

427642527

COPY

Sent Via U.S. Mail

March 16, 2005

[REDACTED]
South Pasadena, CA [REDACTED]

RE: 1998 Ford Explorer
VIN: 1FMZU34E7W2 [REDACTED]

Dear [REDACTED]

We sincerely regret any inconveniences that you have experienced regarding your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no open recalls or owner notification programs pertaining to the fire on your 1998 Explorer. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Valma Sanders
Consumer Affairs

Standard Claims List For Model Year 1998

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF BASE	SUFF	OCC CD	DIST (Miles)			
1FMZU34E7W2	TAJ3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	03-MAR-1998	23-MAR-1998	171034	USA	8	6Y20	000001	*	COUPON *	A9*	82 9999			
AWS Claim Key:		3159138	Trx Code:		R9K	Labor Hrs:		0.2														
Dir Cd-Sub Cd:		05517 - *	Name:			SUNSET FORD	Ph:		714-8980744	St:CA		City Cd:		USA		Reg Cd:		NA	Repr Date:10-NOV-1998		Doc #:04504651	
Cust Comments:		(PROGRAM R9K) REPLACE WIPER BLADES PER FORD COUPON.																				
Tech Comments:		W REPLACED BOTH WIPER BLADES																				
1FMZU34E7W2	TAJ3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	03-MAR-1998	23-MAR-1998	171034	USA	15	*	*	*	*	*	1992			
AWS Claim Key:		8206042	Trx Code:		99S09	Labor Hrs:		0.3														
Dir Cd-Sub Cd:		05517 - *	Name:			SUNSET FORD	Ph:		714-8980744	St:CA		City Cd:		USA		Reg Cd:		NA	Repr Date:07-JUN-1999		Doc #:05971930	
Cust Comments:		RECALL 99S09 INSPECT SPEED CONTROL CABLE.																				
Tech Comments:		W INSPECTED SPEED CONTROL CABLE.																				
1FMZU34E7W2	TAJ3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	03-MAR-1998	23-MAR-1998	171034	USA	19	2B03	*	*	*	*	19266			
AWS Claim Key:		11416744	Trx Code:		99M02	Labor Hrs:		0.6														
Dir Cd-Sub Cd:		05517 - *	Name:			SUNSET FORD	Ph:		714-8980744	St:CA		City Cd:		USA		Reg Cd:		NA	Repr Date:16-SEP-1999		Doc #:06749030	
Cust Comments:		PROGRAM 99M02 REPLACE THROTTLE BODY FOR ACCELERATOR BINDS ON TAKEOFF.																				
Tech Comments:		W REPLACED THROTTLE BODY.																				
1FMZU34E7W2	TAJ3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	03-MAR-1998	23-MAR-1998	171034	USA	19	*	*	*	*	*	19266			
AWS Claim Key:		11416745	Trx Code:		99S18	Labor Hrs:		0.2														
Dir Cd-Sub Cd:		05517 - *	Name:			SUNSET FORD	Ph:		714-8980744	St:CA		City Cd:		USA		Reg Cd:		NA	Repr Date:16-SEP-1999		Doc #:06749031	
Cust Comments:		RECALL 99S18 REPLACE SECONDARY HOOD LATCH.																				
Tech Comments:		W REPLACED SECONDARY HOOD LATCH.																				
1FMZU34E7W2	TAJ3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	03-MAR-1998	23-MAR-1998	171034	USA	26	5C05	030300	F872	3K070	AA	N50 42 26281			

AWS Claim Key:	15543935	Trs Code:	EB4	Labor Hrs:	2.7															
Dir Cd-Sub Cd:	05517 - *	Name:	SUNSET FORD	Pl:	714-8980744	St/CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-MAY-2000	Doc #:	08390151						
Cust Comments:	CK FOR SQUEEK NOISE FROM FRT END WHILE DRIVING.																			
Tech Comments:	ROAD TEST AND DIAGNOSE NECESSARY TO REMOVE AND REPLACE FRONT AXLE EX LUDER SEALS																			
IFMZU34E7WZ	T/U3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	03-MAR-1998	23-MAR-1998	171034	USA	30	SKB4 640402	*	P17TIRE	*	A99	82	33487
AWS Claim Key:	16683782	Trs Code:	P17	Labor Hrs:	1.2															
Dir Cd-Sub Cd:	05517 - *	Name:	SUNSET FORD	Pl:	714-8980744	St/CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	15-AUG-2000	Doc #:	09167430						
Cust Comments:	SEAL - - - INSPECTION REVEALED THIS AS THE D.																			
Tech Comments:	WAS PLACED IN SHOP FOR A																			
IFMZU34E7WZ	T/U3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	03-MAR-1998	23-MAR-1998	171034	USA	37	7B02 140201	P1TZ	10346	CRM1	C26	42	34489
AWS Claim Key:	19944406	Trs Code:	EB3	Labor Hrs:	1.2															
Dir Cd-Sub Cd:	05563 - *	Name:	AIRPORT MARINA FORD	Pl:	310-6493673	St/CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	07-MAR-2001	Doc #:	22507701						
Cust Comments:	CUST STATES CHECK GAUGE LIGHT IS ON AND HARD TO START IN AM																			
Tech Comments:	VERIFIED COMPLAINT PERFORMED ELEC REPLACED ALT AND RETEST AFTER REPAIR																			
IFMZU34E7WZ	T/U3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	03-MAR-1998	23-MAR-1998	171034	USA	38	1A05	*	*	*	*	*	39555
AWS Claim Key:	19414768	Trs Code:	00M12	Labor Hrs:	1.8															
Dir Cd-Sub Cd:	05563 - *	Name:	AIRPORT MARINA FORD	Pl:	310-6493673	St/CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	17-APR-2001	Doc #:	22861601						
Cust Comments:	PERFORM 00M12 CHAIN TENSIONER AND LOWER INTAKE MANIFOLD GASKET																			
Tech Comments:	PERFORMED 00M12																			
IFMZU34B7WZ	T/U3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	03-MAR-1998	23-MAR-1998	171034	USA	43	2E03 03XXXX 97JZ	9F715	BA	D21	42	47291	
AWS Claim Key:	20446727	Trs Code:	P05	Labor Hrs:	1.7															
Dir Cd-Sub Cd:	05563 - *	Name:	AIRPORT MARINA FORD	Pl:	310-6493673	St/CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	02-OCT-2001	Doc #:	24302701						
Cust Comments:	CUST STATES VEHICLE STALLS AT TIMES POSS IAC VALVE																			
Tech Comments:	PERFORMED ECC TEST AND DCL TEST REPLACED IAC VALVE ERASED CODES RETEST AFTER REPAIR E																			
IFMZU34E7WZ	T/U3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	03-MAR-1998	23-MAR-1998	171034	USA	53	*	*	*	*	*	*	57706
AWS Claim Key:	23018494	Trs Code:	00E11	Labor Hrs:	0.4															

Dir Cat-Sub Cat:	04223 - *	Name:	PASADENA FORD, INC.	Pl:	626-9933673	St:	CA	City Cat:	USA	Reg Cat:	NA	Repr Dates:	12-JUL-2002	Doc #:	04439940
Legal Comments:	PERFORMANCE ALL 00 11														
Tech Comments:	PERFORMANCE ALL 00 11														

All Action Details for Issue

Print

VIN: 1FMZU34E7WZ Year: 1998 Model: EXPLORER Case: 427642524
Name: [REDACTED] Owner Status: Subsequent WSD: 1998-03-23
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 04223 PASADENA FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 80000 MI Comm Type: PHONE
Analyst Name: BRENTON DUNKLEY Analyst: BDUNKLEY
Action Date: 03/11/2005 Action Time: 09:41:00.620 Action Data: No

Comments CUSTOMER SAID: "PLS READ HISTORICAL SUMMARY"(SHE HAD A LOT TO SAY)"THAT THE MASTER CYLINDER CAUGHT ON FIRE IN SEPT 2004. - NO ONE WAS HURT - THE CUSTOMER IS CONCERNED THAT THIS WOULD HAPPEN AGAIN. REPAIR COSTS HER 400.00 - HER INDEPENDENT MECHANIC FIXED THE VEH - SHE SHOULD NOT HAVE HAD TO PAY FOR THIS ISSUE - SHE CHOSE NOT GO THRU HER INSURANCE COMPANY- HER INDEPENDENT MECHANIC IS WELL AWARE OF THE PROBLEM AND HAS ALWAYS CONSULTED WITH THE FORD DLRSHP - PASADENA FORD TOLD HIM HOW TO DO THE WORK- SHE FEELS THAT THE RECALL FOR THE CRUISE CONTROL SWITCH IS RELATED TO THE FIRE IN HER VEH - SHE THINKS ABOUT THIS EVERYDAY - SHE HAS CHILDREN AND SHE COULD HAVE BEEN IN A LIFE AND DEATH SITUATION ON THE ROAD - SHE IS FRUSTRATED - SHE HAS THE VEH NOW - SHE LIKE FORDS AND WOULD LIKE TO STAY WITH FORD - SHE WOULD LIKE FMC TO DO SOMETHING FOR HER - SHE DOES NOT FEEL SAFE IN THE VEH - FORD SHOULD THOROUGHLY EXAMINE HER VEH OR GIVE HER A NEW VEH - SHE WILL BRING IN THE MEDIA OR CALL AN ATTORNEY TO HAVE THE ISSUE ADDRESSED TO HER SATISFACTIONDEALER SAID: "PASADENA FORD1365 EAST COLORADO BOULEVARDPASADENA, CA 91106PHONE: SALES: 866-944-5900 SERVICE: 866-418-1111CRC 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.

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 04223 PASADENA FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 80000 MI Comm Type: PHONE
Analyst Name: BRENTON DUNKLEY Analyst: BDUNKLEY
Action Date: 03/11/2005 Action Time: 09:59:26.674 Action Data: No

Comments CUSTOMER SAID: "PLS READ HISTORICAL INFO(THC CUST PUT THE CSR ON HOLD TO GET MORE INFO)"(SHE HAD A LOT TO SAY)"THAT THE MASTER CYLINDER CAUGHT ON FIRE IN SEPT 2004. - NO ONE WAS HURT - THE CUSTOMER IS CONCERNED THAT THIS WOULD HAPPEN AGAIN. REPAIR COSTS HER 400.00 - HER INDEPENDENT MECHANIC FIXED THE VEH - SHE SHOULD NOT HAVE HAD TO PAY FOR THIS ISSUE - SHE CHOSE NOT GO THRU HER INSURANCE COMPANY- THE REASON THAT THE INSURANCE COMPANY WAS NOT CALLED BECAUSE THE DEDUCTIBLE WAS HIGHER THAT THE REPAIR - SHE WAS NOT HAPPY THAT PASADENA FORD TOLD HER THAT THEY WOULD NOT HELP HER - SHE HAS BACK UP INFO FROM HER MECHANIC THAT THERE WAS A PROBLEM WITH THIS VEH - SHE IS UNHAPPY - SHE LIVES IN FEAR EVERY DAY - SHE WANTS A RESOLUTION TO HER SATISFACTIONDEALER SAID: "PASADENA FORD1365 EAST COLORADO BOULEVARDPASADENA, CA 91106PHONE: SALES: 866-944-5900 SERVICE: 866-418-1111CRC 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.

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 04223 PASADENA FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 80000 MI Comm Type: PHONE

Analyst Name: VALMA SANDERS
(VSANDERS)

Analyst: VSANDERS

Action Date: 03/14/2005

Action Time:
14.55.21.889

Action Data: No

Comments LPA CALLED CUSTOMER (PRIM AND SEC IS THE SAME) LEFT A VOICEMAIL MSG

Action: DENY ASSISTANCE - BEYOND WARRANTY

Dealer: 04223 PASADENA FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 80000 MI

Comm Type: PHONE

Analyst Name: VALMA SANDERS
(VSANDERS)

Analyst: VSANDERS

Action Date: 03/18/2005

Action Time:
09.45.58.842

Action Data: No

Comments LPA REVIEWED CUSTOMER CONCERNS CUSTOMER SAYS THAY UNIT CAUGHT FIRE AND THERE WERE \$400 IN REPAIRS PERFORMED AT A NON-FORD SHOP..CUSTOMER SAYS THAT EVEN THOUGH UNIT IS REPAIRED.SHE HAS LOSS CONFIDENCE IN THE UNIT AND WANTS FORD TO ASSIST..CUSTOMER SAYS SHE HAS PURCHASED 3 USED UNITS FROM PASADENA FORD AND IS A LOYAL FORD CUSTOMER..LPA ADVISED NO OPEN RECALLS RELATED TO THE FIRE AND UNIT BEYOND WARRANTY NO FINANCIAL ASSISTANCE CAN BE PROVIDED BY FORD.

ESP / Recall Information

VIN: 1FMZU34E7W2

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00E11	EMISSIONS RECALL	ON-BOARD DIAGNOSTIC SYSTEM	CLOSE - REPAIRED	2002-07-12	04223USAF71237
00L09	LABEL/LITERATURE PROGRAM	1991-2001 EXPL/MNT, 2001 EXPL SPORT TRAC & EXPL 2-DR SPORT - SUPP TIRE INFLATION LABEL	CLOSE - FORCE COMPLE		
00M12	CUST SAT PGM - MULTI REPAIR	CAMSHAFT CHAIN TENSIONER AND LOWER INTAKE MANIFOLD GASKET - ADDITIONAL COVERAGE TO 6 YEARS	OPEN - REPAIRED	2001-04-17	05563USAF71315
00V01	NOT APPROVED	CERTAIN 1991-2001 TRUCKS W/ FIRESTONE P235/75 R15 RADIAL WILDERNESS AT TIRES	CLOSE - FORCE COMPLE		
01B77	CUSTOMER SAT/OWNER NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - REPAIRED	2000-08-15	05517USAF71034
01M01	CUST SAT PGM - MULTI REPAIR	FRONT CAM CHAIN GUIDE ASSEMBLY - ADDITIONAL COVERAGE TO 7 YEARS FROM VEHICLE WARRANTY S	OPEN - LAUNCHED		
03S04	SAFETY RECALL	DRIVER SEAT RECLINER BOLT	OPEN - LAUNCHED		

Customer Info

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

OASIS RESULT:**1FMZU34E7WZ**See bottom of the OASIS result for
contact ID03/16/2008
09:53:34

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1998 EXPLORER

TRANSMISSION

5 SPD AUTO - 5R44/55E

BODY STYLE

4 DR MPV 4X4

AXLE CODE

D4

ENGINE

4.0L EFI SOHC

ENGINE CALIBRATION

858VR10A

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

03/23/1998

BUILD DATE

03/03/1998

SALE MILEAGE

00014

WARNING MESSAGES**ATTENTION TECHNICIANS AND SERVICE MANAGERS:****BEFORE REPLACING 5.0L CATALYTIC CONVERTER (-5E212-) SEE TSB 04-07-05****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE****ELIGIBLE FOR CALIFORNIA EMISSIONS WARRANTY****THIS VEHICLE HAS A CLOSED CUDL CONTACT****OUTSTANDING FIELD SERVICE ACTIONS****00M12****CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE CAMSHAFT CHAIN TENSIONER AND LOWER INTAKE MANIFOLD GASKET - ADDITIONAL COVERAGE TO 8 YEARS OR 72,000 MILES FROM THE WARRANTY START DATE, WHICHEVER OCCURS FIRST****01M01****CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE FRONT CAM CHAIN GUIDE ASSEMBLY - ADDITIONAL COVERAGE TO 7 YEARS FROM VEHICLE WARRANTY START DATE OR 100,000 MILES, WHICHEVER OCCURS FIRST****03S04****DRIVER SEAT RECLINER BOLT****EXTENDED COVERAGES****NO ESP INFORMATION AVAILABLE****REPAIR HISTORY****NO REPAIR HISTORY ON VEHICLE****[Click Here for Full Warranty History](#)****END OF OASIS REPORT FOR 1FMZU34E7WZ**

OASIS RESULT:

1FTSW31P04E

See bottom of the OASIS result for
contact ID03/18/2005
09:03:03

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2004 F-SERIES

TRANSMISSION**BODY STYLE**

F-350 CREW CAB 4X4

AXLE CODE

D1

ENGINE

6.0L DIESEL DI V8

ENGINE CALIBRATION**GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

04/20/2004

BUILD DATE

08/15/2003

SALE MILEAGE**WARNING MESSAGES****ATTENTION TECHNICIANS AND SERVICE MANAGERS:****BEFORE REPLACING MIRROR ASSEMBLY (-17892/17893-), SEE TSB 03-23-02****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

THIS VEHICLE HAS A CLOSED CUDL CONTACT

THIS VEHICLE HAS AN OPEN CUDL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

01/14/2005

DEALER: Tower Motor Company

WARRANTY CLAIM NUMBER: 074237

ODOMETER: 029989M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3C3Z 9B249AB	HEADER-FUEL FILTER	001	9280A	42	DOES NOT OPERATE PROPERLY

DEFECTIVE FUEL CONDITIONING MODULE PERFORMED DIAGNOSTICS - FOUND DEFECTIVE FUEL CONDITIONING MODULE -
REPLACED WITH NEW AND RETEST - OK

01/03/2005

DEALER: Tower Motor Company

WARRANTY CLAIM NUMBER: 073957

ODOMETER: 029440M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
NPF	NO PROBLEM FOUND (NR)	000	NPF	42	DOES NOT OPERATE PROPERLY

CUSTOMER HAS MULTIPLE ACCESSORIES ON SYSTEM; RAN BATTERY TEST AND DRAW TEST; BOTH PASSED COULD NOT

3/16/2005

DUPLICATE CUSTOMERS CONCERN OR FIND ANY ABNORMAL CONDITION TO CAUSE BATTERY FAILURE; DISCUSSED WITH CUSTOMER

01/03/2005

DEALER: Tower Motor Company

WARRANTY CLAIM NUMBER: 073957

ODOMETER: 029440M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3C3Z 8286AJ	HOSE RADIATOR LOWER	001	6280ALW	17	HOLE INCOMPLETE, OUT OF POSITION/OMIT
VC 7B		003			
VC 8	MOTORCRAFT BATTERY	001			

INSPECTED, FOUND THE LOWER RADIATOR HOSE IS MISALIGNED AND RUBBING ON THE STEERING BOX AND IS WORN THROUGH. REPLACED THE LOWER RADIATOR HOSE & CLAMP, FILLED SYSTEM OF ANTIFREEZE. TESTED, COOLING SYSTEM NORMAL

07/02/2004

DEALER: Tower Motor Company

WARRANTY CLAIM NUMBER: 069528

ODOMETER: 009904M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3C3Z 6K854DA	PIPE (TURBO INLET LO	001	6007D	01	BROKEN/CRACKED
3C3Z 6N840AA	GASKET TURBO TO MANI	001	MT6K882		
3C3Z 6768BA	CAP ASY OIL FILLER	001	MT6K854		
OSP		001			

INSPECT FRO EXHAUST SYSTEM LEAK - MT6K882 TIME TO REMOVE THE TURBOCHARGER - MT6K854 TIME TO REPLACE TURBOCHARGER Y-PIPE -

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTSW31P04E

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMZU34E7W2	Yeh Line:	TU3 - EXPLORER (U105/106/150) [95-01]	Eng Serial No:	*
Model Year:	1998	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Style:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/NE - COLOGNE 4.0L SOHC
Inv. Dealer:	05317	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/TC - 5 SPD AT EAO ASDI
		Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AV - ST. LOUIS PLANT BUILD
Country: USA - ##### Prod Date: 03-MAR-1998

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171034 - *
Country: USA - ##### Selling Dir St/Prov: CA
Buyer St/Prov: CA

Arrival Date: 23-MAR-1998 Rad Carpet Lease: 1
Sale Date: 23-MAR-1998 Fleet/Retail/Cn. Lease: R
Warranty Start Date: 23-MAR-1998 Modified Vehicle: *
Orig Warranty Date: 23-MAR-1998 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
034W281223311247C8 U 2 23B4099 QA 6KZ DD4 7R R4 G 2K5 3 15 710034 30V LD D E26R4 3 E
171034 B45A PEDCA YK 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	1A	GVW Class Code:	Z
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EQJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	EL	Paint:	PNLDB - MEDIUM WEDGWOOD C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radiac:	BE - ELETN PREM STRO/CSTG/DIS C/CLK
Calibration Code:	858VR10A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000ZV - MED GRAPHITE	Tire Brand:	AC - FIRESTONE
Delivery Type:	R	Tire Size:	D3GU1 - P235/75R15SL S/BLT OWL A-T
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/C - T/C
ESP Coverage(Miles):	* Emission Cert Type:	C
ESP Coverage(Time):	* Emission Decal Suffix:	BBU
ESP Plan Year:	* Engine Family:	WFMXTM40FAA
ESP Signature Date:		

VEHICLE DETAIL

VIN: 1FMZU34E7W	Engine: COLOGNE 4.0L SOHC EFI NA V8 G
Make: FORD	Transmission: 5 SPD AT EAO A5LDE-NR/5R44/55A
Model: EXPLORER	Paint Code/Color: MEDIUM WEDGEWOOD C/C
Year: 1998	Calibration: 858VR10A
Pay Load:	Max Towing Weight:
GVWR: 05340	Axis Ratio:
WheelBase: 112	Warranty Start Date: 3/23/1998
GCWR:	Vehicle Build Date: 3/3/1998
PEP Code: 945A	

Selling Dealers Name: SUNSET FORD
 Selling Dealers P & A Code: 05517 Selling Dealers Sales Code: F71034
 Selling Dealers Main Phone: 714-888-0744 Selling Dealers Service Phone: 714-372-4520

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 3 4 W Z 8 1 2 2 3 3 1 1 2 4 7 C 6 U 2 2 3 B 4 0 9 9 Q A E Z 2 D D 4 7 R
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 4 G 2 K 5 5 4 5 7 1 0 0 3 4 5 0 V L D D F 2 S P 4 5 E 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Z 7 G 4 9 4 5 A 9 E D C A Y M
 1 2 3 4 5 6 7 8 9 160

Update This information in Stars

Dealer Detail

PCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
71-LOS ANGELES	71-LOS ANGELES	E	C3	04223	F71037

Dealer Name:	PASADENA FORD, INC.		
Dealer Address:	1365 EAST COLORADO BOULEVARD PASADENA CA 91106		
Dealer Main Phone:	818-793-3154	Dealer Service Phone:	828-893-3673

Position	Employee Name
DEALER/PARTNER	TOM NOE
PARTS MANAGER	CESAR NAVARRO
PARTS & SERVICE DIRECTOR	ROBERT W BYNON
SALES MANAGER	JAMES C HARVEY
SALES MANAGER	VIRGINIA HARPER
SALES MANAGER	DAVID R JOHNSON
SALES MANAGER	ROGER D CONDON
SALES MANAGER	JACQUES MOSBY
SERVICE MANAGER	Brooke N Burlingham



2005

Southwest

1434252331



Copy

Consumer Affairs

PO Box 8248, MD 3NE-B
Dearborn, MI 48126 USA

February 4, 2005

Sent Via U.S. Mail

[REDACTED]
Edinburg, TX [REDACTED]

RE: 1998 Explorer
VIN: 1FMZU32E6W2 [REDACTED]

Dear [REDACTED]

This letter is in response to your request for assistance under Field Service Action 05S24.

