

**SAFETY RECALL
98S14**

**All 1997 and Certain 1998 Model Year F-150/250
(under 8,500 lbs.) Series Trucks, all 1997 and Certain
1998 Model Year Expeditions and Certain 1998
Navigator Vehicles - Wheel Attachment**

**Service Recall Bulletin**

June, 1998

To:

All Ford and Lincoln-Mercury Dealers

Subject:

Safety Recall 98S14 - All 1997 and Certain 1998 Model Year F-150/250 (under 8,500 lbs.) Series Trucks, all 1997 and Certain 1998 Model Year Expeditions and Certain 1998 Navigator Vehicles - Wheel Attachment

Ref:

Fax dated May 18, 1998, same subject

NOTE:

This bulletin supersedes the notice faxed to you on May 18, 1998 announcing this recall program. Contained in this bulletin are complete service instructions, labor operations and times for wheel lug nut replacement.

Until parts are available, continue to use the interim service action (repeated in the bulletin).

AFFECTED VEHICLES:

All 1997 and Certain 1998 Model Year F-150/250 (under 8,500 lbs.) Series trucks, produced from Job #1 1997 through April 7, 1998 for vehicles produced at Norfolk, through April 6, 1998 for vehicles produced at Kansas City and Michigan Truck, and through April 17, 1998 for vehicles produced at Ontario Truck. All 1997 and certain 1998 Model Year Expeditions and certain 1998 Navigator vehicles produced from Job#1, 1997 through 4/8/98 at Michigan Truck Assembly Plant.

REASONS FOR RECALL

Affected vehicles may have one or more lug nuts that do not apply sufficient clamp loads to the wheels. Vehicle operation could possibly result in wheel nuts becoming loose and continued vehicle operation may cause the wheel studs to shear, possibly resulting in the wheel separating from the vehicle and loss of vehicle control.

PERMANENT SERVICE ACTION

To correct this condition, the lug nuts will be removed and discarded, the wheels and studs inspected for any damage, the O-ring seal removed from the hub and new lug nuts with a revised finish reinstalled. Vehicles that had the interim service action performed, still require replacement of the lug nuts.

INTERIM SERVICE ACTION

Until the new lug nuts are available, customers may re-torque the lug nuts to 100 lb.ft. plus an additional one eighth (1/8) to one quarter (1/4) turn. Customers may, if they prefer, have this interim service action performed by the dealership at no charge.

When the new lug nuts with a revised finish become available, customers will receive a second notification.

QUESTIONS?

- Claims Information 1-800-423-8851

- Other Recall Questions 1-800-325-5621

Attachments**Attachment I**

- Administrative Information

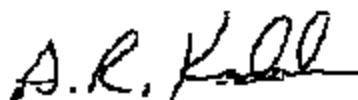
Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III

- Technical Information

Sincerely,



A.R. Kaduk
Manager
Vehicle Service and Programs

ATTACHMENT I
Safety Recall 98S14

OASIS

OASIS will not be activated until the second owner mailing begins informing owners of lug nut availability. Vehicle involvement for the interim service action can be determined by using OASIS to confirm the vehicle build data.

PLEASE NOTE

Before delivery of a new vehicle to a customer, you are required to perform this tightening procedure to all four wheels. Federal law requires that dealers conduct this tightening procedure prior to delivery to a buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

PROMPTLY CORRECT

Affected vehicles which are brought to your dealership.

CLAIMS SUBMISSION

Enter claims using DWE. See ACESII Manual, Sections 5 and 6.

WARRANTY AND POLICY MANUAL

See Sections 5 and 6 of the ACESII Manual.

REFUNDS

See ACESII Manual, Section 3.

ATTACHMENT II

Safety Recall 98S14**All 1997 and Certain 1998 Model Year F-150/250 Series Trucks (under 8,500 lbs.) Expedition, Navigator Vehicles Wheel Lug Nut Attachment**

Operation Description	Labor Allowances	Labor Operation
INTERIM ACTION (If performed) - Tighten lug nuts	0.3 Hrs.	98S14E
INTERIM ACTION (If performed) - Administrative Allowance	0.1 Hrs.	Misc. Expense Code "ADMIN"
PERMANENT ACTION 5 Stud Wheel Hub - Remove and discard old lug nuts and O-ring seal, inspect studs and wheel hubs and install new lug nuts	0.6 Hrs.	98S14C
PERMANENT ACTION 7 Stud Wheel Hub - Remove and discard old lug nuts and O-ring seal, inspect studs and wheel hubs and install new lug nuts	0.8 Hrs.	98S14D

PARTS REQUIREMENTS

Initial supply of revised finish lug nuts (permanent corrective action) is limited. Dealers are requested to tighten current lug nuts per the attached procedure in the interim.

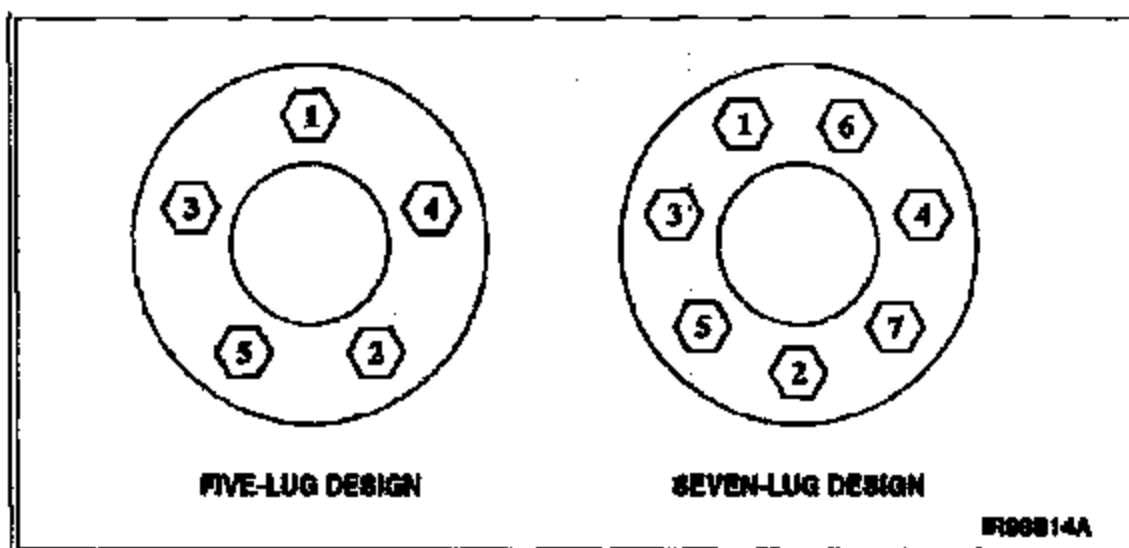
Parts will be available in the third (3rd) quarter of 1998.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**ATTACHMENT III
Safety Recall 98S14****TWO-PIECE LUG NUT REPLACEMENT****INTERIM SERVICE ACTION - LUG NUTS****SERVICE PROCEDURE**

1. Remove center cap (hubcap) from each wheel.
2. Tighten each lug nut in sequence shown in figure 1 below to verify that the nut is at 100 lb-ft. A torque wrench should be used to ensure proper torque.



3. Tighten each lug nut again in sequence, an additional $1/8$ to $1/4$ turn.
4. Install center cap (hubcap) on each wheel.

TWO-PIECE LUG NUT REPLACEMENT

AFFECTED VEHICLES:

1997-1998 EXPEDITION/NAVIGATOR AND F-150/250

SERVICE PROCEDURE

The following service procedure must be performed on all four (4) wheels.

1. Remove center caps from wheels.
2. Loosen lug nuts on all four (4) wheels.
3. Raise vehicle on hoist.
4. Remove all lug nuts.
5. Remove tire and wheel assemblies.
6. With wire brush, clean back of wheel (brake rotor/drum mating surface) of any foreign material.
7. Inspect all wheel stud holes for damage (cracked or distorted). If cracked or distorted (if a penny can fit through the stud hole), the wheel must be replaced.

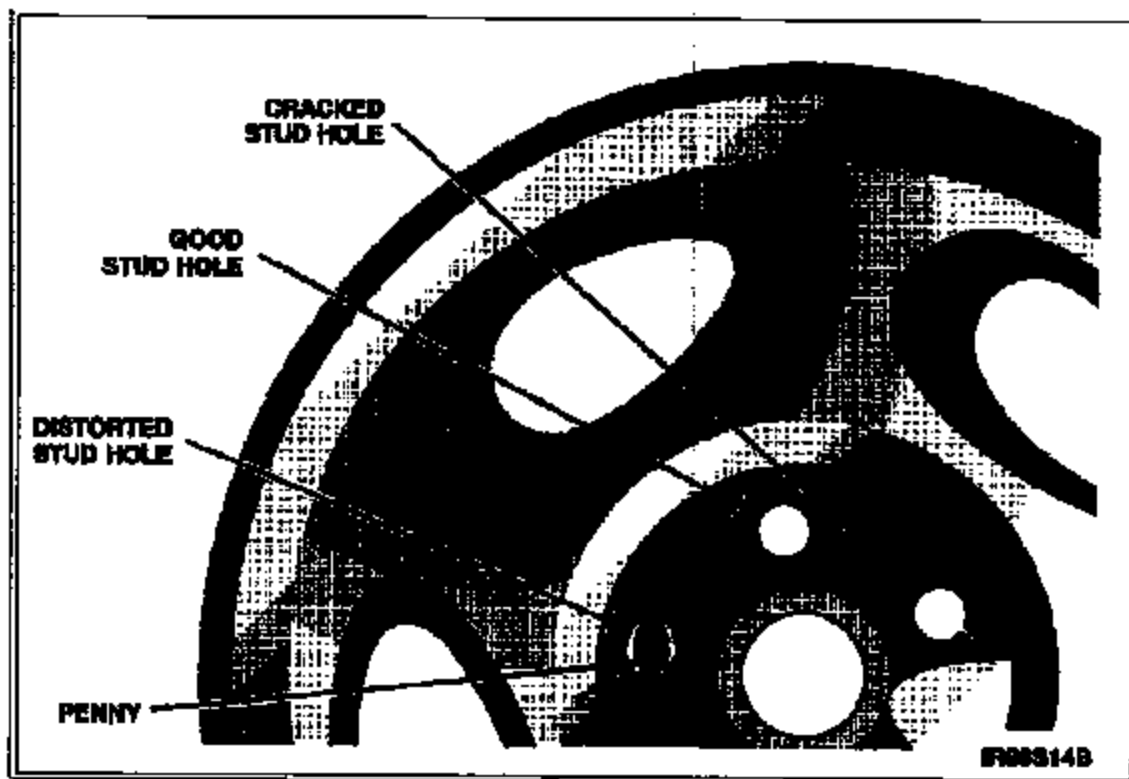


Figure 2

8. Inspect all studs. Replace if damaged.
9. Remove and discard hub O-ring and any remaining pieces from the front and rear hubs.

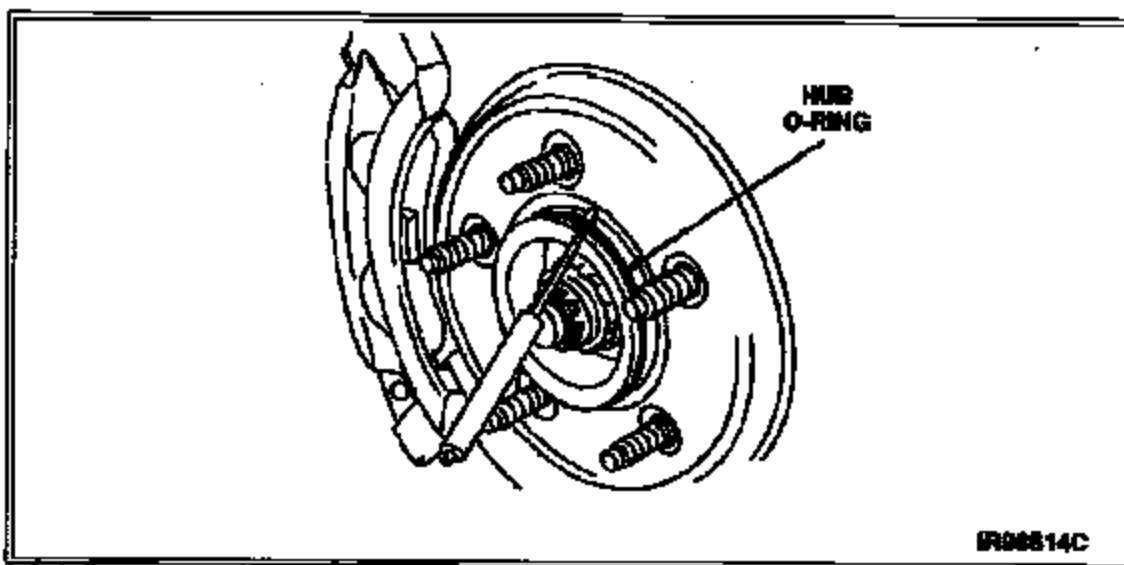


Figure 3

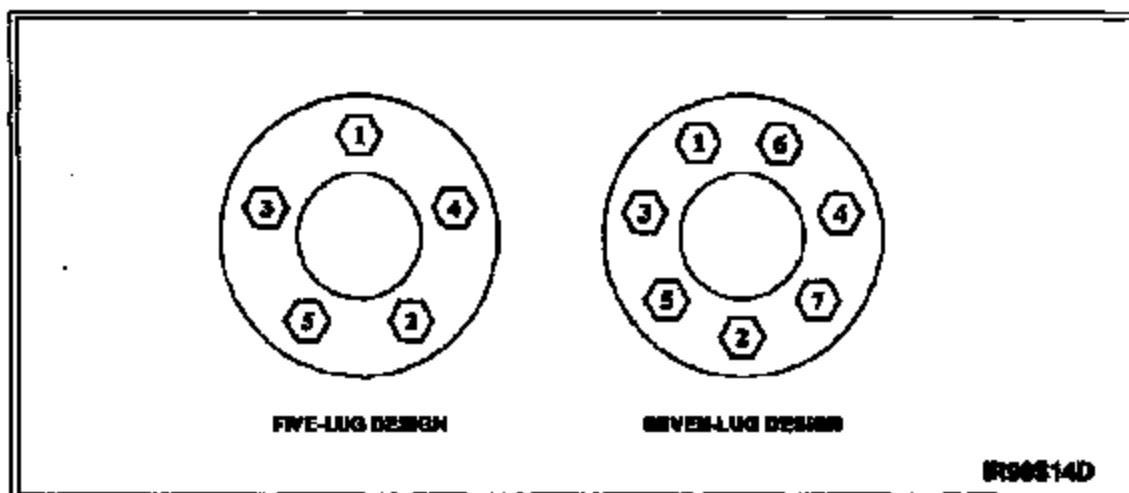
10. Install wheel and tire assemblies.

NOTE:

Do not tighten lug nuts to final torque at this time.

11. Install new lug nuts and tighten enough to securely mate wheel against rotor/drum.

12. Lower vehicle and tighten lug nuts in sequence shown to 136 Nm (100 lb-ft). See Figure 4.



13. Install center caps.



A.R. Kaduk
Manager
Vehicle Service and Programs
Ford Customer Service Division

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

Serial Number: 12345678901234567 98S14

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in all 1997 and Certain 1998 Model Year F-150/250 (under 8,600 lbs.) Series Trucks, all 1997 and certain 1998 Model Year Expeditions and certain 1998 Navigator vehicles.

SAFETY DEFECT

Affected vehicles may have one or more lug nuts that do not apply sufficient clamp loads to the wheels. Vehicle operation could possibly result in wheel nuts becoming loose potentially causing the wheel studs to shear which could possibly result in the wheel separating from the vehicle and loss of vehicle control.

INTERIM ACTION

Replacement lug nuts are not available at this time. In the interim, you may tighten the lug nuts as outlined in the attachment to this letter or, if you prefer, your dealer will perform this interim action at no charge to you.

PERMANENT CORRECTIVE ACTION

You will receive a second communication when replacement lug nuts become available in the third (3rd) quarter of 1998. At no charge to you, your dealer will inspect the wheel and hub/rotor assemblies for any damage and install the new lug nuts. This will be announced to you in a separate notification.

HOW LONG WILL IT TAKE?

The time needed for this service is less than one half day. However, due to service scheduling times, your dealer may need your vehicle for a longer period. Please call your dealer for a service date.

CHANGED ADDRESS OR SOLD THE TRUCK?

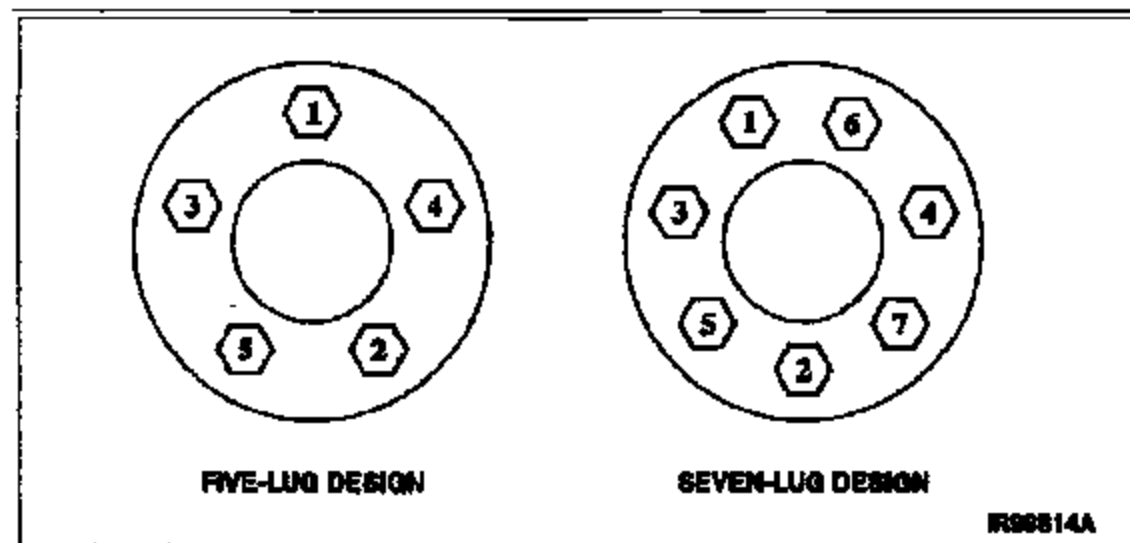
Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 18800 Executive Plaza Drive, P. O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 368-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built vehicle.

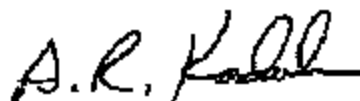
ATTACHMENT - INTERIM SERVICE ACTION - LUG NUTS**SERVICE PROCEDURE**

1. Remove center cap (hubcap) from each wheel.
2. Tighten each lug nut in sequence shown in figure 1 below to verify that the nut is at 100 lb-ft. A torque wrench should be used to ensure proper torque.



3. Tighten each lug nut again in sequence, an additional 1/8 to 1/4 turn.
4. Install center cap (hubcap) on each wheel.

Sincerely,



A.R. Kaduk
Manager
Vehicle Service and Programs

**SAFETY RECALL
98S14**



Service Recall Bulletin

June, 1998

TO: All Ford and Lincoln-Mercury Dealers

SUBJECT:

Safety Recall 98S14 - All 1997 and Certain 1998 Model Year F-150/250 (under 8,500 lbs.) Series Trucks, all 1997 and Certain 1998 Model Year Expeditions and Certain 1998 Navigator Vehicles - Wheel Attachment

Ref:

Question & Answer Bulletin dated June, 1998

NOTE:

This Question and Answer bulletin supersedes the previous bulletin faxed to you during May, 1998. This bulletin contains the same questions updated with answers using the latest available information.

The attached Question and Answer document is being provided to assist you in administering this Recall. Dealerships are encouraged to become familiar with this document and refer to it when addressing customer inquiries related to this recall.

QUESTIONS?

- Claims Information 1 800 423 8851
- Other Recall Questions 1 800 326 6821

Question and Answer Sheet

Safety Recall 98S14

The following Question and Answer document is being provided to answer additional questions that have commonly been asked by dealers.

1. What vehicles are affected?

a) 1997 and 1998 model-year F-150, F-250 (under 8500 GVW), Expedition and Navigator vehicles.

b) The affected F-Series vehicles were built from December 1995 to April 7, 1998 (Norfolk Assembly Plant); April 8, 1998 (Kansas City Assembly Plant); and April 17, 1998 (Ontario Truck Plant). The affected Expedition and Navigator vehicles were built at the Michigan Truck Plant from May 1996 to April 8, 1998. There are approximately

140,000 affected vehicles in Canada.

2. How many vehicles are involved?

a) Approximately 1.7 million vehicles globally.

3. What is the customer concern?

a) Some of the affected vehicles may have lug nuts that may be loose and will not hold the wheel to the vehicle.

4. What is the customer effect?

a) Customers may hear a noise in the wheel area if this condition exists. Vehicle operation could possibly result in wheel nuts becoming loose and continued vehicle operation may cause the wheel studs to shear, possibly resulting in the wheel separating from the vehicle and loss of vehicle control.

5. How many reports has Ford received?

a) Ford is aware of 98 alleged reports of wheel separations in North America that could potentially be related to this concern.

6. Why are some vehicles NOT included in this recall?

a) Vehicles excluded from this action already have revised wheel lug nuts.

7. What is the fix?

a) There are two parts to this recall: First, Dealers will verify initial wheel lug nut torque (100 ft/lb.) and tighten each nut an additional 1/8 to 1/4 turn. This procedure will keep the wheels securely in place. Customers will also be provided instructions that will enable them to tighten the nuts, should they decide to do so. Second, as soon as parts are available, Dealers will inspect wheels on the affected vehicles for damage and replace the wheel lug nuts with nuts having a different coating.

8. Is there any physical difference between the wheel lug nuts on the affected vehicles and the replacement wheel lug nuts?

a) Yes. The wheel lug nut on the affected vehicles have a silver-gray coating on the lug nuts. The replacement lug nuts have a black coating.

9. Is Ford confident that the lug nut tightening procedure is robust?

a) Yes. This procedure will keep the wheels securely in place. Replacing the lug nuts is the long term remedy for this concern.

10. If the interim fix is OK, why is there another fix coming?

a) The interim fix is robust but it is not designed to be a long term fix.

11. How many times can the wheel lug nuts be tightened?

a) The wheel lug nuts can be tightened any number of times.

12. When will owner notification begin?

a) Owners will be contacted twice. The first notification, scheduled to begin June 1998, is to inform the vehicle owners of the concern and provide them with a procedure for tightening the wheel lug nuts themselves or having it performed by a dealer prior to parts being available. The second contact will be made when parts are available to replace the wheel lug nuts.

13. When will dealers receive their affected unit listings (VIN and Owner Name and addresses assigned to their dealership for this recall)?

a) Affected unit listings will not be provided until the second owner mailing begins. OASIS and Labor Operation codes for the permanent corrective action will be activated at that time.

14. When completing the recall on a vehicle, if the dealership finds damage to the wheel studs or rim, what is the proper procedure?

a) The damaged components should be repaired or replaced and claimed as "related damage".

15. If an owner had previously paid to have this condition fixed, should the Dealership refund the customer for the previous repair?

a) Yes, the customer should be reimbursed as outlined in the Warranty and Policy Manual.

16. Should the Dealership hold related damaged replaced parts (wheel rim, studs, etc.) for possible return to Ford? What about the wheel lug nuts?

a) Yes, Dealerships should hold RELATED damaged parts for 30 days. Some of these parts may be requested for return by Ford.

b) All removed wheel lug nuts must be scrapped to avoid the possibility of being used on another vehicle.

17. When preparing claims for the interim repair, should the claim be coded with the recall number?

a) Yes. Enter recall number 98S14 on the claim form. Also include the Labor Operation for the interim repair (tightening lug nuts) which is 98S14E and the labor time is 0.3 Hour.

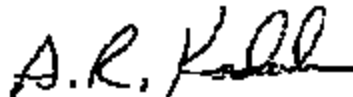
NOTE:

This operation will not remove the VIN from OASIS.

18. Should I claim 0.1 hour Administrative Allowance for the interim repair?

a) Yes.

Sincerely,



A.R. Kaduk
Manager
Vehicle Service and Programs

SAFETY RECALL
98S14

SAFETY RECALL
98S14
Supplement #1

Parts Availability - July, 1998



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

**RECALL/
SPECIAL SERVICE
PROGRAM
INFORMATION**

July, 1998

To:

All Ford and Lincoln-Mercury Dealers

Subject:

Part Availability 98S14 - All 1997 and Certain 1998 Model Year F-150/250 (under 8,500 lbs.) Series Trucks, Produced from Job #1 1997 through April 7, 1998 at Norfolk, through April 8 at Kansas City and April 17 at Ontario Truck. All 1997 and Certain 1998 Model Year Expeditions and certain 1998 Navigator Vehicles produced from Job#1, 1997 through April 8, 1998 at Michigan Truck Assembly Plant - Wheel Attachment

FROM:

FORD CUSTOMER SERVICE DIVISION VEHICLE SERVICE AND PROGRAMS

REASONS FOR THIS ANNOUNCEMENT

Part availability (Lug Nut) for Recall 98S14.

PARTS REQUIREMENTS

Between 1 and 10 boxes of lug nuts (200 pieces each / F85Z 1012 AJ) will be shipped as seed stock to all Canadian and U.S. Dealers beginning Friday July 31, 1998. The number of boxes a dealer receives has been established based on each dealer's number of involved units. As of July 30, 1998 Ford has input stock orders for approximately 2 million lug nuts. Dealers will receive the first shipment of lug nuts with their first Stock Order, July 31st or later. Additional quantities of lug nuts (about 1 million per week) will continue to be stock ordered and direct shipped to dealers until one of the two following conditions are met:

- The quantity of lug nuts shipped to each dealer reaches 80% of the involved units in this recall.
- FCSD determines there is enough available inventory to allow parts to go through the normal order processing channels (restrictions removed).

Parts will not be available for dealer order until the above conditions have been met. If you have received your entire allocation (80% of involved units) and need additional inventory (prior to the removal of order restrictions), please call the recall hotline at 1-800-325-5821. NOTE: No additional orders should be placed until you have received the full 80% allocation.

OTHER

- OASIS and DOES II will be activated for all vehicles on Friday August 7, 1998.
- Labor Operations 98S14C and D for Lug Nut replacement will be activated Friday August 7, 1998.
- Dealers are to continue to tighten lug nuts (Labor Operation 98S14E) for customers if they do not have parts to complete Lug Nut replacement.
- Part number F85Z 1012 CC (Pkg. of 5 lug nuts) will not be accepted on 98S14 claims.
- FCSD will monitor daily parts inventory and will phase-mail customer notifications as soon as part supply is adequate to support these mailings.
- Involved unit listings will be provided using FDCC at the same time customer notification mailing begins.

SAFETY RECALL
98S14
Supplement #2

Parts Availability - September, 1998



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

**RECALL/
SPECIAL SERVICE
PROGRAM
INFORMATION**

September, 1998

To:
All Ford and Lincoln-Mercury Dealers

Subject:
Part Availability 98S14 - All 1997 and Certain 1998 Model Year F-150/250 (under 8,500 lbs.) Series Trucks, Produced from Job #1 1997 through April 7, 1998 at Norfolk, through April 8 at Kansas City and Michigan Truck, and through April 17 at Ontario Truck. All 1997 and Certain 1998 Model Year Expeditions and certain 1998 Navigator Vehicles produced from Job #1, 1997 through April 8, 1998 at Michigan Truck Assembly Plant - Wheel Attachment

FROM:

FORD CUSTOMER SERVICE DIVISION VEHICLE SERVICE AND PROGRAMS

REASONS FOR THIS ANNOUNCEMENT

Continuation of "Seed Stock" for Recall 98S14 (Lug Nut Availability).

PARTS REQUIREMENTS

Between 1 and 10 boxes of lug nuts (200 pieces each / F85Z 1012 AJ) will continue to be shipped as seed stock to all Canadian and U.S. Dealers. The number of boxes a dealer receives has been established based on each dealer's number of involved units.

Currently, Ford has received approximately 8.5 million lug nuts. We anticipate the supplier will provide an additional 3.1 million lug nuts in September and 4.0 million in October.

All dealer's will continue to receive seed stock orders based on the number of involved units. Hotlines at Ford will not place orders unless you have reached your full 80% allocation.

OTHER

- Dealers are to continue to tighten lug nuts (Labor Operation 98S14E) for customers if they do not have parts to complete Lug Nut replacement.
- Part number F85Z 1012 CC (Pkg. of 5 lug nuts) will not be accepted on 98S14 claims.
- FCSD will monitor daily parts inventory and will phase-mail customer notifications as soon as part supply is adequate to support these mailings.
- Involved unit listings will be provided using FDCC at the same time customer notification mailing begins.

**SAFETY RECALL
98S14
Supplement #3**

Parts Availability - November, 1998

 Ford Motor Company Ford Customer Service Division Recall/Service Programs Department P.O. Box 1904 Dearborn, MI 48121-1904	RECALL/ SPECIAL SERVICE PROGRAM INFORMATION
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November, 1998

To:
All Ford and Lincoln-Mercury Dealers

Subject:
Safety Recall 98S14 Update - All 1997 and Certain 1998 Model Year F-150/250 (under 8,500 lbs.) Series Trucks, all 1997 and Certain 1998 Model Year Expeditions and Certain 1998 Navigator Vehicles - Wheel Attachment - Part Availability - Locking Lug Nuts

PARTS AVAILABILITY

Effective November 30, 1998 FCSD will take order controls off the lug nuts used in the 98S14 recall. The part number involved is F85Z-1012-AJ. This box contains 200 pieces, enough to repair 10 trucks under this program.

Stock and interim orders will be accepted starting November 30, 1998. Our supplier will continue to replenish our depots until demand is fully met.

When ordering F85Z-1012-AJ remember this is a box with 200 pieces. If your dealership needs 400 pieces, order 2 boxes.

The claims system will continue to accept re-torquing of lug nuts on all trucks where the recall remains open. If your dealership runs out of lug nuts, continue the re-torque procedure.

LOCKING LUG NUTS

Some affected vehicles may have dealer installed Ford branded locking lug nuts (part number F85Z-1A043-AA). The old finish locking lug nuts are to be replaced with the new finish locking lug nuts F85Z-1A043-AA. This service should be performed at the same time the other lug nuts are replaced under this program.

Replacing the Ford branded locking lug nuts will be claimed as related damage. See ACESII Manual, Section 5-23.

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

**SAFETY RECALL Certain 1997 Model Year F-Series Under 8500# GVW -
00S22 Fuel Line Inspection**

Ford Motor Company

October 2000

To:
All Ford and Lincoln Mercury Dealers

Subject:
Safety Recall 00S22 - Certain 1997 Model Year F-Series Under 8500# GVW - Fuel Line Inspection

AFFECTED VEHICLES

Certain 1997 model year F-Series trucks under 8500# GVW built at the Norfolk Assembly Plant and the Kansas City Assembly Plant from Job #1, 1997 through August 31, 1997.

SAFETY CONCERN

In some of the affected vehicles the fuel line assembly may come in contact with nearby components. If there is contact and the fuel lines are not repositioned, the fuel line could wear and a fuel leak could occur.

SERVICE ACTION

The dealer must inspect:

- the front and rear fuel lines and connector crimps
- the front fuel lines in the front retaining bracket for 10mm clearance to the dash panel
- the fuel line assembly in the area of the transfer case shift lever on 4WD models with manual shift transfer case.

In cases where the fuel lines lack the necessary 10mm clearance, the retaining bracket will be bent to obtain the necessary clearance. In some cases, the fuel lines will be replaced.

Attachments

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III

- Technical Information

QUESTIONS?

Claims Information:.....1-800-423-8851
Other (Dealer Only) Recall Questions:.....1-800-325-5621

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

ATTACHMENT I
Safety Recall 00S22

Certain 1997 F-Series under 8500# GVW Fuel Line Inspection

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

PROMPTLY CORRECT

Promptly correct all affected vehicles on your dealer VIN list which you will receive in the Ford Dealer Consolidated Communicator (FDCC). Also, correct other eligible vehicles that are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.

OWNER REFUNDS

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII manual for refund information.

RENTAL CARS

If a fuel line replacement is necessary and parts must be ordered, Ford will pay for a maximum of five days for a rental vehicle except for fuel which will be at the owner's expense. Follow Extended Service Plan (ESP)

guidelines for rental dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim.

