

COPY

Sent Via U.S. Mail

June 26, 2003

[REDACTED]

Vonore, TN

Re: 2001 F-Series

VIN: 1FDWX37F81E [REDACTED]

Dear [REDACTED]

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

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

We appreciate the opportunity to review your request.

Sincerely,

Celeste M. Jackson  
Consumer Affairs

AI Action Details for Issue

Print

VIN: 1FDWX37F81E [REDACTED] Year: 2001 Model: F-SERIES SUPER DUTY Case: 1707151753  
 Name: [REDACTED] Owner Status: Original WSD: 2000-11-18  
 Symptom Desc: PANELSUNIBODY DENT/DING DOOR-HINGED Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS  
 Dealer: 03938 JACKY JONES FORD LINCOLN MERCU Origin Desc: US CONCERN CASE BASE  
 Odometer: 61000 MI Comm Type: PHONE  
 Analyst Name: PATRICK BENIMADHU Analyst: PBENIMAD  
 Action Date: 06/24/2003 Action Time: 19.38.15.583 Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -CUST DOOR SEAT BELT IS HAVING A PROBLEM FROM THE RECALL CUST HAD AN ACCIDENT ABOUT ISSUE CUST WAS GOING 35MPH CUST WAS TRYING TO AVOID AN ANIMAL AND THE SEATBELT CAME UNDONE. \$6000 IN DAMAGE TO VEH. DATE OF ACCIDENT WAS JUNE 11TH 2003 THERE WAS A POLICE REPORT FILED CUST IS WAITING TO SEE WHAT FORD IS SAYING BEFORE THEY FILE ANYTHING. CUST IS SAYING THAT THE SERVICE DEPARTMENT IS RESPONSIBLE. SHE HURT HER LEG BUT NOT BAD. CUST IS ALEGING THAT THE SEATBELT WAS THE DEFECT. PER CUSTOMER, DEALER SAYS: JACKY JONES FORD 510 SOUTH MAIN ST SWEETWATER, TN 37874 TEL: (423) 337-5088 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER  
 Dealer: 03838 JACKY JONES FORD LINCOLN MERCU Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 61000 MI Comm Type: PHONE  
 Analyst Name: JACKSON, CELESTE (C.) Analyst: CJACKS84  
 Action Date: 06/25/2003 Action Time: 11.30.51.718 Action Date: Yes

Comments LPA COMMENTS: LEFT V-MAIL MESSAGES REQUESTING A RETURN PHONE CALL

Data Element Name	Data Value
CONTACT PERSON	V-MAIL (ALL NUMBERS)

RODA-811 6281



Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER

Dealer: 03938 JACKY JONES FORD LINCOLN MERCU

Odometer: 81000 MI

Analyst Name: JACKSON,CELESTE (C.)

Action Date: 06/26/2003

Comm Type: PHONE

Analyst: C.JACKSB4

Action Time: 10.43.49.090

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments LPA COMMENTS: CUSTOMER ALLEGES THAT SHE SWERVED THE VEHICLE TO AVOID HITTING AN ANIMAL. ALLEGES THE VEHICLE WENT THROUGH 2 PILLARS AND HIT A CHAIN-LINKED FENCE. ALLEGES AFTER THE AVOIDANCE HER SEATBELT CAME LOOSE AND THAT HER DOOR FLEW OPEN. CUSTOMER FEELS THAT THIS IS WHAT CAUSED HER HIT THE FENCE, ALLEGING THAT SHE WOULD HAVE REGAINED CONTROL OF THE VEHICLE AFTER AVOIDING HITTING THE ANIMAL. ALLEGES THAT HER LEG WAS HURT, BUT SHE IS NOT SEEKING A PERSONAL INJURY CLAIM AND THAT SHE TOLD THE CAC REP.THE SAMETHING. SAYS THAT SHE HAS FULL COVERAGE ON HER INSURANCE, BUT FEELS FORD SHOULD PAY FOR THE VEHICLE DAMAGE. SAYS THE DEALERSHIP HAS PREPARED AN ESTIMATE, ORDERED THE PARTS AND REQUESTED A POLICE REPORT. LPA ADVISED CUSTOMER THAT THIS IS AN INSURANCE ISSUE AND EXPLAINED SUBROGATION.

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Customer Info

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

Address: [REDACTED] VONORE TN [REDACTED]

Country: USA Language: EN

Call Phone: 423-351-7878 Pager: [REDACTED]

Preferred Contact method: [REDACTED] Fax: [REDACTED]

Preferred Contact Time: [REDACTED] Email: [REDACTED]

RODA-011 0209



VIN: 1FDWX37F81E

Contract: 1 Of

Status: Active

ESP Purchase Details

Purchaser:

Expiration Date: 2005-11-18

Expiration Miles: 75,000

Plan Type: USA NEW 60/75,000 BASECARE W/ROADSIDE ASSISTANCE

Plan Year: 2001

Selling Dealer: JACKY JONES FORD LINCOLN MERCU

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Recall Information

Campaign			Status	Status Date	Dealer Code
Number	Type	Description	Status	Date	Code
00L12	L	TIRE	FORCED COMPLETION	2001-11-21	AUTOC
01S21	S	SEAT BELT	COMPLETE	2002-09-18	03938
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	
02L11	L	LUG NUT TORQ	RELEASED FOR MAILING	2002-11-07	F21687

RO04-011 0204

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

## (Related Claims)

VIN:	1FDWX37F1E	Vehicle Line:	T/F7 - F250HEM350430/550 [99-04]	Eng Serial No:	1496390P
Model Year:	2001	Market Derivat:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL LH PART TIME DRIVE	Engine:	T/D5 - NAVISTAR 7.3L OHV DI TC V8 DSL
Inv. Dealer:	03938	Body Cab Style:	T/B0 - SUPER SINGLE CAB (SUPER CAB)	Transmission:	T/VF - 6 SPD MAN TRANS Z/F M6HD-C
		Version/Series:	T/C0 - 350 SERIES		

## BUILD INFORMATION:

Region: NA - #00000000 Plant: A1 - KENTUCKY TRUCK PLANT BUILD  
 Country: USA - #00000000 Prod Date: 15-OCT-2000

## SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 131607 - \*  
 Country: USA - #00000000 Selling Dir SUProv: TN  
 Buyer SUProv: TN

Arrival Date: 18-OCT-2000 Red Carpet Lease: \*  
 Sale Date: 18-NOV-2000 Fleet/Wholesale Lease: R  
 Warranty Start Date: 18-NOV-2000 Modified Vehicle: \*  
 Orig Warranty Date: 18-NOV-2000 Reacquired Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

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

X37LEA8837214236 L 6N2 2511602 MH EN 36E2235L N E2 JEX R 02 M 21687 33 00 0002 4 F

1FD06 7 5 847A F6TB 2

## INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	8E	GVW Class Code:	W
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAMD - 4.10 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]

RO04-011 0205

Axis Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror (Passg Side):	* - [N/A]
Battery Amp Rating:	BA	Paint:	PNJAC - EBONY WB C/C-W/B
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radar:	BE - ELETR PREM STROKSTBDXSC/CLK
Calibration Code:	1F72900A	Seal System:	* - [N/A]
Color(Access):	* - [N/A]	Sump Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D3JUC - LT235/85R-16E BSW A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	AJ - DIESEL FUEL CAPABILITY		

**TIRE DOT INFORMATION:**

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

**ESP INFORMATION: EMISSIONS INFORMATION:**

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

### Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)		
1F1WAU1E1L	77	T/F	T/BD	T/CD	T/E	A1	T/VF	T/D8	15-OCT-2000	18-NOV-2000	121687	USA	13	5V01	060301	*	1102	*	N27	14	21965		
AWS Claim Key:		3839266	Trx Code:		EM	Labor Hrs:		14															
Dir Cd-Sub Cd:		03938*	Name:		JACKY JONES FORD LINCOLN MERCURY, INC.		Ph:		423-3373066	St: TN		City Cd:		USA	Reg Cd:		NA	Repr Date:		11-DEC-2001	Doc #:		077351A
Cmt Comments:		C & THE BRAKES VIBRATE																					
Tech Comments:		ROADTEST VERIFY FRONT BRAKE PULSATION, MACHINE BOTH ROTORS AND SAND PADS. BEFORE 36.17 37.89 AND AFTER 36.98 36.52																					
1F1WAU1E1L	77	T/F	T/BD	T/CD	T/E	A1	T/VF	T/D8	13-OCT-2000	18-NOV-2000	121687	USA	17	5A09	050201	P5TZ	4676	A	L86	DI	33103		
AWS Claim Key:		7892120	Trx Code:		EM	Labor Hrs:		9															
Dir Cd-Sub Cd:		03938*	Name:		JACKY JONES FORD LINCOLN MERCURY, INC.		Ph:		423-3373066	St: TN		City Cd:		USA	Reg Cd:		NA	Repr Date:		08-APR-2002	Doc #:		079282B
Cmt Comments:		PER CUSTOMER WAS TOLD AT LAST OIL CHANGE FLUID IN THE REAR END IS MILKY LOOKING																					
Tech Comments:		CHECKED CONFIRMED PINION SEAL LEAKING AND FLUID CONTAMINATED WITH WATER. RAR PINION SEAL, DRAINED AND CLEANED REAR DIFFERENTIAL END. REFILLED, RECHECKED AND TEST DROVE TO VERIFIED REPAIRS																					
1F1WAU1E1L	77	T/F	T/BD	T/CD	T/E	A1	T/VF	T/D8	13-OCT-2000	18-NOV-2000	121687	USA	23	*	*	*	*	*	*	*	42673		
AWS Claim Key:		11307069	Trx Code:		01S31	Labor Hrs:		3															
Dir Cd-Sub Cd:		03938*	Name:		JACKY JONES FORD LINCOLN MERCURY, INC.		Ph:		423-3373066	St: TN		City Cd:		USA	Reg Cd:		NA	Repr Date:		18-SEP-2002	Doc #:		042186B
Cmt Comments:		PER CUSTOMER CHECK RECALL 01S31... SEAT BELT																					
Tech Comments:		CHECKED RECALL ON SEAT BELT, OK																					
1F1WAU1E1L	77	T/F	T/BD	T/CD	T/E	A1	T/VF	T/D8	15-OCT-2000	18-NOV-2000	121687	USA	29	5A09	050201	1C3Z	4676	AA	C30	DM	53637		
AWS Claim Key:		13646264	Trx Code:		0778D	Labor Hrs:		2.6															
Dir Cd-Sub Cd:		03938*	Name:		JACKY JONES FORD LINCOLN MERCURY, INC.		Ph:		423-3373066	St: TN		City Cd:		USA	Reg Cd:		NA	Repr Date:		28-MAR-2003	Doc #:		065836A
Cmt Comments:		CUSTOMER STATES RIGHT AXLE IS LEAKING AND WHEN YOU APPLY BRAKES MAKES A NOISE																					
Tech Comments:		INSPECTED FOUND REAR PINION SEAL LEAKING, REMOVED FLANGE FOUND FLANGE WITH UNEVEN SURFACE, RAR FLANGE AND SEAL. REFILL REAR DIFFERENTIAL, CHECKED ALSO FOUND BOTH INNER HUB SEALS LEAKING, RAR BOTH INNE R HUB SEALS. FILLED REAR END. CLEANED, RECHECKED AND VERIFIED REPAIRS																					