We sincerely regret any inconvenience that you have experienced in this matter. However, our review indicates that your vehicle is not involved in 05S24. Only vehicles within the program guidelines can be included in the program. As your vehicle does not fall within those guidelines we are unable to be of assistance in this matter.

We are sorry that our response could not be more favorable to you. Thank you for contacting us.

Respectfully yours,

Maureen Pawelek-Murray
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FMYU32E6VZ [REDACTED] Year: 1988 Model: EXPLORER Case: 1434252331
Name: [REDACTED] Owner Status: Subsequent WSD: 1988-03-18
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 04448 HACIENDA FORD Origin Desc: US CONCERN CASE BASE
Odometer: 150000 MI Comm Type: PHONE
Analyst Name: DONNA GERO Analyst: DGERO
Action Date: 02/03/2005 Action Time: 14:28:41.789 Action Data: No

Comments CUSTOMER SAID: "WHILE THE VEH WAS BEING DRIVEN CUST SMELLED SMOKE AND NOTICED THE VEH WAS ON FIRE." CUST PUT THE VEH OUT HIMSELF. THE VEH WAS TAKEN INTO THE FORD OLJ. CUST WAS TOLD THE CRUISE CONTROL WIRE THAT BURNT. THE VEH HAS NOT BRAKE. CUST WANTS TO KNOW IF THE VEH WILL BE COVERED UNDER THE RECALL FOR THE CRUISE CONTROL. CUST WANTS TO BE CONTACTED BY THE WARRANTY DEPT. DATE OF THE FIRE WAS ON 02/03/05. NO POLICE REPORT WAS FILED. NOT CONTACTED THE INSURANCE AS YET. CUST WAS NOT HURT. CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Customer Info

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

Address: [REDACTED] EDINBURG [REDACTED]

Country: USA

Language: EN

Cell Phone: [REDACTED]

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

Vehicle List				
VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMZU32E0W	1998 EXPLORER	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis
	Open Issues Exist			Warranty History
2FMDA5148S	1995 WINDSTAR	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis
	No Open Issues			Warranty History

ESP / Recall Information

VIN: 1FMZU32E6WZ

Contract: 1 of 2

ESP Purchase Details

Purchase:
 Plan Type: USA 1998 36/36,000 RENTALCARE (WARRANTY REPAIRS ONLY)
 Selling Dealer: ARROW FORD, INC.
 Deductible:
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2001-03-18
 Expiration Miles: 36,000
 Plan Year: 1998
 Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Contract: 2 of 2

ESP Purchase Details

Purchase:
 Plan Type: USA 2001 NEW 72/100,000 POWERTRAINCARE W/ROADSIDE ASST
 Selling Dealer:
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2004-03-18
 Expiration Miles: 100,000
 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
00L09	LABEL/LITERATURE PROGRAM	1991-2001 EXPLUMNT, 2001 EXPL SPORT TRAC & EXPL 2-DR SPORT - SUPP TIRE INFLATION LABEL	CLOSE - FORCE COMPLE		
00M12	CUST SAT PGM - MULTI REPAIR	CAMSHAFT CHAIN TENSIONER AND LOWER INTAKE MANIFOLD GASKET - ADDITIONAL COVERAGE TO 8 YEARS	OPEN - REPAIRED	2000-11-24	02404USAF52320
00S58	SAFETY RECALL	THROTTLE BODY PLATE	CLOSE - REPAIRED	2001-03-29	02404USAF52320
00V01	NOT APPROVED	CERTAIN 1991-2001 TRUCKS W/ FIRESTONE P235/75 R15 RADIAL WILDERNESS AT TIRES	CLOSE - FORCE COMPLE		
01B77	CUSTOMER SAT/OWNER NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - EXPIRED		
01M01	CUST SAT PGM - MULTI REPAIR	FRONT CAM CHAIN GUIDE ASSEMBLY - ADDITIONAL COVERAGE TO 7 YEARS FROM VEHICLE WARRANTY S	OPEN - LAUNCHED		
03S04	SAFETY RECALL	DRIVER SEAT RECLINER BOLT	OPEN - LAUNCHED		

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMZU32B6W2	Vehicle Line: TAD - EXPLORER (U105/106/150) (93-01)	Eng Serial Num: *
Model Year: 1998	Market Derivat: T/F - FORD DIVISION DERIVATIVE	Body Style: *
Veh Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: T/NE - COLOGNE 4.0L SOH
Inv. Dealer: 02404	Body Cab Style: T/WD - 4 DOOR WAGON	Transmission: T/TC - 5 SPD AT EAO ASLN
	Version/Serial: T/EF - FORD SERIES	

BUILD INFORMATION:

Region: NA - #00000000 Plant: AV - ST. LOUIS PLANT BUILD
Country: USA - #00000000 Prod Date: 16-SEP-1997

SALE INFORMATION:

Region NA - #00000000 Selling Dealer: 152320 -
Country: USA - #00000000 Selling Dir St/Prov: TX
Buyer St/Prov: TX
Arrival Date: 25-SEP-1997 Red Carpet Lease: *
Sale Date: 18-MAR-1998 First/Retain/Cn. Lease: R
Warranty Start Date: 18-MAR-1998 Modified Vehicle: *
Orig Warranty Date: 18-MAR-1998 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
U32WAL134511247C6 N 2 15J0397 LK BK D43 TR Y G 20R 5 98 520320 53 E4RC D 72W 4 45 E
1FMS063 945A 9B7X T 4

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: 1A	GVW Class Code: Z
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axis Ratio: BQAHB - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side): * - [N/A]
Axis Type: BQJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side): * - [N/A]
Battery Amp Rating: EL	Paint: PNEG3 - VERMILION SOLID C/C
Brake Code: * - [N/A]	Power Antenna: * - [N/A]
Brake Code(Servic): * - [N/A]	Radio: BE - ELCTR PREM STEREO/CD/CLK
Calibration Code: 45BCR05A	Sound System: * - [N/A]
Color(Accent): FNYBA - MED PLATINUM C/C	Susp Tandem Axle:
Color(Trim): 000EV -	Tire Brand: AC - FIRESTONE
Delivery Type: 2	Tire Size: D3GUL - P235/75R135L 5/BLT OWL A-T
Driveshaft Code: P	Traction Control: * - [N/A]
Front Seat: * - [N/A]	Wheel Base:
Fuel Type: * - [N/A]	

TIRE DOT INFORMATION:

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

Standard Claims List For Model Year 1998

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	FLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CHGC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FMZU32B6W2		TU3	T/F	T/WD	T/EF	T/B	AV	T/TC	T/NE	16-SEP-1997	18-MAR-1998	152320	USA	30	*	*	*	*	*	*	43417
AWS Chain Key: 16919294 Trx Code: 98509 Labor Hrs: 0.3																					
Dir C4-Sub C4: 02404 - * Name: ARROW FORD, INC. Ph: 325-6929500 St:TX Ctry C4: USA Reg C4: NA Rqpr Date:04-AUG-2000 Doc R:07174204																					
Cust Comments: 99509 NEG CABLE RECALL																					
Tech Comments: RECALL REPL BOLT PER RECALL																					
1FMZU32B6W2		TU3	T/F	T/WD	T/EF	T/B	AV	T/TC	T/NE	16-SEP-1997	18-MAR-1998	152320	USA	30	*	*	*	*	*	*	43417
AWS Chain Key: 16899199 Trx Code: 99518 Labor Hrs: 0.2																					
Dir C4-Sub C4: 02404 - * Name: ARROW FORD, INC. Ph: 325-6929500 St:TX Ctry C4: USA Reg C4: NA Rqpr Date:04-AUG-2000 Doc R:07174205																					
Cust Comments: 99518 SECONDARY HOOD LATCH RECALL																					
Tech Comments: RECALL REPL HOOD LATCH PER RECALL																					
1FMZU32B6W2		TU3	T/F	T/WD	T/EF	T/B	AV	T/TC	T/NE	16-SEP-1997	18-MAR-1998	152320	USA	30	SK04	040402	*	FITTIME	*	A99 R2	43485
AWS Chain Key: 16741714 Trx Code: P17 Labor Hrs: 1																					
Dir C4-Sub C4: 02404 - * Name: ARROW FORD, INC. Ph: 325-6929500 St:TX Ctry C4: USA Reg C4: NA Rqpr Date:22-AUG-2000 Doc R:07259701																					
Cust Comments: PERFORM FIRESTON TIRE INSPECTION																					
Tech Comments: REPLACED 4 TIRES																					
1FMZU32B6W2		TU3	T/F	T/WD	T/EF	T/B	AV	T/TC	T/NE	16-SEP-1997	18-MAR-1998	152320	USA	33	1A05	*	*	*	*	*	50320
AWS Chain Key: 18016621 Trx Code: 000412 Labor Hrs: 1.8																					
Dir C4-Sub C4: 02404 - * Name: ARROW FORD, INC. Ph: 325-6929500 St:TX Ctry C4: USA Reg C4: NA Rqpr Date:24-NOV-2000 Doc R:07570801																					
Cust Comments: KNOCKING NOISE FROM ENGINE WHILE AT IDLE																					
Tech Comments: 1 COMPLETED TSB0001218 1.8 REPLACED TENSIONERS																					
1FMZU32B6W2		TU3	T/F	T/WD	T/EF	T/B	AV	T/TC	T/NE	16-SEP-1997	18-MAR-1998	152320	USA	33	1C04	030901	XU3Z	6K254	BA	N12 42	50320

AWS Claim Key:	18154128	Trx Code:	P07	Labr Hrs:	11.1										
Dir Cl-Sub Cl:	02404 - *	Name:	ARROW FORD, INC.	Ph:	325-6929500	Bt:TX	Chy Cl:	USA	Reg Cl:	NA	Repr Date:	24-NOV-2000	Doc #:	07870802	
Cost Comments:	RATTILING NOISE FROM ENGINE														
Tech Comments:	R&R ENGINE REPLACED BOTH CHAIN CASSETTES HAD TO R&R DRIVER SIDE HEAD TO HAVE TAPPED STARTED ENGINE CASSETTS STILL TAPPING CALLED HOTLINE REPLACED ENGINE WITH LONG BLOCK TEST DRIVE OK REIST OK														
IFMZU32E6W	7U3	T/F	T/W/D	T/R	T/B	AV	T/C	TNE	16-SEP-1997	18-MAR-1998	152320	USA	37	* * * * *	57604
AWS Claim Key:	19062390	Trx Code:	0055H	Labr Hrs:	0.6										
Dir Cl-Sub Cl:	02404 - *	Name:	ARROW FORD, INC.	Ph:	325-6929500	Bt:TX	Chy Cl:	USA	Reg Cl:	NA	Repr Date:	29-MAR-2001	Doc #:	08003701	
Cost Comments:	PERFORM OPEN RECALL 0055H THROTTLE BODY PLATE														
Tech Comments:	PERFORMED RECALL														
IFMZU32E6W	7U3	T/F	T/W/D	T/R	T/B	AV	T/C	TNE	16-SEP-1997	18-MAR-1998	152320	USA	42	TA01 1401XX BXT 65	630 C23 B5 69929
AWS Claim Key:	20477937	Trx Code:	SPW	Labr Hrs:	0.5										
Dir Cl-Sub Cl:	02404 - *	Name:	ARROW FORD, INC.	Ph:	325-6929500	Bt:TX	Chy Cl:	USA	Reg Cl:	NA	Repr Date:	28-AUG-2001	Doc #:	09390601	
Cost Comments:	WONT CRANK WONT START CUSTOMER WAS TOLD THAT BATTERY HAS A DEAD CELL														
Tech Comments:	BATTERY HAD DEAD CELL TEST BATTERY ACES HC09Q DTC 6B0MK6; TEST CHARGING SYSTEM GOOD; REPLACED BATTERY; VEHICLE NEEDS CABLE END FOR GROUND														
IFMZU32E6W	7U3	T/F	T/W/D	T/R	T/B	AV	T/C	TNE	16-SEP-1997	18-MAR-1998	152320	USA	44	JA15 070100 F7RZ 7H103 BA	P67 28 72981
AWS Claim Key:	20931422	Trx Code:	SPW	Labr Hrs:	0.1										
Dir Cl-Sub Cl:	02404 - *	Name:	ARROW FORD, INC.	Ph:	325-6929500	Bt:TX	Chy Cl:	USA	Reg Cl:	NA	Repr Date:	18-OCT-2001	Doc #:	09920802	
Cost Comments:	SPW SPEED SENSOR														
Tech Comments:	OUTPUT SHAFT SPEED SENSOR REPLACE SPEED SENSOR														
IFMZU32E6W	7U3	T/F	T/W/D	T/R	T/B	AV	T/C	TNE	16-SEP-1997	18-MAR-1998	152320	USA	44	3A01 070100 B0TZ 7DU34 A	G29 D8 73181
AWS Claim Key:	21285267	Trx Code:	U73TD	Labr Hrs:	11.7										
Dir Cl-Sub Cl:	02404 - *	Name:	ARROW FORD, INC.	Ph:	325-6929500	Bt:TX	Chy Cl:	USA	Reg Cl:	NA	Repr Date:	26-OCT-2001	Doc #:	09978101	
Cost Comments:	OVERDRIVE LIGHT FLASHING														
Tech Comments:	VALVE BODY GASKET TRANS DIAG PIN TEST TEAR DOWN TRANS OVERHAUL AND RESEAL TRANS TEAR DOWN VALVE BODY OVERHAUL CLEAN AND CHECK CONVERTER, EEC TEST FIN TEST RETEST MONITOR TEST NO CODES REPLACE BAD PCM														

1FMZU32B6W	7413	T/P	T/WB	T/EF	T/B	AV	T/TO	T/AB	16-SEP-1997	18-MAR-1998	152320	USA	44	2001	031401	F8PZ	12A659	DGA	E29	28	73101
AWS China Keys	21293750	Tra Code:	S07	Laber Hrs:	0.8																
Dir OS-Bld Cdr	02404 - *	Name:	ARROW FORD, INC.	Ph:	325-6929500	St:TX	City Cdr	USA	Reg Cdr	NA	Repr Date:26-OCT-2001	Doc	8-09978102								
Cost Comments:	CHECK ENGINE LIGHT ON																				
Tech Comments:	REC TEST PRTST MONITOR TEST REPLACE PCM RETEST CLEAR CODES PCM INOP P0301																				

1380161454

2004
Atlanta

COPY

Sent Via U.S. Mail

May 24, 2004

[REDACTED]
Knoxville, TN [REDACTED]

RE: 2000 Explorer
VIN: 1FMZU73E7YZ [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2000 Explorer.

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,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMZU73E7YZ	Year: 2000	Model: EXPLORER	Case: 1380161454
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2000-02-29	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 05613 LANCE CUNNINGHAM FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 91500 MI

Comm Type: PHONE

Analyst Name: POMMELS TRACEY

Analyst: TPOMMELS

Action Date: 05/24/2004

Action Time: 10.33.34.057

Action Data: Yes

Comments CUSTOMER SAID: ==DATE OF THE FIRE MAY 21, 2004 ==CUST WOULD LIKE TO FILE A CLAIM WITH THE LEGAL DEPT. BECAUSE VEH. CAUGHT ON FIRE BECAUSE OF A DEFECT IN THE PRODUCT.; ==CUST SAYS FIRE STARTED UNDER THE HOOD OF VEH.; ==CUST VEH. IS NOW WITH HIM AND THE PROBLEM IS NOW FIXED. ==CUST SAYS A FIRE REPORT WAS NOT FILED. ==CUST SAYS HE DID NOT FILE A CLAIM WITH HIS INSURANCE COMPANY. ==CUST SAYS THE VEH. WAS PARKED WHEN THE FIRE STARTED. ==CUST SAYS HE WAS TOLD BY THE FORD DLRSHIP THE FIRE STARTED FROM A SHORT IN THE WIRES, THE BRAKE PSI SWITCH AND WIRES.; ==CUST SAYS THIS IS THE SECOND TIME VEH. CAUGHT ON FIRE, CUSTOMER VERY UNSAFE WITH HIS FAMILY DRIVING IN THIS CAR. ==CUST SAYS HE PAID \$394.80 FOR REPAIRS, CUST IS SEEKING REIMBURSEMENT FOR THE AMOUNT HE PAID FOR THIS REPAIR; DEALER SAID: 4101 CLINTON HIGHWAY KNOXVILLE, TN 37912 DISTANCE: 1.9 MILES TEL: (865) 687-2100 FAX: (865) 963-3203CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. ==ADVISED CUST OF THE ABOVE INFO.;

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 05613 LANCE CUNNINGHAM FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 91500 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 05/24/2004

Action Time: 11.42.34.573

Action Data: Yes

Comments LPA CONTACTED CUSTOMER.