ATTACHMENT II
Safety Recall 00S22

Certain 1997 F-Series under 8500# GVW Fuel Line Inspection

LABOR ALLOWANCES

Operation Description	Labor Allowances	Labor Operation
Inspect 4x2 or 4x4 with electronic transfer case vehicle fuel lines (no modification or replacement required)	0.2 Hours	00S22A
Inspect 4x4 with manual transfer case vehicle fuel lines (no modification or replacement required)	0.3 Hours	00S22K
Inspect, Bend Bracket(s) for 4x2 or 4x4 with electronic transfer case vehicle	0.2 Hours	00S22B
Inspect and Bend Bracket(s) for 4x4 with manual transfer case vehicle	0.3 Hours	00S22C
Inspect, Bend Bracket(s) and Replace front fuel line for 4x2 vehicle	0.9 Hours	00S22D
Inspect, Bend Bracket(s) and Replace front fuel line for 4x4 vehicle with automatic transmission and electronic transfer case	1.4 Hours	00S22E
Inspect, Bend Bracket(s) and Replace front fuel line for 4x4 vehicle with manual transmission and manual transfer case	1.2 Hours	00S22F
Inspect, Bend Bracket(s) and Replace front fuel line for 4x4 vehicle with automatic transmission and manual transfer case	1.5 Hours	00S22G
Administrative Allowance	0.1 Hour	Misc. Expense Code "ADMIN"

PARTS REQUIREMENTS

Parts Ordering Information

Parts will be direct shipped for this recall. Each dealer will receive one 5.4L fuel line assembly. For vehicles that need the 4.2L/4.6L fuel line assembly, dealers with less than 100 involved vehicles will receive one 4.2L/4.6L fuel line, dealers with 100 to 175 vehicles involved vehicles will receive two 4.2L/4.6L fuel lines, and dealers with 175 and above involved vehicles will receive three 4.2L/4.6L fuel lines. Dealers are requested to call the Campaign Coordination Center at the number noted below after repairing a vehicle to replenish their seed stock allotment. Order your parts requirement through the order processing channels as noted below:

All Order Types	Until 4/1/01	Call 1-800-325-5621
All Order Types	Until 4/1/01	Normal order process

Part Number	Description	Quantity
XL3Z-9J338-AA	Front Fuel Line Assembly-5.4L	1
XL3Z-9J338-BA	Front Fuel Line Assembly-4.2L/4.6L	1

INSPECTION AND REPLACEMENT REQUIREMENTS

Engineering anticipates:

- less than 1% of all inspected vehicles will require a new fuel line
- greater than 99% of all vehicles inspected will not require a replacement service part

ORDER INFORMATION DOR/COR

DOR/COR number 50184 identifies parts ordered for this campaign through the Recall Hotline (1-800-325-5621).

DEALER PRICE

For latest prices, refer to:

- DOES II
- Updated Price Book

**ATTACHMENT III
Safety Recall 00S22**

FUEL LINE INSPECTION AND REPLACEMENT**AFFECTED VEHICLES: CERTAIN 1997 F-150 AND F-250 MODELS****OVERVIEW**

This procedure will have you inspect the fuel lines to determine if any service is required.

A fuel line assembly must be replaced if it is:

1. leaking.
2. damaged at the flexible portion of either fuel line (front or rear) near the fuel filter assembly.
3. contacted by the 4x4 manual transfer case shift lever (only 4WD vehicles equipped with manual transfer case).

During the inspection, you will also be looking for proper clearance between the forward portion of the fuel lines and the dash panel. If there is contact or if clearance is below specifications, the fuel line front retaining bracket may be adjusted (bent) to obtain proper clearance only if other damage is not observed as noted above. **DO NOT BEND FUEL LINES. BEND ONLY THE BRACKET AS NECESSARY TO OBTAIN PROPER CLEARANCE.**

NOTE:

DO NOT ORDER PARTS UNNECESSARILY. FORD MOTOR COMPANY EXPECTS LESS THAN 1% OF ALL INSPECTED VEHICLES WILL REQUIRE A NEW FUEL LINE. IF ADDITIONAL SERVICE PARTS ARE REQUIRED, THEY CAN ONLY BE ORDERED FROM THE RECALL HOTLINE AT 1-800-325-5621.

INSPECTION

1. Only on 4WD models equipped with a manual shift transfer case, the transfer case must be shifted to a specific gear to perform a part of this inspection. Choosing the specific gear depends on which transmission the vehicle is equipped with. Refer to the chart below. The transmission model can be determined by the code on the certification label located on the left B-pillar. Shift the transfer case into the appropriate gear before raising the vehicle.

TRANSMISSION	CERTIFICATION LABEL TRANSMISSION CODE	TRANSFER CASE GEAR SELECTION
E4OD / 4R100	E	2 High
4R70W	U	Neutral
M5OD	M	Neutral

2. Turn the air suspension switch off, if equipped, then raise and support the vehicle on a hoist.
3. Inspect the fuel lines in the area near the fuel filter (located at the midpoint of the left side frame rail). Pull back the convolute to inspect both front and rear fuel lines and connector crimps for damage such as wear or abrasion on the braided flex hose. See Figure 1.
 - If no damage is observed, go to the next step.
 - If the FRONT fuel line is damaged, proceed to the appropriate fuel line replacement procedure in this Attachment III.
 - In the rare case of REAR fuel line damage, call the Recall Hotline at 1-800-325-5821 for further direction.

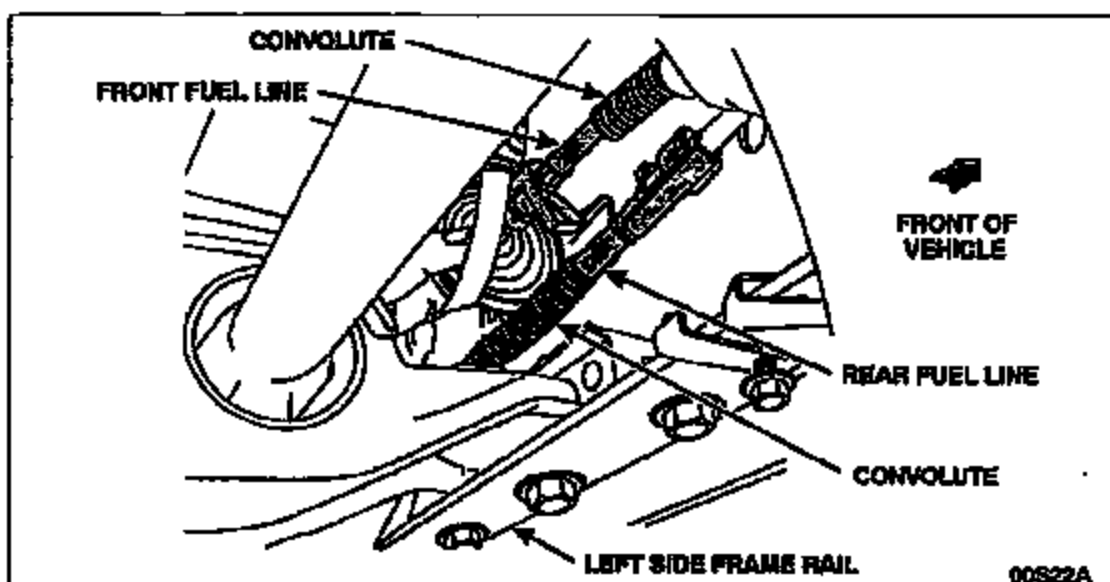


FIGURE 1

4. Inspect the fuel lines in the front retaining bracket for leaks. This bracket is located at the top left-hand portion of the transmission bell housing and can be viewed from below the vehicle.
 - If a fuel leak is present, the fuel line assembly must be replaced. Go to the appropriate replacement procedure in this Attachment III.
 - If no leaks are found in this area, go to the next step.
5. Inspect the fuel lines in the front retaining bracket for proper clearance to the dash panel. Using a long 3/8 inch extension, check for clearance by extending the 3/8 inch square drive end up between the transmission and the left catalytic converter to see if it will fit between the fuel lines and the dash panel. On 4WD models, position the extension between the front driveshaft and the left catalytic converter. See Figure 2.
 - Minimum clearance is 10 mm (approximately 3/8 inch).
 - Check the supply line (Figure 3) and return line (Figure 4) separately.

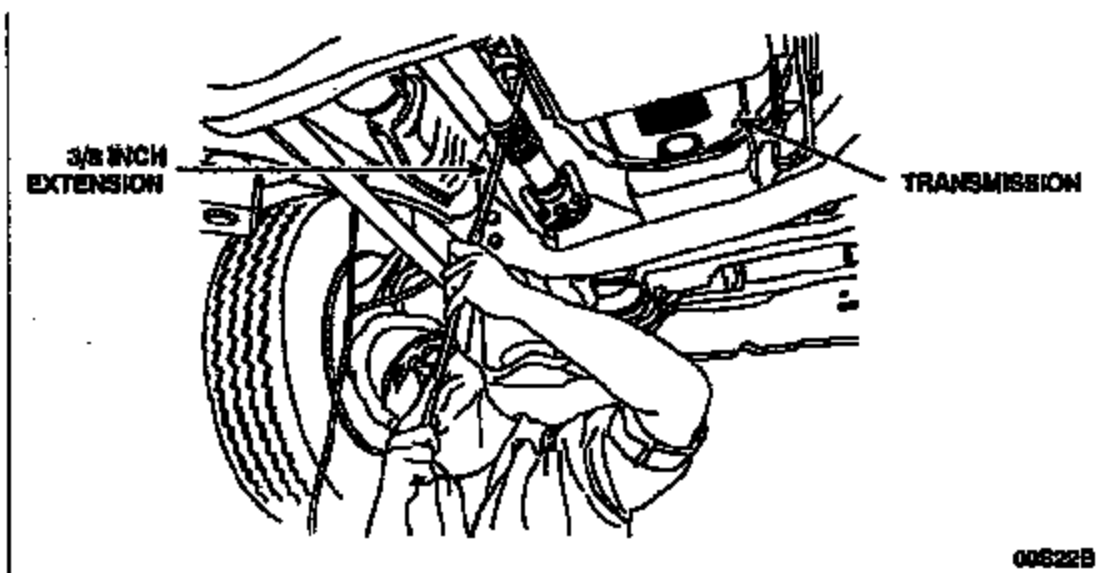


FIGURE 2

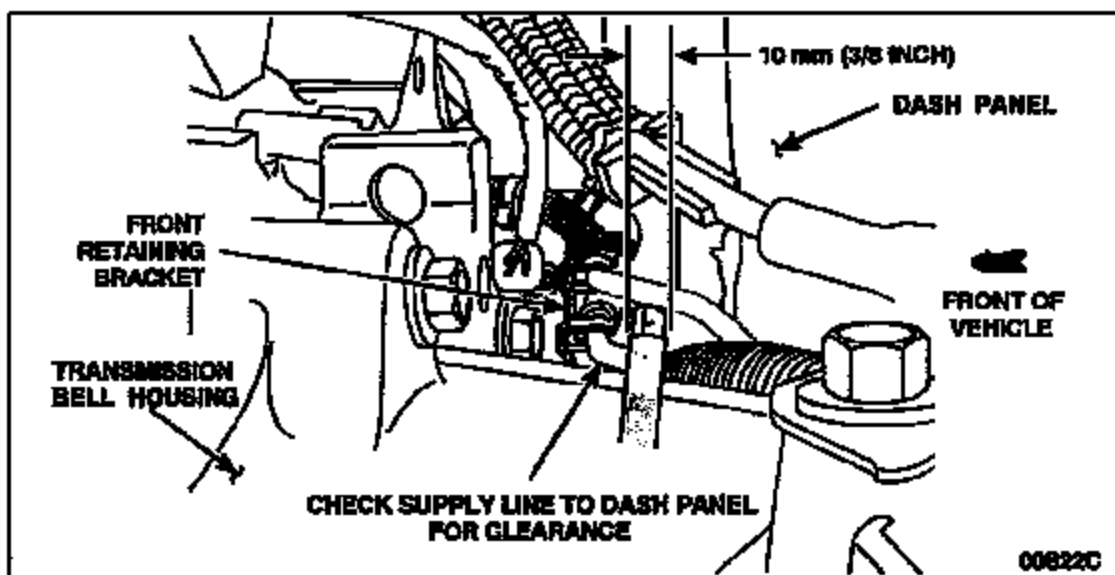


FIGURE 3

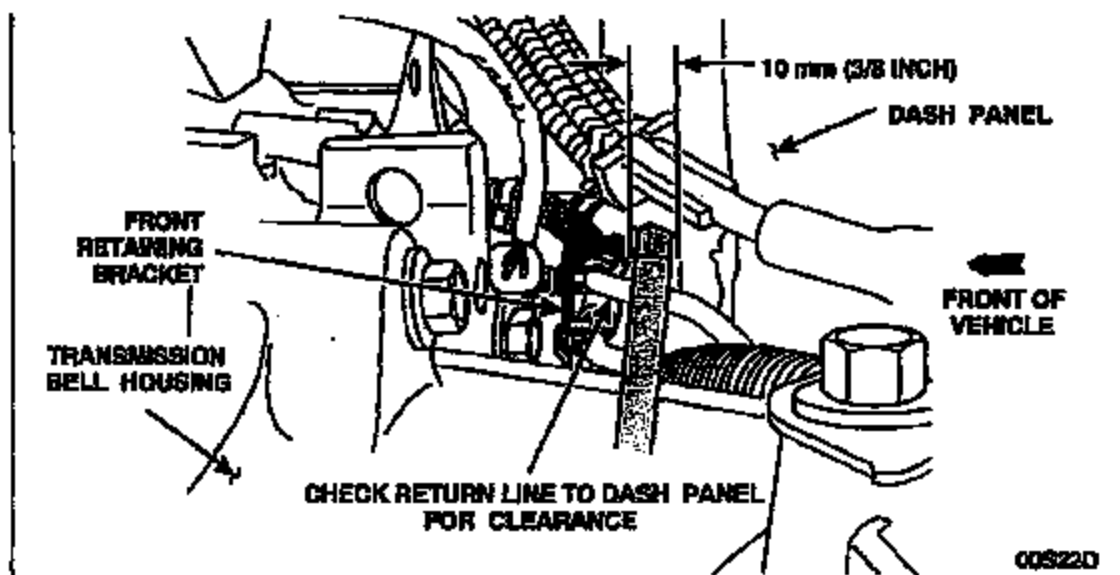


FIGURE 4

WARNING:

DO NOT BEND FUEL LINES. PRYING ON OR BENDING THE FUEL LINES INSTEAD OF THE BRACKET MAY RESULT IN A DAMAGED FUEL LINE, CAUSING A FUEL LEAK.

6. If the clearance between either fuel line and the dash panel is less than 10 mm, adjust (bend) the front retaining bracket forward using the same 3/8 inch extension turned around so the opposite end can be positioned on the lower corner of the front bracket. See Figure 5. Push forward with the extension to bend the bracket to gain adequate clearance. Be sure to bend the retaining bracket only and not the fuel lines themselves.

After bending the bracket, repeat Step 5 to make sure there is 10 mm (3/8 inch) clearance between the fuel lines and the dash panel.

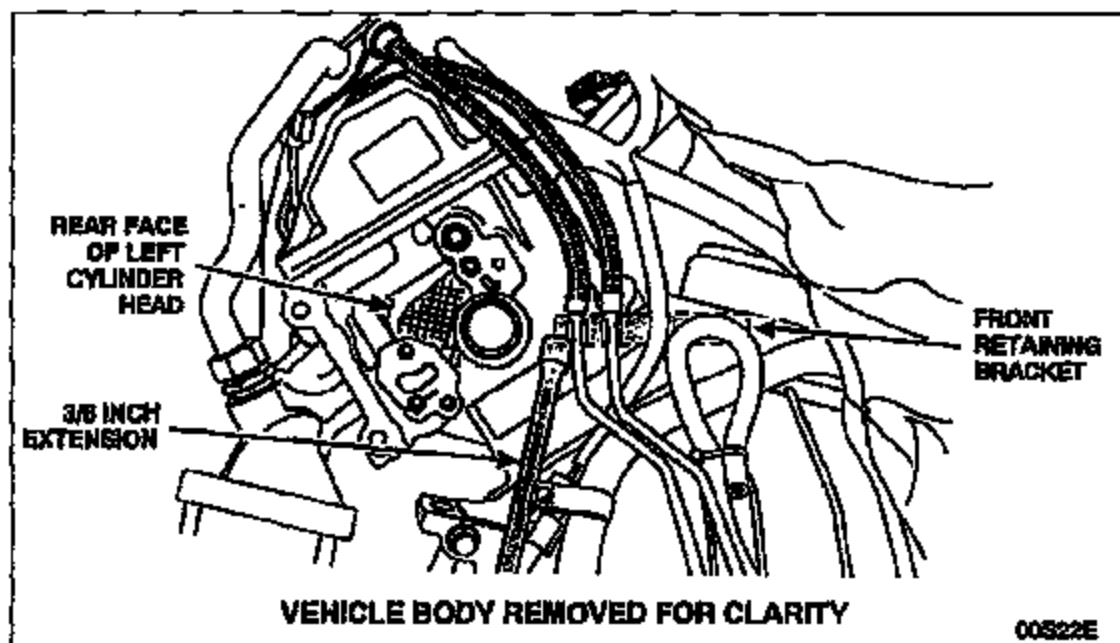


FIGURE 5

7. Only on 4WD models equipped with a manual shift transfer case, inspect the fuel line assembly in the area near the transfer case shift linkage for signs of contact. If equipped, remove and discard the heat

Insulation sheath to inspect the lines. See Figure B.

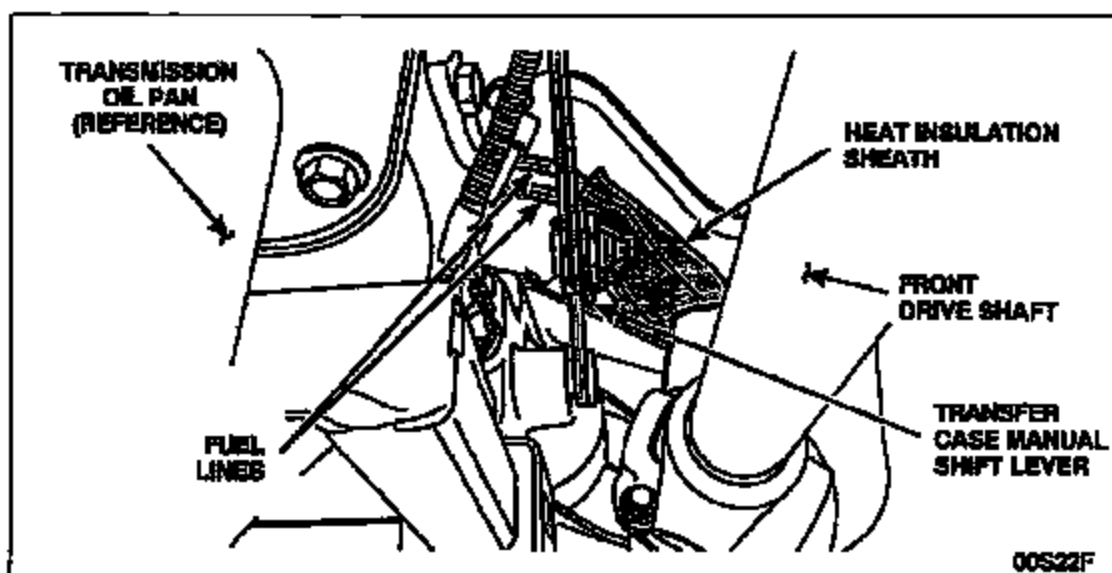
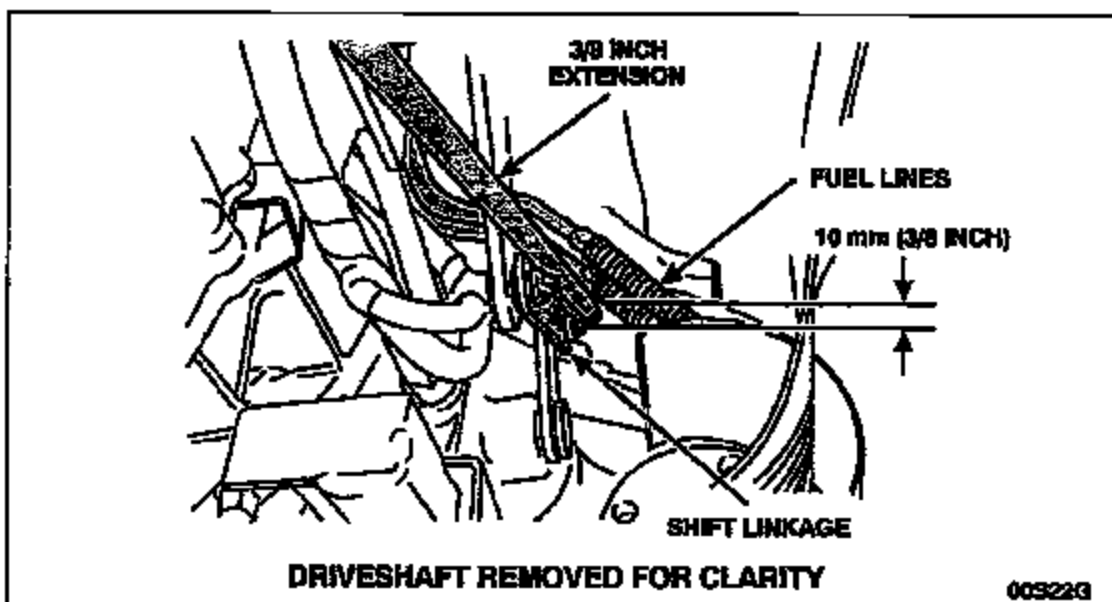


Figure 3.

- If evidence of damage or contact between the fuel lines and the shift linkage is found, the fuel line assembly must be replaced. Go to the appropriate replacement procedure in this Attachment III.
 - If no evidence of damage or contact is found, go to the next step.
8. Use a 3/8 inch extension to check for 10 mm (3/8 inch) clearance between the fuel lines and the shift lever. See Figure 7.
- If the clearance is 10 mm or greater, go to the next step.
 - If less than 10 mm clearance is observed, gently push up on the rear retaining bracket using only your hand to obtain adequate clearance while maintaining at least 10 mm (3/8 inch) clearance from the top of the lines to the underbody. See Figure 8 on the next page.
 - If you are unable to obtain the 10 mm (3/8 inch) clearance between the fuel lines and the shift linkage, or between the fuel lines and the underbody, call the Recall Hotline at 1-800-325-5621.

**FIGURE 7**

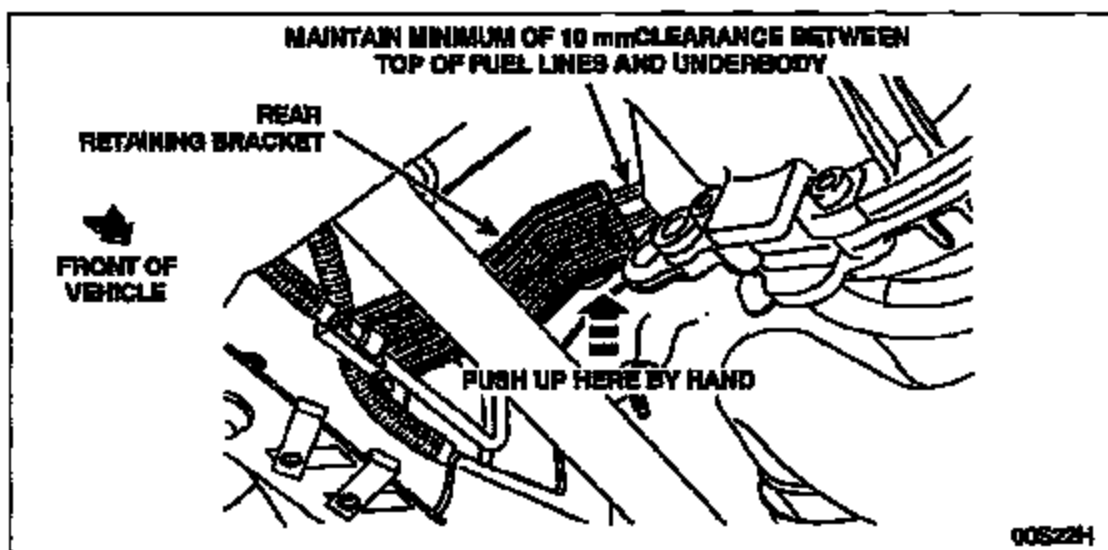


FIGURE 8

9. Release the vehicle only if ALL the following conditions are met:
- All clearances meet specification (10 mm minimum).
 - There are no signs of damage to either front or rear fuel line near the fuel filter.
 - There is no contact or damage between the transfer case shift linkage and the fuel lines.
 - There are no fuel line leaks.

NOTE:

DO NOT ORDER PARTS UNNECESSARILY. FORD MOTOR COMPANY EXPECTS LESS THAN 1% OF ALL INSPECTED VEHICLES WILL REQUIRE A NEW FUEL LINE. IF ADDITIONAL SERVICE PARTS ARE REQUIRED, THEY CAN ONLY BE ORDERED FROM THE RECALL HOTLINE AT 1-800-328-5621.

FRONT FUEL LINE ASSEMBLY REPLACEMENT — 4x2 MODELS**REMOVAL**

1. Install a memory saver, then disconnect the battery ground cable.

**WARNING:**

FUEL IN THE FUEL SYSTEM REMAINS UNDER HIGH PRESSURE EVEN WHEN THE ENGINE IS NOT RUNNING. BEFORE REPAIRING OR DISCONNECTING ANY OF THE FUEL SYSTEM COMPONENTS, THE FUEL SYSTEM PRESSURE MUST BE RELIEVED TO PREVENT ACCIDENTAL SPRAYING OF FUEL, CAUSING PERSONAL INJURY OR A FIRE HAZARD.

**WARNING:**

ADEQUATE VENTILATION IS REQUIRED WHEN WORKING IN A CONFINED AREA WITH FUEL AND FUEL RELATED COMPONENTS.

**WARNING:**

DO NOT SMOKE OR CARRY LIGHTED TOBACCO OR OPEN FLAME OF ANY TYPE WHEN WORKING ON OR NEAR ANY FUEL-RELATED COMPONENTS. HIGHLY FLAMMABLE VAPORS ARE ALWAYS PRESENT AND MAY IGNITE. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN PERSONAL INJURY.

**WARNING:**

THIS PROCEDURE INVOLVES FUEL HANDLING. BE PREPARED FOR FUEL SPILLAGE AT ALL TIMES AND ALWAYS OBSERVE FUEL HANDLING PROCEDURES. FAILURE TO FOLLOW THESE

INSTRUCTIONS MAY RESULT IN PERSONAL INJURY.

2. Relieve the fuel system pressure as follows:
 - Remove the fuel supply manifold Schrader valve cap and attach an EFI/CFI fuel pressure gauge.
 - Slowly open the manual valve on the fuel pressure gauge to relieve the fuel system pressure.
 - Remove the EFI/CFI fuel pressure gauge and replace the Schrader valve cap.
3. Remove the safety clips, then disconnect the two (2) fuel line spring lock couplers at the fuel supply manifold.
4. Turn the air suspension switch off, if equipped, then raise and support the vehicle on a hoist.
5. Remove the safety clips, then disconnect the two (2) rear fuel line connectors.
6. Remove the rear fuel line bracket retaining nuts from the outside of the frame rail.
7. Remove the fuel lines from the rear transmission-mounted fuel line retaining clip.
8. Disconnect the transmission wiring harness from the front fuel line retaining bracket.
9. Remove the front fuel line retaining bracket from the transmission bell housing.
10. Remove the fuel line assembly by routing it out over the rear of the transmission.

INSTALLATION

1. Install the new fuel line assembly over the rear of the transmission.
2. Install the front fuel line retaining bracket to the transmission. Tighten to 58 Nm (44 lb-ft).
3. Reconnect the transmission wiring harness to the front fuel line retaining bracket.
4. Install the fuel lines to the rear transmission-mounted fuel line retaining clip.
5. Install the rear fuel line bracket. Tighten the nuts to 10 Nm (89 lb-in).
6. Connect the two (2) rear fuel line connectors and install the safety clips.
7. Inspect the newly installed fuel line assembly to make sure all clearances meet specifications (10 mm).

NOTE:

If you are unable to obtain the 10 mm clearance, contact the Recall Hotline at 1-800-325-5621.

8. Lower the vehicle on the hoist.
9. Connect the two (2) fuel line spring lock couplers to the fuel supply manifold and install the safety clips.
10. Install the battery ground cable and remove the memory saver. Turn the air suspension switch on, if equipped.
11. Turn the ignition key on to pressurize the fuel system and inspect for leaks.

FRONT FUEL LINE ASSEMBLY REPLACEMENT — 4x4 MODELS**REMOVAL**

1. Install a memory saver, then disconnect the battery ground cable.

**WARNING:**

FUEL IN THE FUEL SYSTEM REMAINS UNDER HIGH PRESSURE EVEN WHEN THE ENGINE IS NOT RUNNING. BEFORE REPAIRING OR DISCONNECTING ANY OF THE FUEL SYSTEM COMPONENTS, THE FUEL SYSTEM PRESSURE MUST BE RELIEVED TO PREVENT ACCIDENTAL SPRAYING OF FUEL CAUSING PERSONAL INJURY OR A FIRE HAZARD.

**WARNING:**

ADEQUATE VENTILATION IS REQUIRED WHEN WORKING IN A CONFINED AREA WITH FUEL AND FUEL RELATED COMPONENTS.

**WARNING:**

DO NOT SMOKE OR CARRY LIGHTED TOBACCO OR OPEN FLAME OF ANY TYPE WHEN WORKING ON OR NEAR ANY FUEL-RELATED COMPONENTS. HIGHLY FLAMMABLE VAPORS ARE ALWAYS PRESENT AND MAY IGNITE. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN PERSONAL INJURY.

**WARNING:**

THIS PROCEDURE INVOLVES FUEL HANDLING. BE PREPARED FOR FUEL SPILLAGE AT ALL TIMES AND ALWAYS OBSERVE FUEL HANDLING PROCEDURES. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN PERSONAL INJURY.

2. Relieve the fuel system pressure as follows:
 - Remove the fuel supply manifold Schrader valve cap and attach an EFI/CFI fuel pressure gauge.

- Slowly open the manual valve on the fuel pressure gauge to relieve the fuel system pressure.
 - Remove the EFI/CFI fuel pressure gauge and replace the Schrader valve cap.
3. Remove the safety clips then disconnect the two (2) fuel line spring lock couplers from the fuel supply manifold.
 4. Turn the air suspension switch off, if equipped, then raise and support the vehicle on a hoist.
 5. Remove the transfer case skid plate, if equipped.
 6. Remove the safety clips, then disconnect the two (2) rear fuel line connectors.
 7. Remove the rear fuel line bracket retaining nuts from the outside of the frame rail.
 8. Disconnect the left catalyst monitor sensor from the vehicle harness at the rear transmission-mounted fuel line bracket to provide clearance for fuel line replacement.
 9. Remove the front driveshaft shield, then remove the front driveshaft (automatic transmission only).
 10. Disconnect the transmission shift cable, then remove the shift cable bracket (automatic transmission only).
 11. If equipped with a manual shift transfer case, unbolt the transfer case shift lever, then unbolt the transfer case shift bracket from the transmission and position it out of the way.
 12. Disconnect the clutch master cylinder line from the transmission and position it out of the way (manual transmission only).
 13. Remove the fuel lines from the rear transmission-mounted fuel line retaining clip.
 14. Disconnect the transmission vent hose from the front fuel line retaining bracket (manual transmission only).
 15. Disconnect the transmission range sensor and position it to the side (automatic transmission only).
 16. Disconnect the wiring harness from the front fuel line retaining bracket.
 17. Remove the front fuel line retaining bracket from the transmission bell housing.
 18. Remove the fuel line assembly by positioning the front portion of the lines down and to the left of the transmission, then remove the entire assembly by feeding it forward over the transmission. See Figure 9.

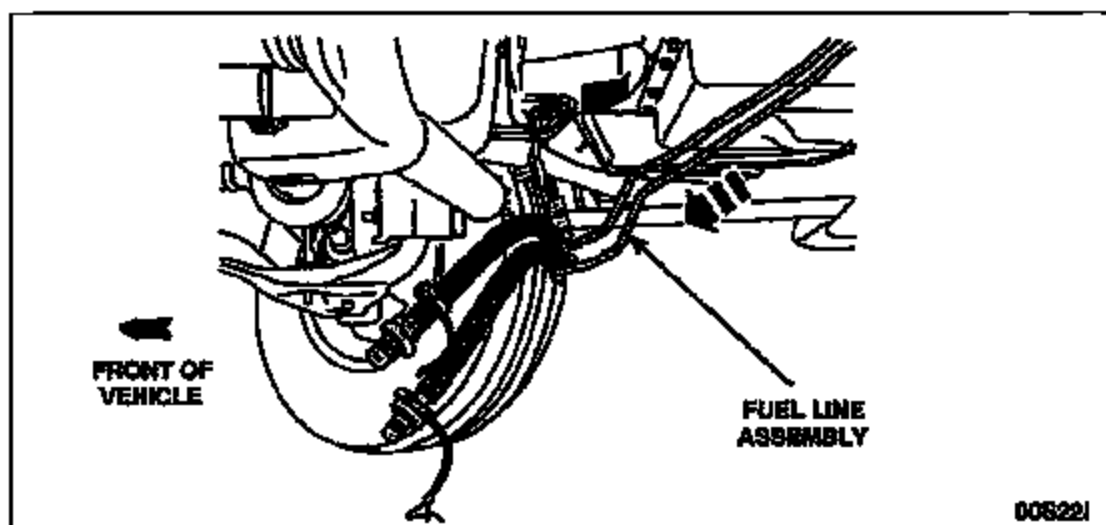


FIGURE 9

INSTALLATION

1. Install the fuel line assembly feeding it over the top of the transmission rearward, then up into position.
2. Install the front fuel line retaining bracket to the transmission and tighten the bolts to 59 Nm (44 lb-ft).
3. Connect the wiring harness to the front fuel line retaining bracket.
4. Connect the transmission vent hose to the front fuel line retaining bracket (manual transmission only).
5. Connect the transmission range sensor (automatic transmission only).
6. Install the fuel lines into the rear transmission-mounted fuel line retaining bracket.
7. Connect the clutch master cylinder line (manual transmission only).
8. Install the transfer case shift bracket. Tighten the bolts to 115 Nm (85 lb-ft) (manual shift transfer case only).
9. Install the transfer case shift lever. Tighten the bolt to 28 Nm (20 lb-ft) (manual shift transfer case only).
10. Install the transmission shift cable bracket. Tighten the retainers to 25 Nm (18 lb-ft). Then, connect the transmission shift cable (automatic transmission only).
11. Install the front driveshaft. Tighten the retaining bolts to 104 Nm (78 lb-ft) (automatic transmission only).
12. Install the front driveshaft shield. Tighten the bolts to 18 Nm (13 lb-ft) (automatic transmission only).
13. Connect the left catalyst monitor sensor.
14. Install the rear fuel line bracket retainers. Tighten the nuts to 10 Nm (89 lb-in).
15. Connect the two (2) rear fuel line connectors and install the safety clips.
16. Inspect the newly installed fuel line assembly for:

- Make sure all clearances meet specifications (10 mm).
- Make sure there is no contact between the transfer case shift linkage and the fuel lines.