ROSA-011 0207



Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PEA Code	Sales Code
21-ATLANTA	26-ATLANTA	U	D1	03938	L26402

Dealer Name: JACKY JONES FORD LINCOLN  
 Dealer Address: MERCU  
 510 SOUTH MAIN STREET  
 SWEETWATER TN 378742705  
 Dealer Main Phone: 423-337-5066

Dealer Service Phone: 423-337-5066

Position	Employee Name
DEALER/PARTNER	DAVID A MCMAHAN
DEALER/PARTNER	STEPHEN L GARRETT
DEALER/PARTNER	JOHN R MCMAHAN
PARTS MANAGER	LESLIE S GIVENS
SERVICE MANAGER	SABRINA R LANE

Service Hours

7:30AM - 5:00PM MONDAY-FRIDAY

Directions

Trained

Y

Additional Information

*owner/partner*

8288 011-8284

## Action Detail

VIN: 1FTNW21S51E [REDACTED] Year: 2001 Model: F-SERIES SUPER DUTY Case: 494480223  
Name [REDACTED] Owner Status: Original WSD: 2001-05-31  
Symptom Desc: RESTRAINTS FRONT BELT- MANUAL FUNCTION Primary Phone [REDACTED]  
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR Secondary Phone [REDACTED]  
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: BONNER SPRINGS FORD, INC.  
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 05233  
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED  
Odometer: 32000 MI Comm Type: PHONE  
Action Date: 01/27/2003 Action Time: 14:30:27:173 Action Data: No  
Analyst Name: Amy Droega (ADROEGE) Analyst: ADROEGE

COMMENTS: THE INSURANCE CARRIER HAS TOTALED THE VEHICLE AND PROCESSED A CLAIM. LPA SUGGESTED THE CUSTOMER CONTINUE WORKING WITH THE INSURANCE CARRIER AND EXPLAINED SUBROGATION.

*Ford Motor Company*

**COPY**

Consumer Affairs

Sent Via US Mail

January 27, 2003

[REDACTED]  
Olathe, KS [REDACTED]

RE: 2001 F-Series

VIN: 1FTNW21S51 [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Amy Droege  
Consumer Affairs



## Action Detail

VIN: 1ETNWA21SS1	Year: 2001	Model: F-SERIES SUPER DUTY	Case: 494480223
Name:	Owner Status: Original	WSD: 2003-01-22	
Symptom Desc: RESTRAINTS FRONT BELT- MANUAL FUNCTION		Primary Phone:	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: BONNER SPRINGS FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05233	
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF			
Odometer: 32000 MI	Comm Type: PHONE		
Action Date: 01/22/2003	Action Time: 14:02:18:780	Action Data: No	
Analyst Name: DENISE WALTON	Analyst: DWALTON4		

## Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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COMMENTS: CUSTOMER SAYS: =CUST HIT BLACK ICE AND LOST CONTROL AND VEH ROLLED VEH WAS TOTALLED, SEAT BELT UNLATCHED DURING THE ROLLOVER AND THE AIRBAG DID NOT DEPLOY, MOTOR DID NOT TURN OFF IT WAS STILL RUNNING AND RADIO WAS STILL PLAYING, CUST ROOF SMASHED IN =CUST DAUGHTER HAS A BUMP ON HEAD, RIBS AND BACK BRUISED AND CUT ON THE NECK AND HEADACHE =CUST HIT THE DOOR AND LEFT SHOULDER SEPERATED, RIBS, BACK AND NECK ARE SORE =DATE SAT. JAN. 18, 2003 8:34AM =CUST IS ALLEGING THAT THE SEAT BELT DID NOT DEPLOY NOR DID THE MOTOR TURN OFF AND THE SEATBELT UNLATCHED =LOCATION ON I 35 KANSAS CITY KANSAS =POLICE REPORT WAS FILED CUST HAS NOT SEEN IT AS YET =CITY IS KANSAS =CUST HAS CONTACTED INSURANCE CARRIER AND PAY OFF THE VEH =VEH IS TOTALLED =CUST HAD RECEIVED A LETTER IN THE SUMMER ABOUT THE SEATBELT RECALL CUST WAS THERE FOR 30MINS AND WAS TOLD THAT THE SEAT BELTS OK PER CUSTOMER, DEALER SAYS: =DLR TOLD CUST THAT THE SEAT BELTS ARE O.K CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

**SAFETY RECALL  
01S21**

**DEMONSTRATION/DELIVERY HOLD:  
Certain 2001 Model Year Crown Victoria,  
Excursion, Expedition, F-150, F-250  
through F-550, Grand Marquis, Navigator,  
Ranger, Town Car, and Windstar vehicles -  
Seat Belt Buckle Retention**

A.R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

July 2001

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** *Safety Recall 01S21 Supplement #1*  
1. *Additional Part Information*  
2. *Revised Rental Car Information*  
3. *Dealer Announcement dated 12/17/98, Lincoln Commitment Special Handling Procedure*

**RE:** **DEMONSTRATION / DELIVERY HOLD: Safety Recall 01S21: Certain 2001 Model Year Crown Victoria, Excursion, Expedition, F-150, F-250 through F550, Grand Marquis, Navigator, Ranger, Town Car, and Windstar vehicles - Seat Belt Buckle Retention**

**AFFECTED VEHICLES**

Certain 2001 Model Year Crown Victoria, Excursion, Expedition, F-150, F-250 through F550, Grand Marquis, Navigator, Ranger, Town Car, and Windstar vehicles.

**SAFETY CONCERN**

In some of the affected vehicles, it is possible that the driver's and/or front passenger's outboard seat belt buckle may not fully latch. In the event of an accident, the restraint system may not provide the designed level of occupant protection.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, the dealer must inspect the front driver's seat and outboard front passenger's seat belt buckle for proper latch performance. This inspection must be performed by using a special dealership tool developed to identify 100% of the potentially defective buckles. It is anticipated that the tool will likely reject between 15 and 25% of buckles tested (this could equate to 50% of vehicles tested), although the actual defect rate is believed to be less than 5% (See Q & A for further details). This is acceptable to ensure all of the potentially defective buckles are identified. If, during the inspection, it is found that either buckle will not pass the special tool test, it must be replaced. The inspection tools should have arrived at your dealership on Monday, 7/16/01. If the inspection tool has not arrived, is unusable, or has been damaged, please contact the Special Service Support Center.

If a customer should have questions regarding this concern, instruct them to quickly and firmly push the seat belt tongue into the buckle and to pull it to help ensure the seat belt is securely latched, before driving their vehicle to your dealership. If the seat belt buckle release button does not return to its full up position, the buckle may not be fully latched (see Owner Letter).

R004-011 0212

**PLEASE NOTE**

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.

**LINCOLN COMMITMENT SPECIAL HANDLING PROCEDURE**

*The Lincoln Commitment Special Handling Procedure has been activated for all Lincoln owners affected by this recall. Please see dealer announcement dated 12/17/98, Lincoln Commitment Special Handling Procedure. The special handling procedure provides additional allowance to enable dealers to offer Lincoln owners convenient vehicle handling.*

*Lincoln Mercury is asking for your support and the cooperation of your sales and service teams to make this a positive experience for these customers.*

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Dealer Q & A
- Customer Notification Letter

**QUESTIONS?**

Claims Information:..... 1-800-423-8851  
Special Service Support Center:..... 1-800-325-5621



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Published By: Recall/Service Programs Department  
Ford Customer Service Division

R004-011 0213

**SAFETY RECALL  
01S21**

**Additional Information**

[Newsletter Articles](#)  
[Background Summary](#)

**Dealer Bulletin**

  
(007 KB)

- [Dealer Letter](#)
- [Att I: Administrative Info](#)
- [Att II: Labor/Parts Info](#)

**Technical Info**

  
(61 KB)

- [Att III: Technical Info](#)
- [Att IV: Dealer Q & A](#)
- [Customer Notification Letter](#)

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Click on  above for a printable view of the item selected.

R004-011 R21A

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]  
Address: [REDACTED] OLATHE KS 66061 -2730  
Country: USA Language: EN  
Call Phone: Paper:  
Preferred Contact method: Fax:  
Preferred Contact Time: Email: [REDACTED]





Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1F7NW21S5 [REDACTED]	2001 F-SERIES SUPER DUTY Open Issues Exdat	INDIVIDUAL RTL	Original Owner	Costs Warranty History



ESP / Recall Information

VIN: 1FTNW21S51 [REDACTED]

Contract: 1 Of

Status: Active

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

Purchaser: [REDACTED]

Expiration Date: 2007-05-31

Expiration Miles: 100,000

Plan Type: USA NEW 72/100,000 PREMIUMCARE

Plan Year: 2001

Selling Dealer: BONNER SPRNGS

W/ROADSIDE ASSISTANCE

FORD, INC.

Rental: 28

Deductible: 100

Towing Allowance:

Purchase Type: M

Options: \$100,DED.

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

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

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

Number	Type	Campaign		Status Date	Dealer Code
		Description	Status		
01S21	S	SEAT BELT	COMPLETE	2001-08-02	05233
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	

ROB-011 0217

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
1/22/2003 OPEN	[REDACTED] LEGAL - ALLEGED - NON-SERIOUS INJURY	1FTNW21S5 [REDACTED] 494480223	2001 F-SERIES SUPER DUTY	07

RM04-011 0218



**OASIS RESULT:**

1FTNW21S51 [REDACTED]

01/22/2003  
10:48:48

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**▶ VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2001 F-SERIES	<b>BODY STYLE</b> F-250 CREW CAB 4X4	<b>ENGINE</b> 6.8L EFI SOHC	<b>ENGINE CALIBRATION</b>
<b>TRANSMISSION</b> 4R100 (E4OD) 4SP O/D	<b>AXLE CODE</b>		

**▶ GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 05/31/2001	<b>BUILD DATE</b> 05/08/2001	<b>SALE MILEAGE</b> 00010
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**▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

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**THIS VEHICLE HAS AN OPEN CUDLMORS LEGAL CONTACT****▶ FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

**▶ EXTENDED COVERAGES****0759 - USA NEW 72/100,000 PREMIUMCARE W/ROADSIDE ASSISTANCE**  
**STANDARD DEDUCTIBLE: 100 USD**  
**OWNER NAME:** [REDACTED]  
**OPTIONS: \$100,DED.**  
**EXPIRATION DATE: 05/31/2007**  
**DISTANCE: 100,000**  
**RENTAL: 28 UP TO 5 DAYS**  
**TOWING: 0 USD**  
**CONTRACT SOLD BY: USA 06233****▶ REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTNW21S51 [REDACTED]

# Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN:	1FTNW21S31	Chassis Line:	T/F7 - F210HD/350/450/550 (99-03)	Body Shell:	*
Model Year:	2001	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	011100772
Vehicle Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/WA - 6.8L SOHC EFI NA V10 GAS
Inv. Dealer:	05233	Body Cab Style:	- DOUBLE CAB (CREW CAB)	Transmission:	T/DE - 4 SPD AUTO TR-NAAG E4OD(48100)
Vehicle Status Code:	800	Version/Serial:	T/BD - 250 SERIES		
Trace Eng Serial No:	-----1-----2-----3-----4-----5-----6-----7-----8				

NA

Trace Trans Serial No:

NA

**BUILD INFORMATION:**

Region:	NA - #####	Plant:	AJ - KENTUCKY TRUCK PLANT BUILD
Country:	USA - #####	Prod Date:	08-MAY-2001