Data Element Name

Data Value

CONTACT PERSON

MELVIN KYLE

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 05613 LANCE CUNNINGHAM FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 91500 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 05/24/2004

Action Time: 14.38.42.302

Action Data: No

Comments LPA ADVISED CUSTOMER TO WORK WITH HIS INSURANCE COMPANY. VEHICLE IS BEYOND ALL WARRANTIES, THERE ARE NO RELATED RECALLS, AND NO RELATED REPAIR HISTORY. LPA ADVISED CUSTOMER OF SUBROGATION. CLOSED CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

VIN
1FMZU73E7Y2

Year Model
2000 EXPLORER
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History

ESP / Recall Information

VIN: 1FMZU73E7Y2

No ESP information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
00M12	CUST SAT PGM - MULTI REPAIR	CAMSHAFT CHAIN TENSIONER AND LOWER INTAKE MANIFOLD GASKET - ADDITIONAL COVERAGE TO 8 YEARS	OPEN - REPAIRED	2002-11-05	05613USAF21218
01B77	CUSTOMER SAT/OWNER NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - REPAIRED	2001-08-17	05613USAF21218
03S03	SAFETY RECALL	SPEED CONTROL CABLE INSPECTION/REPLACEMENT	CLOSE - INSPECT	2003-09-23	05613USAF21218
03S04	SAFETY RECALL	DRIVER SEAT RECLINER BOLT	OPEN - LAUNCHED		

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMZU73E7Y2	Veh Line:	TAD - EXPLORER (U105/106/150) (9501)	Eng Serial No:	*
Model Year:	2000	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Style:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/E - COLOONE 4.0L SOH
Inv. Dealer:	08368	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/TG - 5 SPD AT EAG ASD
		Version/Series:	T/EP - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AV - ST. LOUIS PLANT BUILD
 Country: USA - ##### Prod Dates: 20-DEC-1999

SALE INFORMATION:

Region: NA - ##### Selling Dealers: 174210 - *
 Country: USA - ##### Selling Dtr St/Prov: OR
 Buyer St/Prov: OR

Arrival Date: 05-JAN-2000 Red Carpet Lease: *
 Sale Date: 29-FEB-2000 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 29-FEB-2000 Modified Vehicle: *
 Orig Warranty Date: 29-FEB-2000 Resequired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U73YEA955091124CV1 U 2 29LR918 7K E2 9D42E65 N 2M3 J X3 74F210 54 UA EXL 4 3 E
 1FEB7 4 1 C 9EDOR N 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/H - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	BF	GVW Class Code:	Z
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAMD - 4.10 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	BL	Paint:	PNUA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BE - ELETR PREM STRO/CSTE/DISC/CLK
Calibration Code:	0U31A40A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AC - FIRESTONE
Delivery Type:	0	Tire Size:	D3JWA - P235/70R-16 OWL A-7
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Front Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	S
ESP Coverage(Time):	---	Emission Decal Suffix:	GMF
ESP Plan Year:	*	Engine Family:	YFMXT0402P4
ESP Signature Date:			

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRX CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PRPF	BASE	SUFF	CCC	QD	DIST (Miles)		
1FMZU173B7Y2	TAJ3	T/F	T/W/D	T/B/F	T/E	AV	T/T/C	T/N/E	20-DEC-1999	29-FEB-2000	174210	USA	0	7K02	130101	*	10083	*	A85	49	8		
AWS Claim Key:		385822	Trx Code:		1	Labor Hrs:		1.5															
Dir Cd-Sub Cd:		08568*	Name:		KENDALL FORD	Ph:		541-3422151	St:		OR	City Cd:		USA		Reg Cd:		NA	Repr Date:		07-JAN-2000	Doc #:	25324301
Cust Comments:		FOREIGN OBJECT LODGED IN INSTRUMENT CLUSTER BEHIND LENS																					
Tech Comments:		R&I RADIO AND TRIM. R&I LOWER DASH PANEL AND BRACE PLATE. LOWERED STEERING COLUMN. R&I CLUSTER TRIM AND CLUSTER. REMOVED DEBRIS FROM TEMP GAUGE. REASSEMBLED AND VERIFIED OPERATION OK.																					
1FMZU173B7Y2	TAJ3	T/F	T/W/D	T/B/F	T/E	AV	T/T/C	T/N/E	20-DEC-1999	29-FEB-2000	174210	USA	8	7G01	120303	XL2Z	19805	EA	C20	42	15672		
AWS Claim Key:		3602376	Trx Code:		E83	Labor Hrs:		5															
Dir Cd-Sub Cd:		05613*	Name:		LANCE CUNNINGHAM FORD	Ph:		865-6872100	St:		TN	City Cd:		USA		Reg Cd:		NA	Repr Date:		13-OCT-2000	Doc #:	16706601
Cust Comments:		CUSTOMER STATES A THUD NOISE UNDER DASH WHEN TURNING AC ON ONLY BLOWS OUT DEFROST CODE C20																					
Tech Comments:		1 ROAD TEST R AND R COOLANT RESERVIOR TO GAIN ACCESS TO HEATER BLOWER REPLACED BLOWER MOTOR RETEST																					
1FMZU173B7Y2	TAJ3	T/F	T/W/D	T/B/F	T/E	AV	T/T/C	T/N/E	20-DEC-1999	29-FEB-2000	174210	USA	13	7P01	116501	YL5Z	13K359	AAA	A85	42	26376		
AWS Claim Key:		7290862	Trx Code:		E83	Labor Hrs:		6															
Dir Cd-Sub Cd:		05613*	Name:		LANCE CUNNINGHAM FORD	Ph:		865-6872100	St:		TN	City Cd:		USA		Reg Cd:		NA	Repr Date:		21-MAR-2001	Doc #:	17738201
Cust Comments:		CUSTOMER STATES SMOKE FROM AROUND TOP OF STEERING COLUMN AREA AROUND HAZZARD SWITCH CODE A85																					
Tech Comments:		1 ROAD TEST R AND R STEERING TRIM REPLACED SHORTED MULTIFUNCTION SWITCH AND RETEST																					
1FMZU173B7Y2	TAJ3	T/F	T/W/D	T/B/F	T/E	AV	T/T/C	T/N/E	20-DEC-1999	29-FEB-2000	174210	USA	13	1A05	*	*	*	*	*	*	26376		
AWS Claim Key:		7290861	Trx Code:		00M12	Labor Hrs:		1.8															
Dir Cd-Sub Cd:		05613*	Name:		LANCE CUNNINGHAM FORD	Ph:		865-6872100	St:		TN	City Cd:		USA		Reg Cd:		NA	Repr Date:		21-MAR-2001	Doc #:	17738204
Cust Comments:		RECALL 00M12																					
Tech Comments:		1 COMPLETE RECALL																					

Page 2 of 3

IFMZU73E7Y2	7U3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	20-DEC-1999	29-FEB-2000	174210	USA	29	2E03	030402	YU3Z	9F715	AA	D50	41	48630				
AWS Claim Key:		16740898		Trx Code:		P03		Labor Hrs:		1.4															
Dir Cd-Sub Cd:		05613-*		Name:		LANCE CUNNINGHAM FORD		Ph:		865-6872100		St: TN		City Cd:		USA		Reg Cd:		NA		Repr Date:20-MAR-2002		Doc #20036501	
Cust Comments:		CUSTOMER STATES ENGINE WONT IDLE ADVISE D50																							
Tech Comments:		P05 DIAG DCL DISP CODE P1507 REPLACED IAC VALVE RETEST CLEAR CODES																							
IFMZU73E7Y2	7U3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	20-DEC-1999	29-FEB-2000	174210	USA	33	1A05	*	*	*	*	*	*	*	*	57225		
AWS Claim Key:		18539723		Trx Code:		00M12		Labor Hrs:		2.1															
Dir Cd-Sub Cd:		05613-*		Name:		LANCE CUNNINGHAM FORD		Ph:		865-6872100		St: TN		City Cd:		USA		Reg Cd:		NA		Repr Date:05-NOV-2002		Doc #21781606	
Cust Comments:		RECALL 00M12																							
Tech Comments:		1 COMPLETE RECALL CLEAR CODE																							
IFMZU73E7Y2	U3	T/F	T/WD	T/EF	T/E	AV	T/TC	T/NE	20-DEC-1999	29-FEB-2000	174210	USA	44	*	*	*	*	*	*	*	*	*	75528		
AWS Claim Key:		21634665		Trx Code:		03803		Labor Hrs:		2															
Dir Cd-Sub Cd:		05613-*		Name:		LANCE CUNNINGHAM FORD		Ph:		865-6872100		St: TN		City Cd:		USA		Reg Cd:		NA		Repr Date:23-SEP-2003		Doc #23828102	
Cust Comments:		RECALL 03803																							
Tech Comments:		1 INSPECT AS PER RECALL PASSED																							

VEHICLE DETAIL

VIN: 1FMZU73E7Y2	Engine: COLOGNE 4.0L SOHC EFI NA V8 G
Make: FORD	Transmission: 5 SPD AT EAO A5LDE-NR/3R44/55A
Model: EXPLORER	Paint Code/Color: EBONY SOLID C/C
Year: 2000	Calibration: 0U31A40A
Pay Load:	Max Towing Weight:
GVWR: 05340	Axle Ratio:
WheelBase: 112	Warranty Start Date: 2/29/2000
GCWR:	Vehicle Build Date: 12/20/1999
PEP Code:	

Selling Dealers Name: KENDALL FORD	
Selling Dealers P & A Code: 08568	Selling Dealers Sales Code: F74210
Selling Dealers Main Phone: 541-342-2151 Selling Dealers Service Phone: 541-485-3688	

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 20	1 2 3 4 5 6 7 8 9 30	1 2 3 4 5 6 7 8 9 40	1 2 3 4 5 6 7 8 9 50
U 7 3 Y Z A 9 5 5 0	9 1 1 2 4 C V 1 U	2 2 9 L R 9 1 9	7 K E Z 9 D 4 2 E 6 5	
1 2 3 4 5 6 7 8 9 60	1 2 3 4 5 6 7 8 9 70	1 2 3 4 5 6 7 8 9 80	1 2 3 4 5 6 7 8 9 90	1 2 3 4 5 6 7 8 9 100
N 2 K 5 5 X 5	7 4 F 2 1 0 5 4	U A	F X L 4 5 E 1	
1 2 3 4 5 6 7 8 9 110	1 2 3 4 5 6 7 8 9 120	1 2 3 4 5 6 7 8 9 130	1 2 3 4 5 6 7 8 9 140	1 2 3 4 5 6 7 8 9 150
F M Z 7 4	1 C 9 E D O R	M		
1 2 3 4 5 6 7 8 9 160				

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	G	F1	05813	F21218

Dealer Name:	LANCE CUNNINGHAM		
	FORD		
Dealer Address:	4101 CLINTON HIGHWAY		
	KNOXVILLE TN 37912		
Dealer Main Phone:	423-687-2100	Dealer Service Phone:	423-687-2100

Position	Employee Name
CUST RELATIONS MGR	LORI MORSCH
DEALER/PARTNER	LANCE A CUNNINGHAM
GENERAL MANAGER	SALLY A CUNNINGHAM
PARTS MANAGER	BILLY SMITH
SALES MANAGER	MICHAEL A GAGLIARDI
SALES MANAGER	MATTHEW D CLEVER
SALES MANAGER	COLE A FISHER JR
SALES MANAGER	DWIGHT B WILSON
SALES MANAGER	TRACY L ELROD
SALES MANAGER	GEORGE R HILLARD
SALES MANAGER	KYLE R NELSON
SALES MANAGER	TIMOTHY R HILLARD
SALES MANAGER	ANDREW RUCKER
SERVICE MANAGER	JOHN H MILLER

Service Hours	700 800 M-F; SAT. 8:00 - 5:00
Directions	
Trained	Y
Additional Information	ON CORNER OF I75 AND I640 BODY SHOP MGR. RICK

COPY

Sent Via U.S. Mail

June 20, 2005

[REDACTED]
Suffolk, VA [REDACTED]

RE: 1996 Bronco
VIN: 1FMEU15N6T [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 1996 Bronco.

We sincerely regret any inconveniences that you have experienced regarding your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no recalls or owner notification programs on your 1996 Bronco. Recalls and owner notification programs are Vehicle Identification Number (VIN) and year specific. We regret that we are unable to be of assistance in this matter.

Our experience has shown these types of situations, are typically handled by insurance companies. We suggest that you contact them for possible assistance. Your insurance company has the right to file subrogation against Ford Motor Company if they choose to pursue this matter.

Thank you for the opportunity to review this matter.

Respectfully yours,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMEU16N6TL	Year: 1996	Model: BRONCO	Case: 631041685
Name:	Owner Status: Subsequent	WSD: 1996-04-02	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 06747 BARTON FORD-LINC-MERC, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 200000 MI Comm Type: PHONE
 Analyst Name: DUBASH NILOUFER Analyst: NDUBASH
 Action Date: 06/17/2005 Action Time: 17.31.43.543 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
JOHN		BROPHY		SPOUSE

Comments CUSTOMER SAID: ON 06/15/2005 @ 10:00AM, THERE WAS VISIBLE FLAME COMING FROM THE MASTER CYLINDER UNDERHOOD WHILE VEH WAS PARKED IN DRIVEWAY OUTSIDE THE HOUSE. CUST PUT THE FLAMES OUT USING THE FIRE EXTINGUISHER. LASTED ABOUT 6 MINUTES LONG. FIRE DEPT WAS NOT CALLED. POLICE WAS NOT CALLED. CALLED INSURANCE COMPANY- PROGRESSIVE TO REPORT THIS. THEY DID NOT FILE A REPORT AS CUST ONLY HAS LIABILITY ON VEH. NO PROPERTY WAS DAMAGED. VEH IS NOT DRIVEABLE AND HAS NOT TAKEN VEH TO A FORD DLRSH. CUST HAS HEARD ABOUT THE CRUISE CONTROL RECALL AND WISHES FORD TO ASSIST IN COST OF REPAIR. DEALER SAID: BARTON FORD - LINCOLN - MERCURY, INC. 1600 NORTH MAIN STREET SUFFOLK, VA 23434 TEL: (757) 539-1595 FAX: (757) 488-0766 DISTANCE: 1.60 MILES. CRG ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. ADVISED THE CUST OF THE INFO AS PER ABOVE AND ADVISED TO KEEP IN TOUCH WITH THE DLRSH.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 06747 BARTON FORD-LINC-MERC, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 200000 MI Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 06/20/2005 Action Time: 14.39.21.706 Action Data: No

Comments ACK

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
 Dealer: 06747 BARTON FORD-LINC-MERC, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 200000 MI Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 06/20/2005 Action Time: 14.40.02.939 Action Data: No

Comments NO ASSISTANCE. CUSTOMER'S VEHICLE IS BEYOND WARRANTY, THERE ARE NO RECALLS ON THE VEHICLE, AND NO RELATED REPAIR HISTORY. THERE ARE NO INJURIES. NOTHING FURTHER. CLOSING

6/20/2005

CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

ESP / Recall Information

VIN: 1FMEU15N6T

No ESP information for this VIN

No Recall information for this VIN

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMEU15N6T	Veh Line: T/B1 - BRONCO [91-96]	Eng Serial No: *
Model Year: 1996	Market Derived: * - [N/A]	Body Shell: *
Veh Type: T	Drive Code: T/E - 4 WHL L/H PART TIME DRIVE	Engine: T/A - 5.0L OHV EFI NA V8 G.
Inv. Dealer: 06633	Body Cab Style: T/B1 - DOOR/HLR CAB (CREW CAB)	Transmission: T/D1 - 4 SPD AUTO TR-NAAO
	Version/Serial: T/A1 - 150 SERIES	

BUILD INFORMATION:

Region: NA - #0000000000 Plant: AP - MICHIGAN PLANT BUILD
Country: USA - #0000000000 Prod Date: 12-MAR-1996

SALE INFORMATION:

Region: NA - #0000000000 Selling Dealer: 127051 - *
Country: USA - #0000000000 Selling Dir St/Prov: VA
Buyer St/Prov: VA

Arrival Date: 12-MAR-1996 Red Carpet Lease: *
Sale Date: 02-APR-1996 Fleet/Retail/Co. Lease: R
Warranty Start Date: 02-APR-1996 Modified Vehicle: *
Orig Warranty Date: 02-APR-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U13716474713055 338 11C7855 M8 H4 K22 7M Q8531 R531 420M 4 27051 50 TYPE N H13 & L2 M
1P02641 0042 5000A 4

INSTALLED OPTION INFORMATION:

Air Conditioning	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating	KB	GVW Class Code:	B
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	BGAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	BGAJC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MC	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Servicer):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTE/CLOCK
Calibration Code:	654R11A	Sound System:	* - [N/A]
Color(Assembly):	PNPEC - PACIFIC GREEN C/C	Suspension Axles:	
Color(Trim):	000YD - MED OPAL	Tire Brand:	AG - GOODYEAR
Delivery Type:	A	Tire Size:	D3CVN - P265/75R15SL S/BLT OWL A-T
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Rate:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	* BF:	*
LR:	* BR:	*
LI:	* BL:	*
SPARE:	*	

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Buffer:	FUK
ESP Plan Year:	* Engine Family:	TFMS088G8JK
ESP Signature Date:		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
27-WASHINGTON	27-WASHINGTON	E	D2	06747	F27485

Dealer Name:	BARTON FORD-LINC-MERC, INC.		
Dealer Address:	1600 NORTH MAIN STREET SUFFOLK VA 23434		
Dealer Main Phone:	757-539-1595	Dealer Service Phone:	757-539-1595

Position	Employee Name
DEALER/PARTNER	ROBERT H BARTON
PARTS MANAGER	RICHARD L HOOVER, JR.
SALES MANAGER	KATHY S EDDLEMAN
SERVICE MANAGER	STEPHEN A SPINKS

Service Hours	7:00 AM - 7:00PM M-F 8:00AM - 5:00PM SAT
Directions	
Trained	Y
Additional Information	LSG ENROLLED SUPER SEAL, FAX 757-926-2927

2004

0578280574 ORLANDO

CONFIDENTIAL

Sent Via U.S. Mail

March 1, 2004

[REDACTED]
Longwood, FL [REDACTED]

Re: 1998 Ford Explorer

VIN: 1FMZU32X5WZ [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 1998 Explorer.

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

We appreciate the opportunity to review your request.