NOTE:

If you are unable to obtain the 10 mm clearance, contact the Recall Hotline at 1-800-325-5621.

17. Install the transfer case skid plate, if equipped. Tighten the bolts to 15 Nm (11 lb-ft).
18. Lower the vehicle on the hoist.
19. Connect the two (2) fuel line spring lock couplers to the fuel supply manifold and install the safety clips.
20. Connect the battery ground cable and remove the memory saver. Turn the air suspension switch on, if equipped.
21. Turn the ignition key on to pressurize the fuel system and inspect for leaks.

Ford Motor Company
P.O. Box 1984
Dearborn, Michigan 48121
1-800-392-3673

Ford Motor Company

October 2000

00S22

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1997 F-Series trucks under 8500# GVW.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

What the safety issue is...

In some of the affected vehicles, the fuel line assembly may come in contact with nearby components. If there is contact and the fuel line is not repositioned, the fuel line could wear and a fuel leak could eventually occur. A fuel leak in the presence of an ignition source could result in a fire.

What Ford Motor Company and your dealer will do...

Ford Motor Company will inspect the fuel line assembly and, if necessary, reposition the line to avoid contact. If the fuel line is leaking it will be replaced free of charge. Owners who are affected by this recall are requested to return their vehicle to their dealer for this inspection.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

What we are asking you to do...

Call your dealer without delay. Ask for a service date. If inspection reveals that the fuel line is leaking, your dealer may need to order a replacement fuel line. If a fuel line replacement is required, your dealer is authorized to provide a free rental vehicle (except for fuel).

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you've already paid for this service...

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle...

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

If you have concerns...

If you experience trouble having your vehicle repaired, please contact the Ford Motor Company Customer Assistance Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3673
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)

Monday-Friday: 8am - 11pm
Saturday: 9am - 6pm

or you may contact us through the Internet at:
www.ownerconnection.com

Our current response time to Internet inquiries is three business days.

You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-800-424-9393 (Washington, D. C. area residents may call 1-202-366-0123).

Quality Care service is there for you all year round.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we are here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

SAFETY RECALL
00822

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

2002

1617972712 SEATTLE

mt

Ford Motor Company

Consumer Affairs

Sent Via U.S. Mail

October 8, 2002

[REDACTED]
Hillsboro, OR [REDACTED]

RE: 1996 F-Series

VIN: 1FTEX14H9T [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 1996 F-Series. We sincerely regret the circumstances you described. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Erika Smith
Consumer Affairs



SFCHADMA

Action Detail

10/04/02 16:26:24

==>

VIN: 1FTEX14H9TR Year: 1996 Model: F-SERIES
Owner Status: SUBSEQUENT WSD: 09/24/95
Name: Hm Ph: [REDACTED]
Trat: Case: 1617972712 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: DOHERTY FORD
Issue Type: 07 LEGAL Issue Status: R ACKNOWLEDG
Comm Type: PH PHONE Odometer Reading: 108000 MI
Analyst: MSUTHER MICHELLE SUTHERLAND Document Number:
Action Date: 09/28/02 Action Data: Y Action Time: 17:09:36 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: CUSTOMER SAYS: - VEH CAUGHT ON VEH - IN DRIVE WAY - STAR
TED VEH ABS LIGHT CAME - SMOKE COMING FROM THE UNDER THE HOO
D - THIS JUST HAPPEN TODAY - ON TOP BRAKE RESOVIOUR - SE
NSOR - LOOKS LIKE THIS IS WARE IT STARTED (WHERE BRAKE FLUI
D IS) - VISIBLE FLAMES - FIRE DEPT WAS NOT CALLED - CUST
PUT ON FIRE HIM SELF - W/ FIRE DISTINGUISHER - - INSURANC

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

LPREL60

SFCHADMA

Action Detail

10/04/02 16:26:28

==>

VIN: 1FTEX14H9TK Year: 1996 Model: F-SERIES
Owner Status: SUBSEQUENT WSD: 09/24/95
Name: Hm Ph:
Trmt: Case: 1617972712 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: DOHERTY FORD
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: PH PHONE Odometer Reading: 108000 MI
Analyst: MSUTHER MICHELLE SUTHERLAND Document Number:
Action Date: 09/28/02 Action Data: Y Action Time: 17:09:36 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: PUT ON FIRE HIM SELF - W/ FIRE DISTINGUISHER - - INSURANC
E COMPANY HAS BEEN CONTACTED - WON'T BE IN CONTACT W/ CUST T
ILL BEGINNING OF WEEK - CUST HAS A \$500 DEDUCTIBLE - BUT D
OESN'T FEEL HE SHOULD HAVE TO PAY ANYTHING - CUST FEELS TH
AT THIS SHOULDN'T HAVE HAPPENED PER CUSTOMER, DEALER SAYS:
- NONE- CAC ADVISED: - I WILL FORWARD THIS INFORMATION
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL60

SFCHADMA

Action Detail

10/04/02 16:26:29

VIN: 1PTEX14H9T Year: 1996 Model: F-SERIES
Owner Status: SUBSEQUENT WSD: 09/24/95
Name: Hm Ph: [REDACTED]
Trmt: Case: 1617972712 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: DOHERTY FORD
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: PH PHONE Odometer Reading: 108000 MI
Analyst: MSUTHER MICHELLE SUTHERLAND Document Number:
Action Date: 09/28/02 Action Data: Y Action Time: 17:09:36 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: - NONE- CAC ADVISED: - I WILL FORWARD THIS INFORMATION
TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFA
IRS WILL CONTACT YOU IN 2 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

LPREL60

SFCHDPMA

Dealer Information

10/04/02 16:26:41

==>

DEALER: F74499 DOHERTY FORD
Address: 4223 PACIFIC AVE P&A Code: 08563
City: FOREST GROVE Sales Region: 74 SEATTLE
State/Prov: OR ZIP/Postal: 97116 Sales Zone: C
Country: USA Trained: Y FCSD Region: 74 SEATTLE
Dlr Phone: 503 357 3114 Market: D1
Svc Phone: 503 357 3114 Market Area:
Svc Hours: 8:00A-5:00PM MON-FRI **** ADDRESS *****
Directions:

A		
C	POSITION	Employee Name
	DEALER/PARTNER	DOHERTY, PATRICK O
	PARTS MANAGER	STAFFORD, LEROY J
	SALES MANAGER	MCMAHON, MICHAEL J
	SERVICE MANAGER	ALLEN, DONALD B

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL60

SPCHWAMA

Warranty Repair History

10/04/02 16:26:45

==>

VIN: 1FTEX14H9TK Year: 1996 Model: F-SERIES
Repair Date: WSD: 09/24/95
Repair Order: Odometer:
Causal Code:
Rpr Dealer:

A

C	Part Number	Part Description	Part Qty	Labor Operation
---	-------------	------------------	----------	-----------------

F1=Help

F4=PrevVisit

F5=NextVisit

F7=Prev

F8=Next

F9=PrevRepair

F10=NextRepair

F11=Menu

F12=Return

VEHICLE REPAIR HISTORY IS CURRENTLY UNAVAILABLE

LPREL60

SFCHESMA

Esp Information

10/04/02 16:26:49

=>

VIN: 1FTEX14H9TK Year: Model:
Contract: of Status:

-----Purchase Details-----

Purchaser:
Expiration Date:
Expiration Miles:
Plan Type:
Plan Year:
Selling Dealer:
Rental:
Deductible:
Towing Allowance:
Purchase Type:
Options:

-----Cancellation Details-----

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

F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return
NO ESP DATA FOUND LPREL60

SPCHREMA

Recall/ONP Information

10/04/02 16:26:55

==>

VIN: 1FTEX14B9TR

Year: 1996

Model:

F-SERIES

WSD: 09/24/95

Build Date: 08/31/95

A	-----	Campaign-----	Status	Dealer		
C	Number	Type	Description	Status	Date	Code
-	-----	-----	-----	-----	-----	-----
	01B77	0	TIRES	RELEASED FOR MAILING	10/15/01	174406

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

LPREL60

Vehicle Information Report

**GENERAL VEHICLE
INFORMATION:****(Related Claims)**

VIN: 1FTEX14H8TK [REDACTED] Veh Line: T/F1 - F-SERIES (81-87) Eng Serial No: *
Model Year: 1985 Model Derived: * - [N/A] Body Shell: *
Veh Type: T Drive Code: T/E - 4 WHL LH PART TIME DRIVE Engine: T/VK - 5.0L OHV EFI NA V8 GAS*MP
Inv. Dealer: 08332 Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DE - 4 SPD AUTO TR-NAAD E40D(4R180)
Vehicle Status Code: Y Version/Series: T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 31-AUG-1985

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 174108 - *
Country: USA - ##### Selling Dir: S/PProv: OR
Buyer S/PProv: OR
Arrival Date: 20-SEP-1985 Red Carpet Lease: *
Sale Date: 24-SEP-1985 Fleet/Robot/Co. Lease: R
Warranty Start Date: 24-SEP-1985 Modified Vehicle: * Vehicle Count Flag: Y
Orig Warranty Date: 24-SEP-1985 Reracquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

X14TKA883671395043 332 26H1006 2P E 1EH9 7M 3H83 293 4293 4 74C486852 JL DM8865 4 Q 3 H1

FTE964 1 537A HEDRAA YH

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GMW Code:	
Alternator Amp Rating:	J0	GMW Class Code:	E
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	EM	Paint:	PNEVA - DARK TREADOR G/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTE/CLOCK
Calibration Code:	004ER00A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Tendon Axle:	
Color(Trim):	000YD -	Tire Manufacturer:	CB -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	F	Tire Size:	D3GVN - P205/75R16SL S/BLT OWL A-T
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *
 LR: * RR: *
 LL: * RL: *
 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:	PKM
ESP Plan Year:	* Engine Family:	TFM000GFEX
ESP Signature Date:		

Any comments? You can contact

webmaster

STANDARD CLAIMS LIST

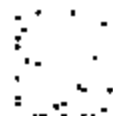
AWS Online Report

Run Date: 08-OCT-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY GAB	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
1FTEX14H9T	F1	T/F1	*	T/BD	T/AM	T/E	AL	T/DE	T/VK	21-08-95	24-09-95	174408	USA	0	*	2G04	*	DIAG	*	811	V44	E20	08
AWS Claim Key:		19709	Doc #:		0053651	Trx Code:		1	Labor Hrs:		.5	Labor Cost:		30.81	Material Cost:		0	Total Cost:		30.81			
Dir Cd-Sub Cd:		08532-	Name:		DICKS MACKENZIE FORD	Ph:		503-8931133	St OR		City	Cd	USA	Reg Cd:		NA	Repr Date:		21-SEP-1995	Dist(Mile):			31
Cust Comments:		CHECK ENGINE LIGHT IS ON																					
Tech Comments:		HOOK UP BIDS & RUN TEST THEN CLEAR CODES, TEST DRIVE & LIGHT DID NOT COME ON																					

Any comments? You can contact

webmaster



1408232352

2002

ORL

All Action Details for Issue

VIN: 2FTDX1760Y0	Year: 1997	Model: F-SERIES	Case: 1408232352
Name:	Owner Status: Subsequent	WSD: 0001-01-01	
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 01187 SARASOTA FORD

Odometer: 102709 MI

Analyst Name: KATHY HARDING

Action Date: 08/23/2002

Comm Type: PHONE

Analyst: K HARDING

Action Time: 11:18 AM

Origin Desc: US CONCERN CASE BASE

Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name

MZ

Middle Initial

Last Name

BUTLER

Day Phone

Relationship

CHILD

Comments: CUSTOMER SAYS: CONCERN WITH THE VEHICLE -ON WED NIGHT THE BRAKE SENSOR SHORTED AND CAUGHT ON FIRE -INDEPENDENT MECHANIC AS ADVISED THE ABOVE -NO INJURIES -SEEKING ASSISTANCE FOR THE REPAIR 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: 5348

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER

Dealer: 01187 SARASOTA FORD

Odometer: 102709 MI

Analyst Name: CASSANDR JONES

Action Date: 08/23/2002

Comm Type: PHONE

Analyst: C JONES

Action Time: 4:05 PM

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: Yes

Comments: NO OPEN FSA FOR VEHICLE. LETTER OF CLOSING SENT ADVISING OF SUBROGATION.

Data Element Name

Data Value

CERTIFIED LETTER #

USMAIL

Action: FINAL CASE DISPOSITION

Dealer: 01187 SARASOTA FORD

Odometer: 102709 MI

Analyst Name: CASSANDR JONES

Action Date: 08/23/2002

Comm Type: PHONE

Analyst: C JONES

Action Time: 4:05 PM

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments: LETTER OF CLOSING SENT.

Customer Info

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

Address: [REDACTED] FL [REDACTED]

Country: USA Language: EN

Cell Phone: [REDACTED] Pager: [REDACTED]

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

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

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: ZFTDX1760V0	Veh Line: 1	TPS: F150/250(PN96)/P225-PORD [W7-03]	Eng Serial No: *
Model Year: 1997	Market District: *	* - [N/A]	Body Shell: *
Veh Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: T/V3 - W-M 4.6L SOHC EFI NA CIV8 G-HP	
Inv. Dealer: B1804	Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB)	Transmission: T/DU - 4 SPD AUTO TR NAAD AODEWAR70W	
	Version/Series: T/AM - 150 SERIES		

BUILD INFORMATION:

Region: NA - #00000000 Plant: AA - ONTARIO PLANT BUILD
Country: CAN - #00000000 Prod Date: 14-NOV-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 485122 - *
Country: CAN - #00000000 Selling Div: St/Prov: ON
Buyer St/Prov: ON

Arrival Date: 15-NOV-1996 Rad Carpet Lease: *
Sale Date: 06-DEC-1996 Plant/Water/Cn. Lease: R
Warranty Start Date: 06-DEC-1996 Modified Vehicle: *
Orig Warranty Date: 06-DEC-1996 Resequenced Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1	2	3	4	5	6	7	8	9
X17VCA1247613938	2	1	28L7290	3K	W73V1A942	2m	2	29
					111	W1000485	TS	M2M23
								X
								6
2PDD	C	W7290	060	1	W10A	1		1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/S - MANUAL AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	AB	GVW Class Code:	D
Audio/Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGACE - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MC	Paint:	FNZIF - SILVER FROST C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AD - ELETR AM/FM/STROAC/STE/CLOCK
Calibration Code:	748CR11A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Suspension Axle:	* - [N/A]
Color(Trim):	0002V -	Tire Brand:	AC - FIRESTONE
Delivery Type:	R	Tire Size:	D3/1H - P235/70R-16 BSW A-S
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	* EF:	*
LR:	* ER:	*
LI:	* EL:	*
SPARE:	*	

ESP INFORMATION: EMISSIONS INFORMATION:

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

Standard Claims List For Model Year 1997

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	TTS	WCC	CPSC	PREF BASE	SUFF	CCC	CD	DMT (Miles)			
2FTDX1760V	075	*	TBD	TAM	T/B	A4	T/DU	TV3	14-NOV-1996	06-DEC-1996	488122	CAN	3	2004	000615	*	DIAG	*	D35	08	2715		
AWS Chain Key:		075264	Trx Code:		2	Labor Hrs:		1.8															
Dir Cl-Sub Cl:		B8122	Name:		EASTWAY FORD SALES LTD			Ph:		519-6315080		St: ON		City Cd:		CAN Reg Cd:		NA	Rcpt Dates:		03-MAR-1997	Doc #:	02905701
Cmt Comments:		CHECK MISS IN ENGINE LACK OF POWER AND POOR GAS MILEAGE																					
Tech Comments:		SRDS TEST, NO FAULT FOUND AT THIS TIME																					
2FTDX1760V	T/R	*	TBD	TAM	T/B	A4	T/DU	TV3	14-NOV-1996	06-DEC-1996	488122	CAN	8	5U03	020901	*	6038	*	D50	07	3500		
AWS Chain Key:		081602	Trx Code:		2	Labor Hrs:		3.1															
Dir Cl-Sub Cl:		B8122	Name:		EASTWAY FORD SALES LTD			Ph:		519-6315080		St: ON		City Cd:		CAN Reg Cd:		NA	Rcpt Dates:		23-MAY-1997	Doc #:	03259101
Cmt Comments:		REPORT ON ENGINE VIBRATING WHILE IDLING																					
Tech Comments:		INSPECT AND ADJUST EXHAUSEY, RESET ENGINE MOUNTS																					
2FTDX1760V	T/F5	*	TBD	TAM	T/B	A4	T/DU	TV3	14-NOV-1996	06-DEC-1996	488122	CAN	8	5K02	040403	P652	1130	BB	R65	81	9326		
AWS Chain Key:		716286	Trx Code:		2	Labor Hrs:		3															
Dir Cl-Sub Cl:		B8122	Name:		EASTWAY FORD SALES LTD			Ph:		519-6315080		St: ON		City Cd:		CAN Reg Cd:		NA	Rcpt Dates:		29-JUL-1997	Doc #:	03387701
Cmt Comments:		REAR CENTER CAPS ARE TURNING GREEN																					
Tech Comments:		REPLACE BOTH REAR CENTER CAPS DUE TO TARNISHING																					
2FTDX1760V	T/F5	*	TBD	TAM	T/B	A4	T/DU	TV3	14-NOV-1996	06-DEC-1996	488122	CAN	9	4C01	090101	P652	50309	AA	NL3	D9	9613		
AWS Chain Key:		7181451	Trx Code:		2	Labor Hrs:		3															
Dir Cl-Sub Cl:		B8122	Name:		EASTWAY FORD SALES LTD			Ph:		519-6315080		St: ON		City Cd:		CAN Reg Cd:		NA	Rcpt Dates:		07-AUG-1997	Doc #:	03626001
Cmt Comments:		REAR CENTER CAPS ARE TURNING GREEN																					
Tech Comments:		REPLACE BOTH REAR CENTER CAPS DUE TO TARNISHING																					
2FTDX1760V	T/F5	*	TBD	TAM	T/B	A4	T/DU	TV3	14-NOV-1996	06-DEC-1996	488122	CAN	12	*	*	*	*	*	*	*	14590		
AWS Chain Key:		7037845	Trx Code:		97806	Labor Hrs:		3															

Dir Cd-Sub Cd:	B8122*	Name:	EASTWAY FORD SALES LTD	Ph:	519-6315080	St:	ON	Ctry Cd:		CAN Reg Cd:	NA	Repr Dates:	11-NOV-1997	Doc:	#04094401
2FTDX1760V	TFS	*	TBD	TAM	T/B	A4	T/OU	T/V3	14-NOV-1996	06-DEC-1996	488122	CAN	13	7T03 060900	* ASKID * H20 14 15639
AWS Chain Key:	7061138	Trx Code:	ERS	Labor Hrs:	1.3										
Dir Cd-Sub Cd:	B8122*	Name:	EASTWAY FORD SALES LTD	Ph:	519-6315080	St:	ON	Ctry Cd:		CAN Reg Cd:	NA	Repr Dates:	03-DEC-1997	Doc:	#04205701
2FTDX1760V	TFS	*	TBD	TAM	T/B	A4	T/OU	T/V3	14-NOV-1996	06-DEC-1996	488122	CAN	18	5K02 NANANA P652 1130	BB B65 49 20197
AWS Chain Key:	9439867	Trx Code:	ES4	Labor Hrs:	1.6										
Dir Cd-Sub Cd:	B8122*	Name:	EASTWAY FORD SALES LTD	Ph:	519-6315080	St:	ON	Ctry Cd:		CAN Reg Cd:	NA	Repr Dates:	04-MAY-1998	Doc:	#04832701
Cost Comments:	RIGHT REAR CENTER CAP IS DISCOLOURING														
Tech Comments:	INSPECT AND REPLACED EXHAUST PER TSB 97 26 15														
2FTDX1760V	TFS	*	TBD	TAM	T/B	A4	T/OU	T/V3	14-NOV-1996	06-DEC-1996	488122	CAN	20	6Q01 011904	* 17A383 * 1.26 42 31480
AWS Chain Key:	10674653	Trx Code:	ES4	Labor Hrs:	.5										
Dir Cd-Sub Cd:	B8122*	Name:	EASTWAY FORD SALES LTD	Ph:	519-6315080	St:	ON	Ctry Cd:		CAN Reg Cd:	NA	Repr Dates:	01-JUL-1998	Doc:	#05139301
Cost Comments:	LICENSE PLATE LIGHTS NOT WORKING														
Tech Comments:	REPLACED BOTH LICENCE PLATE BULBS AND HOLDERS OTHER SHRINK TERMINAL FOR 5.64														
2FTDX1760V	TFS	*	TBD	TAM	T/B	A4	T/OU	T/V3	14-NOV-1996	06-DEC-1996	488122	CAN	21		* 27521
AWS Chain Key:	11764089	Trx Code:	98514	Labor Hrs:	.6										
Dir Cd-Sub Cd:	B8122*	Name:	EASTWAY FORD SALES LTD	Ph:	519-6315080	St:	ON	Ctry Cd:		CAN Reg Cd:	NA	Repr Dates:	26-AUG-1998	Doc:	#05347101

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	F&A Code	Sales Code
24-ORLANDO	24-ORLANDO	I	B2	01167	F24402

Dealer Name:	SARASOTA FORD	Dealer Service Phone:	941-366-5230
Dealer Main Phone:	941-366-5230		

Position	Employee Name
DEALER/PARTNER	VERNON G BUCHANAN
GENERAL MANAGER	ERNIE J PARISI
PARTS MANAGER	BILL KLEIN
PARTS & SERVICE DIRECTOR	RICHARD E THOMAS
SALES MANAGER	CY E EVELAND
SERVICE MANAGER	GARY RUSSELL

Service Hours 7:30 - 5:30

Directions

Trained Y

Additional Information B/S MGR DON EGGBRECHT-LOW CLEARANCE GARAGE, NO MOTORHOMES

(Handwritten musical notation on six staves)

Ford Motor Company

Consumer Affairs

*Sent via U.S. Mail

August 28, 2002

Mr. Daniel Teuton
16501 Coker Gully Rd.
Myakka City, FL 34521

RE: 1997 Ford F-Series
VIN: 2FTDX1760VC [REDACTED]

Dear Teuton:

Thank you for contacting us regarding your 1997 F-Series. We are sorry that the incident occurred. Your insurance carrier normally handles a situation such as the one you described. We suggest that you follow the directions of your insurance carrier. If they determine that Ford Motor Company is liable, they have the right to file a subrogation claim.

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

2004

0433562514 KANSAS CITY

Action Detail

VIN: 1FTDF15Y3SL	Year: 1995	Model: F-SERIES	Case: 433582514
Name:	Owner Status: Subsequent	W8D: 1995-07-07	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: WOODHOUSE FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 03423	
Action Desc: FINAL CASE DISPOSITION			
Odometer: 99800 MI	Comm Type: OTHER		
Action Date: 09/08/2004	Action Time: 09:30:37:487	Action Date: No	
Analyst Name: TANYA ROQUEMORE (TROQUEMO)	Analyst: TROQUEMO		

COMMENTS: LPA INFORMED CUSTOMER OF NO ASSISTANCE. VEHICLE OUTSIDE OF WARRANTY, SENDING BEYOND WARRANTY LETTER.



COPY

Consumer Affairs

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

Sent Via U.S. Mail

September 8, 2004

[REDACTED]
Omaha, NE [REDACTED]

RE: 1995 F-Series Truck

VIN: 1FTDF15Y3SL [REDACTED]

Dear [REDACTED]

Our office has reviewed your concern.

We sincerely regret the circumstances you described. Unfortunately, we are unable to offer assistance beyond the warranty period.

Thank you for the opportunity to review this matter.

Respectfully yours,

Tanya Roquemore
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTDF16Y38 [REDACTED] Year: 1995 Model: F-SERIES Case: 433582514
 Name: [REDACTED] Owner Status: Subsequent WBD: 1995-07-07
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN [REDACTED] cell

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03423 WOODHOUSE FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 99900 MI Comm Type: PHONE
 Analyst Name: GRECH MATTHEW Analyst: MGRECH4
 Action Date: 09/07/2004 Action Time: 12:02:36.038 Action Date: Yes

Comments CUSTOMER SAID: -CUST WAS APPROACHING VEH AND WHEN CUST GOT TO THE REAR CUST SMELT SMOKE.-CUST WENT TO THE FRONT AND NOTICED SMOKE FROM UNDERHOOD.-CUST OPENED THE HOOD AND FOUND THE BRAKE MASTER CYLINDER WAS ON FIRE (VISIBLE FLAME) WHICH CUST WAS ABLE TO DISTINGUISH WITH A FIRE EXTINGUISHER.-NO INJURIES; NO POLICE REPORT OR FIRE REPORT; VEH DAMAGE ONLY.-CUST SEEKING ASSISTANCE WITH RESOLUTION AND EXPLANATION OF CAUSE; INDEPENDANT ONLY INSPECTED VEH AND PROVIDED AN APPROX \$500 ESTIMATE FOR REPAIRS.DEALER SAID: -NO RECALLS; CONTACT CRC,CRC ADVISED: -I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name

Data Value

FIRE/ACCIDENT

F

Master Cyl
 Front Sensor = Truck
 Fluid Reservoir melted

Customer Info

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

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FTDF15Y3S [REDACTED]	1985	F-SERIES	INDIVIDUAL RTL	Subsequent Owner	Oasis Warranty History
 2FMDA514XS [REDACTED]	1985	WINDSTAR	INDIVIDUAL RCL	Original Owner	Oasis Warranty History
		No Open Issues			

VEHICLE DETAIL

VIN: 1FTDF15Y38	Engine: 4.9L OHV EFI NA B GAS
Make: FORD	Transmission: 5 SPD MAN TRANS MAZDA M5R2-C M
Model: F-SERIES	Paint Code/Color: VERMILION SOLID
Year: 1995	Calibration: 351ER10A
Pay Load:	Max Towing Weight:
GVWR: 05450	Axis Ratio:
WheelBase: 133	Warranty Start Date: 7/7/1995
GCWR:	Vehicle Build Date: 3/13/1995
PEP Code: 607A	

Selling Dealers Name: WOODHOUSE FORD, INC.

Selling Dealers P & A Code: 03423

Selling Dealers Sales Code: F53507

Selling Dealers Main Phone: 402-426-4126 Selling Dealers Service Phone: 402-426-4128

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 6 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
F 1 5 S L B 3 5 4 8 0 1 3 3 3 8 4 3 5 4 2 0 3 D 0 6 6 4 M B E M 1 7 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 6 6 7 8 9 90 1 2 3 4 6 6 7 8 9 100
2 N 9 9 2 9 3 9 3 5 9 C 5 0 7 8 5 0 E P N 0 6 3 H 5 Y 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 6 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F T D 3 7 9 6 5 0 7 A 9 Y M 2 G M 2 1 M

1 2 3 4 5 6 7 8 9 160

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
53-KANSAS CITY	53-KANSAS CITY	C	B2	03423	F53507

Dealer Name: WOODHOUSE FORD, INC.
 Dealer Address: 2548 SOUTH HIGHWAY 30
 BLAIR NE 68008

Dealer Main Phone: 402-428-4126 Dealer Service Phone: 402-428-4126

Position	Employee Name
DEALER/PARTNER	LANCE E PITTACK
DEALER/PARTNER	ROBERT B WOODHOUSE
GENERAL MANAGER	GERARD T HUGHES
PARTS MANAGER	LINDELL L SMITH III
PARTS & SERVICE DIRECTOR	JEROME MILLER
SALES MANAGER	DAVID L LANGENFELD
SALES MANAGER	MARK A KITZELMAN
SALES MANAGER	JAMES S WITTE
SALES MANAGER	BRETT KUKOLY
SALES MANAGER	PATRICK J ORR
SERVICE MANAGER	CHAD A RIEGE

ESP / Recall Information

VIN: 1F7DF15Y9SL [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	FTDF15V3SL	Vehicle Line:	T/F1 - F-SERIES (91-97)	Body Style:	*
Model Year:	1995	Market Derived:	* - [N/A]	Navis Eng Serial No:	*
Vehicle Type:	T	Drive Code:	T/B - 2 WHL L/H REAR DRIVE	Region:	TNA - 4.9L OHV EFI NA 16 GAS
Inv. Dealer:	03423	Body Cab Style:	- SINGLE CAB (REGULAR CAB)	Transmission:	TRE - 5 SPD MAN TRANS MAZDA MSE2-C
Vehicle Status Code:	000	Version/Series:	T/AM - 150 SERIES		

Trans Reg Serial No:

NA

Trans Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - #00000000	Plant:	AP - MICHIGAN PLANT BUILD
Country:	USA - #00000000	Prod Date:	19-MAR-1995

SALE INFORMATION:

Region:	NA - #00000000	Selling Dealer:	LS3507 - *
Country:	USA - #00000000	Selling Dr Suffix:	NE
		Buyer Suffix:	NE

Arrival Date:	24-MAR-1995	Red Carpet Lease:	1
Sale Date:	07-JUL-1995	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	07-JUL-1995	Mod/Mod Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	07-JUL-1995	Remanufactured Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

FTDF15V3SL133384354 2 03D0464 NM K 021 77 2031 283 51 52C08765D EP M D61 M S Y1
FT0378 6 507A 9Y02Gm21 K 4

INSTALLED OPTION INFORMATION:

Vehicle Information Report

Page 2 of 2

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	JY	GVW Class Code:	D
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	BGAPB - 3.31 FINAL DRIVE RATIO - SS	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	EQAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	ES	Paint:	PNBGA - VERMILLION SOLID
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRONGSTECLOCK
Calibration Code:	3T1SR10A	Sound System:	* - [N/A]
Color(Armor):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000YD -	Tire Manufacturer:	CS -
Delivery Type:	R	Tire Brand:	* -
Driveshaft Code:	F	Tire Size:	D30UB - 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: *

LT: * RT: *

SPARE: * DOT Plant Mark Identifier: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Ref:	LSS
ESP Plan Year:	* Engine Family:	SFM4988QA1A
ESP Signature Date:		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 07-SEP-2004

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VRG	CCC	CD
1FTDF15Y351	FI	TFI	*	T/BB	T/AM	T/B	AP	T/RE	T/NA	13-03-95	07-07-95	153507	USA	7	*	4B01	F572	7548	A	S11	V47	F31	63
AWS Claim Key:	6605702	Doc #:	06004A	Trx Code:	1	Labr Hrs	2.2	Labr Cost:	99.79	Material Cost:	28.6	Total Cost:	139.83										
Dir Cd-Sub Cd:	03423*	Name:	WOODHOUSE FORD, INC.	Plc:	402-4264126	St NE	Ctry Cd:	USA	Reg Cd:	NA	Repr Dates:	05-JAN-1996	DRST (Mile):	52721									
Cost Comments:	DOESNT WANT TO SHIFT PROPERLY-SHIFTS INTO FIRST REAL HARD																						
Tech Comments:	REPLACE SLAVE CYLINDER WEAK OPERATION																						
1FTDF15Y351	FI	TFI	*	T/BB	T/AM	T/B	AP	T/RE	T/NA	13-03-95	07-07-95	153507	USA	23	*	1F03	*	84616	*	S11	V44	D56	41
AWS Claim Key:	16361795	Doc #:	041604A	Trx Code:	EM4	Labr Hrs	5	Labr Cost:	26.28	Material Cost:	45.34	Total Cost:	89.76										
Dir Cd-Sub Cd:	07175*	Name:	DHRS, INC.	Plc:	402-7211471	St NE	Ctry Cd:	USA	Reg Cd:	NA	Repr Dates:	27-JUN-1997	DRST (Mile):	27861									
Cost Comments:	CHECK FAN CLUTCH OPERATION																						
Tech Comments:	REPLACE FAN CLUTCH (LOCKED UP).																						
1FTDF15Y351	FI	TFI	*	T/BB	T/AM	T/B	AP	T/RE	T/NA	13-03-95	07-07-95	153507	USA	23	*	5UD1	*	9020	*	S10	V87	N58	08
AWS Claim Key:	16361795	Doc #:	041604B	Trx Code:	EM4	Labr Hrs	2.2	Labr Cost:	115.62	Material Cost:	0	Total Cost:	115.62										
Dir Cd-Sub Cd:	07175*	Name:	DHRS, INC.	Plc:	402-7211471	St NE	Ctry Cd:	USA	Reg Cd:	NA	Repr Dates:	27-JUN-1997	DRST (Mile):	27861									
Cost Comments:	CHECK POPPING NOISE WHEN TURNING AND BRAKING																						
Tech Comments:	PERFORM TSB 97-1-10 A,B,E,I.																						

