

Action Detail

VIN: 1FTDX1765VH	Year: 1997	Model: F-SERIES	Case: 379441264
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1996-02-17	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: HERITAGE FORD LINCOLN MERCURY,	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05845	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 100000 MI	Comm Type: PHONE		
Action Date: 05/05/2004	Action Time: 10:32:12:783	Action Data: Yes	
Analyst Name: MARGARET ARSENAULT	Analyst: MARSENAU		

COMMENTS: CUSTOMER SAYS: VEH CAUGHT FIRE UNDERHOOD LAST WEEK. FIRE DEPT SAYS IT STARTED IN FUSE BOX OR BRAKE MASTER CYLINDER. VEH AT CUST HOME. FIRE REPORT FILE. NO REPORT NUMBER. FILED COOKEVILLE TENN. NO INSURANCE ON VEH. VEH LOOKS LIKE IT IS REPAIRABLE. VEH WAS NOT RUNNING WHEN FIRE STARTED. CUST HEARD THIS IS A KNOWN CONCERN. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 6349

#335740735

2005
SOUTHWEST

Action Detail

VIN: 1FTDX18WXM	Year: 1997	Model: F-SERIES	Case: 335740735
Name:	Owner Status: Subsequent	WSD: 1997-03-01	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: JOE COOPERFORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 00852	
Action Desc: CLOSING COMMENTS - DENIAL - CUSTOMER UNRESPONSIVE TO PROGRAM/FSA			
Odometer: 180000 MI	Comm Type: MAIL		
Action Date: 03/14/2005	Action Time: 10:19:50.680	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA/SEND DENIAL, RECALL NOT PERFORMED.

March 14, 2005

[REDACTED]
Oklahoma City, OK [REDACTED]

RE: 1997 F-Series Truck
VIN: 1FTDX18WXV [REDACTED]

Dear [REDACTED]

This is in response to your phone call to our Ford Customer Relationship Center.

A thorough review of our records shows that you received recall notices on the following dates:

- April 9, 2001
- September 26, 2001
- March 28, 2002
- October 10, 2002

Upon receipt of these letters, it was your responsibility to bring the vehicle to any Ford or Lincoln/Mercury dealership to have the recall services performed. Accordingly, Ford declines to provide any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Consumer Affairs

Action Detail

VIN: 1FTDX1RWXY	Year: 1997	Model: F-SERIES	Case: 335740735
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1997-03-01	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: JOE COOPERFORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 00652	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 180000 MI	Comm Type: PHONE		
Action Date: 03/14/2005	Action Time: 09:19:33:593	Action Data: No	
Analyst Name: VASSAL PERSIS	Analyst: PVASSAL1		

COMMENTS: CUSTOMER SAID: - VEH CAUGHT ON FIRE 03/12/05- FIRE ORIGINATED FROM THE MASTER CYLINDER AREA - VEH WAS LOCATED AT RESIDENCE- FIRE REPORT WAS FILED- INSURANCE COMPANY HAS NOT BEEN CONTACTED DEALER SAID: - NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Customer Info

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

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	F	G1	00852	F52206

Dealer Name: JOE COOPERFORD, INC.
 Dealer Address: 6601 S.E. 28TH
 MIDWEST CITY OK 73110
 Dealer Main Phone: 405-733-1611

Dealer Service Phone: 405-733-1611

Position	Employee Name
DEALER/PARTNER	JOE COOPER
GENERAL MANAGER	MICHAEL WICKER
GENERAL MANAGER	CW W EVANS
PARTS MANAGER	ERIC W LEONARD
PARTS & SERVICE DIRECTOR	JAMES R FORTNER
SALES MANAGER	RICHARD L RILEY
SALES MANAGER	CHARLES E DAVIS
SALES MANAGER	JERRY STANLEY
SALES MANAGER	FRANK DULIER

OASIS RESULT-

1FTDX18WXV[REDACTED]

See bottom of the OASIS result for
contact ID03/14/2005
10:13:07

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▶ VEHICLE INFORMATIONVEHICLE DESCRIPTION
1997 F-SERIES LDBODY STYLE
F-150 SUPER CAB STYLE SIDE
4X4ENGINE
4.6L SOHC (ROMEO)TRANSMISSION
4R70W 4 SPD AUTOAXLE CODE
H9ENGINE CALIBRATION
748DR11A**▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE
03/01/1997BUILD DATE
08/14/1996

SALE MILEAGE

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDL CONTACT

THIS VEHICLE HAS A CLOSED CUDL CONTACT

▶ OUTSTANDING FIELD SERVICE ACTIONS00622

FUEL LINE

04L19

MAINTENANCE REMINDER LETTER

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTDX18WXV[REDACTED]

ESP / Recall Information

VIN: 1FTDX18WXYM

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		
01B77	CUSTOMER SATISFACTION NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - EXPIRED		
97S86	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1997-11-19	02637USAF52207
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-11-06	04430USAF52704
98S18	SAFETY RECALL	REAR SPRING CLIP INSTALLATION	CLOSE - REPAIRED	1998-10-27	04430USAF52704
04L18	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

VIN FSA Details

VIN: 1FTDX16WXY [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: USA

FSA Details

00000377	FUEL LINE
00001180	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION
00001248	WHEEL ATTACHMENT - LUG NUTS
00001252	REAR SPRING CLIP INSTALLATION
00010166	THIS CUSTOMER HAS RECEIVED A CUSTOMER MAINTENANCE REMINDER; THERE ARE NO AUTHORIZED REPAIRS.

Vehicle Details

Model Year:	1997	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	F-SERIES UNDER 8500 GVW	Production Date:	14-Aug-1996
Body Style Description:	SUPER SINGLE CAB (SUPER CAB)	Warranty Start Date:	01-Mar-1997
Vehicle Type Description:	TRUCK	Sale Date:	01-Mar-1997
VDM Vehicle Status:	800	Engine Tag Code:	7G840AA
Emissions:			

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source
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Owner Details

Current Owner

Business Name: [REDACTED]
 Owner Name: [REDACTED]
 Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3: [REDACTED]
 Address 4: [REDACTED]
 City: OKLAHOMA CITY
 State/Province: Oklahoma Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail: [REDACTED]
 Country: UNITED STATES

Owner Effective Date: 07-Nov-2003 Vendor Applied Date: 24-Nov-2003
 Vendor Match Code Description: 1-BOTH NAME AND ADDRESS MATCH

NBA Source: POLK GCamp Applied Date: 20-Jul-2004
 Mail Status: Active Mail Suppression Date: [REDACTED]

Fleet Code: [REDACTED] Fleet Name: [REDACTED]
 Fleet Status: [REDACTED] Fleet Mgmt Code: [REDACTED]

Company Car:		Original Owner	
Business Name:	STEAKLEY LEASING INC		
Owner Name:			
Address 1:			
Address 2:			
Address 3:			
Address 4:			
City:	DALLAS	Phone #:	
State/Province:	Texas	E-Mail:	
ZIP/Postal Code:			
Country:	UNITED STATES		
Owner Effective Date:	03-Mar-1997	Vendor Applied Date:	
NBA Source:	NAVIS	GCamp Applied Date:	05-Mar-1997
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	
Company Car:			

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	02586	USA	F52013		Westway Ford
Ship-To	02586	USA	F52013		Westway Ford
Stacking	02586	USA	F52013		Westway Ford
Selling	02586	USA	F52013		Westway Ford
FSA Details					
VIN: 1FTDX18WVK					
Local PSA: 00522 - FUEL LINE			Global PSA: 00000377		

Hub: FORD NORTH AMERICA		Country: UNITED STATES	
Segment / VIN Group(s):		Supplement Code:	
+ 0 - TARGET SEGMENT		00- Original	
- BB - KITCODE BB			
Responsible Dealer			
P&A Code	GEO Sales	Sales Code	Description
0052	USA	F52206	Joe Cooper Ford, Inc.
Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	25-Aug-2000	
Display Eligibility	Y	25-Aug-2000	
Original Mail Eligibility	N	05-Oct-2000	
Follow up Mail	Y	23-Sep-2002	
VIN/PSA Vehicle Condition			
Code	Vehicle Condition	Begin Date	End Date
			Source
Description		Release Date	

MAILED - FOLLOW-UP NOTIFICATION	23-Sep-2002
MAILED - FOLLOW-UP NOTIFICATION	20-Mar-2002
MAILED - FOLLOW-UP NOTIFICATION	18-Sep-2001
MAILED - FOLLOW-UP NOTIFICATION	26-Mar-2001
MAILED - FOLLOW-UP NOTIFICATION	19-Jan-2001
MAILED - ORIGINAL NOTIFICATION	05-Oct-2000

Repair								
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost	Source

VIN/FSA Vehicle Status		
Description	Reason	Date
OPEN - LAUNCHED	Open	05-Oct-2000
Confirmed		25-Aug-2000

VIN FSA Mail History

Local FSA:00S22-IFUEL LINE Global FSA:00000377

Release: OWNER LETTER
 Release Date: 05-Oct-2000
 Mail Date: 27-Oct-2000 to 27-Oct-2000
 Restricted Address: No
 Address: CKS MGMT,
 541 STERLING DR
 RICHARDSON, TX
 75081 2827, UNITED STATES
 Resp. Dealer: 02586USAF52013-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 01-Jan-2000
 Note:

Local FSA:00S22-IFUEL LINE Global FSA:00000377

Release: POSTCARD
 Release Date: 19-Jan-2001
 Mail Date: 02-Feb-2001 to 02-Feb-2001
 Restricted Address: No
 Address: CKS MGMT,
 541 STERLING DR
 RICHARDSON, TX
 75081 2827, UNITED STATES
 Resp. Dealer: 02586USAF52013-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 01-Jan-2000
 Note:

Local FSA:00S22-IFUEL LINE Global FSA:00000377

Release: FOWNER LETTER

Release Date: 26-Mar-2001
Mail Date: 04-Apr-2001 to 09-Apr-2001
Restricted Address: No
Address: HUNT,D
3900 MEADOWVIEW DR
OKLAHOMA CITY,OK
73115 2034,UNITED STATES
00852USAF52206-
Resp. Dealer:
Fleet Acct:
Fleet Mgmt Loc:
N&A Source: POLK
Owner Effective Date: 09-Oct-2000
Note:

Local FSA:00522-1FUEL LINE Global FSA:00000377

Release: FOWNER LETTER
Release Date: 18-Sep-2001
Mail Date: 25-Sep-2001 to 26-Sep-2001
Restricted Address: No
Address: HUNT,D
3900 MEADOWVIEW DR
OKLAHOMA CITY,OK
73115 2034,UNITED STATES
00852USAF52206-
Resp. Dealer:
Fleet Acct:
Fleet Mgmt Loc:
N&A Source: POLK
Owner Effective Date: 09-Oct-2000
Note:

Local FSA:00522-1FUEL LINE Global FSA:00000377

Release: FOWNER LETTER
Release Date: 20-Mar-2002
Mail Date: 26-Mar-2002 to 28-Mar-2002
Restricted Address: No
Address: HUNT,D
3900 MEADOWVIEW DR
OKLAHOMA CITY,OK
73115 2034,UNITED STATES
00852USAF52206-
Resp. Dealer:
Fleet Acct:
Fleet Mgmt Loc:
N&A Source: POLK
Owner Effective Date: 09-Oct-2000
Note:

Local FSA:00522-1FUEL LINE Global FSA:00000377

Release: FOWNER LETTER
Release Date: 23-Sep-2002
Mail Date: 01-Oct-2002 to 10-Oct-2002
Restricted Address: No
Address: HUNT,D
3900 MEADOWVIEW DR

Resp. Dealer:
Fleet Acct:
Fleet Mgmt Loc:
NBA Source:
Owner Effective Date:
Note:

OKLAHOMA CITY,OK
73115 2034,UNITED STATES
00852USAFS2206-

POLK
09-Oct-2000

VIN: 1FTDX18WXV

Local FSA: 97586 - AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION

Global FSA: 00001180

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGET SEGMENT
- 88 - KITCODE 88

00- Original

FSA Code		GEO Sales		Responsible Dealer		Description
				Sales Code	Sub Code	
00852		USA		FS2206		Joe Cooper Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	04-Dec-1997	
Display Eligibility	N	04-Dec-1997	
Original Mail Eligibility	N	15-Oct-1997	
Follow up Mail	N	04-Dec-1997	

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source
Description			Release Date	
MAILED - FOLLOW-UP NOTIFICATION			02-Dec-1997	
MAILED - ORIGINAL NOTIFICATION			15-Oct-1997	

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	04-Dec-1997	19-Nov-1997	UNITED STATES	02637USAFS2207	203727	8	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	04-Dec-1997
OPEN - LAUNCHED	Open	15-Oct-1997
Confirmed		08-Oct-1997

VIN FSA Mail History

Local FSA: 97586 - AUTOMATIC TRANSMISSION SHIFT ...

Global FSA: 00001180

Release:	OWNER LETTER
Release Date:	15-Oct-1997
Mail Date:	27-Oct-1997 to 31-Oct-1997
Restricted Address:	No
Address:	STEAKLEY LEASING INC, DALLAS, TX 75382, UNITED STATES
Resp. Dealer:	02586USAF52013-
Fleet Acct:	
Fleet Mgmt Loc:	
NBA Source:	NAVIS
Owner Effective Date:	03-Mar-1997
Note:	

Local FSA: 97586-1AUTOMATIC TRANSMISSION SHIFT ...	Global FSA: 00001180
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Release:	FPOSTCARD
Release Date:	02-Dec-1997
Mail Date:	10-Dec-1997 to 16-Dec-1997
Restricted Address:	No
Address:	STEAKLEY LEASING INC, DALLAS, TX 75382, UNITED STATES
Resp. Dealer:	02586USAF52013-
Fleet Acct:	
Fleet Mgmt Loc:	
NBA Source:	NAVIS
Owner Effective Date:	03-Mar-1997
Note:	

VIN: 1FTDX18WKV				
Local FSA: 98914 - WHEEL ATTACHMENT - LUG NUTS			Global FSA: 00001248	

Hub: FORD NORTH AMERICA Country: UNITED STATES				
Segment / VIN Group(s):			Supplement Code:	
+ 0 - TARGET SEGMENT			00 - Original	
- 00 - KITCODE CO				

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
00852	USA	F52206		Joe Cooper Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	12-Nov-1998	
Display Eligibility	N	12-Nov-1998	
Original Mail Eligibility	N	12-Nov-1998	
Follow up Mail	N	12-Nov-1998	

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source

Description	Release Date

MAILED - ORIGINAL NOTIFICATION						12-Jun-1998	
Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	12-Nov-1998	06-Nov-1998	UNITED STATES	0443DUSAF52704	025731	C	0.00 GACES
VIN/FSA Vehicle Status							
Description			Reason		Date		
CLOSE - REPAIRED Confirmed			Close		12-Nov-1998 12-May-1998		
VIN FSA Mail History							
Local FSA: 98514 - WHEEL ATTACHMENT - LUG NUTS				Global FSA: 00001248			
Release:				POWNER LETTER			
Release Date:				12-Jun-1998			
Mail Date:				18-Jun-1998 to 13-Jul-1998			
Restricted Address:				No			
Address:				STEAKLEY LING INC, PO BOX 821089 DALLAS, TX 75382 1089, UNITED STATES			
Resp. Dealer:				02586USAF52013-			
Fleet Acct:							
Fleet Mgmt Loc:							
NRA Source:				POLK			
Owner Effective Date:				15-Dec-1997			
Note:							

VIN: 1FTDX18WXXV					
Local FSA: 98518 - REAR SPRING CLIP INSTALLATION			Global FSA: 00001252		
Hub: FORD NORTH AMERICA Country: UNITED STATES					
Segment / VIN Group(s):			Supplement Codes:		
+ 0 - TARGET SEGMENT - AA - KITCODE AA			00- Original		
Responsible Dealer					
FSA Code	GEO Sales	Sales Code	Sub Code	Description	
00852	USA	F52206		Joe Cooper Ford, Inc.	
Eligibility Indicators					
Type	Indicator		Updated		
Repair Eligibility	N		09-Nov-1998		
Display Eligibility	N		09-Nov-1998		
Original Mail Eligibility	N		03-Aug-1998		
Follow up Mail	N		09-Nov-1998		
VIN/FSA Vehicle Condition					

Code	Vehicle Condition	Begin Date	End Date	Source
Description		Release Date		
MAILED - FOLLOW-UP NOTIFICATION		14-Oct-1998		
MAILED - ORIGINAL NOTIFICATION		03-Aug-1998		

Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	09-Nov-1998	27-Oct-1998	UNITED STATES	04430USAF52704	025558	8	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	09-Nov-1998
OPEN - LAUNCHED	Open	03-Aug-1998
Confirmed		06-Jul-1998

VIN FSA Mail History	
Local FSA:98S18-IREAR SPRING CLIP INSTALLATION	Global FSA:00001252
Release: OWNER LETTER Release Date: 03-Aug-1998 Mail Date: 24-Aug-1998 to 24-Aug-1998 Restricted Address: No Address: STEAKLEY LSNG INC, PO BOX 821089 DALLAS, TX 75382 1089, UNITED STATES Resp. Dealer: 02586USAF52013- Fleet Acct: Fleet Mgmt Loc: NBA Source: POLK Owner Effective Date: 15-Dec-1997 Note:	
Local FSA:98S18-IREAR SPRING CLIP INSTALLATION	Global FSA:00001252
Release: POSTCARD Release Date: 14-Oct-1998 Mail Date: 21-Oct-1998 to 21-Oct-1998 Restricted Address: No Address: STEAKLEY LSNG INC, PO BOX 821089 DALLAS, TX 75382 1089, UNITED STATES Resp. Dealer: 02586USAF52013- Fleet Acct: Fleet Mgmt Loc: NBA Source: POLK Owner Effective Date: 15-Dec-1997 Note:	

VIN: 1FTDX1SWXVK [REDACTED]	
Local FSA: 04L19 - MAINTENANCE REMINDER LETTER	Global FSA: 00010166

Hub: FORD NORTH AMERICA Country: UNITED STATES	
Segment / VIN Group(s):	Supplement Code:
+ D - TARGETING SEGMENT - CC - FLSD TFS	00- Original

PBA Code	GEO Sales	Responsible Dealer Sales Code	Sub Code	Description
02586	USA	F52013		Westway Ford

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	Y	02-Jun-2004
Display Eligibility	Y	27-Jul-2004
Original Mail Eligibility	N	28-Jul-2004
Follow up Mail	Y	28-Jul-2004

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - ORIGINA	28-Jul-2004
EXTERNAL NAME AND ADDRESS APPLIED	20-Jul-2004

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source

VIN/FSA Vehicle Status		
Description	Reason	Date
OPEN - LAUNCHED	Open	27-Jul-2004
Confirmed		02-Jun-2004

VIN FSA Mail History	
☐ Local FSA:04L19-CMAINTENANCE REMINDER LETTER Global FSA:00010166	
Release; Release Date; Mail Date; Restricted Address; Address; Resp. Dealer; Fleet Acct; Fleet Mgmt Loc; NBA Source; Owner Effective Date; Note:	OWNER LETTER 28-Jul-2004 28-Jul-2004 to 28-Jul-2004 No HUNT,DARREN 3900 MEADOWVIEW DR OKLAHOMA CITY,OK 73115 2034,UNITED STATES 02586USAF52013- POLK 07-Nov-2003

FSA Counts			
FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
CUSTOMER SAT/OWNER NOTIF PGM	0	1	1
LABEL/LITERATURE PROGRAM	1	0	1
SAFETY RECALL	1	3	4
Total	2	4	6

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WS18920875

2005
SOUTHWEST

Sent Via U.S. Mail

March 31, 2005

[REDACTED]
McAllen, TX [REDACTED]

RE: 2001 F-Series Truck
VIN: 1FTRX17W51N [REDACTED]

Dear [REDACTED]

This is in response to your phone call to the Ford Customer Relationship Center on March 28, 2005 regarding your concerns.