Sincerely,

Ruth Davis
Consumer Affairs

Customer Info

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

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
 1FMZU32X5WZ [REDACTED]	1998	EXPLORER	INDIVIDUAL RTL	Subsequent Owner	Casis
	Open Issues	Exdat			Warranty History

ESP / Recall Information

VIN: 1FMZU32X5W2

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00L09	LABEL/LITERATURE PROGRAM	1991-2001 EXPL/MINT, 2001 EXPL SPORT TRAC & EXPL 2-DR SPORT - SUPP TIRE INFLATION LABEL	CLOSE - FORCE COMPLE		01625USAF24226
00V01	NOT APPROVED	CERTAIN 1991-2001 TRUCKS W/ FIRESTONE P235/75 R16 RADIAL WILDERNESS AT TIRES	CLOSE - FORCE COMPLE		01625USAF24226
01B77	CUSTOMER SAT/OWNER NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - REPAIRED	2002-03-30	01625USAF24226
03S04	SAFETY RECALL	DRIVER SEAT RECLINER BOLT	OPEN - LAUNCHED		01625USAF24226
99S09	SAFETY RECALL	SPEED CONTROL CABLE	CLOSE - REPAIRED	1999-06-28	01625USAF24226
99S18	SAFETY RECALL	SECONDARY HOOD LATCH	CLOSE - REPAIRED	1999-10-14	01625USAF24226

Update This Information In Stars

		Dealer Detail			
PCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	D	F1	01625	F24226
Dealer Name:		COURTESY FORD			
Dealer Address:		4911 WAYSIDE DRIVE SANFORD FL 32771			
Dealer Main Phone:		407-322-1481	Dealer Service Phone:		407-322-1481

Position	Employee Name
CUST RELATIONS MGR	BRIAN P ILLIG
GENERAL MANAGER	TODD DEVOOGEL
PARTS MANAGER	JAMES GRANDCHAMP
PARTS & SERVICE DIRECTOR	CHARLES E ROBERTS
SALES MANAGER	WILLIAM PRIDGEN
SALES MANAGER	WILLIAM V MEDER
SALES MANAGER	KENNETH L FACKLER
SALES MANAGER	JAMES PHILLIPS
SALES MANAGER	WILLIAM JOHNSON
SALES MANAGER	DARRYL I SHEPHERD
SALES MANAGER	RICHARD CURRIER
SALES MANAGER	STEVEN PENE
SALES MANAGER	JEFFERY T MATTHEWS
SERVICE MANAGER	VINCENT TEDESCHI

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 01-MAR-2004

Note: All Costs are in US Dollars

VIN	AWS VL	WRRS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COO	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREP	BASE	SUFF	VRT	VRG	CCC	CD	
11MZ132XSWZ	U2		T/U3	T/F	T/W/D	T/E/F	T/B	AV	T/T/C	T/L/T	25-02-98	16-03-98	124214	USA	1	*	7Q02	F67Z	78519C42	AA	S09	V17	ABS	42
AWS Claim Key:		1135040	Doc #:	00826752	Trx Code:		1	Labor Hrs:		1	Labor Cost:		56.78	Material Cost:		151	Total Cost:		208.18					
Dir Cl-Sub Cd:		04892-A	Name: DON REID FORD, INC.				Ph:	407-6447111	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 17-MAR-1998				DIST(Mile):61					
Cust Comments:		CUST. STATES OVERHEAD COMPASS IS TOTAL INOP.																						
Tech Comments:		INOP REPLACE OVERHEAD COMPASS AND LIGHT ASSY																						
11MZ132XSWZ	U2		T/U3	T/F	T/W/D	T/E/F	T/B	AV	T/T/C	T/L/T	25-02-98	16-03-98	124214	USA	1	*	7H13	F77Z	19E616	AA	S09	V79	C05	28
AWS Claim Key:		1868156	Doc #:	00826753	Trx Code:		1	Labor Hrs:		13.4	Labor Cost:		760.86	Material Cost:		59.98	Total Cost:		820.84					
Dir Cl-Sub Cd:		04892-A	Name: DON REID FORD, INC				Ph:	407-6447111	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 17-MAR-1998				DIST(Mile):65					
Cust Comments:		A-C BLOWS WARM HOT AIR IS INOP.																						
Tech Comments:		SHORT AUTOMATIC TEMPERATURE CONTROL (ATC) DIAGNOSIS																						
11MZ132XSWZ	U2		T/U3	T/F	T/W/D	T/E/F	T/B	AV	T/T/C	T/L/T	25-02-98	16-03-98	124214	USA	4	*	7Q02	*	19A548	*	S09	V17	ABS	42
AWS Claim Key:		2768139	Doc #:	2523798	Trx Code:		2	Labor Hrs:		5	Labor Cost:		28.53	Material Cost:		0	Total Cost:		28.53					
Dir Cl-Sub Cd:		04890-A	Name: GAYLON BLACK FORD INC				Ph:	407-8897600	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 18-JUN-1998				DIST(Mile):4204					
Cust Comments:		ABS COMPASS LITE FLASHES AND TEMP READING OFF % WARR																						
Tech Comments:		4204 CODE 42 W RECALIBRATE AND SET AREA VARIATION ON COMPASS TEMP DISPLAY UNIT IN OVERHEAD CONSOLE																						
11MZ132XSWZ	U2		T/U3	T/F	T/W/D	T/E/F	T/B	AV	T/T/C	T/L/T	25-02-98	16-03-98	124214	USA	14	*	5003	*	3280	*	S05	V39	N50	42
AWS Claim Key:		8178823	Doc #:	2709068	Trx Code:		E84	Labor Hrs:		1	Labor Cost:		11.41	Material Cost:		0	Total Cost:		11.41					
Dir Cl-Sub Cd:		04890-A	Name: GAYLON BLACK FORD INC				Ph:	407-8897600	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 03-MAY-1999				DIST(Mile):21533					
Cust Comments:		N50 CLUNK NOISE FROM STG WHEEL ON TURNS																						
Tech Comments:		21533 CK OUT FRONT END OK LUBE WHEEL STOPPERS CC 42																						

CLAIM NUMBER	12	TAU3	T/F	T/WD	T/EF	T/B	AV	T/TC	T/LT	25-02-98	16-03-98	124214	USA	14	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	8266585	Doc #:	270906C	Trx Code:	99809	Labor Hrs:	2	Labor Cost:	11.41	Material Cost:	0	Total Cost:	11.41									
Dir Cd-Sub Cd:	04890-*	Name:	GAYLON BLACK FORD INC	Ph:	407-8897600	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	03-MAY-1999									
Cost Comments:	A99 99809 RECALL																					
Tech Comments:	21533 RECALL 99809E DIS CRUISE 0.2 ADMIN 0.1																					

CLAIM NUMBER	12	TAU3	T/F	T/WD	T/EF	T/B	AV	T/TC	T/LT	25-02-98	16-03-98	124214	USA	16	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	2272485	Doc #:	274465A	Trx Code:	99809	Labor Hrs:	3	Labor Cost:	17.58	Material Cost:	18.3	Total Cost:	41.74									
Dir Cd-Sub Cd:	04890-*	Name:	GAYLON BLACK FORD INC	Ph:	407-8897600	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	28-JUN-1999									
Cost Comments:	A99 99809 RECALL SOP IN 272448																					
Tech Comments:	INSTALLED SOP CRUISE																					

CLAIM NUMBER	12	TAU3	T/F	T/WD	T/EF	T/B	AV	T/TC	T/LT	25-02-98	16-03-98	124214	USA	20	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	11830204	Doc #:	2809E3A	Trx Code:	99818	Labor Hrs:	2	Labor Cost:	11.72	Material Cost:	5.46	Total Cost:	23.04									
Dir Cd-Sub Cd:	04890-*	Name:	GAYLON BLACK FORD INC	Ph:	407-8897600	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	14-OCT-1999									
Cost Comments:	A99 98814 LATCH																					
Tech Comments:	28198 RECALL 99818 W RECALL 99818 REPLACE SECONDARY HOOD LATCH 99818B 2 ADMIN 1																					

CLAIM NUMBER	2	TAU3	T/F	T/WD	T/EF	T/B	AV	T/TC	T/LT	25-02-98	16-03-98	124214	USA	50	*	SK06	*	*	SXX	V00	*	*
AWS Claim Key:	21229838	Doc #:	08110681	Trx Code:	01B77	Labor Hrs:	1	Labor Cost:	64.2	Material Cost:	414.95	Total Cost:	486.67									
Dir Cd-Sub Cd:	01625-*	Name:	COURTESY FORD	Ph:	407-3286000	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-MAR-2002									
Cost Comments:																						
Tech Comments:																						

Any comments? You can contact



webmaster

All Action Details for Issue

[Print](#)

VIN: 1FMZU32X5WZ	Year: 1998	Model: EXPLORER	Case: 578280574
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1998-03-18	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 01825 COURTESY FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: SANDRA GUGLIETTI

Analyst: SGUGLIET

Action Date: 02/27/2004

Action Time: 18.13.27.783

Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name
MR

Middle Initial

Last Name
GARCIA

Day Phone

Relationship
SPOUSE

Comments CUSTOMER SAYS: -EMAIL 862377 [REDACTED] -2/26/2004 10:24:58 PM === -VEH
CAUGHT ON FIRE -AN ELECTRICAL FIRE BY THE BRAKE MASTER CYLINDER. -WHAT IS THE FORD GOING TO DO
TO MAKE HER HAPPY? PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - I WILL FORWARD THIS
INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT
YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.
INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

F

Ford Motor Company

COPY

Consumer Affairs

Sent Via U.S. Mail

June 2, 2003

[REDACTED]
Buffalo, NY [REDACTED]

RE: 1996 Ford Econoline
VIN: 1FDEB14Y2TH [REDACTED]

Dear [REDACTED]

This is in response to a contact made to our Customer Relationship Center by Doug, a mechanic, on your behalf.

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

We appreciate the opportunity to review your request.

Sincerely,

Ruth Davis
Consumer Affairs



Close an Issue

VIN: 1FDEE14Y2H [REDACTED] Year: 1996 Model: ECONOLINE WSD: 1996-05-31
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: 716-891-4961
Address: [REDACTED] BUFFALO NY [REDACTED]

Case Number: 417081513 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Dealer: F44115 - C BASIL FORD IN

Comm Type: MAIL

Current Odometer Reading: 103995 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 103995

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER(C)

Caller information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

send customer letter - deny assistance - insurance issue

Comments:

Warranty History

ESP/Recall

Oasis

Customer Info

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

VIN

1FDEE14Y2T



1FTYR14V5X

Year

1996

Model

ECONOLINE

Open Issues Exist

1999 RANGER

No Open Issues

Vehicle List

Sales Type

INDIVIDUAL RTL

INDIVIDUAL RCL

Owner Status

Subsequent Owner

Original Owner

Vehicle Info

Data

Warranty History

Data

Warranty History

ESP / Recall information

VIN: 1FDEE14Y2TH

No ESP information for this VIN

No Recall information for this VIN

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	F	B1	00503	F44115
Dealer Name:		C BASIL FORD INC			
Dealer Address:		1540 WALDEN AVENUE			
		CHEEKTOWAGA NY 14225			
Dealer Main Phone:		716-897-3873	Dealer Service Phone:		716-897-3873
Position			Employee Name		
DEALER/PARTNER			CHARLES J BASIL		
PARTS MANAGER			RYAN DOMINGUEZ		
PARTS MANAGER			PETER VANDERMEER		
SALES MANAGER			ROBERT M PETROFFSKI		
SALES MANAGER			VINCENT S COTRONEO		
SALES MANAGER			FRANK J ZAMBITO III		
SERVICE MANAGER			JOHN HAYEK		

AWS Online Report

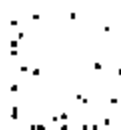
Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	VER CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC	PREP	BASE	SUFF	VRT	VFG	CCC	CD	
1F00F14N2M1	B1	T/E2	*	T/V/C	T/IAM	T/B	AM	T/D/E	T/N/A	25-01-96	31-05-96	144120	USA	11	*	6J09	*	1622050	*	S06	V07	L06	41
AWS Claim Key:	7205900	Doc #:	15495401	Trx Code:	EB4	Labor Hrs:	2	Labor Cost:	10.99	Material Cost:	0	Total Cost:	10.99										
Dir Cd-Sub Cd:	00601-*	Name:	WEST-HERR FORD, INC.	Ph:	716-6495640	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-APR-1997	DIST(Mile):	12132								
Cust Comments:	BOTH FRONT DOORS DO NOT LOCK OR UNLOCK WITH THE KEY KEY IS VERY STIFF IN THE DOORS																						
Tech Comments:	LOS R L FRONT DOOR LOCK CYLINDERS CORRODED AND HARD TO TURN LUBRICATED AND FREE UP BOTH FRONT DOOR LOCK CYLINDERS. RECHECKED OK.																						
1F00F14N2TH	B1	T/E2	*	T/V/C	T/IAM	T/B	AM	T/D/E	T/N/A	25-01-96	31-05-96	144120	USA	11	*	2G04	*	NPF	*	S11	V43	D02	N1
AWS Claim Key:	7140824	Doc #:	15495403	Trx Code:	EB4	Labor Hrs:	7	Labor Cost:	38.47	Material Cost:	0	Total Cost:	38.47										
Dir Cd-Sub Cd:	00601-*	Name:	WEST-HERR FORD, INC.	Ph:	716-6495640	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-APR-1997	DIST(Mile):	12132								
Cust Comments:	NO START WOULD NOT CRANK WHEN COLD WET....RADIO LOST MEMORY DO!																						
Tech Comments:	CHECKED CHARGING AND STARTING SYSTEMS,PERFORMED CURRENT DRAIN TEST TEST BATTERY,CHECKED CONNECTIONS.NO PROBLEM FOUND AT THIS TIME.REPAIR #4 MAY FIX THIS CONCERN.COULD NOT DUPLICATE CONCERN AT THIS TIME.																						
1F00F14N2U	B1	T/E2	*	T/V/C	T/IAM	T/B	AM	T/D/E	T/N/A	25-01-96	31-05-96	144120	USA	11	*	2B01	*	12106	*	S11	V41	D36	O1
AWS Claim Key:	7270511	Doc #:	15495404	Trx Code:	S07	Labor Hrs:	1.4	Labor Cost:	76.94	Material Cost:	17.36	Total Cost:	101.24										
Dir Cd-Sub Cd:	00601-*	Name:	WEST-HERR FORD, INC.	Ph:	716-6495640	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-APR-1997	DIST(Mile):	12132								
Cust Comments:	VEHICLE WAS HESITATING NOT WANTED TO STALL WHEN WET WILL STALL INT WHEN COLD WET																						
Tech Comments:	D36 DIS CAP AND COIL WIRE ARCKING WET PCM CALIBRATION ROAD TEST,PERFORMED SDDS START UP GUIDED DIAG,EC SELF TEST KOEO,KOEC,KOER ALL PASS,CHECKED FIDS,POWER BAL SPARK DUK WET TEST AND REPLACED DIS CAP AND COIL WIRE,REPROGRAM PCM																						
1F00F14N2U	B1	T/E2	*	T/V/C	T/IAM	T/B	AM	T/D/E	T/N/A	25-01-96	31-05-96	144120	USA	24	*	1D01	PS7Z	6675	LA	S11	V44	D50	D7
AWS Claim Key:	14576793	Doc #:	21675001	Trx Code:	EB4	Labor Hrs:	2	Labor Cost:	113.52	Material Cost:	97.59	Total Cost:	211.11										
Dir Cd-Sub Cd:	00601-*	Name:	WEST-HERR FORD, INC.	Ph:	716-6495640	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-MAY-1998	DIST(Mile):	29919								
Cust Comments:	CK FLUID LEAK CUST NOT SURE WHAT TYPE OF FLUID																						
Tech Comments:	OIL PAN ROTTED RIGHT THRU REPLACED OIL PAN AND GASKET																						
1F00F14N2	B1	T/E2	*	T/V/C	T/IAM	T/B	AM	T/D/E	T/N/A	25-01-96	31-05-96	144120	USA	24	*	3V01	*	1102	*	S10	V21	N27	14
AWS Claim Key:	14576794	Doc #:	21675005	Trx Code:	EB4	Labor Hrs:	1.8	Labor Cost:	102.17	Material Cost:	0	Total Cost:	102.17										
Dir Cd-Sub Cd:	00601-*	Name:	WEST-HERR FORD, INC.	Ph:	716-6495640	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-MAY-1998	DIST(Mile):	29919								
Cust Comments:	RESURFACE FRT ROTORS FITTED																						

Tech Comments: MACHINED FRONT ROTORS

CLAIM#	140271	EL	T/EL *	T/VC	T/AM	T/B	AM	T/DE	T/NA	25-01-96	31-05-96	144120	USA	43 *	3A11 *	7000 *	SXX	V99	A99	46
AWS Claim Key:	19453584	Doc #:	30490001	Trs Code:	P01	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	250							
Dir Cl-Sub Cl:	00601-*	Name:	WEST-HERR FORD, INC.	Ph:	716-5493640	St:	NY	City:	USA	Reg Cl:	NA	Repr Date:	26-NOV-1999	DEST(Mile):	57031					
Cost Comments:	FOMOCO GOODWILL ADJUSTMENT TOWARDS TRANS REPAIR TOTALING 999.00																			
Tech Comments:	CUSTOMER TO REC CK 85041																			

Any comments? You can contact



webmaster

All Action Details for issue

[Print](#)

VIN: 1FDEE14Y2TH	Year: 1996	Model: ECONOLINE	Case: 417081513
Name:	Owner Status: Subsequent	WSD: 2003-05-31	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 00503 C BASIL FORD INC

Odometer: 103885 MI

Analyst Name: RACHAEL MAHON

Action Date: 05/31/2003

Comm Type: PHONE

Analyst: RMAHON

Action Time: 11:34:10.898

Origin Desc: US CONCERN CASE BASE

Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name

DOUG

Middle Initial

Last Name

Day Phone

Relationship

MECHANIC

Comments CUSTOMER SAYS: -INDEPENDANT CALLING IN FOR CUST -THEY ARE THE LEAN HOLDER -VEH CAUGHT ON FIRE MAY 29TH -NO INJURIES - POLICE DEPT WAS CONTACTED -FIRE ORIGINATED FROM THE MASTER BRAKE CYLINDER -VEH CAUGHT ON FIRE WHILE SITTING IN THE PARKING LOT - THERE WAS NO ONE IN THE VEH PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

F

Ford Motor Company

The American Road • Dearborn, Michigan 48121

Prev. Opened
6-2-83

Case: 417081513

Region: 44

Ruth

3632 3X 062 * 31M 112 035534 060999 1 0703
0710

37 1996 ECONOLINE

BUFFALO NY

CPARRIS 0788

0606200306062003

3 JUL 18 47:53

CONSUMER AFFAIRS
SECTION

Dear Valued Customer,

Ford Motor Company needs your feedback on the support you received from our partners.

Our records show that you recently took the time to bring a specific issue to our attention and have spoken to a Ford Motor Company Customer Relationship Center representative about your issue.

Ford Motor Company is seriously committed to providing you with a first-rate ownership experience. While we work hard to make all of our customers feel good about being members of the Ford Motor Company family, we recognize there is always room for improvement. We also know the best way to improve ourselves is to ask you about your experiences with Ford Motor Company and our partners – such as our Customer Relationship Center and our Ford and Lincoln Mercury dealers – with whom you have direct contact.

Please take a few minutes to complete this questionnaire, then return it in the pre-addressed, postage-paid envelope provided.

Thank you for sharing your opinions with us. Your feedback will make a difference.

Cordially,



Colleen Rose Coventry
Ford Motor Company Consumer Affairs

Please have the person in your household who recently contacted Ford Motor Company's Customer Relationship Center (the "Center") complete this survey.

IMPORTANT INSTRUCTIONS!

Please mark your response with an "X" as shown at right. Use pencil or black or blue ink. Correct Marking: ☒

YOUR CUSTOMER RELATIONSHIP CENTER EXPERIENCE

First, we have a few questions about your experience with the CENTER'S ROLE in handling your issue. We will ask about your other experiences later.

Which one of the categories below best describes your specific reason or specific issue for contacting the Center?

(Please mark only one answer)

- | | |
|---|--|
| ☐ Information on vehicle warranty | ☐ Part delayed or on back order |
| ☐ Warranty expired, requesting after-warranty assistance | ☐ General information on parts |
| ☐ Vehicle quality or durability | ☐ Dealer unable to repair vehicle or multiple repair attempts |
| ☐ Vehicle recall information | ☐ General dealer dissatisfaction |
| ☐ Question about media reports | ☐ To share company, dealer, car or truck feedback |
| ☐ Literature request (such as a vehicle brochure) | ☐ Other (Please describe): <u>After hours</u> |
| ☐ Question about a Ford Motor Company car or truck | <u>near broke down & no place to go for help</u> |

And is your specific issue (answer to Question 1, above) now resolved or closed to your satisfaction?

- ☐ Yes - Please skip to Question 3 ☒ No - Please answer Question 2a ☐ Don't remember - Please skip to Question 3

2a. If NO: Please tell us briefly what is yet to be resolved, then skip to Question 5.

The dealer who brought the vehicle from was informed that an inspection should come out & the key was taken in the ignition & the vehicle was

About how long did it take from your initial contact with the Center until your specific issue was resolved or closed?

- ☐ Issue resolved during initial contact
- ☐ Issue resolved same day as initial contact
- ☒ Issue resolved one or more days after initial contact. $\Rightarrow$ Please write in the total number of days: 5 days
- ☐ Issue not yet resolved

How would you rate the length of time from your initial contact with the Center until closure?

- ☐ Outstanding ☐ Very Good ☐ Satisfactory ☒ Poor ☐ Unacceptable ☐ Issue not yet resolved

How satisfied are you with the Center's role in handling your specific issue?

- ☐ Completely satisfied ☐ Very satisfied ☐ Satisfied ☐ Somewhat dissatisfied ☒ Very dissatisfied

How many times have you personally contacted the Center - that is, you initiated the contact, via phone or mail - to handle your specific issue? (Please mark number of self-initiated contacts)

- ☐ 0 ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 ☐ 6 or more ☐ Don't remember

And how do you feel about the length of time from the time you finished dialing until you talked to a live Center representative the first time you called the Center?

- ☐ Outstanding ☐ Very Good ☒ Satisfactory ☐ Poor ☐ Unacceptable ☐ Center called me or don't remember

Did the Center's representative promise to respond or follow-up with you, or commit to taking some specific action on your behalf?

- ☐ Yes - Please answer Question 8a ☒ No - Please skip to Question 9 ☐ Don't remember - Please skip to Question 9

8a. If YES: Did the Center's representative keep his or her promise or commitment?

- ☐ Yes ☒ No ☐ Don't remember

Questions 9-14a refer to the FIRST PERSON to whom you spoke during your INITIAL TELEPHONE CONTACT with the Center.

How would you rate the Center representative's *empathy* – that is, the Center representative's willingness to listen with interest and ask insightful questions to understand your specific issue and assess your needs?