Any comments? You can contact



webmaster

2004

1425850084 SDR-KANSAS C

COPY

Sent Via US Mail

January 26, 2004

[REDACTED]
Gainesville, MO [REDACTED]

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

Dear [REDACTED]

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

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

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

Sincerely,

Amy Droege
Consumer Affairs

Action Detail

VEH: 1FTDX0861VK Year: 1997 Model: F-SERIES Case: 1425850084
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-01-30
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: MORLAN-SHELL FORD INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 08028
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 110000 MI Comm Type: PHONE
 Action Date: 01/08/2004 Action Time: 11:49:12:837 Action Data: Yes
 Analyst Name: ANTHONY REMY Analyst: AREMY

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAYS: THE VEH HAD CAUGHT ON FIRE AND THE CAUSE OF THE FIRE WAS THE BRAKE MASTER CYLINDER THE DATE THE VEH WAS ON FIRE WAS 12/30/2003 THE FIRE ORIGINATED FROM UNDER THE HOOD OF THE VEH THE VEH IS IN GAINSVILLE MISSOURI A FIRE REPORT WAS FILED WITH THE FIRE DEPARTMENT THERE IS NO NUMBER AVAILABLE A CLAIM WAS NOT FILED PER CUSTOMER, DEALER SAYS: MORLAN - SHELL FORD INC 1824 PORTER WAGONER BLVD WEST PLAINS, MO 65775 TEL: (417) 258-3183 FAX: (417) 258-5581 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

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

COPY

****Sent Via U.S. Mail**

January 14, 2004

[REDACTED]
Gainesville, MO [REDACTED]

RE: 1997 F-Series

VIN: 1FTDX0861VK [REDACTED]

Dear [REDACTED]

Our office has been unable to contact you by phone to obtain additional information to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 390-9957 between the hours of 7:30 a.m. and 4:00 p.m. Eastern Time within 7 business days or our file will be closed.

Respectfully,

**Amy Droege
Consumer Affairs**

All Action Details for Issue

[Print](#)

VIN: 1FTHF28M0LN [REDACTED] Year: 1990 Model: F-SERIES Case: 1401020204
Name: [REDACTED] Owner Status: Subsequent WSD:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: OPEN

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

Comments CUSTOMER SAID: - CONTACTED CRC LAST WEEK FRID. 8.2004 TO REPORT A FIRE - WAS TOLD SHE'D BE CONTACTED IN 2 DAYS AND STILL HASN'T HEARD - LOOKING FOR STATUS - SEEMS THE VEHICLE SHUTTED OUT.... ***CSR APOLOGIZED...DUE TO SYSTEM DIFFICULTIES, CONTACT HAS TO BE RE-DOCUMENTED***NO FILE FOUND*** - FIRE OCCURED ON DEC. 30, 2003 - WHERE FIRE ORIGINATED IN VEH: UNDER THE HOOD - FIRE REPORT FILED: YES - FIRE REPORT NUMBER: REF: 033300 STATE: AR. (INCIDENT #: 03-0001489) - INSURANCE CONTACTED: YES (CUST. ONLY HAS LIABILITY) - VEH RUNNING WHEN FIRE STARTED: VEH WAS PARKED - VEH CURRENTLY AT HOMEDEALER SAID: NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. - PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
Dealer: 08028 MORLAN-SHELL FORD INC Origin Desc: MANUAL - PHONE CSR
Odometer: 110000 MI Comm Type: PHONE
Analyst Name: KRISTA DOCTROVE Analyst: KDOCTROV
Action Date: 01/20/2004 Action Time: 11.10.01.046 Action Data: No

Comments CUSTOMER SAID: **PLEASE NOTE...BEST NUMBER TO CONTACT CUSTOMER IS 870 482 5184 DEALER SAID: NONE CRC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED FOR UPDATING CUSTOMER INFORMATION ONLY. DO NOT USE FOR DOCUMENTING ANY OTHER ISSUES.)

CUSTOMER NAME/PHONE NUMBER

[REDACTED]

Previous Owner:

CUSTOMER LIST

ADDRESS

[REDACTED]

GAINESVILLE MO [REDACTED]

STATUS

Open Issues Exist

VIN

1FTHF26M0LN [REDACTED]

Year

1990

Open Issues Exist

Model

F-SERIES

Vehicle List

Sales Type

INDIVIDUAL RTL

Owner Status

Subsequent Owner

Vehicle Info

No Oasls

No Warranty History

ESP / Recall Information

VIN: 1FTHF26M0LN [REDACTED]

No ESP Information for this VIN

Recall Information					
Number	Type	Description	Campaign	Status	Dealer Code
92S44	S	BRAKE EFFECT		COMPLETE	08198
95S28	S	IGNITION		COMPLETE	1997-01-24 08088

Customer Info

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

VIN
1FTDX0861V

Year Model
1997 F-SERIES
Open Issues Edel

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History

ESP / Recall Information

VIN: 1FTDX0861VK

Contract: 1 Of

Status: Expire

ESP Purchase Details

Purchaser:

Expiration Date: 2001-07-22

Expiration Miles: 88,978

Plan Type: USA 1998 USED 36/36,000 EXTRACARE Plan Year: 1998 Selling Dealer: SUNSET AUTO CO INC

Rental: 28

Deductible: 100

Towing Allowance: 50

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Contract: 2 Of

Status: Expire

ESP Purchase Details

Purchaser:

Expiration Date: 2002-05-18

Expiration Miles: 83,588

Plan Type: USA 2000 USED 24/24,000
BASECAREPlan Year:
2000Selling Dealer: DAVE SINCLAIR FORD,
INC.

Rental: 28

Deductible: 100

Towing Allowance:
50

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Recall Information

Campaign				Status	Dealer Code
Number	Type	Description	Status	Date	
00S22	S	FUEL LINE	COMPLETE	2000-11-09	08087
96S49	S	TIRE LABEL	FORCED COMPLETION	1997-04-17	AUTOC
96S82	S	SEAT BELT	COMPLETE	1997-12-22	08198
97S86	S	SHIFT CABLE	COMPLETE	1997-12-22	08198
98R01	R	PCV FREEZING	RELEASED FOR MAILING	1998-03-22	F53082
98S14	S	WHEEL LUGNUT	COMPLETE	1998-11-02	08198

		ISSUE LIST			Issue Type
Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line		
1/8/2004 OPEN	[REDACTED] LEGAL - ACCIDENT / FIRE	1FTDX0681V[REDACTED] 1425860064	1997 F-SERIES	07	

OASIS RESULT:**1F1TDX0861VK**01/09/2004
09:18:08

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▶ VEHICLE INFORMATIONVEHICLE DESCRIPTION
1997 F-SERIES LDBODY STYLE
F-150 SUPER CAB FLARE
SIDE 4X4ENGINE
4.8L SOHC
(WINDSOR)ENGINE
CALIBRATION
646DR08ATRANSMISSION
4R70W 4 SPD AUTOAXLE CODE
H9**▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE
01/30/1996BUILD DATE
12/18/1995

SALE MILEAGE

▶ WARNING MESSAGES**LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

▶ OUTSTANDING FIELD SERVICE ACTIONS

88R01 NOTE: VEHICLES IN CERTAIN GEOGRAPHICAL REGIONS MAY NOT NEED REPAIR; SERVICE THE VEHICLE IF IT HAS THE SAME CONCERN OR CONDITION AS AFFECTED VEHICLES OR OPERATED IN THE AFFECTED REGIONS (REFER TO BULLETIN) AND THE CUSTOMER IS WILLING TO PROVIDE NEEDED INFORMATION AND AFFECTED PART FOR POSSIBLE INSPECTION.
PCV TUBE FOAM INSULATION SLEEVE

▶ EXTENDED COVERAGES

0737 - EXPIRED

STANDARD DEDUCTIBLE: 100 USD

OWNER NAME:

OPTIONS:

EXPIRATION DATE: 05/18/2002

DISTANCE: 93,588

RENTAL: 28 UP TO 5 DAYS

TOWING: 50 USD

CONTRACT SOLD BY: USA 05199

ESP CONTRACT START DATE: 05/18/2000

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1F1TDX0861VK

OASIS RESULT:

1FTDX0861VK

01/08/2004
09:18:28

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VEHICLE INFORMATIONVEHICLE DESCRIPTION
1987 F-SERIES LDBODY STYLE
F-150 SUPER CAB FLARE
SIDE 4X4ENGINE
4.5L SOHC
(WINDSOR)ENGINE
CALIBRATION
648DR08ATRANSMISSION
4R70W 4 SPD AUTOAXLE CODE
H9**GENERAL WARRANTY INFORMATION**WARRANTY START DATE
01/30/1996BUILD DATE
12/18/1995

SALE MILEAGE

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

88R01 NOTE: VEHICLES IN CERTAIN GEOGRAPHICAL REGIONS MAY NOT NEED REPAIR; SERVICE THE VEHICLE IF IT HAS THE SAME CONCERN OR CONDITION AS AFFECTED VEHICLES OR OPERATED IN THE AFFECTED REGIONS (REFER TO BULLETIN) AND THE CUSTOMER IS WILLING TO PROVIDE NEEDED INFORMATION AND AFFECTED PART FOR POSSIBLE INSPECTION.
PCV TUBE FOAM INSULATION SLEEVE

EXTENDED COVERAGES

0737 - EXPIRED
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: RICHARD UCHTMAN
OPTIONS:
EXPIRATION DATE: 05/18/2002
DISTANCE: 93,688
RENTAL: 28 UP TO 5 DAYS
TOWING: 50 USD
CONTRACT SOLD BY: USA 08198
ESP CONTRACT START DATE: 05/18/2000

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTDX0861VK

ORLANDO

2005



Consumer Affairs

P.O. Box 6248, MD3NE-B
Dearborn, MI 48126

*Sent via U.S. Mail

February 3, 2005

[REDACTED]
Vero Beach, FL [REDACTED]

RE: 1998 Ford F-Series

Dear [REDACTED]

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

Your insurance carrier normally handles a situation such as the one you described. We suggest that you follow the directions of your insurance carrier. If they determine that Ford Motor Company is liable, they have the right to file a subrogation claim.

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

Update an Issue

VIN: 1FTZX1763WN [REDACTED] Year: 1996 Model: F-SERIES WSO: 1997-11-28

Name: [REDACTED] Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Address: [REDACTED] VERO BEACH FL [REDACTED]

Case Number: 355840315

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Dealer: F24404 - VELDE FORDING

Comm Type: OTHER

Current Odometer Reading: 94000 MI

Action Category: SEND ACKNOWLEDGEMENT

Odometer Reading: 94000 MI

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER(10)

Caller Information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

there are no open recalls related to concerns. letter sent to customer stating the same

Comments:

QASIS

Warranty History

ESP/Recall

<<BACK

CANCEL

FINISH>>

Customer Info

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

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTZX1763WN [REDACTED] Veh Line: T/F5 - F150/250(PH96)/F229-FORD [97-05] Eng Serial No: *
Model Year: 1998 Market Derived: * - [N/A] Body Style: *
Veh Type: T Drive Codes: T/B - 2 WHL L/H REAR DRIVE Engines: T/V3 - W-H 4.6L SOHC EFI NA CMB G-MP
Inv. Dealer: 04807 Body Cdn Style: T/BD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DU - 4 SPD AUTO TR NAAO AODEW14R70W
Version/Series: T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AR - NORFOLK PLANT BUILD
Country: USA - ##### Prod Date: 01-OCT-1997

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124406 -
Country: USA - ##### Selling Dir St/Prov: FL
Buyer St/Prov: FL

Arrival Date: 16-OCT-1997 Red Carpet Lease: 1
Sale Date: 28-NOV-1997 Fleet/Retail/Co. Lease: R
Warranty Start Date: 28-NOV-1997 Modified Vehicle: *
Orig Warranty Date: 28-NOV-1997 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
X17MMS319513914 2 2 2839148 A2 H QUR 53 951 287 T 61 240205853 BADA 2423 4 48 8
19952 4 C 107A 94872 1

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER GVW Code:
Alternator Amp Rating: AT GVW Class Code: 2
Audio Disk: * - [N/A] Instrumentation: * - [N/A]
Axle Ratio: EGARD - 3.55 FINAL DRIVE RATIO Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axle Type: EGJAC - LIMITED SLIP REAR AXLE Mirror(Pass Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: MA Paint: PHAV8 - LT PRAIRIE TAN C/C

Brake Codes:	* - [N/A]	Power Antennas:	* - [N/A]
Brake Codes(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTE/CLOCK
Calibration Code:	848DR05A	Sound System:	* - [N/A]
Color(Accent):	PNUAA - EBONY SOLID C/C	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AC - FIRESTONE
Delivery Type:	R	Tire Size:	D3JWJ - P235/70R-16 OWL A-S
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	BAH
ESP Plan Year:	* Engine Family:	WFA0XT0468AA
ESP Signature Date:		

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	TS	WCC	CPSC_6	PREF BASE	SUFF	CCC	CD	DIST (Miles)			
1FTZX1763W	/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	01-OCT-1997	28-NOV-1997	124408	USA	18	5A09	050200	EBTZ 4676	C	LM6	D8	26056			
AWS Claim Key:		8086015		Trx Code:		EB4		Labor Hrs:		0.9													
Dir Cd-Sub Cd:		04809		Name:		BARTOW FORD COMPANY		Ph:		863-5330425		St:FL		Ctry Cdt:		USA Reg Cd:		NA		Rspn Date:24-APR-1999		Doc #15962910	
Cust Comments:		REAR PINION SEAL LEAKING																					
Tech Comments:		REPLACED PINION SEAL 1																					
1FTZX1763W	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	01-OCT-1997	28-NOV-1997	124408	USA	18	*	*	*	*	*	*	26056			
AWS Claim Key:		8118221		Trx Code:		98514		Labor Hrs:		0.6													
Dir Cd-Sub Cd:		04809		Name:		BARTOW FORD COMPANY		Ph:		863-5330425		St:FL		Ctry Cdt:		USA Reg Cd:		NA		Rspn Date:24-APR-1999		Doc #15962911	
Cust Comments:		RECALL 98514																					
Tech Comments:		PERF LUG NUT RECALL AS PERSCRIBED																					

ESP / Recall Information

VIN: 1FTZX17B3WN [REDACTED]

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-04-24	04809USAF24409
04L19	LABEL LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Dealer Information

PCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	E	B2	04950	F24404

Dealer Name:	VELDE FORDING		
Dealer Address:	488 U.S. #1		
	VERO BEACH FL 32962		
Dealer Main Phone:	561-689-3400	Dealer Service Phone:	561-689-3400

Position	Employee Name
DEALER/PARTNER	JEFFREY L VELDE
GENERAL MANAGER	STEVEN L CUMMINS
PARTS MANAGER	RICHARD HAMILTON
SALES MANAGER	WAYNE G ZWICK
SALES MANAGER	KEN MEAD
SALES MANAGER	NEAL MEADORS
SALES MANAGER	RANDY HEATH
SERVICE MANAGER	william j donnelly

Service Hours	7:30 AM THRU 5:00 PM M-FRI
Directions	
Trained	Y
Additional Information	LSG ENROLLED VMX-# 4077781419

2005

ORLANDO

Customer Info

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

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	2FTZ007251	Veh Line:	T/P5 - F150/250(PWR)/F225-FORD [97-05]	Eng Serial No:	*
Model Year:	2001	Market Derived:	T/Y - FORD DIVISION DERIVATIVE	Body Sheet:	*
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:	049-45	Body Chk Style:	T/B0 - SUPER SINGLE CAB (SUPER CAB)	Transmission:	T/DU - 4 SPD AUTO TR NAAD A00EW/4R70H
		Version/Serial:	T/AM - 150 SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: A4 - ONTARIO PLANT BUILD
Country: CAN - ##### Prod Date: 24-OCT-2000

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124203 *
Country: USA - ##### Selling Dir St/Prov: FL
Buyer St/Prov: FL
Arrival Date: 16-NOV-2000 Red Carpet Lease: *
Sale Date: 15-DEC-2000 Fleet/Retail/Co, Lease: R
Warranty Start Date: 15-DEC-2000 Modified Vehicle: *
Orig Warranty Date: 15-DEC-2000 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
2011CN3427913958 2 2 30K1999 DJ 2H 307.9 55 M 3 29 1X 6 B 240203 53 3L F23 1 2
2FTZ5 9 0 0 887A 880722 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	CA	GVW Class Code:	Z
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EG4ND - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Pass Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	NJ	Paint:	PHLOZ - DEEP WEDGEWOOD BLUE C/C

Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radios:	AG - ELETR AM/FM/STRO/CSTP/CLOCK
Calibration Code:	1F513C0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axles:	
Color(Trim):	0002V - MED GRAPHITE	Tire Brand:	AD - GENERAL
Delivery Type:	D	Tire Size:	D3JWC - P235/70R-16 OWL A-5
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	* BP:	*
LR:	* BR:	*
LL:	* BL:	*
SPARE:	*	

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	3
ESP Coverage(Time):	* Emission Decal Suffix:	HLH
ESP Plan Year:	* Engine Family:	1F6KT0422P5
ESP Signature Date:		

Standard Claims List For Model Year 2001

VIN	VEH LINE	MMT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TS	WCC	CPSC_6	PREF	BASE	SUPP	CCC	CD	DIST (Miles)		
2FTZ07251		T/F	T/BD	T/AM	T/B	A4	T/DU	T/LY	24-OCT-2000	15-DEC-2000	124203	USA	10	4003	090301	1L3Z	5E212	AA	N31	33	13592		
AWS Claims Key:		2999545	Trx Code:		507	Labor Hrs:		1.5															
Dir Cd-Sub Cd:		04945 - *	Name:				BILL CURRIE FORD INC	Ph:		813-4725543	St:		FL	City Cd:		USA Reg Cd:		NA	Rapr Date:		26-SEP-2001	Doc #:	44522801
Cust Comments:		C 5 THAT THERE IS A NOISE IN THE FRT. END WHEN GOING 5 MPH																					
Tech Comments:		REPLACE RATTUNG CONVERTERS																					
2FTZ07251C		T/F	T/BD	T/AM	T/B	A4	T/DU	T/LY	24-OCT-2000	15-DEC-2000	124203	USA	11	1H03	030804	YF1Z	9J460	AC	E29	X1	14971		
AWS Claims Key:		4587566	Trx Code:		507	Labor Hrs:		2.3															
Dir Cd-Sub Cd:		04843 - *	Name:				BILL CURRIE FORD INC	Ph:		813-4725553	St:		FL	City Cd:		USA Reg Cd:		NA	Rapr Date:		23-OCT-2001	Doc #:	47112501
Cust Comments:		C 5 THAT THE CHECK ENGINE LIGHT IS ON																					
Tech Comments:		EEL TESTS REPLACE PPE SENSOR, REMOVE UPPER INTAKE AND DECARBON P0401																					
2FTZ07251C		T/F	T/BD	T/AM	T/B	A4	T/DU	T/LY	24-OCT-2000	15-DEC-2000	124203	USA	11	7D07	17X00K	F4CZ	13466	A	L26	46	15472		
AWS Claims Key:		4721148	Trx Code:		E83	Labor Hrs:		0.3															
Dir Cd-Sub Cd:		04945 - *	Name:				BILL CURRIE FORD INC	Ph:		813-4725555	St:		FL	City Cd:		USA Reg Cd:		NA	Rapr Date:		29-OCT-2001	Doc #:	47241403
Cust Comments:		INSPECT RIGHT REAR TAIL LIGHT																					
Tech Comments:		REPLACE TAIL LIGHT BULB																					
2FTZ07251		T/F	T/BD	T/AM	T/B	A4	T/DU	T/LY	24-OCT-2000	15-DEC-2000	124203	USA	12	6D01	011001	*	1862900	*	\$52	31	16200		
AWS Claims Key:		5316908	Trx Code:		E84	Labor Hrs:		0															
Dir Cd-Sub Cd:		04945 - *	Name:				BILL CURRIE FORD INC	Ph:		813-4725555	St:		FL	City Cd:		USA Reg Cd:		NA	Rapr Date:		27-NOV-2001	Doc #:	47817601
Cust Comments:		DRIVERS SEAT IS TORN																					
Tech Comments:		ANTHONY FOR DRIVERS SEAT REPAIR INV 44625																					
																						24-OCT-	15-DEC-

2FTZ007251	T/F5	T/F	T/BD	T/AM	T/B	AA	T/DU	T/LY	2000	2000	12-003	USA	18	1H03 030804	2F1Z 9J460	AA	E29	46	24723
AWS Claim Key: 9069195 Trx Code: EP1 Labor Hrs: 0.6																			
Dir Cd-Sub Cd: 04945 - * Name: BILL CURRIE FORD INC Ph: 813-8725595 St:FL Ctry Cd: USA Reg Cd: NA Rpr Date:07-JUN-2002 Doc #51634701																			
Cust Comments: CUST STATES CHECK ENGINE LIGHT STAYS ON E29																			
Tech Comments: EEC TESTS REPLACE DIFFERENTIAL SENSOR P0401 RETEST PASS																			
2FTZ007251C	T/F5	T/F	T/BD	T/AM	T/B	AA	T/DU	T/LY	24-OCT-2000	15-DEC-2000	12-003	USA	18	6J14 011404	FB1Z 25218442	AA	L07	42	24723
AWS Claim Key: 9069197 Trx Code: E84 Labor Hrs: 1.2																			
Dir Cd-Sub Cd: 04945 - * Name: BILL CURRIE FORD INC Ph: 813-8725595 St:FL Ctry Cd: USA Reg Cd: NA Rpr Date:07-JUN-2002 Doc #51634702																			
Cust Comments: CUST STATES RIGHT DOOR LOCK IS NOT WORKING																			
Tech Comments: NGS TEST PIN POINT TEST REPLACE DEFECTIVE RIGHT FRONT DOOR ACTUATOR																			
2FTZ007251C	T/F5	T/F	T/BD	T/AM	T/B	AA	T/DU	T/LY	24-OCT-2000	15-DEC-2000	12-003	USA	18	4C01 090201	5F223	*	M09	33	24723
AWS Claim Key: 9069196 Trx Code: S07 Labor Hrs: 0.7																			
Dir Cd-Sub Cd: 04945 - * Name: BILL CURRIE FORD INC Ph: 813-8725595 St:FL Ctry Cd: USA Reg Cd: NA Rpr Date:07-JUN-2002 Doc #51634703																			
Cust Comments: CUST STATES WHEN DRIVING 3 10MPH LOUD THUMPING NOISE UNDER VEHICLE ALMOST SOUNDS LIKE EXHAUST IS LOOSE...ADVISE																			
Tech Comments: NVH DIAG REPOSITION HEAT SHIELD 5F223 33																			
2FTZ007251C	T/F5	T/F	T/BD	T/AM	T/B	AA	T/DU	T/LY	24-OCT-2000	15-DEC-2000	12-003	USA	21	4C01 090101	5230	*	M11	07	31951
AWS Claim Key: 10239322 Trx Code: E84 Labor Hrs: 0.7																			
Dir Cd-Sub Cd: 04945 - * Name: BILL CURRIE FORD INC Ph: 813-8725595 St:FL Ctry Cd: USA Reg Cd: NA Rpr Date:15-AUG-2002 Doc #53008802																			
Cust Comments: C S THAT THERE IS AN EXHAUST RATTLE. M11																			
Tech Comments: VERIFIED EXHAUST NOISE TIGHTEN LOOSE EXHAUST CLAMP AND REPOSITION TAIL PIPE ADJUST BRACKET ON ENGINE GROUNDING OUT																			
2FTZ007251C	T/F5	T/F	T/BD	T/AM	T/B	AA	T/DU	T/LY	24-OCT-2000	15-DEC-2000	12-003	USA	22	7007 17000K	F4CZ 13466	A	L26	46	35803
AWS Claim Key: 10225311 Trx Code: E83 Labor Hrs: 0.3																			
Dir Cd-Sub Cd: 04945 - * Name: BILL CURRIE FORD INC Ph: 813-8725595 St:FL Ctry Cd: USA Reg Cd: NA Rpr Date:13-SEP-2001 Doc #53580004																			
Cust Comments: CUST STATES DRIVERS SIDE TAILLIGHT IS OUT																			
Tech Comments: REPLACE REAR BULB																			

Dealer Information

PCBD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	C	D2	04917	F24902

Dealer Name:	GATOR FORDTRUCK SALES, INC.		
Dealer Address:	11780 TAMPA GATEWAY BOULEVARD SEFFNER FL 33584		
Dealer Main Phone:	813-880-3673	Dealer Service Phone:	813-880-3673

Position	Employee Name
CUST RELATIONS MGR	John W Harrell Jr.
DEALER/PARTNER	DAVID F KILCOYNE
GENERAL MANAGER	ROBERT F MCLEHENY
PARTS MANAGER	Joseph M Kelley
PARTS MANAGER	JOHNNY F POCOPANNI
SALES MANAGER	Ron T Crowder
SALES MANAGER	THOMAS P BROWDER
SALES MANAGER	HAROLD WAGONER
SALES MANAGER	Timothy Spurlock
SERVICE MANAGER	RONALD MELVIN

Service Hours 7:30 - 11:30PM MON - FRI SAT CLOSED

Directions

Trained Y

Additional Information



Consumer Affairs

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

Sent via U.S. Mail

March 18, 2005

[REDACTED]
Tampa, FL [REDACTED]

RE: 2001 Ford F-Series

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

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

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

ORLANDO

2005



Consumer Affairs

P.O. Box 6248, MB3NE-B
Dearborn, MI 48126

*Sent via U.S. Mail

February 11, 2005

[REDACTED]
New Smyrna Beach, FL [REDACTED]

RE: 1997 Ford F-Series
VIN: 1FTDX1729VN [REDACTED]

Dear [REDACTED]

This letter is in regards to the incident 2 years ago in which your vehicle was involved.

Due to the length of time that has elapsed since the incident, we are unable to determine liability. Based on this information, we are unable to offer any assistance.

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

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

Update an Issue

VIN: 1FTDX1728VN

Year: 1997

Model: F-SERIES

WSD: 1998-12-29

Name:

Primary Phone:

Secondary Phone:

Address:

NEW SMYRNA BEACH FL

Case Number: 1830030336

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: FIRE/SMOKE VISIBLE FLAME

Dealer: F24536 - MULLINAX FORD-M

Complaint Type: OTHER

Current Odometer Reading: 70000 MI

Action Category: SEND ACKNOWLEDGEMENT

Odometer Reading: 70000

MI

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER(K)

Caller Information If different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

too much time has passed to address concerns. letter sent
to customer

Comments:

[OASIS](#)

[Warranty History](#)

[ESP/Recall](#)

<<BACK

CANCEL

FINISH>>

Customer Info

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

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTDX1729VN [REDACTED] Veh Line: T/FS - F150/250(PN94)/P225-FORD [97-05] Eng Serial No: *
 Model Year: 1997 Market Derived: * - [N/A] Body Shell: *
 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: 04790 Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DU - 4 SPD AUTO TR NA40 A
 Version/Series: T/AA - 150 SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AR - NORFOLK PLANT BUILD
 Country: USA - ##### Prod Date: 06-NOV-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124461 -
 Country: USA - ##### Selling Dir St/Prov: FL
 Buyer St/Prov: FL
 Arrival Date: 18-NOV-1996 Red Carpet Lease: *
 Sale Date: 29-DEC-1996 Fleet/Retail/Co, Lease: F
 Warranty Start Date: 29-DEC-1996 Modified Vehicle: 6333
 Orig Warranty Date: 01-NOV-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
 2179889179313938 2 592516019 MH 2 D95 55 2R52 29 411 32404618460000 20713 5 2
 2P289 3 C 807A 2000 1 Y Xx100 4

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER GVW Code:
 Alternator Amp Rating: AE GVW Class Code: D
 Audio Disk: * - [N/A] Instrumentation: * - [N/A]
 Axle Ratio: EGAND - 3.55 FINAL DRIVE RATIO Mirror(Driver Side): AD - DRIVER POWER MIRROR
 Axle Type: EGJAC - LIMITED SLIP REAR AXLE Mirror(Passr Side): AD - PASS POWER CONVEX MIRROR
 Battery Amp Rating: AA Paint: PNYW3 - OXFORD WHITE SOLID C/C
 Brake Code: * - [N/A] Power Antenna: * - [N/A]
 Brake Code(Service): * - [N/A] Radio: AG - ELETR AN/FM/STRO/CSTE/CLOCK
 Calibration Code: 744FR10A Sound System: * - [N/A]
 Color(Accent): * - [N/A] Suppn Tandem Axle:
 Color(Trim): 0002V - Tire Brand: AG - GOODYEAR
 Delivery Type: 0 Tire Size: D3JWC - P255/70R-16 OWL A-5
 Driveshaft Code: F Traction Control: * - [N/A]
 Front Seat: * - [N/A] Wheel Base:
 Fuel Type: * - [N/A]

TIRE DOT INFORMATION:

LF: * RF: *
 LR: * RR: *
 LJ: * RS: *
 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:	SY
ESP Plan Year:	* Engine Family:	YFACIZBHEK
ESP Signature Date:		

Standard Claims List For Model Year 1997

VIN	VEH LINE	AKT	BOY	VER	DRIVE	PLY	TR	ENG	PROD	WARR	SELLING	SELL	TIS	WCC	CPSC	PREF	BATE	SUFF	CCC	CD
		DERIV	CAR	SERIES	TYPE	CD	CD	CD	DATE	DATE	DEALER	CNT								
1FTDX1729V	T/F5		T/BD	T/AM	T/B	AR	T/BU	T/LY	NOV-1996	DEC-1996	124461	USA	15	7502	180102	*	14401	*	P01	28
AWS Claim Key: 7409883 Trx Code: E83 Labor Hrs: 0.7 Dir Cd-Sub Cd: 04790 - * Name: GARY YEOMANS FORD Ph: 386-2536771 St: Chry Cdt: USA Reg Cd: NA Repr Date:19-MAR-1998 Cust Comments: CUST STATES VEHICLE WON'T COME OUT OF PARK (P01) Tech Comments: 28 DID CIRCUIT TEST REPAIRED BROKEN WIRE FOR TRAILER HARNESS																				
1FTDX1729V	T/F5		T/BD	T/AM	T/B	AR	T/BU	T/LY	NOV-1996	DEC-1996	124461	USA	15							
AWS Claim Key: 7409886 Trx Code: 97586 Labor Hrs: 0.3 Dir Cd-Sub Cd: 04790 - * Name: GARY YEOMANS FORD Ph: 386-2536771 St: Chry Cdt: USA Reg Cd: NA Repr Date:19-MAR-1998 Cust Comments: RECALL 97586 Tech Comments: SECURED CABLE PER RECALL 97586																				
1FTDX1729V	T/F5		T/BD	T/AM	T/B	AR	T/BU	T/LY	NOV-1996	DEC-1996	124461	USA	16	7A01	140101	BKE	65	750	C25	42
AWS Claim Key: 8578872 Trx Code: E83 Labor Hrs: 0.7 Dir Cd-Sub Cd: 04790 - * Name: GARY YEOMANS FORD Ph: 386-2536771 St:IN Chry Cdt: USA Reg Cd: NA Repr Date:31-MAR-1998 Cust Comments: D02 CUST STATES VEHICLE WON'T START Tech Comments: 46 DID ALT OUTPUT 14V 75AMP STARTER DRAW 10V 190 AMP BATTERY LOAD BY 208 AMP REPLACED BATTERY RETEST 9.8 V 39C																				
1FTDX1729V	T/F5		T/BD	T/AM	T/B	AR	T/BU	T/LY	NOV-1996	DEC-1996	124461	USA	20	7522	1801XX	*	14526	*	A85	28
AWS Claim Key: 1123C66 Trx Code: E83 Labor Hrs: 0.2 Dir Cd-Sub Cd: 04790 - * Name: GARY YEOMANS FORD Ph: 386-2536771 St:IN Chry Cdt: USA Reg Cd: NA Repr Date:27-JUL-1998 Cust Comments: A85 CUST STS TRAILER WIRING IS INOP Tech Comments: OPEN 14526 28 REPLACE FUSE CHECK FOR SHORTS NONE FOUND																				
1FTDX1729V	T/F5		T/BD	T/AM	T/B	AR	T/BU	T/LY	NOV-1996	DEC-1996	124461	USA	24	2803	030703	*	12403	*	E29	42
AWS Claim Key: 13900799 Trx Code: S07 Labor Hrs: 2.5 Dir Cd-Sub Cd: 04790 - * Name: GARY YEOMANS FORD Ph: 386-2536771 St:FL Chry Cdt: USA Reg Cd: NA Repr Date:27-NOV-1998 Cust Comments: E29 CUST STATES CHECK ENGINE LIGHT IS ON AND VEHICLE IS ACTING LIKE IT WANTS TO STALL OUT (RUNNING ROUGH) Tech Comments: EEC TEST KOEC P0302, KOED P1000, KOER P1000, FUEL PRESSURE TEST 35PSI, PINPOINT TEST, PERFORMED IGNITION SYSTEM I																				