We sincerely regret any inconveniences that you have experienced with your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no open recalls or owner notification programs pertaining to the fire on your 2001 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] TX [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: [REDACTED] Fax: [REDACTED]
Preferred Contact Time: [REDACTED] Email: [REDACTED]

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	K	H1	04515	F52097

Dealer Name: BOGGUS FORD
 Dealer Address: 1400 E HWY
 MCALLEN TX 78501

Dealer Main Phone: 958-886-7411

Dealer Service Phone: 958-886-2184

Position	Employee Name
DEALER/PARTNER	ROBERT F BOGGUS
GENERAL MANAGER	JACK MCKEEVER
PARTS MANAGER	ANTONIO M SALINAS
PARTS & SERVICE DIRECTOR	DENNY S MCKEEVER
SALES MANAGER	DAVID PALACIOS
SALES MANAGER	SAM GRAY
SALES MANAGER	NICOLAS MENDOZA
SALES MANAGER	CHARLES CUEVA
SALES MANAGER	XAVIER FERNANDEZ
SALES MANAGER	CARLOS SADA
SALES MANAGER	ALBERTO R SAENZ
SERVICE MANAGER	LARRY D EMANUEL

OASIS RESULT:

1FTRX17W51N

See bottom of the OASIS result for
contact ID03/31/2005
10:49:21

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**
2001 F-SERIES LD**BODY STYLE**
F-150 SUPER CAB STYLE SIDE
4X2**ENGINE**
4.6L SOHC (ROMEO)**TRANSMISSION**
4R70W 4 SPD AUTO**AXLE CODE**
19**ENGINE CALIBRATION**
1F516M0A**GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
12/08/2000**BUILD DATE**
09/01/2000**SALE MILEAGE****WARNING MESSAGES****ATTENTION TECHNICIANS AND SERVICE MANAGERS:****BEFORE REPLACING ANY MOONROOF PART, REFER TO TSB: 03-11-10****BEFORE REPLACING SLIDING BACK GLASS (-422B30-) SEE TSB 04-02-02****BEFORE REPLACING SEAT BELT RETRACTOR (-611B08/9, 611B68/9-) SEE TSB 04-24-21****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

THIS VEHICLE HAS A CLOSED CUDL CONTACT

THIS VEHICLE HAS AN OPEN CUDL CONTACT**OUTSTANDING FIELD SERVICE ACTIONS****02M01****CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO
DEALER LETTER FOR PROGRAM COVERAGE TUBE-MOUNTED EGR PRESSURE SENSOR -
ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC
FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR****EXTENDED COVERAGES****0709 - EXPIRED****STANDARD DEDUCTIBLE: 50 USD****OWNER NAME:****OPTIONS:****EXPIRATION DATE: 12/08/2003****DISTANCE: 75,000****RENTAL: 28 UP TO 5 DAYS****TOWING: 0 USD****CONTRACT SOLD BY: USA 04648****ESP CONTRACT START DATE: 12/08/2000****REPAIR HISTORY****NO REPAIR HISTORY ON VEHICLE****[Click Here for Full Warranty History](#)**

3/31/2005

10

ESP / Recall Information

VIN: 1FTRX17W51N

Contract: 1 of 1

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

Purchaser:
 Plan Type: USA 2001 NEW 36/75,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: JORDAN FORD, LTD.
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2003-12-08
 Expiration Miles: 75,000
 Plan Year: 2001
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

-----Recall Information----- -----Field Service Action-----

Number	Type	Description	Status	Status Date	Dealer Code
00L11	LABEL/LITERATURE PROGRAM	2000-2001 EXPED/NAV, 2001 TAURUS/SABLE, 2001 F150 SUPER CAB - OWNER GUIDE - CHILD TETHER	CLOSE - FORCE COMPLE		
00L12	LABEL/LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Action Detail

VIN: 1FTRX17W51N	Year: 2001	Model: F-SERIES	Case: 516920875
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2000-12-08	
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: BOGGUS FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04515	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 129000 MI	Comm Type: PHONE		
Action Date: 03/28/2006	Action Time: 14:24:51:440	Action Date: No	
Analyst Name: MARTINEZ GUILLERMO JOHNATHAN	Analyst: GMART144		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
JOSE		MATA	9568875506	SPOUSE

COMMENTS: CUSTOMER SAID: -CUST CALLING TO REPORT A FIRE INCIDENT WITH THE VEH? DATE THE VEHICLE CAUGHT ON FIRE? - 05/22/2005? WHERE THE FIRE ORIGINATED IN THE VEHICLE? - UNDER THE HOOD, BY THE BRAKE PUMP? CURRENT LOCATION OF THE VEHICLE? - VEH IS AT CUST'S HOME? WHETHER OR NOT THERE WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT? - YES? IF A FIRE REPORT WAS FILED, WHAT THE FINDINGS WERE? - FACTORY DEFECT AROUND THE BRAKE PUMP AREA? THE FIRE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED? - CUST DOES NOT KNOW #, FIRE DEPT IN MCALLEN TX? WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY? - NO? WHETHER OR NOT THE VEHICLE IS REPAIRABLE? - CUST BELIEVES THAT IT CAN BE FIXED? WHETHER OR NOT THE VEHICLE WAS RUNNING WHEN THE FIRE STARTED? - VEH WAS TURNED OFF-CUST WOULD LIKE TO PROVIDE FIRE INCIDENT INFO TO FMC IN AN EFFORT TO HAVE THE DAMAGES TO THE VEH REPAIRED BY FMCDEALER 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.

#1505450755

2005
SOUTHWEST

Action Detail

VIN: 1FTDE0763V	Year: 1997	Model: F-SERIES	Case: 1505450755
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1995-02-29	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: QUITMAN FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 01491	
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER			
Odometer: 120000 MI	Comen Type: MAIL		
Action Date: 03/18/2005	Action Time: 13:27:28:153	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA SPOKE W/THE CUSTOMER, INFORMED THAT HIS VEHICLE IS NOT INCLUDED IN THE 05S28 RECALL. LPA WILL FOLLOW-UP WITH A LETTER.

March 18, 2005

Sent Via U.S. Mail

[REDACTED]
Emory, TX [REDACTED]

RE: 1997 F-Series Truck

VIN: 1FTDF0763VF [REDACTED]

Dear [REDACTED]

This letter is in response to your request for assistance under Field Service Action 05S28.

We sincerely regret any inconvenience that you have experienced in this matter. However, our review indicates that your vehicle is not involved in 05S28. Only vehicles within the program guidelines can be included in the program. As your vehicle does not fall within those guidelines we are unable to be of assistance in this matter.

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

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs

OASIS RESULT:

1FTDF0763VK [REDACTED]

See bottom of the OASIS result for
contact ID03/18/2005
13:32:02

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1997 F-SERIES LD

BODY STYLE

F-150 REG CAB FLARE SIDE 4X2

ENGINE

4.6L SOHC (WINDSOR)

TRANSMISSION

4R70W 4 SPD AUTO

AXLE CODE

19

ENGINE CALIBRATION

848DR08A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

02/28/1998

BUILD DATE

01/28/1998

SALE MILEAGE**▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE****THIS VEHICLE HAS A CLOSED CUDL CONTACT****▶ OUTSTANDING FIELD SERVICE ACTIONS**00822

FUEL LINE

98R01

NOTE: VEHICLES IN CERTAIN GEOGRAPHICAL REGIONS MAY NOT NEED REPAIR; SERVICE THE VEHICLE IF IT HAS THE SAME CONCERN OR CONDITION AS AFFECTED VEHICLES OR OPERATED IN THE AFFECTED REGIONS (REFER TO BULLETIN) . . PCV TUBE FOAM INSULATION SLEEVE

04L19

MAINTENANCE REMINDER LETTER

▶ EXTENDED COVERAGES

0711 - EXPIRED

STANDARD DEDUCTIBLE: 60 USD

OWNER NAME: TERRY KOFFEL

OPTIONS:

EXPIRATION DATE: 02/28/2001

DISTANCE: 76,000

RENTAL: 28 UP TO 5 DAYS

TOWING: 50 USD

CONTRACT SOLD BY: USA 02486

ESP CONTRACT START DATE: 02/28/1998

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTDF0763VK [REDACTED]

Customer Info

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

ESP / Recall Information

VIN: 1FTDF0763V

Contract: 1 of 1

ESP Purchase Details

Purchaser:

Plan Type: USA 1998 NEW 60/75,000 PREMIUMCARE

Selling Dealer: FIVE STAR FORD

Deductible: 50

Rental: 28

Towing Allowance: 50

Status: Expire

Expiration Date: 2001-02-28

Expiration Miles: 75,000

Plan Year: 1998

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Refund Percent:

Dealer Credit:

Process Date:

Dealer Received Date:

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	OPEN - LAUNCHED		
00S49	SAFETY RECALL	1998 AEROWANG/EXPL & 1998-97 F-SERIES (12-15-95 THRU 3-11-98) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		
00S82	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-10-15	02486USAF52020
97S86	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-10-09	06974USAF52412
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-10-09	06974USAF52412
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	62-DALLAS	V	D7	01491	F82454

Dealer Name: QUITMAN FORD, INC.

Dealer Address: 539 EAST GOODE
QUITMAN TX 75783

Dealer Main Phone: 803-783-2232

Dealer Service Phone: 800-858-2232

Position	Employee Name
DEALER/PARTNER	CLIFFORD J FITZGERALD
PARTS & SERVICE DIRECTOR	JIM MC MANAWAY

Action Detail

VIN: 1FTDE0763W	Year: 1997	Model: F-SERIES	Case: 1505450755
Name:	Owner Status: Subsequent	WSD: 1996-02-29	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: QUITMAN FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01491	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 120000 MI	Comm Type: PHONE		
Action Date: 03/16/2005	Action Time: 14:02:23:513	Action Date: No	
Analyst Name: PONMELLS TRACEY	Analyst: TPONMELS		

COMMENTS: CUSTOMER SAID: ==CUST SAYS THE DATE OF THE FIRE WAS MARCH 8, 2005.==CUST SAYS THE FIRE STATED IN THE CRUISE CONTROL SWITCH AND HE CAUGHT THE FIRE AND UNPLUGGED THE SWITCH AND PREVENT THE TRUCK FROM BURNING FURTHER.; ==CUST SAYS THE TRUCK IS NOW SITTING IN HIS DRIVEWAY AT 531 RAINS COUNTY RD 1300.==CUST SAYS THERE WAS NO FIRE REPORT FILED WITH THE FIRE DEPARTMENT.==CUST SAYS THERE WAS NO CALIM FILED WITH HIS INSURANCE COMPANY.; ==CUST SAYS THE TRUCK IS REPAIRABLE AND HE IS DRIVING THE TRUCK.; ==CUST SAYS THE TRUCK WAS SITTING IN HIS DRIVEWAY WHEN THE FIRE STARTED.;==CUST IS CALLING TO INFORM FORD THAT BECAUSE OF THIS PROBLEM WITH THE CRUISE CONTROL IT COULD HAVE BURN HIS TRUCK AND HOME DOWN AND WOULD LIKE FORD TO TO FIX THE THE PROBLEM WITH HIS TRUCK;DEALER SAID: 538 EAST GOODEQUITMAN, TX 75763TEL: (803) 763-2232FAX: (803) 763-4068DISTANCE: 18.96 MILESCRC 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.;

#613463074

2005
SOUTHWEST

Action Details

VIN: 1FTDE17R1V	Year: 1997	Model: F-SERIES	Case: 613463074
Name:	Owner Status: Subsequent	WSD: 1996-C2-16	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: CHAMPION FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 04584	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 120000 MI	Comm Type: MAIL		
Action Date: 02/21/2005	Action Time: 14:28:35:227	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND LETTER, NOT INVOLVED IN RECALL 05S28. NO FURTHER ACTION.

February 21, 2005

Sent Via U.S. Mail

[REDACTED]
Agua Dulce, TX [REDACTED]

RE: 1997 F-Series Truck
VIN: 1FTDF1761VK [REDACTED]

Dear [REDACTED]

This letter is in response to your request for assistance under Field Service Action 05S28.

We sincerely regret any inconvenience that you have experienced in this matter. However, our review indicates that your vehicle is not involved in 05S28. Only vehicles within the program guidelines can be included in the program. As your vehicle does not fall within those guidelines we are unable to be of assistance in this matter.

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

Respectfully yours,

Lourdes Fonseca-Neuron
Consumer Affairs

Customer Info

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

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	FSA Code	Sales Code
52-SOUTHWEST	52-DALLAS	K	H2	04584	F52088

Dealer Name: CHAMPION FORD
 Dealer Address: 8250 S PADRE ISLAND DR
 CORPUS CHRISTI TX 78412

Dealer Main Phone: 512-994-6200 Dealer Service Phone: 512-994-6200

Position	Employee Name
GENERAL MANAGER	MARK GIBLIN
SALES MANAGER	JOHN G GRONNER
SALES MANAGER	OLIN TRAMMEL
SALES MANAGER	GERADO H SALAZAR
SALES MANAGER	ABEL J BOSMAN
SALES MANAGER	CORY L SCHWERTNER
SALES MANAGER	DON JENNINGS
SERVICE MANAGER	PETE HUNTER

OASIS RESULT:**1FTDF1761VK** [REDACTED]See bottom of the OASIS result for
contact ID 02/21/2005
12:03:39

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1997 F-SERIES LD

BODY STYLE

F-150 REG CAB STYLE SIDE 4X2

ENGINE

4.6L SOHC (WINDSOR)

TRANSMISSION

4R70W 4 SPD AUTO

AXLE CODE

18

ENGINE CALIBRATION

848CR08A

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

02/16/1998

BUILD DATE

01/31/1998

SALE MILEAGE

00065

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

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) . . PCV TUBE FOAM INSULATION SLEEVE

04L19

MAINTENANCE REMINDER LETTER

EXTENDED COVERAGES

0712 - EXPIRED

STANDARD DEDUCTIBLE: 0 USD

OWNER NAME: ANGEL ALANIZ

OPTIONS:

EXPIRATION DATE: 02/16/1998

DISTANCE: 27,000

RENTAL: 0 UP TO 0 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 04406

ESP CONTRACT START DATE: 02/16/1998

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTDF1761VK [REDACTED]

ESP / Recall Information

VIN: 1FTDF1781VK

Contract: 1 of 1

ESP Purchase Details

Purchaser:
 Plan Type: USA 1998 NEW 24/25,000 MAINTENANCE CARE
 Selling Dealer: BOWDEN FORD LINCOLN MERCURY CO
 Deductible:
 Rental:
 Towing Allowance:

Status: Expire
 Expiration Date: 1998-02-16
 Expiration Miles: 27,000
 Plan Year: 1998
 Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2000-11-17	04408USAF52089
96649	SAFETY RECALL	1996 AEROWRANG/EXPL & 1996-97 F-SERIES (12-13-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		
96682	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-01-22	04408USAF52089
97586	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1997-12-29	04408USAF52089
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-08-17	04408USAF52089
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Action Detail

VIN: 1FTDF1781VH	Year: 1997	Model: F-SERIES	Case: 613463074
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1996-02-16	
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	Dealer: CHAMPION FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: D4584	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 120000 MI	Comm Type: PHONE		
Action Date: 02/18/2005	Action Time: 14:25:57:537	Action Data: No	
Analyst Name: CABACUNGAN SUSAN	Analyst: SCABACUN		

COMMENT@: CUSTOMER SAID: = VEH GOT CAUGHT ON FIRE LAST OCT 2004 AT PORT LAVACA, TX= FIRE STARTED UNDER THE HOOD= WOULD LIKE TO KNOW WHY MY VEH IS NOT INCLUDED IN THE SPEED CONTROL RECALL, IT IS THE EXACT SAME THING = THERE IS A DEFECT ON THE SPEED CONTROL = VEH IS REPAIRABLE BUT HAS NOT BEEN DIAGNOSED= HAVE NOT FILED CLAIM WITH INSURANCE COMPANT = NO SERIOUS INJURIES REPORTED= THERE WAS POLICE REPORT FILED AT LA VACA, TX (FILE # NOT AVAILABLE) = CUST IS SEEKING ANOTHER VEH OR FINANCIAL ASSISTANCE TO PURCHASE ANOTHER VEHIDEALER SAID: PADRE FORD6250 SOUTH PADRE ISLAND DRIVECORPUS CHRISTI, TX 78412TEL: (361) 684-6200CRC 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. = ADV CUST RECALLS ARE VIN SPECIFIC= ADV CUST NO FSA/CSP AT THIS TIME

#1404550285

2005
MEMPHIS

Action Detail

VIN: 1FTEP15Y1T	Year: 1998	Model: F-SERIES	Case: 1404550285
Name:	Owner Status: Subsequent	WSD: 1998-03-08	
Symptom Desc: HRN SPD CNTRL SPEED CONTROL ENGAGEMENT/NO P		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: SLOAN FORD LINCOLN-MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 05738	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 125000 MI	Com Type: MAIL		
Action Date: 01/31/2005	Action Time: 12:24:15:570	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND LETTER TO CUSTOMER, NO OPEN RECALLS.

January 31, 2005

Sent Via U.S. Mail

[REDACTED]
Columbia, TN [REDACTED]

RE: 1996 F-Series Truck
VIN: 1FTBF15Y1T [REDACTED]

Dear [REDACTED]

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

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

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

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs

Customer Info

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

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
23-MEMPHIS	23-MEMPHIS	D	B1	05736	F23079

Dealer Name:	SLOAN FORD LINCOLN-MERCURY		
Dealer Address:	115 S. JAMES CAMPBELL BLVD. COLUMBIA TN 38401		
Dealer Main Phone:	931-388-2463	Dealer Service Phone:	931-388-2463

Position	Employee Name
CUST RELATIONS MGR	JUDY A BROVIN
DEALER/PARTNER	J R SLOAN
GENERAL MANAGER	RILEY D SLOAN
PARTS MANAGER	LARRY W ROSS
PARTS MANAGER	WILLIAM L GRAHAM
SALES MANAGER	DONALD E HAINSLIP
SERVICE MANAGER	JAMES L SLOAN

OASIS RESULT:

1FTEF15Y1T [REDACTED]

See bottom of the OASIS result for
contact ID01/31/2005
12:21:33

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1998 F-SERIES

BODY STYLE

F-150 PICKUP 4X2

ENGINE

4.9L EFI

TRANSMISSION

5 SPD MANUAL - MAZDA

AXLE CODE

17

ENGINE CALIBRATION

861HR06A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

03/08/1998

BUILD 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**

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTEF15Y1T [REDACTED]

ESP / Recall Information

VIN: 1FTEF16Y1T

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
96S49	SAFETY RECALL	1996 AEROWANGEXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		

ESP / Recall Information

VIN: 1FTEP15Y1T [REDACTED]

No ESP information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
06549	SAFETY RECALL	1996 AEROWANGEXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLETE		

Action Detail

VIN: 1ETEF15Y1T1	Year: 1996	Model: F-SERIES	Case: 1404550285
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1996-03-06	
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL ENGAGEMENT/NOF		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: SLOAN FORD/LINCOLN-MERCURY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05736	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 125000 MI	Comm Type: PHONE		
Action Date: 01/28/2005	Action Time: 11:14:16:260	Action Date: Yes	
Analyst Name: ANNETTE EFFS-MORRIS	Analyst: AEFFSMOR		

COMMENTS: CUSTOMER SAYS: CALLING TO SEE IF VEHICLE IS INVOLVED IN THE RECALL FOR CRUISE CONTROL -CUST SAID VEH CAUGHT FIRE JAN 18/05 IN HIS DRIVEWAY AND WAS REPAIRED -CUST DID REPAIRS HIMSELF AND HAS NOT CONTACTED HIS INSURANCE COMPANY. -CUST ALLEGING THAT THE FAULTY CRUISE CONTROL WAS RESPONSIBLE FOR THE FIRE. - FEELS THAT ALL VEHICLES WITH THIS PROBLEM SHOULD BE RECALLED. AND WILL CONTACT HIS LAWYER IF NECESSARY. PER CUSTOMER, DEALER SAYS: -1996 MODEL YEAR IS NOT INVOLVED IN THE RECALL 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. -ADVISED CUST THAT HIS VEH IS NOT INVOLVED IN ANY OPEN RECALL AT THIS TIME AND ANY FUTURE INVOLVEMENT, NOTIFICATION WILL BE BY MAIL. -FURTHER ADVISED CUST THAT CRUISE CONTROL RECALL IS FOR 2000/2001 F-SERIES. INFERENCE CASE ID: 5349

#341508495

2005
SOUTHWEST

Action Detail

VIN: 1FT8X1Z15W1	Year: 1998	Model: F-SERIES	Case: 341500495
Name:	Owner Status: Original	WSD: 1998-06-01	
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BOB HOWARD DOWNTOWN FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 03026	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 153000 MI	Comm Type: MAIL		
Action Date: 02/21/2005	Action Time: 14:19:58:823	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA FORWARDED PREVIOUS INSURANCE INVOLVEMENT LETTER

Sent Via US Mail

February 21, 2005

[REDACTED]
Oklahoma City, OK [REDACTED]

RE: 1998 F-Series Truck
VIN: 1FTRX17L3WE [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding the above-mentioned vehicle.

