18
L83	42	9F824			18
G29	42	9F824			16
A25	7	9F824			15
A25	48	9C735			15
A25	33	9F824			13
A85	48	9F824			12
A8*	82	QFCPART			11
H20	42	9F824			11
P01	42	9F824			10
L83	D1	9F824			9
L28	42	9F824			9
A25	B4	9F824			9
L83	D8	9F824			9
A27	28	9C735			7
A85	28	9C735			7
A99	42	9F824			7
D50	42	9F824			7
A30	42	9F824			7
A25	D1	9F824			7
A2*	42	QFCPART			7
P01	48	9F824			7
A25	42	13480			6
A25	B2	9F824			6

1274 1288 → 1274 → AS
 454 458 → 454 → AS
 314 → 314 → AS
 314 → 532 ALL 7C735
 87 → 87 → 115 - ALL 9C888

F-SERIES
EDAS

Category Definitions for Inquiry: 1

Category	Definition
1 A1	U/H Fire, Non-Crash, Key-off, SCD Switch Failure
2 A2	U/H Fire, Non-Crash, Key-on, SCD Switch Failure
3 A3	U/H Fire, Non-Crash, Amb Key, SCD Switch Failure
4 A4	Smoke/Melt - No Fire, SCD Switch Failure
5 A5	Lost Cruise Func, SCD Switch Failure
6 B1	Smoke/Melt - No Fire, Amb Source
7 B2	Repair SCD Switch, Amb Failure
8 B3	Lost Cruise Func, Amb Failure
9 B4	Repair SCD Switch - Stuck in Park, Brake Lamp, Leak, Dead Battery
10 C	Non Responsive (Lost Cruise Function-not SCD Switch)
11 F1	U/H Fire, Non-Crash, Key-off, No SCD Switch Failure
12 F2	U/H Fire, Non-Crash, Key-on, No SCD Switch Failure
13 F3	U/H Fire, Non-Crash, Amb Key, No SCD Switch Failure
14 FB1	U/H Fire, Non-Crash, Key-off, Amb SCD Switch Failure
15 FB2	U/H Fire, Non-Crash, Key-on, Amb SCD Switch Failure
16 FB3	U/H Fire, Non-Crash, Amb Key, Amb SCD Switch Failure
17 FB4	Ambiguous Fire Source, Non-Crash
18 Q	Ask Mike
19 Temp	

F150

Report Counts by Category:

AWS:		CQIS:		MORSH:		MORSH:		UDE:		VOQ:	
Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports
						A1	25				
						A2	2				
						A3	19				
						A4	4				
						A5	3				
						B1	85				
						B2	1				
						B3	281				
						B4	5				
						C	9709				
						F1	34				
						F2	18				
						F3	75				
						FB1	152				
						FB2	30				
						FB3	124				
						FB4	528				
Total:	0	Total:	0	Total:	0	Total:	11824	Total:	0	Total:	0

740 075⁰⁰

Report Counts by Category:

AWE:		CCE:		MORSM:		MORSM:		UDR:		VOC:	
Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports
					395						
				A3	2						
				B1	8						
				B4	1						
				C	283						
				F1	4						
				F2	1						
				F3	3						
				FB1	2						
				FB2	8						
				FB3	9						
				FB4	29						
Total: 0		Total: 0		Total: 723		Total: 0		Total: 0		Total: 0	

Printed on: November 18, 2004

PEB4-876 0874

Report Counts by Category:

AWS:		CQS:		MORSH:		MORSH:		LDB:		VOQ:	
Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports
A2	1	A1	1			A3	18	A1	9		
A3	6	A3	2			A4	71	A3	3		
A4	41	A4	5			A5	1099	C	15		
A5	3106	A5	84			B1	2	F1	6		
B1	4	B1	29			B2	2231	F2	4		
B2	40	B2	18			b3	158	F3	3		
B3	227	B3	480			B4	600	FB1	21		
B4	281	B4	24			c	2085	FB2	4		
C	693	C	13716			FB1	2	FB3	2		
F3	2	F1	6			FB3	9	FB4	14		
FB3	2	F2	20			FB4	7				
		F3	18								
		FB1	5								
		FB2	3								
		FB3	12								
		FB4	49								
		R	1								
Total: 4892		Total: 14440		Total: 0		Total: 0		Total: 3278		Total: 90	

Printed on: November 16, 2004

FED-876 0675

Report Counts by Category:

AWS:		CQIS:		MORSE:		MORSE:		UDS:		VOC:	
Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports
A2	1	A1	1			A3	18	A1	9		
A3	6	A3	2			A4	71	A3	3		
A4	41	A4	5			A5	1093	C	15		
A5	3106	A5	84			B1	2	F1	5		
B1	4	B1	29			B2	2231	F2	4		
B2	40	B2	18			b3	158	F3	3		
B3	227	B3	480			B4	600	FB1	21		
B4	281	B4	24			c	2085	FB2	4		
C	983	C	13716			FB1	2	FB3	2		
F3	2	F1	5			FB3	9	FB4	14		
FB3	2	F2	20			FB4	7				
		F3	18								
		FB1	5								
		FB2	8								
		FB3	12								
		FB4	49								
		R	1								
Total:	4682	Total:	14449	Total:	0	Total:	0	Total:	3276	Total:	90

Report Counts by Category:

AWS:		CQIS:		MORBI:		MORBI:		LDB:		VOQ:	
Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports
				AS	2						
				B1	11						
				B4	1						
				C	292						
				F1	4						
				F2	1						
				F3	3						
				FB1	2						
				FB2	6						
				FB3	8						
				FB4	28						
				Temp	3845						
Total: 0		Total: 0		Total: 4005		Total: 0		Total: 0		Total: 0	

Printed on: November 10, 2004

FEB4-678 6677

Report Counts by Category:

AWS:		CQBS:		MORBI:		MORBI:		UDB:		VOQ:	
Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports
						A1	25				
						A2	2				
						A3	19				
						A4	4				
						A5	3				
						B1	65				
						B2	1				
						B3	281				
						B4	5				
						C	9708				
						F1	34				
						F2	19				
						F3	76				
						FB1	152				
						FB2	30				
						FB3	124				
						FB4	528				
Total: 0		Total: 0		Total: 0		Total: 11624		Total: 0		Total: 0	

EX - NAV
SERVICES

- MODEL YEAR - 2003,2002,2001,2000,1999,1998,1997
- VEHICLE TYPE - TRUCK
- VEHICLE LINE - N2-NAVIGATOR 4X2,N4-NAVIGATOR 4X4,P2-EXPEDITION 4X2,P4-EXPEDITION 4X4
- VEHICLE BODY - ALL
- ENGINE - ALL
- TRANSMISSION - ALL
- PLANT - ALL
- BASE PART - 99924
- SYMPTOM CODE - 203,205,301,499,704,705
- REPORT MARKET - US AND FEDERAL TERRITORIES
- REPORT SOURCE - ALL TECHNICAL, PES, AND PVCN
- REPORT DATE RANGE - 01/01/1996 TO 01/01/2001
- OUTPUT - DELIMITED FORMAT / FILE NAME: EXP_NAV_BPS

PES4-078 0000

- MODEL YEAR -- 2003,2002,2001,2000,1999,1998,1997
- VEHICLE TYPE -- TRUCK
- VEHICLE LINE -- N2-NAVIGATOR 4X2,N4-NAVIGATOR 4X4,P2-EXPEDITION 4X2,P4-EXPEDITION 4X4
- VEHICLE BODY -- ALL
- ENGINE -- ALL
- TRANSMISSION -- ALL
- PLANT -- ALL
- BASH PART -- 9F924
- SYMPTOM CODE -- 203,205,301,499,704,705
- REPORT MARKET -- US AND FEDERAL TERRITORIES
- REPORT SOURCE -- ALL TECHNICAL, PDS, AND PVCR
- REPORT DATE RANGE -- 01/02/2001 TO 12/31/2002
- OUTPUT -- DELIMITED FORMAT / FILE NAME: EXP_NAV_RPS2



PE04-078 0001

- MODEL YEAR - 2003,2002,2001,2000,1999,1998,1997
- VEHICLE TYPE - TRUCK
- VEHICLE LINE - N2-NAVIGATOR 4X2,N4-NAVIGATOR 4X4,P2-EXPEDITION 4X2,P4-EXPEDITION 4X4
- VEHICLE BODY - ALL
- ENGINE - ALL
- TRANSMISSION - ALL
- PLANT - ALL
- BASE PART - 9F924
- SYMPTOM CODE - 203,205,301,499,704,705
- REPORT MARKET - US AND FEDERAL TERRITORIES
- REPORT SOURCE - ALL TECHNICAL, PES, AND PVCR
- REPORT DATE RANGE - 01/02/2003 TO 11/09/2004
- OUTPUT - DELIMITED FORMAT / FILE NAME: EXP_NAV_BPS3

[REDACTED]

PE04-070 0002

Kwiatkowski, Mike (M.P.)

From: Kollar, Marge (M.A.)
Sent: Wednesday, November 17, 2004 7:05 AM
To: Kwiatkowski, Mike (M.P.)
Subject: FW: Expansion of F150 Search

Here we go!

-----Original Message-----

From: Trumbia, Janet (J.)
Sent: Tuesday, November 16, 2004 5:07 PM
To: Ghazali, Muhammad (S.)
Cc: Kollar, Marge (M.A.)
Subject: RE: Expansion of F150 Search

Ghazali, attached are the files for the above request created for Marge Kollar.

NOTE: IT IS OK THAT THERE IS NO DKOLLO6 file.

x faoainqsk01.txt	record count = 20	row count = 334	-----\	
x faoacornsk02.txt	record count = 267	row count = 7310	\	
x faoababk02.txt	record count = 13	row count = 214		- From the MORS II System
x faoaglnk02.txt	record count = 31	row count = 553	/	
x faoasusk02.txt	record count = 400	row count = 11867	-----/	
x dka103f.txt	record count = 2766	row count = 45327	-----\	
x dka104f.txt	record count = 4794	row count = 78967	\	
x dka105f.txt	record count = 5752	row count = 92224	\	
x dka107f.txt	record count = 4433	row count = 67531		- From the MORS III System
x dka108f.txt	record count = 2574	row count = 42126	/	
x dka109f.txt	record count = 5477	row count = 97646	/	
x dka110f.txt	record count = 4650	row count = 95217	-----/	

*ABL w/ Keymas
550/175*

*29843 w/ Keymas205
/3655*

Please let me know when you have finished with the these files, so they can be removed from our PC and mainframe systems.

Have a Nice Day!
Janet Trumbia
FCSD Consumer Affairs Reporting Team
Phone (313) 84-55019
FAX (313) 84-55444



97-03 Expedition & 97-03 Expedition &
Navigator C... Navigator (...)

-----Original Message-----

From: Trumbia, Janet (J.)
Sent: Wednesday, November 10, 2004 5:14 PM
To: Kollar, Marge (M.A.)
Subject: RE: Expansion of F150 Search

Thanks, it does help. I will be adding MORS II personal Injury Code 1420 and MORS III Reason Codes 07****.

Have a Nice Day!
Janet Trumbia
FCSD Consumer Affairs Reporting Team
Phone (313) 84-55019
FAX (313) 84-55444

-----Original Message-----

11	fire	1
21	burn	1
31	melt	1
41	flam	1
51	smoke	1
61	thermat	1
71	underhood	1
81	under hood	1
91	smolder	1
101	hot	1
111	overheat	1
121	deactivation	1
131	speed control	1
141	cruise	1
151	sensor	1
161	switch	1

Kwiatkowski, Mike (M.P.)

From: Trumbia, Janet (J.)
Sent: Wednesday, November 17, 2004 8:38 AM
To: Kwiatkowski, Mike (M.P.)
Cc: Ghazali, Muhammad (S.); Kollar, Marge (M.A.)
Subject: FW: Expansion of F150 Search

Hi Mike, That is the file that contains the criteria that was used for the search. Unzip the other file that does not contain the word criteria, you will find the files. Questions, me let me know.

Have a Nice Day!
Janet Trumbia
FCSD Consumer Affairs Reporting Team
Phone (313) 84-55019
FAX (313) 84-55444

-----Original Message-----

From: Kwiatkowski, Mike (M.P.)
Sent: Wednesday, November 17, 2004 7:48 AM
To: Trumbia, Janet (J.)
Subject: FW: Expansion of F150 Search

Janet,
When I unzipped the files, they contained different files than those listed in your note. What do I do?
See attached.



expnav.PDF

Regards,
Michael P. Kwiatkowski
Automotive Safety Office - FPS 5012
Phone & Fax: (313) 32-24619

-----Original Message-----

From: Trumbia, Janet (J.)
Sent: Tuesday, November 16, 2004 5:07 PM
To: Ghazali, Muhammad (S.)
Cc: Kollar, Marge (M.A.)
Subject: RE: Expansion of F150 Search

Ghazali, attached are the files for the above request created for Marge Kollar.

NOTE: IT IS OK THAT THERE IS NO BKOLLO6 file.

faxinqak01.txt	record count = 20	row count = 334	-----\	
faxcarml02.txt	record count = 267	row count = 7310	\	
faxdebnk02.txt	record count = 13	row count = 214		- From the MOR5 II System
faxdglmk02.txt	record count = 31	row count = 553	/	
faxcusmk02.txt	record count = 400	row count = 11867	-----/	
dko103f.txt	record count = 2766	row count = 45327	-----\	
dko104f.txt	record count = 4794	row count = 78967	\	
dko105f.txt	record count = 5752	row count = 92224	\	
dko107f.txt	record count = 4433	row count = 67531		- From the MOR5 III System
dko108f.txt	record count = 2574	row count = 42126	/	
dko109f.txt	record count = 5477	row count = 97646	/	

Please let me know when you have finished with the these files, so they can be removed from our PC and mainframe systems.

Have a Nice Day!

Janet Trumbia

FCSD Consumer Affairs Reporting Team

Phone (313) 84-55019

FAX (313) 84-55444



97-03 Expedition & 97-03 Expedition &
Navigator C... Navigator (...)

-----Original Message-----

From: Trumbia, Janet (J.)
Sent: Wednesday, November 10, 2004 5:14 PM
To: Kollar, Marge (M.A.)
Subject: RE: Expansion of F150 Search

Thanks, it does help. I will be adding *MORS II personal Injury Code 1420* and *MORS III Reason Codes 07****.

Have a Nice Day!

Janet Trumbia

FCSD Consumer Affairs Reporting Team

Phone (313) 84-55019

FAX (313) 84-55444

-----Original Message-----

From: Kollar, Marge (M.A.)
Sent: Wednesday, November 10, 2004 1:20 PM
To: Trumbia, Janet (J.)
Subject: RE: Expansion of F150 Search

You ran the files on 10/13. Does that help?

-----Original Message-----

From: Trumbia, Janet (J.)
Sent: Wednesday, November 10, 2004 1:18 PM
To: Kollar, Marge (M.A.)
Subject: RE: Expansion of F150 Search

Hi Marge, Do you know when we would have initially processed the F150. I can't remember, I thought if you remembered I would look it up that way.