**SALE INFORMATION:**

Region:	NA - #####	Selling Dealer:	153403 - *
Country:	USA - #####	Selling Dir St/Prov:	KS
		Buyer St/Prov:	KS
Arrival Date:	16-MAY-2001	Rat Carpet Lease:	*
Sale Date:	31-MAY-2001	Fleet/Retail/Ca. Lease:	R
Warranty Start Date:	31-MAY-2001	Modified Vehicle:	* Vehicle Const Flag:
Orig Warranty Date:	31-MAY-2001	Reacquired Vehicle:	* Vehicle Export Flag: N

ROSA-011 0228

**VOC/EOC:**

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

W211ED284401563 K 132 1309035 6C E 9831243L2NLE2 2K65 3H B 53A403891 9YB5 R 018 4 04 51

FTN505 ED8A 9626G

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	80	GVW Chm Code:	N
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FNAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	8A	Paint:	* - [N/A]
Brake Code:	YEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BB - ELETB PREM STR0/CSTE/DISC/CLK
Calibration Code:	*	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Manufacturer:	AC - FIRESTONE
Delivery Type:	0	Tire Brand:	VNWB1XM - STEELTEX RADIAL R4S II 123/120
DriveShaft Code:	D	Tire Size:	D3FYF - LT265/75R-16E A-8 BSW
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

**TIRE DOT INFORMATION:**

LF: \* RF: VNWB1XM????  
 LR: \* RR: VNWB1XM????  
 LJ: \* RI: \*

SPARE: VNWB1XM???? DOT Plant Manufacturer: VN - BRIDGESTONE/FIRESTONE INC. ; JOLIETB; QUEBEC; CANADA

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	K	Emission Code:	T/B - T/B
ESP Coverage(Miles):	100	Emission Cert Type:	*
ESP Coverage(Time):	072	Emission Decal Suffix:	HLD
ESP Plan Year:	2001	Engine Family:	*
ESP Signature Date:	23-DEC-2001		

Any comments? You can contact

RO04-011 0221



webmaster

R004-011 0222



STANDARD CLAIMS LIST

AWS Online Report

Run Date: 22-JAN-2003

Note: All Costs are in US Dollars

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	SUPP	VRT	VFG	CCC	CD
1F1NW218511	7	T/F7	T/F	T/BC	T/BD	T/E	A1	T/DB	T/WA	08-05-01	31-05-01	153403	USA	1	*	2D03	*	9E499	*	S09	V15	W03	V3
AWS Claim Key:		2067264	Doc #:	12057201	Trs Code:		S07	Labor Hrs:		.7	Labor Cost:		45.15	Material Cost:		0	Total Cost:		45.15				
Dir Cd-Sub Cd:		05233	Name: BONNER SPRINGS FORD, INC.		Ph:		913-4222045	St: KS		Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		26-JUN-2001	DIST(Mile):			2014	
Cust Comments:		CUSTOMER STATES DS WASHER INOP.																					
Tech Comments:		REMOVE WIPER ARMS AND COWL AND REPAIR PINCHED WASHER LINE																					
1F1NW218511	P7	T/F7	T/F	T/BC	T/BD	T/E	A1	T/DB	T/WA	08-05-01	31-05-01	153403	USA	3	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:		2751522	Doc #:	12156201	Trs Code:		01521	Labor Hrs:		3	Labor Cost:		19.35	Material Cost:		0	Total Cost:		19.35				
Dir Cd-Sub Cd:		05233	Name: BONNER SPRINGS FORD, INC.		Ph:		913-4222045	St: KS		Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		02-AUG-2001	DIST(Mile):			3502	
Cust Comments:		PERFORM RECALL 01521																					
Tech Comments:		OK AT THIS TIME																					
1F1NW218511	7	T/F7	T/F	T/BC	T/BD	T/E	A1	T/DB	T/WA	08-05-01	31-05-01	153403	USA	8	*	7T03	1C3Z	2R373	CB	S11	V44	S29	42
AWS Claim Key:		6201840	Doc #:	12507301	Trs Code:		1	Labor Hrs:		2.6	Labor Cost:		167.69	Material Cost:		211.05	Total Cost:		378.74				
Dir Cd-Sub Cd:		05233	Name: BONNER SPRINGS FORD, INC.		Ph:		913-4222045	St: KS		Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		03-JAN-2002	DIST			(Mile):	11153
Cust Comments:		PARTS HERE VALVE																					
Tech Comments:		NGS TESTS CRUISE TEST CHOKE OK ABS PASSED PINPOINT OK ROAD TEST BAN OASIS OSSM15367 BRAKE CONTROL MODULE FAULTY																					

Any comments? You can contact



webmaster

800-4-811-0223





Copy

Consumer Affairs

\*Sent Via U.S. Mail

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

September 20, 2004

[REDACTED]  
Cedar Park, TX [REDACTED]

RE: 2001 F-Series

VIN: 1FTRW07L21K [REDACTED]

Dear [REDACTED]

We have received your letter in response to Ford's request for information regarding the accident in which you were involved.

Unfortunately, as Ford did not have the opportunity to inspect the vehicle following the accident, we are unable to offer assistance in this matter.

Respectfully yours,

Maureen Pawelek-Murray  
Consumer Affairs



Dear Maureen,

I have enclosed a copy of your original response to me for reference. Since our last conversation I have been unable to track down the whereabouts of our vehicle with Farmer's insurance. The last location I have for it is the one I turned in during our letters in May. As so much time has passed between the accident itself (April 14, 2004) and my search, it has most likely been destroyed due to the fact that it was totaled. I do know at this point that when we purchased our Ford, it was in good faith that the devices included, both safety and luxury, would work properly. Unfortunately, you only find out after the fact when those safety devices are defective. By God's grace I was not injured worse than I have been. I am not seeking some astronomical settlement as our society seems to favor. I am seeking a good faith gesture on Ford's part as the aforementioned safety devices failed to work at all, resulting in my injuries. I have enclosed letters from both of my physicians to document those injuries.

You have said that in that model, that the air bag would not have deployed. Yet because of the severity and velocity of the impact, two local Ford technicians have both told me that the sensor should have activated. There is no doubt that the harness of my safety belt should have engaged, preventing me from striking the windshield at that rate of speed. This alone would have prevented my injuries. Upon purchasing and paying thousands of dollars for our vehicle and by me doing my part for my own safety (buckling up), Ford should, even if the amount is small, stand behind their products when they fail.

Sincerely,

  
[Redacted]  
Cedar Park, TX

[Redacted] home  
[Redacted] work cell

4  
MAY 21 11:02 AM '05

20050521 11:02 AM

[REDACTED]  
[REDACTED]  
June 07, 2004

RE: [REDACTED]  
DOB: 08/28/1956

To Whom It May Concern:

[REDACTED] is a patient of mine, who has been treated for injuries suffered in a motor-vehicle accident on April 14, 2004. He was hit by a drunk driver without his lights on from behind at approximately a rate of 60 mile per hour.

[REDACTED] airbag, nor his seatbelt engaged, and he hit the windshield and suffered [REDACTED] I followed him over the last nearly 2 months. During that time, he missed a lot of quality work time and had difficulty also in his second occupation of delivering newspapers. Had to have someone else do that for him for a time.

I am happy to report that he has recovered from his injuries, and [REDACTED] has resolved completely. [REDACTED]

He should do well in the future, but there is significant concern about why the protective measures of the seatbelt and airbag did not work. If you have any further questions, please feel free to contact me.

Sincerely,  


[REDACTED]

[REDACTED]

[REDACTED]

**WHITNEY R. KINSLOW, DC**

3010 Williams Dr., Ste. 10  
Georgetown, TX 78628  
Telephone: (512) 869-0432  
Fax: (512) 869-0375



May 7, 2004

TO: Ford Motor Company

RE: [REDACTED]

To Whom It May Concern:

I am treating [REDACTED] for injuries that he sustained in a motor vehicle accident on or about 04/14/04. The seat belt and the driver side air bag failed to restrain [REDACTED] and as a result, his person struck the windshield of the truck. If the restraints had worked properly, his injuries would have been much less severe [REDACTED]

Respectfully,

Whitney R. Kinslow, D.C.



Consumer Affairs

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

SENT VIA US MAIL

April 21, 2004

[REDACTED]  
Cedar Park, TX [REDACTED]

RE: 2001 F-Series  
VIN: 1FTRW07L21K [REDACTED]

Dear [REDACTED]

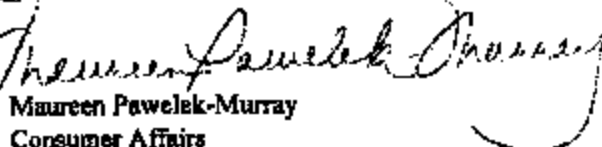
We have been advised of your pursuit of damages due to an accident in which your vehicle was involved. In order to conduct a complete review we are requesting that the following information be forwarded to this office:

1. A copy of the police/fire report
2. A complete description of the incident, including a description of your product concern.
3. The name, age and address of each person injured and a complete description of all injuries.
4. Documentation of all subsequent medical attention, including physician's reports and bills/ receipts.
5. Original photographs of both the vehicle's exterior and interior, including all damage.
6. The present location of the vehicle.
7. The name, address and telephone number of the insurance company, the claim number and agent's name.
8. A specific description of what you are seeking from Ford Motor Company.

Please send the requested information and documents to the address below within fifteen (15) business days. If we do not hear from you within 15 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed. If you need to contact me or have additional information to submit, I may be reached by phone at (313) 845-5477 or by fax at (313) 845-5668.

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

Sincerely,

  
Maureen Pawelek-Murray  
Consumer Affairs



Copy

Consumer Affairs

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

\*Sent Via U.S. Mail

June 22, 2004

[REDACTED]  
Cedar Park, TX [REDACTED]

RE: 2001 F-Series Personal Injury Claim  
VIN: 1FTRW07L21K [REDACTED]

Dear [REDACTED]

As discussed by telephone on June 18, Ford Motor Company requires that your vehicle be available for inspection in order to review your request for assistance.

The file on your vehicle will be held until we have received information from you indicating that the vehicle is available for inspection at a Ford dealership.