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,

Lourdes Fonseca-Neuron
Consumer Affairs

Customer Info

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

Update This Information In Store

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	F	G1	03026	F52201

Dealer Name: BOB HOWARD DOWNTOWN
FORD

Dealer Address: 200 WEST RENO AVENUE
OKLAHOMA CITY OK 73102

Dealer Main Phone: 405-232-7171

Dealer Service Phone: 405-278-2838

Position	Employee Name
CUST RELATIONS MGR	KAULANI MORRISON
DEALER/PARTNER	Howard Bob
GENERAL MANAGER	JEFFREY S SPEARS
PARTS MANAGER	RAY CLIFFORD
PARTS MANAGER	RUSSELL SPRINGER
PARTS MANAGER	LINDA K REESE
PARTS MANAGER	GLEN E CAMPBELL
SALES MANAGER	DAVID W SCHWARTZ
SALES MANAGER	PAUL D MERCER
SALES MANAGER	FRANK C BOYNTON
SERVICE MANAGER	RICK L DITMORE
SERVICE MANAGER	MARK A MENZIE

OASIS RESULT:

1FTRX17L5WK

See bottom of the OASIS result for
contact ID02/21/2005
11:00:52

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**
1998 F-SERIES LD**BODY STYLE**
F-150 SUPER CAB STYLE SIDE
4X2**ENGINE**
5.4L SOHC EFI**TRANSMISSION**
4 SPD AUTO E40D**AXLE CODE**
H9**ENGINE CALIBRATION**
846DR10A**▶ GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
08/01/1998**BUILD DATE**
02/18/1998**SALE MILEAGE****▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE*****THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT****▶ OUTSTANDING FIELD SERVICE ACTIONS****04L18****MAINTENANCE REMINDER LETTER****▶ EXTENDED COVERAGES****NO ESP INFORMATION AVAILABLE****▶ REPAIR HISTORY****NO REPAIR HISTORY ON VEHICLE****[Click Here for Full Warranty History](#)****END OF OASIS REPORT FOR 1FTRX17L5WK**

ESP / Recall Information

VIN: 1FTRX17L5W

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
86S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-06-20	06857USAF52233
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Action Detail

VIN: 1FTRX17L5W1	Year: 1998	Model: F-SERIES	Case: 341500495
Name:	Owner Status: Original	WSD: 1998-08-01	
Symptoms Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: BOB HOWARD DOWNTOWN FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03026	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 153000 MI	Comm Type: PHONE		
Action Date: 02/18/2005	Action Time: 08:28:10:003	Action Date: No	
Analyst Name: NARAYAN PRABHA	Analyst: PNARAYAN		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
MS SAMANTHA		MCBRIDE		OTHER

COMMENTS: CUSTOMER SAID: - PERSON CALLING IS AN EMPLOYEE CALLING ON BEHALF OF THE CUST.- VEH CAUGHT ON FIRE & BURNT DOWN ON 10/21/2004- EVERYTHING UNDERNEATH THE HOOD WAS BURNT- FIRE REPORT WAS FILED, NO REPORT # AVAILABLE AT PRESENT- VEH WAS TOTALLED, NO INJURIES OR STRUCTURAL DAMAGE TO REPORT.- INSURANCE COMPANY WAS CONTACTED, CLAIM IS WAITING TO BE RESOLVED- HEARD ABOUT THE RECALL ON THE SPEED CONTROL- CUST ALLEGING THE FIRE HAPPENED DUE TO FAULTY PART UNDER THE HOOD.DEALER SAID: - BOB HOWARD DOWNTOWN FORD 200 WEST RENO AVENUE OKLAHOMA CITY, OK 73102 TEL: (405) 282-7171CIRC 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.

ORLANDO

2005



Consumer Affairs

P.O. Box 6248, MICHIGAN
Dearborn, MI 48126

*Sent via U.S. Mail

February 3, 2005

[REDACTED]
Miami, FL [REDACTED]

RE: 1999 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: 1FTRX17WXX[REDACTED] Year: 1999 Model: F-SERIES WSD: 1999-11-20

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

Address: [REDACTED] MIAMI FL [REDACTED]

Case Number: 471240335

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED

Dealer: F24013 - MIDWAY FORD

Comm Type: OTHER

Current Odometer Reading: 101000 MI

Action Category: SEND ACKNOWLEDGEMENT

Odometer Reading: 101000 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:

there are no open recalls related to customer concerns.
lette sent to customer

Comments:

[OASIS](#)

[Warranty History](#)

[ESP/Recall](#)

<<BACK

CANCEL

FINISH>>

Customer Info

Customer: [REDACTED] **Primary Phone:** [REDACTED] **Secondary Phone:** [REDACTED]
Address: [REDACTED] MIAMI 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: 1FTRX17W000 [REDACTED] Vch Line: T/F3 - F150/250(PH96)/9225-PORD [97-05] Eng Serial No: *
Model Year: 1999 Market Derived: * - [N/A] Body Shell: *
Vch Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/VN - R-M 4.6L SOHC EFI NA CIV6 G-HP
Inv. Dealer: 04820 Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DU - 4 SPD AUTO TR NAAO AODEW74R70W
Version/Serial: T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - #000000000 Plant: AR - NORFOLK PLANT BUILD
Country: USA - #000000000 Prod Date: 20-OCT-1998

SALE INFORMATION:

Region: NA - #000000000 Selling Dealer: 124015 -
Country: USA - #000000000 Selling Dir St/Prov: FL
Buyer St/Prov: FL
Arrival Date: 17-NOV-1998 Red Carpet Lease: *
Sale Date: 20-NOV-1998 Fleet/Retail/Co. Lease: R
Warranty Start Date: 20-NOV-1998 Modified Vehicle: *
Orig Warranty Date: 20-NOV-1998 Recquired Vehicle: * Vehicle Export Flag: H

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
N172m6236213539 F 2 24X220 40 R GULF 35 W 6 28 BY 61 R 242015894 UATN 7282T 4 45 M
1FTRX 0 0 000A 0007L Y 4

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER GVW Code:
Alternator Amp Rating: AT GVW Class Code: R
Audio Disk: * - [N/A] Instrumentation: * - [N/A]
Axle Ratio: EG4HD - 3.55 FINAL DRIVE RATIO Mirror(Driver Side): * - [N/A]
Axle Type: EGJAB - NON-LIMITED SUP REAR AXLE Mirror(Pasngr Side): * - [N/A]
Battery Amp Rating: ME Paint: PNUAA - EBONY SOLID C/C

Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antennas:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radios:	AU - ELETR PREM AM/FM STRO/DISC
Calibration Code:	9VNAADCA	Sound System:	* - [N/A]
Color(Accent):	PNZLC - SILVER MET C/C #2	Susp Tandem Axle:	
Color(Trim):	0002V -	Tire Brand:	AG - GOODYEAR
Delivery Type:	6	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:	*
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:	FSZ
ESP Min Year:	*	Engine Family:	XFMXT0465BF
ESP Signature Date:			

Can't find VIN Code »

Standard Claims List For Model Year 1999

VIN	VEH LINE	MKT	DERIV	BODY	CAB	VEH SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC	6	PREF	BASE	SUFF	CCC	CD	DIST(Miles)
-----	----------	-----	-------	------	-----	------------	------------	--------	--------	--------	-----------	-----------	----------------	----------	-----	-----	------	---	------	------	------	-----	----	-------------

ESP / Recall Information

VIN: 1FTRX17WXXN

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	A	A3	04883	F24013

Dealer Name:	MIDWAY FORD		
Dealer Address:	8155 W FLAGLER ST		
	MIAMI FL 33144		
Dealer Main Phone:	305-268-9000	Dealer Service Phone:	305-268-HELP

Position	Employee Name
CUST RELATIONS MGR	GRACE IZQUIERDO
DEALER/PARTNER	CHARLES DASCAL
DEALER/PARTNER	MANUEL VILLAMANAN
GENERAL MANAGER	CRISTOBAL GONZALEZ
PARTS MANAGER	HECTOR J LIMA
SALES MANAGER	ANDRES GAMEZ
SALES MANAGER	MARCO A GONZALEZ
SALES MANAGER	BERNARDO RUIZ
SALES MANAGER	CRISTINO E SEPA
SALES MANAGER	VICTOR R GARCIA
SALES MANAGER	OSVALDO GONZALEZ
SERVICE MANAGER	JORGE R GARBALOSA
SERVICE MANAGER	MARIO J RODRIGUEZ

Service Hours	M-F 7:0 - 7:00 SAT 7:00 AM - 4:00 PM
Directions	
Trained	Y
Additional Information	LSG ENROLLED TOWING: 305-221-8861 ORANGE STATE TOWING

2005

0521200291

SDR-CINCINNATI

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 16-FEB-2005

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

VIN	AWS VL	WEIS 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	VFG	CCC	CD
1FTDX17WXXV	PS	TFS	*	TBD	TAM	T/B	AR	T/DU	T/VN	22-10-96	04-02-97	121428	USA	19	*	SV03 FSRZ	2B121 AA	S10	V21	L63 14
AWS Claim Key:	11862464	Doc#:	032187A	Trx Code:			EB4	Laber Hrs:	1.2	Laber Cost:	61.2	Material Cost:	143.15	Total Cost:	204.35					
Dir Cd-Sub Cd:	02785 *	Name:	TOWN & COUNTRY FORD OF CLEVELAND	Ph:	423-4725454	St: TN	City Cd: USA	Reg Cd:	NA	Repr Date:	14-AUG-1998	DIST (Mile):	35098							
Com Comments:	CK DRIVERS SIDE FRONT BRAKE/LEAKING FLUID																			
Tech Comments:	REPLACE FT BRAKE CALIPER																			
1FTDX17WXXV	PS	TFS	*	TBD	TAM	T/B	AR	T/DU	T/VN	22-10-96	04-02-97	121428	USA	26	*	*	*	S00X	V00	* *
AWS Claim Key:	15619608	Doc#:	081787U	Trx Code:			98514	Laber Hrs:	.6	Laber Cost:	34.87	Material Cost:	8.4	Total Cost:	49.08					
Dir Cd-Sub Cd:	85646 *	Name:	CROWN FORD	Ph:	615-2443615	St: TN	City Cd: USA	Reg Cd:	NA	Repr Date:	03-MAR-1999	DIST (Mile):	52716							
Com Comments:	RECALL 98514 LUGS																			
Tech Comments:	REPLACE ALL LUGNUTS																			
1FTDX17WXXV	PS	TFS	*	TBD	TAM	T/B	AR	T/DU	T/VN	22-10-96	04-02-97	121428	USA	26	*	*	*	S00X	V00	* *
AWS Claim Key:	15619608	Doc#:	081787U	Trx Code:			97586	Laber Hrs:	3	Laber Cost:	17.44	Material Cost:	1.4	Total Cost:	24.65					
Dir Cd-Sub Cd:	85646 *	Name:	CROWN FORD	Ph:	615-2443615	St: TN	City Cd: USA	Reg Cd:	NA	Repr Date:	03-MAR-1999	DIST (Mile):	52716							
Com Comments:	RECALL 97586 SHIFT CABLE																			
Tech Comments:	PERFORM RECALL INSP CABLE SECURE WITH TIE STRAP																			
1FTDX17WXXV	PS	TFS	*	TBD	TAM	T/B	AR	T/DU	T/VN	22-10-96	04-02-97	121428	USA	32	*	*	*	SXX	V00	* *
AWS Claim Key:	22857202	Doc#:	02406901	Trx Code:			00822	Laber Hrs:	2	Laber Cost:	9.31	Material Cost:	0	Total Cost:	13.97					
Dir Cd-Sub Cd:	03076 *	Name:	COBURN FORD MERCURY	Ph:	812-8975834	St: IN	City Cd: USA	Reg Cd:	NA	Repr Date:	03-MAY-2001	DIST (Mile):	89371							
Com Comments:	RECALL 00822 FUEL LINE INSPECTION																			
Tech Comments:	PERFORM RECALL PER INSTRUCTIONS																			

All Action Details for Issue

Print

VIN: 1FTDX17WXYV [REDACTED] Year: 1997 Model: F-SERIES Case: 428200281
Name: [REDACTED] Owner Status: Subsequent WSD: 1997-02-04
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 03076 COBURN FORD MERCURY Origin Desc: US CONCERN CASE BASE
Odometer: 85000 MI Comm Type: PHONE
Analyst Name: MITRA BOODHAI Analyst: MBOODHAI
Action Date: 02/15/2005 Action Time: 12.25.52.981 Action Data: No

Comments CUSTOMER SAID: -HAD A 1997 F-150 1FTDX17WXYV [REDACTED] ABOUT 5 MONTHS AGO IT CAUGHT ON FIRE- TRUCK WAS PARKED ON THE STREET IN FRONT OF MY HOUSE AT THE TIME- FIRE DEPARTMENT RESPONDED TO THE FIRE- THE FIRE STARTED AT APPROXIMATELY 10 AM- THERE WAS NO DAMAGE TO ANYTHING ELSE- HAS A POLICE REPORT BUT DO NOT HAVE THE NUMBER AVAILABLE- THE CRUISE CONTROL STOPPED WORKING SHORTLY BEFORE THE FIRE- FEELS THAT FORD IS RESPONSIBLE DUE TO THE SPEED CONTROL RECALL DEALER SAID: NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 03076 COBURN FORD MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 85000 MI Comm Type: PHONE
Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
Action Date: 02/17/2005 Action Time: 16.10.51.388 Action Data: No

Comments LEFT MSG WITH CUSTOMER'S SPOUSE ADVISING CASE UNDER INVESTIGATION AND MAIL CORRESPONDENCE WILL FOLLOW.

Action: DENY ASSISTANCE - BEYOND WARRANTY
Dealer: 03076 COBURN FORD MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 85000 MI Comm Type: MAIL
Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
Action Date: 02/21/2005 Action Time: 11.22.16.152 Action Data: No

Comments SENT CUSTOMER "NO RELATED FSA'S/BEYOND WARRANTY/CONCERN DOCUMENTED" LETTER.

Copy

Sent Via U.S. Mail

February 2, 2005

[REDACTED]
Boonville, IN [REDACTED]

RE: 1997 Ford F-Series
VIN: 1FTDX17WXVN [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1997 Ford F-Series 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 pertaining to your vehicle.

We have documented your concerns regarding your vehicle. If you feel there are issues remaining with regards to the cruise control in your vehicle, please see your Ford dealer. We regret that we are unable to be of assistance in this matter beyond the warranty period.

Thank you for contacting us.

Respectfully yours,

Rochelle Graham
Consumer Affairs

ESP / Recall Information

VIN: 1FTDX17WXV

Contract: 1 of 1

ESP Purchase Details

Purchaser: [REDACTED]
 Plan Type: USA 1999 USED 38/36,000 EXTRACARE
 Selling Dealer: CROWN FORD
 Deductible: 200
 Rental: 28
 Towing Allowance: 60

Status: Expire
 Expiration Date: 2002-03-20
 Expiration Miles: 88,738
 Plan Year: 1999
 Purchase Type: N
 Options: \$200,DED.

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2001-05-03	03076USAF47407
97S88	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1999-03-03	06648USAF23044
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-03-03	05646USAF23044
04L19	LABEL LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Customer Info

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

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	47-CINCINNATI	V	A7	0307B	F47407

Dealer Name: COBURN FORD MERCURY
 Dealer Address: 3100 HIGHWAY 82 WEST
 BOONVILLE IN 47801

Dealer Main Phone: 812-887-5838 Dealer Service Phone: 812-997-2018

Position	Employee Name
DEALER/PARTNER	PEGGY COBURN
DEALER/PARTNER	EDGAR COBURN
GENERAL MANAGER	CHARLES R HILL
PARTS & SERVICE DIRECTOR	JAMES SHIPMAN

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FTZX17W1W	1998	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Cash
		No Open Issues			Warranty History
1FTDX17W1W	1997	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Cash
		Open Issues Exist			Warranty History

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTDX17WXYV [REDACTED] Vch User: TFS - F150250(PN06)/P225-PORD [97-03] Eng Serial No: *
 Model Year: 1997 Market Derived: * - [N/A] Body Style: *
 Vch Type: T Drive Code: T/B - 2 WHL LH REAR DRIVE Engine: TVM - R-M 4.6L 80HC EFI NA C
 Inv. Dealer: 00387 Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DU - 4 SPD AUTO TR NAAO A
 Version/Serial: T/AM - 150 SERIES

(Related Claims)

BUILD INFORMATION:

Region: NA - 000000000 Plant: AR - NORFOLK PLANT BUILD
 Country: USA - 000000000 Prod Date: 22-OCT-1996

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 121428 -A
 Country: USA - 000000000 Selling Dir Bt/Prov: TN
 Buyer Bt/Prov: TN
 Arrival Date: 24-OCT-1996 Rod Carpet Lease: *
 Sale Date: 04-FEB-1997 Plant/RetailCo, Lease: R
 Warranty Start Date: 04-FEB-1997 Modified Vehicle: *
 Orig Warranty Date: 04-FEB-1997 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
 117VW698913938 2 2 280718 YD E 3019 52 2053 29 511 210201853 JAMA M2007 25 M
 1PTEK B C P 507A 5077 1 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	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:	EGFAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MA	Paint:	PNEVA - DARK TREADOR C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CITE/CLOCK
Calibration Code:	748DR11A	Sound System:	* - [N/A]
Color(Ascent):	PNAYB - LT PRAIRIE TAN C/C	Stamp Transfer Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AC - FIRESTONE
Delivery Type:	E	Tire Size:	D37UH - P235/70R-16 BW A-3
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF1: * 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:	SAT
ESP Plan Year:	* Engine Family:	VFM462KGEK
ESP Signature Date:		

OASIS RESULT:

1FTDX17WXVN [REDACTED]

See bottom of the OASIS result for
contact ID02/16/2005
09:22:38

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**
1997 F-SERIES LD**BODY STYLE**
F-150 SUPER CAB STYLE SIDE
4X2**ENGINE**
4.8L SOHC (ROMEO)**TRANSMISSION**
4R70W 4 SPD AUTO**AXLE CODE**
19**ENGINE CALIBRATION**
748DR11A**▶ GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
02/04/1997**BUILD DATE**
10/22/1996**SALE MILEAGE**
00050**▶ 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**

Q4L19

MAINTENANCE REMINDER LETTER

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTDX17WXVN [REDACTED]

2004

1386730904 CINCINNATI

STANDARD CLAIMS LIST

AWS Online Report

Print Date: 31-MAR-2004

Notes: 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	TJS	QRT	WCC	PREF	BASE	SUFF	VRT	VEQ	CCC	CD
1FMRU11A07W	33	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/VN	20-01-98	28-01-98	147017	USA	12	*	SG04	P75Z	SB326	AM	S05	V39	NS0	02
AWS Claim Key:	6408120	Doc #:	221492A	Trx Code:			EB4	Labor Hrs:	2	Labor Cost:			113.92	Material Cost:	71.02	Total Cost:	184.94						
Dir Cd-Sub Cd:	05702-*	Name:	BYERLY FORD INC				Ph:	302-4481661	St: KY	City Cd:	USA		Reg Cd:	NA	Repr Date:	13-JAN-1999							
Cost Comments:	CK FOR BAR IN FRT SUSP BROKEN																						
Tech Comments:	20169 WARR REPLACE RT TORSION BAR, NECESSARY TO RE CROSS MEMBER AT REAR OF TORSION BARS. ADJUST RIDE HEIGHT ALIGNMENT. CAMBER CASTER ADJUST. ROAD TEST OK.																						
1FMRU11A07W	33	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/VN	20-01-98	28-01-98	147017	USA	22	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	11251221	Doc #:	16682101	Trx Code:			98S14	Labor Hrs:	6	Labor Cost:			34.28	Material Cost:	8.4	Total Cost:	42.68						
Dir Cd-Sub Cd:	05695-*	Name:	BILL COLLINS FORD INC				Ph:	502-4599550	St: KY	City Cd:	USA		Reg Cd:	NA	Repr Date:	20-OCT-1999							
1FMRU11A07W	33	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/VN	20-01-98	28-01-98	147017	USA	22	*	7P01	*	*	*	SXX	V00	*	*
AWS Claim Key:	11251209	Doc #:	16682102	Trx Code:			99B02	Labor Hrs:	5	Labor Cost:			28.57	Material Cost:	47.84	Total Cost:	76.41						
Dir Cd-Sub Cd:	05695-*	Name:	BILL COLLINS FORD INC				Ph:	502-4599550	St: KY	City Cd:	USA		Reg Cd:	NA	Repr Date:	20-OCT-1999							

Any comments? You can contact



[webmaster](#)

All Action Details for Issue

Print

VIN: 1FMRU18W7W1000000 Year: 1998 Model: EXPEDITION Case: 1386730904
 Name: [REDACTED] Owner Status: Original WSD: 1998-01-28
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 05702 BYERLY FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 111500 MI Comm Type: PHONE
 Analyst Name: JOVANE GREAVES Analyst: JGREAV11
 Action Date: 03/30/2004 Action Time: 10:43:02.765 Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
MR. DAVID GARY		BLANDFORD	5022889932	OTHER

Comments CUSTOMER SAYS: - PARKED VEH IN GARAGE ON SATURDAY... IT WAS SITTING FOR ABOUT 30-45 MINUTES WHEN I LEFT IN ANOTHER VEH... WHEN RETURNED ABOUT 2 HRS LATER NOTICED THE GARAGE HAD BLACK SMOKE COMING OUT - DISCOVERED THAT VEH HAD CAUGHT ON FIRE.... THE ENTIRE ENGINE COMPARTMENT WAS BURNT OUT - EVERYTHING IN THE GARAGE THAT WAS PLASTIC WAS DAMAGED OR DESTROYED; THERE WAS SMOKE DAMAGE TO PARTS OF THE HOUSE; ALL THE PLASTIC TRIM AROUND THE GARAGE WAS MELTED; THE ENTIRE GARAGE HAS BEEN BLACKENED - HAVE TURNED EVERYTHING OVER TO THE INSURANCE COMPANY; VEH IS STILL AT THE HOME ON THE DRIVEWAY - CONTACTED THE JEFFERSON TOWN FIRE DEPT... THEY HAVE PICTURES, NO REPORT WAS PROVIDED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED; - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 05702 BYERLY FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 111500 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 03/31/2004 Action Time: 16:57:55.987 Action Data: Yes

Comments CONTACTED CUSTOMER REGARDING VEHICLE CONCERN... ADVISED INSURANCE COMPANY HANDLING CLAIM. ADVISED CUSTOMER NO RELATED RECALLS... CONTINUE WORKING WITH INSURANCE CARRIER SINCE THEY MAY SUBROGATE AGAINST FORD IF PRODUCT DEFECT FOUND.