Have a Nice Day!

Janet Trumbia

FCSD Consumer Affairs Reporting Team

Phone (313) 84-55019

FAX (313) 84-55444

-----Original Message-----

From: Kollar, Marge (M.A.)
Sent: Tuesday, November 09, 2004 9:18 AM
To: Trumbia, Janet (J.)
Subject: RE: Expansion of F150 Search

Janet,

If we used them on the F150 search than yes, if not than no.

Marge

---Original Message---

From: Trumble, Janet (J.)
Sent: Tuesday, November 09, 2004 9:03 AM
To: Koller, Marge (M.A.)
Subject: RE: Expansion of F150 Search

Marge, Would you like any of the legal reason codes that are usually search used for this request?

Have a Nice Day!
Janet Trumble
FCSD Consumer Affairs Reporting Team
Phone (313) 84-55019
FAX (313) 84-55444

---Original Message---

From: Koller, Marge (M.A.)
Sent: Tuesday, November 09, 2004 7:56 AM
To: Trumble, Janet (J.)
Subject: FW: Expansion of F150 Search

Janet,

Our investigations on the F150 have led us to expand the search to the Expedition and Navigator over the same time period.

Request for Data from MORIS:

Model Years: 1997-2003

Vehicle: Ford Expedition and Lincoln Navigator

Search Cut Off: Jan 2, 1996 - Oct 4, 2004.

Symptom Codes MORISII: 203***, 205***, 301***, 499***, 704***

MORISIII: 203***, 205***, 301***, 499***, 704***, 705***

Requested due date: 11/15/04

Please provide reports by Model and Model year in the electronic format used by M. Ghazali at ASO.

Thanks,

Marge Koller
TREAD Analyst
Automotive Safety Office
FPS 5th Floor
Ph. 89-43740
email: mikkoller@ford.com

EXP - MAR
6725

Report Counts by Category:

AWS:		CQIS:		MORSII:		MORSII:		UDS:		VOQ:	
Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports
A3	3	A3	3		175		1383				
A4	31	A4	1			temp	2272				
A5	178	B1	79								
B1	1	B2	1								
B2	1	B3	23								
B3	45	B4	18								
B4	11	C	3250								
C	41	F2	8								
temp	1680	F3	2								
		FB3	1								
		FB4	8								
		temp	2978								
Total:	2001	Total:	3368	Total:	175	Total:	3655	Total:	0	Total:	0

Printed on: November 17, 2004

FEB4-878 8689

Category Definitions for Inquiry: 1

Category	Definition
1 A1	L/H Fire, Non-Crash, Key-off, SCD Switch Failure
2 A2	L/H Fire, Non-Crash, Key-on, SCD Switch Failure
3 A3	L/H Fire, Non-Crash, Amb Key, SCD Switch Failure
4 A4	Smoke/Melt - No Fire, SCD Switch Failure
5 A5	Lost Cruise Func, SCD Switch Failure
6 B1	Smoke/Melt - No Fire, Amb Source
7 B2	Repair SCD Switch, Amb Failure
8 B3	Lost Cruise Func, Amb Failure
9 B4	Repair SCD Switch - Stuck in Park, Brake Lamp, Leak, Dead Battery
10 C	Non Responsive (Lost Cruise Function-not SCD Switch)
11 F1	L/H Fire, Non-Crash, Key-off, No SCD Switch Failure
12 F2	L/H Fire, Non-Crash, Key-on, No SCD Switch Failure
13 F3	L/H Fire, Non-Crash, Amb Key, No SCD Switch Failure
14 FB1	L/H Fire, Non-Crash, Key-off, Amb SCD Switch Failure
15 FB2	L/H Fire, Non-Crash, Key-on, Amb SCD Switch Failure
16 FB3	L/H Fire, Non-Crash, Amb Key, Amb SCD Switch Failure
17 FB4	Ambiguous Fire Source, Non-Crash
18 Q	Ask Mike-Exp Nav
19 Temp	

Report Counts by Category:

AWS:		GCS:		MORSI:		MORSE:		UDS:		VOC:	
Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports
A3	3	A3	3								
A4	30	A4	1								
A5	2	B1	79								
B1	1	B2	1								
B3	1	B3	23								
B4	1	B4	18								
C	4	C	3250								
temp	1969	F2	6								
		F3	2								
		FB3	1								
		FB4	6								
		temp	2978								
Total: 2001		Total: 6368		Total: 0		Total: 0		Total: 0		Total: 0	

Printed on: November 11, 2004

Report Counts by Category:

AWS:		COMS:		MORSII:		MORSIII:		UDB:		VOC:	
Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports	Cat	Reports
	42		749								
temp	1959	temp	6619								
Total: 2001		Total: 6368		Total: 0		Total: 0		Total: 0		Total: 0	

Handwritten note: Not top 5 keywords

Category Definitions for Inquiry: 1

Category	Definition
1 A1	L/H Fire, Non-Crash, Key-off, SCD Switch Failure
2 A2	L/H Fire, Non-Crash, Key-on, SCD Switch Failure
3 A3	L/H Fire, Non-Crash, Amb Key, SCD Switch Failure
4 A4	Smoke/Melt - No Fire, SCD Switch Failure
5 A5	Lost Cruise Func, SCD Switch Failure
6 B1	Smoke/Melt - No Fire, Amb Source
7 B2	Repair SCD Switch, Amb Failure
8 B3	Lost Cruise Func, Amb Failure
9 B4	Repair SCD Switch - Stuck in Park, Brake Lamp, Leak, Dead Battery
10 C	Non Responsive (Lost Cruise Function-not SCD Switch)
11 F1	L/H Fire, Non-Crash, Key-off, No SCD Switch Failure
12 F2	L/H Fire, Non-Crash, Key-on, No SCD Switch Failure
13 F3	L/H Fire, Non-Crash, Amb Key, No SCD Switch Failure
14 FB1	L/H Fire, Non-Crash, Key-off, Amb SCD Switch Failure
15 FB2	L/H Fire, Non-Crash, Key-on, Amb SCD Switch Failure
16 FB3	L/H Fire, Non-Crash, Amb Key, Amb SCD Switch Failure
17 FB4	Ambiguous Fire Source, Non-Crash

PE04-078
FORD
1/28/2005
ATTACHMENT L3

LMMO

DLR Account ID	Source Code	Model Year	Date of Loss	Alleged Commodity	Modifier	VTN	Production Date	Mileage	Summary
23397	MOR9	2000	###	Cruise Control	parked	1FTRX17	Dec/199	71,000	<p>CUSTOMER SAYS: VEH CURRENTLY AT IND DLR GARAGE -> DRIVER AND PASSENGER SEAT BELT WONT WORK WHEN REMOVING - TRUCK CAUGHT ON FIRE YESTURDAY - FIRE OCCURED UNDERNEATH HOOD - CONCERNED HAPPENED WHEN VEH WAS SITTING IN PARKING LOT AND VEH WAS SHUT OFF - I SAW A VISIBLE FLAME AND BLACK SMOKE COMING FROM HOOD- I SMELLED PLASTIC BURNING - TOW VEH WAS THERE AT TIME OF CONCERN - I THINK CAUSE OF FIRE OF CRUISE CONTROL DEACTIVATION SWITCH -> THE MASTER BRAKE FLUID RESERVOIR CAUGHT ON FIRE - THIS WAS TOLD TO ME BY IND GARAGE AND TRIPLE A TOWING SERVICE - VEH IS NOT OPERATIONAL BUT NOT BURNED DOWN - MY INSURANCE CARRIER SAID THEY WILL HAVE ADJUSTER COME OUT AND INSPECT VEH - WOULD RATHER NOT GO THROUGH MY INSURANCE CARRIER - BEEKING FORD TO REPAIR VEH WITHOUT CHARGE AS THIS IS SAFETY ISSUE PER CUSTOMER, DEALER SAYS: DLR REFERRED CALL TO CRC CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.</p> <p>CSR ADVISED CUST OF NO CONTA</p>

VOQ

ODI No	Model Yr	Model	Vin	Failure Date	Miles	Part Name	Alleged Component	Modifier	Summary
###	1999	F150	1FTEX15H5T K	###		SERVIC E BRAKES HYDRAU	cruise elec switch	runnin g	<p>WHILE DRIVING ABS AND BRAKE WARNING LIGHT CAME ON STOPPED TO CHECK PROBLEM AND SAW FIRE. HAD TO REPLACE MASTER CYLANDER AND SOME WIRING. 3 OTHER PEOPLE INCLUDING MOTHER IN LAWS VAN HAVE HAD PROBLEM. *AK</p>

VOQ

ODI No	Model Yr	Model	Vin	Failure Data	Miles	Part Name	Alleged Component	Modifier	Summary
###	2001	F150	1FTRX17WX1N	#####		ELECTRICAL SYSTEM :WIRING	cruise disc switch	parked	NOTICED CRUISE CONTROL WENT OUT DID NOT THINK MUCH ABOUT IT. SMELLED BURNING DROVE INTO MY DRIVE WAY WENT IN HOUSE STARTED DINNER MY HUSBAND WENT OUT TO RUN TO THE CORNER STORE AND MY TRUCK WAS ON FIRE. BURNT INSIDE OF ENGINE YES OLD PARTS ARE THERE NOTHING HAS BEEN REPAIRED AS OF YET. VERY DANGEROUS SITUATION COULD OF BEEN HURT OR MY CHILD COULD OF BEEN HURT. COULD OF BEEN PROPERTY DAMAGE IF I HAD NOT CAUGHT THE FIRE WHEN I DID COULD OF BURNED MY HOUSE DOWN AND OTHERS AROUND ME.
###	1997	F150	blank	#####	98400	ELECTRICAL SYSTEM	engine compartment	parked	MAY 27TH 2004 I DROVE MY FORD F150 PICK UP FROM A WORK SITE TO MY HOME ARRIVING AT ABOUT 9:40 P.M. I NOTICED THE BRAKE LIGHT WAS ON AND DOUBLE CHECKED TO MAKE SURE THE BRAKE WAS OFF. THE LIGHT REMAINED ON AND I THOUGHT I WOULD CHECK THAT OUT ON THE WEEKEND. THE TRUCK RAN NORMALLY ON THE RIDE HOME. I WENT TO SLEEP AND WAS AWAKENED BY OUR DOG'S BARKING AT 12:30 A.M. TO DISCOVER THAT THE FORD F150 PICK UP WAS ENGULFED IN FLAMES. THE FLAMES WERE COMING OUT OF THE ENGINE COMPARTMENT AND BEGINNING TO SPREAD TO THE CAB. THE FIRE DEPARTMENT WAS CALLED AND THEY ARRIVED QUICKLY AND IT TOOK ABOUT FIVE MINUTES WITH THE HOSE FULLY ON THE FIRE TO PUT IT OUT. THERE WERE PERSONAL ITEMS LOST IN THE TRUCK THERE WAS DAMAGE TO THE HOUSE PAINT BUBBLED PLANTS WERE KILLED THE DRIVE WAY WAS STAINED AND DAMAGED AND WE WERE ALL TRAUMATIZED.*AK
###	1997	F150	1FTDF17W3VL	#####		SERVICE BRAKES	cruise disc switch	unknown	CONSUMER STATED THAT WITHOUT WARNING THE BRAKES LEAKED FLUID. THE DEALER WAS NOTIFIED. *AK THE SWITCH ON THE MASTER CYLINDER STARTED TO LEAK ON THE ABS WIRING AND STARTED THE FIRE. *SOC *JB
###	1997	F150	1FTDF1769VK	#####	00310	SERVICE BRAKES	cruise disc switch	unknown	A SHORT IN THE WIRING AROUND THE MASTER CYLINDER FOR THE BRAKES CAUSED THE RESEVOIR TO CATCH ON FIRE AND BURN.*AK
###	2001	F150	blank	#####		SERVICE BRAKES	cruise disc switch	parked	WHEN SHUTTING VEHICLE OFF MASTER CYLINDER CAUGHT ON FIRE. *AK
###	1997	F150	1FTDF18W1VN	#####		ELECTRICAL SYSTEM :WIRING FRONT UNDER HOOD	power distribution box	parked	TRUCK WAS PARKED IN THE PARKING LOT OF MY PLACE OF BUSINESS FOR ABOUT 2 HOURS THEN CAUGHT ON FIRE. IT APPEARED THAT THE FIRE STARTED IN THE FUSE BOX UNDER THE HOOD. IT MELTED EVERYTHING ON THE LEFT SIDE OF THE ENGINE. THE PLASTIC BRAKE FLUID RESERVOIR MELTED ADDING BRAKE FLUID TO THE FIRE. THE SHORT CAUSED THE BATTERY TO GET SO HOT THAT THE PLASTIC CASING MELTED. THERE WAS NO INDICATION OF A PROBLEM WHILE DRIVING THE VEHICLE TO WORK.