Respectfully yours,

Consumer Affairs



All Action Details for Issue

Print

VIN: 1ETBW07L21[REDACTED] Year: 2001 Model: F-SERIES Case: 1600071114  
 Name: [REDACTED] Owner Status: Original WBD: 2001-05-28  
 Symptom Desc: RESTRAINTS FRONT BELT- MANUAL FUNCTION Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP  
 Dealer: 04437 COVERT FORD, INC. Origin Desc: US CONCERN CASE BASE  
 Odometer: 63000 MI Comm Type: PHONE  
 Analyst Name: RICHARDSON PAUL Analyst: FRICHA54  
 Action Date: 04/20/2004 Action Time: 18.40.05.691 Action Data: No

Comments CUSTOMER SAID: CUSTOMER WAS IN AN ACCIDENT AND HE WAS HIT FROM THE REAR. THE CUSTOMER IS CONCERNED BECAUSE HIS SEAT BELT AND AIR BAG DID NOT ENGAGE ON IMPACT. THE VEHICLE IS CURRENTLY IN TRANSIT TO A FARMER INSURANCE. CUSTOMER HAS A CONCUSSION AND AN UNDETERMINED INJURY TO HIS NECK AND SHOLDER AREA AND HAS MADE A PERSONAL INJURY CLAIM THROUGH HIS INSURANCE AND A LAWYER. DEALER SAID: NONECRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

Action: EMAIL - NO CONTACT REQUIRED/DECISION ALREADY RENDERED  
 Dealer: 04437 COVERT FORD, INC. Origin Desc: MANUAL - EMAIL  
 Odometer: Comm Type: PHONE  
 Analyst Name: CHERISSE D'SOUZA Analyst: CDSOUZA2  
 Action Date: 04/21/2004 Action Time: 11.54.02.072 Action Data: No

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: EMAIL - NO CONTACT REQUIRED/DECISION ALREADY RENDERED ----- -CUST CALLED AND ISSUE WAS ADDRESSED -SENT CALL TEMPLATE

Action: FINAL CASE DISPOSITION  
 Dealer: 04437 COVERT FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 63000 MI Comm Type: MAIL  
 Analyst Name: PAWELEK, MAUREEN (M.L.) Analyst: MPAWELEK  
 Action Date: 04/21/2004 Action Time: 13.54.08.914 Action Data: No

Comments SENDING PERSONAL INJURY LETTER AND CLOSING UNTIL CUSTOMER RECONTACTS.



copy  
[Signature]

Consumer Affairs

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

SENT VIA US MAIL

April 21, 2004

[Redacted]  
Cedar Park, TX [Redacted]

RE: 2001 F-Series  
VIN: 1FTRW07L21K [Redacted]

Dear [Redacted]

We have been advised of your pursuit of damages due to an accident in which your vehicle was involved. In order to conduct a complete review we are requesting that the following information be forwarded to this office:

1. A copy of the police/fire report
2. A complete description of the incident, including a description of your product concern.
3. The name, age and address of each person injured and a complete description of all injuries.
4. Documentation of all subsequent medical attention, including physician's reports and bills/ receipts.
5. Original photographs of both the vehicle's exterior and interior, including all damage.
6. The present location of the vehicle.
7. The name, address and telephone number of the insurance company, the claim number and agent's name.
8. A specific description of what you are seeking from Ford Motor Company.

Please send the requested information and documents to the address below within fifteen (15) business days. If we do not hear from you within 15 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed. If you need to contact me or have additional information to submit, I may be reached by phone at (313) 845-5477 or by fax at (313) 845-5668.

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

Sincerely,

Maureen Pawelek-Murray  
Consumer Affairs





Prev. Op. no. 3  
4-21-04

Case: 1600071114

Region: 52

Maureen

To Whom it May Concern:

I am writing to you concerning my accident on April 14, 2004, per yr  
your letter dated 4/21/04.

Description:

At approximately 1:55 a.m. on 4/14/2004, I was traveling east on Hwy 1431  
(Whitestone Blvd.) in Cedar Park, Texas. While traveling at approximately 35 mph, I was  
struck from behind at a high rate of speed by a young man in a Dodge Neon. The force of  
the initial impact threw me forward and my head struck the windshield. His airbag  
deployed, resulting in his stepping on the gas instead of the brake, hitting me a second  
time. At this point, I was still reeling from the initial impact. The impact was so forceful  
that it bent the frame on my Ford F150 Truck in the bed section. It also cracked the frame  
at the position where the cab begins. Neither my safety belt locked, nor did my airbag go  
off in this impact. Had either safety feature worked, [redacted]

[redacted] According to my physician [redacted]

I believe that because of this failure  
of the safety features to work, Ford Motor Company should be accountable for financial  
compensation to me. The amount of that compensation should be determined between  
Ford and myself as fair and based on the amount of physical and professional damages  
that I have suffered. Had the safety mechanisms worked properly, either or both, I would  
not have had any of these extenuating injuries. I am thankful that I was alone in the  
vehicle at the time as this situation could have been catastrophic had any of my children  
or wife been involved. As it were, this injury has caused me significant loss of work as  
well as much emotional strain. I am [redacted] years old and have six children to provide for.  
My loss of memory has caused problems with my work and personal responsibilities  
since the accident.

Sincerely,

*Mark [redacted]*

[redacted]  
Cedar Park, TX [redacted]  
[redacted] cell  
[redacted] home

Current location of vehicle is

[redacted]

Austin, TX

[redacted]

Dear Ford Motor Company,

I have enclosed a copy of a letter from my chiropractor showing the treatment I have received since the accident [REDACTED] is the other physician who has been treating me for memory loss and he is unavailable until May 13. At that time I will get a statement from his as well for your records.

All other items requested should be present at this time. If there is anything else needed, you may reach me at [REDACTED]

Thank you,

*Allyne Allen*

[REDACTED]  
Cedar Park, TX [REDACTED]

Insurance Company

Farmers

Claim # [REDACTED]

Policy # [REDACTED]

Austin Claims Office [REDACTED]  
[REDACTED]

Patient Name: [REDACTED]  
 Patient Number: [REDACTED]  
 Patient Identifier: 230205

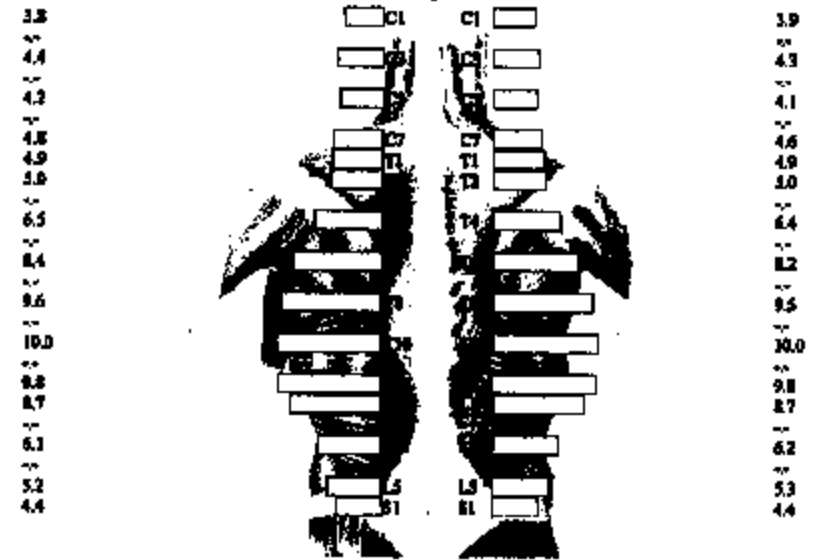
Practice Name: [REDACTED]  
 Practice Address: [REDACTED]

Georgetown Texas

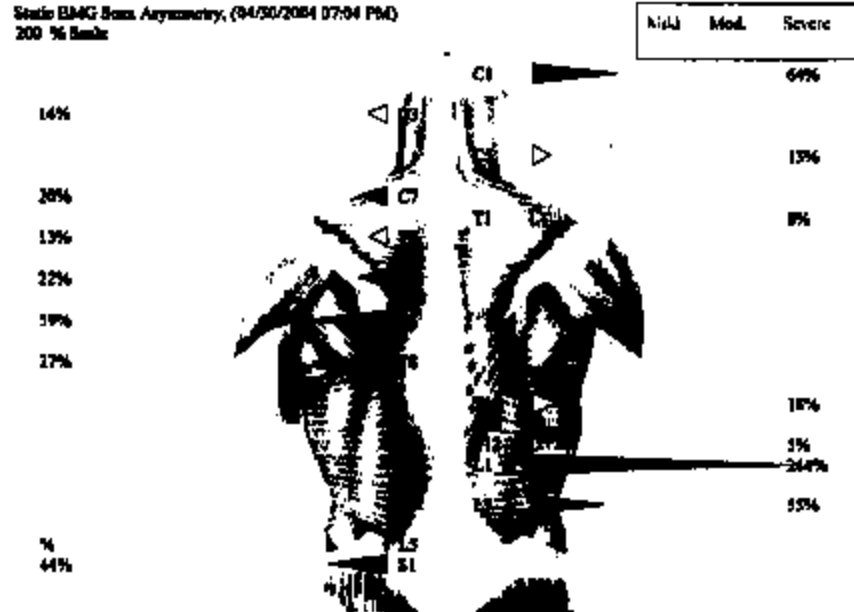
Static EMG Scan Graphs, (04/30/2004 07:04 PM)  
 25 uV Scale



Static EMG Scan NORMATIVE DATA  
 25 uV Scale



Static EMG Scan Asymmetry, (04/30/2004 07:04 PM)  
 200 % Scale



RO04-011 0224

PI

PLACE WHERE ACCIDENT OCCURRED

COUNTY Williamson CITY OR TOWN Cedar Park

IF ACCIDENT WAS OUTSIDE CITY LIMITS, INDICATE DISTANCE FROM NEAREST TOWN \_\_\_\_\_ MILES NORTH S E W OF \_\_\_\_\_ CITY OR TOWN \_\_\_\_\_

ROAD ON WHICH ACCIDENT OCCURRED \_\_\_\_\_

INTERSECTING STREET OR HWY MARKER \_\_\_\_\_

NOT AT INTERSECTION  AT \_\_\_\_\_ OF Hwy 183

CRASH ZONE  YES  NO SPEED LIMIT 50

CRASH ZONE  YES  NO SPEED LIMIT \_\_\_\_\_

INC. 0404-0180

DO NOT WRITE IN THIS SPACE

LOC. \_\_\_\_\_

CYCLE \_\_\_\_\_

SEVERITY \_\_\_\_\_

FAT. RUC. \_\_\_\_\_

DR. REC. \_\_\_\_\_

DPS NO. \_\_\_\_\_

DATE OF ACCIDENT April 14 2004 DAY OF WEEK Wed HOUR 0154 P.M. IF EXACTLY HOUR OR P.M. INDICATE, OR STATE

VEHICLE NO. 1 - MOTOR VEHICLE

VEHICLE IDENT. NO. 1P3E542C85D

YEAR 1995 COLOR & MAKE Black Dodge MODEL NAME Neon BODY STYLE 4 door LICENSE PLATE 04 TX

DRIVER'S LICENSE TX NAME [REDACTED] DOB [REDACTED] RACE W SEX M OCCUPATION Golf Pro

SPECIMEN TAKEN (ALCOHOL/DRUG ANALYSIS) 1-BREATH 2-BLOOD 3-OTHER 4-NONE 5-REFUSED  ALCOHOL/DRUG ANALYSIS RESULT 0.138, 0.137