Data Element Name

Data Value

CONTACT PERSON

DAVID GARY BLANDFORD

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 05702 BYERLY FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 111500 MI Comm Type: MAIL
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 03/31/2004 Action Time: 17:02:41.453 Action Data: No

Comments NO RELATED RECALLS... SENT CUSTOMER 'INSURANCE CARRIER ALREADY INVOLVED' LETTER.

Copy

Sent Via U.S. Mail

March 31, 2004

[REDACTED]
Louisville, KY [REDACTED]

Re: 1998 Ford Expedition
VIN: 1FMRU18W7W [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 1998 Ford Expedition.

We sincerely regret the circumstances you described. 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.

As we discussed on March 31, 2004, we understand that you have turned this matter over to your insurance company. 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,



Rochelle Graham
Consumer Affairs

ESP / Recall Information

VIN: 1FMRU18W7W

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
98814	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-10-20	05885USAF47680
98802	CUSTOMER SAT/OWNER NOTIF PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	1998-10-20	05885USAF47880

Customer Info

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

Address: [REDACTED] LOUISVILLE KY [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

Update This Information In Stars

Dealer Detail

PCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	F	D1	05702	F47017

Dealer Name: BYERLY FORD INC
 Dealer Address: 4041 DIXIE HWY
 LOUISVILLE KY 40218
 Dealer Main Phone: 502-448-1661

Dealer Service Phone: 502-448-1661

Position	Employee Name
DEALER/PARTNER	GREGORY F DAUNHAUER
DEALER/PARTNER	JOHN R DAUNHAUER JR
PARTS MANAGER	JOSEPH B BRASHEAR
PARTS & SERVICE DIRECTOR	DAVID G DAUNHAUER
SALES MANAGER	ROBERT COPAS
SALES MANAGER	DANIEL J PRESTON
SALES MANAGER	GUY E JARBOE
SALES MANAGER	LARRY J ASH
SERVICE MANAGER	DONALD R CREASON

VIN		Year Model		Vehicle List	Sales Type	Owner Status	Vehicle Info
1FMRU16W7W		1998	EXPEDITION		BUSINESS RTL	Original Owner	Osale
		Open Issues Exist					Warranty History
3FTNF20L83M6		2003	F-SERIES SUPER DUTY		BUSINESS RTL	Original Owner	Osale
		No Open Issues					Warranty History
 1FMRU16W4W		1998	EXPEDITION		BUSINESS RTL	Original Owner	Osale
		No Open Issues					Warranty History
1FTHF25HXPNU		1993	F-SERIES		BUSINESS RTL	Original Owner	No Osale
		No Open Issues					No Warranty History
 1FMDU32X7NU		1992	EXPLORER		BUSINESS RTL	Original Owner	No Osale
		No Open Issues					No Warranty History

bdb2f4

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: IFMU18W7W	Vehicle Line: T/B3 - EXPEDITION (UN93) (97-02)	Eng Serial No: *
Model Year: 1998	Market Derived: *- [N/A]	Body Style: *
Vehicle Type: T	Drive Code: T/E - 4 WHL L/H PART TIME DRIVE	Engine: T/VN - R-M 4.6L SOHC EFI NA CTV8 GNP
av. Dealer: 05702	Body Cab Style: T/YA - REGULAR CARGO VAN	Transmission: T/DU - 4 SPD AUTO TR NA AO AODEW4R70W
	Version/Serial: T/EF - FORD SERIES	

BUILD INFORMATION:

Region: NA - #00000000 Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - #00000000 Prod Date: 20-JAN-1998

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 147017 - *
 Country: USA - #00000000 Selling Dir St/Prov: KY
 Buyer St/Prov: KY

Arrival Date: 28-JAN-1998 Red Carpet Lease: *
 Sale Date: 28-JAN-1998 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 28-JAN-1998 Modified Vehicle: *
 Orig Warranty Date: 28-JAN-1998 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
 18MB100691193 6 7 1 26A2D40 DM E3 DR9 SN ST3 48 5 B7 47FD17 55 UA J2 N
 FMT50 64SA 9MDK 4

INSTALLED OPTION INFORMATION:

Ac Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER GVW Code:	GVW Class Code: R
Alternator Amp Rating: BB	Instrumentation: *- [N/A]
Audio Disk: *- [N/A]	Mirror(Driver Side): AD - DRIVER POWER MIRROR
AXle Ratio: EGAND - 3.55 FINAL DRIVE RATIO	Mirror(Pass Side): AD - PASS POWER CONVEX MIRROR
AXle Type: EGLAC - LIMITED SLIP REAR AXLE	Paint: PMJAA - EBONY SOLID CC
Battery Amp Rating: ES	Power Antenna: *- [N/A]
Brake Code: *- [N/A]	Radio: AT - ELET R PREM AM/FM STRO/CST/CLK
Brake Code(Service): *- [N/A]	Sound System: *- [N/A]
Calibration Code: 84BR10A	Suspension Tandem Axle:
Color(Accent): *- [N/A]	Tire Brand: AG - GOODYEAR
Color(Trim): 0002V -	Tire Size: D3KFD - P265/70R 17 A/T OWL
Delivery Type: E	Traction Control: *- [N/A]
Exhaust R Code: D	Wheel Size:
Front Seat: *- [N/A]	
Seat Type: *- [N/A]	

TIRE DOT INFORMATION:

F: * RF: *
 R: * RR: *
 L: * RL: *
 PARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/B - T/B
ESP Coverage(Mile):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Suffix:	BAJ
ESP Plan Year:	• Engine Family:	WFMXTG46CAA
ESP Signature Date:		

OASIS RESULT:

03/31/2004

1FMRU18W7WL

11:12:49

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**
1998 EXPEDITION
TRANSMISSION
4R70W 4 SPD AUTO**BODY STYLE**
4 DR MPV 4X4
AXLE CODE
H9**ENGINE**
4.8L SOHC (ROMEO)**ENGINE CALIBRATION**
64BJR10A**▶ GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
01/28/1998**BUILD DATE**
01/20/1998**SALE MILEAGE****▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

NO REMAINING OPEN/NO LEGAL CONTACT

▶ OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FMRU18W7WL

2005

1405190295

SOUTHWEST



Copy

Consumer Affairs

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

February 2, 2005

Sent Via U.S. Mail

[REDACTED]
Houston, TX [REDACTED]

RE: 2001 F-Series
VIN: 1FTZX17221K [REDACTED]

Dear [REDACTED]

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

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

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

Respectfully yours,

Maureen Pawelek-Murray
Consumer Affairs

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1F7ZX17221K [REDACTED] Vch Line: T/F5 - F150/250(PN96)/P225-FORD [97-05] Eng Serial No: *
 Model Year: 2001 Market Deriv: T/F - FORD DIVISION DERIVATIVE Body Style: *
 Vch Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/LY - 4.2L OHV EPT NA V6 C
 Inv. Dealer: 04496 Body Csb Style: T/HD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/RE - 3 SPD MAN TRANS M.
 Version/Serial: T/AM - 150 SERIES

(Related Claims)

BUILD INFORMATION:

Region: NA - #00000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 14-AUG-2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 13239 - *
 Country: USA - #00000000 Selling Dtr Bt/Prov: TX
 Buyer Bt/Prov: TX
 Arrival Date: 21-AUG-2001 Bad Carpet Loss: *
 Sale Date: 30-JUN-2001 Fleet/Deta/B/Ca. Lease: R
 Warranty Start Date: 30-JUN-2001 Modified Vehicle: *
 Orig Warranty Date: 30-JUN-2001 Reequipped Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1 2 3 4 5 6 7 8 9
 1174K22(01611003 2 2 2000059 07 00 N19 05 H C 20 07 1 N 500019 43 24 07 6 2
 1F722 4 M M:502A 72NTEL 2

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:	EGARD - 3.53 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	BGLAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	MR	Paint:	PMBGC - VERMILION SOLID CC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Servic):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTECLOCK
Calibration Code:	1P522HDA	Serial System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D31WC - P255/70R-16 OWL A-S
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF: * RF: *
 LH: * RH: *
 LI: * RI: *
 SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/D - T/D
ESP Coverage(Miles):	• Emission Cert Type:	5
ESP Coverage(Years):	• Emission Decal Suffix:	HLN
ESP Plan Year:	• Engine Family:	IFMCKT842ZF5
ESP Signature Date:		

ESP / Recall Information

VIN: 1FTZX17Z21

Contract: 1 of 1

ESP Purchase Details

Purchaser:
Plan Type: USA 2001 NEW 72/100,000 PREMIUM CARE W/ROADSIDE ASSIST.
Selling Dealer: AC COLLIN & FORD INC
Deductible: 100
Rental: 28
Towing Allowance:

Status: Cancel
Expiration Date: 2007-06-30
Expiration Miles: 100,000
Plan Year: 2001
Purchase Type: N
Options:

ESP Cancellation Details

Cancel Date: 2001-07-07
Refund Percent:
Dealer Credited: 04498

Process Date: 2001-07-12
Dealer Received Date: 2001-07-07

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00L11	LABEL/LITERATURE PROGRAM	2000-2001 EXPED/NAV, 2001 TAURUS/SABLE, 2001 F150 SUPER CAB - OWNER GUIDE - CHILD TETHER	CLOSE - FORCE COMPLE		
00L12	LABEL/LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
01S24	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-12-07	04474U8AF52241
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

All Action Details for Issue

[Print](#)

VIN: 1FTZX17Z21	Year: 2001	Model: F-SERIES	Case: 1405190295
Name:	Owner Status: Subsequent	WSD: 2001-06-30	
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: 04473 CHAMPION FORD GULF FREEWAY Origin Desc: US CONCERN CASE BASE
Odometer: 100000 MI Comm Type: PHONE
Analyst Name: SHEKH RAHIMA Analyst: RSHEKH1
Action Date: 01/29/2005 Action Time: 11.15.18.742 Action Date: No

Comments: CUSTOMER SAID: -CUST SAYS THAT HIS VEH CAUGHT FIRE LAST MONTH SOME TIME IN DECEMBER - THE FIRE WAS COMING FROM THE MASTER CYLINDER UNDER THE HOOD-HE PAID FOR THE DAMAGE FROM HIS ON POCKETCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Customer Info

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

VIN		Year Model		Vehicle List	Owner Status	Vehicle Info
1F1ZX17221K		2001	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Costs Warranty History
			Open Issues Exist			



1287691534
SOUTHWEST

M

SECRET

All Action Details for Issue

[Print](#)

VIN: 1FTDX1767VN [REDACTED] Year: 1997 Model: F-SERIES Case: 1287691534
Name: [REDACTED] Owner Status: Subsequent WSD: 1998-03-22
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - FIRE CLAIM Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 02415 PRESTIGE FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD

Odometer: 145194 MI

Comm Type: EMAIL

Analyst Name:

Analyst: CLEICH

LEICH,CHERIE

Action Date: 08/01/2004

Action Time:

08.01.04.170

Action Date: No

Comments: PRODUCT LIABILITY EMAIL RECEIVED 5-29-04. DEALER CONTACT:
JERALD PETERSON. CUSTOMER ALLEGES UNDERHOOD FIRE STARTED AT BRAKE SWITCH ON MASTER
CYLINDER. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 02415 PRESTIGE FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 145194 MI

Comm Type: PHONE

Analyst Name: PAWELEK, MAUREEN
(M.L.)

Analyst: MPAWELEK

Action Date: 06/01/2004

Action Time:

12.08.04.107

Action Date: Yes

Comments: LEFT MESSAGE FOR SERVICE MANAGER JERALD PETERSON.

Data Element Name

Data Value

CONTACT PERSON

VOICEMAIL

Action: FINAL CASE DISPOSITION

Dealer: 02415 PRESTIGE FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 145184 MI

Comm Type: MAIL

Analyst Name: PAWELEK, MAUREEN
(M.L.)

Analyst: MPAWELEK

Action Date: 06/03/2004

Action Time:

14.56.19.951

Action Date: No

Comments: SENDING LETTER TO CUSTOMER ADVISING THAT VEHICLE IS BEYOND WARRANTY AND THERE ARE
NO FSA'S. THEREFORE, FORD CANNOT BE OF ASSISTANCE IN THIS MATTER.



Copy

Consumer Affairs

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

Sent Via U.S. Mail

June 3, 2004

[REDACTED]
Wylie, TX [REDACTED]

RE: [REDACTED]

Dear [REDACTED]

We were recently contacted on your behalf by Prestige Ford.

We sincerely regret the inconvenience that you have experienced regarding your vehicle. However, our review indicates that the vehicle is beyond warranty and there are no recalls or owner notification programs pertaining to the incident that occurred. Therefore, we are unable to be of assistance in this matter.

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

Respectfully yours,

Maureen Pawelek-Murray
Consumer Affairs



Keller, Kristian (P.)

From: Cptorm, D (D.)
Sent: Saturday, May 29, 2004 8:28 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Case:
1287691534

Region: 52
Maureen

Dealer Request For Consumer Affairs Review

Dealership Name: Prestige Ford
Requesting Dealer: Prestige Ford
Contact Person: Jerald Petterson
Telephone: 9728643665
Email Address: jerald@prestigegarland.com
PA Code: 02415
Region: SW
City: Garland
Dealer State: TX
Fax Number: 972-864-3694
WSD: 03/22/1996
Vehicle Year: 1997
Vehicle Model: F150
Vehicle VIN: 1FTDX1787V [REDACTED]
Mileage: 145194
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Wylie
State: Texas
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 52 - Southwest
Incident Involves: Fire
Date of Incident: 05/28/2004
County In which incident occurred: Dallas
Is Alleging Defect: Yes
Alleging defect detail: Under hood fire started at brake switch on master cylinder
Police Report Filed: No
Insurance Company Contacted: Y
Insurance Company Advice: Contact Ford.
Coach Bullder: no
Coach Bullder State: AK - Alaska
Resolution Sought Detail: Ford to pay for repairs.

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

Customer Info

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

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTDX1767VN	Vehicle Line: T/F5 - F150/250(PN96)/P225FORD (97-04]	Eng Serial No: *
Model Year: 1997	Market Derived: * - [N/A]	Body Style: *
Veh Type: T	Drive Codes: T/B - 2 WHL L/H REAR DRIVE	Engines: T/V3 - W-M 4.6L SOHC EFI NA
Inv. Dealer: 02460	Body Chk Style: T/BD - SUPER SINGLE CAB (SUPER CAB)	Transmission: T/DU - 4 SPD AUTO TR NAAO
	Version/Serial: T/AM - 150 SERIES	

(Related Claims)

BUILD INFORMATION:

Region: NA - #00000000 Plant: AR - NORFOLK PLANT BUILD
Country: USA - #00000000 Prod Date: 26-FEB-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 152017 - *
Country: USA - #00000000 Selling Div St/Prov: TX
Buyer St/Prov: TX
Arrival Date: 09-MAR-1996 Red Carpet Lease: 1
Sale Date: 22-MAR-1996 Fleet/Retail/Co. Lease: R
Warranty Start Date: 22-MAR-1996 Modified Vehicle: *
Orig Warranty Date: 22-MAR-1996 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 2170A200111303 2 2 01A7252 3R 5 U19P83 2W 3 25 61 52A017850 DE #2PK3 5 4
 1P007 2 C 507A 9607R 1

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: KJ	GVW Class Code: D
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: BGABD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axle Type: ECJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Pass Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: EH	Paint: PNDEA - LIGHT SADDLE CC
Brake Codes: * - [N/A]	Power Antenna: * - [N/A]
Brake Code(Service): * - [N/A]	Radio: AG - ELCTR AM/FM/STAC/CS/TEA/CLOCK
Calibration Code: 648DR08A	Sensor System: * - [N/A]
Color(Accent): * - [N/A]	Suspension Axle:
Color(Trim): 000(BB -	Tire Brand: AC - FIRESTONE
Delivery Type: P	Tire Size: D3JW - P235/70R-16 OWL A-5
Driveshaft Code: F	Traction Control: * - [N/A]
Front Seat: * - [N/A]	Wheel Base:
Prod Type: * - [N/A]	

TIRE DOT INFORMATION:

L.F:	*	R.F:	*
L.R:	*	R.R:	*
L.I:	*	R.I:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/B - T/B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Detail Suffix:	SAT
ESP Plat. Year:	• Engine Family:	VFM462B3KEX
ESP Signature Date:		

Claims List Report

IFTDX1767VN	075	*	TBD	TAM	T/B	AR	T/OU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	7	3A06 070100	F2VY 7A191	A	L72	D8	9391	
AWS Claim Key:	327112	Trx Code:	I	Labor Hrs:	1.1															
Dir Cl-Sub Cl:	02460*	Name:	BAILLARGEON FORD			Ph:	214-2313491		Sr:	TX	Ctry Cl:	USA		Reg Cd:	NA		Repr Date:	03-OCT-1996	Dec #:	15141002
Client Comments:	TRANSMISSION FLUID LEAK L72 N NN FSN N N /																			
Tech Comments:	REPLACED TRANSMISSION DIPSTICK TUBE DRING AND PAN GASKET FOR LEAKING. FSN N N / NN C 000NN NL72B15141002 WEASE E01 I																			
IFTDX1767VN	075	*	TBD	TAM	T/B	AR	T/OU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	9	7F01 011601	F6SZ 17526	BA	W10	79	11893	
AWS Claim Key:	509376	Trx Code:	I	Labor Hrs:	0															
Dir Cl-Sub Cl:	02460*	Name:	BAILLARGEON FORD			Ph:	214-2313491		Sr:	TX	Ctry Cl:	USA		Reg Cd:	NA		Repr Date:	23-NOV-1996	Dec #:	16009701
Client Comments:	PAINT FLAKING OFF LEFT WIPER ARM F01																			
Tech Comments:	REPLACED WIPER ARM																			
IFTDX1767VN	075	*	TBD	TAM	T/B	AR	T/OU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	12	3A06 070100	F2VY 7A191	A	L72	D8	16394	
AWS Claim Key:	132444	Trx Code:	B84	Labor Hrs:	1.2															
Dir Cl-Sub Cl:	02460*	Name:	BAILLARGEON FORD			Ph:	214-2313491		Sr:	TX	Ctry Cl:	USA		Reg Cd:	NA		Repr Date:	03-MAR-1997	Dec #:	17497701
Client Comments:	TRANSMISSION FLUID LEAK L72																			
Tech Comments:	REMOVE AND REINSTALL PAN. RUN BLACK LIGHT TEST AND DYE TEST. LEAK DETECTED FROM PAN GASKET. REPLACE PAN GASKET.																			
IFTDX1767VN	075	*	TBD	TAM	T/B	AR	T/OU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	12	JYD1 0602CX *	1126	*	N15	07	16394	
AWS Claim Key:	132443	Trx Code:	B84	Labor Hrs:	2															
Dir Cl-Sub Cl:	02460*	Name:	BAILLARGEON FORD			Ph:	214-2313491		Sr:	TX	Ctry Cl:	USA		Reg Cd:	NA		Repr Date:	03-MAR-1997	Dec #:	17497702
Client Comments:	WEAK INOPERATIVE INEFFECTIVE N15 FEELS SOFT WEAK INEFFECTIVE																			
Tech Comments:	ROAD TEST, CLEAN, INSPECT, AND LUBE REAR BRAKE SYSTEM. GLAZED AND RUSTED. MACHINE REAR DRUMS. ADJUST PARKING BRAKE																			
IFTDX1767VN	075	*	TBD	TAM	T/B	AR	T/OU	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	12	JYD1 040301 *	18124	*	N59	08	16294	
AWS Claim Key:	132442	Trx Code:	B84	Labor Hrs:	8															
Dir Cl-Sub Cl:	02460*	Name:	BAILLARGEON FORD			Ph:	214-2313491		Sr:	TX	Ctry Cl:	USA		Reg Cd:	NA		Repr Date:	03-MAR-1997	Dec #:	17497703
Client Comments:	OVER BUMPS N16 RUBBING SOUND IN FRONT END OVER SPEED BUMPS																			
Tech Comments:	ROAD TEST, LUBE STABILIZER BAR BUSHINGS AND SHOCK BUSHINGS.																			