1FTDX1729VN	T/F5	T/BD T/AM T/B	AR	T/DU T/LY	NOV-1996	DEC-1996	124461	USA	24	3A11	070100	7003	P66	42
AWS Claim Key: 14048358 Trx Code: E84 Labor Hrs: 10														
Dir Cd-Sub Cd: 04790 - * Name: GARY YEOMANS FORD Ph: 386-2536771 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:07-DEC-1998 Dc #:														
Cust Comments: P66 CUST STATES TRANS HAS NO DRIVE OR OVERDRIVE														
Tech Comments: DEFECTIVE INTERMEDIATE ONE WAY CC 42 ADDRESS CONCERN DIAG RR TRANS MOUNT TO BENCH ON TRANS CC CONVERTOR FL COOLER LINES ON VALVE BODY REFILL TEST DRIVE														

1FTDX1729VN	T/F5	T/BD T/AM T/B	AR	T/DU T/LY	NOV-1996	DEC-1996	124461	USA	24					
AWS Claim Key: 14048352 Trx Code: 98514 Labor Hrs: 0.6														
Dir Cd-Sub Cd: 04790 - * Name: GARY YEOMANS FORD Ph: 386-2536771 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:07-DEC-1998 Dc #:														
Cust Comments: RECALL 98514														
Tech Comments: COMPLETE 98514														

1FTDX1729VN	T/F5	T/BD T/AM T/B	AR	T/DU T/LY	NOV-1996	DEC-1996	124461	USA	29	7C01	170503	F5DZ	14018	AA A85 41
AWS Claim Key: 14846738 Trx Code: 083 Labor Hrs: 1.1														
Dir Cd-Sub Cd: 04790 - * Name: GARY YEOMANS FORD Ph: 386-2536771 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:06-MAY-1999 Dc #:														
Cust Comments: A85 CUST STATES DONE LIGHT WON'T SHUT OFF														
Tech Comments: SECKING 14018 41 INSTALL HGS AND PERFORM PINPOINT TEST CHECK PID DATA REMOVE PASS DOOR PANEL AND REPLACE DOO SWITCH														

1FTDX1729VN	T/F5	T/BD T/AM T/B	AR	T/DU T/LY	NOV-1996	DEC-1996	124461	USA	29	75Z2	1801XX	14526	A85	28
AWS Claim Key: 16600843 Trx Code: E83 Labor Hrs: 0.2														
Dir Cd-Sub Cd: 04790 - * Name: GARY YEOMANS FORD Ph: 386-2536771 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:06-MAY-1999 Dc #:														
Cust Comments: A85 CUST STATES TRAILER PLUG HAS NO TURN SIGNALS OR BRAKE LIGHT														
Tech Comments: FUSE BLOWN 14526 28 REPLACE FUSE														

1FTDX1729VN	T/F5	T/BD T/AM T/B	AR	T/DU T/LY	NOV-1996	DEC-1996	124461	USA	42	1D05				
AWS Claim Key: 20817450 Trx Code: 99829 Labor Hrs: 4.5														
Dir Cd-Sub Cd: 03019 - * Name: HALIFAX FORD-MERCURY Ph: 386-4289094 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:06-JUN-2000 Dc #:														
Cust Comments: CUST HAS RECALL 99829														
Tech Comments: PERFORMED RECALL 99829, R&R POWER STEERING PULLEY, CRANK PULLEY, FAN & FAN SHROUD, REMOVED TIMING COVER, CL														

1FTDX1729VN	T/F5	T/BD T/AM T/B	AR	T/DU T/LY	NOV-1996	DEC-1996	124461	USA	45	4C03	090201	F63Z	5E212	AD 166 42
AWS Claim Key: 21229090 Trx Code: 507 Labor Hrs: 2.1														
Dir Cd-Sub Cd: 03019 - * Name: HALIFAX FORD Ph: 386- St:FL Ctry Cd: USA Reg Cd: NA Repr Date:14- Dc														

MERCURY

42B9094

AUG-2000

#:

Cust Comments: CONVERTER LEAKING AT SEAM

Tech Comments: DIAGNOSE LEAK AT RIGHT CONVERTER REPLACE RIGHT SIDE CONVERTER

ESP / Recall Information

VIN: 1FTDX1728VN

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00822	SAFETY RECALL	FUEL LINE	OPEN - LAUNCHED		
97S86	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-03-19	04790USAF24482
98R04	REGIONAL (USA)	PCV SYSTEM MODIFICATION	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-12-07	04790USAF24482
99B29	CUSTOMER SAT/OOWNER NOTIF PGM	3.8L AND 4.2L ENGINE FRONT COVER GASKET	CLOSE - REPAIRED	2000-06-06	03019USAF24535
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - WARRANTY GARG		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	F	E2	00000	F24535

Dealer Name:	MULLINAX FORD-
Dealer Address:	MERCURY
	1307 NORTH DDIE FREEWAY
	NEW SMYRNA BEACH FL 32168
Dealer Main Phone:	904-428-9084
Dealer Service Phone:	904-428-9084

Position	Employee Name
DEALER/PARTNER	LARRY MULLINAX
SALES MANAGER	RYAN ORTIZ
SALES MANAGER	DARRYL J ANDERSON
SERVICE MANAGER	MARK S KISCH

Service Hours	7:30 - 5:30 (M-F)
Directions	
Trained	Y
Additional Information	18G ENROLLED

[REDACTED]

2005

ORLANDO

Alt Action Details for Issue

[Print](#)

VIN: 1FTDX176XVN Year: 1997 Model: F-SERIES Case: 1636130525
 Name: Owner Status: Subsequent WSD: 1996-03-15
 Symptom Desc: FIRE/SMOKE SMOKE 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: 02865 FORD OF OCALA INC Origin Desc: US CONCERN CASE BASE
 Odometer: 173000 MI Comm Type: PHONE
 Analyst Name: ABBOTT LA TANYA Analyst: LABBOTT4
 Action Date: 02/21/2005 Action Time: 17.40.12.839 Action Data: No

Comments CUSTOMER SAID: -CUST WAS DRIVING AND SMELT SOMETHING BURNING TODAY -WHEN HE STOPPED AND OPENED THE HOOD THERE WAS SMOKE AND FLAMES -CUST PUT IT OUT BY PUTTING DIRT ON IT -THE VEH IS CURRENTLY AT CUST HOME AND CUST WAS ABLE TO DRIVE IT -INSURANCE COMPANY HASNT BEEN CONTACTED -NO FIRE REPORT AND NO POLICE REPORT -CUST WANTS FORD TO HAVE A RECALL ON THIS OR FIX HIS VEHDEALER SAID: NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 02865 FORD OF OCALA INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 173000 MI Comm Type: OTHER
 Analyst Name: CASSANDRA JONES Analyst: CJONES
 Action Date: 02/25/2005 Action Time: 10.07.20.890 Action Data: No

Comments LPA SPOKE TO CUSTOMER. THE VEHICLE IS STILL DRIVEABLE. CUSTOMER ASSUMED THAT THE SMALL FIRE AT THE MASTER CYLINDER WAS DUE TO AN OPEN RECALL. LPA ADVISED OF THE RECALL FOR THE FUEL LINE CURRENTLY OPEN. LPA FURTHER ADVISED THAT HE SHOULD CONTACT THE SRV MANAGER OR PARTS DIRECTOR IN ASSISTANCE IN GETTING A REPLACEMENT SWITCH FOR THE MASTER CYLINDER- CUSTOMER TO ABSORB THE COST

Action: CLOSING COMMENTS - CUSTOMER ISSUE RESOLVED BY DEALER/REGION
 Dealer: 02865 FORD OF OCALA INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 173000 MI Comm Type: OTHER
 Analyst Name: CASSANDRA JONES Analyst: CJONES
 Action Date: 02/25/2005 Action Time: 10.08.00.998 Action Data: No

Comments CUSTOMER REFERRED TO DLR. LETTER SENT

Customer info

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

Address: [REDACTED] F: [REDACTED]

Country: USA

Language: EN

Cell Phone: [REDACTED]

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTDX175XV1 [REDACTED] Vch Line: T/F3 - F150/250(PH96)/P225-FORD (97-05) Eng Serial No: *
 Model Year: 1997 Market Derived: * - [N/A] Body Shell: *
 Vch Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/V3 - W-M 4.6L SOHC EFI NA C
 Inv. Dealer: 01200 Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DJ - 4 SPD AUTO TR NA4D AI
 Version/Serial: T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AR - NORFOLK PLANT BUILD
 Country: USA - ##### Prod Date: 21-FEB-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124027 *
 Country: USA - ##### Selling Dir St/Prov: FL
 Buyer St/Prov: FL
 Arrival Date: 29-FEB-1996 Red Carpet Lease: *
 Sale Date: 15-MAR-1996 Fleet/Retr/Co, Lease: R
 Warranty Start Date: 15-MAR-1996 Modified Vehicle: *
 Orig Warranty Date: 15-MAR-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1 2 3 4 5 6 7 8 9
 X17YKJ375081383H X 1 01AN142 BK N 307B SR 2053 28 11 B 246427850 YB F21M7 5 6
 1P21K 4 C 307A 9601K 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	RD	GVW Class Code:	D
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	NA	Paint:	PHYW3 - OXFORD WHITE SOLID C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTE/CLOCK
Calibration Code:	648DROBA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	002SG - WILLOW	Tire Brand:	AC - FIRESTONE
Delivery Type:	D	Tire Size:	D3JH1 - P235/70R-16 BSW A-S
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/B - T/D
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Recal Suffix:	5AT
ESP Plan Year:	• Engine Family:	WFA462MGKEK
ESP Signature Date:		

●

ESP / Recall Information

VIN: 1FTDX176XVN

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Start Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	OPEN - LAUNCHED		
06S49	SAFETY RECALL	1998 AEROFANG/EXPL & 1998-97 F-SERIES (12-15-95 THRU 3-11-98) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		
96S62	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-04-22	01200USAF24427
97S81	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE REPLACEMENT	CLOSE - REPAIRED	2000-04-10	01200USAF24427
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	2000-04-18	03568USAF2101
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PBA Code	Sales Code
24-ORLANDO	24-ORLANDO	0	E3	02885	F24500

Dealer Name:	FORD OF OCALA INC		
Dealer Address:	2816 N W PINE AVENUE		
	OCALA FL 34478		
Dealer Main Phone:	352-732-4800	Dealer Service Phone:	352-732-4800

Position	Employee Name
CUST RELATIONS MGR	SUSAN J MINTON
GENERAL MANAGER	GARY L SCOTT
PARTS MANAGER	DONNA L VEZINA
SALES MANAGER	James L LaVelle
SALES MANAGER	JAMES J LENT
SALES MANAGER	STEVEN J HOLLOSI
SALES MANAGER	nicholas a geline
SALES MANAGER	DAVID R REAGLE
SALES MANAGER	Joseph Reimo
SALES MANAGER	paui j ruby
SALES MANAGER	John I Lucas
SALES MANAGER	EDDIE GRAHAM
SALES MANAGER	PHILLIP L SWILLEY
SALES MANAGER	JIM BALLARD
SALES MANAGER	GREG BAKER
SALES MANAGER	DONALD FALCO
DIRECTEUR DES VENTES	DANIEL W COLLINS
SERVICE MANAGER	REGINALD J HORTON
SERVICE MANAGER	Greg N Barton

Service Hours	7:30AM - 6:00 PM
Directions	441 NORTH OF OCALA FLORIDA
Trained	Y
Additional Information	BODY SHOP MANAGER; WAYNE GATREAU

2004

0552340974 ORLANDO

All Action Details for Issue

CASE:
552340974
Region: 24
CASSANDRA

VIN: 1FTEP15H2TN [REDACTED] Year: 1998
Name: [REDACTED] Owner Status: Subsequent
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Issue Type: 07 LEGAL Issue Status: OPEN

Model: F-SERIES
W9D: 1995-09-01
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 31070 ALMARTIN VOLVO

Origin Desc: US CONCERN CASE BASE

Odometer: 78000 MI

Comm Type: PHONE

Analyst Name: POMMELS TRACEY

Analyst: TPOMMELS

Action Date: 04/06/2004

Action Time: 15.20.33.393

Action Data: Yes

Comments CUSTOMER SAID: ==DATE THE VEHICLE CAUGHT ON FIRE: APRIL 5, 2004 ==WHERE THE FIRE ORIGINATED IN THE VEHICLE: FIRE STARTED UNDER THE HOOD BY THE MASTER CYLINDER ==CURRENT LOCATION OF THE VEHICLE: CUSTOMER SAYS VEH. IS SITLL SITTING IN HIS DRIVEWAY. ==WHETHER OR NOT THERE WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT: CUST SAYS HE DID NOT GET THE FIRE REPORT NUMBER AS YET. ==IF A FIRE REPORT WAS FILED, WHAT THE FINDINGS WERE: CUSTOMER SAYS FIRE IS CAUSED FROM ELECTRICAL WIRES ==THE FIRE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED: DELAND FIRE DEPARTMENT. ==WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY: CUST SAYS HE DID FILE A CLAIM WITH HIS INSURANCE COMPANY THIS MORNING. ==CUST DID NOT HAVE A STATUS OF THE CLAIM AS YET. ==WHETHER OR NOT THE VEHICLE IS REPAIRABLE: CUSTOMER SAYS VEH. IS NOT REPAIRABLE. ==VEHICLE WAS PARKED IN CUSTOMER CAR PORT WHEN THE FIRE STARTED.DEALER SAID: 2855 N. VOLUSIA AVENUE ORANGE CITY, FL 32763 TEL: (386) 776-1000 FAX: (386) 775-0572CRC 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.;

Date Element Name

Date Value

FIRE/ACCIDENT

F

Action: CANCEL ISSUE

Dealer: 31070 ALMARTIN VOLVO

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 78000 MI

Comm Type: OTHER

Analyst Name: WHITE, TAMELA (T.J.)

Analyst: TWHITE11

Action Date: 04/20/2004

Action Time: 08.40.09.888

Action Data: No

Comments **CONTACT WAS OPENED INCORRECTLY TO A VOLVO DEALERSHIP**

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 03898 COGGIN DELAND FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 78000 MI

Comm Type: OTHER

Analyst Name: POMMELS TRACEY

Analyst: TPOMMELS

Action Date: 04/22/2004

Action Time: 12.18.08.354

Action Data: Yes

Comments CUSTOMER SAID: ==DATE THE VEHICLE CAUGHT ON FIRE: APRIL 5, 2004 ==WHERE THE FIRE ORIGINATED IN THE VEHICLE: FIRE STARTED UNDER THE HOOD BY THE MASTER CYLINDER ==CURRENT LOCATION OF THE VEHICLE: CUSTOMER SAYS VEH. IS SITLL SITTING IN HIS DRIVEWAY. ==WHETHER OR NOT THERE WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT: CUST SAYS A REPORT WAS FILED BUT HE DID NOT GET THE FIRE REPORT NUMBER AS YET. ==IF A FIRE REPORT WAS FILED, WHAT THE FINDINGS WERE: CUSTOMER SAYS FIRE IS CAUSED FROM ELECTRICAL WIRES ==THE FIRE REPORT NUMBER AND THE CITY OR

COUNTY IN WHICH THE REPORT WAS FILED: DELAND FIRE DEPARTMENT. ==WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY: CUST SAYS HE DID FILE A CLAIM WITH HIS INSURANCE COMPANY THIS MORNING. ==CUST SAYS HE DID NOT HAVE A STATUS OF THE CLAIM AS YET. ==WHETHER OR NOT THE VEHICLE IS REPAIRABLE: CUSTOMER SAYS VEH. IS NOT REPAIRABLE. ==VEHICLE WAS PARKED IN CUSTOMER CAR PORT WHEN THE FIRE STARTED.DEALER SAID: 2866 N. VOLUSIA AVENUE ORANGE CITY, FL 32763 TEL: (386) 776-1000 FAX: (386) 776-0572CRC 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. ==OBC TO CUST DID NOT GET AN ASSWER, WAS NOT ABLE TO LEAVE MESSAGE, NO ANSWERING MACHINE. ==CSR WILL RECONTACT CUST AT 4PM EST.;

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: OUTBOUND CALL TO FORMER MERCURY CUSTOMER

Dealer: 03888 COGGIN DELAND FORD

Origin Desc: MANUAL - PHONE CSR

Odometer: 1 MI

Comm Type: OTHER

Analyst Name: POMMELLS TRACEY

Analyst: TPOMMELS

Action Date: 04/22/2004

Action Time: 16.26.18.078

Action Data: No

Comments CUSTOMER SAID: =DATE THE VEHICLE CAUGHT ON FIRE: APRIL 5, 2004 ==WHERE THE FIRE ORIGINATED IN THE VEHICLE: FIRE STARTED UNDER THE HOOD BY THE MASTER CYLINDER ==CURRENT LOCATION OF THE VEHICLE: CUSTOMER SAYS VEH. IS SITLL SITTING IN HIS DRIVEWAY. ==WHETHER OR NOT THERE WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT: CUST SAYS A REPORT WAS FILED BUT HE DID NOT GET THE FIRE REPORT NUMBER AS YET. ==IF A FIRE REPORT WAS FILED, WHAT THE FINDINGS WERE: CUSTOMER SAYS FIRE IS CAUSED FROM ELECTRICAL WIRES ==THE FIRE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED: DELAND FIRE DEPARTMENT. ==WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY: CUST SAYS HE DID FILE A CLAIM WITH HIS INSURANCE COMPANY THIS MORNING. ==CUST SAYS HE DID NOT HAVE A STATUS OF THE CLAIM AS YET. ==WHETHER OR NOT THE VEHICLE IS REPAIRABLE: CUSTOMER SAYS VEH. IS NOT REPAIRABLE. ==VEHICLE WAS PARKED IN CUSTOMER CAR PORT WHEN THE FIRE STARTED.DEALER SAID: NONECRC ADVISED: OBC TO CUST SPOKE WITH MR. FLOYD AND ADVISED THERE WAS AN ERROR IN THE DOCUMENTATION AND THAT IS THE REASON WHY HE DID NOT GET A CALL BACK. ==ADVISED MR. FLOYD HE WILL GET A CALL BACK FROM THE LEGAL DEPT. WITHIN 2 BUSINESS DAYS; ==ADVISED CUST OF THE ABOVE INFO.;



Consumer Affairs

P.O. Box 6248, MD3NE-B
Dearborn, MI 48126

*Sent via U.S. Mail

May 5, 2004

[REDACTED]
Deland, FL [REDACTED]

RE: 1996 Ford F-Series
VIN: 1FTEF15H2TN [REDACTED]

Dear [REDACTED]

This letter is in response to our conversation today.

It is important that you know each Ford and Lincoln/Mercury dealership is an independent business. Therefore, Ford Motor Company cannot interfere in the policies and/or practices that an individual dealer has established for operation of this separate business entity. Based on the review of this case, your concern involves a sales issue that must be resolved between you and the dealership.

We regret that we are not able to be of direct assistance in this matter.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

Customer Info

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

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FTEF15H2T	Val Line:	T/F1 - F-SERIES (91-97)	Eng Serial No:	*
Model Year:	1996	Market Derived:	* - [N/A]	Body Shell:	*
Val Type:	7	Drive Code:	T/B - 2 WHL L/H REAR DRIVE	Engine:	T/YK - 3.5L OHV EFI NA V8 G
Inv. Dealer:	04790	Body Coll Style:	T/BB - SINGLE CAB (REGULAR CAB)	Transmission:	T/DE - 4 SPD AUTO TR-NAAC
		Version/Series:	T/AM - 150 SERIES		

BUILD INFORMATION:

Region: NA - 000000000 Plant: AR - NORFOLK PLANT BUILD
 Country: USA - 000000000 Prod Date: 07-AUG-1995

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 124461 - *
 Country: USA - 000000000 Selling Dir St/Prov: FL
 Buyer St/Prov: FL
 Arrival Date: 23-AUG-1995 Red Carpet Lease: *
 Sale Date: 07-SEP-1995 Fleet/Resale/Co. Lease: R
 Warranty Start Date: 01-SEP-1995 Modified Vehicle: *
 Orig Warranty Date: 01-SEP-1995 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
 FLSTW055241335H43 5 1 1120489 QF E E18 PQ 2063 293 42C3 4 24F46L811 Y0 N SV3 H 3 H
 1FTE270 587A HEFLA2 H 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	1Q	GVW Class Code:	E
Antib Dick:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Pass Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	EM	Paint:	PNYW4 - OXFORD WHITE #2
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRONG/STEACLOCK
Calibration Code:	664HR06A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Axle:	
Color(Trim):	000K V -	Tire Brand:	CB - FIRESTONE/GENERAL/GOODYEAR
Delivery Type:	E	Tire Size:	E3GLF - P235/75R15XL OWL A-S
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	T/F - SEAT-FLIGHT BENCH	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	•	Exhausting Code:	T/B - T/B
ESP Coverage(Miles):	•	Emission Cert Type:	F
ESP Coverage(Fine):	•	Emission Decal Suffix:	PKM
ESP Plan Year:	•	Engine Family:	TFM5850FEK
ESP Signature Date:			

Server Name : AWS Production

Standard Claims List For Model Year 1996

VIN	VEH LINE	MOY DERV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TBS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)				
1FTEP15H12TN	7F1	*	T/BB	T/AM	T/B	AR	T/DE	T/VK	07-AUG-1995	01-SEP-1995	124461	USA	7	5G05	040001	*	FRONT	*	H82	W6	6135				
AWS Claim Key:		1117514		Trk Code:		2		Labor Hrs:		1															
Dir Cd-Sub Cd:		04790-*		Name:		GARY YEOMANS FORD		Ph:		386-2536771		St: FL		Ctry Cd:		USA		Reg Cd:		NA		Repe Date: 07-MAR-1996		Doc #: 1381192	
Cust Comments:		H82 CUST STATES ABNORMAL FRONT TIRE WEAR																							
Tech Comments:		OUT OF SPEC TEST CK FT ALKIN SET TOE TEST OK																							
1FTEP19H12TN	7F1	*	T/BB	T/AM	T/B	AR	T/DE	T/VK	07-AUG-1995	01-SEP-1995	124461	USA	7	7A01	140101	EXT	65	850	D02	08	6155				
AWS Claim Key:		1117513		Trk Code:		2		Labor Hrs:		.5															
Dir Cd-Sub Cd:		04790-*		Name:		GARY YEOMANS FORD		Ph:		386-2536771		St: FL		Ctry Cd:		USA		Reg Cd:		NA		Repe Date: 07-MAR-1996		Doc #: 1381193	
Cust Comments:		C25 CUST STATES INT NO CRANK																							
Tech Comments:		LOAD TEST ON BATT FAILED TEST CHARGE SYS OK CK BATTERY 9 VOLTS UNDER LOAD REPLACE BAT TEST OK																							
1FTEP15H12TN	7F1	*	T/BB	T/AM	T/B	AR	T/DE	T/VK	07-AUG-1995	01-SEP-1995	124461	USA	8	5Y01	060202	E7T2	1126	9	N27	13	7803				
AWS Claim Key:		1500266		Trk Code:		2		Labor Hrs:		.6															
Dir Cd-Sub Cd:		04790-*		Name:		GARY YEOMANS FORD		Ph:		386-2536771		St: FL		Ctry Cd:		USA		Reg Cd:		NA		Repe Date: 16-APR-1996		Doc #: 1412461	
Cust Comments:		N27 CUST STATES PULSATION WHEN APPLYING BRAKES IN REAR																							
Tech Comments:		DRUMS OUT OF ROUND CUSTOMER DID NOT WANT DRUMS CUT TEST R-R REAR WHEELS REPLACE DRUMS CLEAN AND ADJUST SHOES TEST OK																							
1FTEP15H12TN	7F1	*	T/BB	T/AM	T/B	AR	T/DE	T/VK	07-AUG-1995	01-SEP-1995	124461	USA	8	SRD1	110401	F2T2	38676	A	N11	08	7803				
AWS Claim Key:		1500265		Trk Code:		2		Labor Hrs:		.4															
Dir Cd-Sub Cd:		04790-*		Name:		GARY YEOMANS FORD		Ph:		386-2536771		St: FL		Ctry Cd:		USA		Reg Cd:		NA		Repe Date: 15-APR-1996		Doc #: 1412464	
Cust Comments:		CUST REQUEST INSTALL SOP STEERING SHAFT NOISE																							
Tech Comments:		TEWST CK FT END REPLACE LOWER STEERING SHAFT																							

Claims List Report

Page 2 of 2

INTERSECTION	T/F1	*	T/BB	T/AM	T/B	AR	T/DE	T/VK	07-AUG-1995	01-SEP-1995	124461	USA	12	2004 000615	*	DRAG	*	D13	08	11430			
AWS Chain Key:	2030405	Tex Code:	2	Label Bst:	12																		
Dir Cd-Sub Cd:	04790-A	Name:	GARY YEOMANS FORD			Ph:	386-2536771		St:	FL		Ctry Cb:	USA		Reg Cd:	NA		Repe Date:	07-AUG-1996		Doc #:	1518951	
Chart Comments:	D13 CUST STATES ENG POOR PERFORMANCE SEE JU																						
Tech Comments:	RAN 5809 GUIDED DRAG, ALL SYSTEMS OPERATING AT FACTORY SPECS AT THIS TIME. CK TIMING 10 DEGREES. RAN OASIS NO																						

ESP / Recall Information

VIN: 1FTEF15H2TN [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
24-ORLANDO	24-ORLANDO	D	F1	03888	F24510

Dealer Name: COGGIN DELAND FORD
 Dealer Address: 2855 N. VOLUSIA AVENUE
 ORANGE CITY FL 32763

Dealer Main Phone: 904-775-1000 Dealer Service Phone: 904-775-1000

Position	Employee Name
DEALER/PARTNER	JOSEPH P UMBRIANO
DEALER/PARTNER	EDWARD T LACEY
GENERAL MANAGER	PAULA L TABAR
PARTS MANAGER	MICHAEL M GUTHRIE
SALES MANAGER	RANDALL W ZUCKER
SALES MANAGER	HARL G BARNETT
SERVICE MANAGER	RONDA PRYOR

Service Hours: MON-FRI 7:30-8PM SATURDAY 8:00 AM TO 5:PM

Directions:

Trained: Y

Additional Information:



Update an Issue

VIN: 1FTDX1787VK [REDACTED] Year: 1997 Model: F-SERIES WSD: 1996-10-28

Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] PORT ORANGE FL [REDACTED]

Case Number: 1693830275

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: GENERAL INQUIRIES REQUEST/ NON-VEHICLE RELATED

Dealer: F24481 - GARY YEOMANS FO

Complaint Type:	OTHER	Current Odometer Reading:	1 MI
Action Category:	SEND ACKNOWLEDGEMENT	Odometer Reading:	1 MI
Action:	SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER(K)		

Caller Information If different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One [REDACTED]

Phone: [REDACTED]

Comments: there are no open recalls related to concerns. letter sent stating the same

[OASIS](#)[Warranty History](#)[ESP/Recall](#)

<<BACK

CANCEL

FINISH>>

Customer Info

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

Address: [REDACTED] F: [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact Method:

Fax:

Preferred Contact Time:

Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTDX1767V0 [REDACTED] Vch Line: T/P3 - F150/250(PW6)/F225-FORD (97-05) 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 EPI NA CIV6 G-HP
Inv. Dealer: 00247 Body Cab Style: T/B0 - SUPER SINGLE CAB (SUPER CAB) Transmission: T/D0 - 4 SPD AUTO TR NAAG A0DEW/4R0W
Version/Serial: T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - #000000000 Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - #000000000 Prod Date: 31-JUL-1996

SALE INFORMATION:

Region: NA - #000000000 Selling Dealer: 121062 *
Country: USA - #000000000 Selling Dir St/Prov: GA
Buyer St/Prov: GA

Arrival Date: 23-AUG-1996 Red Carpet Lease: 1
Sale Date: 28-OCT-1996 Fleet/Retail/Co, Lease: R
Warranty Start Date: 28-OCT-1996 Modified Vehicle: *
Orig Warranty Date: 28-OCT-1996 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
XLTVERS242413030 2 2 01X5001 ED E 3010 00 0003 00 061 E 21A062003 P00A X2000V 25 6
1P207 E 2 0 000A 0000A

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	GVW Class Code:	D
Audio Disc:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axis Ratio:	EGAND - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MA	Paint:	PHYW3 - OXFORD WHITE SOLID C/C

Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Servic):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STRO/CSTE/CLK
Calibration Code:	648DRDLA	Sound System:	* - [N/A]
Color(Accent):	PNDEA - LIGHT SADDLE C/C	Suspension Axle:	
Color(Trim):	0000B -	Tire Brand:	AG - GOODYEAR
Delivery Type:	R	Tire Size:	D3JWC - P255/70R-16 OWL A-3
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RP:	*
LR:	*	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 Stuff:	SAT
ESP Plan Year:	* Engine Family:	VFM462BGKPK
ESP Signature Date:		

Standard Claims List For Model Year 1997

WIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRX CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF BASE	SUFF	CCC	CD	DIST (Miles)	
1FTDK1767V	T/F5	*	T/BD	T/AM	T/B	AJ	T/DU	T/V3	31-JUL-1996	28-OCT-1996	121062	USA	4	7514	180103	*	13A709	*	L25	12	11247
AWS Claim Key: 1004666 Trx Code: 1 Labor Hrs: 2.2																					
Dir Cd-Sub Cd: 00247 - * Name: ALLAN WGL FORD OF FAYETTEVILLE, INC. Ph: 770-4611151 St:GA Ctry Cdt: USA Reg Cdt: NA Repr Date:12-FEB-1997 Doc #04894651																					
Cust Comments: CK AFTER VEH GETS HOT WHEN BRAKES PRESSED INTERIOR LIGHT COMES ON																					
Tech Comments: SEAT ASSEMBLY FRONT ACCORS																					
1FTDX1767V	T/F5	*	T/BD	T/AM	T/B	AJ	T/DU	T/V3	31-JUL-1996	28-OCT-1996	121062	USA	4	7513	180103	*	14405	*	M05	X1	11247
AWS Claim Key: 1004667 Trx Code: 1 Labor Hrs: 0.5																					
Dir Cd-Sub Cd: 00247 - * Name: ALLAN WGL FORD OF FAYETTEVILLE, INC. Ph: 770-4611151 St:GA Ctry Cdt: USA Reg Cdt: NA Repr Date:12-FEB-1997 Doc #04894652																					
Cust Comments: CK DRIVERS MIRROR INOP UP AND DOWN																					
Tech Comments: WIRING ASSEMBLY REPAIR																					
1FTDX1767V	T/F5	*	T/BD	T/AM	T/B	AJ	T/DU	T/V3	31-JUL-1996	28-OCT-1996	121062	USA	4	5G03	040001	*	FRONT	*	H62	W6	11247
AWS Claim Key: 1004668 Trx Code: 1 Labor Hrs: 1.2																					
Dir Cd-Sub Cd: 00247 - * Name: ALLAN WGL FORD OF FAYETTEVILLE, INC. Ph: 770-4611151 St:GA Ctry Cdt: USA Reg Cdt: NA Repr Date:12-FEB-1997 Doc #04894653																					
Cust Comments: CK TIRE WEAR																					
Tech Comments: CASTER, CAMBER, TOE-IN - CHECK																					
1FTDX1767V	T/F5	*	T/BD	T/AM	T/B	AJ	T/DU	T/V3	31-JUL-1996	28-OCT-1996	121062	USA	4	5X04	040402	*	ALRAL	*	M22	D9	11247
AWS Claim Key: 1004669 Trx Code: 1 Labor Hrs: 0.9																					
Dir Cd-Sub Cd: 00247 - * Name: ALLAN WGL FORD OF FAYETTEVILLE, INC. Ph: 770-4611151 St:GA Ctry Cdt: USA Reg Cdt: NA Repr Date:12-FEB-1997 Doc #04894654																					
Cust Comments: CK VIBS WHILE DRIVING																					
Tech Comments: WHEEL AND TIRE ASSEMBLY - BALANCE																					
31-JUL- 28-OCT-																					

31-JUL- 28-OCT-

1FTDX1767V	T/F5	T/BD	T/AM	T/B	AJ	T/DU	T/V3	1996	1996	121062	USA	13							36440	
AWS Claim Key:		4252824	Trx Code:		97584	Labor Hrs:		0.3												
Dir Cd-Sub Cd:		00509	Name:		ALLAN VIGIL FORD	Ph:		678-3443673	St:		Ctry Cd:		USA	Reg Cd:		NA	Repr Date:	03-NOV-1997	Doc #:	03529850
Tech Comments:		RECALL RECALL																		
1FTDX1767V	T/F5	T/BD	T/AM	T/B	AJ	T/DU	T/V3	31-JUL-1996	28-OCT-1996	121062	USA	13	2803	000703		12425		E29	49	36440
AWS Claim Key:		4252835	Trx Code:		P05	Labor Hrs:		2.7												
Dir Cd-Sub Cd:		00509	Name:		ALLAN VIGIL FORD	Ph:		678-3643673	St:		Ctry Cd:		USA	Reg Cd:		NA	Repr Date:	03-NOV-1997	Doc #:	03529851
Cust Comments:		THE YELLOW CHECK ENGINE LIGHT STAYS ON ALL THE TIME																		
Tech Comments:		CONTAMINATED PLUGS SDS DIAG CLEMA SPARK PLUGS, REPROGRAM PCM																		
1FTDX1767V	T/F5	T/BD	T/AM	T/B	AJ	T/DU	T/V3	31-JUL-1996	28-OCT-1996	121062	USA	23								66230
AWS Claim Key:		11851592	Trx Code:		98514	Labor Hrs:		0.6												
Dir Cd-Sub Cd:		00509	Name:		ALLAN VIGIL FORD	Ph:		678-3643673	St:	GA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:	26-AUG-1996	Doc #:	06078053
Cust Comments:		98514 LING NUT RECALL																		
Tech Comments:		RECALL RECALL 98514 REPLACED LING NUTS																		
1FTDX1767V	T/F3	T/BD	T/AM	T/B	AJ	T/DU	T/V3	31-JUL-1996	28-OCT-1996	121062	USA	40								93674
AWS Claim Key:		21459496	Trx Code:		00522	Labor Hrs:		0.2												
Dir Cd-Sub Cd:		04990	Name:		GARY YEOMANS FORD	Ph:		386-2536771	St:	FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:	09-OCT-2000	Doc #:	28454402
Cust Comments:		PERFORM RECALL 00522																		
Tech Comments:		PERFORM RECALL 00522 INSPECTION																		
1FTDX1767V	T/F5	T/BD	T/AM	T/B	AJ	T/DU	T/V3	31-JUL-1996	28-OCT-1996	121062	USA	82								64570
AWS Claim Key:		24828136	Trx Code:		03502	Labor Hrs:		0.2												
Dir Cd-Sub Cd:		04990	Name:		GARY YEOMANS FORD	Ph:		386-2536771	St:	FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:	28-JUN-2003	Doc #:	39483201
Cust Comments:		RECALL 03502																		
Tech Comments:		PERFORMED INSPECTION PASSED PER RECALL																		

ESP / Recall Information

VIN: 1FTDX1787VK

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00622	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2000-10-09	04790USAF24462
03S02	SAFETY RECALL	1997 MODEL YEAR EXPEDITION AND F-SERIES UNDER 6500 GAW VEHICLES INTERMEDIATE STEERING S	CLOSE - INSPECT	2003-06-28	04790USAF24462
97S86	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1997-11-03	00609USAF21122
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-08-28	00609USAF21122
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Dealer Information

PGSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	F	E2	04780	F24481

Dealer Name:	GARY YEOMANS FORD		
Dealer Address:	1420 NORTH TOMOKA FARMS ROAD DAYTONA BEACH FL 32124		
Dealer Main Phone:	386-253-6771	Dealer Service Phone:	386-253-7031

Position	Employee Name
CUST RELATIONS MGR	JANICE B MCGOWAN
DEALER/PARTNER	GARY YEOMANS
GENERAL MANAGER	ERIC FRECHETTE
GENERAL MANAGER	MARK E COHEN
PARTS MANAGER	RAY GRUBBS
SALES MANAGER	SANDRA CANESSA
SALES MANAGER	JOSEPH J SARRO, III
SALES MANAGER	JAMES DALY
SALES MANAGER	ROY MILLER
SALES MANAGER	GLEN KNOCH
SALES MANAGER	HAROLD E KANARIS
SALES MANAGER	THEODORE M MCINNEY
SALES MANAGER	GLENN SHIREY
SALES MANAGER	MIKE ALBRECHT
SALES MANAGER	RICHARD A GRAHAM
SALES MANAGER	DAVID J HOMIN
SALES MANAGER	WILLIE WRIGHT
SALES MANAGER	FREDERICK SMITH
SERVICE MANAGER	JOHN SACCO
SERVICE MANAGER	BILL POSEY
SERVICE MANAGER	JOSEPH N KIDD

Service Hours 7:00 AM TO 7:00 PM

Directions

Trained Y

Additional Information MOTORHOME SERVICING DEALER

2005

0349540455

KANSAS CITY

Action Detail

VIN: 1FTDF0880VK	Year: 1997	Model: F-SERIES	Case: 349540455
Name:	Owner Status: Subsequent	WSD: 1997-01-16	
Synptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: 573-292-9041	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: 573-326-4822	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: FRIENDLY FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 05017	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 140000 MI	Comm Type: MAIL		
Action Date: 02/17/2006	Action Time: 13:03:40:263	Action Data: No	
Analyst Name: TANYA ROQUEMORE (TROQUEMO)	Analyst: TROQUEMO		

COMMENTS: LPA SENDING BEYOND WARRANTY, NO FSA'S LETTER, NO ASSISTANCE.