LIABILITY INSURANCE  YES  NO Eastwood Ins. Agency VEHICLE DAMAGE PATTERN FD-4

VEHICLE NO. 2 -  MOTOR VEHICLE  TRAILER  PEDALCYCLIST  OTHER \_\_\_\_\_

VEHICLE IDENT. NO. 1FTRW17221K

YEAR 2001 COLOR & MAKE Black Ford MODEL NAME F150 BODY STYLE Crew Cab LICENSE PLATE 04 TX

DRIVER'S LICENSE TX NAME [REDACTED] DOB [REDACTED] RACE W SEX M OCCUPATION Management

SPECIMEN TAKEN (ALCOHOL/DRUG ANALYSIS) 1-BREATH 2-BLOOD 3-OTHER 4-NONE 5-REFUSED  ALCOHOL/DRUG ANALYSIS RESULT NA

LIABILITY INSURANCE  YES  NO Mid-Century Insurance VEHICLE DAMAGE PATTERN RD-3

DAMAGE TO PROPERTY OTHER THAN VEHICLES

AMOUNT \_\_\_\_\_ CITY, STATE, ZIP OF OWNER \_\_\_\_\_ FEET FROM CURB \_\_\_\_\_

<p>LIMIT CONDITION <u>3</u></p> <p>1-DAYLIGHT 2-DAWN 3-DARK-NOT LIGHTED 4-DARK-LIGHTED 5-DARK</p>	<p>WEATHER <u>1</u></p> <p>1-CLEAR/CLAUDBY 2-FOGGING 3-SHOWING 4-FOG 5-BLOOMING DUST</p>	<p>SURFACE CONDITION <u>1</u></p> <p>1-DRY 2-WET 3-ICEY 4-ICEY/SLT 5-STRN</p>	<p>TYPE ROAD SURFACE <u>1</u></p> <p>1-BLACKTOP 2-CONCRETE 3-GRANUL 4-GRILL 5-DIRT 6-OTHER</p>	<p>RECORD REAR CONDITIONS (INVESTIGATOR'S OPINION)</p> <p><u>Dry / Blacktop</u></p>
---	--	---	--	---

IN YOUR OPINION, DID THIS ACCIDENT RESULT IN AT LEAST \$1,000.00 DAMAGE TO ANY ONE PERSON'S PROPERTY?  YES  NO

CHARGE FILED

NAME [REDACTED] CHARGE [REDACTED] CITATION NUMBER [REDACTED]

NAME [REDACTED] CHARGE [REDACTED] CITATION NUMBER [REDACTED]

TIME NOTIFIED OF ACCIDENT 4-14-2004 0154a BY CALL Dispatcher TIME ADVISED AT SCENE OF ACCIDENT 4-14-04 0158a

TYPED OR PRINTED NAME OF INVESTIGATOR C. Faust DATE REPORT MADE 4-14-04 IS REPORT COMPLETE?  YES  NO

SIGNATURE OF INVESTIGATOR [Signature] ID NO. 902 DEPARTMENT Cedar Park PD DISTRICT 3

SOLICITATION (SCL)	EJECTED	CODE FIRE TYPE RESTRAINT USED	AIRBAG CODE	HELMET USE	CODE FOR INJURY SEVERITY	ALCOHOL/DRUGS ANALYSIS (COMPLETE IF CALLER HAS NOT IN REPORT VEHICLE)
1-NO SOLICITATION 2-NO SOLICITATION 3-NO SOLICITATION 4-NO SOLICITATION 5-NO SOLICITATION 6-NO SOLICITATION 7-NO SOLICITATION 8-NO SOLICITATION 9-NO SOLICITATION	1-NO 2-NO 3-NO 4-NO 5-NO 6-NO 7-NO 8-NO 9-NO	1-NO 2-NO 3-NO 4-NO 5-NO 6-NO 7-NO 8-NO 9-NO	1-NO 2-NO 3-NO 4-NO 5-NO 6-NO 7-NO 8-NO 9-NO	1-NO 2-NO 3-NO 4-NO 5-NO 6-NO 7-NO 8-NO 9-NO	1-NO 2-NO 3-NO 4-NO 5-NO 6-NO 7-NO 8-NO 9-NO	1-NO 2-NO 3-NO 4-NO 5-NO 6-NO 7-NO 8-NO 9-NO

UNIT NO. 1  
 DISPATCH NUMBER: **FD4**  
 VEHICLE # PROVIDED TO: **2201 3. 183**  
 BY: **C. G. Hender**

OCCUPANT'S POSITION	COMPLETE ALL INFO ON ALL OCCUPANTS' NAMES, POSITIONS, IDENTIFICATION NUMBERS, ETC.; HOWEVER, IT IS NOT NECESSARY TO SHOW OCCUPANTS CALLED OR TALKED TO	AGE	SEX	RACE	HAIR	EYES	WEIGHT	HEIGHT	HAIR COLOR	EYE COLOR
DRIVER	<b>SEE FRONT</b>									

UNIT NO. 2  
 DISPATCH NUMBER: **RD3**  
 VEHICLE # PROVIDED TO: **2315 5/12/11**  
 BY: **Heritage Hender**

OCCUPANT'S POSITION	COMPLETE ALL INFO ON ALL OCCUPANTS' NAMES, POSITIONS, IDENTIFICATION NUMBERS, ETC.; HOWEVER, IT IS NOT NECESSARY TO SHOW OCCUPANTS CALLED OR TALKED TO	AGE	SEX	RACE	HAIR	EYES	WEIGHT	HEIGHT	HAIR COLOR	EYE COLOR
DRIVER	<b>SEE FRONT</b>									

REPORTER OF INJURY (LAST NAME, FIRST NAME)	ADDRESS (STREET, CITY, STATE, ZIP)	AGE	SEX	RACE	HAIR	EYES	WEIGHT	HEIGHT	HAIR COLOR	EYE COLOR

REPORTER OF INJURY (LAST NAME, FIRST NAME): **Refused - EMS**  
 ADDRESS (STREET, CITY, STATE, ZIP): **Refused - EMS**

ITEM NUMBER	DATE OF DAMAGE	TIME OF DAMAGE	TYPE OF DAMAGE	DATE OF REPORT	TIME OF REPORT	TYPE OF REPORT	DATE OF DAMAGE	TIME OF DAMAGE

REPORTER'S NARRATIVE (SUMMARY OF WHAT HAPPENED (GIVEN APPLICABLE CODES IF NECESSARY))  
**Driver of Veh 1 collided into rear of Veh 2. After investigation Driver of Veh 1 arrested for**

VEHICLE #  NOT TALKED TO  TALKED TO

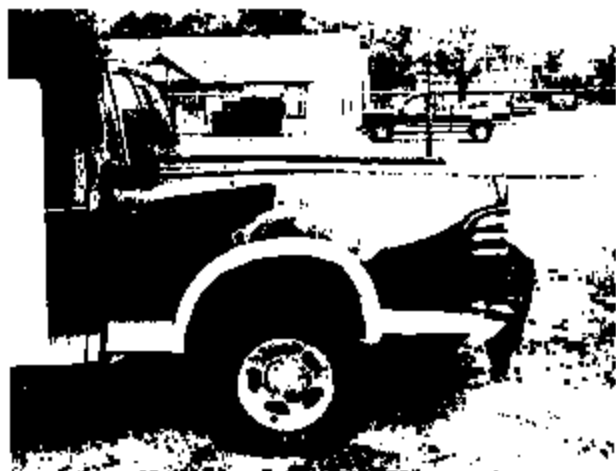
VEHICLE # **400 BIK W. White stove**

**Turn lane**

**1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100**

FACTORS AND CONDITIONS LISTED ARE THE INVESTIGATOR'S OPINION

FACTORS/CONDITIONS CONTRIBUTING	OTHER FACTORS/CONDITIONS MAY OR MAY NOT HAVE CONTRIBUTED	TRAFFIC SIGNAL
1. SPEED OF VEHICLE - EXCEEDED 2. SPEED OF ROAD - WIDE 3. SLOPE/GRADIENT 4. CHANGING LANE MARKINGS 5. OBSTRUCTION TO VIEW 6. OBSTRUCTION TO STOP LIGHTS 7. OBSTRUCTION TO STOP LIGHTS 8. OBSTRUCTION TO STOP LIGHTS 9. OBSTRUCTION TO STOP LIGHTS 10. OBSTRUCTION TO STOP LIGHTS 11. OBSTRUCTION TO STOP LIGHTS 12. OBSTRUCTION TO STOP LIGHTS 13. OBSTRUCTION TO STOP LIGHTS 14. OBSTRUCTION TO STOP LIGHTS 15. OBSTRUCTION TO STOP LIGHTS 16. OBSTRUCTION TO STOP LIGHTS 17. OBSTRUCTION TO STOP LIGHTS 18. OBSTRUCTION TO STOP LIGHTS 19. OBSTRUCTION TO STOP LIGHTS 20. OBSTRUCTION TO STOP LIGHTS 21. OBSTRUCTION TO STOP LIGHTS 22. OBSTRUCTION TO STOP LIGHTS 23. OBSTRUCTION TO STOP LIGHTS 24. OBSTRUCTION TO STOP LIGHTS 25. OBSTRUCTION TO STOP LIGHTS 26. OBSTRUCTION TO STOP LIGHTS 27. OBSTRUCTION TO STOP LIGHTS 28. OBSTRUCTION TO STOP LIGHTS 29. OBSTRUCTION TO STOP LIGHTS 30. OBSTRUCTION TO STOP LIGHTS 31. OBSTRUCTION TO STOP LIGHTS 32. OBSTRUCTION TO STOP LIGHTS 33. OBSTRUCTION TO STOP LIGHTS 34. 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RO94-011 0237



Customer Info

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



VIN  
1FTRW07L21K [REDACTED]

Year Model  
2001 F-SERIES  
Open Issues Exist

Vehicle List  
Sales Type  
INDIVIDUAL RTL

Owner Status  
Original Owner

Vehicle Info  
Casts  
Warranty History

Server Name : AWS Production

## Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN: (FTKW07L21K [REDACTED])	Year Line: T/F5 - F150/250(PN96)/FZ25 FORD [97-04]	Eng Serial No: *
Model Year: 2001	Market Derived: T/F - FORD DIVISION DERIVATIVE	Body Shell: *
Vehicle Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: T/VZ - W-MOD 3.4L SOHC EFI
Inv. Dealer: 04437	Body Cab Style: T/BC - DOUBLE CAB (CREW CAB)	Transmission: T/DU - 4 SPD AUTO TR NAAO
	Version/Series: T/AM - 150 SERIES	

**BUILD INFORMATION:**

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD  
 Country: USA - ##### Prod Date: 07-MAY-2001

**SALE INFORMATION:**

Region: NA - ##### Selling Dealer: 132302 - \*  
 Country: USA - ##### Selling Div St/Prov: TX  
 Buyer St/Prov: TX

Arrival Date: 13-MAY-2001 Rad Carpet Lease: \*  
 Sale Date: 28-MAY-2001 Fleet/Retail/Cn. Lease: R  
 Warranty Start Date: 28-MAY-2001 Modified Vehicle: \*  
 Orig Warranty Date: 28-MAY-2001 Reacquired Vehicle: \* Vehicle Export Flag: N

**VOC/EOC:**

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----  
 M0718M4772413958P2 3 2 050P244 40 EM 30RB 55 RM56 20 IC ER R 52HJ02 91 DAYM R2BP4 45 L  
 1FVR2 4 D 8 508A 9LUTXL

**INSTALLED OPTION INFORMATION:**

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: BA	GVW Class Code: R
Audio Equip: AC - AUDIO DISC CHANGER PLAYER	Instrumentation: * - [N/A]
Axle Ratio: EGAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side): * - [N/A]
Axle Type: EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side): * - [N/A]
Battery Amp Rating: EL	Paint: PNTJAA - EBONY SOLID C/C
Brake Code: PEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna: * - [N/A]
Brake Code(Servic): * - [N/A]	Radio: AT - ELETR PREM AM/PM STRO/CST/CLK
Calibration Code: 1F514PGA	Sound System: * - [N/A]
Color(Agent): PNZK - SILVER MET C/C #2	Steer Tendon Axle:
Color(Trim): 0002V -	Tire Brand: AE - B.F. GOODRICH
Delivery Type: 0	Tire Size: D3KVJ - FZ75/60R 17 A/S DWL
Drivetrain Code: F	Traction Control: * - [N/A]
Front Seat: * - [N/A]	Wheel Base:
Fuel Type: * - [N/A]	

**TIRE DOT INFORMATION:**

LF: APT0HK511801 RR: APT0HK511801  
 LR: APT0HK511801 RR: APT0HK511801  
 LI: \* RI: \*  
 SPARE: APT0HK511801

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**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	• Emission Code:	T7B - T7B
ESP Coverage(Miles):	• Emission Cert Type:	5
ESP Coverage(Fine):	• Emission Decal Suffix:	HBK
ESP Plan Year:	• Engine Family:	1FM0XT054PF5
ESP Signature Date:		

---

ESP / Recall Information

VIN: 1FTRW07L21K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]

Plan Type: USA 2001 NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSIST.