IFTDX1767VN	TFS	*	T/BD	T/AM	T/B	AR	T/DO	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	12	4C88 000615	*	NPF	*	L66	NI	16294			
AWS Claim Key:			132441	Trx Code:		884	Labor Hrs:		5														
Dir Cl-Sub Cl:			02460*	Name:		BAILLARGEON FORD			Ph:	214-2313491	St:	TX	City Cd:		USA		Reg Cd:		NA	Repr Date:03-MAR-1997		Doc #:	17497704
Cust Comments:			EXHAUST LEAK L66 EXHAUST MANIFOLD TYPE LBK WHEN ENGINE COLD GOES AWAY WHEN																				
Tech Comments:			E ROAD TEST, CHECK EXHAUST SYSTEM, NO LEAKS FOUND AT THIS TIME																				
IFTDX1767VN	TFS	*	T/BD	T/AM	T/B	AR	T/DO	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	12	*	*	*	*	*	*	16294			
AWS Claim Key:			132440	Trx Code:		96562	Labor Hrs:		2														
Dir Cl-Sub Cl:			02460*	Name:		BAILLARGEON FORD			Ph:	214-2313491	St:	TX	City Cd:		USA		Reg Cd:		NA	Repr Date:03-MAR-1997		Doc #:	17497705
Cust Comments:			PERFORM RECALL 96562 SEAT BELT ANCHORAGE BOLT																				
Tech Comments:			RECALL COMPLETED.																				
IFTDX1767VN	TFS	*	T/BD	T/AM	T/B	AR	T/DO	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	13	7902 180102	*	14401	*	C07	46	18907			
AWS Claim Key:			173184	Trx Code:		813	Labor Hrs:		7														
Dir Cl-Sub Cl:			02460*	Name:		BAILLARGEON FORD			Ph:	214-2313491	St:	TX	City Cd:		USA		Reg Cd:		NA	Repr Date:13-APR-1997		Doc #:	18261401
Cust Comments:			HEATER DOES NOT WORK PROPERLY C07 HEATER DOES NOT GET HOT																				
Tech Comments:			TESTED TEMPERATURE BLEND DOOR ACTUATOR AND CIRCUITS. TRACED AND REPAIRED SHORT IN CIRCUIT #295 TO ACTUATOR. REPLACED																				
IFTDX1767VN	TFS	*	T/BD	T/AM	T/B	AR	T/DO	T/V3	26-FEB-1996	22-MAR-1996	152017	USA	21	2G04 031481	*	12A69D	*	E29	12	25696			
AWS Claim Key:			5741293	Trx Code:		S97	Labor Hrs:		1.4														
Dir Cl-Sub Cl:			02460*	Name:		BAILLARGEON FORD			Ph:	214-2313491	St:	TX	City Cd:		USA		Reg Cd:		NA	Repr Date:10-DEC-1997		Doc #:	22797301
Cust Comments:			AT ALL TIMES-----E29																				
Tech Comments:			SBD5 EBC TEST KOEO-PASS KOER-PASS KOEC-P0301. PERFORM DCL TEST. POWER BALANCE TEST. NO MISFIRE IN ENGINE. IGNITION SYSTEM OK. REPROGRAM PCM TO CORRECT LEVEL CALIBRATION CLEAR																				

ESP / Recall Information

VIN: 1FTDX1767V

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00622	SAFETY RECALL	FUEL LINE	OPEN - LAUNCHED		
88S49	SAFETY RECALL	1996 AEROWANG/EXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		
88S82	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-03-03	02480USAF52117
97S81	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE REPLACEMENT	OPEN - LAUNCHED		
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	OPEN - LAUNCHED		

2005

1409230535

SOUTHWEST



Copy

Consumer Affairs

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

February 22, 2005

Sent Via U.S. Mail

[REDACTED]
Round Rock, TX [REDACTED]

RE: 2001 F-Series
VIN: 1FTRX17L31N [REDACTED]

Dear [REDACTED]

This letter is in response to your request for assistance under Field Service Action 05S28.

We sincerely regret any inconvenience that you have experienced in this matter. However, our review indicates that your vehicle is not involved in 05S28. Only vehicles within the program guidelines can be included in the program. As your vehicle does not fall within those guidelines we are unable to be of assistance in this matter.

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

Respectfully yours,

Maureen Pawelek-Murray
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTRX17L31N	Year: 2001	Model: F-SERIES	Case: 1408230535
Name:	Owner Status: Subsequent	WSD: 2001-02-20	
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: 03048 BAY AREA FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 72000 MI Comm Type: PHONE
Analyst Name: LADD NICOLA Analyst: NLADD
Action Date: 02/22/2005 Action Time: 11.22.02.857 Action Date: No

Comments CUSTOMER SAID: CUST SAYS 2 WEEKS AGO WHILE HE WAS DRIVING DOWN THE ROAD HE NOTICED SMOKE AND FLAMES COMING FROM THE COWL AREA OF THE VEH—CUST WAS ABLE TO PUT OUT THE FIRE QUICKLY BUT NOW THE SPEED CONTROL FEATURE IS INOPERABLE AND THE AREA WHERE THE SWITCH IS LOCATED IS FRIED—VEH IS STILL DRIVABLE—VEH HAS NOT BEEN INSPECTED ANYWHERE AND CUST HASNOT NOTIFIED HIS INSURANCE CARRIER—CUST FEELS THIS MAY BE RELATED TO THE RECENT RECALL ON THE SPEED CONTROL SWITCH THAT HAS BEEN IN THE MEDIA—SEEKING COVERAGE FOR REPAIRS—SEEKING NEXT STEP/DEALER SAID: BAY AREA FORD 16800 FEATHER CRAFT LANE HOUSTON, TX 77058 DISTANCE: 0.88 MILES TEL: (281) 488-5820 FAX: (281) 486-0945 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Customer Info

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

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FTRX17L31	2001	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Open Warranty History

ESP / Recall Information

VIN: 1FTRX17L31

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
01621	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - REPAIRED	2003-02-14	03826USAF52043
04L19	LABEL LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

2005

0346420535

SOUTHWEST



Copy

Consumer Affairs

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

Sent Via U.S. Mail

February 22, 2005

[REDACTED]
McKinney, TX [REDACTED]

RE: 1997 F-Series
VIN: 2FTDX1722V [REDACTED]

Dear [REDACTED]

This is in response to your call to the Ford Customer Relationship Center regarding your 1997 F-Series.

We sincerely regret the circumstances you described. However, our review indicates that there are no recalls or owner notification programs pertaining to your vehicle and it is beyond the manufacturer's warranty. Therefore, we regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Maureen Pawelek-Murray
Consumer Affairs



Customer Info

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

All Action Details for Issue

Print

VIN: 2FTDX1722V	Year: 1997	Model: F-SERIES	Case: 346420535
Name: [REDACTED]	Owner Status: Original	WSD: 1998-12-14	
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: 02531 BOB TOMES FORD, INC.	Origin Desc: US CONCERN CASE BASE
Odometer: 145000 MI	Comm Type: PHONE
Analyst Name: LAWRENCE CAMILLE	Analyst: CLAWRE12
Action Date: 02/22/2005	Action Time: 09:37:21.797 Action Data: No

Comments CUSTOMER SAID: = HOME # [REDACTED] DAY TIME # [REDACTED] = THE CRUISE CONTROL OVERHEATED AND THE VEH CAUGHT ON FIRE = I JUST HAD THE VEH REPAIRED = I REPLACED THE MASTER BRAKE CYLINDER, THE BRAKE FLUID RESERVOIR, THE CRUISE CONTROL SWITCH AND A PIG TAIL KIT AT AN INDEPENDENT FACILITY DUE TO THIS FIRE = WHAT WILL FORD DO TO REIMBURSE THE COST OF THE REPAIR = THE COST WITH TOWING WAS \$580.40 = DATE OF THE FIRE: FEB 16, 2005 = THE FIRE ORIGINATED UNDER THE HOOD = CURRENT LOCATION OF THE VEH: IN MY POSSESSION = A FIRE REPORT WAS FILED AND THEIR FINDINGS WERE: THEY DID NOT KNOW WHAT CAUSED THE FIRE = FIRE REPORT FILED IN CARROLLTON TEXAS = FIRE REPORT NUMBER NOT YET AVAILABLE = I DID NOT FILE A CLAIM WITH MY INSURANCE COMPANY BECAUSE THE COST OF THE REPAIR WAS EQUAL TO MY DEDUCTIBLE = THE VEH IS REPAIRED = THE VEH WAS NOT RUNNING WHEN THE FIRE STARTED = THERE WERE VISIBLE FLAMES = THERE ARE NO INJURIES = NO STRUCTURAL DAMAGES = I DO NOT HAVE A FORD SERVICING DLRSHIPDEALER 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. ===== DLR ASSIGNED FOR DOCUMENTATION PURPOSES =====

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
2FTDX1722V	1997	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Ccals
		Open Issues Excl			Warranty History
1FTCR14U7T	1996	RANGER	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Ccals
		No Open Issues			Warranty History

ESP / Recall Information

VIN: 2FTDX1722V

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
98R04	REGIONAL (USA)	PCV SYSTEM MODIFICATION	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-01-16	04570USAF52762
98B29	CUSTOMER SAT/OWNER NOTIF PGM	3.8L AND 4.2L ENGINE FRONT COVER GASKET	CLOSE - EXPIRED		
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

2005

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SOUTHWEST



Copy

Consumer Affairs

PO Box 5248, MD 3NE-B
Dearborn, MI 48126 USA

February 2, 2005

Sent Via U.S. Mail

[REDACTED]
Karnes City, TX [REDACTED]

RE: 2001 F-Series
VIN: 2FTRX07L51 [REDACTED]

Dear [REDACTED]

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

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

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

Respectfully yours,

Maurteen Pawelek-Murray
Consumer Affairs

Action Detail

VIN: 2FTRX07L51	Year: 2001	Model: F-SERIES	Case: 166990315
Name:	Owner Status: Original	WSD: 2001-07-24	
Symptom Desc: GENERAL INQUIRIES REQUEST/ NON-VEHICLE RELATED		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: GILLESPIE FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04545	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 70000 MI	Comm Type: PHONE		
Action Date: 01/31/2006	Action Time: 18:38:29:363	Action Data: No	
Analyst Name: TRICIA HARBAJAN	Analyst: THARBAJA		

COMMENTS: CUSTOMER SAID: =MY VEH HAD BEEN IN A FIRE IN MAY/2004 =NOW THERE IS A RECALL FOR THE SPEED CONTROL WHICH CAUSES FIRES =THE FIRE STARTED UNDER THE HOOD OF THE VEH AND IT STARTED BY ITSELF =I WAS CALLED BY FMCC JUST BEFORE CHRISTMAS AND ADVISED THAT I HAVE TO PAY REMAINING \$4200.00 ON VEH OR I WILL BE TAKEN TO COURT =I AM CALLING TO OPEN AN INVESTIGATION IN CAUSE OF FIRE; I FEEL THAT THE VEH CAUGHT FIRE DUE TO RECALL FOR SPEED CONTROL =FIRE OCCURRED ON MAY 13/2004=THE FIRE ORIGINATED UNDER HOOD OF VEH =VEH WAS PARKED ON MY PROPERTY=THERE WAS A FIRE REPORT FILLED WITH THE FIRE DEPARTMENT=THE FIRE DEPT. COULD NOT DETERMINE WHAT CAUSED THE FIRE BUT IT WAS DETERMINED THAT THE FIRE STARTED UNDER THE HOOD =THE FIRE REPORT WAS FILLED IN KARNES CITY, TX 78118=I FILED A CLAIM WITH MY INSURANCE COMPANY; NO STATUS OF FILE AT THIS TIME =VEH IS NOT REPAIRABLE=VEH WAS NOT RUNNING AT TIME OF ACCIDENT; VEH WAS PARKED ON MY PROPERTY=AT 4:16 AM SOMEONE CAME TO MY DOOR AND SAID MY TRUCK WAS ON FIRE=DEALER SAID: GILLESPIE FORD 7111 NW LOOP 410 SAN ANTONIO, TX 78238 TEL: (800) 315-4316 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Customer Info

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

VIN		Vehicle List			
		Year Model	Sales Type	Owner Status	Vehicle Info
	1FTDX1729V	1997 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Costs Warranty History
		No Open Issues			
	1FTDX1724V	1997 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Costs Warranty History
		No Open Issues			
	1FTCR14A28	1995 RANGER	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Costs Warranty History
		No Open Issues			
	2FTRX07L510	2001 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Costs Warranty History
		Open Issues Exist			

ESP / Recall Information

VIN: 2FTRX07L51

Contract: 1 of 2

ESP Purchase Details

Purchaser:
 Plan Type: USA 2001 NEW 80/60,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: GILLESPIE FORD
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2008-07-24
 Expiration Miles: 80,000
 Plan Year: 2001
 Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Contract: 2 of 2

ESP Purchase Details

Purchaser:
 Plan Type: USA 2001 NEW 24/28,000 QUALITY CARE MAINT-NORMAL 5K
 Selling Dealer: GILLESPIE FORD
 Deductible:
 Rental:
 Towing Allowance:

Status: Expire
 Expiration Date: 2003-07-24
 Expiration Miles: 27,000
 Plan Year: 2001
 Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00L11	LABEL/LITERATURE PROGRAM	2000-2001 EXPED/NAV, 2001 TAURUS/SABLE, 2001 F150 SUPER CAB - OWNER GUIDE - CHILD TETHER	CLOSE - FORCE COMPLE		
00L12	LABEL/LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
04L18	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

ESP / Recall Information

VIN: 2FTRX07L5

Contract: 1 of 2

ESP Purchase Details

Purchaser:
 Plan Type: USA 2001 NEW 60/60,000 PREMIUM CARE W/ROADSIDE ASSIST.
 Selling Dealer: GILLESPIE FORD
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2006-07-24
 Expiration Miles: 60,000
 Plan Year: 2001
 Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Contract: 2 of 2

ESP Purchase Details

Purchaser:
 Plan Type: USA 2001 NEW 24/26,000 QUALITY CARE MAINT-NORMAL 6K
 Selling Dealer: GILLESPIE FORD
 Deductible:
 Rental:
 Towing Allowance:

Status: Expire
 Expiration Date: 2003-07-24
 Expiration Miles: 27,000
 Plan Year: 2001
 Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00L11	LABEL/LITERATURE PROGRAM	2000-2001 EXPECNAV, 2001 TAURUS/SABLE, 2001 F150 SUPER CAB - OWNER GUIDE - CHILD TETHER	CLOSE - FORCE COMPLE		
00L12	LABEL/LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Exclusion Code:	D/B - T/B
ESP Coverage(Miles):	060	Exclusion Card Type:	5
ESP Coverage(Time):	060	Exclusion Detail Suffix:	H8K
ESP FMA Year:	2001	Engine Family:	IFMKT054PT3
ESP Signature Date:	24-JUL-2001		

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DEBY	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC CPSC_6 PREP BASE	SUPP COC CD	CD	DIST (Miles)
2FTRX07L510	DF5	T/F	T/BD	T/AM	T/B	A4	T/DJ	T/VZ	07-SEP-2000	24-JUL-2001	152057	USA	6	GP44 011105 XL3Z 1542ZB30	CA	R04	D4 16842
AWS Claim Key: 2110375 Trz Code: E04 Labor Hrs: 1.5																	
Dir Cd-Sub Cd:		04545 - * Name:		GILLESPIE FORD		Pb:		210-5091000		St:TX		City Cd:		USA Reg Cd:		NA Repr Date:24-DEC-2001 Dec #09194731	
Cust Comments:		WATER LEAK ON THE CENTER TOP OF THE REAR GLASS															
Tech Comments:		REAR GLASS LEAKING PERFORMED LEAK TEST, RESEALED REAR GLASS															
2FTRX07L510	DF5	T/F	T/BD	T/AM	T/B	A4	T/DJ	T/VZ	07-SEP-2000	24-JUL-2001	152057	USA	6	GP18 010702 YL3Z 1521453	AA	R31	S3 16842
AWS Claim Key: 2110380 Trz Code: E04 Labor Hrs: 0.4																	
Dir Cd-Sub Cd:		04545 - * Name:		GILLESPIE FORD		Pb:		210-5091000		St:TX		City Cd:		USA Reg Cd:		NA Repr Date:24-DEC-2001 Dec #09194732	
Cust Comments:		WEATHER STRIPS ARE LOOSE AROUND BOTH INSIDE DOORS WIND NOISE AROUND DOORS															
Tech Comments:		WEATHER STRIPPING LOOSE BOTH SIDES, WEATHER STRIPPING TO RESEAL POSITION															
2FTRX07L510	DF5	T/F	T/BD	T/AM	T/B	A4	T/DJ	T/VZ	07-SEP-2000	24-JUL-2001	152057	USA	6	GC01 010501 YL3Z 1613000	AAC	R10	D4 16842
AWS Claim Key: 2110381 Trz Code: E04 Labor Hrs: 1.3																	
Dir Cd-Sub Cd:		04545 - * Name:		GILLESPIE FORD		Pb:		210-5091000		St:TX		City Cd:		USA Reg Cd:		NA Repr Date:24-DEC-2001 Dec #09194754	
Cust Comments:		MILDEW SMELL INSIDE VEHICLE FROM CARPET GETTING WET															
Tech Comments:		REPLACED CARPET															
2FTRX07L510	DF5	T/F	T/BD	T/AM	T/B	A4	T/DJ	T/VZ	07-SEP-2000	24-JUL-2001	152057	USA	6	GL01 011201 * 1504320 *	A65	S3	16842
AWS Claim Key: 2110382 Trz Code: E04 Labor Hrs: 2.9																	
Dir Cd-Sub Cd:		04545 - * Name:		GILLESPIE FORD		Pb:		210-5091000		St:TX		City Cd:		USA Reg Cd:		NA Repr Date:24-DEC-2001 Dec #09194736	
Cust Comments:		BELT MOLDING LOOSE															
Tech Comments:		BELT MOLDING LOOSE RAI DASH TO REPLACE BELT MOLDING															
2FTRX07L510	DF5	T/F	T/BD	T/AM	T/B	A4	T/DJ	T/VZ	07-SEP-2000	24-JUL-2001	152057	USA	6	GR01 011000 XL3Z 1361303	AAC	E26	42 16842

AWS Claim Key:	7139455	Trx Code:	ES4	Laber Hrs:	0										
Dir Cb-Sub Cb:	04545 - *	Name:	GILLESPIE FORD	Ph:	210-5091000	St/TX	City Cb:	USA	Reg Cb:	NA	Repr Date:	28-DEC-2001	Doc #:	09194758	
Cost Comments:	CUST STATES THE DRIVER SEAT BELT WILL NOT LATCH														
Tech Comments:	BUCKET WILL NOT LATCH REPLACED BUCLEL														
2PTRX07LS1C	7/5	T/F	T/D	T/AM	T/B	A4	T/DU	T/VZ	07-SEP-2000	24-JUL-2001	152057	USA	11	6004 010904 F7TZ 17D743 AB M05 43 25720	
AWS Claim Key:	8243661	Trx Code:	ES4	Laber Hrs:	0.4										
Dir Cb-Sub Cb:	04545 - *	Name:	GILLESPIE FORD	Ph:	210-5091000	St/TX	City Cb:	USA	Reg Cb:	NA	Repr Date:	23-MAY-2002	Doc #:	06096351	
Cost Comments:	CUST STATES THE DRIVER SIDE DOOR MIRROR CHROME IS BUBBLING														
Tech Comments:	MIRROR REPLACED MIRROR														
2PTRX07LS1C	7/5	T/F	T/D	T/AM	T/B	A4	T/DU	T/VZ	07-SEP-2000	24-JUL-2001	152057	USA	11	7N01 010905 XL3Z 14329 AA L07 28 28720	
AWS Claim Key:	8243662	Trx Code:	ES3	Laber Hrs:	1.7										
Dir Cb-Sub Cb:	04545 - *	Name:	GILLESPIE FORD	Ph:	210-5091000	St/TX	City Cb:	USA	Reg Cb:	NA	Repr Date:	23-MAY-2002	Doc #:	06096352	
Cost Comments:	CUST STATES THE RT DOOR P WINDOW STOPS WORKING WHILE IT IS GOING DOWN YOU HAVE TO PRESS SWITCH VERY HARD TO MAKE IT WORK THIS HAPPENS INTERMITTENTLY														
Tech Comments:	POWER WINDOW SWITCHES INOP R&L BOTH TRIM PANELS TO BE REPLACED BOTH WINDOW SWITCHES														
2PTRX07LS1C	7/5	T/F	T/D	T/AM	T/B	A4	T/DU	T/VZ	07-SEP-2000	24-JUL-2001	152057	USA	15	7LD1 130601 ZL3Z 13832 AA A34 42 40280	
AWS Claim Key:	11349568	Trx Code:	0711D	Laber Hrs:	1.7										
Dir Cb-Sub Cb:	04545 - *	Name:	GILLESPIE FORD	Ph:	210-5091000	St/TX	City Cb:	USA	Reg Cb:	NA	Repr Date:	14-OCT-2002	Doc #:	02003954	
Cost Comments:	CUST STATES THE RT WINDOW IS WEAK														
Tech Comments:	IF WINDOW IS WEAK IT WILL BE REPLACED WITH A NEW ONE IN FACTORY SET UP.														
2PTRX07LS1C	7/5	T/F	T/D	T/AM	T/B	A4	T/DU	T/VZ	07-SEP-2000	24-JUL-2001	152057	USA	15	6J14 01140X PB1Z 23218443 AA L15 42 40280	
AWS Claim Key:	11349570	Trx Code:	0711D	Laber Hrs:	1.7										
Dir Cb-Sub Cb:	04545 - *	Name:	GILLESPIE FORD	Ph:	210-5091000	St/TX	City Cb:	USA	Reg Cb:	NA	Repr Date:	14-OCT-2002	Doc #:	02003953	
Cost Comments:	CUST STS POWER LOCKS INOP														
Tech Comments:	DOOR LOCK ACTUATORS R&L TRIM PANELS TO REPLACE LOCK ACTUATORS.														