☐ Outstanding ☐ Very Good ☒ Satisfactory ☐ Poor ☐ Unacceptable ☐ Don't remember

How would you rate the Center representative's straightforward and unambiguous commitment to handling your specific issue?

☐ Outstanding ☐ Very Good ☐ Satisfactory ☒ Poor ☐ Unacceptable ☐ Don't remember

And how would you rate the Center representative's *skill and expertise* – that is, the Center representative's ability to provide an easily understood response to your specific issue, a response that left you feeling that you had contacted the right person?

☐ Outstanding ☐ Very Good ☒ Satisfactory ☐ Poor ☐ Unacceptable ☐ Don't remember

How would you rate the Center representative's *specific car or truck knowledge* – that is, the Center representative's ability to clearly and confidently answer your questions about a specific Ford Motor Company car or truck?

☐ Outstanding ☐ Very Good ☒ Satisfactory ☐ Poor ☐ Unacceptable ☐ Didn't have specific car or truck issues

How would you rate the Center representative's *courtesy or politeness*?

☐ Outstanding ☐ Very Good ☒ Satisfactory ☐ Poor ☐ Unacceptable ☐ Don't remember

Did the Center's representative *facilitate or arrange contacts* with your servicing dealer to handle your specific issue?

☐ Yes - Please answer Question 14a

☒ No - Please skip to introduction before Question 15

☐ Don't remember - Please skip to introduction before Question 15

14a. How would you rate the Center representative's willingness and ability to be your advocate in contacts with your servicing dealer to handle your specific issue?

☐ Outstanding ☐ Very Good ☐ Satisfactory ☐ Poor ☐ Unacceptable ☐ Don't remember

YOUR DEALER SERVICE EXPERIENCE (AFTER YOUR INITIAL CONTACT WITH CENTER)

Next, we have a few questions about your experience with your **SERVICING DEALER'S** role in handling your specific issue. If you have **NOT** had any contact with your **SERVICING DEALER AFTER YOUR INITIAL CONTACT WITH THE CENTER**, please skip to Question 22 on next page.

Overall, how satisfied are you with your servicing dealer's role in handling your specific issue?

☐ Completely satisfied ☐ Very satisfied ☐ Satisfied ☒ Somewhat dissatisfied ☐ Very dissatisfied ☐ Dealer not involved
Please skip to Question 22

After your initial contact with the Center, how many times have you personally contacted your servicing dealer – that is, you initiated the contact – to handle your specific issue? (Please mark number of self-initiated contacts)

☐ 0 ☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more ☐ Don't remember

After your initial contact with the Center, how many times did your servicing dealer contact you to handle your specific issue? (Please mark number of dealer-initiated contacts)

☒ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more ☐ Don't remember

Did your servicing dealer promise to respond or follow-up with you in a specified period of time?

☐ Yes - Please answer Question 18a ☒ No - Please skip to Question 19 ☐ Don't remember - Please skip to Question 19

18a. If YES: Did your servicing dealer keep his promise?

☐ Yes ☒ No ☐ Don't remember

The dealer I work with did, Ford did not

How would you rate your servicing dealer's empathy - that is, your servicing dealer's willingness to listen with interest and ask insightful questions to understand your specific issue and assess your needs?

☐ Outstanding ☒ Very Good ☐ Satisfactory ☐ Poor ☐ Unacceptable ☐ Don't remember/ doesn't apply

And how would you rate your servicing dealer's professional skill and expertise - that is, your servicing dealer's ability to deal with or handle your specific issue in a professional and business-like manner?

☐ Outstanding ☒ Very Good ☐ Satisfactory ☐ Poor ☐ Unacceptable ☐ Don't remember

How would you rate your servicing dealer's straightforward and unambiguous commitment to handling your specific issue?

☐ Outstanding ☐ Very Good ☒ Satisfactory ☐ Poor ☐ Unacceptable ☐ Don't remember**And now, a few questions about your overall disposition toward the CENTER, your SERVICING DEALER, and Ford Motor Company.**

How likely would you be to contact Ford's Customer Relationship Center again for an issue similar to the issue you just told us about?

☐ Very likely ☐ Somewhat likely ☐ Undecided ☐ Somewhat unlikely ☒ Very unlikely

How likely would you be to recommend your Ford or Lincoln Mercury servicing dealer to a friend or relative asking for your advice, as a place to buy, lease, or service a Ford Motor Company car or truck?

☐ Very likely ☐ Somewhat likely ☐ Undecided ☒ Somewhat unlikely ☐ Very unlikely ☐ Not applicable

How likely would you be to recommend a Ford, Mercury or Lincoln car or truck to a friend or relative asking for your advice?

☐ Very likely ☐ Somewhat likely ☐ Undecided ☒ Somewhat unlikely ☐ Very unlikely

I am disappointed w/ Ford because they lied my dealer that an inspector was coming and then never showed up. I should not rely on me.

Thank you very much for taking the time to complete our survey.

COPY

Sent Via U.S. Mail

May 13, 2005

[REDACTED]
Waterbury, CT [REDACTED]

Re: 1998 Explorer

VIN: 1FMZU34E9WU [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your Explorer.

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

We appreciate the opportunity to review your request.

Sincerely,

Valma Sanders
Consumer Affairs

Customer Info

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

Address: [REDACTED] CT [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

VIN

1FMZU34E9WU

Year Model

1998 EXPLORER

No Open Issues

Sales Type

RETAIL SALE TO PRIVATE INDIVIDUAL

Vehicle List

Owner Status

Subsequent Owner

Vehicle Info

Casis

Warranty History

OASIS RESULT:

1FMZU34E9WU

See bottom of the OASIS result for
contact ID06/13/2006
10:32:37

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1998 EXPLORER

BODY STYLE

4 DR MPV 4X4

ENGINE

4.0L EFI SOHC

TRANSMISSION

5 SPD AUTO - 5R44/55E

AXLE CODE

D4

ENGINE CALIBRATION

858CR10A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

03/14/1998

BUILD DATE

02/19/1998

SALE MILEAGE**▶ cudl_message**

THIS VEHICLE HAS A CLOSED CUDL CONTACT

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

▶ OUTSTANDING FIELD SERVICE ACTIONS**00M12**

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE CAMSHAFT CHAIN TENSIONER AND LOWER INTAKE MANIFOLD GASKET - ADDITIONAL COVERAGE TO 6 YEARS OR 72,000 MILES FROM THE WARRANTY START DATE, WHICHEVER OCCURS FIRST

01M01

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE FRONT CAM CHAIN GUIDE ASSEMBLY - ADDITIONAL COVERAGE TO 7 YEARS FROM VEHICLE WARRANTY START DATE OR 100,000 MILES, WHICHEVER OCCURS FIRST

03S04

DRIVER SEAT RECLINER BOLT

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMZU34E9WU

ESP / Recall Information

VIN: 1FMZU94E9W

No ESP information for this VDI

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00M12	CUST SAT PGM - MULTI REPAIR	CAMSHAFT CHAIN TENSIONER AND LOWER INTAKE MANIFOLD GASKET - ADDITIONAL COVERAGE TO 6 YEARS	OPEN - REPAIRED	2002-05-24	03860USAF13241
00S56	SAFETY RECALL	THROTTLE BODY PLATE	CLOSE - REPAIRED	2001-03-22	04845USAF24481
01M01	CUST SAT PGM - MULTI REPAIR	FRONT CAM CHAIN GUIDE ASSEMBLY - ADDITIONAL COVERAGE TO 7 YEARS FROM VEHICLE WARRANTY S	OPEN - LAUNCHED		
03S04	SAFETY RECALL	DRIVER SEAT RECLINER BOLT	OPEN - LAUNCHED		
99M02	CUST SAT PGM - MULTI REPAIR	THROTTLE BODY PLATE STICKING CLOSED	CLOSE - EXPIRED		
99S09	SAFETY RECALL	SPEED CONTROL CABLE	CLOSE - REPAIRED	1999-08-17	04845USAF24481
99S18	SAFETY RECALL	SECONDARY HOOD LATCH	CLOSE - REPAIRED	1999-08-17	04845USAF24481

Can't find VIN Code =

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DETV	BODY CAR	VEH SERIES	DRIVE TYPE	FLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS WCC CPSC_6 PREF BASE SUFF CCC CD	DIST (Miles)
-----	-------------	-------------	-------------	---------------	---------------	-----------	-----------	-----------	--------------	--------------	-------------------	-------------	--------------------------------------	-----------------

ESP / Recall Information

VIN: 1FTRX17L3YN

No ESP information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
01B83	CUSTOMER SAT/OWNER NOTIF PGM	RADIATOR PUBLICATION ERROR	OPEN - LAUNCHED		
04L18	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		
05S28	SAFETY RECALL	SPEED CONTROL DEACTIVATION SWITCH	OPEN - LAUNCHED		

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMCZU34EPW1	Veh Line: 1U3 - EXPLORER (U105/106/150) [93-01]	Eng Serial Nos: *
Model Year: 1993	Market Derived: LF - FORD DIVISION DERIVATIVE	Body Shell: *
Veh Type: T	Drive Code: DE - 4 WHL L/H PART TIME DRIVE	Engine: T/NE - COLOGNE 4.0L SOHC
Inv. Dealer: 04845	Body Chk Style: T/WD - 4 DOOR WAGON	Transmission: T/TC - 5 SPD AT RAO A5LH
	Version/Series: LBF - FORD SERIES	

BUILD INFORMATION:

Region: NA - #00000000 Plant: AN - LOUISVILLE PLANT BUILD
Country: USA - #00000000 Prod Date: 19-FEB-1993

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 124480 -
Country: USA - #00000000 Selling Dir StProv: FL
Buyer StProv: FL

Arrival Date: 06-MAR-1993 Rad Carpet Lenses: *
Sale Date: 14-MAR-1993 West/East/Co. Lenses: R
Warranty Start Date: 14-MAR-1993 Modified Vehicle: *
Orig Warranty Date: 14-MAR-1993 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
034M087353711247C U 2 2381533 LA EE HDA 7K H4 G 225 S 4S 24A00 3D PE D FRS 4 5 E
LTH0C3 946A 9000L M 1

INSTALLED OPTION INFORMATION:

Air Cond/Heating: T/8 - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: 1A	GVW Class Code: Z
Audio Disk: * - [N/A]	Impromentations: * - [N/A]
Axle Ratio: BQAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side): * - [N/A]
Axle Type: BQJAC - LIMITED SLIP REAR AXLE	Mirror(Passgr Side): * - [N/A]
Battery Amp Rating: 85	Paint: PNPEC - PACIFIC GREEN C/C
Brake Code: * - [N/A]	Power Antenna: * - [N/A]
Brake Code(Servicio): * - [N/A]	Radio: AX - ELETR PREM(AM/PM STRO/DISC/CLK
Calibration Code: B10CR10A	Sound System: * - [N/A]
Color(Accessory): * - [N/A]	Super Tandem Axle:
Color(Trim): * - [N/A]	Tire Brand: AC - FIRESTONE
Delivery Type: 0	Tire Size: D3GTH - P225/70R15SL S/BLT RBL A-S
Drivetrain Code: F	Traction Control: * - [N/A]
Front Seat: * - [N/A]	Wheel Base:
Fuel Type: * - [N/A]	

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T7B - T7B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Suffix:	BYG
ESP Plan Year:	• Engine Family:	WFMXTD4UEHAA
ESP Signature Date:		

Standard Claims List For Model Year 1998

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF BASE	SUFF	CCC	CD	TEST (Miles)
1FMZU34E9WU	7U3	T/F	T/WD	T/EF	T/E	AN	T/TC	T/NE	19-FEB-1998	14-MAR-1998	124480	USA	18	7F17	011605	P87Z	17508	AD	W06	28 20115
AWS Claim Key: 10438373 Trx Code: E83 Labor Hrs: 1.2																				
Dir Cd-Sub Cd: 04845 - * Name: SAM GALLOWAY FORD, INC. Ph: 239-9363673 St-PL Ctry Cd: USA Reg Cd: NA Rptg Date: 17-AUG-1999 Doc #: 37440203																				
Cust Comments: CUST STATES REAR WIPER INTERMITTANT INOP																				
Tech Comments: CC 28 17508 M D 20116 NG8 START UP, SELF TEST CHM DTC1824 PINPOINT TEST FIND OPEN IN REAR WIPER MOTOR BAR MOTOR AND CLEAR CODES, RETEST OK																				
1FMZU34E9WU	7U3	T/F	T/WD	T/EF	T/E	AN	T/TC	T/NE	19-FEB-1998	14-MAR-1998	124480	USA	18	7X02	011001	P67Z	14C715	AA	S15	28 20115
AWS Claim Key: 10438374 Trx Code: E83 Labor Hrs: 0.7																				
Dir Cd-Sub Cd: 04845 - * Name: SAM GALLOWAY FORD, INC. Ph: 239-9363673 St-PL Ctry Cd: USA Reg Cd: NA Rptg Date: 17-AUG-1999 Doc #: 37440204																				
Cust Comments: CUST STATES DRIVER'S SIDE LUMBER INOP																				
Tech Comments: CC 28 14C715 VERIFY CONCERN, FIND OPEN IN LUMBAR SWITCH, REMOVE SEAT SIDE PANEL FOR ACCESS AND REPLACE SWITCH, VERIFY REPAIR																				
1FMZU34E9WU	7U3	T/F	T/WD	T/EF	T/E	AN	T/TC	T/NE	19-FEB-1998	14-MAR-1998	124480	USA	18	*	*	*	*	*	*	20115
AWS Claim Key: 10438375 Trx Code: 99809 Labor Hrs: 0.3																				
Dir Cd-Sub Cd: 04845 - * Name: SAM GALLOWAY FORD, INC. Ph: 239-9363673 St-PL Ctry Cd: USA Reg Cd: NA Rptg Date: 17-AUG-1999 Doc #: 37440205																				
Cust Comments: CUST REQUESTS RECALL 99809 CRUISE CONTROL																				
Tech Comments: RECALL 99809 INSPECT AND REPLACE CABLE PER RECALL																				
1FMZU34E9WU	7U3	T/F	T/WD	T/EF	T/E	AN	T/TC	T/NE	19-FEB-1998	14-MAR-1998	124480	USA	18	*	*	*	*	*	*	20115
AWS Claim Key: 10438372 Trx Code: 99518 Labor Hrs: 0.2																				
Dir Cd-Sub Cd: 04845 - * Name: SAM GALLOWAY FORD, INC. Ph: 239-9363673 St-PL Ctry Cd: USA Reg Cd: NA Rptg Date: 17-AUG-1999 Doc #: 37440206																				
Cust Comments: CUST REQUESTS RECALL 99518 SECONDARY HOOD LATCH																				
Tech Comments: RECALL 99518 REPLACE LATCH PER RECALL																				
1FMZU34E9WU	7U3	T/F	T/WD	T/EF	T/E	AN	T/TC	T/NE	19-FEB-1998	14-MAR-1998	124480	USA	18	6F18	010702	*	7820708	*	R22	D7 20581

AWS Claim Key:	10639323	Trx Code:	E84	Labr Hrs:	0										
Dir Cl-Sub Cl:	04845 - *	Name:	SAM GALLOWAY FORD, INC.	Ph:	239-9363673	St-FL	City Cl:	USA	Reg Cl:	NA	Repr Date:	20-AUG-1999	Doc #:	37513301	
Com Comments:	CUST STATES THAT THERE IS EXCESSIVE WIND NOISE FROM DRIVERS DOOR AREA OF VEH DOESNT LOOK LIKE WINDOW IS ROLLED UP GOOD.														
Tech Comments:	SUBLET TO WEST COAST AUTO SEALERS RETESTED OK AT THIS TIME.														
IFMZU34E9WU	T/D	T/F	T/WD	T/RF	T/R	AN	T/TC	T/NE	19-FEB-1998	14-MAR-1998	124480	USA	18	2002 031201 F57Z 12B579 DA D36 28 20581	
AWS Claim Key:	10639324	Trx Code:	S07	Labr Hrs:	1.9										
Dir Cl-Sub Cl:	04845 - *	Name:	SAM GALLOWAY FORD, INC.	Ph:	239-9363673	St-FL	City Cl:	USA	Reg Cl:	NA	Repr Date:	20-AUG-1999	Doc #:	37513302	
Com Comments:	CUST STATES THAT AT TIMES WHEN TAKING OFF FROM A STOP WARM OR COLD THERE WILL BE A PAUSE OR HESITATION THEN PICK UP.														
Tech Comments:	12B579 28 M O 20605 R TEST TO VERIFY CONCERN FUEL PRESS TEST 30 40 OK NOB PASS CODES R TEST MONITOR FUEL TRIM PIDS SHOWS 10														
IFMZU34E9WU	T/D	T/F	T/WD	T/RF	T/R	AN	T/TC	T/NE	19-FEB-1998	14-MAR-1998	124480	USA	18	2005 031405 * RECAL * D36 42 20581	
AWS Claim Key:	10639323	Trx Code:	E84	Labr Hrs:	0.4										
Dir Cl-Sub Cl:	04845 - *	Name:	SAM GALLOWAY FORD, INC.	Ph:	239-9363673	St-FL	City Cl:	USA	Reg Cl:	NA	Repr Date:	20-AUG-1999	Doc #:	37513304	
Com Comments:	HESITATES INT ON ACCEL														
Tech Comments:	RECAL 42 CK OASES PER TSB 99 06 07 PERFORM RECAL OF NEW PARTS PAFF DGA														
IFMZU34E9WU	T/D	T/F	T/WD	T/RF	T/R	AN	T/TC	T/NE	19-FEB-1998	14-MAR-1998	124480	USA	37	* * * * * 39138	
AWS Claim Key:	19016740	Trx Code:	00358	Labr Hrs:	0.6										
Dir Cl-Sub Cl:	04845 - *	Name:	SAM GALLOWAY FORD, INC.	Ph:	239-9363673	St-FL	City Cl:	USA	Reg Cl:	NA	Repr Date:	22-MAR-2001	Doc #:	49368501	
Com Comments:	CUST REQUESTS RECALL 00358 THROTTLE PLATE														
Tech Comments:	RECALL 00358 MIL 39138 REPLACED THROTTLE BODY PER RECALL														
IFMZU34E9WU	T/D	T/F	T/WD	T/RF	T/R	AN	T/TC	T/NE	19-FEB-1998	14-MAR-1998	124480	USA	52	1A05 * * * * * 66435	
AWS Claim Key:	21829344	Trx Code:	00M12	Labr Hrs:	1.8										
Dir Cl-Sub Cl:	03660 - *	Name:	CRESTWOOD FORD INC	Ph:	650-2742501	St-CT	City Cl:	USA	Reg Cl:	NA	Repr Date:	24-MAY-2002	Doc #:	01016451	
Com Comments:	C S COLD STARTS THE ENGINE IS MAKING NOISE														
Tech Comments:	RECALL PERFORM RECALL														

VEHICLE DETAIL

VIN: 1FMZU34E9W	Engine: COLOGNE 4.0L SOHC EFI NA V8 G
Make: FORD	Transmission: 5 SPD AT EAO A5LDE-NR/5R44/66A
Model: EXPLORER	Paint Code/Color: PACIFIC GREEN C/C
Year: 1998	Calibration: 858CR10A
Pay Load:	Max Towing Weight:
GVWR: 05340	Axle Ratio:
WheelBase: 112	Warranty Start Date: 3/14/1998
GCWR:	Vehicle Build Date: 2/19/1998
PEP Code: 945A	

Selling Dealers Name: SAM GALLOWAY FORD, INC.