Sent Via U.S. Mail

February 17, 2005

[REDACTED]
Birch Tree, MO [REDACTED]

RE: 1997 F-Series
VIN: 1FTDF0869VK [REDACTED]

Dear [REDACTED]

This is in response to your contact dated February 14, 2005 regarding your vehicle concerns.

We sincerely regret any inconveniences that you have experienced regarding the vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no recalls or owner notification programs pertaining to the 1997 F-Series. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

COPY

Tanya Roquemore
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTDF0560V [REDACTED] Year: 1997 Model: F-SERIES Case: 349540455
Name: [REDACTED] Owner Status: Subsequent WSD: 1997-01-16
Symptom Desc: [REDACTED] Primary Phone: [REDACTED]
Reason Desc: DEALER GENERATED INFORMATION ISSUE Secondary Phone: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 05017 FRIENDLY FORD, INC.

Origin Desc: DEALER

Odometer: 142174 MI

Comm Type: VISIT

Analyst Name: JOEL WESTERFIELD

Analyst: J-WESTE3

Action Date: 02/14/2005

Action Time: 09:42:33.679

Action Data: No

Comments CUST CLAIMING VEHICLE CAUGHT FIRE SITTING IN PARKING LOT UN-ATTENDED, VEHICLE WAS SHUT OFF AND KEYS OUT OF IGNITION.

Action: SERVICE APPOINTMENT SCHEDULED

Dealer: 05017 FRIENDLY FORD, INC.

Origin Desc: DEALER

Odometer: 142174 MI

Comm Type: VISIT

Analyst Name: JOEL WESTERFIELD

Analyst: J-WESTE3

Action Date: 02/14/2005

Action Time: 09:59:49.068

Action Data: No

Comments CUST CLAIMS FIRE CAUSED BY CRUISE CONTROL CANCEL SWITCH, THE SAME THAT IS INCLUDED IN RECALL OF 2000-2001 F-SERIES AND EXPEDITION VEHICLES. INSPECTED VEHICLE AND APPEARS THAT CRUISE CONTROL DE ACTIVATION SWITCH WAS THE CAUSE OF FIRE. CONTACTING REGIONAL REP AT THIS TIME.

Action: SERVICE APPOINTMENT SCHEDULED

Dealer: 05017 FRIENDLY FORD, INC.

Origin Desc: DEALER

Odometer: 142174 MI

Comm Type: VISIT

Analyst Name: JOEL WESTERFIELD

Analyst: J-WESTE3

Action Date: 02/14/2005

Action Time: 09:59:55.105

Action Data: No

Comments CUST CLAIMS FIRE CAUSED BY CRUISE CONTROL CANCEL SWITCH, THE SAME THAT IS INCLUDED IN RECALL OF 2000-2001 F-SERIES AND EXPEDITION VEHICLES. INSPECTED VEHICLE AND APPEARS THAT CRUISE CONTROL DE ACTIVATION SWITCH WAS THE CAUSE OF FIRE. CONTACTING REGIONAL REP AT THIS TIME.

John Lund - ZM - NO ASSISTANCE
Dave Sancier - DM -
~~Bob Harkins - DM -~~

All Action Details for Issues

[Print](#)

VIN: 1FTDF0880V100000000	Year: 1997	Model: F-SERIES	Case: 349540455
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1997-01-16	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 06017 FRIENDLY FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 140000 MI. Comen Type: PHONE
Analyst Name: LEUNG KEVIN Analyst: KLEUNG1
Action Date: 02/14/2005 Action Time: 10:13:24.789 Action Data: No

Comments CUSTOMER SAID: -VEH WAS INVOLVED IN AN ELECTRICAL FIRE, WITH PHYSICAL FLAME, CAUSED BY THE CRUISE CONTROL-VEH WAS NOT RUNNING AT THE TIME-BELIEVE THAT IT IS RELATED TO THE RECALL ISSUED FOR THE 2000 F-SERIES-VEH IS CURRENTLY AT THE DLRSHIP AT THIS TIME-WOULD LIKE TO GET THE VEH PROPERLY REPAIRED-BELIEVE THAT THE ISSUE IS DUE TO A FACTORY DEFECT-NO ONE WAS INJURED NOR WAS THERE ANY PROPERTY DAMAGE-WANT TO KNOW WHAT CAN BE DONE REGARDING THE ISSUE DEALER SAID: FRIENDLY FORD INC 3241 SOUTH GLENSTONE SPRINGFIELD, MO 65804 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.

Recalls

System is just like the 2000
Customer has spoken to an attorney.

Customer Info

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

Vehicle List				
VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FTDF0880V	1997 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Cosle Warranty History
1FMJU24E5V	1998 EXPLORER	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Cosle Warranty History

VEHICLE DETAIL

VIN: 1FTDF063DVK	Engine: W-M 4.6L SOHC EFI NA CIV3 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODEW4R70A
Model: F-SERIES	Paint Code/Color: PACIFIC GREEN C/C
Year: 1997	Calibration: 646D06A
Pay Load:	Max Towing Weight:
GVWR: 08000	Axis Ratio:
WheelBase: 120	Warranty Start Date: 1/16/1997
GCWR:	Vehicle Build Date: 7/24/1998
PEP Code: 507A	

Selling Dealers Name: REPUBLIC FORD, INC.

Selling Dealers P & A Code: 06218

Selling Dealers Sales Code: F53493

Selling Dealers Main Phone: 417-732-2626 Selling Dealers Service Phone: -

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
F08VKB3297 212098 2 52 01A1818 TD E 3U19 66
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 60 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
2N53 29 61 B 5 3E493851 PS N M23 B1
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
FTD0 8 C 507A 8 6UM0
1 2 3 4 5 6 7 8 9 160

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
53-KANSAS CITY	53-KANSAS CITY	E	C2	05017	F53480

Dealer Name:	FRIENDLY FORD, INC.		
Dealer Address:	3241 S GLENSTONE SPRINGFIELD MO 65804		
Dealer Main Phone:	417-883-4330	Dealer Service Phone:	417-883-4330

Position	Employee Name
DEALER/PARTNER	DAN R WISE
DEALER/PARTNER	ROBERT C WISE
DEALER/PARTNER	JAY D WISE
PARTS MANAGER	DAVID W CRIGLER
SALES MANAGER	BRUCE E BASSHAM
SALES MANAGER	TIMOTHY S MCKEE
SALES MANAGER	JUSTIN M WISE
SALES MANAGER	THOMAS J ROBINSON
SALES MANAGER	WILLIAM H TANDY
SERVICE MANAGER	JOEL P WESTERFIELD

Service Hours 7:00-6:00 MON-FRI

Directions

Trained Y

Additional Information LSG ENROLLED CAC UPDATED 2-14-91

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 15-FEB-2005

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

VIN	AWS VL	WERS VL	MKT DEX	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	COC	CD	
1FTDF0160VK	PS	T/F5	*	T/BB	T/AM	T/E	AJ	T/DU	T/V3	24-07-96	16-01-97	153493	USA	13	*	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:		2672162	Doc #:	06815751	Trx Code:		97586	Labor Hrs:		3	Labor Cost:		15.13	Material Cost:		.15	Total Cost:		20.38					
Dir Cd-Sch Cd:		05218-*	Name:		REPUBLIC FORD, INC.		Ph:	417-7322626	St: MO		City Cd: USA		Reg Cd:		NA	Repr Date:		13-JAN-1998	DIST(Mile): 6006					
Cust Comments:		RECALL 97586 AUTO TRANS SHEET CABLE RETENTION HAS LO																						
Tech Comments:		RECALL 97586 BOX B INSTALL TIR STRAP																						
1FTDF0160VK	PS	T/F5	*	T/BB	T/AM	T/E	AJ	T/DU	T/V3	24-07-96	16-01-97	153493	USA	13	*	5F18	F75Z	1521337	AA	S03	V11	R21	14	
AWS Claim Key:		6165112	Doc #:	06919851	Trx Code:		EM4	Labor Hrs:		1.1	Labor Cost:		35.48	Material Cost:		77.5	Total Cost:		113.98					
Dir Cd-Sch Cd:		03218-*	Name:		REPUBLIC FORD, INC.		Ph:	417-7322626	St: MO		City Cd: USA		Reg Cd:		NA	Repr Date:		04-FEB-1998	DIST(Mile): 6498					
Cust Comments:		WINDNOISE AROUND WINDSHIELD SOP HERE DUSTY																						
Tech Comments:		UNEVEN SURFACE TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL																						
1FTDF0160VK	PS	T/F5	*	T/BB	T/AM	T/E	AJ	T/DU	T/V3	24-07-96	16-01-97	153493	USA	13	*	2G04	*	12A650	*	S11	V44	E29	42	
AWS Claim Key:		6165112	Doc #:	06919852	Trx Code:		807	Labor Hrs:		2.3	Labor Cost:		116.01	Material Cost:		0	Total Cost:		116.01					
Dir Cd-Sch Cd:		03218-*	Name:		REPUBLIC FORD, INC.		Ph:	417-7322626	St: MO		City Cd: USA		Reg Cd:		NA	Repr Date:		04-FEB-1998	DIST(Mile): 6498					
Cust Comments:		CHECK ENGINE LIGHT STAYS ON DROP OFF																						
Tech Comments:		PCM SERVICE BAY DIAGNOSTIC SYSTEM (SBDS) START-UP - TEST																						
1FTDF0160VK	PS	T/F5	*	T/BB	T/AM	T/E	AJ	T/DU	T/V3	24-07-96	16-01-97	153493	USA	26	*	5J03	*	18123	*	S11	V44	L86	42	
AWS Claim Key:		15220197	Doc #:	087712A	Trx Code:		EM4	Labor Hrs:		4	Labor Cost:		15.81	Material Cost:		36.92	Total Cost:		52.77					
Dir Cd-Sch Cd:		08021-*	Name:		MORLAN-SHELL FORD INC		Ph:	417-2363193	St: MO		City Cd: USA		Reg Cd:		NA	Repr Date:		08-FEB-1999	DIST(Mile): 16645					
Cust Comments:		CUST STATES RIGHT REAR SHOCK IS LEAKING FLUID																						
Tech Comments:		REPLACE RIGHT REAR SHOCK LEAKING FLUID																						

ESP / Recall Information

VIN: 1FTDF0880V

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	OPEN - LAUNCHED		
03S02	SAFETY RECALL	1997 MODEL YEAR EXPEDITION AND F-SERIES UNDER 8500 GVW VEHICLES INTERMEDIATE STEERING S	OPEN - LAUNCHED		
97S86	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-01-13	05218JSAF53493
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	OPEN - LAUNCHED		
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Vehicle Information Report

Page 1 of 2

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FTED880VK	Vehicle Line:	1P5 - F150/250(PN06)P215-FORD (97-05)	Body Style:	*
Model Year:	1997	Market Desired:	* - [N/A]	Navis Eng Serial No:	*
Vehicle Type:	T	Drive Code:	7E - 4 WHL L/R PART TIME DRIVE	Engine:	TV3 - W-M 4.6L SOHC EFI NA CIVE G-NP
Inv. Dealer:	05218	Body Cab Style:	* SINGLE CAB (REGULAR CAB)	Transmission:	TDU - 4 SPD AUTO TR NAAG AODEW/MRTOW
Vehicle Status Code:	000	Variant/Serial:	TIAM - 130 SERIES		

Trace Eng Serial No:

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - #####	Plant:	AT - KANSAS CITY PLANT BUILD
Country:	USA - #####	Prod Date:	24-JUL-1996

SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	153499 - *
Country:	USA - #####	Selling Div StProv:	MO
		Buyer StProv:	MO

Arrival Date:	25-JUL-1996	Red Carpet Lease:	*
Sale Date:	16-JAN-1997	Fleet/Retire/Co. Lease:	R
Warranty Start Date:	16-JAN-1997	Modified Vehicle:	* Vehicle Credit Flag:
Orig Warranty Date:	16-JAN-1997	Reassigned Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

FTUVM3297212036 232 DTAL016 TO R 3019 05 2w13 29 61 0 530492001 PG 4 1023 61
 FTDO 0 C 587A 10000

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	GVW Class Code:	D
Audio Dblc:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAYD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MA	Paint:	PNPEC - PACIFIC GREEN CC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CST/CLOCK
Calibration Code:	648DRA8A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steep Tandem Axle:	
Color(Trim):	000ZV -	Tire Manufacturer:	AG -
Delivery Type:	0	Tire Brand:	* -
Drivetrain Code:	D	Tire Size:	D3JWA - P155/70R-16 OWL A-T
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LL: * RL: *

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(Year):	* Emission Decal Suffix:	SAT
ESP File Year:	* Engine Family:	VPM4G2GKHK
ESP Signature Date:		

Any comments? You can contact

webmaster

Prev. Opened
2-14-05

Case: 343540455

Region: 53
TANVA

This email was automatically generated. Please do not reply to this email. No
for this email address.

Keller, Kristian (P.)

From: Cpfom, D (D.)
Sent: Monday, February 14, 2005 12:53 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Friendly Ford Inc.
Requesting Dealer: Friendly Ford Inc.
Contact Person: Joel Westerfield
Telephone: 417-883-4330
Email Address: service@friendlyford.net
PA Code: 05017
Region: wichita/springfield
City: springfield
Dealer State: MO
Fax Number: 417-883-7168
WSD: 01-16-1997
Vehicle Year: 1997
Vehicle Model: f-150
Vehicle VIN: 1ftdf0860v [REDACTED]
Mileage: 142174
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: birch tree
State: Missouri
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 53 - Kansas City
Incident Involves: Fire
Date of Incident: 02/11/2005
County in which Incident occurred: usa
Is Alleging Defect: Yes
Alleging defect detail: Cust states fire caused by cruise control de-activation switch, Same as in recall 05s28.
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: Cust has not yet specified whay resolution he is seeking. Cust has been watching news and internet and believes that same cruise control de-activation switch involved in recall 05s28 has caused fire in his vehicle. I believe that cust is wanting repairs to be performed at no cost to him, Although, he has not yet said that.

2005

0340200535

KANSAS CITY

Action Detail

VIN: 1FTDX1860VK	Year: 1997	Model: F-SERIES	Case: 340200535
Name: [REDACTED]	Owner Status: Original	WSD: 1997-03-11	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: FRIENDLY FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 05017	
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER			
Odometer: 140000 MI	Comm Type: MAIL		
Action Date: 02/23/2005	Action Time: 12:40:49:913	Action Date: No	
Analyst Name: TANYA ROQUEMORE (TROQUEMO)	Analyst: TROQUEMO		

COMMENTS: SENDING LETTER REFERING CUSTOMER TO INSURANCE COMPANY FOR ASSISTANCE.



Consumer Affairs

PO Box 8248, MD 3NE-6
Dearborn, MI 48126 USA

Sent Via U.S. Mail

February 23, 2005

[REDACTED]
Summersville, MO [REDACTED]

Re: 1997 F-Series
VIN: 1FTDX1869V [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

We sincerely regret the circumstances described. However, a situation such as this is normally handled by your client's 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,

COPY
Tanya Roggemore
Consumer Affairs



All Action Details for Issue

[Print](#)

VIN: 1FTDX18897	Year: 1997	Model: F-SERIES	Case: 340200535
Name: [REDACTED]	Owner Status: Original	WSD: 1997-09-11	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME 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: 05017 FRIENDLY FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 140000 MI Comn Type: PHONE
Analyst Name: ANTHONY THOMPSON Analyst: ATHOMP22
Action Date: 02/22/2005 Action Time: 08:26:59.989 Action Data: No

Comments CUSTOMER SAID: CUST SAYS THE VEH CAUGHT FIRE ON FEB. 12/05 - CUST SAYS IT IS RELATED TO THE CRUISE CONTROL - CUST SAYS THAT PREVIOUSLY, THE CRUISE CONTROL FAILED - FIRE WAS PUT OUT - VEH WAS TOWED TO THE DLRSHIP - CUST'S SON WAS THE DRIVER - CUST'S SON SAW ON THE INTERNET OF THE FIRES - FORD REP. LOOKED AT THE VEH AND SAID THERE WASN'T A RECALL ON THE VEH FOR THIS - CUST SAYS HER SON DOES NOT HAVE COMPREHENSIVE INSURANCE - CUST IS UPSET THAT NOTHING HAS BEEN DONE TO PREVENT THIS - THEY HAVE NOT RECEIVED ANY WARNINGS FOR THIS
DEALER SAID: FRIENDLY FORD INC 3241 SOUTH GLENSTON SPRINGFIELD, MO 65804
DISTANCE: MILES TEL: (417) 883-4330
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.

Not involved in recall

All Action Details for Issue

Print

VIN: 1FTDX1889VH	Year: 1997	Model: F-SERIES Case: 340200535
Name:	Owner Status: Original	WSD: 1997-03-11
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED	Primary Phone:	
Reason Desc: MISC INQUIRY - FORD MOTOR COMPANY FEEDBACK	Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED	

Action: ADVISE CUSTOMER THE FEEDBACK HAS BEEN DOCUMENTED

Dealer:

Origin Desc: US INQUIRY CASE BASE

Odometer: 140000 MI

Comm Type: PHONE

Analyst Name: ANTHONY THOMPSON

Analyst: ATHOMP22

Action Date: 02/22/2005

Action Time: 09:29:32.502 Action Date: No

Comments: CUSTOMER SAID: CUST SAYS THE VEH CAUGHT FIRE ON FEB. 12/05 - CUST SAYS IT IS RELATED TO THE CRUISE CONTROL - CUST SAYS THAT PREVIOUSLY, THE CRUISE CONTROL FAILED - FIRE WAS PUT OUT - VEH WAS TOWED TO THE DLRSH - CUST'S SON WAS THE DRIVER - CUST'S SON SAW ON THE INTERNET OF THE FIRES - FORD REP. LOOKED AT THE VEH AND SAID THERE WASNT A RECALL ON THE VEH FOR THIS - CUST SAYS HER SON DOES NOT HAVE COMPREHENSIVE INSURANCE - CUST IS UPSET THAT NOTHING HAS BEEN DONE TO PREVENT THIS - THEY HAVE NOT RECEIVED ANY WARNINGS FOR THIS - CUST FEELS THAT FORD SHOULD HAVE ADDRESSED THIS POTENTIAL CONCERN YEARS BEFORE - IS DIS-APPOINTED IN FORD/DEALER SAID: NONE/CRC ADVISED: THANK YOU FOR PROVIDING FORD MOTOR COMPANY WITH FEEDBACK; YOUR OPINIONS ARE VALUABLE TO US. I HAVE DOCUMENTED YOUR COMMENTS AND THE INFORMATION YOU PROVIDED REGARDING YOUR EXPERIENCE WITH OUR COMPANY. YOU WILL NOT BE CONTACTED UNLESS A SPECIFIC DEPARTMENT REQUIRES ADDITIONAL INFORMATION OR CLARIFICATION.

Customer Info

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

Vehicle List				
VIN	Year/Model	Sales Type	Owner Status	Vehicle Info
2MEFM74W52	2002 GRAND MARQUIS	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis
	No Open Issues			Warranty History
1FTRX18L81N	2001 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis
	No Open Issues			Warranty History
2MEFM74W0X	1999 GRAND MARQUIS	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis
	No Open Issues			Warranty History
1LNLM82W7SY	1995 TOWN CAR	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis
	No Open Issues			Warranty History
2FALP74W2RX	1994 CROWN VICTORIA	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis
	No Open Issues			No Warranty History
2FACP74F0MX	1991 CROWN VICTORIA	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis
	No Open Issues			No Warranty History
1FTHF28G4KG	1996 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis
	No Open Issues			No Warranty History
1FTDX186SVKE	1997 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis
	Open Issues Exist			Warranty History

VEHICLE DETAIL

VIN: 1FTDX1869VK	Engine: W-M 4.6L SOHC EFI NA CIV8 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR NAAD AODEW4R70A
Model: F-SERIES	Paint Code/Color: LIGHT SADDLE C/C
Year: 1997	Calibration: 848DR08A
Pay Load:	Max Towing Weight:
GVWR: 08000	Axle Ratio:
WheelBase: 139	Warranty Start Date: 3/11/1997
GCWR:	Vehicle Build Date: 7/15/1996
PEP Code: 507A	

Selling Dealers Name: LICKING MOTOR COMPANY

Selling Dealers P & A Code: 08120

Selling Dealers Sales Code: F53889

Selling Dealers Main Phone: 573-674-2235 Selling Dealers Service Phone: 573-674-2235

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
X18 VKB2023 913938 2 41 01A9715 OD D 3U19 5L
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
5N53 29 81 5 3V688851 JLDZ N2FK3 25 61
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 9 160
FTD9 7 C 6 507A 9 6UMO
1 2 3 4 5 6 7 8 9 180

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
53-KANSAS CITY	53-KANSAS CITY	E	C2	05017	F53480

Dealer Name:	FRIENDLY FORD, INC.		
Dealer Address:	3241 S GLENSTONE SPRINGFIELD MO 65804		
Dealer Main Phone:	417-883-4330	Dealer Service Phone:	417-883-4390

Position	Employee Name
DEALER/PARTNER	DAN R WISE
DEALER/PARTNER	ROBERT C WISE
DEALER/PARTNER	JAY D WISE
PARTS MANAGER	DAVID W CRIGLER
SALES MANAGER	BRUCE E BASSHAM
SALES MANAGER	TIMOTHY S MCKEE
SALES MANAGER	JUSTIN M WISE
SALES MANAGER	THOMAS J ROBINSON
SALES MANAGER	WILLIAM H TANDY
SERVICE MANAGER	JOEL P WESTERFIELD

Service Hours 7:00-8:00 MON-FRI

Directions

Trained Y

Additional Information LSG ENROLLED CAC UPDATED 2-14-91

ESP / Recall Information

VIN: 1FTDX1869V

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2000-11-13	08120USAF53699
01977	CUSTOMER SATISFACTION NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - EXPIRED		
03S02	SAFETY RECALL	1997 MODEL YEAR EXPEDITION AND F-SERIES UNDER 8500 GVW VEHICLES INTERMEDIATE STEERING S	CLOSE - INSPECT	2003-06-11	03089USAF53699
97886	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1997-11-14	08120USAF53699
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-09-09	08120USAF53699
98S18	SAFETY RECALL	REAR SPRING CLIP INSTALLATION	CLOSE - REPAIRED	1998-09-09	08120USAF53699
04L19	LABEL LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTDX1869VK [REDACTED] Vch Line: TFS - F13D/50(PN56)/P223-PORD [07-08] Body Shell: *
 Model Year: 1997 Marked Derived: * - [N/A] Mark's Eng Serial: *
 Vch Type: T Drive Code: T/E - 4 WHL L/H PART TIME DRIVE Engine: TVE - W-M 4.6L SOHC EFI NA CIV6 G-HP
 Inv. Dealer: 08120 Body Cab Style: - SUPER SINGLE CAB (SUPER CAB) Transmission: T7DU - 4 SPD AUTO TR NAAO ACDEWHR70W
 Vehicle Status Code: 000 Version/Serial: T/AM - 150 SERIES

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - #00000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 15-JUL-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 153599 - *
 Country: USA - #00000000 Selling Dir SOProv: MO
 Buyer SOProv: MO
 Arrival Date: 24-JUL-1996 Red Carpet Lease: *
 Sale Date: 11-MAR-1997 Fleet/Retail/Ca. Lease: R
 Warranty Start Date: 11-MAR-1997 Modified Vehicle: * Vehicle Cannot Flag:
 Orig Warranty Date: 11-MAR-1997 Reacquired Vehicle: * Vehicle Export Flag: N

VQC/EOC:

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

K1P7W02023013938 241 03A9735 00 D 3010 56 5MS2 28 61 51W4090051 JLD3 M2TK3 25 61
 P706 1 C 6 507A 951M0 2

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	GVW Class Code:	D
Anti-Lock:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	EQARD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	EQHAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MA	Paint:	PNEVA - DARK FOREADOR C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTECLOCK
Calibration Code:	64DRSBA	Sound System:	* - [N/A]
Color(Asmnt):	PNDEA - LIGHT SADDLE C/C	Steep Traction Axle:	
Color(Trim):	000DB -	Tire Manufacturer:	AD -
Delivery Type:	0	Tire Brand:	* -
Drivetrain Code:	F	Tire Size:	D3JUL - P235/70R-16 OWL A-T
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *
 LR: * RR: *
 LJ: * RJ: *
 SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Exhaust Code:	T/B - T/B
ESP Coverage(Miles):	* Exhaust Cert Type:	F
ESP Coverage(Time):	* Exhaust Decal Suffix:	SAT
ESP Max Year:	* Engine Family:	V7M463MCKEK
ESP Signature Date:		

Any comments? You can contact

webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 23-FEB-2005

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC	PREF	BASE	SUFF VRT	VRG OCC CD
1FTDX1869V4	PS	T/P3	*	T/BD	T/AM	T/E	AJ	T/DU	T/V3	15-07-96	11-03-97	153699	USA	6	*	5G05	*	FRONT	* S10 V89 H26 W6
AWS Claim Key:	3118123	Doc #:	32523001	Trx Code:	1	Laber Hrm:	1.4	Laber Cost:	48.19	Material Cost:	0	Total Cost:	48.19						
Dir Cl-Sub Cd:	08120*	Name:	LICKING MOTOR COMPANY	Ph:	573-6742235	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Date:	04-SEP-1997						DIST(Mile):4821
Cost Comments:	FRONT PULLS TO RIGHT																		
Tech Comments:	ALIGN FRONT END-OUT OF SPECIFICATION																		
1FTDX1869V4	PS	T/P3	*	T/BD	T/AM	T/E	AJ	T/DU	T/V3	15-07-96	11-03-97	153699	USA	6	*	6P06	*	9924630	* S01 V31 B03 07
AWS Claim Key:	3118124	Doc #:	32523002	Trx Code:	1	Laber Hrm:	4	Laber Cost:	13.77	Material Cost:	0	Total Cost:	13.77						
Dir Cl-Sub Cd:	08120*	Name:	LICKING MOTOR COMPANY	Ph:	573-6742235	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Date:	04-SEP-1997						DIST(Mile):4821
Cost Comments:	THIRD DOOR WONT OPEN																		
Tech Comments:	ALIGN THIRD DOOR OUT OF ALIGNMENT																		
1FTDX1869V4	PS	T/P3	*	T/BD	T/AM	T/E	AJ	T/DU	T/V3	15-07-96	11-03-97	153699	USA	9	*	*	*	*	* SXX V00 * *
AWS Claim Key:	4583574	Doc #:	32531601	Trx Code:	97586	Laber Hrm:	3	Laber Cost:	10.33	Material Cost:	.15	Total Cost:	13.98						
Dir Cl-Sub Cd:	08120*	Name:	LICKING MOTOR COMPANY	Ph:	573-6742235	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Date:	14-NOV-1997						DIST(Mile):6196
Cost Comments:	RECALL NO. 97586																		
Tech Comments:	RECALL NO. 97586																		
1FTDX1869V4	PS	T/P3	*	T/BD	T/AM	T/E	AJ	T/DU	T/V3	15-07-96	11-03-97	153699	USA	9	*	2G04	*	124630	* S11 V44 H29 08
AWS Claim Key:	4583575	Doc #:	32531602	Trx Code:	807	Laber Hrm:	2	Laber Cost:	6.88	Material Cost:	0	Total Cost:	6.88						
Dir Cl-Sub Cd:	08120*	Name:	LICKING MOTOR COMPANY	Ph:	573-6742235	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Date:	14-NOV-1997						DIST(Mile):6196
Cost Comments:	MIL LAMP ON-DIES ON START																		
Tech Comments:	AS PER TSB 97-8-6 CODE P0302																		
1FTDX1869V4	PS	T/P3	*	T/BD	T/AM	T/E	AJ	T/DU	T/V3	15-07-96	11-03-97	153699	USA	14	*	5C02	*	4602	* S11 V48 H66 42
AWS Claim Key:	9109962	Doc #:	32543301	Trx Code:	884	Laber Hrm:	3	Laber Cost:	10.33	Material Cost:	0	Total Cost:	10.33						
Dir Cl-Sub Cd:	08120*	Name:	LICKING MOTOR COMPANY	Ph:	573-6742235	St:	MO	City Cd:	USA	Reg Cd:	NA	Repr Date:	23-APR-1998						DIST(Mile):9195

Claims List Report

Page 2 of 3

Cust Comments: BLACK IN DRIVELINE-JERKS WHILE DRIVING
 Tech Comments: DROVE VEHICLE-CHECKED OUTDRIVE-ENGINE-COULD NOT DUPLICATE PROBLEM