2005

0333322741

SOUTHWEST

Consum



Copy

Consumer Affairs

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

February 4, 2005

Sent Via U.S. Mail

[REDACTED]
Fort Worth, TX [REDACTED]

RE: 1997 F-Series
VIN: 1FTDX07WXVK [REDACTED]

Dear [REDACTED]

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

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

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

Respectfully yours,

Maureen Pawelek-Murray
Consumer Affairs



All Action Details for Issue

Print

VIN: 1FTDX07WXM	Year: 1997	Model: F-SERIES	Case: 333322741
Name: [REDACTED]	Owner Status: Original	WSD: 1998-04-03	
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: 02486 FIVE STAR FORD Origin Desc: US CONCERN CASE BASE
Odometer: 120000 MI Comm Type: PHONE
Analyst Name: Analyst: OVALENCI
Action Date: 02/04/2006 Action Time: 10:31:45.081 Action Date: No

Comments CUSTOMER SAID: -THE VEH CAUGHT ON FIRE A WEEK AGO JANUARY 28TH-THERE WERE NO INJURIES -THE PERSON THAT LIVE NEXT DOOR TO ME TOLD ME THAT THE VEH WAS ON FIRE-WE SAW THE FIRE IN THE VEH ONCE WE OPENED THE HOOD-THERE WERE NO REPORTS OF ANY KIND AS WE DID NOT CONTACTED ANYONE AS THE VEH FIRE WAS PUT DOWN BY OUR NEIGHBOUR-I HAVE NOT CONTACTED THE INSURANCE COMPANY AS I AM ONLY COVERED FOR LIABILITY-THERE WAS NO DAMAGE TO THE PROPERTY-THE ONLY DAMAGE TO THE VEH WAS IN THE ENGINE -THE MASTER CYLINDER WAS THE ONE THAT CAUSED THE FIRE-WE WERE HAVING PROBLEMS WITH THE CRUISE CONTROL IT WAS NOT WORKING BEFORE THE FIRE HAPPENED-THE VEH HAS BEEN FIXED NOW AND WE PAID FOR THE REPAIRS, WE TOOK IT TO HALTOM MOTOR SHOP-I WOULD LIKE FMC TO ISSUE A REFUND FOR THIS CONCERN-DEALER SAID: - FIVE STAR FORD 6818 NE LOOP 820 AT RIFE SNOW NORTH RICHLAND HILLS, TX -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.-AS PER WALTER LCSR

Customer Info

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

ESP / Recall Information

VIN: 1FTDX07WXYK

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	2001-10-02	02486USAF52020
03S02	SAFETY RECALL	1997 MODEL YEAR EXPEDITION AND F-SERIES UNDER 8500 GVW VEHICLES INTERMEDIATE STEERING S	OPEN - LAUNCHED		
98S49	SAFETY RECALL	1996 AEROTRANGEXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-98) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		
98S82	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-03-14	06902USAF52022
97S86	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1999-12-17	06902USAF52022
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-12-17	06902USAF52022

VIN		Year Model		Vehicle List	Owner Status	Vehicle Info
	1FTDX07WXM		1997 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Calls
						Warranty History
						Open Issues Exist

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	F&A Code	Sales Code
62-SOUTHWEST	52-DALLAS	D	A3	02486	F52020

Dealer Name:	FIVE STAR FORD		
Dealer Address:	6818 NORTHEAST LOOP 820 NORTH RICHLAND HILLS TX 76180		
Dealer Main Phone:	817-488-8898	Dealer Service Phone:	817-488-8838

Position	Employee Name
CUST RELATIONS MGR	SUSANNE JOHNSON
GENERAL MANAGER	WILLIAM T RICH
PARTS MANAGER	CHRISTOPHER A WHIPPLE
PARTS MANAGER	BOBBY ZELT
SALES MANAGER	MICHAEL HUNTZINGER
SALES MANAGER	JOSHUA E FICHTER
SALES MANAGER	MERLE R HARMON
SALES MANAGER	GARY WHITE
SALES MANAGER	DEREK R BUHL
SALES MANAGER	RICKY BUYERS
SALES MANAGER	JAMES E DE LA GARZA
SALES MANAGER	JEFFREY C YATES
SALES MANAGER	ARGBOD HOOMAN
SALES MANAGER	JOSH A PURDY
SALES MANAGER	RICHARD B TURNER
SALES MANAGER	BRYAN E AMASON
SERVICE MANAGER	STEPHEN FINSTAD
SERVICE MANAGER	BENJAMIN RODEN

STANDARD CLAIMS LIST

AWS Online Report

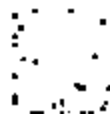
Run Date: 04-FEB-2005

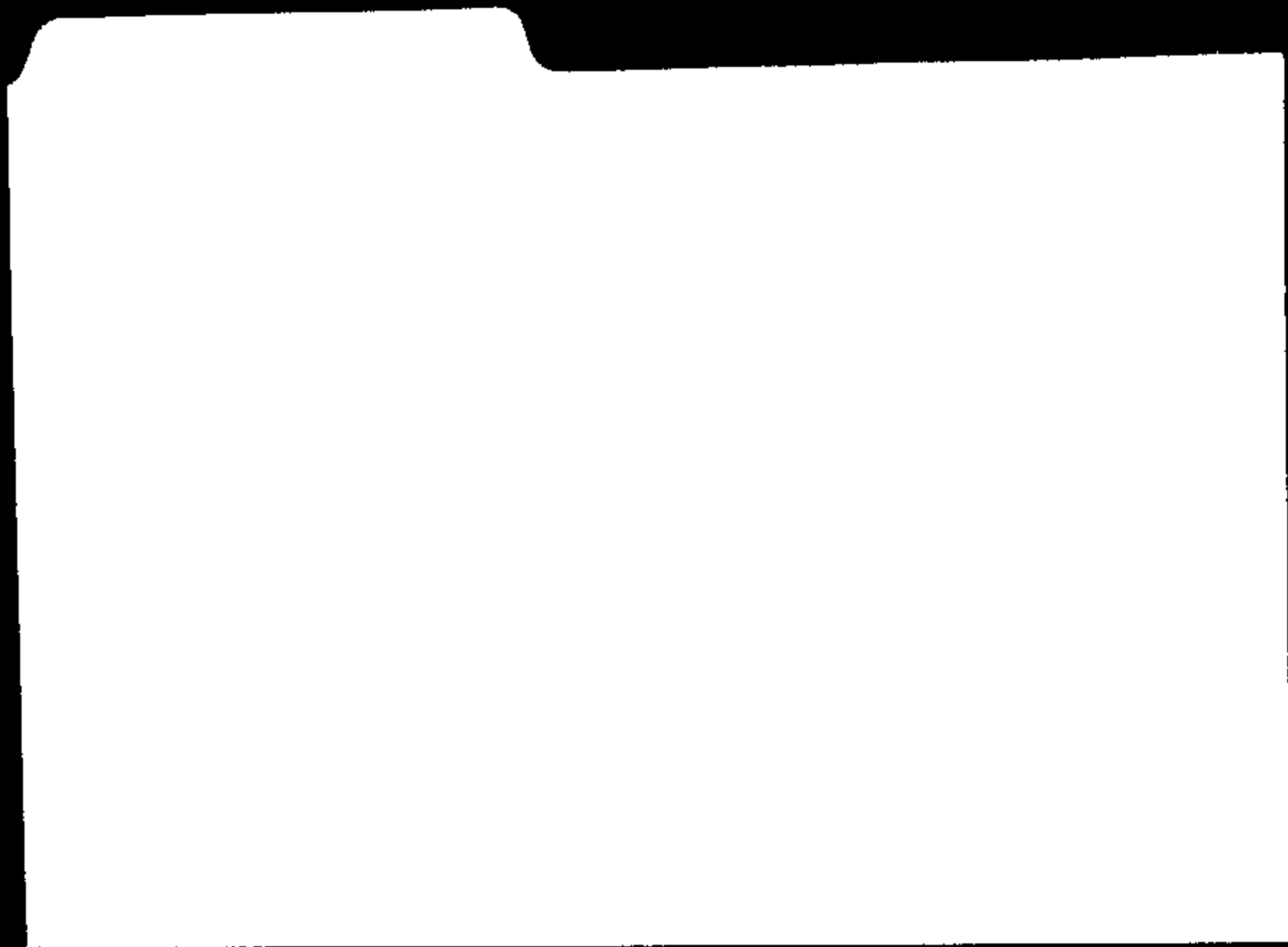
Note: All Costs are in US Dollars Server Name: AWS Adhoc

VIN	AWS VL	WBS VL	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARE	SELLING	SKILL	IS	QRT	WOC	MHW	RASH	SUFF	VKT	VFG	OCC	CD
1FTDX07WXXVK	FS	TFS	*	TBD	TAM	T/B	AJ	T/DU	T/VN	05-03-96	03-04-96	152022	USA	5	*	GB44	*	NPF	*	801	V31	B05	N1
AWS Claim Key:	155180	Dec #:	0361941	Trx Code:	2	Labor Hrs:	5	Labor Cost:	26.64	Material Cost:	0	Total Cost:	26.64										
Dir Cl-Sub Cdt:	06902-*	Name:	COUNTY LINE FORD	Ph:	817-2958121	St:	TX	Chy Cdt:	USA	Reg Cdt:	NA	Repr Date:	30-AUG-1996	DMST(Mile):	3669								
Tech Comments:	UNABLE TO DUPLICATE CONCERN																						
1FTDX07WXXVK	FS	TFS	*	TBD	TAM	T/B	AJ	T/DU	T/VN	05-03-96	03-04-96	152022	USA	5	*	2004	*	DIAG	*	511	V40	D41	42
AWS Claim Key:	155181	Dec #:	0361942	Trx Code:	2	Labor Hrs:	1.1	Labor Cost:	58.6	Material Cost:	0	Total Cost:	58.6										
Dir Cl-Sub Cdt:	06902-*	Name:	COUNTY LINE FORD	Ph:	817-2958121	St:	TX	Chy Cdt:	USA	Reg Cdt:	NA	Repr Date:	30-AUG-1996	DMST(Mile):	5669								
1FTDX07WXXVK	FS	TFS	*	TBD	TAM	T/B	AJ	T/DU	T/VN	05-03-96	03-04-96	152022	USA	12	*	2004	*	12A650	*	511	V44	E29	07
AWS Claim Key:	1243363	Dec #:	0609941	Trx Code:	807	Labor Hrs:	3.1	Labor Cost:	165.15	Material Cost:	0	Total Cost:	165.15										
Dir Cl-Sub Cdt:	06902-*	Name:	COUNTY LINE FORD	Ph:	817-2958121	St:	TX	Chy Cdt:	USA	Reg Cdt:	NA	Repr Date:	14-MAR-1997	DMST(Mile):	17198								
1FTDX07WXXVK	FS	TFS	*	TBD	TAM	T/B	AJ	T/DU	T/VN	05-03-96	03-04-96	152022	USA	12	*	5118	*	NPF	*	505	V39	N59	N1
AWS Claim Key:	1243364	Dec #:	0609942	Trx Code:	804	Labor Hrs:	5	Labor Cost:	26.64	Material Cost:	0	Total Cost:	26.64										
Dir Cl-Sub Cdt:	06902-*	Name:	COUNTY LINE FORD	Ph:	817-2958121	St:	TX	Chy Cdt:	USA	Reg Cdt:	NA	Repr Date:	14-MAR-1997	DMST(Mile):	17198								
Tech Comments:	TIGHTEN BOLTS REE AND REAR END																						
1FTDX07WXXVK	FS	TFS	*	TBD	TAM	T/B	AJ	T/DU	T/VN	05-03-96	03-04-96	152022	USA	12	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	1328365	Dec #:	0609951	Trx Code:	96862	Labor Hrs:	2	Labor Cost:	10.66	Material Cost:	0	Total Cost:	15.99										
Dir Cl-Sub Cdt:	06902-*	Name:	COUNTY LINE FORD	Ph:	817-2958121	St:	TX	Chy Cdt:	USA	Reg Cdt:	NA	Repr Date:	14-MAR-1997	DMST(Mile):	17198								
1FTDX07WXXVK	FS	TFS	*	TBD	TAM	T/B	AJ	T/DU	T/VN	05-03-96	03-04-96	152022	USA	46	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	19437901	Dec #:	0833201	Trx Code:	98514	Labor Hrs:	6	Labor Cost:	36.01	Material Cost:	8.4	Total Cost:	50.41										

Dir Cl-Sub Cn	06902-*	Name:	COUNTY LINE FORD	Pln	817-2958121	St: TX	City Cn: USA	Reg Cn:	NA	Repr Date:	17-DEC-1999	DEBT (Mile):64874										
1FTDX07WXXV	ES	T/PS	*	T/BD	T/AM	T/B	AJ	T/DU	T/VN	05-03-96	03-04-96	152022	USA	46	*	*	*	*	SXX	V80	*	*
AWB Claim Key:	19497902	Doc #:	0833202	Trx Code:	97886	Labor Hrs:	3	Labor Cost:	18	Material Cost:	33	Total Cost:	24.35									
Dir Cl-Sub Cn:	06902-*	Name:	COUNTY LINE FORD	Pln	817-2958121	St: TX	City Cn: USA	Reg Cn:	NA	Repr Date:	17-DEC-1999	DEBT (Mile):64874										
1FTDX07WXXV	ES	T/PS	*	T/BD	T/AM	T/B	AJ	T/DU	T/VN	05-03-96	03-04-96	152022	USA	67	*	*	*	*	SXX	V80	*	*
AWB Claim Key:	25584822	Doc #:	133412C	Trx Code:	00822	Labor Hrs:	2	Labor Cost:	13.7	Material Cost:	0	Total Cost:	20.55									
Dir Cl-Sub Cn:	02485-*	Name:	FIVE STAR FORD	Pln	817-4988838	St: TX	City Cn: USA	Reg Cn:	NA	Repr Date:	03-OCT-2001	DEBT (Mile):57900										
Cost Comment:	00822 FUEL LINE INSPECTION																					
Tech Comment:	97080 WINDUP ALL FUEL LINE ALL OK																					

Any comments? You can contact

webmaster





Consumer Affairs

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

March 29, 2005

*Sent Via Mail

[REDACTED]
Kensington, CT [REDACTED]

Re: 1996 Ford F-Series
VIN#-1FTEX14N5TK [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

Our records show your vehicle is beyond the regular manufacturer's warranty with no additional coverage available. We also show no recalls or programs pertaining to your vehicle concerns. Based on this information, we will not provide assistance in the matter, and propose no further action.

A situation such as this is, normally handled by your insurance carrier. We ask 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 regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Customer Info

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

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FTEX14N5T	1996	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Open Warranty History

VEHICLE DETAIL

VIN: 1FTEX14N5TH	Engine: 5.0L OHV EFI NA V8 GAS*NP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO ACDEW4R7DA
Model: F-SERIES	Paint Code/Color: PACIFIC GREEN C/C
Year: 1996	Calibration: 854ER10A
Pay Load:	Max Towing Weight:
GVWR: 66250	Axis Ratio:
WheelBase: 136	Warranty Start Date: 3/9/1996
GCWR:	Vehicle Build Date: 11/1/1995
PEP Code: 527A	

Selling Dealers Name: RAY SERAPHIN FORD INC
 Selling Dealers P & A Code: 08850 Selling Dealers Sales Code: F11407
 Selling Dealers Main Phone: 203-875-3389 Selling Dealers Service Phone: 203-875-3389

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
 X14TKA5303 81995848 3 32 16K2006 CH E 3UH9 7P
 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5N89 293 42C3 5 1 1C407853 PST5 N4R63 H45 N1
 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
 FTE5E8 P 527A 9 NUCTA4
 1 2 3 4 5 6 7 8 9 160

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
11-BOSTON	11-BOSTON	C	G2	08801	F11222

Dealer Name: MORANDE FORD INC
 Dealer Address: 250 WEBSTER SQUARE ROAD
 BERLIN CT 06037

Dealer Main Phone: 860-828-3546 Dealer Service Phone: 860-828-3546

Position	Employee Name
DEALER/PARTNER	ROBERT J MORANDE
PARTS MANAGER	TOM H THOMPSON
PARTS & SERVICE DIRECTOR	THOMAS A NIELE JR
SALES MANAGER	MARK P MILLER
SALES MANAGER	GREGORY M FRASCATORE
SERVICE MANAGER	ELLIOT MATOS

ESP / Recall Information

VIN: 1FTEX14N6TH

No ESP Information for this VIN

No Recall Information for this VIN

Vehicle Information Report

**GENERAL VEHICLE
INFORMATION:**

VIN: 1PTEK14N5TR	Vehicle Line: T/F1 - P-SERIES (91-97)	Eng Serial No: *
Model Year: 1995	Market Descrip: *- [N/A]	Body Style: *
Veh Type: T	Drive Code: T/E - 4 WHL L/H PART TIME DRIVE	Engine: T/VA - 5.0L OHV EFI NA V6 GAS 16V
Inv. Dealer: 06830	Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB)	Transmission: T/DU - 4 SPD AUTO TR NAAD AODEW/4R70W
	Version/Serial: T/AM - 150 SERIES	

(Related Claims)
BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 01-NOV-1995

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 131407 - *
Country: USA - ##### Selling Dir St/Prov: CT
Buyer St/Prov: CT

Arrival Date: 06-NOV-1995 Rad Carpet Lease: *
Sale Date: 09-MAR-1996 Fleet/Lease/Co. Lease: R
Warranty Start Date: 09-MAR-1996 Modified Vehicle: *
Orig Warranty Date: 09-MAR-1996 Recycled Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