VOQ

ODI No	Model Yr	Model	Vin	Failure Date	Miles	Part Name	Alleged Component	Modifier	Summary
###	1997	F150	1FTDX 1785V K		75000	VEHICLE SPEED CONTROL CRUISE CONTROL	cruise deacc switch	parked	VEHICLE CAUGHT FIRE WHILE PARKED FOR FIVE HOURS. *PH CONSUMER ALSO STATED THAT CRUISE CONTROL TAIL LIGHT FAILED. CAUSE OF FIRE WAS UNKNOWN HOWEVER CONSUMER HAD A TELL TALE INDICATION THAT CRUISE CONTROL DE-ACTIVATION SWITCH COULD BE THE CAUSE. SINCE THE SWITCH WHEN IT CATCHES FIRE IT IGNITES THE BRAKE FLUID THUS CAUSING VEHICLE TO BURN. FORD IS AWARE OF THE PROBLEM BUT REFUSED TO ACKNOWLEDGE RESPONSIBILITY OF THE INCIDENT. *LA
###	2000	F150	1FTZX 1723Y K	#####		VEHICLE SPEED CONTROL CRUISE CONTROL	cruise deacc switch	parked	PARKED MY FORD F150 IN THE SCHOOL PARKING LOT AT 7:30 AM. AT 8:15 I WAS CALLED TO THE FRONT OF THE BUILDING BECAUSE MY TRUCK HAD STARTED ON FIRE AND WAS BEING PUT OUT WITH A FIRE EXTINGUISHER BY THE SCHOOL POLICE OFFICER. THE INSURANCE COMPANY BELIEVES THE FIRE WAS CAUSED BY MY CRUISE CONTROL (HAD NOT WORKED IN THREE TO FOUR MONTHS). CAUSED \$50123 WORTH OF DAMAGE TO THE TRUCK. *AK
###	2001	F150 LD	1FTRX 17L41 N	#####	60000	ELECTRICAL SYSTEM WIRING	cruise deacc switch	parked	VEHICLE HAD APPROX 60K MILES. WAS PARKED IN DRIVEWAY FOR ABOUT ONE HALF HOUR. NEIGHBOR SAW FIRE ON THE GROUND UNDER THE DRIVERS SIDE OF THE ENGINE COMPARTMENT TOWARD THE REAR(FIREWALL). CRUISE CONTROL QUIT WORKING ABOUT 2 WEEKS PRIOR TO THE FIRE. FIRE ORIGIN IS IN VICINITY OF BRAKE MASTER CYLINDER. TYPICAL OF CRUISE CONTROL DEACTIVATION SWITCH FAILURE. PARTS WERE RECOVERED BUT ALUMINUM BAND ON HEXPORT BODY WAS MELTED AWAY THEREFORE DO NOT HAVE DATE CODE. *JB
###	2000	F150	1FTRF 07L8Y K	2-Jul-04	46000	ELECTRICAL SYSTEM WIRING FRONT UNDER HOOD	cruise deacc switch	parked	FIRE IN 2000 FORD F-150 PICKUP TRUCK. PARKED VEHICLE IN DRIVEWAY. FIVE MINUTES LATER TRUCK WAS SEEN ON FIRE. HAD 46000 MILES ON ODOMETER. FIRE ORIGIN AT BRAKE MASTER CYLINDER. SPEED CONTROL DEACTIVATION SWITCH STILL IN POSITION BUT FIRE DAMAGED. X-RAYS OF PLASTIC SWITCH HEAD SHOW ONE CONTACT TOTALLY DESTROYED BY ELECTRICAL ARCING. FUSE FOR THE SCDS WAS BLOWN AFTER THE FIRE. *AK
###	2000	F150	2FTRX 17W8 YC	#####		SERVICE BRAKES	brake master cylinder	parked	THE VEHICLE WAS PARKED IN THE CAR PORT WHEN IT CAUGHT FIRE. THE FIRE WAS CAUSED BY THE MASTER CYLINDER PLUG WHICH CAUSED BRAKE FLUID TO LEAK ON THE MANIFOLD. *AK *SC *JB
###	2000	F150	1FTRX 17L8Y N	#####	63004	VEHICLE SPEED CONTROL	cruise deacc switch	parked	THE CONSUMER WENT TO THE VEHICLE IN MORNING AND FOUND SMOKE AND FIRE DAMAGE AT THE FRONT DRIVER'S SIDE WHEEL WELL. THE ALLEGED FIRE OCCURRED DUE TO A DEFECTIVE CRUISE CONTROL DEACTIVATION SWITCH. *NM

VOQ

ODI No	Model Yr	Model	Vin	Failure Date	Miles	Part Name	Alleged Component	Modifier	Summary
###	2000	F150	1FTRX18LXYN	###	1E+05	VEHICLE SPEED CONTROL:CRUISE CONTROL	cruise deacc switch	parked	2000 FORD F150 PICKUP TRUCK WITH APPROX. 128000 MILES CAUGHT FIRE IN THE ENGINE COMPARTMENT AFTER BEING PARKED ABOUT 5 HOURS. FIRE LOCATION WAS AT THE LEFT SIDE OF THE ENGINE COMPARTMENT. THE CAUSE OF THE FIRE IS BELIVED TO BE THE SCDS (SPEED CONTROL DISENGAGEMENT SWITCH). FIRE DAMAGED TRUCK AND EDGE OF CARPORT. *AK
###	2000	F150	2FTZX072BYC	###		ENGINE AND ENGINE COOLING:EXHAUST	cruise deacc switch	parked	ENGINE COMPARTMENT FIRE ON DRIVER'S SIDE AFTER SITTING 2 TO 3 HOURS. FIRE SEEMED TO BE AT THE BRAKE MASTER CYLINDER. POSSIBLE SPEED CONTROL DEACTIVATION SWITCH. FIRE PUT OUT VERY SHORTLY AFTER IT STARTED. INSURANCE COMPANY NATIONWIDE 888-593-2432 EXT 130 GEORGE ALEXANDER. PHOTOGRAPHS TAKEN. *AK
###	1997	F150	1FTEX17L5VK	###	2E+05	SERVICE BRAKES:HYDRAULIC	brake master cylinder	parked	FIRE ORIGINATED IN LR QUADRANT OF ENGINE COMPARTMENT. OWNER HAD PARKED VEHICLE IN DRIVEWAY 15-30 MINUTES PRIOR TO FIRE. VEHICLE NOT RUNNING AT TIME OF FIRE. ORIGIN IS AT OR NEAR MASTER BRAKE CYLINDER.*AK
###	1995	F150	1FTEF15Y8TL	###	1E+05	ELECTRICAL SYSTEM:WIRING:FRONT UNDER HOOD	engine compartment	parked	NEIGHBOR WOKE ME UP ABOUT 11:30 PM TELLING ME THAT MY TRUCK WAS ON FIRE. IT HAD BEEN PARKED FOR ABOUT 5 HOURS. THE FIRE WAS UNDER THE HOOD ON DRIVERS SIDE. VEHICLE IS A TOTAL LOSS. FORD REFUSES TO ACKNOWLEDGE THAT THERE IS A PROBLEM. THEY SAID THAT THEY ARE NOT RESPONSIBLE AND IT'S MY PROBLEM.*AK
###	2000	F150	2FTRX17L8YC	###		ENGINE AND ENGINE COOLING	engine compartment	parked	UNDER HOOD FIRE AFTER HAVING BEEN PARKE WITH THE KEYS OUT OF THE IGNITION FOR 1.5 HOURS. THE FIRE WAS IN THE ENGINE COMPARTMENT AND BURNED A HOLE IN THE HOOD ON THE DRIVERS SIDE NEAR THE FIRE WALL
###	1997	F150	blank	###	82000	ELECTRICAL SYSTEM:WIRING:FRONT UNDER HOOD	cruise deacc switch	parked	ON NOV. 5TH I PARKED MY 1997 F150 TRUCK AT WORK AT 7:00AM. BETWEEN 10:30 AND 11:00 I GET A CALL THAT THE FIRE DEPARTMENT IS PUTTING A FIRE OUT UNDER NEATH MY TRUCKS HOOD. IT TOOK 4 HOURS AFTER THE TRUCK WAS PARKED TO START A FIRE. IF IT WASN'T FOR ME PARKING CLOSE TO A GUARDS STATION IT WOULD OF BEEN WORSE. MY CONCERN IS THAT THIS COULD OF HAPPENED AFTER I PARKED IN MY GARAGE AT HOME WHICH WOULD OF PUT ME AND MY FAMILY IN DANGER. AFTER THIS FIRE I CALLED THE FORD HEADQUARTERS AND MADE A COMPLAINT. I ALSO DID SOME RESEARCH ON THE INTERNET UNDER 1997 BRAKE MASTER CLLINDER FIRES BECAUSE THATS WHERE THE FIRE FIGHTERS SAID IT STARTED AND I WAS SURPRISED TO FIND NUMEROUS ARTICLES ABOUT THE SAME PROBLEM.*AK

VOQ

ODI No	Model Yr	Model	VIN	Failure Date	Miles	Part Name	Alleged Component	Modifier	Summary
###	1997	F150	1FTDX 1788V N	#####		ELECTRICAL SYSTEM	engine compartment	unknown	FIRE IN 1997 FORD F-150. WITNESS SAW INITIAL FIRE IN ENGINE COMPARTMENT ON DRIVERS SIDE NEAR BULKHEAD. RECOVERED HEXPORT BODY BUT SWITCH CONTACTS MISSING. *LA
###	1997	F150	1FTDX 172VN C	#####	1E+06	ENGINE AND ENGINE COOLING ENGINE	cruise dec switch	parked	THE ENGINE DEVELOPED A SEVERE KNOCK WHEN STARTED ONE MORNING. THE PROBLEM WAS A COMPLETE FAILURE AT THE MAIN CRANKSHAFT SEVERE WEAR AT VALVE ASSEMBLY AND CORROSION THROUGHOUT COOLING CHAMBERS. FORD DID A RECALL ON THE HEAD GASKET THE YEAR BEFORE CHANGING HEAD GASKET HOSES & COOLANT. THE TRUCK IS USED BY HOUSE WIFE DRIVING THE CHILDREN TO SCHOOL. EVEN THOUGH OTHERS HAVE REPORTED OF SAME ENGINE FAILURE ON 4.2L FORD DENIES ANY PROBLEM. 6 MONTHS LATER WHILE THE TRUCK WAS SITTING IN THE DRIVEWAY THE ENGINE WIRING CAUGHT ON FIRE MELTING THE PLASTIC MASTER CYLINDER FUELING THE FLAMES TO MELT ALL CIRCUITRY AND PLASTIC. THE ABS LAMP HAD LIT EARLIER IN THE WEEK ADDED BRAKE FLUID TO RESERVOIR AND THE LAMP WENT OUT. INDEPENDENT FIRE INVESTIGATOR SAYS EVIDENCE POINTS TO A DEFECT IN THE ABS MASTER CYLINDER WIRING IN THE ENGINE COMPARTMENT. *TS *JB **DMSII VOQ ENTRY POSTED AFTER 12-12-02 CUT OVER TO ARTEMIS**762417

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number LETRX11W9 _____

Mileage: 161054 Year: 00 Model: _____

Cruise Control - F150
Friday, October 22nd, 2004
7:00AM - 7:30AM

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? ON TRIPS

Which ones do you use? WILL USE AUX

What accessories do you plug in? CELL PHONE DVD RACK

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving 50 50 Conservative vs. Aggressive IT DEPENDS ALWAYS

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) COUPLE TIMES

How often do you use speed control? NOT MUCH ON RURAL TRIPS

How do you like it? LIKES IT WORKS WELL. SALES MAN ENJOYS SPEEDING

Have you ever had any problems with your speed control? NO? ENGINE THROTTLE

What happened? ENGINE STALLS IN AGGRESSIVE MODE

Was it serviced? Yes NO If so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes NO
Replacing the brake lamp fuse? Yes NO

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules
NO



Cruise Control - F150
Friday, October 22nd, 2004
7:00AM - 7:30AM

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2000
Mileage 80000-89999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control	Not Often
Engagement	5
Disengagement	5
Performance engaged	5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets	Yes
Convenience of location	4
# of auxiliary outlets	5



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2000
Mileage 60000-89999
Vehicle Line F-150

% of Highway driving 60%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 5

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

VIN	AWS VL	WERS VL	MIET DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TSS	QRT	WCC	WREF	BA:	
1FTRX17W9Y	[REDACTED]	F3	T/P3	*	T/BD	T/AM	T/B	AR	T/DU	T/VN	22-06-00	16-08-00	148051	USA	3	*	1G03	F61Z	863
AWS Claim Key:	5216723	Doc #:	02855101	Trs Code:	2	Labor Hrs:	2	Labor Cost:	11.25	Material Cost:	30.13	Tot:							
Dir Cd-Sub Cd:	03096-*	Name:	JARRETT FORD	Ph:	863-4321167	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-01						
Com Comments:	NOISE COMING FROM ENGINE BY ALTERNATOR																		
Tech Comments:	BELT CRACKING REPLACE BELT																		

1FTRX17W9Y	[REDACTED]	F5	T/P5	*	T/BD	T/AM	T/B	AR	T/DU	T/VN	22-06-00	16-08-00	148051	USA	25	*			
AWS Claim Key:	1720923	Doc #:	133740A	Trs Code:	01524	Labor Hrs:	7	Labor Cost:	50.51	Material Cost:	7.88	Tot:							
Dir Cd-Sub Cd:	02709-*	Name:	TOM HOLZER FORD, INC.	Ph:	348-4741234	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	23-01						
Com Comments:	RECALL 01524, WIPER MOTOR GEAR COVER																		
Tech Comments:	25092 RECALL R&R COVER																		

1FTRX17W9Y	[REDACTED]	3	T/P3	*	T/BD	T/AM	T/B	AR	T/DU	T/VN	22-06-00	16-08-00	148051	USA	23	*	7K08	1U5Z	927
AWS Claim Key:	1720924	Doc #:	133740C	Trs Code:	EB3	Labor Hrs:	1.3	Labor Cost:	94.35	Material Cost:	5	Tot:							
Dir Cd-Sub Cd:	02709-*	Name:	TOM HOLZER FORD, INC.	Ph:	348-4741234	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	23-01						
Com Comments:	OIL GAUGE READS LOW WHEN VEHICLE COLD STARTED, WORKS FINE AFTER WARM																		
Tech Comments:	25092 42 NOB TEST PIN POINT TEST QUICK TEST OIL PRESSURE TEST R&R OIL SENDING UNIT																		

Any comments? You can contact



webmaster

F034-078 0000

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number _____

Mileage: 121288 Year: 2000 Model: F-150 _____

Cruise Control - F150
Friday, October 22nd, 2004
9:00 AM - 9:30 AM 7:30 - 8:00
50143

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? All the time

Which ones do you use? Aux outlet

What accessories do you plug in? Cell Phone, sometimes Spot light

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

40 vs. 60
City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
Not experienced yet

How often do you use speed control? Almost Daily

How do you like it? Like it

Have you ever had any problems with your speed control? NO

What happened? N/A

Was it serviced? Yes No _____ If so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules

121288.4

137EX1314N



10-22 @ 7:30

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
 CDSID
 Phone



Model Year 2000
 Mileage over 80000
 Vehicle Line F-150

% of Highway driving ~~26%~~ 40
 % of City driving ~~76%~~ 40

Warning lamps illuminate on dash?