Selling Dealers P & A Code: 04845

Selling Dealers Sales Code: F24480

Selling Dealers Main Phone: 941-936-2193 Selling Dealers Service Phone: 941-939-5000

Vehicle Order Image

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1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
U 3 4 W U B 7 3 5 3 3 1 1 2 4 7 C U 2 2 3 B 1 5 3 3 L A E Z D D 4 7 H
1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
N 4 G 2 2 5 5 4 5 2 4 A 4 8 0 5 0 P S D F X S 4 5 E 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F M Z B G 3 9 4 5 A B E D F L M
1 2 3 4 5 6 7 8 9 160
  
```

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	F&A Code	Sales Code
13-NEW YORK	13-NEW YORK	D	C2	03B74	F13212

Dealer Name: STEVENS FORD INC
Dealer Address: 717 BRIDGEPORT AVE
MILFORD CT 06450

Dealer Main Phone: 203-878-8484 **Dealer Service Phone:** 203-878-8485

Position	Employee Name
DEALER/PARTNER	DAVID H STEVENS
GENERAL MANAGER	ALAN R POUYAT
PARTS MANAGER	PAUL B CLINI
SALES MANAGER	ALBERT J TOLONEO
SALES MANAGER	JOHN J PAPE
SERVICE MANAGER	ROBERT J GRIFFIN

Luu

[REDACTED]

From: Tyappeal, W (W.)
Sent: Thursday, June 30, 2005 3:28 PM
To: [REDACTED]
Subject: FW: Warranty/ESP Claims Appeal 09131-319968

Valma,

As per our conversation. I have forwarded you the response sent to the dealer advising that warranty will pay for the repairs.

Thanks,

Chris Waite
FORD MOTOR CO.
U.S. Warranty claims review
1-905-845-2511 X 1283
1-866-539-3795 FAX
CWAITE6@FORD.COM

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

From: Tyappeal, W (W.)
Sent: Thursday, June 30, 2005 3:21 PM
To: 'pony108@aol.com'
Subject: RE: Warranty/ESP Claims Appeal 09131-319968

Cindy,

After a follow up call with legal regarding this claim, it has been confirmed that the direction to make the required repairs was approved as a warrantable issue. Based on this confirmation, it is believed that a credit is justified.

Please re-submit claim for payment through the regular Aces II methods and begin your comm with "attn wty-appeal C41".

Thank You,
Warranty Appeals Team - C41

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

From: Cpform, D (D.)
Sent: Tuesday, June 28, 2005 7:32 AM
To: Tyappeal, W (W.)
Subject: Warranty/ESP Claims Appeal 09131-319968

Warranty/ESP Claims Appeal

Dealership Name: Muzi Ford City
P&A Code: 09131

6/30/2005

Dealership Contact: Cindy Cleaves

Phone Number: 781 453-3263

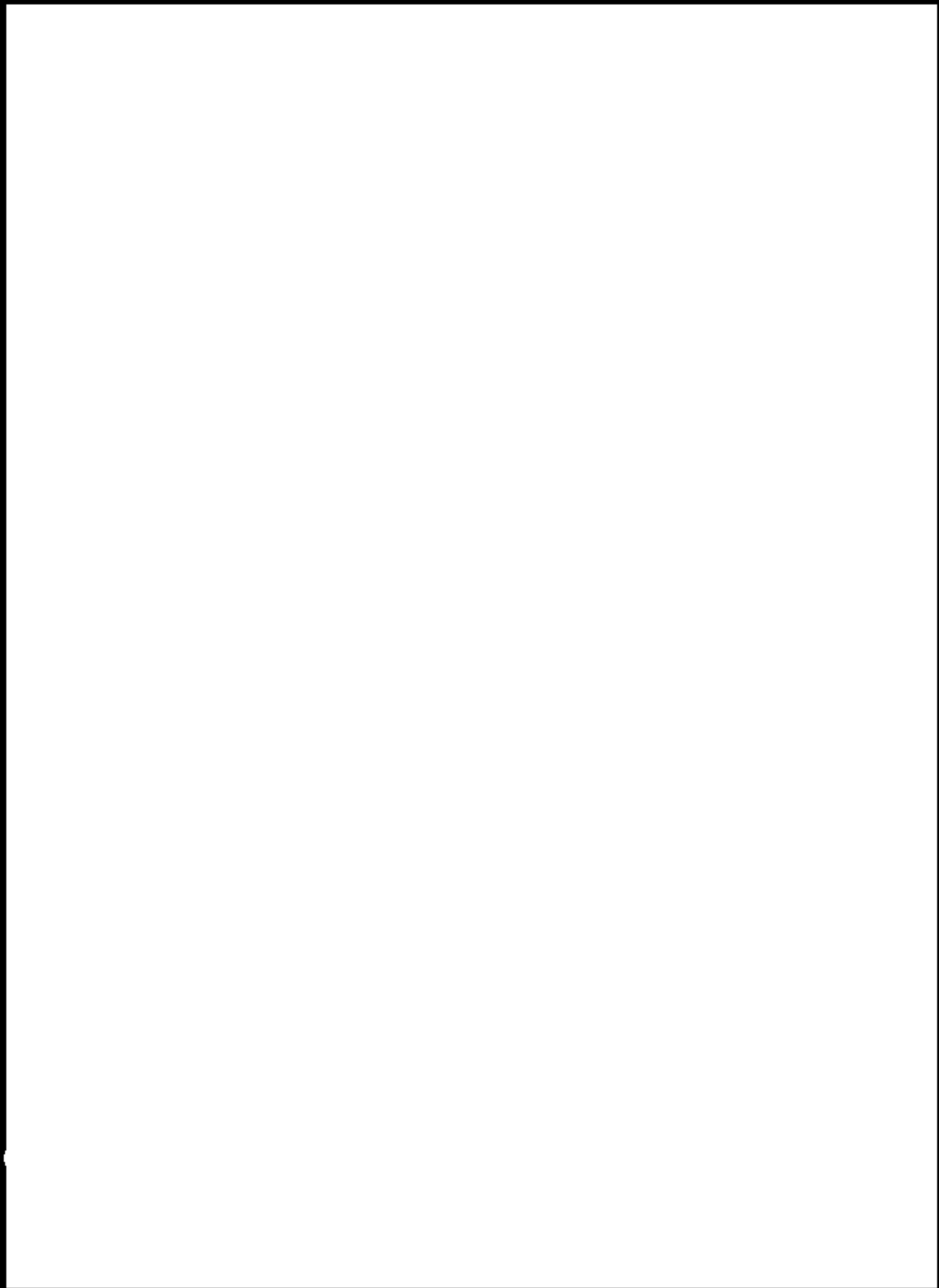
Email Address: pony108@aol.com

R.O. Number: 319968

Line Number: 01

Explanation: this claim was approved by lourdes who spoke to our service manager Bob Chandler, we were told to put this back into the system it is being rejected as Insurance claims are not to be claimed through ford warranty. problem is that the heater motor. a cudl report was filed and this repair was approved.

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



The first part of the paper discusses the importance of the study and the objectives of the research. It then proceeds to a literature review, followed by a description of the methodology used in the study. The results of the study are presented in the next section, followed by a discussion of the findings and their implications. The paper concludes with a summary of the main points and a list of references.

The study was conducted in a laboratory setting, where participants were asked to perform a series of tasks. The tasks were designed to measure the participants' ability to perform under different conditions. The results of the study showed that participants performed better under certain conditions than others. This suggests that there are factors that influence performance, and these factors need to be identified and controlled for in future studies.

The findings of the study have important implications for the field of research. They suggest that there are factors that influence performance, and these factors need to be identified and controlled for in future studies. This will help researchers to better understand the factors that influence performance and to develop more effective interventions to improve performance.

The study was limited by several factors, including the sample size and the laboratory setting. Future studies should aim to address these limitations by using a larger sample size and a more naturalistic setting. This will help to ensure that the findings of the study are generalizable to a wider population and to real-world situations.

Print opened
5-7-05
Case: 1501731215
Region: 11
Valina

Leich, Charle (C.A.)

From: Cpfom, D (D.)
Sent: Wednesday, June 08, 2005 9:45 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: MUZI FORD
Requesting Dealer: MUZI FORD
Contact Person: BOB CHANDLER
Telephone: 781-453-3249
Email Address: bchandler@muzimotors.com
PA Code: 09131
Region: BOSTON
City: NEEDHAM
Dealer State: MA
Fax Number: 781-453-9249
WSD: 09/17/2002
Vehicle Year: 2002
Vehicle Model: B150
Vehicle VIN: 1FTRE14292H [REDACTED]
Mileage: 31441
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: DORCHESTER
State: Massachusetts
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 99 - All Regions
Incident Involves: Fire
Date of Incident: 04/19/2005
County in which incident occurred: SUFFOLK
Is Alleging Defect: Yes
Alleging defect detail: HEATER MOTOR CAUSED SMALL ELECTRICAL FIRE
Police Report Filed: Yes
Police Report detail: YES. IN BOSTON
Insurance Company Contacted: Y
Insurance Company Advice: YES. VEHICLE HEATER MOTOR CAUSED SMALL ELECTRICAL FIRE SHOULD BE COVERED BY VEHICLE WARRANTY. NO INJURY OR OTHER CLAIMS OF DAMAGE.
Insurance Company Contact Information: COMMERCE INSURANCE 800-221-1605
Coach Builder: NOT A CONVERSION
Coach Builder State: AK - Alaska
Resolution Sought Detail: JUST TO HAVE VEHICLE REPAIRED
Comments: VEHICLE HAS BEEN REPAIRED.

RO#
319968
\$4148.00

Action Detail

[Print Action Detail](#)

VIN: 1FTRE142921	Year: 2002	Model: ECONOLINE	Case: 551901265
Name: [REDACTED]	Owner Status: Original	WSD: 2002-09-17	
Symptom Desc: FIRE/SMOKE SMOKE PASSENGER AREA		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: MUZI MOTORS INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 09131	
Odometer: 31441 MI	Comm Type: PHONE		
Action Date: 05/09/2005	Action Time: 16:55:28:043	Action Data: No	
Analyst Name: VALMA SANDERS (VSANDERS)	Analyst: VSANDERS		

COMMENTS: LPA SPOKE WITH THE CUSTOMER'S FRIEND..SHE ADVISED THE CUSTOMER TOOK UNIT TO THE DEALERSHIP HE WAS ADVISED FIRE'S ARE INSURANCE ISSUES..THE FIRE STARTED IN HER DRIVEWAY AFTER THE UNIT HAD BEEN SITTING FOR HOURS..SHE THINKS IT WOAS THE CRUISE CONTROL RECALL EVEN THOUGH THAT RECALL IS NOT ON THAT UNIT..THE CUSTOMER HAS SINCE TRADED THE UNIT..SHE WANTED TO LET FORD KNOW THE CUSTOMER MR LURJ WAS TREATED BADLY..HIS INSURANCE COMPANY DID NOT PAY ENOUGH TO REPAIR THE UNIT THAT IS WHY HE TRADED IT FOR A CHEVY..LPA ADVISED THE CUSTOMER NO LONGER OWNS THE UNIT LPA CANNOT REVIEW THE CASE

[Update Issue](#) [Close Issue](#)[OASIS](#) [Warranty History](#) [ESP/Recall](#)

Action List

[Print Action List](#)

Date	Origin	Description
05/06/05	CAC136	ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
05/09/05	CALGL	MAKE OUTBOUND CALL TO CUSTOMER
05/09/05	CALGL	CLOSING COMMENTS - CUSTOMER NO LONGER OWNS VEHICLE
08/08/05	CALGL	UPDATE CONTACT STATUS
08/15/05	CALGL	UPDATE CONTACT STATUS
06/20/05	CALGL	UPDATE CONTACT STATUS

Customer info

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

Vehicle List				
VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FTRE14292H	2002 ECONOLINE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
	No Open Issues			

OASIS RESULT:

1FTRE14292H

See bottom of the OASIS result for
contact ID08/09/2005
17:55:38

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2002 E-SERIES

BODY STYLE

E-150 STD LN CARGO

ENGINE

4.2L EFI

TRANSMISSION

4R70W 4 SPD AUTO

AXLE CODE

19

ENGINE CALIBRATION

2E412D0A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

09/17/2002

BUILD DATE

08/24/2002

SALE MILEAGE

00036

▶ am_message**ATTENTION TECHNICIANS AND SERVICE MANAGERS:****BEFORE REPLACING DIESEL HIGH PRESSURE PUMP (-8A543-) SEE TSB 04-04-04****BEFORE REPLACING 7.3L DIESEL TURBO PEDESTALS (-8N839-) SEE TSB 04-20-02****▶ cudl_message**

THIS VEHICLE HAS A CLOSED CUDL CONTACT

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

▶ OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTRE14292HB71781

ESP / Recall Information

VIN: 1FTRE14292H

No ESP information for this VIN

No Recall information for this VIN

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTRE142921 Veh Line: T/E4 - ECONOLINE (VN127) (97-06) Eng Serial No: 36653374
 Model Year: 2002 Market Derived: T/E - FORD DIVISION DERIVATIVE Body Style: *
 Veh Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/LY - 4.2L OHV EFI NA V6 GAS
 Inv. Dealer: 09131 Body Cab Style: T/VC - REGULAR VAN Transmission: T/DU - 4 SPD AUTO TR NAAO A-
 Version/Series: T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - #000000000 Plant: AM - LORAIN PLANT BUILD
 Country: * - #000000000 Prod Date: 24-JUN-2002

SALE INFORMATION:

Region: NA - #000000000 Selling Dealer: 111039 - *
 Country: USA - #000000000 Selling Dir St/Prov: MA
 Buyer St/Prov: MA
 Arrival Date: 08-AUG-2002 Red Carpet Lease: *
 Sale Date: 17-SEP-2002 Fleet/Retail/Cn. Lease: R
 Warranty Start Date: 17-SEP-2002 Modified Vehicle: *
 Orig Warranty Date: 17-SEP-2002 Manufacturer Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 EL42RBY1741138363 212 2380824 LE H 4015 77 A 47 2778 X 118039912 L2 H A2 2
 1FTRE142 740A 8200A A

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AE	GVW Class Code:	B
Audio Dks:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EG4HD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AV - DRIVER HAND SET SAIL MIRROR
Axle Type:	EG1AB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AV - PASS HAND SET SAIL MIB-FLAT
Battery Amp Rating:	M5	Paint:	PNKLU - TRUE BLUE PEARL CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AF - ELECTRONIC AM/FM/STRO/CLOCK
Calibration Code:	2B412D0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Axle:	
Color(Trim):	000ZV - MED GRAPHITE	Tire Brand:	AJ - MICHELIN
Delivery Type:	0	Tire Size:	D3GUB - P235/75R15XL BSW A-S
Drivshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	T/H - SEAT-INDIVIDUAL H/B DRV/PASS	Wheel Base:	
Fuel Type:	AF-UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: B3DD462X2202 RF: B1DD462X2202
 LR: B3DD462X2202 RR: B1DD462X2202
 LI: * RI: *
 SPARE: B3DD462X??7

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	• • •
ESP Coverage(Miles):	• Emission Cert Type:	P
ESP Coverage(Time):	• Emission Decal Suffix:	JBC
ESP Plan Year:	• Engine Family:	2FMXT042T8F
ESP Signature Date:		

Can't find VIN Code =

Standard Claims List For Model Year 2002

VIN	VEH LINE	MOI DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	FLT CD	TR CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREP	BASE	SUFF	CCC	CD	DIST (Miles)
-----	-------------	--------------	-------------	---------------	---------------	-----------	----------	-----------	--------------	--------------	-------------------	-------------	-----	-----	--------	------	------	------	-----	----	-----------------

VEHICLE DETAIL

VIN: 1FTRE14292H	Engine: 4.2L OHV EFI NA V8 GAS
Make: FORD	Transmission: 4 SPD AUTO TR NAO AODEW/4R70A
Model: ECONOLINE	Paint Code/Color: TRUE BLUE PEARL C/C
Year: 2002	Calibration: 2E412D0A
Pay Load:	Max Towing Weight:
GVWR: 68700	Axle Ratio:
WheelBase: 138	Warranty Start Date: 9/17/2002
GCWR:	Vehicle Build Date: 6/24/2002
PEP Code: 740A	

Selling Dealers Name: MUZI MOTORS INC

Selling Dealers P & A Code: 09131

Selling Dealers Sales Code: F11039

Selling Dealers Main Phone: 781-444-5300 Selling Dealers Service Phone: FAX-444-1835

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
E 1 4 2 H B 7 1 7 8 1 1 3 8 3 6 3 2 1 2 2 3 E 0 5 2 4 L E E 4 U 1 9 7 7
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
A 4 T 2 7 7 S Z 1 1 A 0 3 9 9 1 2 L 2 N A 2 2 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F T R 9 A 1 7 4 0 A 9 2 U M A
1 2 3 4 5 6 7 8 9 160

```

Update This information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
11-BOSTON	11-BOSTON	A	A2	09131	F11039

Dealer Name:	MUZI MOTORS INC		
Dealer Address:	557 HIGHLAND AVE NEEDHAM HEIGHTS MA 02494		
Dealer Main Phone:	781-444-5300	Dealer Service Phone:	FAX-444-1835

Position	Employee Name
DEALER/PARTNER	NEAL CAMMARANO
DEALER/PARTNER	FREDERICK O MUZI
DEALER/PARTNER	Glen Cammarano
PARTS MANAGER	ROBERT H SHIELDS
SALES MANAGER	STEVEN M CARTER
SALES MANAGER	WILLIAM GASSON
SALES MANAGER	CHRISTOPHER R GENDREAU
SERVICE MANAGER	ROBERT R CHANDLER

PLEASE OBTAIN MISSING INFORMATION

Date 5-24-05

Region 52. Gen

Customer Name 

In order to open a case for this customer, we need the following information:

☒ Vehicle Identification Number (if customer is a subsequent owner, we need proof of insurance or purchase agreement) ~~VEHICLE~~ IF MEEHNSH 

☐ Copy of proof of insurance or purchase agreement (CuDL indicates a different owner)

Once the information is received, please return the original letter to me and I will open your case.

Cherie

AD

6/29
Requested
info Attorney

442840695

Men
7/6

Richard R. Burroughs
ATTORNEY AT LAW

PHONE: (281) 992-5234
HOUSTON PHONE: (713) 651-0285
FACSIMILE: (281) 992-1029

112 S. BONGHAM, P.O. BOX 1876
CLEVELAND, TEXAS 77328-1676

May 17, 2005

Ford
Consumer Affairs
P.O. Box 6248, MD 3 NE-B
Deerborn, MI 48126

IF NEED IN 55H

Re: [REDACTED] Fire Loss March 9, 2005

To Whom It May Concern:

I am writing at the request of [REDACTED] who suffered a total loss of his 1995 Econoline van. The van was parked in his driveway on March 8, 2005 and was discovered on fire about 4:00 a.m. March 9, 2005. The fire originated in the engine compartment and totally destroyed the vehicle. The vehicle was not being operated at the time. The vehicle was situated similarly to the recent string of unexplained fires that have destroyed folk's houses and vehicles.

The destruction of the vehicle was complete without the loss of any life or other property than the van.

The fire marshal suspected some type of mechanical failure caused the fire.

The amount of \$15,000 is the total loss of the vehicle.

Thank you for your prompt response and payment.

Yours very truly,

Richard R. Burroughs

Richard R. Burroughs
RRB/tw

5 MAY 23 P2:03

CONSUMER AFFAIRS
SECTION

All Action Details for Issue

[Print](#)

VIN: 1FMEE11N5SH [REDACTED] Year: 1995 Model: ECONOLINE Case: 442840685
Name: [REDACTED] Owner Status: Subsequent WSD:
Symptom Desc: FIRE/SMOKE SMOKE Primary Phone: [REDACTED]
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 07462 ANDERSON FORD-MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD

Odometer: 200000 MI

Comm Type: MAIL

Analyst Name: KOKOSZKA,
DELPHINE (D.M.)

Analyst: DKOKOSZK

Action Date: 07/05/2005

Action Time:
09.34.44.040

Action Data: Yes

Comments *****ATTORNEY DEMAND*****ATTORNEY LETTER RECEIVED: MAY 23, 2005.
ATTORNEY ALLEGES HIS CLIENT'S VEHICLE WAS DESTROYED BY FIRE.ATTORNEY DEMANDS CONTACT FROM
FORD REPRESENTATIVE.

Data Element Name

Data Value

NAME OF LAW FIRM

RICHARD R. BURROUGHS

ATTORNEY NAME

RICHARD R. BURROUGHS

ATTORNEY PHONE NUMBER

2815925234

ANALYST ID

GPACE5

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY

Dealer: 07462 ANDERSON FORD-MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 200000 MI

Comm Type: OTHER

Analyst Name: PACE,GENNIFER
(G.)

Analyst: GPACE5

Action Date: 07/08/2005

Action Time:
14.38.54.405

Action Data: No

Comments SENT VIA FAX.

Action: CLOSING COMMENTS - CUSTOMER NO LONGER OWNS VEHICLE

Dealer: 07462 ANDERSON FORD-MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 200000 MI

Comm Type: PHONE

Analyst Name: PACE,GENNIFER
(G.)