PLATE# 3J0381395649 332 14N2004 CR E 2000 TB 5063 893 42C3 8 116407883 P020 N1263 R45 W
1PTEK1 P 327A 90UCYAM 4

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: JQ	GVW Class Code: B
Audio Disk: *- [N/A]	Instrumentation: *- [N/A]
Axis Ratio: EQARD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axis Type: EQJAC - LIMITED SLIP REAR AXLE	Mirror(Pass Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: EM	Paint: PNPEC - PACIFIC GREEN C/C
Brake Code: *- [N/A]	Power Antennae: *- [N/A]

Vehicle Information Report

Page 2 of 2

Brake Code(Service):	* -[N/A]	Radio:	AG - ELETR AM/FM/STRO/CST2/CLOCK
Calibration Code:	6545R10A	Serial System:	* -[N/A]
Color(Access):	PNZJF - SILVER FROST C/C	Sump Tandem Axle:	
Color(Tint):	000YD - MED OPAL	Tire Brand:	CB - FIRESTONE/GENERAL/GOODYEAR
Delivery Type:	0	Tire Size:	DJGLD - P235/75R15CL OWL A-T
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* -[N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T7B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Thurs):	* Emission Decal Suffix:	PUK
ESP Plant Year:	* Engine Family:	TFM3068GBJK
ESP Signature Date:		

Standard Claims List For Model Year 1996

VIN	VEH LINE	MKT DERIV	BODY CAR	VEH SERIES	DRIVE TYPE	FLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREP	BASIS	SUFF	COC	CD	DIST (Miles)
1FTEX14N5TH	1	*	T/BD	T/AM	T/E	AJ	T/DO	T/VA	01- NOV- 1995	09-MAR- 1996	111407	USA	1	SURE	000615	*	NPF	*	N11	N1	1033
AWS Claims Key: 999129 Trx Code: Labor Hrs: 2.5																					
Dir Cd-Sub Cd: 08810 - * Name: RAY SERAPHIN FORD INC Ph: 860-8753369 StCT City Cd: USA Reg Cd: NA Rpt Date: 20-MAR-1996 Doc #03113401																					
Cust Comments: CHECK FOR NOISE BY FRONT END																					
Tech Comments: NO PROBLEM FOUND																					
1FTEX14N5T	1	*	T/BD	T/AM	T/E	AJ	T/DO	T/VA	01- NOV- 1995	09-MAR- 1996	111407	USA	12	7M01	1303D1	P7TZ	18408	B	A06	ON	17430
AWS Claims Key: 9325397 Trx Code: E03 Labor Hrs: 1.6																					
Dir Cd-Sub Cd: 08810 - * Name: RAY SERAPHIN FORD INC Ph: 860-8753369 StCT City Cd: USA Reg Cd: NA Rpt Date: 12-FEB-1997 Doc #03081301																					
Tech Comments: M TIME TO REMOVE INTERIOR PANELS																					
1FTEX14N5TH	1	*	T/BD	T/AM	T/E	AJ	T/DO	T/VA	01- NOV- 1995	09-MAR- 1996	111407	USA	13	7M01	150102	*	18406	*	A15	42	21782
AWS Claims Key: 9639519 Trx Code: E03 Labor Hrs: 0.6																					
Dir Cd-Sub Cd: 08810 - * Name: RAY SERAPHIN FORD INC Ph: 860-8753369 StCT City Cd: USA Reg Cd: NA Rpt Date: 11-MAR-1997 Doc #030813101																					
1FTEX14N5TK	1	*	T/BD	T/AM	T/E	AJ	T/DO	T/VA	01- NOV- 1995	09-MAR- 1996	111407	USA	16	SURE	000615	*	NPF	*	N25	N1	32493
AWS Claims Key: 7251202 Trx Code: E04 Labor Hrs: 1.4																					
Dir Cd-Sub Cd: 09032 - * Name: WAGNER FORD SALES, INC. Ph: 860-6380471 StCT City Cd: USA Reg Cd: NA Rpt Date: 09-JUN-1997 Doc #0301096A																					
Cust Comments: CUST STATES THAT THERE IS A VIBRATION FROM UNDERFOOT AT 40MPH, SAYS NOT FROM FRONT END, PLS																					
Tech Comments: 32508 CHECKED FOR VIBRATION FROM VEHICLE WHEN DRIVING. ROAD TESTED SEVERAL MILES. CHECKED NOT VERIFY. REMOVED DRIVED SHAFT TO CHECK U-JOINTS, OK. FOUND TIRES CHOPPED SLIGHTLY, AND SET AIR PRESSURE. CHECKED DASH, NO CONCERNS FOUND. NO PROBLEM FOUND AT THIS TIME. RECOMMEND ROAD TEST WITH CUSTOMER.																					

1FTEX14N5TK	071	*	TBD	TAM	T/E	AJ	TDU	TVA	NOV-1993	09-MAR-1996	111407	USA	16	SV01	060402	*	2120	*	NZ7	42	33589
AWS Claims Key:		8074274	Trx Code:		EM	Labor Hrs:		3.1													
Dr Ctl-Sale Ctl:	09032	*	Name:		WAGNER FORD SALES, INC.			Ph:	860-6580471			St-CT	City Ctl:		USA	Reg Ctl:	NA	Repr Date:	17-JUN-1997		Doc #0415708
COMING FROM FRONT BRAKES, DOES NOT HAPPEN WITH APPLICATION OF PARK BRAKE OR THICKNESS VARIATION IS .005 PADS WEARING UNEVEN. RS THINNER BY 3-32 OVER LHSIDE MACHINE ROTORS REPACK BEARINGS, OVERHAUL CALIPERS, BLEED AND ROADTEST-OK																					
1FTEX14N5TK	071	*	TBD	TAM	T/E	AJ	TDU	TVA	01-NOV-1993	09-MAR-1996	111407	USA	16	SO03	040100	B0TZ	3105	H	C90	W6	34961
AWS Claims Key:		8220240	Trx Code:		EM	Labor Hrs:		0.7													
Dr Ctl-Sale Ctl:	09032	*	Name:		WAGNER FORD SALES, INC.			Ph:	860-6580471			St-CT	City Ctl:		USA	Reg Ctl:	NA	Repr Date:	26-JUN-1997		Doc #042043C
Cust Comments:		LIGHT MECHANICAL																			
Tech Comments:		34961 FOUND FRONT END OUT OF SPECS REMOVE AND REPLACE WITH NEW SLUGS RECHECK ON ALIGNMENT IN SPECS OK																			

All Action Details for Issue

Print

VIN: 1FTEX14N5TK [REDACTED] Year: 1998 Model: F-SERIES Case: 427920895
Name: [REDACTED] Owner Status: Subsequent WSD: 1998-03-09
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 08801 MORANDE FORD INC Origin Desc: US CONCERN CASE BASE
Odometer: 202000 MI Comm Type: PHONE
Analyst Name: WATSON GLORIA Analyst: GWAT9031
Action Date: 03/29/2005 Action Time: 11.63.11.657 Action Data: No

Comments CUSTOMER SAID: =VEH CAUGHT FIRE SOMETIME IN FEBRUARY 05 = HEARD THAT VEH HAD A RECALL FOR SPEED CONTROL SWITCH = THE SPEED CONTROL SWITCH LOCATED AT THE MASTER CYLINDER SHORTED OUT AND VEH CAUGHT FIRE =THE FIRE WAS UNDER THE HOOD =CUST PUT THE FIRE OUT BUT THE WIRING HARNESS WAS DAMAGED =THIS WAS REPLACED BY CUST = THE VEH WAS NOT YET INSURED BECAUSE THE VEH WAS JUST PURCHASED = VEH WAS REPAIR BY CUST AS HE IS A MECHANIC = NO OTHER DAMAGE WAS DONE AND NO INJURY WAS SUSTAINED = WOULD LIKE TO KNOW IF FORD WILL ADDRESS THE ISSUE DEALER SAID: MORANDE FORD 260 WEBSTER SQUARE ROAD BERLIN, CT 06037 DISTANCE: 1.48 MILES TEL: (860) 828-3546 NONE 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.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
Dealer: 08801 MORANDE FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 202000 MI Comm Type: PHONE
Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
(V.)
Action Date: 03/29/2005 Action Time: 14.04.36.554 Action Data: No

Comments ***LPA COMMENTS*** LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING THE CURRENT RECALL RELATED TO THE DEACTIVATION SWITCH ON 2000 FORD F-SERIES IS RELATED TO HIS CONCERNS. THE CUSTOMER FEELS THE FIRE ON HIS VEHICLE IS RELATED TO A PRODUCT DEFECT. NO INJURIES WERE SUSTAINED, AND THE INSURANCE COMPANY WAS CONTACTED. *THE CUSTOMER IS REQUESTING FMC INVESTIGATE THE MATTER, AND PROVIDE ASSISTANCE IN THE MATTER.

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY
Dealer: 08801 MORANDE FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 202000 MI Comm Type: MAIL
Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
(V.)
Action Date: 03/29/2005 Action Time: 14.06.10.712 Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. OUR RECORDS SHOW THE CUSTOMER'S VEHICLE IS BEYOND THE REGULAR WARRANTY WITH NO ADDITIONAL COVERAGE AVAILABLE, AND NO RECALLS/PROGRAMS PERTAINING TO HIS VEHICLE CONCERNS. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION.

2004

512442434 SDR-CHICAGO



Consumer Affairs

PO Box 6240, MD 3NE-B
Dearborn, MI 48126 USA

Sent Via U.S. Mail

August 31, 2004

[REDACTED]
Laporte, IN [REDACTED]

Re: 1995 Ford F-Series

VIN: 1FTEF14H3SN [REDACTED]

Dear [REDACTED]

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,

A stylized signature that appears to read 'COPY' in a large, outlined font.

Marquis Morris
Consumer Affairs

Close an Issue

VIN: 1FTEF14H3SN [REDACTED] Year: 1995 Model: F-SERIES WSD: 1995-06-24

Name: [REDACTED] Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Address: [REDACTED] IN [REDACTED]

Case Number: 512442434

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Dealer: F41428 - NIELSEN FORD LI

Comm Type: PHONE

Current Odometer Reading: 69000 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 69000 MI

Action: DENY ASSISTANCE - BEYOND WARRANTY(C)

Caller Information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments:

LPA explained that the vehicle is out of warranty and that there are no open recalls on the vehicle. No further action is needed.

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

<<BACK

CANCEL

FINISH>>

Action Detail

VIN: 1FTEF1AH3S	Year: 1995	Model: F-SERIES	Print Action Detail
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1995-08-24	Case: 512442434
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: NIELSEN FORD LINCOLN MERCURY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04739	
Odometer: 68000 MI	Comm Type: PHONE		
Action Date: 08/30/2004	Action Time: 14:14:03:590	Action Date: <u>Yes</u>	
Analyst Name: DARLENE DIARIO	Analyst: DDARIO1		

COMMENTS: CUSTOMER SAID: - VEH CAUGHT ON FIRE LAST SATURDAY, 08/28, RIGHT BY THE MASTER CYLINDER. THERE IS VISIBLE FLAME RIGHT UNDER THE HOOD. ALL THE WIRES BY THE MASTER CYLINDER ALL BURNED UP, THE HOLE ON THE PLASTIC SHROUD WAS ALSO BURNT & FIRE SCORCHED THE HOOD. VEH IS CURRENTLY AT CUST'S PLACE. NO FIRE REPORT WAS FILED, CUST PUT THE FIRE UP BY HIMSELF. CUST WILL NOT FILE A CLAIM WITH HIS INSURANCE COMPANY. VEH IS REPAIRABLE, CUST WILL BRING VEH TONIGHT FOR REPAIRS. VEH WAS NOT RUNNING WHEN THE FIRE STARTED. NO OTHER DAMAGES RESULTED IN THE FIRE. CUST INQUIRING IF THERE IS SOMETHING WRONG THAT WOULD CAUSE A FIRE ON HIS VEH. CUST LOVED HIS FORD VEH & HAS BEEN BUYING FORDS. DEALER SAID: NIELSEN FORD LINCOLN MERCURY 1301 PINE LAKE AVE. LA PORTE, IN 46350. PHONE: 1-800-872-7176. 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. - ADVISE CUST NO RECALLS OR PROGRAMS ON THE VEH.

[Update Issue](#) [Close Issue](#)

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

Server Name : AWS Adhoc

Standard Claims List For Model Year 1995

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF BASE	SUFF	CCC	CD	DIST (Miles)
1FTEP14H35N	T/F1	*	T/BB	T/AM	T/E	AR	T/DE	T/VK	19-JUN-1995	24-AUG-1995	148544	USA	0	6Y06	011607	*	FWASH	*	P9	51 10
AWS Claim Key: 3392441 Trx Code: 1 Labor Hrs: 0																				
Dir Ctl-Sub Ctl: 02672-* Name: DMLAY CITY FORD, INC. Ph: 810-7245900 St: MI Ctry Ctl: USA Reg Ctl: NA Rptg Date: 14-JUL-1995 Doc #: 00163601																				
Cust Comments: WASHER SHORTAGE DELIVERED BY CARRIER																				
Tech Comments: BRING TO FORD SPECS																				
1FTEP14H35N	T/F1	*	T/BB	T/AM	T/E	AR	T/DE	T/VK	19-JUN-1995	24-AUG-1995	148544	USA	1	2E06	130301	*	9330	*	C09	08 702
AWS Claim Key: 4661383 Trx Code: 1 Labor Hrs: 4																				
Dir Ctl-Sub Ctl: 02672-* Name: DMLAY CITY FORD, INC. Ph: 810-7245900 St: MI Ctry Ctl: USA Reg Ctl: NA Rptg Date: 18-SEP-1995 Doc #: 0033491																				
Cust Comments: COOLANT SMELL FROM ENGINE AREA																				
Tech Comments: PRESSURE TEST SYSTEM-TIGHTEN ALL CLAMPS																				
1FTEP14H35N	T/F1	*	T/BB	T/AM	T/E	AR	T/DE	T/VK	19-JUN-1995	24-AUG-1995	148544	USA	3	7B02	140201	F1DZ	10347	A	D02	28 3462
AWS Claim Key: 5713918 Trx Code: 2 Labor Hrs: 1.7																				
Dir Ctl-Sub Ctl: 02710-* Name: HUNTINGTON FORD, INC. Ph: 248-8520400 St: MI Ctry Ctl: USA Reg Ctl: NA Rptg Date: 30-OCT-1995 Doc #: 0724181																				
Cust Comments: WHEN STARTING THE VEHICLE IT JUST CHATTERS IT WILL ACCEPT A JUMP BUT THEN DIE OUT QUICKLY.																				
Tech Comments: CHECK CHARGE IN BATTERY CHANGE BATTERY, CHECK CHARGE RATE WILL NOT FULL FIELD. LOAD TEST BATTERY. RER ALT & REPLACE VOLTAGE BRUSH HOLDER SET NECC TO RER VOLTAGE REG. ASSY.																				
1FTEP14H35N	T/F1	*	T/BB	T/AM	T/E	AR	T/DE	T/VK	19-JUN-1995	24-AUG-1995	148544	USA	3	1G02	030001	F3TZ	8501	C	L85	D1 3745
AWS Claim Key: 5328611 Trx Code: 1 Labor Hrs: 1.6																				
Dir Ctl-Sub Ctl: 02672-* Name: DMLAY CITY FORD, INC. Ph: 810-7245900 St: MI Ctry Ctl: USA Reg Ctl: NA Rptg Date: 31-OCT-1995 Doc #: 0044451																				
Cust Comments: LEAK AT ENGINE AREA																				
Tech Comments: PRESSURE TEST COOLING SYSTEM. REPLACE WATER PUMP ASSEMBLY.																				

IFTEFI4H3SN	FI	*	T/BB	T/AM	T/E	AR	T/DE	T/VK	19-JUN-1995	24-AUG-1995	148544	USA	6	6Y01 011101	*	1503100	*	G02 01 5602
AWS Claim Key: 7254697 Trx Code: 1 Labor Hrn: 0																		
Dir C&Sub Cd: 02572-*			Name: IMLAY CITY FORD, INC.			Ph: 810-7245900		St: MI		Ctry Cd:		USA Reg Cd:		NA		Repr Date: 12-FEB-1996		Doc #0072041
Cost Comments:			STRESS CRACK FROM UNDER WINDSHIELD															
Tech Comments:			REPLACE WINDSHIELD (SUBLET)															
IFTEFI4H3SN	FI	*	T/BB	T/AM	T/E	AR	T/DE	T/VK	19-JUN-1995	24-AUG-1995	148544	USA	12	5V02 060302	F3TZ	2001	BC	N27 13 22368
AWS Claim Key: 11016110 Trx Code: ES4 Labor Hrn: 6.7																		
Dir C&Sub Cd: 02572-*			Name: IMLAY CITY FORD, INC.			Ph: 810-7245900		St: MI		Ctry Cd:		USA Reg Cd:		NA		Repr Date: 19-JUL-1996		Doc #0118401
Cost Comments:			VIBRATION WHILE BRAKING															
Tech Comments:			MACHINE FRONT ROTORS, REPLACE FRONT BRAKE PADS, DEGLAZE REAR BRAKES, ALIGN FRONT END TEST DROVE OK															
IFTEFI4H3SN	FI	*	T/BB	T/AM	T/E	AR	T/DE	T/VK	19-JUN-1995	24-AUG-1995	148544	USA	12	6Q04 011902	F3TZ	17906	A	B09 06 22368
AWS Claim Key: 1085624 Trx Code: ES4 Labor Hrn: 2.3																		
Dir C&Sub Cd: 02572-*			Name: IMLAY CITY FORD, INC.			Ph: 810-7245900		St: MI		Ctry Cd:		USA Reg Cd:		NA		Repr Date: 19-JUL-1996		Doc #0118402
Cost Comments:			FRONT & REAR BUMPERS ARE RUSTING															
Tech Comments:			REPLACE FRONT & REAR BUMPERS EXTRA TIME TO WWAF FET SPOILER RUB STRIPE & REAR PAD															
IFTEFI4H3SN	FI	*	T/BB	T/AM	T/E	AR	T/DE	T/VK	19-JUN-1995	24-AUG-1995	148544	USA	16	6Q01 011901	F3TZ	17757	AB	F39 08 24099
AWS Claim Key: 13587961 Trx Code: ES4 Labor Hrn: 1																		
Dir C&Sub Cd: 02572-*			Name: IMLAY CITY FORD, INC.			Ph: 810-7245900		St: MI		Ctry Cd:		USA Reg Cd:		NA		Repr Date: 30-NOV-1996		Doc #0161111
Cost Comments:			FRONT BUMPER RUSTING															
Tech Comments:			REPLACE FET BUMPER															
IFTEFI4H3SN	FI	*	T/BB	T/AM	T/E	AR	T/DE	T/VK	19-JUN-1995	24-AUG-1995	148544	USA	27	5Q02 050305	F3TZ	3050	CB	N50 33 35923
AWS Claim Key: 17357836 Trx Code: ES4 Labor Hrn: 3.3																		
Dir C&Sub Cd: 04799-*			Name: NIELSEN FORD LINCOLN MERCURY			Ph: 219-3166630		St: IN		Ctry Cd:		USA Reg Cd:		NA		Repr Date: 16-OCT-1997		Doc #18771601
IFTBFI4H3SNB69994	T/FI	*	T/BB	T/AM	T/E	AR	T/DE	T/VK	19-JUN-1995	24-AUG-1995	148544	USA	27	3A06 070101	E9TZ	7A191	A	L72 08 35923

AWS Claim Key:	17857837	Trx Code:	ES4	Labor Hrs:	1.3										
Dir Cd-Sub Cd:	04739-*	Name:	NIELSEN FORD LINCOLN MERCURY	Ph:	219-3266650	St:	IN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-OCT-1997	Doc #:	18771602
IFTEF14H3SN	TF1	*	T/BB	T/AM	T/E	AR	T/DE	T/VE	19-JUN-1995	24-AUG-1995	148544	USA	27	1D01 03XXXXX E6DZ 6700	A L65 D4 35923
AWS Claim Key:	17857838	Trx Code:	ES4	Labor Hrs:	1.7										
Dir Cd-Sub Cd:	04739-*	Name:	NIELSEN FORD LINCOLN MERCURY	Ph:	219-3266650	St:	IN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-OCT-1997	Doc #:	18771603
IFTEF14H3SN	TF1	*	T/BB	T/AM	T/E	AR	T/DE	T/VE	19-JUN-1995	24-AUG-1995	148544	USA	27	5D04 04020X F4TZ 5A486	A N51 01 35923
AWS Claim Key:	18538125	Trx Code:	ES4	Labor Hrs:	0										
Dir Cd-Sub Cd:	04739-*	Name:	NIELSEN FORD LINCOLN MERCURY	Ph:	219-3266650	St:	IN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-OCT-1997	Doc #:	18771604
IFTEF14H3SN	TF1	*	T/BB	T/AM	T/E	AR	T/DE	T/VE	19-JUN-1995	24-AUG-1995	148544	USA	27	4C01 090101 F4TZ 5230	2 N12 42 35923
AWS Claim Key:	17857839	Trx Code:	ES4	Labor Hrs:	3										
Dir Cd-Sub Cd:	04739-*	Name:	NIELSEN FORD LINCOLN MERCURY	Ph:	219-3266650	St:	IN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-OCT-1997	Doc #:	18771605
IFTEF14H3SN	TF1	*	T/BB	T/AM	T/E	AR	T/DE	T/VE	19-JUN-1995	24-AUG-1995	148544	USA	79	5K06 *	* * * * 44410
AWS Claim Key:	26131313	Trx Code:	01B77	Labor Hrs:	2.8										
Dir Cd-Sub Cd:	04739-*	Name:	NIELSEN FORD LINCOLN MERCURY	Ph:	219-3266650	St:	IN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	15-FEB-2002	Doc #:	401370701
Tech Comments:	3 STUDS ON FRONT STRIPPED AND 3 ON REAR STRIPPED REPLACE 5 STUDS AND BOLTS														

ESP / Recall Information

VIN: 1FTEP14H3SN [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
01B77	CUSTOMER SATISFACTION NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - REPAIRED	2002-02-15	04738USAF41428

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Address: [REDACTED] LAPORTE [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

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

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

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	41-CHICAGO	X	C4	04739	F41428

Dealer Name: NIELSEN FORD LINCOLN MERCURY

Dealer Address: 1301 PINE LAKE ROAD
LA PORTE IN 46350

Dealer Main Phone: 219-328-8650

Dealer Service Phone: 000-000-0000

Position	Employee Name
GENERAL MANAGER	William J Bobon
PARTS MANAGER	JAMES G BURK
SALES MANAGER	Walter L Herbig
SERVICE MANAGER	SUSAN L BONVISSUTO

2004

100-121074-10436



Consumer Affairs

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

Sent Via U.S. Mail

September 15, 2004

[REDACTED]
Lemont, IL [REDACTED]

RE: 1995 F-Series
VIN: 1FTEF15N2SN [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

We sincerely regret the circumstances you described. Although warranties are designed to cover unpredictable situations, which may occur, we are always willing to consider individual requests for assistance beyond the warranty period. Unfortunately, we are sorry to inform you that we are unable to assist you in this instance.