Brake Light
 Parking Brake Light
 ABS Light
 Engine Light
 Battery Light
 Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Very Frequently
 Engagement 5
 Disengagement 5
 Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
 between the cigarette
 lighter/auxiliary power
 outlets Yes

Use aux. outlets Yes
 Convenience of location 4
 # of auxiliary outlets 4



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2000
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 4

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 2F1ZK0769WC _____

Mileage: 58,100 Year: 98 Model: _____

Cruise Control - F150
Friday, October 22nd, 2004
8:00AM - 8:30AM
05715

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? do not use

Which ones do you use? N/A

What accessories do you plug in? N/A

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

25 City driving vs. Highway driving 75 Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) 1 time a year

How often do you use speed control? frequently

How do you like it? like it

Have you ever had any problems with your speed control? no

What happened? N/A

Was it serviced? Yes / No If so, what was changed. N/A

Have you ever had problems:
Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules
no DTC



Lambriz, Richard (Rlambriz)
Cruise Control - F150
Friday, October 22nd, 2004
8:00AM - 8:30AM
05715

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage 50000-59999
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets No
Convenience of location Select one
of auxiliary outlets Select one



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage 50000-59999
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets No
Convenience of location Select one
of auxiliary outlets Select one

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

VIN	AWS VL	WERS VL	MKT DBR	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	
2FTZK0769W	[REDACTED]	FS	TFS *	T/BD	T/AM	T/B	A4	T/DU	T/V3	25-08-97	11-09-97	148426	USA 9	*	T/01	*		19814	
AWS Claim Key:		3000431	Doc #: 47783008		Trx Code:		2	Labor Hrs:		0	Labor Cost:		43	Material Cost:		1.05	Total		
Dir Cd-Sub Cd:		57781 *	Name: ROYAL RADIO SALES & SERVICE				Ph:	6 *	St:	MI	City Cd:	USA	Reg Cd:		NA	Repr Date: 28-MAY			
Tech Comments:		REQUESTING DEALER'S WA CODE 02736																	
2FTZK0769W	[REDACTED]	FS	TFS *	T/BD	T/AM	T/B	A4	T/DU	T/V3	25-08-97	11-09-97	148426	USA 9	*	T/01	*		18806	
AWS Claim Key:		2578081	Doc #: 09458131		Trx Code:		1	Labor Hrs:		6	Labor Cost:		37.7	Material Cost:		0	Total		
Dir Cd-Sub Cd:		02736 *	Name: VARSITY FORD				Ph:	734-9962300	St:	MI	City Cd:	USA	Reg Cd:		NA	Repr Date: 28-MAY			
Cust Comments:		PASS. SIDE SPEAKERS (CUST UNABLE TO DETERMINE FRONT OR REAR) CRACKLING ON THE LOW END MOST WHEN HI																	
Tech Comments:		INOP RADIO REMOVE																	
2FTZK0769W	[REDACTED]	FS	TFS *	T/BD	T/AM	T/B	A4	T/DU	T/V3	25-08-97	11-09-97	148426	USA 17	*	*	*			
AWS Claim Key:		0457068	Doc #: 03527850		Trx Code:		98S14	Labor Hrs:		6	Labor Cost:		38.69	Material Cost:		8.4	Total		
Dir Cd-Sub Cd:		02761 *	Name: SOUTHGATE FORD				Ph:	734-2823636	St:	MI	City Cd:	USA	Reg Cd:		NA	Repr Date: 23-JAN			
Cust Comments:		RECALL 98S14 LUG NUTS																	
Tech Comments:		98S14 98S14 PERFORM RECALL 98S14 REPLACE THE LUGS																	

Any comments? You can contact



webmaster

P204-878 0018

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ COSID: _____ Phone: _____

Vehicle Information:

VIN Number LETRX17W1KA

Mileage: 101000 Year: 99 Model: _____

Friday, October 22nd, 2004
8:30AM - 9:00AM
26532

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? 4-6 times a year

Which ones do you use? aux

What accessories do you plug in? power inverter, cb, cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving 25 75 (maybe more) Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) 12 times a year

How often do you use speed control? 4-6 times a year

How do you like it? satisfied

Have you ever had any problems with your speed control? no

What happened? N/A

Was it serviced? Yes No If so, what was changed. N/A

Have you ever had problems:

Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

NO DTC's



Pawczuk, Gregory (gpawczuk)
Cruise Control - F150
Friday, October 22nd, 2004
8:30AM - 9:00AM
26332

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1999
Mileage over 80000
Vehicle Line F-150

% of Highway driving 75% ~~4~~
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light

Parking Brake Light

ABS Light

Engine Light

Battery Light

Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 5
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 4



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1999
Mileage over 60000
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

■

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 5
Disengagement 5
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 4

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

VIN	AWS	WEBS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	TIS	QRT	WCC	PREF	BASE	SUFF	VST	VPG	CCI	
VL	VL	DER	CAB	SERIES	TYPE	CD	CD	COD	DATE	DATE	DEALER	CNT											

Any comments? You can contact



webmaster

PE04-078 0020

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1E1RW08L32K

Mileage: 38,681 Year: 02 Model: _____

Cruise Control - F150
Friday, October 22nd, 2004
2:00PM - 2:30PM 4:30 - 10:00
74366

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? 2 a month or so. AUX

Which ones do you use? not often, for rear

What accessories do you plug in? phone

When do you use the connection (vehicle running, vehicle moving, parked) parked

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving 25 75 Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) 2 or 3 times weather & panic

How often do you use speed control? often for 2 a day

How do you like it? really like it

Have you ever had any problems with your speed control? no problem

What happened? _____

Was it serviced? Yes No _____ If so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules
NO codes



Cruise Control - F150
Friday, October 22nd, 2004
2:00PM - 2:30PM
74366

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2002
Mileage 30000-39999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75% *SR*

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 2



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2002
Mileage 30000-39999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Frequently
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 2

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

VIN	AWS VL	WEBS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREP	BASE	
1FTRW08L32	PS		T/P5	T/P	T/BC	T/AM	T/B	AJ	T/DU	T/VZ	18-02-02	12-10-02	144577	USA	9	*	6A06	*	28201
AWS Claim Key:	6291102	Doc #:	196877A	Trx Code:	BB4	Labour Hrs:	1	Labour Cost:	75.04	Material Cost:	43.37	Total							
Dir Cd-Sub Cd:	02283-*	Name:	ED MULLINAX FORD	Ph:	440-9842431	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-JUN-						
Cost Comments:	FRY GRILLE PAINT IS PEELING																		
Tech Comments:	12533 DI AUTHO P133R																		

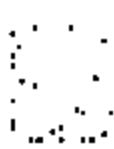
1FTRW08L32	PS		T/P5	T/P	T/BC	T/AM	T/B	AJ	T/DU	T/VZ	18-02-02	12-10-02	144577	USA	9	*	6A06	*	28201
AWS Claim Key:	6237407	Doc #:	196877B	Trx Code:	BB4	Labour Hrs:	1	Labour Cost:	75.04	Material Cost:	0	Total							
Dir Cd-Sub Cd:	02283-*	Name:	ED MULLINAX FORD	Ph:	440-9842431	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-JUN-						
Cost Comments:	PAINT IS PEELING AROUND LFT FRT DOOR HANDLE																		
Tech Comments:	12533 DI AUTHO P13WR																		

1FTRW08L33	PS		T/P5	T/P	T/BC	T/AM	T/B	AJ	T/DU	T/VZ	18-02-02	12-10-02	144577	USA	11	*	6N01	YL3Z	18208
AWS Claim Key:	7162923	Doc #:	199792A	Trx Code:	BB4	Labour Hrs:	3	Labour Cost:	22.51	Material Cost:	41.1	Total							
Dir Cd-Sub Cd:	02283-*	Name:	ED MULLINAX FORD	Ph:	440-9842431	St:	OH	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-AUG						
Cost Comments:	CUSTOMER STATES THAT BODY SIDE MOLDING IS LIFTING FROM DOOR																		
Tech Comments:	REPAIR SIDE MOLDING ON DOOR																		

1FTRW08L32	PS		T/P5	T/P	T/BC	T/AM	T/B	AJ	T/DU	T/VZ	18-02-02	12-10-02	144577	USA	18	*	6Q04	YL3Z	17807
AWS Claim Key:	9612630	Doc #:	11972801	Trx Code:	BB4	Labour Hrs:	4	Labour Cost:	46.5	Material Cost:	281.53	Total							
Dir Cd-Sub Cd:	13952-*	Name:	HINES PARK LINCOLN-MERCURY INC	Ph:	734-4532424	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-MAR						
Tech Comments:	1 INSTALLED BUMPER																		

1FTRW08L33			T/P5	T/P	T/BC	T/AM	T/B	AJ	T/DU	T/VZ	18-02-02	12-10-02	144577	USA	18	*	7F06	P65Z	17607
AWS Claim Key:	9612629	Doc #:	11972802	Trx Code:	BB3	Labour Hrs:	2	Labour Cost:	15.5	Material Cost:	6.52	Total							
Dir Cd-Sub Cd:	13952-*	Name:	HINES PARK LINCOLN-MERCURY INC	Ph:	734-4532424	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-MAR						
Tech Comments:	1 REPLACED BRAYER																		

Any comments? You can contact



webmaster

P204-878 8024

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1FTRW08W01

Mileage: 43552 Year: 01 Model: _____

Cyrus, David (Dyrus)
Cruise Control - F150
Friday, October 22nd, 2004
9:30AM - 10:00AM
09360

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? 3-4 times a year - trips

Which ones do you use? aux

What accessories do you plug in? cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving 100 0 Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) 5 times a year

How often do you use speed control? 3-4 times a year (trips)

How do you like it? fine except for hills

Have you ever had any problems with your speed control? yes

What happened? one time it kicked out for no reason but worked back up fine

Was it serviced? Yes No If so, what was changed. N/A

Have you ever had problems:

Moving the shift lever out of park? Yes No

Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules

no codes



Cruise Control - F150
 Friday, October 22nd, 2004
 9:30AM - 10:00AM
 09360

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
 CDSIO
 Phone



Model Year 2001
 Mileage 40000-49999
 Vehicle Line F-150

% of Highway driving 100% *of*
 % of City driving 0% *100*

Warning lamps illuminate on dash?

Brake Light
 Parking Brake Light
 ABS Light
 Engine Light
 Battery Light
 Other

Dealer visit - lights? *no*

Satisfaction with cruise control functions

Use of cruise control **Hardly Ever**
 Engagement 5
 Disengagement 5
 Performance engaged 4

Dealer visit - cruise? **No**

Satisfaction with auxillary outlets

Awareness of difference
 between the cigarette
 lighter/auxiliary power
 outlets **Yes**

Use aux outlets **No**
 Convenience of location 5
 # of auxiliary outlets 4



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2001
Mileage 40000-49999
Vehicle Line F-150

% of Highway driving 100%
% of City driving 0%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control **Hardly Ever**
Engagement 5
Disengagement 5
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets No
Convenience of location 5
of auxiliary outlets 4

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

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. CNT	TIS	QRT	WCC	PREF	B.	
1FTRW08W01		F5	T/F5	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VN	20-04-00	26-10-00	148020	USA	0	*	7M01	*	19
AWS Claim Key:	26222	Doc #:	0831088	Trx Code:	1	Labor Hrs:	6	Labor Cost:	41.4	Material Cost:	0	T:							
Dir Cd-Sub Cd:	03050-*	Name:	FAIRLANE FORD SALES, INC.		Ph:	313-8465000		St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	06-11				
Cost Comments:	A13 CK CD PLAYER INOP WONT PLAY AT ALL																		
Tech Comments:	3 REMOVE RADIO SEND IN FOR REPAIR. REINSTALL AFTER REPAIR.																		

1FTRW08W01		F5	T/F5	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VN	20-04-00	26-10-00	148020	USA	0	*	7M01	*	19
AWS Claim Key:	36265	Doc #:	84761906	Trx Code:	2	Labor Hrs:	0	Labor Cost:	43	Material Cost:	0	T:							
Dir Cd-Sub Cd:	67781-*	Name:	ROYAL RADIO SALES & SERVICE		Ph:	---		St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	06-11				
Tech Comments:	REQUESTING DEALER'S PVA CODE 03050																		

1FTRW08W01		F5	T/F5	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VN	20-04-00	26-10-00	148020	USA	12	*	*	*	*
AWS Claim Key:	4074203	Doc #:	107695C	Trx Code:	01824	Labor Hrs:	7	Labor Cost:	49.94	Material Cost:	7.65	T:							
Dir Cd-Sub Cd:	03050-*	Name:	FAIRLANE FORD SALES, INC.		Ph:	313-8465000		St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	06-11				
Cost Comments:	01824 WIPER MOTOR GEAR COVER REPLACEMENT																		
Tech Comments:	9117 01824 CK OUT AND REPLACE WIPER MOTOR GEAR COVER																		

1FTRW08W01		F5	T/F5	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VN	20-04-00	26-10-00	148020	USA	24	*	2B02	1L2Z	10
AWS Claim Key:	10904203	Doc #:	138634E	Trx Code:	307	Labor Hrs:	1.6	Labor Cost:	116.65	Material Cost:	59.33	T:							
Dir Cd-Sub Cd:	03050-*	Name:	FAIRLANE FORD SALES, INC.		Ph:	313-8465000		St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	06-11				
Cost Comments:	CHECK ENGINE LIGHT ON 108.00 L3 INTERMITTLY HAS CAME ON AFTER WET WEATHER, ENGINE HESITATED AT THA																		
Tech Comments:	16530 SELF TEST CODES KOEO PASS KOER PASS CONT P0302 LIGHT ON, PINPOINT TESTS, IGNITION SYSTEM DIAG SC01 REPLACED NUMBER TWO FLUID AND AND COIL PACK. RERTEST WITH NGS P1000 12029 12405 CC42 Y																		

1FTRW08W01		F5	T/F5	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VN	20-04-00	26-10-00	148020	USA	36	*	7M01	*	19
AWS Claim Key:	15846204	Doc #:	158543B	Trx Code:	883	Labor Hrs:	6	Labor Cost:	45.28	Material Cost:	0	T:							
Dir Cd-Sub Cd:	03050-*	Name:	FAIRLANE FORD SALES, INC.		Ph:	313-8465000		St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-05				
Cost Comments:	A85 RADIO DISPLAY INOP MOST OF THE TIME WAS OUT FOR 3 WEEKS. CAME ON LAST NIGHT																		
Tech Comments:	38657 REMOVE RADIO SEND IN FOR REPAIR REINSTAL RADIOAFTER REPAIR TEST																		

1FTRW08W01		F5	T/F5	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VN	20-04-00	26-10-00	148020	USA	36	*	7M01	*	19
AWS Claim Key:	16740312	Doc #:	80434709	Trx Code:	883	Labor Hrs:	0	Labor Cost:	0	Material Cost:	147.57	T:							
Dir Cd-Sub Cd:	67701-*	Name:	VISTEON AFTERMARKET, U.S.		Ph:	---		St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	11-05				
Tech Comments:	REQUESTING DEALER'S PVA CODE 03050																		

1FTRW08W01		F5	T/F5	T/F	T/BC	T/AM	T/E	AJ	T/DU	T/VN	20-04-00	26-10-00	148020	USA	43	*	7M01	*	19
AWS Claim Key:	18042672	Doc #:	169847B	Trx Code:	889	Labor Hrs:	6	Labor Cost:	45.28	Material Cost:	0	T:							

PER-078 0028

Dir Cd-Sub Cd: 03050-# Name: FAIRLANE FORD SALES, INC. Pk: 313-8465000 St: MI City: USA Reg Cd: NA Reg Date: 19-A
Cust Comments: C D PLAYER TROUBLES DISPLAY READS BAD DISC UNIT KEEPS TRYING TO EJECT WHEN NO DISC IS IN ALSO CONTIN
IGNITION KEY IS OFF REF TO RO # 158543 9 12 03 28,857
Tech Comments: 36498 L/D REMOVE RADIO SEND IN FOR REPAIR, REINSTALL RADIO AFTER REPAIR, TEST CD.

Any comments? You can contact



webmaster

PC94-978 0029

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number LFTDXL765VM

Mileage: 109,000 Year: 97 Model: _____



Cruise Control - F150
Friday, October 22nd, 2004
10:00AM - 10:30AM
59078

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? Weekly

Which ones do you use? AUX

What accessories do you plug in? phone coder

When do you use the connection (vehicle running / vehicle moving / parked)

SPEED CONTROL

What kind of driving do you do?