Analyst: GPACE5

Action Date: 07/07/2005

Action Time:
14.08.37.853

Action Data: No

Comments CASE CLOSED ON 7/7/06. BASED ON LITIGATION PREVENTION REVIEW CUSTOMER NO LONGER
OWNS VEHICLE AND THERE ARE NO OPEN RECALLS ON CUSTOMER'S VEHICLE.

Ford Confidential

8/15/2005

Action Detail

VIN: 1FMEE11N5SH	Year: 1995	Model: ECONOLINE	Case: 442840685
Name:	Owner Status: Subsequent	WSD:	
Synptom Desc: FIRE/SMOKE SMOKE		Primary Phone:	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: ANDERSON FORD-MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 07482	
Action Desc: CLOSING COMMENTS - CUSTOMER NO LONGER OWNS VEHICLE			
Odometer: 200000 MI	Comm Type: PHONE		
Action Date: 07/07/2005	Action Time: 14:08:37:853	Action Data: No	
Analyst Name: PACE,GENNIFER (G.)	Analyst: GPACE5		

COMMENTS: CASE CLOSED ON 7/7/05. BASED ON LITIGATION PREVENTION REVIEW CUSTOMER NO LONGER OWNS VEHICLE AND THERE ARE NO OPEN RECALLS ON CUSTOMER'S VEHICLE.

Sent Via Fax & U.S. Mail

July 8, 2005

Mr. Richard R. Burroughs
Attorney at Law
112 S. Bonham, P.O. Box 1676
Cleveland, TX 77328

*Re: Joe Anthony
1995 Ford Econoline
VIN: 1FMEE11N5SH [REDACTED]*

Dear Mr. Burroughs:

This letter is in response to your letter dated May 17, 2005 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Gennifer Pace
Consumer Affairs

HP LaserJet 4100 MFP



07/07/2005 07:18 PM

Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
1257	07/07 07:17 PM	Send	912815921029	00' 21	1	OK



Consumer Affairs PO Box 666, MS 940-0
Dearborn, MI 48106 USA

Send Via Fax & U.S. Mail

July 8, 2005

Mr. Richard H. Burroughs
Attorney at Law
112 S. Hudson, P.O. Box 1676
Cleveland, TX 77328

Re: Joe Anthony
1995 Ford Escalade
VIN: 1FMEK11P55K [REDACTED]

Dear Mr. Burroughs:

This letter is in response to your letter dated May 17, 2003 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this matter.

Respectfully yours,

Jennifer Pace
Consumer Affairs

2

Customer Info

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

Vehicle List				
VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMEE11N5SH[REDACTED]	1995 ECONOLINE	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Basic Warranty History
	Open Issues Exist			

ESP / Recall Information

VIN: 1FMEE11N5SP

No ESP Information for this VIN

No Recall Information for this VIN

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	M	B3	07462	F52152

Dealer Name:	ANDERSON FORD-MERCURY		
Dealer Address:	13672 U.S. HWY 59 SOUTH CLEVELAND TX 77327		
Dealer Main Phone:	281-592-2611	Dealer Service Phone:	281-592-2611

Position	Employee Name
DEALER/PARTNER	ALFRED G ANDERSON
PARTS MANAGER	LARRY A ROBINSON
SALES MANAGER	CLINTON D GREENUP
SALES MANAGER	ALFRED G ANDERSON II
SALES MANAGER	MICHEAL L WADE
SALES MANAGER	JASON EBERT
SERVICE MANAGER	GARY W KINGCAID

Service Hours	7:30 AM - 6:30 PM
Directions	
Trained	Y
Additional Information	BODY SHOP MGR WESLEY SMITH

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 07-JUL-2005

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

VIN	AWS VL	WBS VL	MKT DBL	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	SUFF	VRT	VFG	CCC	CD
17MEB11N5SE	E1	T/E2	*	T/WA	T/AM	T/B	AM	T/DU	T/VA	16-11-94	29-11-94	152087	USA	5	*	1G04	PS1Z	6B209	D	S11	V49	N11	Q8
AWS Claim Key:		1290491	Doc #:	00130601	Trx Code:		2	Labor Hrs:		3	Labor Cost:		12.53	Material Cost:		38.07	Total Cost:		65.83				
Dir Cd-Sub Cd:		04482	Name:		MOORE-HENRY MTRS INC		Ph:	409-2953784	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	07-APR-1995	DIST		(Mile):10990				
Curt Comments:		BELT NOISEY WHILE ENGINE RUNS>																					
Tech Comments:		R&R TENSIONER AND BELT>																					
17MEB11N5SE	E1	T/E2	*	T/WA	T/AM	T/B	AM	T/DU	T/VA	16-11-94	29-11-94	152087	USA	5	*	1H02	ESTZ	9A486	D	SXK	V99	A99	41
AWS Claim Key:		1291492	Doc #:	00130602	Trx Code:		807	Labor Hrs:		1.1	Labor Cost:		45.96	Material Cost:		124.5	Total Cost:		220.26				
Dir Cd-Sub Cd:		04482	Name:		MOORE-HENRY MTRS INC		Ph:	409-2953784	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	07-APR-1995	DIST		(Mile):10990				
Curt Comments:		SMOG PUMP LOCKED UP AND BURNED BELT>																					
Tech Comments:		REPLACE SMOG PUMP>																					

Any comments? You can contact

webmaster

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMBE1JN5S1000000	Veh Line:	T/B2 - ECONOLINE (VN56) [92-96]	Body Shell:	*
Model Year:	1995	Market Derived:	* - [N/A]	Navis Eng Serial No:	*
Veh Type:	T	Drive Code:	T/B - 2 WHL L/H REAR DRIVE	Engine:	T/VA - 5.0L OHV EFI NA V8 GAS*NP
Inv. Dealer:	04533	Body Cab Style:	- REGULAR WAGON	Transmission:	T/DU - 4 SPD AUTO TR NAAO AODEW/4R70W
Vehicle Status Code:	800	Version/Series:	T/AM - 150 SERIES		

Trans Eng Serial No:

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

NA

Trans Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - #000000000	Plant:	AM - LORAIN PLANT BUILD
Country:	USA - #000000000	Prod Date:	16-NOV-1994

SALE INFORMATION:

Region:	NA - #000000000	Selling Dealer:	152987 - *
Country:	USA - #000000000	Selling Dir St/Prov:	TX
		Buyer St/Prov:	TX
Arrival Date:	28-NOV-1994	Red Carpet Lease:	*
Sale Date:	29-NOV-1994	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	29-NOV-1994	Modified Vehicle:	* Vehicle Count Flag: Y
Orig Warranty Date:	29-NOV-1994	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

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

8110HAG09951363 W1 781 2824078 1L 25 2017 77 0431 493 392 04 82N067884 PF22 N 017 4 3 01

PAGE 4 P 705A 970 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FR	GVW Class Code:	E
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	EQAFB - 3.31 FINAL DRIVE RATIO - SS	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	EQIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	HK	Paint:	PNFEC - DARK BERRY MET. C/C
Brake Code:	FBAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETB AM/FM/STRO/CSTE/CLOCK
Calibration Code:	454KR10A	Sound System:	* - [N/A]
Color(Account):	PNZIC - SILVER MET C/C #1	Susp Tandem Axle:	
Color(Trim):	000YA - GRANITE	Tire Manufacturer:	AJ -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	F	Tire Size:	D3GUB - P235/75R15XL BSW A-S
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

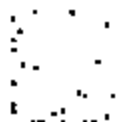
LE: * RL: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	I/B - I/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	LLM
ESP Plan Year:	* Engine Family:	SFM588GBJA
ESP Signature Date:		

Any comments? You can contact



webmaster

Pace, Gennifer (G.)

From: Pace, Gennifer (G.)
Sent: Thursday, July 07, 2005 12:08 PM
To: Young, Nicole (N.D.)
Subject: Open Legal Case

Importance: High

Hi Nicole:

I have an open legal case for review in your market area. Please advise if you have had any involvement with the below customer. Thank you in advance for your assistance.

VIN: 1FMEE11N5SH [REDACTED] **Year:** 1995 **Model:** ECONOLINE **Case:** 442840685

Name: [REDACTED] **Owner Status:** Subsequent **WSD:**

Symptom Desc: FIRE/SMOKE SMOKE

Primary Phone:
[REDACTED]

Reason Desc: LEGAL - OTHER ATTORNEY
DEMAND

Secondary Phone:
[REDACTED]

Issue Type: 07 LEGAL

Issue Status: ACKNOWLEDGE

Dealer: ANDERSON
FORD-MERCURY

Origin Desc: CONSUMER AFFAIRS -
LITIGATION PREVENTION-FD

P & A Code: 07462

Odometer: 200000 MI

Comm Type: MAIL

Action Date: 07/06/2005

Action Time: 09:34:44:040

Action Date: Yes

Analyst Name: KOKOSZKA, DELPHINE (D.M.) **Analyst:** DKOKOSZK

COMMENTS: *****ATTORNEY DEMAND*****ATTORNEY LETTER RECEIVED: MAY 23, 2005.
ATTORNEY ALLEGES HIS CLIENT'S VEHICLE WAS DESTROYED BY FIRE.ATTORNEY DEMANDS CONTACT FROM FORD
REPRESENTATIVE.

Gennifer L. Pace

Legal Analyst
Ford Motor Company - FCSD/Consumer Affairs
Phone: (313) 845-5515
Fax: (313) 845-5668
Email: gpace5@ford.com

"Be bold and courageous. When you look back on your life you'll regret the things you didn't do more than the ones you did." H. Jackson Brown, Jr.

HP LaserJet 4100 MFP



07/06/2005 01:40 AM

Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
1200	07/06 01:39 AM	Send	912815921029	00'21	1	OK

Ford Motor Company
Executive Office
1600 Executive Plaza Drive
Room 3000
Dearborn, MI 48120



Fax Transmittal

To:	Richard Burroughs	From:	Gentile Fax (313) 645-0615
Fax:	281-682-1029	Pages:	1
Phone:	281-682-6294	Notes:	7/6/2005
Re:	Joe Anthony 1988 Ford Excursion VIN: 1FMEET1N88H1		

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Receipt

I am in receipt of your letter dated May 17, 2005. A review of your client's claim has been initiated and I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 645-0615 or by fax at (313) 645-0656.

[Redacted]

Ford Motor Company
Executive Offices
16000 Executive Plaza Drive
Mail Drop 3NE-B
Dearborn, MI 48126



Fax Transmittal

To:	Richard Burroughs	From:	Gennifer Pace (313) 845-5515
Fax:	281-592-1029	Pages:	1
Phone:	281-592-5234	Date:	7/6/2005
Re:	Joe Anthony 1995 Ford Econoline VIN: 1FMEE11N5SH[REDACTED]		

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

I am in receipt of your letter dated May 17, 2005. A review of your client's claim has been initiated and I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5515 or by fax at (313) 845-5555.

[REDACTED]

2003

0356562723 SDR-ATLANTA

All Action Details for Issue

Print

VIN: 1FTEP15N4S

Year: 1995

Model: F-SERIES

Case: 366562723

Name:

Owner Status: Original

WSD: 1995-11-29

Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD

Primary Phone:

Reason Desc: LEGAL - ACCIDENT / FIRE

Secondary Phone:

Issue Type: 07 LEGAL

Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Origin Desc: US CONCERN CASE BASE

Dealer: 04832 SPRINGFIELD FORD, INC.

Odometer: 85000 MI

Comm Type: PHONE

Analyst Name: CANDICE D'SOUZA

Analyst: CDSOUZA

Action Date: 08/29/2003

Action Time: 08.48.55.445

Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

CLEO

MURPHY

SPOUSE

Comments CUSTOMER SAYS: -CUST INQ IF THERE IS A RECALL 1995 F-150S -VEH CAUGHT ON FIRE ON SAT -CUST FEELS THAT FIRE WAS INITIATED WHEN CUST SLAMMED ON BRAKES TO AVOID HITTING A VEH THAT CUT IN FRONT OF HER...CUST DROVE FOR 2 MILES BEFORE EXITING AND STOPPIN VEH...WHEN CUST TURNED THE VEH ON AGAIN CUST SAW SMOKE FROM UNDER THE HOOD...ABS MASTER CYLINDER SPRAYED FLUID AROUND FROM RUPTURED SENSOR...FEELS SENSOR RUPTURED AND CAUSED FLAME...DID NOT SEE FLAME BUT BELIEVES IT WAS THERE AS INTERNAL COMPONENTS ARE NOW BLACKENED AND SCORCHED -VEH CURRENTLY AT IND MECH PER CUSTOMER, DEALER SAYS: SPRINGFIELD FORD, INC...SELLING OUR -NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 6349

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER

Origin Desc: MANUAL - PHONE CSR

Dealer: 04832 SPRINGFIELD FORD, INC.

Odometer: 85000 MI

Comm Type: PHONE

Analyst Name: ZAINAB GILL

Analyst: ZGILL1

Action Date: 09/29/2003

Action Time: 18.29.08.417

Action Date: No

Comments: CUSTOMER SAYS: -CUST CLAIMS THERE IS A SWITCH ON THE MASTER CYLINDER THAT CAUGHT ON FIRE -TURNS OUT THE CRUISE CONTROL SHUT OFF SWITCH THE DIAPHRAM INSIDE THE SWITCH AND THAT CAUSED THE FIRE -WHEN THE POWER WAS CUT THE HEAT SOURCE WAS CUT, -CUST IS JUST CALLING CRC TO HAVE THE INFO UPDATED ON FILE AS NOW CUST KNOWS WHAT PART WENT DEFECTIVE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED FOR UPDATING CUSTOMER INFORMATION ONLY, DO NOT USE FOR DOCUMENTING ANY OTHER ISSUES.)

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 04832 SPRINGFIELD FORD, INC.

Odometer: 85000 MI

Analyst Name: JACKSON,CELESTE (C.)

Action Date: 10/01/2003

Comm Type: PHONE

Analyst: CJACKS84

Action Time: 12:57:37.314

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: Yes

Comments: LPA COMMENTS: SPOKE WITH CLEO MURPHY WILL ENTER COMMENTS.

Data Element Name

Data Value

CONTACT PERSON

CLEO MURPHY

Action: DENY ASSISTANCE - BEYOND WARRANTY

Dealer: 04832 SPRINGFIELD FORD, INC.

Odometer: 85000 MI

Analyst Name: JACKSON,CELESTE (C.)

Action Date: 10/01/2003

Comm Type: PHONE

Analyst: CJACKS84

Action Time: 14:12:24.453

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments: LPA COMMENTS: CLEO ALLEGES THAT HER INDEPENDENT DETERMINED THAT THE CUT OFF SWITCH FOR THE CRUISE CONTROL WAS CAUSE OF ALLEGED FIRE DAMAGE. STATES THAT SHE DID SEE FLAMES. NO MENTION OF INJURY OR INJURY CLAIM. STATES SHE WANTED TO MAKE FORD AWARE OF CONCERN IN CASE OTHER VEHICLES BEGIN TO EXPERIENCE THE SAME THING. LPA THANKED CUSTOMER FOR ADVISING US OF HER ALLEGED INCIDENT. ADVISED CUSTOMER VEHICLE BEYOND WARRANTY, NO ESP, AND NO RECALLS.

Customer Info

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

Address: [REDACTED] GA [REDACTED]

Country: USA

Language: EN

Cell Phone: [REDACTED]

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:



VIN

1FTEF15N4SN

1FMEU17L1VL



1FMDU32XKR

Year Model
1995 F-SERIES
Open Issues Exist
1997 EXPEDITION
No Open Issues
1994 EXPLORER
No Open Issues

Vehicle List

Sales Type
INDIVIDUAL RTL
INDIVIDUAL RTL
INDIVIDUAL RTL

Owner Status
Original Owner
Original Owner
Original Owner

Vehicle Info
Costs
Warranty History
Costs
Warranty History
Costs
Warranty History



ESP / Recall Information

VIN: 1FTEF15N4SN [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FTEP1SN4SN	Veh Line:	T/F1 - F-SERIES (91-97)	Eng Serial No:	*
Model Year:	1995	Market Derivat:	* - [N/A]	Body Shell:	*
Veh Type:	T	Drive Code:	T/B - 2 WHL L/H REAR DRIVE	Engine:	T/VA - 5.0L OHV EPT NA V8 GAS*NP
Inv. Dealer:	04832	Body Cab Style:	T/BB - SINGLE CAB (REGULAR CAB)	Transmission:	T/DU - 4 SPD AUTO TR NAAO AODEW4R70W
		Version/Serial:	T/AM - 150 SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AR - NORFOLK PLANT BUILD
Country: USA - ##### Prod Date: 27-SEP-1994

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121671 - *
Country: USA - ##### Selling Tr St/Prov: GA
Buyer St/Prov: GA
Arrival Date: 05-OCT-1994 Mail Carpet Lease: *
Sale Date: 29-NOV-1995 Fleet/Beta R/Ca. Lease: R
Warranty Start Date: 29-NOV-1995 Modified Vehicle: *
Orig Warranty Date: 29-NOV-1995 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
F11EN144241173 41 6 2 2039030 GR E 8024 70 1013 295 53 218671851 EP N 041 N E N
1PT8472 607A 08U 042 R

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	1Q	GVW Class Code:	E
Audio Dials:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR

9/30/03

Axle Type:	GGIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	EL	Paint:	PNEGA - VERMILLION SOLID
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radios:	AG - ELSTR AM/FM/STRO/CSTC/CLOCK
Calibration Code:	454/R10A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axles:	
Color(Trim):	000YD -	Tire Brand:	CS - FIRESTONE/GENERAL/GOODYEAR
Delivery Type:	B	Tire Size:	D3GUF - P235/75R15XL OWL A-S
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LB:	*	RR:	*
LI:	*	RL:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Time):	*	Emission Decal Suffix:	LMY
ESP Plan Year:	*	Engine Family:	SPM5HNG01A
ESP Signature Date:			

Standard Claims List For Model Year 1995

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC #	PREF	BASE	SUFF	COC	CD	DIST (Miles)
1FTEFLJN4SN	7/F1	*	T/BB	T/AM	T/B	AR	T/DU	T/VA	27-SEP-1994	28-NOV-1995	121671	USA	1	7K02	110401	*	11372	*	Q29	41	308
AWS Claim Key: 6290443 Trz Codes: 1 Labor Hrs: 4																					
Dir Cd-Sch Cd:		04832-*	Name: SPRINGFIELD FORD, INC.				Ph: 912-8260058		St: GA		City Cd:		USA Reg Cd:		NA		Reg Date: 04-DEC-1995		Dec #: 07063301		
1FTEFLJN4SN	7/F1	*	T/BB	T/AM	T/B	AR	T/DU	T/VA	27-SEP-1994	28-NOV-1995	121671	USA	1	7K02	130501	F1SZ	10884	A	A85	42	601
AWS Claim Key: 6290406 Trz Codes: 1 Labor Hrs: 4																					
Dir Cd-Sch Cd:		04832-*	Name: SPRINGFIELD FORD, INC.				Ph: 912-8260058		St: GA		City Cd:		USA Reg Cd:		NA		Reg Date: 11-DEC-1995		Dec #: 07068301		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	21-ATLANTA	N	B2	04832	F21871

Dealer Name: SPRINGFIELD FORD, INC.
 Dealer Address: 8151 HIGHWAY 21 SOUTH
 RINCON GA 31328

Dealer Main Phone: 812-828-0058 Dealer Service Phone: 812-828-0058

Position	Employee Name
DEALER/PARTNER	IRMGARD MAHN
GENERAL MANAGER	HARRY A MAHN
PARTS MANAGER	DUANE ANDERSON
SALES MANAGER	JIMMY EDWARDS
SERVICE MANAGER	CHERYL PERKINS