1FTDX1869V1 [REDACTED] F5 T/F5 * T/BD T/AM T/E AJ T/DO T/V3 15-07-96 11-03-97 153699 USA 19 * * * * * SXX V00 * *
 AWS Claim Key: 12121266 Doc #: 01498001 Trx Code: 98518 Labor Hrs: 4 Labor Cost: 14.03 Material Cost: 12.74 Total Cost: 26.77
 Dir Cd-Sub Cd: 08120-* Name: LICKING MOTOR COMPANY Pk: 573-6742235 St: MO Ctry Cd: USA Reg Cd: NA Rpt Date: 09-SEP-1998 DIST (Mile): 12626

Cust Comments: RECALL NO. 98518
 Tech Comments: RECALL NO. 98518

1FTDX1869V1 [REDACTED] F5 T/F5 * T/BD T/AM T/E AJ T/DO T/V3 15-07-96 11-03-97 153699 USA 19 * * * * * SXX V00 * *
 AWS Claim Key: 12084344 Doc #: 01498502 Trx Code: 98514 Labor Hrs: 6 Labor Cost: 21.04 Material Cost: 8.4 Total Cost: 29.44
 Dir Cd-Sub Cd: 08120-* Name: LICKING MOTOR COMPANY Pk: 573-6742235 St: MO Ctry Cd: USA Reg Cd: NA Rpt Date: 09-SEP-1998 DIST (Mile): 12626

Cust Comments: RECALL NO. 98514
 Tech Comments: RECALL NO. 98514

1FTDX1869V1 [REDACTED] F5 T/F5 * T/BD T/AM T/E AJ T/DO T/V3 15-07-96 11-03-97 153699 USA 25 * 2004 * 12A630 * 811 V44 E29 42
 AWS Claim Key: 15763343 Doc #: 01479201 Trx Code: 807 Labor Hrs: 2 Labor Cost: 7.01 Material Cost: 0 Total Cost: 7.01
 Dir Cd-Sub Cd: 08120-* Name: LICKING MOTOR COMPANY Pk: 573-6742235 St: MO Ctry Cd: USA Reg Cd: NA Rpt Date: 18-MAR-1999 DIST (Mile): 15644

Cust Comments: CHECK ENGINE LAMP ON
 Tech Comments: CODE P0306 REPROGRAM PCM AS PER TSB 97 8 6

1FTDX1869V1 [REDACTED] F5 T/F5 * T/BD T/AM T/E AJ T/DO T/V3 15-07-96 11-03-97 153699 USA 31 * 4C01 * 5230 * 805 V39 N51 33
 AWS Claim Key: 18549758 Doc #: 02799601 Trx Code: E84 Labor Hrs: 3 Labor Cost: 10.81 Material Cost: 0 Total Cost: 10.81
 Dir Cd-Sub Cd: 08120-* Name: LICKING MOTOR COMPANY Pk: 573-6742235 St: MO Ctry Cd: USA Reg Cd: NA Rpt Date: 23-SEP-1999 DIST (Mile): 20234

Cust Comments: RATTLE NOISE UNDER VEHICLE
 Tech Comments: ALION EXHAUST SYSTEM LOOSE RATTLE

1FTDX1869V1 [REDACTED] F5 T/F5 * T/BD T/AM T/E AJ T/DO T/V3 15-07-96 11-03-97 153699 USA 33 * 3F81 F842 5A381 AA 510 V89 E35 42
 AWS Claim Key: 18992190 Doc #: 03756501 Trx Code: E84 Labor Hrs: 1 Labor Cost: 44.46 Material Cost: 12.74 Total Cost: 57.2
 Dir Cd-Sub Cd: 08102-* Name: ROMINES MOTOR CO., INC. Pk: 417-9674134 St: MO Ctry Cd: USA Reg Cd: NA Rpt Date: 25-OCT-1999 DIST (Mile): 20957

Cust Comments: CUSTOMER STATES THE SUSPENSION IS MAKING NOISE POPPING IN REAR SPRINGS WHEN STOPPING OR STARTING SLOW
 Tech Comments: RAN OASIS FOUND 85M 12862 SAID TO INSTALL REAR SPRING CLIPS FOUND SPRING CLIPS MOUNTED AT AT REAR OF SPRINGS, CAUSING PROPERLY INSTALLED NEW SPRING CLIPS, TEST DROVE OK

15-07-

0239

2/23/2005

Claims List Report

1FTDX1869VK	F5	T/F5	*	T/BD	T/AM	T/E	AI	T/DO	T/V3	96	11-03-97	153699	USA	45	*	*	*	*	EXX	V00	*	*
AWS Claim Key:		21619301	Doc #:	02875001	Trx Code:		00822	Labour Hrs:	3		Labour Cost:	11.26	Material Cost:	0	Total Cost:			11.26				
Dir Cl-Sub Cl:		08120-*	Name:	LICKING MOTOR COMPANY	Ph:		573-6742235	St:	MO		City Cl:	USA	Reg Cl:	NA	Rpt Date:		13-NOV-2000	DIST			(Mile):28090	
Cust Comments:		RECALL NO. 00822																				
Tech Comments:		RECALL NO. 00822																				

1FTDX1869VK	F5	T/F5	*	T/BD	T/AM	T/E	AI	T/DO	T/V3	15-07-96	11-03-97	153699	USA	53	*	5803	87A	4621	A	805	V39	NS1	30
AWS Claim Key:		22891213	Doc #:	02894101	Trx Code:		P05	Labour Hrs:	4		Labour Cost:	150.13	Material Cost:	172.26	Total Cost:			322.39					
Dir Cl-Sub Cl:		08120-*	Name:	LICKING MOTOR COMPANY	Ph:		573-6742235	St:	MO		City Cl:	USA	Reg Cl:	NA	Rpt Date:		30-MAY-2001	DIST				(Mile):12521	
Cust Comments:		NOISE IN REAR END																					
Tech Comments:		EXCESSIVE WEAR CARRIER BEARINGS AND PENSION BEARINGS RELACE																					

1FTDX1869VK	39 F5	T/F5	*	T/BD	T/AM	T/E	AI	T/DO	T/V3	15-07-96	11-03-97	153699	USA	77	*	*	*	*	EXX	V00	*	*
AWS Claim Key:		24785154	Doc #:	03565601	Trx Code:		03502	Labour Hrs:	2		Labour Cost:	10.95	Material Cost:	0	Total Cost:			10.95				
Dir Cl-Sub Cl:		03069-*	Name:	WEHR FORD OF MOUNTAIN GROVE, INC.	Ph:		417-9264872	St:	MO		City Cl:	USA	Reg Cl:	NA	Rpt Date:		11-JUN-2003	DIST			(Mile):64523	
Cust Comments:		PERFORM RECALL #03502 STEERING SHAFT YORE																				
Tech Comments:		OPEN RECALL ON OASIS SAFETY RECALL 03502 INSPECTED SHAFT YORE OPERATION 03502A.2 HRS																				

Any comments? You can contact

[webmaster](#)

2005

3710553

KANSAS CITY

Action Detail

VIN: 1ETDX1882VN	Year: 1997	Model: F-SERIES	Case: 1673710655
Name:	Owner Status: Subsequent	WSD: 1998-04-18	
Symptom Desc: FIRE/SMOKE SCORCHED/BURNED UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: ANDERSON FORD LINCOLN MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 07118	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 200000 MI	Comin Type: MAIL		
Action Date: 03/01/2005	Action Time: 11:14:02:807	Action Date: No	
Analyst Name: TANYA ROQUEMORE (TROQUEMO)	Analyst: TROQUEMO		

COMMENTS: BASED ON REVIEW OF INFORMATION, NO ASSISTANCE AT THIS TIME. SENDING BEYOND WARRANTY LETTER, REFER TO INSURANCE COMPANY.



Consumer Affairs

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

Sent Via U.S. Mail

Tuesday, March 01, 2005

[REDACTED]
Cario, NE [REDACTED]

RE: 1997 F-Series
VIN: 1FTDX1862VK [REDACTED]

Dear [REDACTED]

Our office has reviewed your concern.

We sincerely regret the circumstances you described. Unfortunately, we are unable to offer assistance beyond the warranty period. Please refer to your insurance company.

Thank you for the opportunity to review this matter.

Respectfully yours,

COPY

Tanya Roquemore
Consumer Affairs



All Action Details for Issue

[Print](#)

VIN: 1FTDX1882VM	Year: 1997	Model: F-SERIES	Case: 1873710555
Name:	Owner Status: Subsequent	WSD: 1995-04-15	
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT 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 - FIRE
Dealer: 07116 ANDERSON FORD LINCOLN MERCURY Origin Desc: US CONCERN CASE BASE
Odometer: 200000 MI Comm Type: PHONE
Analyst Name: JACKSON TAMEKA Analyst: TJACK860
Action Date: 02/24/2005 Action Time: 18.42.50.220 Action Date: No

Comments CUSTOMER SAID: -CRUISE CONTROL QUIT ON HIS VEHICLE 1 MTH AGO -DID NOT TAKE HIS VEHICLE INTO THE DLRSHP FOR INSPECTION AT THAT TIME -2 DAYS AGO THE VEHICLE CAUGHT ON FIRE -HE NOTICED A LEAK COMING UNDER THE VEHICLE -THE WIRES FOR THE SPEED CONTROL WERE CHARRED BECAUSE THE FIRE OUTTED ITSELF BY THE TIME HE NOTICED -DID NOT CONTACT HIS INSURANCE COMPANY -FEELS THAT THE WIRES WERE DEFECTIVE WHY IT CAUGHT ON FIRE -HEARD THAT THERE IS A RECALL FOR THE 2001 F-SERIES TRUCKS -VEHICLE IS IN THE CUSTOMER'S POSSESSION-WANTED TO KNOW IF FORD WOULD ASSUME RESPONSIBILITY FOR THIS DEFECT-DEALER SAID: ANDERSON BROS. FORD LINCOLN MERCURY 120 DIERS AVENUE GRAND ISLAND, NE 68803 TEL: (308) 384-1700 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.

Not included in recall

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] NE 68824
Country: USA Language: EN
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: [REDACTED] Fax: [REDACTED]
Preferred Contact Time: [REDACTED] Email: [REDACTED]

VIN	Year	Model	Sales Type	Vehicle List	Owner Status	Vehicle Info
1FTDX1862V	1997	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL		Subsequent Owner	Costs Warranty History
		Open Issues Exist				

VEHICLE DETAIL

VIN: 1FTDX1862VK	Engine: W-M 4.6L SOHC EFI NA CIV8 G-NP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODEW/R70A
Model: F-SERIES	Paint Code/Color: DARK TOREADOR G/C
Year: 1997	Calibration: 648CR08A
Pay Load:	Max Towing Weight:
GVWR: 08000	Axis Ratio:
WheelBase: 138	Warranty Start Date: 4/16/1996
GCWR:	Vehicle Build Date: 4/1/1996
PEP Code: 508A	

Selling Dealers Name: ANDERSON FORD LINCOLN MERCURY
 Selling Dealers P & A Code: 07116 Selling Dealers Sales Code: F53027
 Selling Dealers Main Phone: 308-384-1700 Selling Dealers Service Phone: 308-384-1700

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
 X18VKA6246 013939 2 51 01A0902 H A E 3 U19 5N
 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
 2N63R 28 971 B 5 3C027891 A J L T S N 2 E 2 T 25 81
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F T D 2 1 D 1 508A 6UNE
 1 2 3 4 5 6 7 8 9 160

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
53-KANSAS CITY	53-KANSAS CITY	C	B2	07116	F63027

Dealer Name:	ANDERSON FORD LINCOLN MERCURY		
Dealer Address:	120 DIERS AVENUE GRAND ISLAND NE 68803		
Dealer Main Phone:	308-384-1700	Dealer Service Phone:	308-384-1700

Position	Employee Name
DEALERPARTNER	ROGER D ANDERSON
GENERAL MANAGER	BRIAN J GALLAGHER
PARTS MANAGER	JIMMIE L JACKSON
SALES MANAGER	TROY HEUSINKVELT
SALES MANAGER	DAVID HALPINE
SALES MANAGER	DAN J CLASSEN
SALES MANAGER	CLINTON J GEIGER
SERVICE MANAGER	STEVE ALLEN

Service Hours 6:30 AM TO 5:30 PM *****

Directions

Trained Y

Additional Information LSG ENROLLED; TOWING: 308-384-1837; FAST LUBE ENROLLED

ESP / Recall Information

VIN: 1FTDX1862V

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00622	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2000-11-01	07118USAF53027
96982	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-02-19	07118USAF53027
97886	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-08-21	07118USAF53027
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-01-20	07116USAF53027
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTDX163VK [REDACTED] Vch Line: T/F5 - F150/250(P1006)/P225-FORD [97-05] Body Style: *
 Model Year: 1997 Market Derivat: * - [N/A] Navis Eng Serial: *
 Vch Type: T Drive Code: T/E - 4 WHL L/H PART TIME DRIVE Engine: T/V3 - W-M 4.6L 50MC BPI NA CIV3 G-MP
 Inv. Dealer: 07116 Body Cab Style: - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DU - 4 SPD AUTO TR NAAO AODEW/4870W
 Vehicle Status Code: 800 Version/Serial: T/AM - 150 SERIES
 Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - 0000000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - 0000000000 Prod Date: 01-APR-1996

SALE INFORMATION:

Region: NA - 0000000000 Selling Dealer: 153027 - *
 Country: USA - 0000000000 Selling Dir SA/Prov: NE
 Buyer SA/Prov: NE
 Arrival Date: 15-APR-1996 Rad Carpet Lease: *
 Sale Date: 16-APR-1996 Fleet/Retail/Cs. Lower: R
 Warranty Start Date: 16-APR-1996 Modified Vehicle: * Vehicle Coast Flag:
 Orig Warranty Date: 16-APR-1996 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

011VEN024601999 951 01X0902 NA 03 010 5W 2058R 29 971 R 530271001 AJL75 02027 25 61
 0720 1 0 1 500A 000E

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	GVW Class Code:	D
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAH - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MA	Paint:	PNEVA - DARK TOREADOR C/C
Brake Code:	FBAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - SLETR AM/FM/STRO/CSTE/CLOCK
Calibration Code:	646DB05A	Sound System:	* - [N/A]
Color(Accent):	PNZIF - SILVER FROST C/C	Susp Tandem Axle:	
Color(Trim):	0002V -	Tire Manufacturer:	AG -
Delivery Type:	B	Tire Brand:	* -
Driveshaft Code:	F	Tire Size:	D3KFD - P265/70R 17 A/T OWL
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Rear Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * BF: *

LR: * BR: *

LL: * BL: *

SPARE: * DOT Plant Manufacturer: * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Evaluation Code:	T/B - T/B
ESP Coverage(Miles):	* Evaluation Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	SAT
ESP Plan Year:	* Engine Family:	VFM462BCKEK
ESP Signature Date:		

Any comments? You can contact

webmaster

STANDARD CLAIMS LIST

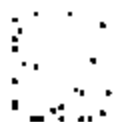
AWS Online Report

Run Date: 25-FEB-2005

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CID	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WOC	PREF	BASE	BUFF	VRT	VPG	CCC	CD
1FTDX1862VK	5	T/P3	*	TBD	TAM	T/E	AJ	TDU	T/V3	01-04-96	16-04-96	153027	USA	11	*	*	*	*	*	SCK	V00	*	*
AWS Claim Key:	1072921	Doc #:	041142A	Trx Code:			96962	Labor Hrs:		2	Labor Cost:		9.16	Material Cost:		0	Total Cost:		13.74	DST (Mile): 36969			
Dir Cl-Sub Cl:	07116*	Name:	ANDERSON FORD LINCOLN MERCURY				Pl:	308-3841700	St:	NE	Ctry Cl:		USA	Reg Cl:	NA	Repr Date:		19-FEB-1997					
Cost Comments:	RECALL 96962																						
Tech Comments:	36968 INSPECT FOR LOOSE AND MISSING BOLTS, OK.																						
1FTDX1862VE	5	T/P3	*	TBD	TAM	T/E	AJ	TDU	T/V3	01-04-96	16-04-96	153027	USA	29	*	*	*	*	*	SCK	V00	*	*
AWS Claim Key:	11203042	Doc #:	097965A	Trx Code:			97886	Labor Hrs:		3	Labor Cost:		14.47	Material Cost:		5	Total Cost:		19.79	DST (Mile): 44035			
Dir Cl-Sub Cl:	07116*	Name:	ANDERSON FORD LINCOLN MERCURY				Pl:	308-3841700	St:	NE	Ctry Cl:		USA	Reg Cl:	NA	Repr Date:		21-AUG-1998					
Cost Comments:	RECALL 97886																						
Tech Comments:	84033 PERFORMED RECALL ON SHIFT CABLE																						
1FTDX1862VEA	5	T/P3	*	TBD	TAM	T/E	AJ	TDU	T/V3	01-04-96	16-04-96	153027	USA	34	*	*	*	*	*	SCK	V00	*	*
AWS Claim Key:	14724421	Doc #:	012534A	Trx Code:			98514	Labor Hrs:		5	Labor Cost:		28.93	Material Cost:		8.4	Total Cost:		42.15	DST (Mile): 94879			
Dir Cl-Sub Cl:	07116*	Name:	ANDERSON FORD LINCOLN MERCURY				Pl:	308-3841700	St:	NE	Ctry Cl:		USA	Reg Cl:	NA	Repr Date:		20-JAN-1999					
Cost Comments:	RECALL 98514																						
Tech Comments:	94879 PERFORMED RECALL ON LUG NUTS																						
1FTDX1862VK	5	T/P3	*	TBD	TAM	T/E	AJ	TDU	T/V3	01-04-96	16-04-96	153027	USA	56	*	*	*	*	*	SCK	V00	*	*
AWS Claim Key:	2154273	Doc #:	033519A	Trx Code:			00822	Labor Hrs:		2	Labor Cost:		11	Material Cost:		0	Total Cost:		16.5	DST (Mile): 138179			
Dir Cl-Sub Cl:	07116*	Name:	ANDERSON FORD LINCOLN MERCURY				Pl:	308-3841700	St:	NE	Ctry Cl:		USA	Reg Cl:	NA	Repr Date:		01-NOV-2000					
Cost Comments:	RECALL 00822																						
Tech Comments:	138170 PERFORM RECALL INSPECT NO MOD REQ																						

Any comments? You can contact



webmaster

2005

0512980345

DENVER

Action Detail

VIN: 1ETEX14H2SM	Year: 1995	Model: F-SERIES	Case: 512980345
Name: [REDACTED]	Owner Status: Subsequent	W&D: 1995-11-11	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: HENRY DAY FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 03030	
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER			
Odometer: 134000 MI	Comm Type: MAIL		
Action Date: 02/24/2005	Action Time: 10:12:25.557	Action Data: No	
Analyst Name: TANYA ROQUEMORE (TROQUEMO)	Analyst: TROQUEMO		

COMMENTS: SENDING REFER TO INSURANCE LETTER TO CUSTOMER.



Consumer Affairs

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

Sent Via U.S. Mail

February 24, 2005

[REDACTED]
West Valley, UT 84120

Re: 1995 F-Series
VIN: 1FTEX14H2SK [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

We sincerely regret the circumstances described. However, a situation such as this is normally handled by your client's 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,

Tanya Roquemore

Tanya Roquemore
Consumer Affairs

COPY

All Action Details for Issues

Print

VIN: 1FTEX14H23	Year: 1995	Model: F-SERIES	Case: 512930345
Name:	Owner Status: Subsequent	WSD: 1995-11-11	
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 - FIRE
Dealer: 03030 HENRY DAY FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 134000 MI. Concern Type: PHONE
Analyst Name: TAYLOR JULIAN Analyst: JTAYL277
Action Date: 02/07/2005 Action Time: 13:51:09.184 Action Data: No

Comments CUSTOMER SAID: -DATE OF FIRE - END OF NOV-THERE WERE FIRE FLAMES-THE POLICE DEPT WAS NOT CALLED -NO REPORT NUMBER-FIRE WAS PUT OUT WITH FIRE EXTINGUISHERS-LOCATION OF VEH 3900 SOUTH AND 500 WEST IN SALT LAKE -THE VEH WAS REPAIRABLE -FIRE STARTED FROM UNDER THE HOOD- CUST DID REPAIR HIMSELF-HAD TO REPLACE THE MASTER CYLINDER, BRAKE MASTER CYLINDER AND THE RESOIVOUR THAT HOLDS THE BRAKE FLUID-SPEED CONTROL, ABS AND HOOD IS BURN UP-INSURANCE COMPANY WAS CONTACTED BUT I ONLY HAD LIABILITY-I NOW HAVE FULL COVERAGE-THINK THE VEH CAUGHT FIRE BECAUSE OF THE SWITCH-VEH WAS PARKED AT THE TIME-CUST IS USING THE VEH TO DRIVE TO WORKDEALER SAID: HENRY DAY FORD, INC.3899 S. REDWOOD ROAD SALT LAKE CITY, UT 84119TEL: (801) 973-7030CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

*No recalls pertaining to Concern
Relat To This Case*

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] WEST VALLEY UT [REDACTED]
Country: USA Language: EN
Cell Phone: 801-831-6962 Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: [REDACTED]

VIN	Year Model	Sales Type	Vehicle List	Owner Status	Vehicle Info
1FTEX14H2S	1985 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL		Subsequent Owner	Casis
	Open Issues Exdat				Warranty History

VEHICLE DETAIL

VIN: 1FTEX14H2S	Engine: 5.8L OHV EFI NA V8 GAS*NP
Make: FORD	Transmission: 4 SPD AUTO TR-NAAO E4OD(4R100A)
Model: F-SERIES	Paint Code/Color: EBONY SOLID C/C
Year: 1995	Calibration: 564ER00A
Pay Load:	Max Towing Weight:
GVWR: 68250	Axle Ratio:
WheelBase: 155	Warranty Start Date: 11/11/1995
GCWR:	Vehicle Build Date: 8/11/1995
PEP Code: 527A	

Selling Dealers Name: LAKEWOOD FORDLAND, INC.

Selling Dealers P & A Code: 03142

Selling Dealers Sales Code: F56011

Selling Dealers Main Phone: 303-232-2200 Selling Dealers Service Phone: 303-232-6145

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
X14SKC3004 11556BM3 1 22 14H4247 AD E 8 EH9 7W
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 80 1 2 3 4 5 6 7 8 9 100
5N35 223 93 5 8A011852 UA N4RKS H 6 H1
1 2 3 4 6 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
FTE2E2 527A HE GA41 M
1 2 3 4 5 6 7 8 9 160

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PEA Code	Sales Code
66-DENVER	56-DENVER	C	B1	03030	F66024

Dealer Name:	HENRY DAY FORD, INC.		
Dealer Address:	3889 S. REDWOOD ROAD SALT LAKE CITY UT 84119		
Dealer Main Phone:	801-973-7030	Dealer Service Phone:	801-973-7030

Position	Employee Name
DEALER/PARTNER	MIKE DAY
PARTS MANAGER	BRANDON SMITH
SALES MANAGER	Bryan Bonner
SALES MANAGER	SHANE TOPONCE
SALES MANAGER	JEREMY DAY
SALES MANAGER	GLENN JEWKES
SALES MANAGER	JARED HAMILTON
SERVICE MANAGER	DENIM SIMKINS
SERVICE MANAGER	RICHARD E SIMONE

Service Hours 7:00 AM - 6:00 PM M - F 8:00 AM - 4:00 PM SAT

Directions

Trained Y

Additional Information

ESP / Recall Information

VIN: 1FTEX14H28A

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
01B77	CUSTOMER SAT/OOWNER NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - EXPIRED		

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTEX14R2SK [REDACTED] Vch Line: T/P1 - F-SERIES (91-97) Body Shell: *
 Model Year: 1995 Market Derived: * - [N/A] Navis Eng Serial No: *
 Vch Type: T Drive Code: T/E - 4 WEL L/H PART TIME DRIVE Engine: T/VK - 3.6L OHV EFI NA V6 GAS*NF
 Inv. Dealer: 03142 Body Cab Style: - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DE - 4 SPD AUTO TR-NAAO E4CD(4R100)
 Vehicle Status Code: 880 Version/Serial: T/AM - 150 SERIES
 Trans Eng Serial No: [REDACTED]
 Trans Trans Serial No: [REDACTED]

(Related Claims)

BUILD INFORMATION:

Region: NA - #00000000# Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000# Prod Date: 11-AUG-1995

SALE INFORMATION:

Region: NA - #00000000# Selling Dealer: 156011 - *
 Country: USA - #00000000# Selling Dir SvProv: CA
 Buyer SvProv: CO
 Arrival Date: 15-AUG-1995 Red Carpet Lease: *
 Sale Date: 11-NOV-1995 Fleet/Retail/Cb. Lease: R
 Warranty Start Date: 11-NOV-1995 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 11-NOV-1995 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

21400C3004115558M3 122 1484247 AD E I KM 7M SW35 223 93 56AB11892 UA NERED N S N1
 FYE282 327A BE GA41 R 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	10	GVW Class Code:	E
Audio Data:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	EGAND - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AJ - DRIVER LOW MOUNT BRIGHT MIRROR
Axis Type:	EGIAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AP - PASS LO-MOUNT BRIGHT MIR FLAT
Battery Amp Rating:	2L	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	* - [N/A]
Calibration Code:	564ERD0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steep Tandem Axle:	
Color(Tint):	0000B -	Tire Manufacturer:	CB -
Delivery Type:	0	Tire Brand:	* -
Drivetrain Code:	D	Tire Size:	D3GVN - P265/75R13SL S/BLT OWL A-T
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Size:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

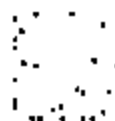
LI: * RI: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Exhaust Code:	T/H - T/H
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Time):	*	Emission Decal Suffix:	LMU
ESP Plan Year:	*	Engine Family:	SFM588GB1A
ESP Signature Date:			

Any comments? You can contact

webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 22-FEB-2005

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARE DATE	SELLING DEALER	SELL CNT	ITS QRT	WCC	PRF	BASH	SUFF	VRT	VFG	CCC	CD	
1FTEX14H2SK	F1	T/F1	+	T/BD	T/AM	T/E	AJ	T/DE	T/VK	11-08-95	11-11-95	156011	USA	5	+	5V01	+	1102	+	S10	V21	M27	14
AWS Claim Key: 1251297 Doc #: 07581451 Trx Code: 1 Labor Hrs: 1.9 Labor Cost: 104.37 Material Cost: 0 Total Cost: 104.37																							
Dir Cd-Sub Cd: 03142-0 Name: LAKEWOOD FORDLAND, INC. Pk: 303-3322200 St: CO City Cd: USA Reg Cd: NA Rpr Date: 22-MAR-1996 DRT (Mile): 5045																							
Cust Comments: VIBRATION AND NOISE WHEN APPLYING BRAKES																							
Tech Comments: XX BRAKE SHOES - PAD ASSEMBLIES - HYDRAULIC - REMOVE AND INSTALL OR R																							
1FTEX14H2SK	F1	T/F1	+	T/BD	T/AM	T/E	AJ	T/DE	T/VK	11-08-95	11-11-95	156011	USA	9	+	SUD1	+	5020	+	S05	V39	N59	08
AWS Claim Key: 10929641 Doc #: 08313652 Trx Code: 2 Labor Hrs: 2.2 Labor Cost: 127.5 Material Cost: 12.17 Total Cost: 144.64																							
Dir Cd-Sub Cd: 03142-0 Name: LAKEWOOD FORDLAND, INC. Pk: 303-3322200 St: CO City Cd: USA Reg Cd: NA Rpr Date: 16-JUL-1996 DRT (Mile): 10447																							
Cust Comments: NOISE FRT END OVER DIPS AND TURNS - CRACKING NOISE																							
Tech Comments: DIAG NOISE, INSTALL LOW FRICTION PLATE & FRAME BOLT, CHECK TORQUE ON AXLE MOUNTS & RADIOS ARM BRACKETS																							
1FTEX14H2SK	F1	T/F1	+	T/BD	T/AM	T/E	AJ	T/DE	T/VK	11-08-95	11-11-95	156011	USA	9	+	7FZ3	+	17618	+	SXX	V99	A99	33
AWS Claim Key: 10929642 Doc #: 08313653 Trx Code: 2 Labor Hrs: 2 Labor Cost: 11.6 Material Cost: 0 Total Cost: 11.6																							
Dir Cd-Sub Cd: 03142-0 Name: LAKEWOOD FORDLAND, INC. Pk: 303-3322200 St: CO City Cd: USA Reg Cd: NA Rpr Date: 16-JUL-1996 DRT (Mile): 10447																							
Cust Comments: COOLANT RECOVERY CONTAINER WILL NOT STAY IN UPRIGHT POSITION INSTALL BOLT AND NUT TO HOLD																							
Tech Comments: X ADDITIONAL - MISC. REPAIRS INSTALLED NUT & BOLT																							
1FTEX14H2SK	F1	T/F1	+	T/BD	T/AM	T/E	AJ	T/DE	T/VK	11-08-95	11-11-95	156011	USA	9	+	5G05	+	FRONT	+	SXX	V99	A99	08
AWS Claim Key: 10929641 Doc #: 08313655 Trx Code: 2 Labor Hrs: 2.3 Labor Cost: 133.4 Material Cost: 0 Total Cost: 133.4																							
Dir Cd-Sub Cd: 03142-0 Name: LAKEWOOD FORDLAND, INC. Pk: 303-3322200 St: CO City Cd: USA Reg Cd: NA Rpr Date: 16-JUL-1996 DRT (Mile): 10447																							
Cust Comments: STEERING FEELS LOOSE 60 MPH																							
Tech Comments: X CASTER, CAMBER, TDE-IN - CHECK																							
1FTEX14H2SKC30041	F1	T/F1	+	T/BD	T/AM	T/E	AJ	T/DE	T/VK	11-08-95	11-11-95	156011	USA	18	+	5A12	+	4001	+	S05	V39	N59	08

Claims List Report

Page 2 of 2

AWS Claim Key: 15961102 Doc #: 09977751 Trx Code: EM Labor Hrs: 1.4 Labor Cost: 81.2 Material Cost: 42.05 Total Cost: 140.07
 Dir Ctl-Sub Ctl: 03142-* Name: LAKEWOOD FORDLAND, INC. Pk: 303-2322200 St: CO City Ctl: USA Reg Ctl: NA Rpt Date: 28-APR-1997 DIST (Mile): 20859
 Cust Comments: WHEN TURNING RIGHT, THE REAR DIFF CHATTERS, WHEN WARM
 Tech Comments: REPLACED & SOAK CLUTCH PARTS FOR REAR DIFF PER TSB 96-12-9.

1FTEX14H2BK [REDACTED] T/F1 * T/B0 T/AM T/E AJ T/D0 T/VK 11-01-95 11-11-95 156011 USA 20 * 3H02 * 5500 * S10 V89 E35 33
 AWS Claim Key: 15466823 Doc #: 05371751 Trx Code: EM Labor Hrs: .8 Labor Cost: 47.95 Material Cost: 0 Total Cost: 47.95
 Dir Ctl-Sub Ctl: 03142-* Name: LAKEWOOD FORDLAND, INC. Pk: 303-2322200 St: CO City Ctl: USA Reg Ctl: NA Rpt Date: 30-JUN-1997 DIST (Mile): 26068
 Cust Comments: CLUNKING, POPING NOISE FROM FRT WHEN TURNING AND GOING THROUGH DIPS
 Tech Comments: REPOSITIONED & TIGHTENED BUMPER & CROSSMEMBER, STEERING GEAR & TIGHTENED RADIUS ARM BRACKETS.

1FTEX14H2BK [REDACTED] F1 T/F1 * T/B0 T/AM T/E AJ T/D0 T/VK 11-01-95 11-11-95 156011 USA 28 * 2D03 POTZ 9D477 A S11 V44 L66 01
 AWS Claim Key: 18052216 Doc #: 13245901 Trx Code: S07 Labor Hrs: .8 Labor Cost: 41.32 Material Cost: 27.82 Total Cost: 69.27
 Dir Ctl-Sub Ctl: 08403-* Name: ST. GEORGE FORD LINCOLN MERCURY, INC. Pk: 435-6743200 St: UT City Ctl: USA Reg Ctl: NA Rpt Date: 05-FEB-1998 DIST (Mile): 33655

Any comments? You can contact



webmaster

2005

1325190285

CHICAGO



Consumer Affairs

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

Sent Via U.S. Mail

January 28, 2005

[REDACTED]
Tampa, FL [REDACTED]

Re: 1995 Ford F-Series
VIN: 1FTEX15NXSK [REDACTED]

Dear Mr. & Mrs. Woodaz:

This letter is in response to your contact with our Customer Relationship Center.

Customer satisfaction is one of the primary objectives of Ford Motor. We constantly strive to improve the tradition of craftsmanship we have enjoyed over the years. We work hard to assure that our assembly lines manufacture high quality vehicles that satisfy you, the consumer. Your concern has been documented and we certainly appreciate the time you have taken to express your concern.

Thank you for contacting us.