Selling Dealer: COVERT FORD, INC.

Deductible: 50

Rental: 28

Towing Allowance:

Status: Active

Expiration Date: 2008-05-28

Expiration Miles: 75,000

Plan Year: 2001

Purchase Type: N

Options:

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

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - REPAIRED	2001-12-11	04437USAF52302

20 Action 01 - 11/11/2004

Print

VIN: 1FTRW07L21N [REDACTED] Year: 2001 Model: F-SERIES Case: 1600071114  
 Name: [REDACTED] Owner Status: Original WBD: 2001-05-28  
 Symptom Desc: RESTRAINTS FRONT BELT- MANUAL FUNCTION Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP  
 Dealer: 04437 COVERT FORD, INC. Origin Desc: US CONCERN CASE BASE  
 Odometer: 63000 MI Comm Type: PHONE  
 Analyst Name: RICHARDSON PAUL Analyst: PRCHA54  
 Action Date: 04/20/2004 Action Time: 16.40.05.691 Action Data: No

Comments CUSTOMER SAID: CUSTOMER WAS IN AN ACCIDENT AND HE WAS HIT FROM THE REAR. THE CUSTOMER IS CONCERNED BECAUSE HIS SEAT BELT AND AIR BAG DID NOT ENGAGE ON IMPACT. THE VEHICLE IS CURRENTLY IN TRANSIT TO A FARMER INSURANCE. CUSTOMER HAS A CONCUSSION AND AN UNDETERMINED [REDACTED] AND HAS MADE A PERSONAL INJURY CLAIM THROUGH HIS INSURANCE AND A LAWYER. DEALER SAID: NONECRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

Action: EMAIL - NO CONTACT REQUIRED/DECISION ALREADY RENDERED  
 Dealer: 04437 COVERT FORD, INC. Origin Desc: MANUAL - EMAIL  
 Odometer: Comm Type: PHONE  
 Analyst Name: CHERISSE D'SOUZA Analyst: CDSOUZA2  
 Action Date: 04/21/2004 Action Time: 11.54.02.072 Action Data: No

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAG ADVISED: EMAIL - NO CONTACT REQUIRED/DECISION ALREADY RENDERED ===== -CUST CALLED AND ISSUE WAS ADDRESSED -SENT CALL TEMPLATE

*Ford Motor Company*

Consumer Affairs

\*Sent Via Mail

April 10, 2003

[REDACTED]  
Massapequa, NY [REDACTED]

Re: 2001 Ford Windstar  
VIN#-2FMZA524118 [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle concern.

Ford Motor Company has reviewed your claim. Information provided by our Field Service Engineer (FSE) indicated he was unable to verify a defect in the air-bag system. Based on this information, we will not provide assistance in the matter, and propose no further action.

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

Thank you for allowing us the opportunity to review your claim.

Respectfully yours,

  
Vincent D. Kirksey  
Consumer Affairs



Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]  
Address: [REDACTED] MASSAPEQUA NY [REDACTED]  
Country: USA Language: EN  
Cell Phone: [REDACTED] Pager: [REDACTED]  
Preferred Contact method: [REDACTED] Fax: [REDACTED]  
Preferred Contact Time: [REDACTED] Email: Barnold1@optonline.net

## ESP / Recall Information

VIN: 2FMZA52411E

Contract: 1 Of

Status: Active

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

Purchase: [REDACTED]

Expiration Date: 2007-11-08

Expiration Miles: 75,000

Plan Type: USA NEW 72/75,000 EXTRACARE W/ROADSIDE ASSISTANCE

Plan Year: 2001

Selling Dealer: PATRIOT FORD, LTD.

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

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

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

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

Number	Type	Description	Campaign		Status Date	Dealer Code
			Status			
01S21	S	SEAT BELT	COMPLETE		2001-09-04	00103
01S25	S	WIPER MTR	COMPLETE		2001-09-04	00103
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED		2001-11-12	
02M01	O	EGR PRES SEN	RELEASED FOR MAILING		2003-01-11	F13095
02S33	S	TRAILER TOW	COMPLETE		2002-07-19	00103



VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FMDU34X9TL [REDACTED]	1996	EXPLORER	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
2FMZA52411B [REDACTED]	2001	WINDSTAR	INDIVIDUAL RTL	Original Owner	Oasis Warranty History

Update This Information In Stars

## Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	E	J1	00103	F13095

Dealer Name: PATRIOT FORD, LTD.  
 Dealer Address: 1128 SUNRISE HIGHWAY  
 COPIAGUE NY 11726

Dealer Main Phone: 516-842-1200      Dealer Service Phone: 516-842-3500

Position	Employee Name
DEALER/PARTNER	RONALD S MELWORM
	Patrik Lundkvist
GENERAL MANAGER	MICHAEL J GENZALE
PARTS MANAGER	THOMAS LODICE
PARTS & SERVICE DIRECTOR	RICHARD LEE
SALES MANAGER	DONALD E LEARY
SERVICE MANAGER	CHARLES E MARTELLA

**Wyscaver, Matthew (M.)**

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**From:** Wyscaver, Matthew (M.)  
**Sent:** Wednesday, March 12, 2003 7:46 AM  
**To:** Cherba, Tim (T.W.)  
**Subject:** Legal Contact

Hello Tim,

Our office has received a legal case for our handling. If you have been previously involved with this customer and have information that you feel would be helpful in our review, please respond to this note. If you have not been involved, it is not necessary that you respond. Thanks!

VIN: 2FMZA52418 [REDACTED] Year: 2001 Model: WINDSTAR Case: 1527630703  
Name: [REDACTED] Owner Status: Original WSD: 2001-11-06  
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT Primary Phone: [REDACTED]  
Reason Desc: LEGAL - PERSONAL/PROPERTY DAMAGE CLAIM Secondary Phone: [REDACTED]  
Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE

Action: ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS  
Dealer: 00103 PATRIOT FORD, LTD. Origin Desc: US CONCERN CASE BASE  
Odometer: 1 MI Comm Type: PHONE  
Analyst Name: ROSA ECHEVERRIA Analyst: RECHEVER  
Action Date: 03/11/2003 Action Time: 15.47.25.034 Action Data: No

**Caller Information If Different From Vehicle Owner:**

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -CUST DOES NOT HAVE MILEAGE OR AN ESTIMATE - HAD AN ACCIDENT WITH THE VEH - DATE OF THE ACCIDENT WAS MARCH 9 2003 - THE DRIVER'D SIDE AIR BAG DID NOT DEPLOY - THE PASSENGER SIDE AIR BAG DID DEPLOY - THE SEAT BELT CAME OFF WHILE LATCHED - LOCATION OF THE VEH WAS ROUTE 109 - THERE WAS A POLICE REPORT FILED - THE POLICE REPORT NUMBER IS 03-125436 - WAS FILED IN THE COUNTY SUFFOLK - A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY - THE STATUS OF THE CLAIM IS STILL OPEN FOR INVESTIGATION - THE VEH IS REPAIRABLE - THE COLLISION COMPANY IS ASKING IF FORD WOULD LIKE SOMEONE TO LOOK AT THE VEH BEFORE BEING REPAIRED - ADVISED THE CUSTT THAT THE AIRBAGS ARE A MANUFACTURING DEFECT - THE CUST DOES NOT HAVE INJURIES - THERE IS A LOT OF SWELLING AND BRUISING - IS GOING TO THE DOCTORS TO BE LOOKED AT - IS VERY CONCERNED THAT NONE OF THE SAFETY RESTRAINTS WORKED PROPERLY AND THE WINDSTAR IS RATED SO HIGHLY FOR SAFETY - CONTACTED THE FORD DLRSHp TO HAVE THE VEH LOOKED AT - NEVER RECEIVED A RESPONSE BACK -- PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5351

*Matthew Wyscaver*

Consumer Affairs

☎ Phone: 313 845-8254

☎ Fax: 313 845-5555

✉ Email: mwyscave@ford.com

**Kirksey, Vince (V.)**

---

To: Cherba, Tim (T.W.)  
Cc: Kirksey, Vince (V.)  
Subject: RE: [REDACTED] Case#-1527630703

Tim,

this is a simple diagnostics test on the air-bag system to determine if any problems exist. This is a normal procedure in our department when a customer alleges a defect with the air-bag system. Once codes have been received, we can determine if any assistance is needed. So, I'm not sure the dealership reasoning for not wanting to assist. Let me know when the FSE can inspect the air-bag system. I'm sure the customer is growing impatient.

At this point there is no need for a letter of indemnification, since the customer has not filed a lawsuit. If the customer decides to file a lawsuit, the dealership would be automatically be indemnified for their involvement. If a dealership ever receives an attorney demand, which implicates them in a lawsuit they should submit a letter of indemnification through the DLAP-Dealer Litigation Assistance Program found in the Dealer's Roar Map. Thanks!

*Vincent Depaul Kirksey*

FCSD-Consumer Affairs  
Litigation Prevention Analyst-New York Region  
3ME-8308 Regent Court Building  
Phone: (313) 84-88264  
Fax: (313) 84-88668  
Prof: VKIRK8E1

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

From: Cherba, Tim (T.W.)  
Sent: Friday, April 04, 2003 1:43 PM  
To: Kirksey, Vince (V.)  
Cc: Cherba, Tim (T.W.); Huey Ashman, Jennifer (J.)  
Subject: RE: [REDACTED] Case#-1527630703

Vincent,

I have just got off the phone with the dealer principal of Patriot Ford, he states that he does not this veh inspected by one of his employees, he rather have Ford Motor Company inspect the vehicle. He also request a letter of "indemnification" so the dealer can sign off and not be held liable in any future lawsuit.

I understand his position and agree with him. I have left a message for my FSE, who happens to be aw for training this week, requesting for his earliest convenience to inspect this vehicle.

Question, where can the dealer obtain this letter of "indemnification"? I was unable to locate it on FMCDdealer / Escalated Concern Handle link.

Can you assist with this.

Thanks,

Timothy W. Cherba  
Customer Service Retail Manager  
Eastern Long Island - J1  
FCSD NY13  
(201) 529-7263

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

From: Kirksey, Vince (V.)  
Sent: Thursday, April 03, 2003 1:43 PM  
To: Cherba, Tim (T.W.)  
Subject: [REDACTED] Case#-1527630703

Tim,

I'm just sending you this note to let you know we are currently involved with the case. The customer alleged non-deployment of the air-bag system through the CRC. We asked the customer to have the bc damage repaired by the insurance company. Once the repairs were completed, we agreed to inspect h air-bag system to make sure no problems exist. Please let Ms. Fisher at Patriot Ford know it's okay to conduct an diagnostics test on the system, and check the safety restraint system. We will pay for everything with a program code. Let know what you think! Thanks!