Service Hours

8:00 TO 8:00 M-F FAX: 812 828-0036

Directions

Trained

Y

Additional Information

LSG ENROLLED

9/30/03

2002

1420651232 CHICAGO

SFCHNAMA

Add Action

05/07/02 12:31:09

==>

VIN: 1FTDX1766VK Year: 1997 Model: F-SERIES
Name:
Trmt:
Issue Type: 07 LEGAL Case: 1420651232
Comm Type: PH PHONE Issue Status: C INVESTIGAT
Dealer: 01892 WEBB FORD INC Odometer Reading: 93800
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDER Odometer Type: MI
Reason Desc: LEGAL - ACCIDENT / FIRE Document Number:
Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type:
Action Desc: REFER TO INSURANCE CARRIER - I CAN Court Code:
Comments: ***LPA IS DENYING ASSISTANCE DUE TO THE CUSTOMER'S INSURANCE
CO-METLIFE'S INVOLVEMENT. THEY HAVE ALREADY PROCESSED A
CLAIM AND THEY HAVE TOTALED THE VEHICLE OUT AND IT'S NOW
IN METLIFE'S POSSESSION.
***LPA IS SENDING CUSTOMER DENIAL/INSURANCE LETTER
DATED 5/7/02.
*****NO FURTHER ACTION AT THIS TIME*****

F1=Help

F2=ActionList

F5=Add

F6=DealerInfo

F9=PrevComments

F10=NextComments

F11=Menu

F12=Return

F13=DealerList

UPDATE SUCCESSFUL

LPREL85

Ford Motor Company

Consumer Affairs

*Sent Via U.S. Mail

May 7, 2002

[REDACTED]
Cedar Lake, IN [REDACTED]

RE: 1997 Ford F-Series
VIN: 1FTDX1766VK [REDACTED]

Dear [REDACTED]

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

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

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

Respectfully,

COPY

Tisha Mosley
Consumer Affairs



SFCHADMA

Action Detail

05/03/02 14:07:28

==>

VIN: 1FTDX1766V Year: 1997 Model: F-SERIES
Owner Status: ORIGINAL WSD: 04/17/96
Name: Hm Ph:
Trmt: Case: 1420651232 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: WEBB FORD INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 93800 MI
Analyst: BELHOUJJ BRAD ELHOUJJAJI Document Number:
Action Date: 05/03/02 Action Data: Y Action Time: 11:40:06 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: NOT BEEN CONTACTED CAC ADVISED: -INFORMED CUST OF 00S22
- I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS G
ROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 7-
10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND
REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

LPREL85

SFCHADMA

Action Detail

05/03/02 14:07:21

==>

VIN: 1FTDX1766VF Year: 1997 Model: F-SERIES
Owner Status: ORIGINAL WSD: 04/17/96
Name: Hm Ph:
Trmt: Case: 1420651232 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: WEBB FORD INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 93800 MI
Analyst: BELHOUJJ BRAD ELHOUJAJI Document Number:
Action Date: 05/03/02 Action Data: Y Action Time: 11:40:06 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: CUSTOMER SAYS: THE TRUCK CAUGHT ON FIRE UNDERNEATH THE HOOD (MASTER CYLINDER AREA) -THE ENTIRE LEFT SIDE OF THE ENGINE COMPARTMENT WAS ON FIRE. -THIS OCCURED RECENTLY ON 4/30/02 -TRUCK IS CURRENTLY AT INDEPENDENT (MIKE'S AUTO BODY AT WEST 125TH AVE IN CROWN POINT) -VEH IS UNREPAIRABLE -FIRE REPORT WAS FILED WITH CEDAR LAKE FIRE DEPARTMENT (NO REPO

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL85

SFCHADMA

Action Detail

05/03/02 14:07:26

==>

VIN: 1FTDX1766V Year: 1997 Model: F-SERIES
Owner Status: ORIGINAL WSD: 04/17/96
Name: Hm Ph:
Trmt: Case: 1420651232 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: WEBB FORD INC
Issue Type: 07 LEGAL Issue Status: 0 OPEN
Comm Type: PH PHONE Odometer Reading: 93800 MI
Analyst: BELHOUJJ BRAD ELHOUJJAJI Document Number:
Action Date: 05/03/02 Action Data: Y Action Time: 11:40:06 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: RE REPORT WAS FILED WITH CEDAR LAKE FIRE DEPARTMENT (NO REPO
RT # AT THIS TIME) -CLAIM FILED WITH METLIFE INSURANCE (CO
MPANY WILL SETTLE AS SOON AS CUST CAN PRODUCE A TITLE) -CU
ST WOULD LIKE TO KNOW IF THERE ARE ANY OPEN FSA/SP THAT MIGH
T BE RELATED TO THIS. PER CUSTOMER, DEALER SAYS: DLR HAS
NOT BEEN CONTACTED CAC ADVISED: -INFORMED CUST OF 00S22
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL85

DEALER: F41075 WEBB FORD INC
Address: 9809 INDIANAPOLIS
City: HIGHLAND
State/Prov: IN ZIP/Postal: 46322
Country: USA Trained: Y
Dlr Phone: 219 924 3400
Svc Phone: 219 924 3400
Svc Hours: 7AM-9PM M-F SAT 9AM-2PM
Directions:

P&A Code: 01892
Sales Region: 41 CHICAGO
Sales Zone: E
FCSD Region: 41 CHICAGO
Market: A1
Market Area:

A
C POSITION Employee Name *com-Tnorton5*

DEALER/PARTNER	WEBB, JOHN M
PARTS & SERVICE DIRECTOR	GARCIA, JOE C
PARTS MANAGER	BRUGGEMAN, KENNETH
SALES MANAGER	KRAMMERER, MATTHEW D
SERVICE MANAGER	KOWALCZYK, FRED W

F1=Help F2=IssueList
NO MORE RECORDS AVAILABLE

F7=Prev

F8=Next

F11=Menu

F12=Return

LPREL85

SFCHSVMA

Vehicle List

05/03/02 14:14:57

<=>

Name:

Address:

Address:

City: CEDAR LAKE

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: IN

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	1PTRW08L61E	2001	F-SERIES	Individual Rtl
	ORIGINAL			
	1PTDX1766VE	1997	F-SERIES	Individual Rtl
	ORIGINAL			Y
	1FTEX15N1SE	1995	F-SERIES	Individual Rtl
	ORIGINAL			
	1MEPM6242PE	1993	COUGAR	Individual Rtl
	ORIGINAL			

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next F9=ESP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL85

SPCHREMA

Recall/ONP Information

05/03/02 14:07:53

==>

VIN: 1FTDX1766VK [REDACTED] Year: 1997 Model: F-SERIES
WSD: 04/17/96 Build Date: 03/15/96

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
-	00822	S	FUEL LINE	RELEASED FOR MAILING	03/20/02	141431
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC
	96862	S	SEAT BELT	COMPLETE	05/27/98	01542
	97886	S	SHIFT CABLE	COMPLETE	05/27/98	01542
	98R01	R	PCV FREEZING	RELEASED FOR MAILING	02/22/99	141431
	98S14	S	WHEEL LUGNUT	RELEASED FOR MAILING	01/23/01	141431

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

LPREL85

SPCHIFMA

Add Issue

05/03/02 14:07:40

==>

VIN 1FTDX1766VK Year: 1997 Model: F-SERIES
Sale Type: Individual Rtl Trmt: WSD: 04/17/96
Name:
Address:
Address:
City: CEDAR LAKE Home Phone:
Zip/Postal: Day Phone:
Prev Owner: State/Province: IN
Issue Type: Country: USA
Comm Type: Owner Status: ORIGINAL
Document Nbr: Odometer Reading: MI
Symptom Desc: Legal Issue Type:
Reason Desc: CAN Court Code:
Action Desc: CAN Award Code:
Dealer: Last Handled Date: 05/03/02

----- Caller Information -----

Last Name: First Name: MI:
Day Phone: Relationship:
F1=Help F2=CustomerList F4=UpdCustInfo F5=AddComments F6=IssueList
F9=SympList F10=ReasonList F11=Menu F12=Return F13=DealerList
F14=ESP F15=WarrHistory F16=Recall/ONP F17=SpecCoverage F18=ActionList
RECORD FOUND LPREL85

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 07-MAY-2002

Note: All Costs are in US Dollars

IFTDX1766VK	P5	T/F5	*	T/BD	T/AM	T/B	AJ	T/DU	T/V3	15-03-96	17-04-96	141431	USA	26	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	9931119	Doc #:	24104903	Trx Code:	96S62	Labor Hrs:	2	Labor Cost:	13.2	Material Cost:	0	Total Cost:	19.8									
Dir Cd-Sub Cd:	01542-*	Name:	ART HILL INC	Ph:	219-7385380	St:	IN	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-MAY-1998	DIST(Mile):	34982							
Cost Comments:	#96S62, SEAT BELT ANCHORAGE																					
Tech Comments:	PERFORMED RECALL ON SEAT BELT 96S62																					

IFTDX1766VK	P5	T/F5	*	T/BD	T/AM	T/B	AJ	T/DU	T/V3	15-03-96	17-04-96	141431	USA	26	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	9931320	Doc #:	24104901	Trx Code:	98S14	Labor Hrs:	3	Labor Cost:	19.8	Material Cost:	0	Total Cost:	26.4									
Dir Cd-Sub Cd:	01542-*	Name:	ART HILL INC	Ph:	219-7385300	St:	IN	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-MAY-1998	DIST(Mile):	34982							
Cost Comments:	#98S14, LUG NUTS TORQUE																					
Tech Comments:	PERFORMED LUG NUT TORQUE RECALL 98S14																					

IFTDX1766VK	P5	T/F5	*	T/BD	T/AM	T/B	AJ	T/DU	T/V3	15-03-96	17-04-96	141431	USA	26	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	9931318	Doc #:	24104904	Trx Code:	97S86	Labor Hrs:	3	Labor Cost:	19.8	Material Cost:	.51	Total Cost:	25.92									
Dir Cd-Sub Cd:	01542-*	Name:	ART HILL INC	Ph:	219-7385300	St:	IN	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-MAY-1998	DIST(Mile):	34982							
Cost Comments:	#97S86, AUTOMATIC SHIFT CABLE RETENTION																					
Tech Comments:	PERFORMED RECALL ON SHIFT CABLE 97S86																					

IFTDX1766VK	P5	T/F5	*	T/BD	T/AM	T/B	AJ	T/DU	T/V3	15-03-96	17-04-96	141431	USA	27	Q23	6D04	F65Z	1564416	AAP	S08	V03	S55	D4
AWS Claim Key:	10275779	Doc #:	24153401	Trx Code:	E84	Labor Hrs:	0	Labor Cost:	65	Material Cost:	281.4	Total Cost:	352.9										
Dir Cd-Sub Cd:	01542-*	Name:	ART HILL INC	Ph:	219-7385380	St:	IN	City Cd:	USA	Reg Cd:	NA	Repr Date:	08-JUN-1998	DIST(Mile):	34982								
Cost Comments:	REPAIR INTERIOR TRIM AS NEEDED INSTALL SOP PART, PASSENGER SEAT COVER SPLIT AT SEAM.																						
Tech Comments:	INSTALLED NEW TOP PASSENGER SEAT COVER THERE WAS A SPLIT ON THE STETCHING THAT READS LARIATT																						

Any comments? You can contact



webmaster

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTDX1766V2000000 Vch Line: TFS - F150Z50(FN96)F225-FORD [97-03] Eng Serial No: *
 Model Year: 1997 Market Derived: * - [N/A] Body Style: *
 Vch Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/V3 - W-M 4.6L SOHC EFI NA CIV6 G-HP
 Inv. Dealer: 01511 Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/IDU - 4 SPD AUTO TR NAAG AODEW/4R70W
 Version/Serial: T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 15-MAR-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 141411 - *
 Country: USA - ##### Selling Dr St/Prov: IL
 Buyer St/Prov: IL

Arrival Date: 22-MAR-1996 Red Carpet Lease: *
 Sale Date: 17-APR-1996 Fleet/Retail/Cn. Lease: R
 Warranty Start Date: 17-APR-1996 Modified Vehicle: *
 Orig Warranty Date: 17-APR-1996 Retacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 X179KA4210913919 2 2 01A7D2D CA B 2000 56 2R63 28 941 B 41X431890 Y874 W2K2TV 25 61
 F1D6 7 D 50BA 96UEL 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	RO	GVW Class Code:	D
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axis Ratio:	EGAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MA	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STRO/CST/CLK
Calibration Code:	648DR08A	Sound System:	* - [N/A]
Color(Access):	PNZIF - SILVER FROST C/C	Suspension Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Manufacturer:	AG - GOODYEAR
Delivery Type:	0	Tire Brand:	* - *
Drivetrain Code:	F	Tire Size:	D3JWC - P255/70R-16 OWL A-S
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	SAT
ESP Man Year:	* Engine Family:	VFM462HGKEK
ESP Signature Date:		

Any comments? You can contact



webmaster

1FTDX1766VM

VEHICLE DESCRIPTION

1997 F-SERIES LD

BODY STYLE

F-150 SUPER CAB STYLE
SIDE 4X2

ENGINE

4.6L SOHC
(WINDSOR)

ENGINE

CALIBRATION
648DR08A

TRANSMISSION

4R70W 4 SPD AUTO

AXLE CODE

H9

WARRANTY START DATE

04/17/1996

BUILD DATE

03/15/1996

START ODOM

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAD A CUDL WORKS CONTACT CLOSED WITHIN THE PAST 180 DAYS

00822 FUEL LINE

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

PCV TUBE FOAM INSULATION SLEEVE

98S14 WHEEL ATTACHMENT - LUG NUTS

NO ESP INFORMATION AVAILABLE

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTDX1766VM

NVNP510

NAVIS Vehicle Inquiry

05/07/02 12:36:53

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=>
VEHICLE ID: 1FVK (NWYPB88888) Vin: 1PTDX1766V Div: 2 Status: 800
Vehicle Line: TP5 Convey Deliv: 032296 Orig P-Lvl: 711 Selling Dlr: 41K431
Order Recpt: 013096 ShipTo Stat: Curr P-Lvl: 711 Sale Date: 041796
Orig Sched: Rls-To Stat: IL Order Dlr/Reg: 41431/41 Demo Dt:
Inv Prep: 031196 Orig Int St: 031696 Orig Rls Dlr: 41431 Deliv Type: 0
Prod Date: 031596 Curr Int St: 031696 Rls Dlr P&A: 01511 Sales Prd: 096043
Rls Date: 031596 Dlrfin Ext: 041096 Warr Start: 041796 Cancel Sl:
Memo Consign: P&C Ext: 041096 Warrs-Ind: Sale Status: G
Orig Pltbus: 031596 Advert Ext: 041096 -Date- -Dealer- -Region-
Curr Pltbus: 031596 Slspan SS#: 9688 Shipped: 031596
T/Name: 1 Curr Stock: 031596 41K431 41
Addr: State: IL 1st-Prior:
City: CEDAR LAKE N/A-Recpt: 042496 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
X17VK13939 2 2 01A7020 UA E 3UH9 55 2N53 28 961 B 41K431890 YZTS
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
N2E2TP 25 61FTD6 7 D 508A 96UUL
Fl-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

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LPREL85

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Friday, May 03, 2002 4:03 PM
To: Norton, Tracy (T.M.)
Subject: RE: [REDACTED] 997 F-Series VIN:1FTDX1766V [REDACTED] - CASE#1420651232

Hello Tracy,

I have received a CRC contact regarding the customer stated above. The servicing dealership is Webb Ford (01892). The customer is alleging the vehicle caught fire due to recall (00S22) involving the fuel line. I am collecting information at this time. If you have any questions or concerns, please let me know.

Thanks and have a Fabulous Friday!

Tisha Mosley

Legal Analyst—Chicago Region

Consumer Affairs/Litigation Prevention

(312) 845-5458 Telephone

(312) 845-5889 Fax

tmosley@ford.com

CSCN130

NOTIFICATION RECIPIENT HISTORY

05/07/02 12:37:4E

==>

ENTER CAMPAIGN NBR ==> 00822 VIN ==> 1FTDX1766V [REDACTED]
DEFECT : FUEL LINE BODY STYLE DESC: F-150 SUPER CAB STYLE SIDE 4X2
RESP DEALER : 141431 BEGINNING MAILED DATE: 02-03-26 YY-MM-DD
RELEASE DESC : ALL OSU FOLLOWUP ENDING MAILED DATE : 02-03-28 YY-MM-DD
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : [REDACTED] INITIALS: J
STREET ADDR1 : [REDACTED]
ADDR2 : ST/PRV: IN
CITY : CEDAR LAKE CTRY:
ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 01-03-30 YY-MM-DD

RESP DEALER : 141431 BEGINNING MAILED DATE: 01-09-25 YY-MM-DD
RELEASE DESC : ALL OSU FOLLOWUP ENDING MAILED DATE : 01-09-26 YY-MM-DD
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : [REDACTED] INITIALS: J
STREET ADDR1 : [REDACTED]
ADDR2 : ST/PRV: IN
CITY : CEDAR LAKE CTRY:
ZIP/POSTAL CODE: 463039517 N-A SOURCE: P N-A EFF DATE: 01-03-30 YY-MM-DD
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7-FIRST PAGE F8=NEXT PAGE F9=G140
I032-PRESS FB FOR MORE DATA LPREL851

ENTER CAMPAIGN NUMBER==> 00922 VIN==> 1FTDX1766V TYPE OF SEARCH: A
MODEL YEAR: 97 DEFECT: FUEL LINE BODY STYLE: F-150 SUPER CAB STYLE SIDE 4X2
NEW STATUS CODE: CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: SUPP CODE :
REPAIR DATE: DEALER P/A: KIT CODE : AA
MICRO REF: CLAIM NUM: OASIS DATE : 00-10-04
DELETE REASON: VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 2
CURRENT: 1 41 431 ASSIGNED: 01-09-14 SOURCE: PX EXTRACT DATE: 01-09-14
***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC
M RELEASED FOR MAILING 02-03-20
M RELEASED FOR MAILING 01-09-18
M RELEASED FOR MAILING 01-03-26
M RELEASED FOR MAILING 01-01-19
M RELEASED FOR MAILING 00-10-05
H AWAITING MAILING 00-08-25
DELETE REASON:
F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS
F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)
I037-NO MORE DATA TO DISPLAY

LPREL851

CSCN130

NOTIFICATION RECIPIENT HISTORY

05/07/02 12:37:50

==>

ENTER CAMPAIGN NBR ==> 00822

VIN ==> 1FTDX1766V

DEFECT : FUEL LINE BODY STYLE DESC: P-150 SUPER CAB STYLE SIDE 4X2

RESP DEALER : 141431 BEGINNING MAILED DATE: 01-04-04 YY-MM-DD

RELEASE DESC : ALL OSU FOLLOWUP ENDING MAILED DATE : 01-04-09 YY-MM-DD

CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:

LAST NAME : INITIALS: J

STREET ADDR1 :

ADDR2 :

ST/PRV: IN

CITY : CEDAR LAKE

CTRY:

ZIP/POSTAL CODE: N-A SOURCE: P N-A EFF DATE: 98-09-30 YY-MM-DD

RESP DEALER : 141431 BEGINNING MAILED DATE: 01-02-02 YY-MM-DD

RELEASE DESC : POSTCARD FOLLOWUP ENDING MAILED DATE : 01-02-02 YY-MM-DD

CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:

LAST NAME : INITIALS: J

STREET ADDR1 :

ADDR2 :

ST/PRV: IN

CITY : CEDAR LAKE

CTRY:

ZIP/POSTAL CODE: 463039432 N-A SOURCE: P N-A EFF DATE: 98-09-30 YY-MM-DD

F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140

I032-PRESS F8 FOR MORE DATA

LPREL851

CSCN130

NOTIFICATION RECIPIENT HISTORY

05/07/02 12:37:56

==>

ENTER CAMPAIGN NBR ==> 00S22 VIN ==> 1FTDX1766VK[REDACTED]
DEFECT : FUEL LINE BODY STYLE DESC: F-150 SUPER CAB STYLE SIDE 4X2
RESP DEALER : 141431 BEGINNING MAILED DATE: 00-10-27 YY-MM-DD
RELEASE DESC : NI PART & INVOLVED ENDING MAILED DATE : 00-10-27 YY-MM-DD
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : [REDACTED] INITIALS: J
STREET ADDR1 : [REDACTED]
ADDR2 : [REDACTED] ST/PRV: IN
CITY : CEDAR LAKE CTRY:
ZIP/POSTAL CODE: [REDACTED] N-A SOURCE: P N-A EFF DATE: 98-09-30 YY-MM-DD

RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD
RELEASE DESC : ENDING MAILED DATE : YY-MM-DD
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS:
STREET ADDR1 :
ADDR2 : ST/PRV:
CITY : CTRY:
ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140
1048-LAST PAGE LPREL851