Sincerely,

COPY

Marquis Morris
Consumer Affairs

Close an Issue

VIN: 1FTEK1RNXS Year: 1995 Model: F-SERIES WSD: 1995-03-01

Name: Primary Phone:

Secondary Phone:

Address: TAMPA FL

Case Number: 1325190285

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: FIRE/SMOKE SMOKE UNDERHOOD

Dealer: F41433 - COURT STREET FO

Comm

Type: MAIL

Current Odometer
Reading: 130000 MIAction:
Category: CLOSING COMMENTS - DENIALOdometer Reading: 130000
MI

Action: DENY ASSISTANCE - UNABLE TO DUPLICATE(C)

Caller Information (if different from vehicle owner)

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Comments:

Customer has a 95 F-Series. The vehicle was involved in a fire and the customer thinks the fire is related to the current cruise control recall of 2001 F-Series. Vehicle fire happened two years ago. Customer vehicle is not apart of the recall but wants Ford to include the 95 F-Series in the recall. No further action is needed at this time.

OASIS Warranty History

ESP/Recall

<<BACK

CANCEL

FINISH>>

Action Detail

Print Action Detail

VIN: 1FTEX15NXXS	Year: 1995	Model: F-SERIES	Case: 1325190285
Name:	Owner Status: Subsequent	WSD: 1995-03-01	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: FORD MOTORCO OF CANADA LTD	
Origin Desc: US CONCERN CASE BASE		P & A Code: A1000	
Odometer: 130000 MI	Comm Type: PHONE		
Action Date: 01/28/2005	Action Time: 09:01:58:667	Action Date: No	
Analyst Name: GRECH, MATTHEW	Analyst: MGRECH4		

COMMENTS: CUSTOMER SAID: -A COUPLE OF YEARS AGO CUST HUSBAND NOTICE SMOKE FROM UNDER THE HOOD.-CUST OPENED THE HOOD AND NOTICED THE CRUISE CONTROL COMPONENT THAT IS CURRENTLY UNDER RECALL AS THE CAUSUAL PART FOR THE SMOKE/FIRE.-CUST IS CALLING TO SEE IF THIS IS THE SAME ISSUE.-CUST HUSBAND USED A TOWED TO SMOTHER THE FIRE/SMOKE.-AFTER THIS OCCURED THE CRUISE CONTROL WOULD NOT WORK ANYMORE AND THIS IS HOW/WHY CUST SUSPECTS IT WAS RELATED/DUE TO THE SAME TYPE OF ISSUE AS RECALL.DEALER SAID: -SEE CUST SAYS-COURT STREET FORD INC658 LATHAM DRIVEBOURBONNAIS, IL 60914TEL: (815) 939-9800FAX: (815) 939-0058DISTANCE: 3.21 MILESORC ADVISED: -SET EXPECTATION THAT THIS IS TOTALLY UNRELATED; CUST WOULD JUST LIKE TO ENSURE THAT FORD IS ABLE TO IDENTIFY IF MORE VEH'S NEED TO BE INVOLVED IN THIS ISSUE/RECALL.- 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.

[Update Issue](#) [Close Issue](#)
[QA818](#) [Warranty History](#) [ESP/Recall](#)

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED]

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Address: [REDACTED]

FL [REDACTED]

Country: USA

Language: EN

Cell Phone: [REDACTED]

Pager: [REDACTED]

Preferred Contact method:

Fax: [REDACTED]

Preferred Contact Time:

Email: [REDACTED]

Update dealership information in GOLD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
41-CHICAGO	41-CHICAGO	E	E2	01831	F41433

Dealer Name: COURT STREET FORD INC

Dealer Address: 558 LATHAM DRIVE
BOURBONNAIS IL 60914

Dealer Main Phone: 815-839-9800

Dealer Service Phone: 815-838-2600

Position	Employee Name
DEALER/PARTNER	BARTLEY E COLLINS
DEALER/PARTNER	JEFF A GHERO
GENERAL MANAGER	JEFFREY D SPROUL
PARTS & SERVICE DIRECTOR	JEFFREY C SWANK
SALES MANAGER	Chad McCleary
SALES MANAGER	Paul B Jones

Standard Claims List For Model Year 1995

VEN	VEN LINE	MKT DERIV	IMDV CAB	VER SERIES	DRIVE TYPE	PLT CD	TRB CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF BASE	SUFF	CCC	CD	DIST (Miles)	
1FTEX15NXXS	T/F1	*	T/BD	T/AM	T/B	AJ	T/BU	T/VA	24-OCT-1994	01-MAR-1995	124225	USA	0	6739	*	*	*	A99	24	5	
AWS Claim Key: 299730 Trx Code: MVC Labor Hrs: 0.9																					
Dir Cd-Sub Cd: 04902 - * Name: OCALA MOTORS INC Ph: * - * - * St: * - * - * City Cd: * - * - * USA Reg Cd: NA Rptg Date: 16-NOV-1994 Doc #301085																					
Tech Comments: ORDERD OPTION 435 SLIDING REAR WINDOW RECVD STATIGNARY BACK GLASS																					
1FTEX15NXXS	T/F1	*	T/BD	T/AM	T/B	AJ	T/BU	T/VA	24-OCT-1994	01-MAR-1995	124225	USA	2	6Y20	000001	*	MISC	*	D3	82	2660
AWS Claim Key: 3267401 Trx Code: RJC Labor Hrs: 0																					
Dir Cd-Sub Cd: 04924 - * Name: TROPICAL FORD INC Ph: 407-8513800 St: FL City Cd: * - * - * USA Reg Cd: NA Rptg Date: 15-APR-1995 Doc #083313F																					
Tech Comments: RENTAL CAR DUE TROPICAL																					
Tech Comments: RENTAL LEFT OFF PREVIOUS SUBMISSION																					
1FTEX15NXXS	T/F1	*	T/BD	T/AM	T/B	AJ	T/BU	T/VA	24-OCT-1994	01-MAR-1995	124225	USA	5	5V01	060301	*	1102	*	N17	13	10370
AWS Claim Key: 417463 Trx Code: 1 Labor Hrs: 2																					
Dir Cd-Sub Cd: 04924 - * Name: TROPICAL FORD INC Ph: 407-8513800 St: FL City Cd: * - * - * USA Reg Cd: NA Rptg Date: 07-JUL-1995 Doc #087042B																					
Tech Comments: BRAKES SLIDING WITH APPLIED ID9																					
Tech Comments: 10770 ON TURN I WANT ROTORS (T L AN) AND ADJUST REAR BRAKES C C 11																					
1FTEX15NXXS	T/F1	*	T/BD	T/AM	T/B	AJ	T/BU	T/VA	24-OCT-1994	01-MAR-1995	124225	USA	5	7Q01	180302	F472	9C735	C	A27	43	10370
AWS Claim Key: 313664 Trx Code: 1 Labor Hrs: 0.7																					
Dir Cd-Sub Cd: 04924 - * Name: TROPICAL FORD INC Ph: 407-8513800 St: FL City Cd: * - * - * USA Reg Cd: NA Rptg Date: 07-JUL-1995 Doc #087042C																					
Tech Comments: WITH CRUISE CONTROL IS ON VIL WILL ACCID ON ITS OWN INTERMEDIALLY A27																					
Tech Comments: 10770 ON TURN I CRUISE CONTR. TEST W/POINT AND REPLACE SERVO (HALL) TEST C C 08																					
1FTEX15NXXS	T/F1	*	T/BD	T/AM	T/B	AJ	T/BU	T/VA	24-OCT-1994	01-MAR-1995	124225	USA	5	5V01	060301	F402	1102	B	N17	13	11227
AWS Claim Key: 317704 Trx Code: 1 Labor Hrs: 1.2																					

CLAIMS LIST REPORT

AUG 2 1995

Dir Cl-Sub Cl:	04924 - *	Name:	TROPICAL FORD INC	Ph:	407-4513800	St:	FL	City Cl:		USA Reg Cl:	NA	Repr Date:	20-JUL-1995	Doc:	#09732A
Cost Comments:	BRAKES STILL HAVE PULSATION TO THEM. VEH HAS WHINE WHEN APPLYING BRAKES AND SLOWING DOWN. VEH														
Tech Comments:	ROTORS OUT OF ROUND AND PADS WORN UNEVEN IS														
IFTX15NOGR	DF1	*	TBD	TAM	TB	AJ	T/DU	T/VA	24-OCT-1994	01-MAR-1995	134225	USA	12	SVU2 08002	ESTZ 2001 BC NP7 14 2176
AWS Claim Key:	758162	Trx Code:	EB4	Labr Hrs:	2.1										
Dir Cl-Sub Cl:	04924 - *	Name:	TROPICAL FORD INC	Ph:	407-4513800	St:	FL	City Cl:		USA Reg Cl:	NA	Repr Date:	06-FEB-1996	Doc:	#099639A
Cost Comments:	BRAKES HAVE SHUDDER AND PULSATION WHEN APPLIED. H09														
Tech Comments:	21576 14 PERFORMED TBS 95 23 07. REPLACED FRONT PADS AND MACHINED ROTORS. 952307A 2.1 HR. 2001														
IFTX15NOGR	DF1	*	TBD	TAM	TB	AJ	T/DU	T/VA	24-OCT-1994	01-MAR-1995	134225	USA	13	SK02 040101	ESTZ 38440 B A99 42 2003
AWS Claim Key:	856188	Trx Code:	EB4	Labr Hrs:	1.7										
Dir Cl-Sub Cl:	00481 - *	Name:	JARRETT FORD OF PLANT CITY, INC.	Ph:	941-7524171	St:	NE	City Cl:		USA Reg Cl:	NA	Repr Date:	13-MAR-1996	Doc:	#01354832
Cost Comments:	CK. FOR TIRE WEAR														
Tech Comments:	OUT OF SPCS CASTER, CAMBER, TOE-IN - CHECK														
IFTX15NOGR	DF1	*	TBD	TAM	TB	AJ	T/DU	T/VA	24-OCT-1994	01-MAR-1995	134225	USA	16	3A11 070100	* 7003 * L72 33 3526
AWS Claim Key:	1021562	Trx Code:	EB4	Labr Hrs:	6.5										
Dir Cl-Sub Cl:	00481 - *	Name:	JARRETT FORD OF PLANT CITY, INC.	Ph:	941-7524171	St:	NE	City Cl:		USA Reg Cl:	NA	Repr Date:	05-JUN-1996	Doc:	#0189621
Cost Comments:	REPORTS TRANSMISSION LEAK-SHIFT INTO 2ND GEAR														
Tech Comments:	TRANSMISSION TIGHTEN ALL FITTINGS														
IFTX15NOGR	DF1	*	TBD	TAM	TB	AJ	T/DU	T/VA	24-OCT-1994	01-MAR-1995	134225	USA	16	7H06 120302	* 190690 * C85 33 3526
AWS Claim Key:	10295133	Trx Code:	EB3	Labr Hrs:	1.4										
Dir Cl-Sub Cl:	00481 - *	Name:	JARRETT FORD OF PLANT CITY, INC.	Ph:	941-7524171	St:	NE	City Cl:		USA Reg Cl:	NA	Repr Date:	05-JUN-1996	Doc:	#01896052
Cost Comments:	REPORTS AC NOT COOLING PROPERLY														
Tech Comments:	O RINGS PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CHARGE A/C - DIA														
IFTX15NOGR	DF1	*	TBD	TAM	TB	AJ	T/DU	T/VA	24-OCT-1994	01-MAR-1995	134225	USA	17	7H04 150602	PSUZ 15X001 A A99 42 3004
AWS Claim Key:	10875168	Trx Code:	F05	Labr Hrs:	0.2										
JARRETT FORD OF PLANT CITY,															
													Repr Date:	12-JUL-	Doc:

1/28/2005

Original name: [illegible]

File Cd-Sub Cd:	0001 - Name: IN	File	541-720171	Serial	File Cd:	USA Reg Cd:	NA	1996	8-04062451
First Component	KEYLESS REMOTES INCORP								
Second Component	IN F R PROGRAMMED 2 KEYLESS RI-MOTHS								



2004 "28 7-10-04"

1306371984 DETROIT

All Action Details for Issue

Print

VIN: 1FTDX1789V [REDACTED] Year: 1997 Model: F-SERIES Case: 1306371984
 Name: [REDACTED] Owner Status: Original WSD: 1996-02-14
 Symptom Desc: START/CHARGE WIRING - BASIC Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03000 ALAN FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 170000 MI Comm Type: PHONE
 Analyst Name: SHARLA BANDOQUILLO Analyst: SBANDOQU
 Action Date: 07/16/2004 Action Time: 08.30.32.190 Action Data: Yes

Comments CUSTOMER SAID: _____ VEHICLE CONCERN = ELECTRICAL WIRING DEFECT RESULTING TO VEHICLE
 FIRE & MASTER CYLINDER FAILURE (WHILE AT PARK; ENGINE OFF) _____ VEHICLE STATUS = AWAITING
 REPAIRS _____ CUST ISSUE = REQUESTING POSSIBLE FSA/CSP COVERAGE; PROBLEM FALLS OUT OF
 INSURANCE POLICY; FIRE CONTAINED BY WATERFORD FIRING DEPT _____ DEALER SAID: _____ CRC ADVISED: -
 I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER
 AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT
 THIS INCIDENT. _____ DISCUSSED FSA/CSP HISTORY & OUTSTANDING 98R01 - UNRELATED TO CURRENT
 CONCERN _____

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 03000 ALAN FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 170000 MI Comm Type: MAIL PREVENTION
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 07/16/2004 Action Time: 11.31.08.567 Action Data: Yes

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

Data Element Name	Data Value
CERTIFIED LETTER #	0000000000

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 03000 ALAN FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 170000 MI Comm Type: MAIL PREVENTION
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 07/16/2004 Action Time: 11.32.30.805 Action Data: No

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

*Spoke to
Cust.
11.15 on 7/11*



Consumer Affairs

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

Sent Via U.S. Mail

[REDACTED]
Pontiac, MI [REDACTED]

RE: 1997 Ford F-Series
VIN: 1FTDX1769VN [REDACTED]

Dear [REDACTED]

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

We sincerely regret any inconveniences that you have experienced regarding your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no open recalls or owner notification programs pertaining to the fire on the 1997 Ford F-Series. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Jeff Schwagle
Consumer Affairs



All Action Details for Issue

[Print](#)

VIN: 1FTDX1789V [REDACTED] Year: 1997 Model: F-SERIES Case: 1306371884
 Name: [REDACTED] Owner Status: Original WSD: 1998-02-14
 Symptom Desc: START/CHARGE WIRING - BASIC Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 03000 ALAN FORD INC

Origin Desc: US CONCERN CASE BASE

Odometer: 170000 MI

Comm Type: PHONE

Analyst Name: SHARLA BANDOQUILLO

Analyst: SBANDOQU

Action Date: 07/16/2004

Action Time: 08.30.32.190 Action Data: Yes

Comments CUSTOMER SAID: _____ VEHICLE CONCERN - ELECTRICAL WIRING DEFECT RESULTING TO VEHICLE
 FIRE & MASTER CYLINDER FAILURE (WHILE AT PARK; ENGINE OFF) _____ VEHICLE STATUS = AWAITING
 REPAIRS. _____ CUST ISSUE = REQUESTING POSSIBLE FSA/CSP COVERAGE; PROBLEM FALLS OUT OF
 INSURANCE POLICY; FIRE CONTAINED BY WATERFORD FIRING DEPT. _____ DEALER SAID: _____ CRC ADVISED: -
 I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER
 AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT
 THIS INCIDENT. _____ DISCUSSED FSA/CSP HISTORY & OUTSTANDING BBR01 - UNRELATED TO CURRENT
 CONCERN _____

Data Element Name

Data Value

FIRE/ACCIDENT

F

7/16 11:03

No answer

Customer Info

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

VIN	Year	Model	Vehicle List	Owner Status	Vehicle Info
1FTDX1768V	1997	F-SERIES	SALES TYPE BUSINESS RTL	Original Owner	Cash
 1LNLM9741P	Open Issues Exist	1993 CONTINENTAL	INDIVIDUAL RTL	Subsequent Owner	Warranty History
	No Open Issues				No Cash
					No Warranty History

OASIS RESULT:**1FTDX1769VN**07/16/2004
See bottom of the OASIS result for contact ID 10:00:01

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1997 F-SERIES LD

TRANSMISSION

4R70W4 SPD AUTO

BODY STYLE

F-150 SUPER CAB STYLE BIDE 4X2

AXLE CODE

H9

ENGINE

4.6L SOHC (VINDBOR)

ENGINE CALIBRATION

64SDR08A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

02/14/1998

BUILD DATE

01/18/1998

SALE MILEAGE**▶ WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

▶ OUTSTANDING FIELD SERVICE ACTIONS

98R01

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

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTDX1769VN

ESP / Recall Information

VIN: 1FTDX1788VN

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2001-08-20	10810
88S49	SAFETY RECALL	1986 AEROMANG/EXPL & 1986-87 F-SERIES (12-15-85 THRU 3-11-86) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		
98S02	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	2000-04-20	02752USAF48050
97S08	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-02-04	02752USAF48050
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	2000-04-20	02752USAF48050

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTDX1759V	Veh Line: T/F5 - F150/250(F156)/F225-FORD (97-05)	Eng Serial No: *
Model Year: 1997	Market Derived: * - [NA]	Body Sheet: *
Veh Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: T/V3 - W-4d 4.6L SOHC EFI NA
Inv. Dealer: 01900	Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB)	Transmission: T/DU - 4 SPD AUTO TR NAAO
	Variant/Serial: T/AM - 150 SERIES	

BUILD INFORMATION:

Region: NA - #00000000 Plant: AR - NORFOLK PLANT BUILD
 Country: USA - #00000000 Prod Date: 18-JAN-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 148413 - *
 Country: USA - #00000000 Selling Div: SA/Prov: MI
 Buyer SA/Prov: MI

Arrival Date: 12-FEB-1996 Real Carpet Lease: *
 Sale Date: 14-FEB-1996 Fleet/Retail/C/L, Lease: X
 Warranty Start Date: 14-FEB-1996 Mod/Ret Vehicle: *
 Orig Warranty Date: 14-FEB-1996 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1	2	3	4	5	6	7	8	9
X17V01108413820	2 1 01A052	GL B	30W 52 2R52	20	11	48H113054	PNDS 82807	75 6
1FTDX 5 C 5	507A	60M2		1				

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	RO	GVW Class Code:	D
Audio Deck:	* - [NA]	Instrumentation:	* - [NA]
Axle Ratio:	EG4HD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EG1AC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	NA	Paint:	PNPEC - PACIFIC GREEN C/C
Brake Code:	* - [NA]	Power Antenna:	* - [NA]
Brake Code(Service):	* - [NA]	Radios:	AG - ELETR AM/FM/STR/CLOCK
Calibration Code:	648DR08A	Sound System:	* - [NA]
Color(Accent):	PND8A - LIGHT SADDLE C/C	Steering Traction Axle:	
Color(Trim):	000DB -	Tire Brand:	AC - FIRESTONE
Delivery Type:	E	Tire Size:	D3JUH - P235/70R-16 BSW A-S
Drivetrain Code:	F	Traction Control:	* - [NA]
Front Seat:	* - [NA]	Wheel Base:	
Fuel Type:	* - [NA]		

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:	F
ESP Coverage(Times):	• Emission Decal Refr:	SAT
ESP Plan Year:	• Engine Family:	VPM442B3K3K
ESP Signature Date:		

VEHICLE DETAIL

VIN: 1FTDX1709VN	Engine: W-M 4.6L SOHC EFI NA CMB G-HP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO ACDEWHR70A
Model: F-SERIES	Paint Code/Color: LIGHT SADDLE C/C
Year: 1997	Calibration: 648DR08A
Pay Load:	Max Towing Weight:
GVWR: 08000	Axis Ratio:
WheelBase: 139	Warranty Start Date: 2/14/1998
GCWR:	Vehicle Build Date: 1/18/1998
PEP Code: 507A	

Selling Dealers Name: ARRAVTS FORD SALES INC
 Selling Dealers P & A Code: 02900 Selling Dealers Sales Code: F48413
 Selling Dealers Main Phone: 810-627-3730 Selling Dealers Service Phone: 810-627-3730

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 60
X17YNA1108 413938 2 1 01A4052 GL E 3UH9 52
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
2N53 28 11 4 8W413854 PSDZ N2MK7 26 61
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 9 160
FTD9: 8 C 6 507A 8UMI
1 2 3 4 5 6 7 8 9 160
  
```


Update This Information in Store

Dealer Detail

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

Dealer Name: ALAN FORD INC
 Dealer Address: 1845 S TELEGRAPH
 BLOOMFIELD HILLS MI 48302

Dealer Main Phone: 248-333-3000 Dealer Service Phone: 248-333-3000

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

2004

0079441264 MEMPHIS

Action Detail

VIN: 1FTDX1765VNU	Year: 1987	Model: F-SERIES	Case: 379441264
Name:	Owner Status: Subsequent	WSD: 1986-02-17	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: HERITAGE FORD LINCOLN MERCURY,	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 05845	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 100000 MI	Comm Type: MAIL		
Action Date: 05/05/2004	Action Time: 15:57:10:537	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

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

Sent Via U.S. Mail

May 5, 2004

[REDACTED]
Cookeville, TN [REDACTED]

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

Dear [REDACTED]:

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

We sincerely regret any inconveniences that you have experienced with your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no recalls or owner notification programs pertaining to the fire on your 1997 F-Series truck. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs

Customer Info

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

ESP / Recall Information

VIN: 1FTDX1765V

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00822	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2003-10-04	0588ZUSAF21717
96549	SAFETY RECALL	1996 AEROWRANG/EXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		
96582	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-01-21	05938USAF21376
97586	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	2003-10-04	0588ZUSAF21717
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	2003-10-04	0588ZUSAF21717

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTDX1765VN [REDACTED] Vch Line: T/F5 - F150/250(PN96)/PZ25 FORD (97-04) Body Shell: *

Model Year: 1997 Market Deriv: * - [N/A] Navis Eng Serial No: *

Vch Type: T Drive Code: T/FB - 2 WHL L/H REAR DRIVE Engine: T/V3 - W-M 4.6L SOHC EFI NA

Inv. Dealer: 05936 Body Cab Style: - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DU - 4 SPD AUTO TR NAAD

Vehicle Status Code: 800 Version/Serial: T/AM - 150 SERIES

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

NA

Trace Trans Serial No:
 NA

BUILD INFORMATION:

Region: NA - #00000000 Plant: AR - NORFOLK PLANT BUILD

Country: USA - #00000000 Prod Date: 05-JAN-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 121375 - *

Country: USA - #00000000 Selling Dir St/Prov: AL

Buyer St/Prov: AL

Arrival Date: 22-JAN-1996 Red Carpet Logo: *

Sale Date: 17-FEB-1996 Fleet/Retail/Co. Lease: R

Warranty Start Date: 17-FEB-1996 Modified Vehicle: * Vehicle Count Flag:

Orig Warranty Date: 17-FEB-1996 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

X17V00077202000 2 2 01A1430 XX E 500055 2053 20 61 0 21C31854 2478 02M27 25 61

PTDS 2 C 6 507A 74MIL 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/FB - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	RD	GVW Class Code:	D
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EOAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EOJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MA	Paint:	PNEDC - VERMILION SOLID C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STROMCST/CLOCK
Calibration Code:	648DR08A	Sound System:	* - [N/A]
Color(Accent):	PNZJF - SILVER FROST C/C	Susp Tandem Axle:	
Color(Trim):	0002V -	Tire Manufacturer:	AG -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	7	Tire Size:	D31WC - P255/70R-16 OWL A-B

Front Seat: * - [N/A]
Fuel Type: * - [N/A]

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

TIRE DOT INFORMATION:

LF: * RP: *
LR: * RR: *
LJ: * RJ: *
SPARE: * DOT Placard Manufacturer: * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Codes:	* Exhaust Codes:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Detail Suffix:	SAT
ESP Plan Year:	* Engine Family:	VPM462BKKEK
ESP Signature Date:		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 05-MAY-2004

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIB QRT	WCC PREP	BASE	SUFF VRT	VEG CCC CD
111DM17-SVN	5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	0	*	6B05 *	9907841 *	S01 V31 B02 12
AWS Claim Key: 2138 Doc #: 01489301 Trx Code: 1 Labor Hrs: 1.5 Labor Cost: 61.89 Material Cost: 0 Total Cost: 61.89																		
Dir Cd-Sub Cd: 05936 * Name: DAN WACHTEL FORD-LINC-MERC INC Ph: 256-2324242 St: AL City Cd: USA Reg Cd: NA Repr Date: 08-FEB-1996 DIST(Mile): 120																		
Cost Comments: SEPARATION ON RIGHT SIDE OF BED INSIDE																		
Tech Comments: GRIND OUT SEPARATION AND WELD GRIND WELD AND FINISH FILE SMOOTH																		
111DM17-SVN	5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	0	*	6A01 *	16000 *	S04 V33 F20 08
AWS Claim Key: 2220 Doc #: 01489302 Trx Code: 1 Labor Hrs: 7.5 Labor Cost: 209.45 Material Cost: 265.43 Total Cost: 681.05																		
Dir Cd-Sub Cd: 05936 * Name: DAN WACHTEL FORD-LINC-MERC INC Ph: 256-2324242 St: AL City Cd: USA Reg Cd: NA Repr Date: 08-FEB-1996 DIST(Mile): 120																		
Cost Comments: DIRT IN PAINT																		
Tech Comments: EXCESSIVE DIRT IN PAINT ON TRUCK REFINISH AND CLEARCOAT																		
111DM17-SVN	5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	1	*	6A14 *	990202 *	S04 V33 F09 08
AWS Claim Key: 5895 Doc #: 01489501 Trx Code: 1 Labor Hrs: 6.1 Labor Cost: 251.69 Material Cost: 108.73 Total Cost: 403.97																		
Dir Cd-Sub Cd: 05936 * Name: DAN WACHTEL FORD-LINC-MERC INC Ph: 256-2324242 St: AL City Cd: USA Reg Cd: NA Repr Date: 20-FEB-1996 DIST(Mile): 120																		
Cost Comments: VEH HAS DENTS IN ROOF																		
Tech Comments: PAINT OVER DENTS IN ROOF																		
111DM17-SVN	5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	4	*	6007 *	16005 *	S08 V03 S10 33
AWS Claim Key: 74083 Doc #: 01935701 Trx Code: 2 Labor Hrs: 0 Labor Cost: 55 Material Cost: 0 Total Cost: 55																		
Dir Cd-Sub Cd: 05936 * Name: DAN WACHTEL FORD-LINC-MERC INC Ph: 256-2324242 St: AL City Cd: USA Reg Cd: NA Repr Date: 29-MAY-1996 DIST(Mile): 6202																		
Cost Comments: MATERIAL COME OFF BENCH																		
Tech Comments: OUTSIDE LABOR REQUIRED TO REPAIR CENTER CONSOLE																		
111DM17-SVN	5	T/F5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	08-01-96	17-02-96	121376	USA	9	*	3A06 F2VY 7A191 A	S11 V44 L72 D8	

Claims List Report

Page 2 of 3

AWS Claim Key: 405101 Dec #: 2556901 Trx Code: E84 Labor Hrs: 1.2 Labor Cost: 52.2 Material Cost: 15.32 Total Cost: 73.65
 Dir Cd-Sub Cd: 05936-0 Name: DAN WACHTEL FORD-LINC-MERC INC Ph: 256-2324242 St: AL Ctry Cd: USA Reg Cd: NA Rpt Date: 22-OCT-1996 DIST (Mile): 14063
 Cust Comments: CK TRANSMISSION FLUID LEAK
 Tech Comments: DIAO FLUID LEAK TRANS PAN LEAKING R & R TRANS PAN REPLACE GASKET CLEAN ALL OIL OFF VEHICLE FILLED WITH FLUID AND RECKED

CLAIM # 155 PS T/F5 * T/BD T/AM T/B AR T/DO T/V3 08-01-96 17-02-96 121376 USA 12 * * * * * SOX V00 * *
 AWS Claim Key: 1984156 Dec #: 2556901 Trx Code: 96562 Labor Hrs: 1 Labor Cost: 5.7 Material Cost: 0 Total Cost: 13.05
 Dir Cd-Sub Cd: 05936-0 Name: DAN WACHTEL FORD-LINC-MERC INC Ph: 256-2324242 St: AL Ctry Cd: USA Reg Cd: NA Rpt Date: 21-JAN-1997 DIST (Mile): 19073
 Cust Comments: RECALL 96562
 Tech Comments: APPLIED RECALL 96562

CLAIM # 155 PS T/F5 * T/BD T/AM T/B AR T/DO T/V3 08-01-96 17-02-96 121376 USA 13 * 3A06 * 7A191 * S11 V44 1.72 41
 AWS Claim Key: 1429547 Dec #: 2573701 Trx Code: E84 Labor Hrs: 1.2 Labor Cost: 52.2 Material Cost: 15.70 Total Cost: 75.71
 Dir Cd-Sub Cd: 05936-0 Name: DAN WACHTEL FORD-LINC-MERC INC Ph: 256-2324242 St: AL Ctry Cd: USA Reg Cd: NA Rpt Date: 11-MAR-1997 DIST (Mile): 20692
 Cust Comments: CK TRANS LEAK
 Tech Comments: CK TRANS LEAK LEAKING AT TRANS PAN R & R PAN GASKET RECKED OK

CLAIM # 155 PS T/F5 * T/BD T/AM T/B AR T/DO T/V3 08-01-96 17-02-96 121376 USA 15 * 6X04 P632 17B676 AB 807 V13 3410 01
 AWS Claim Key: 3078067 Dec #: 2590410 Trx Code: E84 Labor Hrs: 1.2 Labor Cost: 5.45 Material Cost: 9.38 Total Cost: 22.59
 Dir Cd-Sub Cd: 05936-0 Name: DAN WACHTEL FORD-LINC-MERC INC Ph: 256-2324242 St: AL Ctry Cd: USA Reg Cd: NA Rpt Date: 06-AUG-1997 DIST (Mile): 28031
 Cust Comments: MIRROR SWITCH KNOB BROKEN
 Tech Comments: DRIVER SIDE POWER MIRROR SWITCH BROKE R & R DOOR TRIM PANEL AND REPLACED POWER MIRROR SWITCH

CLAIM # 155 PS T/F5 * T/BD T/AM T/B AR T/DO T/V3 08-01-96 17-02-96 121376 USA 18 * 7P01 F632 13K359 AA 809 V15 W03 42
 AWS Claim Key: 3078068 Dec #: 2590410 Trx Code: E83 Labor Hrs: .6 Labor Cost: 28.38 Material Cost: 30.5 Total Cost: 71.08
 Dir Cd-Sub Cd: 05936-0 Name: DAN WACHTEL FORD-LINC-MERC INC Ph: 256-2324242 St: AL Ctry Cd: USA Reg Cd: NA Rpt Date: 06-AUG-1997 DIST (Mile): 28031
 Cust Comments: WIPERS INTERMITTEN AT TIMES
 Tech Comments: WIPERS INOP AT TIMES, CHECKED FUSES AND WIRING, REPLACED MULTIFUNCTION SWITCH

CLAIM # 155 PS T/F5 * T/BD T/AM T/B AR T/DO T/V3 08-01-96 17-02-96 121376 USA 93 * * * * * SOX V00 * *
 AWS Claim Key: 24931324 Dec #: 03750051 Trx Code: 98514 Labor Hrs: .6 Labor Cost: 40.38 Material Cost: 8.4 Total Cost: 55.51
 Dir Cd-Sub Cd: 05892-0 Name: WOODY ANDERSON FORD Ph: 256-5399441 St: AL Ctry Cd: USA Reg Cd: NA Rpt Date: 04-OCT-2003 DIST (Mile): 120988
 Cust Comments: RECALL # 98514

Claims List Report

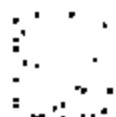
Page 3 of 3

Tech Comments: RECALL 99S14 REPLAC E NUTS RECALL

IT (TXN) REF: [REDACTED]	P5	T/Fs	*	T/BD	T/AM	T/B	AR	T/DO	T/V3	08-01-96	17-02-96	121376	USA	93	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	24931325	Doc #:	03758052	Trx Code:	00822	Laber Hrs:	1	Laber Cost:	13.46	Material Cost:	0	Total Cost:	20.19									
Dir Ctl-Sub Ctl:	05892-*	Name:	WOODY ANDERSON FORD	Ph:	256-5399441	St:	AL	City Ctl:	USA	Reg Ctl:	NA	Repr Date:	04-OCT-2003	DIST (Mile):120988								
Cost Comments:	RECALL # 00822																					
Tech Comments:	RECALL 00822 INSPECT RECALL																					

IT (TXN) REF: [REDACTED]	T/Fs	*	T/BD	T/AM	T/B	AR	T/DO	T/V3	08-01-96	17-02-96	121376	USA	93	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	24931326	Doc #:	03758053	Trx Code:	97S86	Laber Hrs:	.3	Laber Cost:	20.19	Material Cost:	.16	Total Cost:	27.48								
Dir Ctl-Sub Ctl:	05892-*	Name:	WOODY ANDERSON FORD	Ph:	256-5399441	St:	AL	City Ctl:	USA	Reg Ctl:	NA	Repr Date:	04-OCT-2003	DIST (Mile):120988							
Cost Comments:	RECALL # 97S86																				
Tech Comments:	RECALL 97S86 INSTALL STRIP RECALL																				

Any comments? You can contact



webmaster