*Vincent Depaul Kirksey*

FCSD-Consumer Affairs  
Litigation Prevention Analyst-New York Region  
3NE-B308 Regent Court Building  
Phone: (313) 84-86284  
Fax: (313) 84-55666  
Profa: VIKRSE1

**Wyscaver, Matthew (M.)**

**From:** Cherba, Tim (T.W.)  
**Sent:** Friday, March 14, 2003 2:20 PM  
**To:** Wyscaver, Matthew (M.)  
**Cc:** Cherba, Tim (T.W.)  
**Subject:** RE: Legal Contact

Matt,

Can you please call the dealer and ask for the Service Manager / Chuck Martella and give him an update. I have no prior involvement with the customer, the customer has inquired to the dealer about getting an inspection, the dealer wont touch the vehicle because the customer is claiming a Nability issue.

Timothy W. Cherba  
Customer Service Retail Manager  
Eastern Long Island - J1  
FCSD NY13  
(201) 529-7263



*collision shop  
(67) 661-16300*

—Original Message—

**From:** Wyscaver, Matthew (M.)  
**Sent:** Wednesday, March 12, 2003 7:46 AM  
**To:** Cherba, Tim (T.W.)  
**Subject:** Legal Contact

Hello Tim,

Our office has received a legal case for our handling. If you have been previously involved with this customer and have information that you feel would be helpful in our review, please respond to this note. If you have not been involved, it is not necessary that you respond. Thanks!

VIN: 2FMZA5241E Year: 2001 Model: WINDSTAR Case: 1527630703  
Name: Owner Status: Original WSD: 2001-11-08  
Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT Primary Phone:  
Reason Desc: LEGAL - PERSONAL/PROPERTY DAMAGE CLAIM Secondary Phone:  
Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE

Action: ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS  
Dealer: 00103 PATRIOT FORD, LTD. Origin Desc: US CONCERN CASE BASE  
Odometer: 1 MI Comm Type: PHONE  
Analyst Name: ROSA ECHEVERRIA Analyst: RECHEVER  
Action Date: 03/11/2003 Action Time: 15.47.25.034 Action Date: No

Caller Information if Different From Vehicle Owner:

First Name Middle Initial Last Name Day Phone Relationship

Comments CUSTOMER SAYS: -CUST DOES NOT HAVE MILEAGE OR AN ESTIMATE - HAD AN ACCIDENT WITH THE VEH - DATE OF THE ACCIDENT WAS MARCH 9 2003 - THE DRIVER'S SIDE AIR BAG DID NOT DEPLOY - THE PASSENGER SIDE AIR BAG DID DEPLOY - THE SEAT BELT CAME OFF WHILE LATCHED - LOCATION OF THE VEH WAS ROUTE 109 - THERE WAS A POLICE REPORT FILED - THE POLICE REPORT NUMBER IS 03-125436 - WAS FILED IN THE COUNTY SUFFOLK - A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY - THE STATUS OF THE CLAIM IS STILL OPEN FOR INVESTIGATION - THE VEH IS REPAIRABLE - THE COLLISION COMPANY IS ASKING IF FORD WOULD LIKE SOMEONE TO LOOK AT THE VEH BEFORE BEING REPAIRED - ADVISED THE CUSTT THAT THE AIRBAGS ARE A

MANUFACTURING DEFECT - THE CUST DOES NOT HAVE INJURIES - THERE IS A LOT OF SWELLING AND BRUISING - IS GOING TO THE DOCTORS TO BE LOOKED AT - IS VERY CONCERNED THAT NONE OF THE SAFETY RESTRAINTS WORKED PROPERLY AND THE WINDSTAR IS RATED SO HIGHLY FOR SAFETY - CONTACTED THE FORD DLRSHIP TO HAVE THE VEH LOOKED AT - NEVER RECEIVED A RESPONSE BACK -- PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5351

*Matthew Wycaver*  
Consumer Affairs

☎ Phone: 313 845-8254

☎ Fax: 313 845-5555

✉ Email: [mwyacave@ford.com](mailto:mwyacave@ford.com)

All Action Details for Issue

VIN: 2FMZA52411 [REDACTED] Year: 2001 Model: WINDSTAR Case: 1527630703  
 Name: [REDACTED] Owner Status: Original WSD: 2001-11-08  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - PERSONAL/PROPERTY DAMAGE CLAIM Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE

Action: ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS  
 Dealer: 00103 PATRIOT FORD, LTD. Origin Desc: US CONCERN CASE BASE  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: ROSA ECHEVERRIA Analyst: RECHEVER  
 Action Date: 03/11/2003 Action Time: 15.47.25.034 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -CUST DOES NOT HAVE MILEAGE OR AN ESTIMATE - HAD AN ACCIDENT WITH THE VEH - DATE OF THE ACCIDENT WAS MARCH 9 2003 - THE DRIVER'S SIDE AIR BAG DID NOT DEPLOY - THE PASSENGER SIDE AIR BAG DID DEPLOY - THE SEAT BELT CAME OFF WHILE LATCHED - LOCATION OF THE VEH WAS ROUTE 109 - THERE WAS A POLICE REPORT FILED - THE POLICE REPORT NUMBER IS 03-125436 - WAS FILED IN THE COUNTY SUFFOLK - A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY - THE STATUS OF THE CLAIM IS STILL OPEN FOR INVESTIGATION - THE VEH IS REPAIRABLE - THE COLLISION COMPANY IS ASKING IF FORD WOULD LIKE SOMEONE TO LOOK AT THE VEH BEFORE BEING REPAIRED - ADVISED THE CUST THAT THE AIRBAGS ARE A MANUFACTURING DEFECT - THE CUST DOES NOT HAVE INJURIES - THERE IS A LOT OF SWELLING AND BRUISING - IS GOING TO THE DOCTORS TO BE LOOKED AT - IS VERY CONCERNED THAT NONE OF THE SAFETY RESTRAINTS WORKED PROPERLY AND THE WINDSTAR IS RATED SO HIGHLY FOR SAFETY - CONTACTED THE FORD DLRSHIP TO HAVE THE VEH LOOKED AT - NEVER RECEIVED A RESPONSE BACK - - PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5351

Action: MAKE OUTBOUND CALL TO CUSTOMER  
 Dealer: 00103 PATRIOT FORD, LTD. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: MATTHEW WYSCAVER Analyst: MWYSCAVE  
 Action Date: 03/12/2003 Action Time: 07.36.05.224 Action Data: Yes

Comments MADE OBC TO CUSTOMER.

Data Element Name	Data Value
CONTACT PERSON	ALEX ARNOLD



# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

VIN: 2FMZA52411B  
 Model Year: 2001  
 Veh Type: T  
 Inv. Dealer: 00101  
 Vehicle Status Code: 800

Veh Use: T/A3 - WINDSTAR (WIN66/WIN126) [9503]  
 Market Derived: T/F - FORD DIVISION DERIVATIVE  
 Drive Code: T/A - 2 WHL L/H FRONT DRIVE  
 Body Cab Style: - EXTENDED WAGON  
 Version/Series: 1 - [N/A]

Body Shell: \*  
 Navis Eng Serial No:  
 Engine: T/LM - 3.8L OHV EFI NA V6 GAS  
 Transmission: T/DX - 4 SPD AUTO TR NAAO AX4N/4E50N

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

NA

Trace Trans Serial No:  
 NA

## BUILD INFORMATION:

Region: NA - #000000000  
 Country: CAN - #000000000  
 Plant: AS - OAKVILLE PLANT BUILD  
 Prod Date: 24-APR-2001

## SALE INFORMATION:

Region: NA - #000000000 Selling Dealer: 113095 - \*  
 Country: USA - #000000000 Selling Dir St/Prov: NY  
 Buyer St/Prov: NY  
 Arrival Date: 09-MAY-2001 Red Carpet Lease: \*  
 Sale Date: 08-NOV-2001 Fleet/Retail/Ca. Lease: R  
 Warranty Start Date: 08-NOV-2001 Modified Vehicle: \* Vehicle Count Flag:  
 Orig Warranty Date: 08-NOV-2001 Reacquired Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0  
 A921B07061121: D YL2 22CA1R1 JC G 2M1DAJR 6 FT JS T E LAE095 1 GR R2 H2N54 R 42  
 PH21 7 H 94MY H

## INSTALLED OPTION INFORMATION:

R004-011 0256

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	Z
Audio Deck:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAHI - 3.56 FNL DRV RATIO	Mirror(Driver Side):	CT - DRV PWR/HEAT MIR-TURN SIGNAL
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side):	CT - PASS PWR/HEAT MIR-TURN SIGNAL
Battery Amp Rating:	MK	Paint:	PNAAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MK - PREM AM/FM STRO/CD CHANGER/CLK
Calibration Code:	IA31NC0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Axle:	
Color(Trim):	000ZV -	Tire Manufacturer:	* -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	D	Tire Size:	D3J56 - 215/65R 16 HSW A/S SELFSEALING
Front Seat:	T/H - SEAT-INDIVIDUAL H/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

**TIRE DOT INFORMATION:**

LF: \*                      RF: \*

LR: \*                      RR: \*

LI: \*                      RI: \*

SPARE: ADPN44F??? DOT Plant Manufacturer: \* - \*

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	F	Emission Code:	T/C - T/C
ESP Coverage(Miles):	075	Emission Cert Type:	5
ESP Coverage(Time):	072	Emission Decal Suffix:	HDD
ESP Plan Year:	2001	Engine Family:	1FMXT0382J6
ESP Signature Date:	08-NOV-2001		