25 City driving vs. Highway driving 75 Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)?
weather only, ABS

How often do you use speed control? travel infrequent - not towing

How do you like it? yes

Have you ever had any problems with your speed control? no

What happened? _____

Was it serviced? Yes / No if so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules
NO ETCs



Cruise Control - F150
Friday, October 22nd, 2004
10:00AM - 10:30AM
59078

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1997
Mileage over 60000
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control	Not Often
Engagement	5
Disengagement	5
Performance engaged	5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 2
of auxiliary outlets 1



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1997
Mileage over 80000
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control	Not Often
Engagement	5
Disengagement	5
Performance engaged	5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 2
of auxiliary outlets 1

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

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 CNT	TIS	QRT	WCC	PREF	BA
IFTDX1765V [REDACTED]	P5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	14-11-96	22-11-96	18910K	USA	9	*	TWGA	PSUZ	158
AWS Claim Key:	3325287	Doc #:	52895451	Trx Code:	ES3	Labor Hrs:	5	Labor Cost:	20	Material Cost:	35	Tot						
Dir Cd-Sub Cd:	65010-*	Name:	FORD MOTOR COMPANY	Ph:	*.*	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	29-11R					
Tech Comments:	XXXXXXXXXXXXXX																	

IFTDX1765V [REDACTED]	P5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	14-11-96	22-11-96	18910K	USA	12	*			
AWS Claim Key:	4142616	Doc #:	54080401	Trx Code:	97586	Labor Hrs:	3	Labor Cost:	12	Material Cost:	15	Tot						
Dir Cd-Sub Cd:	65010-*	Name:	FORD MOTOR COMPANY	Ph:	*.*	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	28-0C					

IFTDX1765V [REDACTED]	P5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	14-11-96	22-11-96	18910K	USA	48	*	501	FR5Z	341
AWS Claim Key:	21504629	Doc #:	04307902	Trx Code:	07790	Labor Hrs:	24	Labor Cost:	164.07	Material Cost:	293.28	Tot						
Dir Cd-Sub Cd:	02753-*	Name:	MCLAUGHLIN FORD, INC.	Ph:	248-5484100	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	16-0C					
Tech Comments:	PERFORM PRESSURE FLOW TEST 141 PSI 2.3 GPM AT 1500 RPM. TRACE LEAKAGE. REPLACE PUMP AND PRESSURE LINE																	

IFTDX1765V [REDACTED]	P5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	14-11-96	22-11-96	18910K	USA	48	*			
AWS Claim Key:	21504630	Doc #:	04307903	Trx Code:	00522	Labor Hrs:	2	Labor Cost:	13.67	Material Cost:	0	Tot						
Dir Cd-Sub Cd:	02753-*	Name:	MCLAUGHLIN FORD, INC.	Ph:	248-5484100	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-0C					

IFTDX1765V [REDACTED]	P5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	14-11-96	22-11-96	18910K	USA	48	*			
AWS Claim Key:	21524356	Doc #:	04307904	Trx Code:	98514	Labor Hrs:	6	Labor Cost:	41.02	Material Cost:	8.4	Tot						
Dir Cd-Sub Cd:	02753-*	Name:	MCLAUGHLIN FORD, INC.	Ph:	248-5484100	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	16-0C					

IFTDX1765V [REDACTED]	P5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	14-11-96	22-11-96	18910K	USA	54	*	5M03	FR5Z	34
AWS Claim Key:	22691100	Doc #:	08984551	Trx Code:	07790	Labor Hrs:	14	Labor Cost:	96.18	Material Cost:	69.18	Tot						
Dir Cd-Sub Cd:	02894-*	Name:	DEAN SELLERS INC	Ph:	248-6437500	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	05-1P					
Cost Comments:	569.00 & ADVISE. LEFT FR1 T16 ROD HANGING OFF.																	
Tech Comments:	T16 ROD END END ASSEMBLY (SPINDLE CONNECTING ROD) AND OR LINK ASSEMBLY :																	

Any comments? You can contact

PER4-878 0033



webmaster

PER4-078 0004



F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number LFIZX1761W

Mileage: 124480 Year: 98 Model: F-150

King, Ken (KKing!)
Cruise Control - F150
Friday, October 22nd, 2004
10:30AM - 11:00AM
33833

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? 1 week

Which ones do you use? Aux

What accessories do you plug in? phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do? 25

City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) once in a while

How often do you use speed control? Seldom

How do you like it? love it

Have you ever had any problems with your speed control? No

What happened? no

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

no codes



Cruise Control - F150
Friday, October 22nd, 2004
10:30AM - 11:00AM
33833

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage over 80000
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light

Parking Brake Light

ABS Light

Engine Light

Battery Light

Other

■

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Not Often

Engagement 5

Disengagement 5

Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux. outlets Yes
Convenience of location 5
of auxiliary outlets 1



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage over 80000
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 5
Disengagement 8
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 1

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

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 CNT	TIS	QRT	WCC	PREF	BA	
1FTZX1761WN	PS		TP5 *	TBD	TAM	T/B	AR	T/DU	TV3	15-11-97	29-06-98	148030	USA	31					
AWS Claim Key:		18233731	Doc #:	00656453	Trx Code:	98S14	Labour Hrs:	.6	Labour Cost:	41.23	Material Cost:	8.4	Ter						
Dir Cd-Sub Cd:		02709*	Name:	TOM HOLZER FORD, INC.	Plc:	248-4741234	St:	MI	City:	USA	Reg Cd:	NA	Regr Date:	04-1A					
Cust Comments:		98S14 LUG NUTS																	
Tech Comments:		98S14B REPLACED LUGNUTS																	

1FTZX1761WN	PS		TP5 *	TBD	TAM	T/B	AR	T/DU	TV3	15-11-97	29-06-98	148030	USA	32		2C01	FTUZ	110	
AWS Claim Key:		18233443	Doc #:	02983101	Trx Code:	0741D	Labour Hrs:	.7	Labour Cost:	49	Material Cost:	136.15	Ter						
Dir Cd-Sub Cd:		02975*	Name:	NORTH BROS. FORD, INC.	Plc:	734-4211308	St:	MI	City:	USA	Reg Cd:	NA	Regr Date:	31-1A					
Cust Comments:		WENT TO START VEH, TURN KEY JUST CLICKS, TOWED IN																	
Tech Comments:		STARTER CHARGING SYSTEM TEST REPLACE STARTER RETEST OK																	

1FTZX1761W	PS		TP5 *	TBD	TAM	T/B	AR	T/DU	TV3	15-11-97	29-06-98	148030	USA	49		3N01	F65Z	1A	
AWS Claim Key:		33192767	Doc #:	128492A	Trx Code:	0741D	Labour Hrs:	3.4	Labour Cost:	346.77	Material Cost:	10501	Ter						
Dir Cd-Sub Cd:		02709*	Name:	TOM HOLZER FORD, INC.	Plc:	248-4741234	St:	MI	City:	USA	Reg Cd:	NA	Regr Date:	12-11					
Cust Comments:		CUSTOMER STATES THERE IS PROBABLY A BROKEN TIE ROD ON THE LEFT SIDE																	
Tech Comments:		72289 L&R OUTER TIERODS, L&R LOWER BALL JOINTS, REPLACED L&R OUTER TIERODS, REPLACED L&R LOWER BALL ALIGNMENT, SET TOR.																	

Any comments? You can contact



webmaster

PE84-878 0039

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number ZFTZE073840

Mileage: 63,781 Year: 00 Model: _____

Petro, Stephen (Spectro)
Cruise Control - F150
Friday, October 22nd, 2004
10:00AM - 10:30AM
42682

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? 1-2 times month

Which ones do you use? aux

What accessories do you plug in? cell phone

When do you use the connection (vehicle running, vehicle moving, parked) _____

SPEED CONTROL

What kind of driving do you do?

50 50
City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) 1-2 times a year

How often do you use speed control? not often (once on trips)

How do you like it? satisfied

Have you ever had any problems with your speed control? no

What happened? N/A

Was it serviced? Yes No If so, what was changed. N/A

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules
NO DTCs



Cruise Control - F150
 Friday, October 22nd, 2004
 10:00AM - 10:30AM
 42682

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
 CDSID
 Phone



Model Year 2000
 Mileage 60000-89999
 Vehicle Line F-150

% of Highway driving 50%
 % of City driving 50%

Warning lamps illuminate on dash?

Brake Light
 Parking Brake Light
 ABS Light
 Engine Light
 Battery Light
 Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Not Often
 Engagement 4
 Disengagement 5
 Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
 between the cigarette
 lighter/auxiliary power
 outlets Yes

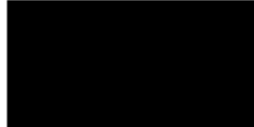
Use aux outlets Yes
 Convenience of location 4
 # of auxiliary outlets 4



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2000
Mileage 80000-89999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 4
Disengagement 5
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 4

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

VIN	AWS VL	WERS VL	MKT DBR	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	B	
2FTZP0738Y	25	TFS	*	T/B8	T/AM	T/B	A4	T/D7	T/WP	15-03-00	29-03-08	148027	USA	3	*	7802	*	1	
AWS Claim Key:	1752150	Doc #:	08160251	Trx Code:	1	Labor Hrs:	6	Labor Cost:	41.51	Material Cost:	0	T							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	21-11						
Cost Comments:	BASE W IGNITION SWITCH STICKS HAS A LOT OF PLAY																		
Tech Comments:	DIAG ING SWITCH HAS ALOT OF PLAY. INSPECT AND FOUND THAT ING TUMBLER WAS BINDING. R&R TUMBLER TO ENG ASSY AND LUBE. REINSTALL TUMBLER AND TEST. OKAY AT THIS TIME.																		
2FTZP0738Y	25	TFS	*	T/B8	T/AM	T/B	A4	T/D7	T/WP	15-03-00	29-03-00	148027	USA	3	*	3605	*	F	
AWS Claim Key:	1752151	Doc #:	08160254	Trx Code:	1	Labor Hrs:	7	Labor Cost:	48.44	Material Cost:	0	T							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	21-11						
Cost Comments:	BASE W PULLS TO LEFT AT HIGHWAY SPEEDS INTERMITTENT CLUNK FROM PRT END																		
Tech Comments:	ALIGN PRT END TO SPECS CHECK C C AND SET TOE CAM 0.3 0.3 CAST 6.2 6.7 FOR PULLING LEFT TOE 0.06																		
2FTZE0738	F5	TFS	*	T/B8	T/AM	T/B	A4	T/D7	T/WP	15-03-00	29-03-00	148027	USA	5	*	1A04	*	9	
AWS Claim Key:	2516711	Doc #:	08743951	Trx Code:	S07	Labor Hrs:	1	Labor Cost:	69.2	Material Cost:	0	T							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	17-11						
Cost Comments:	3 36 CK ENGINE LIGHT ON																		
Tech Comments:	WDS HOOK UP EEC TEST KOEC P0172 P0174 DATA LOGGER CHECK PUBL PRES W MECH CALIBR OK PINPOINT TEST TRAC BACK OF INTAKE HOSE FOR FRESH AIR INTAKE ASSEMBLE CLEAR CODES ROAD TEST WDS HOOK UP EEC TEST PASS																		
2FTZE0738	F5	TFS	*	T/B8	T/AM	T/B	A4	T/D7	T/WP	15-03-00	29-03-00	148027	USA	5	*	5H1	P852	1	
AWS Claim Key:	2516712	Doc #:	08743952	Trx Code:	1	Labor Hrs:	3.3	Labor Cost:	342.17	Material Cost:	174.02	T							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	17-11						
Cost Comments:	3 36 CK FOR LOSS OF POWER STEERING AT TIMES																		
Tech Comments:	CHECK CAUSE DIAG P 5 STIFF INSPECTED P 5 PUMP INCP REPLACE P 5 PUMP ROAD TEST OK																		
2FTZE0738	F5	TFS	*	T/B8	T/AM	T/B	A4	T/D7	T/WP	15-03-00	29-03-00	148027	USA	13	*	5A06	F75Z	1	
AWS Claim Key:	1782648	Doc #:	01108001	Trx Code:	EM4	Labor Hrs:	4.6	Labor Cost:	318.27	Material Cost:	147.45	T							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	03-11						
Cost Comments:	3 36 CHATTER FROM REAR END ON ACCEL ON TURNS FROM STOPS																		
Tech Comments:	TEST DRIVE NISS TO RAISE INSP REMOVE REAR DIFF COVER AND REMOVE AXLES TO ACCESS CARRIER ASSY REMOVE CARRIER ASSY REMOVE ALL GEARS AND CLUTCHES REPL CLUTCHES AND REINST ALL GEARS REINST INTO HOUSING RESEAL COVER FILL DIFF TEST GOOD OF 116																		
2FTZE0738	F5	TFS	*	T/B8	T/AM	T/B	A4	T/D7	T/WP	15-03-00	29-03-00	148027	USA	17	*	5A06	F75Z	1	
AWS Claim Key:	9291627	Doc #:	07436651	Trx Code:	E90	Labor Hrs:	4	Labor Cost:	388.16	Material Cost:	151.27	T							
Dir Cd-Sub Cd:	02737-*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	11-11						
Cost Comments:	SERVICE PART 80 (9300 TK 166 MILES (7633 6 22 01). SHUDDER SHAKE ON ACCEL FROM STOPS. MOSTLY AFTER BACKING FROM REAR ON TURNS																		

P001-078 0042

Tech Comments: 4.6 116 SEVR PART REMOVE AND REPL CLUTCH PACKS RESEAL DIFF BINDING

ZFTZF0738Y [REDACTED] P5 TFS * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 17 * 3801 * 6
 AWS Claim Key: 9921628 Doc #: 02456652 Trx Code: S07 Labor Hrs: 4.1 Labor Cost: 293.32 Material Cost: 782.03 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI Ctry: USA Reg Cd: NA Rptg Date:30-11
 Cust Comments: 3.36 CHECK FOR COOLANT LEAKING INTO INTERCOOLER, CUST. HAS TO KEEP ADDING COOLANT. POSS 55M
 Tech Comments: CHECK FOR COOLANT LEAKING IN SUPERCHARGER.PRESURE TEST SUPERCHARGER. FOUND INTERCOOLER LEAKING (COMPRESSION TEST TO MAKE SURE ENGINE IS OK.FOUND ALL CYLS AT 180 PSL.REMOVE AND INSTALL NEW INTERCOOL SPARK PLUGS.CHECK ALL O2 SENSORS FOR ANY SIGN OF COOLANT.ALL O2S OK.CHANGE OIL AND FILTER.REFILL SUP SYSTEM.TEST DRIVE AND CHECK FOR LEAKS.