Any comments? You can contact



webmaster

CLAIMS LIST REPORT

Printed on 08/21/2002  
 10:30 AM  
 10/21/02

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	ORT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1F3P10D11A3103000000	A3	T/A3	T/F	T/WB	*	T/A	AS	T/DX	T/LM	24-04-01	08-11-01	113095	USA	0	*	*	*	*		SXX	V00	*	*
<b>AWS Claim Key:</b>	3636263	<b>Doc #:</b>	16432301	<b>Trx Code:</b>			01525	<b>Labor Hrs:</b>	.7	<b>Labor Cost:</b>		59.34	<b>Material Cost:</b>	7.86	<b>Total Cost:</b>					75.7			
<b>Dir Cd-Sub Cd:</b>	00103-*	<b>Name:</b>	PATRIOT FORD, LTD.				Ph:	631-8421200	<b>St:</b>	NY	<b>City Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	04-SEP-2001				<b>DIST(Mile):</b>	6		
<b>Cost Comments:</b>	PERFORM RECALL 01525																						
<b>Tech Comments:</b>	COMPLETE RECALL COMPLETE RECALL																						
1F3P10D11A3103000000	A3	T/A3	T/F	T/WB	*	T/A	AS	T/DX	T/LM	24-04-01	08-11-01	113095	USA	0	*	*	*	*		SXX	V00	*	*
<b>AWS Claim Key:</b>	3636262	<b>Doc #:</b>	16432302	<b>Trx Code:</b>			01521	<b>Labor Hrs:</b>		<b>Labor Cost:</b>		25.43	<b>Material Cost:</b>	0	<b>Total Cost:</b>					33.91			
<b>Dir Cd-Sub Cd:</b>	00103-*	<b>Name:</b>	PATRIOT FORD, LTD.				Ph:	631-8421200	<b>St:</b>	NY	<b>City Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	04-SEP-2001				<b>DIST(Mile):</b>	6		
<b>Cost Comments:</b>	PERFORM RECALL 01521																						
<b>Tech Comments:</b>	COMPLETE RECALL COMPLETE RECALL																						
1F3P10D11A3103000000	A3	T/A3	T/F	T/WB	*	T/A	AS	T/DX	T/LM	24-04-01	08-11-01	113095	USA	1	*	6G09	XF2Z	1625723	HB	S06	V09	G02	01
<b>AWS Claim Key:</b>	7647488	<b>Doc #:</b>	16706101	<b>Trx Code:</b>			1	<b>Labor Hrs:</b>	.3	<b>Labor Cost:</b>		25.43	<b>Material Cost:</b>	766.71	<b>Total Cost:</b>					792.14			
<b>Dir Cd-Sub Cd:</b>	00103-*	<b>Name:</b>	PATRIOT FORD, LTD.				Ph:	631-8421200	<b>St:</b>	NY	<b>City Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	19-NOV-2001				<b>DIST(Mile):</b>	345		
<b>Cost Comments:</b>	INSTALL LEFT SIDE DOOR GLASS																						
<b>Tech Comments:</b>	INSTALLED GLASS																						
1F3P10D11A3103000000	A3	T/A3	T/F	T/WB	*	T/A	AS	T/DX	T/LM	24-04-01	08-11-01	113095	USA	5	*	6A06	*	5450202	*	S04	V33	P06	P3
<b>AWS Claim Key:</b>	7564067	<b>Doc #:</b>	17071001	<b>Trx Code:</b>			1	<b>Labor Hrs:</b>	4.5	<b>Labor Cost:</b>		381.47	<b>Material Cost:</b>	92.93	<b>Total Cost:</b>					474.4			
<b>Dir Cd-Sub Cd:</b>	00103-*	<b>Name:</b>	PATRIOT FORD, LTD.				Ph:	631-8421200	<b>St:</b>	NY	<b>City Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	19-MAR-2002				<b>DIST(Mile):</b>	3278		
<b>Cost Comments:</b>	SPOTS ON ROOF PLEASE CHECK																						
<b>Tech Comments:</b>	STRIP AND REFINISH ROOF ASSY																						
1F3P10D11A3103000000	A3	T/A3	T/F	T/WB	*	T/A	AS	T/DX	T/LM	24-04-01	08-11-01	113095	USA	9	*	*	*	*		SXX	V00	*	*
<b>AWS Claim Key:</b>	9792436	<b>Doc #:</b>	17467502	<b>Trx Code:</b>			02S33	<b>Labor Hrs:</b>	1.5	<b>Labor Cost:</b>		129.95	<b>Material Cost:</b>	10.64	<b>Total Cost:</b>					140.59			
<b>Dir Cd-Sub Cd:</b>	00103-*	<b>Name:</b>	PATRIOT FORD, LTD.				Ph:	631-8421200	<b>St:</b>	NY	<b>City Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	19-JUL-2002				<b>DIST(Mile):</b>	6383		

R084-011 0258

Claims List Report

Cost Comments: PERFORM RECALL. 02533  
 Tech Comments: COMPLETE RECALL COMPLETE RECALL

	A3	T/A3	T/F	T/WB *	T/A	AS	T/DX	T/LM	24-04-01	08-11-01	113095	USA	10 *	6P07 F75Z	7811586 AAA	S08	V74 T90	33	
AWS Claim Key:	10321695	Dec #:	17562001	Trs Code:	1	Laber Hrs:	2	Laber Cost:	17.33	Material Cost:	66.56	Total Cost:	83.89						
Dir Cd-Sub Cd:	00103-	Name:	PATRIOT FORD, LTD.	Pl:	631-8421200	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-AUG-2002	DIST(Mile):	8092				
Cost Comments:	SOP SUNGLASS CASE																		
Tech Comments:	REPLACE SOP SUNGLASS CASE																		

	A3	T/A3	T/F	T/WB *	T/A	AS	T/DX	T/LM	24-04-01	08-11-01	113095	USA	10 *	7813 *	14405 *	S08	V74 T90	XI	
AWS Claim Key:	10321694	Dec #:	17562002	Trs Code:	1	Laber Hrs:	1.4	Laber Cost:	121.28	Material Cost:	0	Total Cost:	121.28						
Dir Cd-Sub Cd:	00103-	Name:	PATRIOT FORD, LTD.	Pl:	631-8421200	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-AUG-2002	DIST(Mile):	8092				
Cost Comments:	CUST STATES REAR CARGO NET HOOK CAME OFF AND PULLED WIRE THRU INTERIOR PANEL																		
Tech Comments:	REMOVED R R 1 4 PANEL TRIM REPAIRED WIRE HARNESS AND RE ROUTED RE INSTALLED CARGO HOOK RECHECKED OK																		

Any comments? You can contact



webmaster

All Action Details for issue

Print

VIN: 2FMZA52411E [REDACTED] Year: 2001 Model: WINDSTAR Case: 1527630703  
 Name: [REDACTED] Owner Status: Original WSD: 2001-11-08  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - PERSONAL/PROPERTY DAMAGE CLAIM Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS  
 Dealer: 00103 PATRIOT FORD, LTD. Origin Desc: US CONCERN CASE BASE  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: ROSA ECHEVERRIA Analyst: RECHEVER  
 Action Date: 03/11/2003 Action Time: 15.47.25.034 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -CUST DOES NOT HAVE MILEAGE OR AN ESTIMATE - HAD AN ACCIDENT WITH THE VEH - DATE OF THE ACCIDENT WAS MARCH 9 2003 - THE DRIVER'S SIDE AIR BAG DID NOT DEPLOY - THE PASSENGER SIDE AIR BAG DID DEPLOY - THE SEAT BELT CAME OFF WHILE LATCHED - LOCATION OF THE VEH WAS ROUTE 109 - THERE WAS A POLICE REPORT FILED - THE POLICE REPORT NUMBER IS 03-125436 - WAS FILED IN THE COUNTY SUFFOLK - A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY - THE STATUS OF THE CLAIM IS STILL OPEN FOR INVESTIGATION - THE VEH IS REPAIRABLE - THE COLLISION COMPANY IS ASKING IF FORD WOULD LIKE SOMEONE TO LOOK AT THE VEH BEFORE BEING REPAIRED - ADVISED THE CUSTT THAT THE AIRBAGS ARE A MANUFACTURING DEFECT - THE CUST DOES NOT HAVE INJURIES - THERE IS A LOT OF SWELLING AND BRUISING - IS GOING TO THE DOCTORS TO BE LOOKED AT - IS VERY CONCERNED THAT NONE OF THE SAFETY RESTRAINTS WORKED PROPERLY AND THE WINDSTAR IS RATED SO HIGHLY FOR SAFETY - CONTACTED THE FORD DLRSHP TO HAVE THE VEH LOOKED AT - NEVER RECEIVED A RESPONSE BACK -- PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5351

Action: MAKE OUTBOUND CALL TO CUSTOMER  
 Dealer: 00103 PATRIOT FORD, LTD. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: MATTHEW WYSCAVER Analyst: MWYSCAVE  
 Action Date: 03/12/2003 Action Time: 07.38.05.224 Action Data: Yes

Comments MADE OBC TO CUSTOMER.

Data Element Name	Data Value
CONTACT PERSON	ALEX ARNOLD

Action: UPDATE/ADDCO CASE  
 Dealer: 00103 PATRIOT FORD, LTD. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 1 MI Comm Type: PHONE  
 Analyst Name: VINCE KIRKSEY Analyst: VKIRKSE1  
 Action Date: 03/27/2003 Action Time: 09.27.38.544 Action Data: No

ROSA-011 07590

Comments \*\*\*LPA COMMENTS\*\*\* LPA SPOKE WITH THE CUSTOMER REGARDING THE ABOVE VEHICLE. THE CUSTOMER IS ALLEGING NON-DEPLOYMENT OF THE AIR-BAG SYSTEM, AND A DEFECT WITHIN THE SAFETY RESTRAINT SYSTEM. NO INJURIES WERE SUSTAINED, AND THE INSURANCE COMPANY HAS AGREED TO REPAIR THE VEHICLE. \* THE CUSTOMER IS REQUESTING FMC INSPECT HER AIR-BAG & SEATBELTS TO ASSURE THEY ARE OPERATING PROPERLY.

---

Action: REQUEST FOR VEHICLE INSPECTION - DEALER

Dealer: 00103 PATRIOT FORD, LTD.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: VINCE KIRKSEY

Analyst: VKIRKSE1

Action Date: 03/27/2003

Action Time: 09.30.30.541

Action Data: No

Comments \*\*\*LPA COMMENTS\*\*\* LPA HAS REQUESTED THE DEALERSHIP CONDUCT A DIAGNOSIS ON THE CUSTOMER AIR-BAG SYSTEM ONCE IT'S BEEN REPAIRED BY THE INSURANCE COMPANY. THE TEST IS BEING COVERED BY FMC AS A DISCRETIONARY GESTURE.

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Action: UPDATE/ADDCO CASE

Dealer: 00103 PATRIOT FORD, LTD.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: VINCE KIRKSEY

Analyst: VKIRKSE1

Action Date: 04/09/2003

Action Time: 14.27.51.084

Action Data: No

Comments \*\*\*LPA COMMENTS\*\*\* -LPA SPOKE WITH THE SM REGARDING THE INSPECTION. THE DEALERSHIP HAS FINALLY AGREED TO RUN A DIAGNOSTICS TEST ON THE AIR-BAG SYSTEM. LPA SHOULD KNOW THE RESULTS OF THE TEST BY FRIDAY.

---

Action: RECEIVE VEHICLE INSPECTION BACK

Dealer: 00103 PATRIOT FORD, LTD.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: VINCE KIRKSEY

Analyst: VKIRKSE1

Action Date: 04/10/2003

Action Time: 09.21.09.406

Action Data: Yes

Comments \*\*\*LPA COMMENTS\*\*\* LPA SPOKE WITH THE SM REGARDING THE INSPECTION ON THE AIR-BAG SYSTEM. THE SM SAID THE FSE DID NOT VERIFY ANY PROBLEMS WITH THE CUSTOMER'S AIR-BAG SYSTEM. THE AIR-BAG SYSTEM IS OPERATING AS DESIGNED.

Data Element Name	Data Value
FSE	YES
DEALER	NO

R001-011 0281

Action: REFER TO INSURANCE CARRIER-NO FORD PRODUCT DEFECT FOUND

Dealer: 00103 PATRIOT FORD, LTD.

Origin Desc: CONSUMER AFFAIRS - LITIGATION  
PREVENTION

Odometer: 1 MI

Comm Type: MAIL

Analyst Name: VINCE  
KIRKSEY

Analyst: VKIRKSE1

Action Date: 04/10/2003

Action Time:  
09.23.24.002

Action Date: No

Comments \*\*\*LPA COMMENTS\*\*\* AFTER RECEIVING THE INSPECTION REPORT BACK FROM THE SM, WHICH INDICATED NO PROBLEM FOUN WITH THE AIR-BAG SYSTEM. LPA HAS REFERRED THE CUSTOMER TO HER INSURANCE COMPANY FOR POSSIBLE ASSISTANCE. NO FURTHER ACTION IS NEEDED BY FMC AT THIS TIME.

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