ZFTZF0724Y [REDACTED] P5 TFS * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 18 * * *
 AWS Claim Key: 10612688 Doc #: 02784140 Trx Code: 01S24 Labor Hrs: 7 Labor Cost: 50.00 Material Cost: 7.88 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI Ctry: USA Reg Cd: NA Rptg Date:27-A
 Cust Comments: 01S24 WIPER MOTOR GEAR COVER
 Tech Comments: REPLACE WIPER COVER PER 01S24C

ZFTZF0738Y [REDACTED] P5 TFS * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 19 * 3A06 F752 *
 AWS Claim Key: 12128313 Doc #: 03163751 Trx Code: 290 Labor Hrs: 4.6 Labor Cost: 329.08 Material Cost: 217.92 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI Ctry: USA Reg Cd: NA Rptg Date:01-0
 Cust Comments: 3.36 SEE HIST RO 11883 MILES 16319 TK 116 43 01, SHUDDER FROM THE REAR END ON ACCEL FROM STOPS, MUST BACK REAR END ON TURNS
 Tech Comments: TEST DRIVE NISS TO RAISE INSP CALL HOT LINE ADV TO CHECK PENION ANGLE AND U JOINTS ALL GOOD OF ADV TO P ASSY INSP NISS TO REMOVE CLUTCH PACK SET REPL WITH NEW SET BUT SHIM BY 10 MM AT THIS TIME PT PENION HAI GRABS AND LOCKS UP NISS TO REMOVE PINION REPL BEARINGS AND CUPS RESIST ALL WITH NEW SEAL AND CRUSH FILL TEST GOO

ZFTZF0738Y [REDACTED] P5 TFS * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 20 * 5C05 F372 *
 AWS Claim Key: 12382787 Doc #: 03489851 Trx Code: E84 Labor Hrs: 2.6 Labor Cost: 186.01 Material Cost: 76.47 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI Ctry: USA Reg Cd: NA Rptg Date:29-0
 Cust Comments: 3.36 CHECK FRONT END FOR LOOSENESS, WAS TOLD BY OSL AT LEAST ONE BALL JOINT IS LOOSE. INTERMIT PULLS TO
 Tech Comments: CHECK CAUSE DIAG FRT END LOOSE BOTH LOWER BALL JOINTS LOOSE REPLACE BALL JOINTS AND RESET TOR SPEC'S

ZFTZF0738Y [REDACTED] P5 TFS * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 21 * 5V93 * 2
 AWS Claim Key: 12946947 Doc #: 03722153 Trx Code: E84 Labor Hrs: 1.9 Labor Cost: 133.93 Material Cost: 29.26 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI Ctry: USA Reg Cd: NA Rptg Date:19-0
 Cust Comments: DIAG. \$24.95 BRAKE INSPECTION, BRAKES SNAP ON TURNS, ADD ON RELATED TO LINE 51 (1-50 (1 1901
 Tech Comments: RD TESTED INSP AND FOUND FRT CALIPER PINS STICKING CAUSING PADS TO STICK AND WEAR UNEVENLY REPL FRT I ROTORS WITH ON CAR LATHS EXTRA TIME TO FREE CLEAN LUBRICATE CALIPER PINS RERD TESTED OK MIN SPEC 1.09 RT START 1.172 FIN 1.147

ZFTZF0738Y [REDACTED] P5 TFS * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 21 * 6A22 * 5
 AWS Claim Key: 14006022 Doc #: 03852551 Trx Code: E84 Labor Hrs: 3.8 Labor Cost: 271.85 Material Cost: 78.47 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI Ctry: USA Reg Cd: NA Rptg Date:03-0
 Cust Comments: PAINT CHECKING ON HOOD TOP AND UNDERSIDE
 Tech Comments: SAND,FEATHER,PRIME,BLOCK,SEAL,SCUFF,TAC CLOTH,RECOLOR,RECLEAR

ZFTZF0738Y [REDACTED] P5 TFS * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 21 * 6A22 * 5
 AWS Claim Key: 14026023 Doc #: 03852552 Trx Code: E84 Labor Hrs: 3.3 Labor Cost: 250.39 Material Cost: 61.94 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC P#: 313-5653900 St: MI Ctry: USA Reg Cd: NA Rptg Date:03-0

PE01-078 8043

MO	CL	Cont Comments	Tech Comments
		PAINT CHECKING ON RT QTR PANEL	SAND,FEATHER,PRIME,BLOCK,SEAL,SCUFF,TAC CLOTH,RECOLOR,RECLEAR
2FTZP0738	PS	TFS *	T/B8 T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 31 * 614 FBIZ 2
AWS Claim Key:	18022451	Doc #: 07446651	Trx Code: B84 Labor Hrs: .6 Labor Cost: 43.86 Material Cost: 61.31 T
Dir Cd-Sub Cd:	02737-*	Name: VILLAGE FORD INC	Ph: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date:16-SI
Cont Comments:	1 36 RIGHT POWER DOOR LOCK DOES NOT WORK MOST OF THE TIME		
Tech Comments:	INSPECT AND VERIFY RT POWER DOOR LOCK INOP AT TIMES. REMOVE RT DOOR PANEL. PINPOINT INTERMIT OPEN IN DOOR LATCH, REPLACE ACTUATOR, RETEST OPERATION OK.		
2FTZP0738	PS	TFS *	T/B8 T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 31 * 6001 KL3Z 1
AWS Claim Key:	18022452	Doc #: 07446652	Trx Code: B84 Labor Hrs: 2 Labor Cost: 146.22 Material Cost: 352.06 T
Dir Cd-Sub Cd:	02737-*	Name: VILLAGE FORD INC	Ph: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date:16-SI
Cont Comments:	3 36 LEFT LUBAR ON THE DRIVERS SEAT DOES NOT HAVE PADDING BETWEEN THE COVER AND FRAME SEE DAVID G B REPAIRS		
Tech Comments:	VERIFIED CUSTOMERS COMPLAINT. INSPECTED FOUND CUSHION TUBE CAUSING SEAT FRAME TO WEAR D S LOWER C D S SEAT AND DISASSEMBLED, REPLACED BOTTOM CUSHION AND COVER, REASSEMBLED SEAT AND REINSTALLED, R		
2FTZP0738	PS	TFS *	T/B8 T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 35 * 1A02 3U7Z 6
AWS Claim Key:	19184677	Doc #: 08954451	Trx Code: P05 Labor Hrs: 12.4 Labor Cost: 906.56 Material Cost: 285.18 T
Dir Cd-Sub Cd:	02737-*	Name: VILLAGE FORD INC	Ph: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date:23-17
Cont Comments:	DIAG. \$88 POSS P01 WARNT. OIL LEAKING ONTO THE GROUND FROM THE RIGHT REAR CYL. HEAD AREA (BACK MON 3		
Tech Comments:	CHCK FOR OIL LEAKS,DYE TESTED ENGINE OIL,FOUND HEADGASKET RIGHT SIDE REAR CORNOR LEAKING OIL,NESS REMOVE CYL HEAD. RMV ENG TAKE ENGINE APART,CLEAN AND INSPECT CYL HEAD & ENG BLOCK WITH STRAIGHT B AND ENGINE BLOCK OK,REASSEMBLE ENG USING NEW GASKETS&BOLTS,REINSTALL ENGINE,CHANGE OIL FILTER,ADI SYS&INTERCOOLER COOL SYS,CLEAN EXC OIL TEST		
2FTZP0738	PS	TFS *	T/B8 T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 44 * 6A25 * 1
AWS Claim Key:	21923542	Doc #: 01998331	Trx Code: S36 Labor Hrs: 4.1 Labor Cost: 363.23 Material Cost: 68.15 T
Dir Cd-Sub Cd:	02737-*	Name: VILLAGE FORD INC	Ph: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date:21-0
Cont Comments:	RUST CORROSION ON HOOD		
Tech Comments:	8 TIME IS TO SPLT. FT SEAM AND REPAIR CORROSION ON HOOD AND RESEAL SEAM REFINISH		
2FTZP0738	PS	TFS *	T/B8 T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 49 * 1A01 2L3Z 6
AWS Claim Key:	22126710	Doc #: 03355451	Trx Code: P07 Labor Hrs: 15.5 Labor Cost: 1172.86 Material Cost: 1197.88 T
Dir Cd-Sub Cd:	02737-*	Name: VILLAGE FORD INC	Ph: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date:08-M
Cont Comments:	88 00 POPPING NOISE FROM ENGINE WHILE RUNNING CUSTOMER CAN SMELL GAS IN VEHICLE CUSTOMER STATES #3 C		
Tech Comments:	LOOSR CUST NAME STEPHEN PETRO EEC SELF TEST CODE P0303 PINPOINT FOUND COIL DESTROYED&SPARK PLUG DESTROYED NO THREADS LEFT IN CYL H) PLUG BLEW OUT OF CYL HD,RMV ENG TO RPL RT CYL HEAD,TRANSFER NEC PARTS USING NEW GASKETS&HEAD BOL OIL&FILTER REFILL COOL SY PSI 16PSIOK NO LEAKS RTTBC TEST CLEAR CODES ROAD TEST ALL OK P07		
2FTZP0738	PS	TFS *	T/B8 T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 50 * 1ED4 F65Z 6
AWS Claim Key:	22669844	Doc #: 03751551	Trx Code: 0757D Labor Hrs: 10.0 Labor Cost: \$24.8 Material Cost: \$6.74 T
Dir Cd-Sub Cd:	02737-*	Name: VILLAGE FORD INC	Ph: 313-5653900 St: MI City: USA Reg Cd: NA Repr Date:13-A
Cont Comments:	DIAG. \$88 POSS POWERTRAIN \$100 DED. METALIC KNOCK FROM THE ENG. ON START UP AND ON ACCEL MORE SO 2100		
Tech Comments:	HST BO 33356 03 12 04 VERIFY LOWER END KNOCK,OIL PSI 39PSI,HOT,CHK OIL. FULL,RMV OIL PAN,FOUND #800 BEARING FAILED,CHK ALL BEARINGS,OK,CHK MAIN BEARINGS,OK,PLASTIC GAUGE CYL 8 ROD,POUND CYL 8 ROD BY SPEC,FOURNAL CLEARANCE ROD .038 PLASTIC GAUGE ALL OTHERS,ALL IN SPEC,INST NEW 800 BEARING IN CYL8,CLEAN PAN&PICK UP TUBE,REIN FILTER,NEC TO R&R ENG TO RMV THIS PAN		

PC04-078 0044

2FTZFD738Y [REDACTED] P5 T/F5 * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 30 * 1E04 P65Z 6
 AWS Claim Key: 21745551 Dec #: 03809431 Trx Code: SPW Labor Hrs: 20.3 Labor Cost: 1356.1 Material Cost: 1318.33 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Pto: 313-3653900 St: Ctry USA Reg Cd: NA Repr Date: 19-A
 Cust Comments: POSS POWERTRAIN SEE HIST RO37515 MI 56725 04 16 04 TK 129 KNOCKING NOISE FROM THE ENG. ON START. REVING DR I ACCEL
 Tech Comments: NEW OIL, PUMP AND OIL COOLER. CLEAN CYL HEADS REASSEMBLE ENGINE USING NEW GASKETS AND HEAD BOLTS RE OIL FILTER. ADD NEW OIL. RE-FILL COOLING AND SUPERCHARGER SYSTEM. CLEAN OFF EXCESS FLUIDS. TEST DRIVE R KNOCK AND LEAKS ALL OK AT THIS TIME. NOTE: DRIVE EASY AND CHANGE OIL IN 500 MILES.

2FTZFD738Y [REDACTED] P5 T/F5 * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 53 * 1D01 F4AZ 6
 AWS Claim Key: 21149579 Dec #: 04779852 Trx Code: SPW Labor Hrs: 4.7 Labor Cost: 363.46 Material Cost: 43.48 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Pto: 313-3653900 St: Ctry USA Reg Cd: NA Repr Date: 14-JL
 Cust Comments: SEE HIST RO 38064 TK 131 MINI 16678 05 03 04 EXHAUST LEAK FROM RIGHT Y PIPE FLANGE TO MANIFOLD AND OIL DRIP HOUSING AREA
 Tech Comments: CHECK FOR OIL LEAKS. DYE TESTED ENGINE OIL. FOUND OIL COMING FROM BELL HOUSING AREA. NEEDED TO REMOVE TF OIL LEAKING AT REAR MAIN SEA (LEAKING BETWEEN SEAL AND REAR MAIN HOUSING). REMOVE OLD SEALS. CLEAN A MAIN AND DUST SEAL. (SEALING OUTSIDE EDGES WITH SEALER). REINST TRANS. TOP OFF TRANS FLUID. CHECK ENGINE EXCESS OIL. AS BEST AS POSS. TEST DR ALL O

2FTZFD738Y [REDACTED] P5 T/F5 * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 54 * 1E04 * 6
 AWS Claim Key: 25720700 Dec #: 03809452 Trx Code: 0757D Labor Hrs: 0 Labor Cost: 0 Material Cost: 0 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Pto: 313-3653900 St: Ctry USA Reg Cd: NA Repr Date: 09-A
 Cust Comments: ESPA LOANER FOR REPAIRS ON LINE 51
 Tech Comments: ESP LOANER FOR 10 DAYS 2 DAYS WERE WEEKEND WE HAD TO WAIT FOR ESP TO COME OUT TO INSP. THEN FINALLY 4 DAYS FOR PART ESP AUTH IO

2FTZFD738Y [REDACTED] P5 T/F5 * T/BB T/AM T/B A4 T/D7 T/WP 15-03-00 29-03-00 148027 USA 55 * BA25 P65Z 1
 AWS Claim Key: 21502396 Dec #: 05535851 Trx Code: S36 Labor Hrs: 3.3 Labor Cost: 259.2 Material Cost: 397.13 T
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Pto: 313-3653900 St: Ctry USA Reg Cd: NA Repr Date: 20-SE
 Cust Comments: RUST CORROSION ON HOOD
 Tech Comments: B TIME IS TO REPLACE AND ALIGN HOOD ASSY RUSTED THROUGH. REFINISH

Any comments? You can contact



webmaster

PE04-076 0045

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1FTRX18L7WN [REDACTED]

Mileage: 192,489 Year: 98 Model: _____

D'Agostino, Robert (Rdagosti)
Cruise Control - F150
Friday, October 22nd, 2004
10:30AM - 11:00AM
30668

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? used for [unclear]

Which ones do you use? AUX.

What accessories do you plug in? cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

50 City driving vs. 50 Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) 1-2 a year

How often do you use speed control? once a week

How do you like it? satisfied

Have you ever had any problems with your speed control? no

What happened? N/A

Was it serviced? Yes / No If so, what was changed. N/A

Have you ever had problems:

Moving the shift lever out of park? Yes / No

Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

NO PDS



Cruise Control - F150
Friday, October 22nd, 2004
10:30AM - 11:00AM
30668

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1988
Mileage over 80000
Vehicle Line F-150

% of Highway driving 60%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light ■
Engine Light
Battery Light
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 4
Disengagement 4
Performance engaged 2

Dealer visit - cruise? No

Satisfaction with auxillary outlets

Awareness of difference
between the cigarette
lighter/auxillary power
outlets No

Use aux outlets No
Convenience of location 4
of auxillary outlets 1



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage over 80000
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

■

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 4
Disengagement 4
Performance engaged 2

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets No
Convenience of location 4
of auxiliary outlets 1

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

VIN	AWS	WERS	MIET	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	YFG	CO	
VL	VL	DER	CAB	SERIES	TYPE	CD	CD	COO	DATE	DATE	DEALER	CNT											

Any comments? You can contact



webmaster

PE04-076 0049



F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDS#: _____ Phone: _____

Vehicle Information:

VIN Number 1FTRW08L52 _____

Mileage: 62915 Year: 2002 Model: _____

Friday, October 22nd, 2004
12:00PM - 12:30PM

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? Occasionally

Which ones do you use? Powerpoint

What accessories do you plug in? Cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

When needed

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving

Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

Occasionally in the snow

How often do you use speed control? a lot

How do you like it? Satisfied

Have you ever had any problems with your speed control? No

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No

Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

None



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2002
Mileage 60000-69999
Vehicle Line F-150

% of Highway driving 60%
% of City driving 60%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control	Frequency
Engagement	5
Disengagement	5
Performance engaged	5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux. outlets	Yes
Convenience of location	4
# of auxiliary outlets	5



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2002
Mileage 60000-69999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control	Frequency
Engagement	5
Disengagement	5
Performance engaged	5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets No

Use aux outlets	Yes
Convenience of location	4
# of auxiliary outlets	5

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

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 CMT	TIS	QRT	MCC	PREF	BASE	
1FTRW0182KE18589	F3		T/F3	T/F	T/BC	T/AM	T/8	AJ	T/DU	T/VZ	25-06-02	16-07-02	148005	USA	10	*	4ND6	*	72314
AWS Claim Key:	5590389	Doc #:	08376801	Trs Code:	EB4	Labr Hrs:	2	Labr Cost:	24.5	Material Cost:	2.86	Total:							
Dir Cd-Sub Cd:	02755	Name:	MCLAUGHLIN FORD, INC.	Ph:	248-5484100	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	30-APR						
Cost Comment:	CUSTOMER STATES WEATHERSTRIP FROM REAR POWER SLIDING WINDOW HAS FALLEN OFF																		
Tech Comment:	21457 33 FOUND REAR SLIDING GLASS LOWER WEATERSTRIP LOOSE. REMOVED WEATHERSTRIP. INSPECTED. RESECUF RETEST																		

1FTRW0182	F3		T/F3	T/F	T/BC	T/AM	T/8	AJ	T/DU	T/VZ	25-06-02	16-07-02	148005	USA	16	*	4VD1	*	7803H
AWS Claim Key:	7165022	Doc #:	09022801	Trs Code:	EB4	Labr Hrs:	0	Labr Cost:	25	Material Cost:	0	Total:							
Dir Cd-Sub Cd:	02755	Name:	MCLAUGHLIN FORD, INC.	Ph:	248-5484100	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	17-OCT						
Cost Comment:	REPAIR REAR SLIDING WINDOW SUBLET TO HENDERSON GLASS																		
Tech Comment:	7803100 42 SUBLET TO HENDERSON GLASS																		

Any comments? You can contact



webmaster

PC04-078 0033

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 2FTZK08W5WC _____

Mileage: 164584 Year: 98 Model: _____

Ward, John (Jward26)
Cruise Control - F150
Friday, October 22nd, 2004
12:30PM - 1:00PM
57992

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? daily

Which ones do you use? both

What accessories do you plug in? cell phone, air compressor

When do you use the connection (vehicle running, vehicle moving, parked) _____

SPEED CONTROL

What kind of driving do you do?

25 City driving vs. 75 Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)?
3-4 times a year

How often do you use speed control? once a month

How do you like it? satisfied

Have you ever had any problems with your speed control? no

What happened? n/a

Was it serviced? Yes No If so, what was changed. PII

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules

PCM - P0171, P0174



Cruise Control - F150
Friday, October 22nd, 2004
12:30PM - 1:00PM
57992

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 1998
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25% →
% of City driving 75% ←

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light ■
Other

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 3
Disengagement 5
Performance engaged 3

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 1 → 4



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year	1998
Mileage	over 80000
Vehicle Line	F-150
% of Highway driving	25%
% of City driving	75%

Warning lamps illuminate on dash?

Brake Light	
Parking Brake Light	
ABS Light	
Engine Light	■
Battery Light	■
Other	

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control	Not Often
Engagement	3
Disengagement	5
Performance engaged	3

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets	Yes
---	-----

Use aux outlets	Yes
Convenience of location	4
# of auxiliary outlets	1

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	END COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	MCC	PREF	BAS
2FTZ08W5W			T/F3	*	T/B0	T/AM	T/E	A4	T/0U	T/VN	23-10-97	29-10-97	1890AJ	USA	11			
AWS Claim Key:		4545926	Doc #:	56799201	Trs Code:		98S14	Labor Hrs:		.6	Labor Cost:		34	Material Cost:		21.16	Total	
Dir Cd-Sub Cd:		65010-*	Name: FORD MOTOR COMPANY			Ptc:		**	St:		St:	City Cd:	USA	Reg Cd:		NA	Repr Date: 10-SEP	
2FTZ08W5W			T/F5	*	T/B0	T/AM	T/E	A4	T/0U	T/VN	23-10-97	29-10-97	1890AJ	USA	11			
AWS Claim Key:		4545927	Doc #:	56799201	Trs Code:		98S14	Labor Hrs:		.4	Labor Cost:		16	Material Cost:		12.29	Total	
Dir Cd-Sub Cd:		65010-*	Name: FORD MOTOR COMPANY			Ptc:		**	St:		St:	City Cd:	USA	Reg Cd:		NA	Repr Date: 21-SEP	

Any comments? You can contact



webmaster

PC04-078 0037

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 2FTRX18L52 _____
Mileage: 89989 Year: 02 Model: _____

Friday, October 22nd, 2004
9:00AM - 9:30AM 9:30

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? A lot

Which ones do you use? Both, Mainly Power Windows

What accessories do you plug in? radar detector cell phone

When do you use the connection (vehicle running, vehicle moving, parked)
radar det. All time

SPEED CONTROL

What kind of driving do you do?
253-75%
City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
Occasionally, 2-3 times

How often do you use speed control? Not Much, 10/2

How do you like it? Fine

Have you ever had any problems with your speed control? No

What happened? _____

Was it serviced? Yes / No _____ If so, what was changed. _____

Have you ever had problems:
Moving the shift lever out of park? Yes (No)
Replacing the brake lamp fuse? Yes / No ?
tra. or lights

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
 Friday, October 22nd, 2004
 12:00PM - 12:30PM
 313-489-8969

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
 CDSID
 Phone



Walk-in surveyed by
 John Risch &
 Eric Britton

Model Year 1997-2002
 Mileage over 80000
 Vehicle Line F-150

% of Highway driving 50% 75%
 % of City driving 50% 25%

Warning lamps illuminate on dash?

Brake Light
 Parking Brake Light
 ABS Light
 Engine Light
 Battery Light
 Other

None

Dealer visit - lights?

No

Satisfaction with cruise control functions

Use of cruise control
 Engagement
 Disengagement
 Performance engaged

frequently infrequently
4 5
4 5
4 5

Dealer visit - cruise?

No

Satisfaction with auxillary outlets

Awareness of difference
 between the cigarette
 lighter/auxillary power
 outlets

Yes

Use aux outlets
 Convenience of location
 # of auxillary outlets

Yes
4 5
4 5



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year	1997
Mileage	over 80000
Vehicle Line	F-150
% of Highway driving	50%
% of City driving	50%

Warning lamps illuminate on dash?

Brake Light	
Parking Brake Light	
ABS Light	
Engine Light	<input checked="" type="checkbox"/>
Battery Light	<input checked="" type="checkbox"/>
Other	

Dealer visit - lights? Yes

Satisfaction with cruise control functions

Use of cruise control	Frequently
Engagement	4
Disengagement	4
Performance engaged	4

Dealer visit - cruise? Yes

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets Yes

Use aux outlets	Yes
Convenience of location	4
# of auxiliary outlets	4

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-NOV-2004

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

VIN	AWS	WERS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCI	
VL	VL	DER	CAB	SERIES	TYPE	CD	CD	COO	DATE	DATE	DEALER	CNT											

Any comments? You can contact



webmaster

FE01-070 0001

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1FTZK18W0WA _____

Mileage 123055 Year: 98 Model: _____

Cruise Control - F150
Friday, October 22nd, 2004
1:30PM - 2:00PM
72111

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? frequent

Which ones do you use? both

What accessories do you plug in? cell charger, CB radio

When do you use the connection (vehicle running, vehicle moving, parked)
Some

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving 25% 75% Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
6-12 NO SPECIFIC CONDITIONS

How often do you use speed control? DAILY CITY & FREEWAY

How do you like it? WORKS GREAT

Have you ever had any problems with your speed control? SET DOES NOT ALWAYS WORK

What happened? _____

Was it serviced? Yes No If so, what was changed. N/A

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes No - straw whl position

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

None



Cruise Control - F150
Friday, October 22nd, 2004
1:30PM - 2:00PM
72111

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 1998
Mileage over 80000
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 2

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 1



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage over 80000
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 2

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 1

Can't find claims for VIN Code

STANDARD CLAIMS LIST

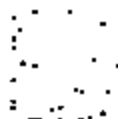
AWS Online Report

Run Date: 08-NOV-2004

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

VIN	AWS	WERS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARE	SELLING	SELL	TIS	QRT	WCC	PRBF	BASE	SUFF	VRT	VPG	CO
VL	VL	DLR	CAB	SERIES	TYPE	CD	CD	COO	DATE	DATE	DEALER	CNT										

Any comments? You can contact



webmaster

PERM-878 0000

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number LETZX1766W1 _____

Mileage: 76,790 Year: 98 Model: _____

Cruise Control - F150
Friday, October 22nd, 2004
2:30PM - 3:00PM
33552

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? FAIRLY

Which ones do you use? PERSONAL

What accessories do you plug in? TV, DVD, cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

SA 50
City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

Works as expected

How often do you use speed control? daily only a few times

How do you like it? Works well. Occasionally "set" does not work

Have you ever had any problems with your speed control? No, other than above

What happened? _____

Was it serviced? Yes No _____ If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes No

Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Friday, October 22nd, 2004
2:30PM - 3:00PM
33552

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 1



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 4
Disengagement 4
Performance engaged 4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 1

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 08-NOV-2004

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DBALER	SELL CNT	TIS	QRT	WCC	PREP	BAS
1FTZX1766W	P5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	19-11-97	02-01-98	148400	USA	19	*	6F44	F8Z	154
AWS Claim Key:		10241386	Doc #:	13434901	Trx Code:	ES4	Labor Hrs:	2.9	Labor Cost:	180.09	Material Cost:	29	Total					
Dir Cd-Sub Cd:		02731-*	Name:	ATCHINSON FORD SALES INC	Ph:	734-6979161	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	19-11				
Cost Comments:		SLIDING WINDOW IN CAB IS LEAKING RUST																
1FTZX1766W	P5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	19-11-97	02-01-98	148400	USA	19	*	6A11	*	99X
AWS Claim Key:		10241387	Doc #:	13434901	Trx Code:	ES4	Labor Hrs:	0	Labor Cost:	225	Material Cost:	0	Total					
Dir Cd-Sub Cd:		02731-*	Name:	ATCHINSON FORD SALES INC	Ph:	734-6979161	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	19-11				
Cost Comments:		RUST ON INSIDE BOTTOM OF BOTH DOORS AT SEAM F11																
1FTZX1766W	P5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	19-11-97	02-01-98	148400	USA	19	*	*	*	*
AWS Claim Key:		10241388	Doc #:	13434901	Trx Code:	98S14	Labor Hrs:	5	Labor Cost:	37.26	Material Cost:	8.4	Total					
Dir Cd-Sub Cd:		02731-*	Name:	ATCHINSON FORD SALES INC	Ph:	734-6979161	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	19-11				
Cost Comments:		98S14 WEBBL ATTACHMENT LUG NUTS																
1FTZX1766W	P5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	19-11-97	02-01-98	148400	USA	32	*	6A11	*	60X
AWS Claim Key:		16433233	Doc #:	14399901	Trx Code:	ES4	Labor Hrs:	0	Labor Cost:	180	Material Cost:	0	Total					
Dir Cd-Sub Cd:		02731-*	Name:	ATCHINSON FORD SALES INC	Ph:	734-6979161	St:	MI	City:	USA	Reg Cd:	NA	Repr Date:	01-AC				
Cost Comments:		L RUST ON SEAMS ON INSIDE OF RF DOOR, RR DOOR, AND TAILGATE F11																

Any comments? You can contact



webmaster

PE04-078 0039

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number _____
Mileage: _____ Year: _____ Model: _____

Cruise Control - F150
Friday, October 22nd, 2004
1:00PM - 1:30PM
05695

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? _____

Which ones do you use? _____

What accessories do you plug in? _____

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

How often do you use speed control? _____

How do you like it? _____

Have you ever had any problems with your speed control? _____

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Friday, October 22nd, 2004
1:00PM - 1:30PM
05695

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1999
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Never
Engagement
Disengagement
Performance engaged

Dealer visit - cruise?

Satisfaction with auxillary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 1
of auxiliary outlets 1



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1999
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control Never
Engagement
Disengagement
Performance engaged

Dealer visit - cruise?

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 1
of auxiliary outlets 1

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle information:

VIN Number 1FTDX 01211

Mileage 107934 Year: 97 Model: _____

Cruise Control - F150
Friday, October 22nd, 2004
2:00PM - 2:30PM
55501

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? once a week

Which ones do you use? aux.

What accessories do you plug in? cell phone, tire pump

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

25 75
City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)
1-10 a winter

How often do you use speed control? 10 times a year

How do you like it? works fine

Have you ever had any problems with your speed control? no

What happened? N/A

Was it serviced? Yes / No If so, what was changed. N/A

Have you ever had problems:
Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

None



Cruise Control - F150
Friday, October 22nd, 2004
2:00PM - 2:30PM
55501

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1997
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25% 
% of City driving 75% 

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? No 

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 3



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 1997
Mileage over 80000
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Not Often
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxiliary outlets 3

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 08-NOV-2004

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

VIN	AWS VL	WERS VL	MKT DBR	BODY CAB	YER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BA
1FTDX186SV			TFS *	T/BD	T/AM	T/E	AR	T/DU	T/V3	08-05-96	10-06-96	148418	USA	19	*	3A04	F7AZ	7F2
AWS Claim Key:		5529323	Doc #:		70359201	Trx Code:		EB4	Labor Hrs:	5.8	Labor Cost:	339.84	Material Cost:	30.08	Tot			
Dir Cd-Sub Cd:		02746-*	Name:		ROMEO FORD INC	Pto:		574-7525900	St: MI	City Cd:	USA	Reg Cd:		NA	Repr Date: 14-DE			
Tech Comments:		REINSTALLED VACUUM MOTOR																
1FTDX186SV		PS	TFS *	T/BD	T/AM	T/E	AR	T/DU	T/V3	08-05-96	10-06-96	148418	USA	19	*	7G03	*	18A
AWS Claim Key:		5539323	Doc #:		70359203	Trx Code:		EB3	Labor Hrs:	5	Labor Cost:	39.23	Material Cost:	0	Tot			
Dir Cd-Sub Cd:		02746-*	Name:		ROMEO FORD INC	Pto:		574-7525900	St: MI	City Cd:	USA	Reg Cd:		NA	Repr Date: 18-DE			
Tech Comments:		REINSTALLED VACUUM MOTOR																
1FTDX186SV			TFS *	T/BD	T/AM	T/E	AR	T/DU	T/V3	08-05-96	10-06-96	148418	USA	19	*	*	*	*
AWS Claim Key:		5726936	Doc #:		70359801	Trx Code:		97S86	Labor Hrs:	3	Labor Cost:	17.54	Material Cost:	.15	Tot			
Dir Cd-Sub Cd:		02746-*	Name:		ROMEO FORD INC	Pto:		574-7525900	St: MI	City Cd:	USA	Reg Cd:		NA	Repr Date: 19-DE			
1FTDX186SV		PS	TFS *	T/BD	T/AM	T/E	AR	T/DU	T/V3	08-05-96	10-06-96	148418	USA	32	*	*	*	*
AWS Claim Key:		15158732	Doc #:		70715801	Trx Code:		98S18	Labor Hrs:	4	Labor Cost:	33.82	Material Cost:	12.74	Tot			
Dir Cd-Sub Cd:		02746-*	Name:		ROMEO FORD INC	Pto:		574-7525900	St: MI	City Cd:	USA	Reg Cd:		NA	Repr Date: 30-DE			
Cust Comments:		PERFORM RECALL 98S18																
Tech Comments:		PERFORM RECALL 98S18																
1FTDX186SV		PS	TFS *	T/BD	T/AM	T/E	AR	T/DU	T/V3	08-05-96	10-06-96	148418	USA	32	*	5C02	F75Z	4B4
AWS Claim Key:		15158733	Doc #:		70715802	Trx Code:		EB4	Labor Hrs:	1.3	Labor Cost:	77.43	Material Cost:	102.76	Tot			
Dir Cd-Sub Cd:		02746-*	Name:		ROMEO FORD INC	Pto:		574-7525900	St: MI	City Cd:	USA	Reg Cd:		NA	Repr Date: 30-DE			
Cust Comments:		TRANS SLOPPY WHEN STOPPING THEN TAKING OFF																
Tech Comments:		PERFORM TSB 97 13 21																
1FTDX186SV		PS	TFS *	T/BD	T/AM	T/E	AR	T/DU	T/V3	08-05-96	10-06-96	148418	USA	32	*	*	*	*
AWS Claim Key:		15158734	Doc #:		70715803	Trx Code:		98S14	Labor Hrs:	6	Labor Cost:	35.74	Material Cost:	8.4	Tot			
Dir Cd-Sub Cd:		02746-*	Name:		ROMEO FORD INC	Pto:		574-7525900	St: MI	City Cd:	USA	Reg Cd:		NA	Repr Date: 31-DE			
Cust Comments:		PERFORM 98S14																
Tech Comments:		PERFORM 98S14																
1FTDX186SV		PS	TFS *	T/BD	T/AM	T/E	AR	T/DU	T/V3	08-05-96	10-06-96	148418	USA	80	*	*	*	*
AWS Claim Key:		26923274	Doc #:		06721052	Trx Code:		03S02	Labor Hrs:	2	Labor Cost:	15.24	Material Cost:	0	Tot			
Dir Cd-Sub Cd:		02676-*	Name:		MIKE DORTAN FORD, INC.	Pto:		586-7934180	St: MI	City Cd:	USA	Reg Cd:		NA	Repr Date: 11-DE			
Cust Comments:		STEERING YOKE 03S02																
Tech Comments:		INSPECTED STEERING YOKE PER 03S02. YOKE OK.																

FE04-078 0078

IFIDN1863V [REDACTED] PS T/F5 * T/BD T/AM T/E AR T/DU T/V3 08-05-95 10-00-96 148418 USA 89 * * *

AWS Claim Key: 23214863 Doc #: 06521053 Tra Code: 00S12 Labor Hrs: 2 Labor Cost: 15.24 Material Cost: 0 Tot

Dir Cd-Sub Cd: 02674-0 Name: MIKE DORIAN FORD, INC. Ph: 586-7924100 St: MI Cty: CAE USA Reg Cd: NA Reg Date: 05-95

Cust Comments: FUEL LINE 00922

Tech Comments: INSPECTED PER RECALL FUEL LINES

Any comments? You can contact



webmaster

FE204-878 0877



F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number _____

Mileage: _____ Year: _____ Model: _____
Cruise Control - F150
Friday, October 22nd, 2004
8:30AM - 9:00AM
21521

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? _____

Which ones do you use? _____

What accessories do you plug in? _____

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

How often do you use speed control? _____

How do you like it? _____

Have you ever had any problems with your speed control? _____

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No

Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules



Cruise Control - F150
Friday, October 22nd, 2004
8:30AM - 9:00AM
21521

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage 40000-49999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

■

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control
Engagement
Disengagement
Performance engaged

Never

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets

Yes

Use aux outlets
Convenience of location
of auxiliary outlets

No
Select one
Select one



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1998
Mileage 40000-49999
Vehicle Line F-150

% of Highway driving 25%
% of City driving 75%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Never
Engagement
Disengagement
Performance engaged

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets No
Convenience of location Select one
of auxiliary outlets Select one

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1FTDX176XVM _____

Mileage: 72030 Year: 97 Model: _____

Cruise Control - F150
Wednesday, October 28th, 2004 Friday
12:00PM - 12:30PM 1:00 - 1:30
32-27584

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? No

Which ones do you use? _____

What accessories do you plug in? None

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

75 25
City driving vs. Highway driving Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop)

Sometimes locking is expected

How often do you use speed control? Not much

How do you like it? Works okay

Have you ever had any problems with your speed control? No

What happened? _____

Was it serviced? Yes / No If so, what was changed. _____

Have you ever had problems:

Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No ie shift

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

None



Cruise Control - F150
Wednesday, October 20th, 2004
12:00PM - 12:30PM
32-Z7584

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 1997
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control
Engagement
Disengagement
Performance engaged

Never

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets

No

Use aux outlets
Convenience of location
of auxiliary outlets

Yes
4
1

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 08-NOV-2004

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

VIN	AWS YL	WERS VL	MCT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PRBF	SAS	
1F1DX176XV[REDACTED]	FS	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	05-06-97	26-06-97	152047	USA 6						
AWS Claim Key:		5019619	Doc #: 0890611		Trx Code:		97586	Labor Hrs:		3	Labor Cost:		16.1	Material Cost:		.15	Total		
Dir Cd-Sub Cd:		04379-*	Name: GENE HAMON FORD, INC.				Ph:	409-9482341	St: TX	City Cd:	USA	Reg Cd: NA		Repr Date: 01-DE					
1F1DX176XV[REDACTED]	FS	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	05-06-97	26-06-97	152047	USA 18						
AWS Claim Key:		14022409	Doc #: 0501581		Trx Code:		98514	Labor Hrs:		6	Labor Cost:		32.81	Material Cost:		8.4	Total		
Dir Cd-Sub Cd:		04379-*	Name: GENE HAMON FORD, INC.				Ph:	409-9482541	St: TX	City Cd:	USA	Reg Cd: NA		Repr Date: 02-DE					
1F1DX176XV[REDACTED]	FS	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	05-06-97	26-06-97	152047	USA 42						
AWS Claim Key:		21275347	Doc #: 0754062		Trx Code:		00522	Labor Hrs:		3	Labor Cost:		11.71	Material Cost:		0	Total		
Dir Cd-Sub Cd:		04379-*	Name: GENE HAMON FORD, INC.				Ph:	409-9482541	St: TX	City Cd:	USA	Reg Cd: NA		Repr Date: 30-NO					

Any comments? You can contact



[webmaster](#)

FE04-070 0003

Cruise Control F-150

Friday, October 22, 2004

Appt Time	Customer	Arrival Time
7:00AM		cxld
7:00AM		7:00
7:30AM		
7:30AM		
8:00AM		7:53
8:00AM		
8:30AM		8:22
8:30AM		
9:00AM		9:16
9:00AM		
9:30AM		9:30
9:30AM		9:30
10:00AM		10:00
10:00AM		10:00
10:30AM		10:20
10:30AM		10:35
11:00AM		
11:00AM		
12:00PM		cxld
12:00PM		12:00
12:30PM		12:30
12:30PM		12:50
1:00PM		1:00
1:00PM		
1:30PM		1:20
1:30PM		1:30
2:00PM		1:54
2:00PM		1:54
2:30PM		2:30
2:30PM		cxld

FE04-078 0004

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 2 FT ZXU 72124 [REDACTED]

Mileage: 43,572 Year: 00 Model: _____

Poniatowski, Kenneth (Kponiato)
Cruise Control - F150
Thursday, October 21st, 2004
7:00AM - 7:30AM
23872

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? once every 2 days

Which ones do you use? one further from driver

What accessories do you plug in? cell phone

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

City driving vs. Highway driving 75 25 Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) few times a year (in ice)

How often do you use speed control? 1-2 months

How do you like it? satisfied

Have you ever had any problems with your speed control? no

What happened? n/a

Was it serviced? Yes No If so, what was changed. n/a

Have you ever had problems:
Moving the shift lever out of park? Yes No
Replacing the brake lamp fuse? Yes No

May we contact you in the future? Yes No

Diagnostic test codes from ABS and Powertrain Control Modules

NO PTC



Cruise Control - F150
Thursday, October 21st, 2004
7:00AM - 7:30AM
23872

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone



Model Year 2000
Mileage 40000-49999
Vehicle Line F-150

% of Highway driving 75% ✓
% of City driving 25% ✓

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light
Battery Light
Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control	Not Often
Engagement	4
Disengagement	5
Performance engaged	4

Dealer visit - cruise? No

Satisfaction with auxillary outlets

Awareness of difference
between the cigarette
lighter/auxillary power
outlets Yes

Use aux outlets Yes
Convenience of location 5
of auxillary outlets 1



Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name
CDSID
Phone

Model Year 2000
Mileage 40000-49999
Vehicle Line F-150

% of Highway driving 75%
% of City driving 25%

Warning lamps illuminate on dash?

- Brake Light
- Parking Brake Light
- ABS Light
- Engine Light
- Battery Light
- Other

Dealer visit - lights?

Satisfaction with cruise control functions

Use of cruise control	Not Often
Engagement	4
Disengagement	5
Performance engaged	4

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference
between the cigarette
lighter/auxiliary power
outlets Yes

Use aux outlets	Yes
Convenience of location	5
# of auxiliary outlets	1

STANDARD CLAIMS LIST

AWS Online Report

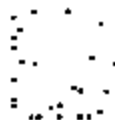
Run Date: 04-NOV-2004

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 CNT	TIS	QRT	WCC	PREF	BASE	
2FTZK0726Y	[REDACTED]	3	TFS *	TBD	TAM	TB	A4	TDU	TLY	18-04-00	01-05-00	148022	USA 30	*		7582	*	(4-01)	
AWS Claim Key:		11228521	Doc #: 07836251		Trx Code:		E83	Labor Hrs:		1.3	Labor Cost:		94.8	Material Cost:		0	Total		
Dir Cd-Sub Cd:		02761 *	Name: SOUTHGATE FORD		Ph:		734-2823636	St: MI		City Cd:		USA	Reg Cd:		NA	Repr Date: 10-01			
Cust Comments:		ADVISE ABS LIGHT IS ON.																	
Tech Comments:		CLEARED CODES OK. TEST DROVE TO VERIFY REPAIR OK.																	

2FTZK0726Y	[REDACTED]	F5	TFS *	TBD	TAM	TB	A4	TDU	TLY	18-04-00	01-05-00	148022	USA 30	*		*	*	*	
AWS Claim Key:		18288222	Doc #: 07836340		Trx Code:		01524	Labor Hrs:		.7	Labor Cost:		51.04	Material Cost:		7.28	Total		
Dir Cd-Sub Cd:		02761 *	Name: SOUTHGATE FORD		Ph:		734-2823636	St: MI		City Cd:		USA	Reg Cd:		NA	Repr Date: 10-01			
Cust Comments:		01524 WIPER MOTOR GEAR COVER																	
Tech Comments:		PERFORM RECALL 01524 INSPECT & REPLACE THE WIPER GEAR COVER																	

Any comments? You can contact



webmaster

PC04-078 0011

F-Series Cruise Control Clinic

October 20, 21 & 22, 2004

Customer's Name: _____ CDSID: _____ Phone: _____

Vehicle Information:

VIN Number 1FTRX17W6XN _____

Mileage: 78,235 Year: 09 Model: _____

Cruise Control - F150
Thursday, October 21st, 2004
7:30AM - 8:00AM
07111

POWERPOINT CONNECTORS

How often do you use your powerpoint connections? seven times a year

Which ones do you use? aux.

What accessories do you plug in? port. tv & SCR

When do you use the connection (vehicle running, vehicle moving, parked)

SPEED CONTROL

What kind of driving do you do?

50 City driving vs. Highway driving 50 Conservative vs. Aggressive

How often do you experience an anti-lock braking event (brake pedal vibrates during stop) 6 times in a year

How often do you use speed control? very frequently

How do you like it? satisfied

Have you ever had any problems with your speed control? no

What happened? n/a

Was it serviced? Yes / No If so, what was changed. n/a

Have you ever had problems:

Moving the shift lever out of park? Yes / No
Replacing the brake lamp fuse? Yes / No

May we contact you in the future? Yes / No

Diagnostic test codes from ABS and Powertrain Control Modules

NO DTC



Cruise Control - F150
Thursday, October 21st, 2004
7:30AM - 8:00AM
07111

Welcome to the F-Series Satisfaction Mini-Clinic

Participant Information

Name [REDACTED]
CDSID [REDACTED]
Phone [REDACTED]

Model Year 1999
Mileage 70000-79999
Vehicle Line F-150

% of Highway driving 50%
% of City driving 50%

Warning lamps illuminate on dash?

Brake Light
Parking Brake Light
ABS Light
Engine Light ■
Battery Light
Other

Dealer visit - lights? No

Satisfaction with cruise control functions

Use of cruise control Very Frequently
Engagement 5
Disengagement 5
Performance engaged 5

Dealer visit - cruise? No

Satisfaction with auxiliary outlets

Awareness of difference between the cigarette lighter/auxiliary power outlets No

Use aux outlets Yes
Convenience of location 4
of auxiliary outlets 5