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

We regret that our decision could not be more favorable.

Respectfully yours,



Marquis Morris
Consumer Affairs

Close an Issue

VIN: 1FTEF15N28N Year: 1995 Model: F-SERIES WSD: 1995-06-29

Name: Primary Phone:

Secondary Phone:

Address: LEMONT

Case Number: 1701332584

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: GENERAL INQUIRIES REQUEST/ NON-VEHICLE RELATED

Dealer: F41073 - VILLAGE FORD SA

Comm Type: MAIL

Current Odometer Reading: 100000 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 100000

Action: DENY ASSISTANCE - BEYOND WARRANTY(C)

Caller Information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Vehicle is beyond warranty. Customer should contact the insurance carrier.

Comments:

QASIS

Warranty History

ESP/Recall

<<BACK

CANCEL

FINISH>>

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer:

Primary Phone:

Secondary Phone:

Address:

LEMONT

IL

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

Action Detail

[Print Action Detail](#)

VIN: 1FTEP15N2SN	Year: 1995	Model: F-SERIES	Case: 1701332584
Name:	Owner Status: Subsequent	WSD: 1995-08-29	
Symptoms Desc: GENERAL INQUIRIES REQUEST/ NON-VEHICLE RELATED		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: VILLAGE FORD SALES, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01512	
Odometer: 100000 MI	Comen Type: PHONE		
Action Date: 09/14/2004	Action Time: 19:28:52:607	Action Date: Yes	
Analyst Name: RICHARDSON PAUL	Analyst: PRCHA54		

COMMENTS: CUSTOMER SAID: THE MASTER CYLINDER CAUGHT FIRE THERE WAS A VISABLE FLAME THE VEH HAD BEEN PARKED FOR ABOUT TWO HOURS A FIRE REPORT WAS NOT COMPLETED IT WAS STARTED FROM THE CRUISE CONTROL SENSOR. HE WENT TO THE DLR AND BOUGHT THE PART AND REPLACED IT. 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.

[Update Issue](#) [Close Issue](#)

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

Update dealership information in GOLDD; 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	C	G1	01512	F41073

Dealer Name: VILLAGE FORD SALES, INC.

Dealer Address: 100 OLD CHICAGO PLAZA
BOLINGBROOK IL 60440

Dealer Main Phone: 830-759-8000

Dealer Service Phone: 830-759-8000

Position	Employee Name
DEALER/PARTNER	CHRISTOPHER T LUCENTE
GENERAL MANAGER	JOHN POREMSKI
PARTS MANAGER	ROBERT BEGGS
SALES MANAGER	STANLEY C FIT
SERVICE MANAGER	ROBERT S MARKS

ESP / Recall Information

VIN: 1FTEF15N28 [REDACTED]

No ESP information for this VIN

No Recall information for this VIN



2004

0368960364 SDR-CHICAGO

Continuum Africa



Update an Issue

VIN: 1FTEF14N0S1 Year: 1995 Model: F-SERIES WSD: 1995-05-06

Name: Primary Phone:

Secondary Phone:

Address: WYOMING

Case Number: 388980364

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: PARKING BRAKE INOP/INEFFECTIVE

Dealer: F41488 - GREENWAY MOTORS

Comm Type: OTHER

Current Odometer Reading: 86700 MI

Action Category: MISCELLANEOUS

Odometer Reading: 86700 MI

Action: UPDATE/ADDCC CASE

Caller Information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Comments:

LPA has twice attempted to send the customer a denial letter. Both times the letter was sent back because of wrong addresses. LPA used address provided by CUDL.

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



Consumer Affairs

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

Sent Via US Mail

February 24, 2004

[REDACTED]
Wyoming, IL [REDACTED]

RE: 1995 Ford F-Series
VIN: 1FTEF14N0SL [REDACTED]

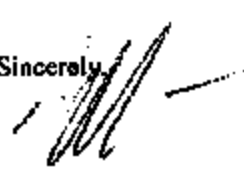
Dear [REDACTED]

Thank you for contacting us regarding the above-mentioned vehicle.

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,


Marquis Morris
Consumer Affairs

Sent Via US Mail

March 4, 2004

[REDACTED]
Wyoming, IL [REDACTED]

RE: 1995 Ford F-Series

VIN: 1FTEF14N0SL [REDACTED]

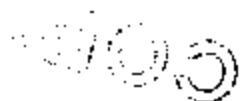
Dear [REDACTED]

Thank you for contacting us regarding the above-mentioned vehicle.

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,



Marquis Morris
Consumer Affairs



Consumer Affairs

PO Box 5248, MD 3NE-8
Dearborn, MI 48128 USA

Sent Via US Mail

February 24, 2004

[REDACTED]
Wyoming, IL [REDACTED]

RE: 1995 Ford F-Series
VIN: 1FTEF14N0SL [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding the above-mentioned vehicle.

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,


Marquis Morris
Consumer Affairs





Consumer Affairs

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

Sent Via U.S. Mail

February 5, 2004

[REDACTED]
Wyoming, IL [REDACTED]

Re: 1995 Ford F-Series
VIN: 1FTEF14N0S [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your F-Series.

We sincerely regret the circumstances you described. There are no open recalls on your vehicle. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Marquis Morris
Consumer Affairs

4 FEB 23 AM 1:46
CONSUMER AFFAIRS
SECTION

Close an Issue

VIN: 1FTEP14N0S Year: 1996 Model: F-SERIES WSD: 1995-05-08

Name: Primary Phone: Secondary Phone:

Address:

Case Number: 968860364

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: PARKING BRAKE INOP/INEFFECTIVE

Dealer: F41488 - GREENWAY MOTORS

Comm Type: MAIL

Current Odometer Reading: 86700 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 86700 MI

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

Caller information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Comments:

There are no open recalls on the vehicle, the customer should refer to the insurance carrier.

Warranty History

ESP/Recall

Qasis



Consumer Affairs

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

Sent Via U.S. Mail

February 5, 2004

[REDACTED]
Wyoming, IL [REDACTED]

Re: 1995 Ford F-Series

VIN: 1FTEF14N0SI [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your F-Series.

We sincerely regret the circumstances you described. There are no open recalls on your vehicle. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Marquis Morris
Consumer Affairs



[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Address: [REDACTED] [REDACTED]

Country: USA Language: EN

Cell Phone: [REDACTED] Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

[REDACTED]

Update dealership information in GOLDD; 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
10-SDR	41-CHICAGO	X	C4	01558	F41488

Dealer Name: GREENWAY MOTORS

Dealer Address: 300 BEDFORD ROAD

MORRIS IL 60460

Dealer Main Phone: 815-942-3400

Dealer Service Phone: --

Position	Employee Name
GENERAL MANAGER	THOMAS C GREENWAY
PARTS MANAGER	MARTY SCHMITKE
SALES MANAGER	QUENTIN A VOREL
SERVICE MANAGER	JIM NOETHE

Action Detail

VIN: 1FTEF1490S	Year: 1995	Model: F-SERIES	Print Action Detail
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1995-05-08	Case: 368860384
Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: GREENWAY MOTORS	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01559	
Odometer: 88700 MI	Comm Type: PHONE		
Action Date: 02/05/2004	Action Time: 10:13:46:303	Action Date: Yes	
Analyst Name: NOVELETTE CAMPBELL	Analyst: NCAMPB14		

COMMENTS: CUSTOMER SAYS -JUST IS LOOKING FOR RECALLS ON HIS VEH VEH CAUGHT ON FIRE - VEH CAUGHT ON FIRE INSIDE HIS GARAGE. -FIRE STARTED IN THE ENGINE COMPARTMENT IN THE MASTER CYLINDER. - ACCIDENT/FIRE HAPPENED ON THE 03/02/2004. - THERE WAS FIRE REPORT, NO REPORT NUMBER. -WANTS TO KNOW IF THERE IS ANY RECALL THAT MIGHT OF COST FIRED. - VEH IS NOW AT GREENWAY FORD. FIRED OCCURED ON WEST OAK ST. SEEKING INFORMATION ON RECALL PER CUSTOMER, DEALER SAYS: - TRYING TO FINE OUT WHAT THE PROBLEM GREENWAY MOTORS 300 BEDFORD ROAD MORRIS, IL 60450 TEL: (815) 942-3400 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

[Update Issue](#) [Close Issue](#)

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

Standard Claims List For Model Year 1995

VIN	VEH LINE	MKT DESIG	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC CPSC_5	PREF BASE	SUFF	CCC	CD	EXT (Miles)
1FTEP14N0SL	T/F1	*	T/BB	T/AM	T/E	AP	T/DU	T/VA	29-APR-1995	06-MAY-1995	141487	USA	2	5002 040182	*	3078	*	N59 41	1186
AWS Chain Key: 331372 Trx Code: Labor Hrs: 2																			
Dir CA-Sub Cd: 20018-* Name: RUB FORD INC Ph: 815-2372901 St: IL Ctry Cd: USA Reg Cd: NA Rpt Date: 24-JUN-1995 Doc #27459301																			
Tech Comments: LOBE CONTROL ARM STOPS																			
1FTEP14N0SL	T/F1	*	T/BB	T/AM	T/E	AP	T/DU	T/VA	29-APR-1995	06-MAY-1995	141487	USA	2	7007 17X00X EIAZ 13466	A	L25 46	1186		
AWS Chain Key: 331374 Trx Code: Labor Hrs: 3																			
Dir CA-Sub Cd: 20018-* Name: RUB FORD INC Ph: 815-2372901 St: IL Ctry Cd: USA Reg Cd: NA Rpt Date: 24-JUN-1995 Doc #27459302																			
1FTEP14N0SL	T/F1	*	T/BB	T/AM	T/E	AP	T/DU	T/VA	29-APR-1995	06-MAY-1995	141487	USA	13	7502 *	F4VY 14A411	A	D02 08	9008	
AWS Chain Key: 9831200 Trx Code: 083 Labor Hrs: 7																			
Dir CA-Sub Cd: 20018-* Name: RUB FORD INC Ph: 815-2372901 St: IL Ctry Cd: USA Reg Cd: NA Rpt Date: 15-MAY-1996 Doc #118571001																			
Tech Comments: WONT START OR TURN OVER																			
Tech Comments: NO STARTER ACTION CHECK STARTER CONNECTION CORRODED AT STARTER REPL WIRE																			
1FTEP14N0SL	T/F1	*	T/BB	T/AM	T/E	AP	T/DU	T/VA	29-APR-1995	06-MAY-1995	141487	USA	13	2C01 030603	E982 11002	B	D02 42	9818	
AWS Chain Key: 11120501 Trx Code: E84 Labor Hrs: 8																			
Dir CA-Sub Cd: 20018-* Name: RUB FORD INC Ph: 815-2372901 St: IL Ctry Cd: USA Reg Cd: NA Rpt Date: 23-JUL-1996 Doc #06207301																			
Tech Comments: TRUCK WILL NOT START IN DESI SON 11002A 0000N YFSN N																			
Tech Comments: STARTER IS IN OF REPL STARTER SON 11002A 0000N YFSN N MNC 0000N H33X001006207301 000000000000 YWBASE WBLMPERL 2901																			
1FTEP14N0SL	T/F1	*	T/BB	T/AM	T/E	AP	T/DU	T/VA	29-APR-1995	06-MAY-1995	141487	USA	35	2C01 030603	*	11002	*	D02 X2	18405
AWS Chain Key: 20282116 Trx Code: E84 Labor Hrs: 8																			
Dir CA-Sub Cd: 20018-* Name: RUB FORD INC Ph: 815-2372901 St: IL Ctry Cd: USA Reg Cd: NA Rpt Date: 10-MAR-1998 Doc #02047001																			
Tech Comments: CUSTOMER STATES ENGINE WONT START NO STARTER ACTION																			
Tech Comments: NO STARTER ENGAGEMENT REK STARTER POOR CONNECTION AT SOLENOID SECURE CONNECTION																			
1FTEP14N0SL	T/F1	*	T/BB	T/AM	T/E	AP	T/DU	T/VA	29-APR-1995	06-MAY-1995	141487	USA	39	7R01 030604	ESTZ 11458	B	D02 42	27785	
AWS Chain Key: 24243566 Trx Code: 07380 Labor Hrs: 2																			

Dir Cl-Sale Cst:	20014*	Name:	RUB FORD INC	Ph:	815-2372901	St:	IL	City Cst:	USA	Reg Cst:	NA	Reg Date:	11-FEB-2000	Doc #:	02773701					
Cost Comments:	CUSTOMER STATES ENGINE WONT START NO STARTER ACTION																			
Task Comments:	CHECK STARTER OPERATION FOUND STARTER SOLENOID INTERMITTENT PROBLEM REPLACE STARTER SOLENOID																			
1 FTEF14N0SL	T/F1	T/BB	T/AM	T/E	AP	T/OU	T/VA	29-APR-1995	06-MAY-1995	141487	USA	59	2C01	030603	8952	11002	BRM	D02	42	27928
AWS Claim Key:	24339524	Tvs Code:	0750D	Labor Hrs:	7															
Dir Cl-Sale Cst:	20014*	Name:	RUB FORD INC	Ph:	815-2372901	St:	IL	City Cst:	USA	Reg Cst:	NA	Reg Date:	21-FEB-2000	Doc #:	02788001					
Cost Comments:	CUSTOMER STATES ENGINE WONT START																			
Task Comments:	TOW TO SHOP NO STARTER ACTION CHECK STARTER FOUND ARMATURE STICKS REPLACE STARTER																			

OASIS RESULT:**1FTEF14N0SL**02/08/2004
14:30:02

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1995 F-SERIES

TRANSMISSION

4R70W 4 SPD AUTO

BODY STYLE

F-150 PICKUP 4X4

AXLE CODE

17

ENGINE

5.0L EFI

ENGINE CALIBRATION

454ER10A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

05/06/1995

BUILD DATE

04/29/1995

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

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

0755 - EXPIRED

STANDARD DEDUCTIBLE: 50 USD

OWNER NAME: BRIAN FRIDDLE

OPTIONS:

EXPIRATION DATE: 05/06/2001

DISTANCE: 60,000

RENTAL: 25 UP TO 5 DAYS

TOWING: 45 USD

CONTRACT SOLD BY: USA 20018

ESP CONTRACT START DATE: 05/06/1995

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTEF14N0SL

ESP / Recall Information

VIN: 1FTEF14NDS

Contract: 1 of 1

ESP Purchase Details

Purchaser:
Plan Type: USA 1995 NEW 72/80,000 EXTRACARE
Selling Dealer: RUB FORD INC
Deductible: 50
Rental: 25
Towing Allowance: 45

Status: Expire
Expiration Date: 2001-05-05
Expiration Miles: 80,000
Plan Year: 1995
Purchase Type: N
Options:

ESP Cancellation Details

Cancel Date:
Refund Percent:
Dealer Credited:

Process Date:
Dealer Received Date:

No Recall Information for this VIN

2004

0482501974 CHICAGO

Close an Issue

VIN: 1FTDX1720V

Year: 1997

Model: F-SERIES

WSD: 1996-08-10

Name:

Primary Phone:

Secondary Phone:

Address: MUSCATINE IA

Case Number: 482501974

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: FIRE/SMOKE SMOKE

Dealer: F41785 - M & M FORD LINC

Comm Type: MAIL

Current Odometer Reading: 130000 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 130000 MI

Action: DENY ASSISTANCE - BEYOND WARRANTY(C)

Caller Information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Comments:

Customer's vehicle is beyond warranty. There are no open recalls that would address a fire. Customer should continue to work with the insurance carrier.

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



Consumer Affairs

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

Sent Via Fax and Mail

July 16, 2004

[REDACTED]
Muscatine, IA [REDACTED]

RE: 1997 Ford F-Series [REDACTED]
VIN: 1FTDX1720VK [REDACTED]

Dear [REDACTED]

We have 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) 845-5458 as soon as possible between the hours of 8:30 a.m. and 4:30 p.m. Eastern Standard Time.

Respectfully yours,

COPY

Marquis Morris
Consumer Affairs





Consumer Affairs

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

Sent Via US Mail

August 2, 2004

[REDACTED]
Wapello, IA [REDACTED]

RE: 1997 Ford F-Series
VIN: 1FTDX1720VK [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding the above-mentioned vehicle.

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,

COPY

Marquis Morris
Consumer Affairs

Action Detail

VIN: 1FTDX1720VK	Year: 1997	Model: F-SERIES	Print Action Detail
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1996-08-10	Case: 482501974
Symptom Desc: FIRE/SMOKE SMOKE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: M & M FORD LINC-MERC, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 20006	
Odometer: 130000 MI	Comm Type: PHONE		
Action Date: 07/15/2004	Action Time: 13:24:09:060	Action Date: Yes	
Analyst Name: PAUL REHANA	Analyst: PREHANA		

COMMENTS: CUSTOMER SAID: = CRUISE CONTROL ON VEH WENT OUT AND CUST CONTINUED TO DRIVE VEH THIS WAY FOR A WEEK= CUST HAD PARKED VEH IN TOWN AND WHEN SHE CAME OUT SHE SAW THAT VEH HAD CAUGHT ON FIRE= CUST HAD VEH TOWED TO HER HOUSE= DATE OF FIRE WAS 07/14/04= FIRE ORIGINATED FROM CRUISE CONTROL CABLE = CURRENT LOCATION OF VEH IS HOME= NO FIRE REPORT FILE= CUST HAS NOT FILED A CLAIM WITH INSURANCE= VEH WAS PARKED WHEN FIRE STARTED AND HAD BEEN PARKED FOR FOUR HOURS AT THE TIME= SOMEONE WALKING BY SAW THE SMOKE AND CAME IN STORE TO GET CUST= CUST PUT OUT SMOKE HERSELF BY PATTING IT= CUST NOT SURE OF VEH IS REPAIRABLE AND IS SEEKING HER NEXT STEPS= DEALER SAID: = NONE 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.

[Update Issue](#) [Close Issue](#)

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

Lot 51
Woodland Trail Court
Wapello, IA

52653 -

ESP / Recall Information

VIN: 1FTDX1720V

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	2001-02-27	20006USAF41785
96S62	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-05-15	20101USAF41774
97S98	SAFETY RECALL	PCV MODIFICATION	CLOSE - REPAIRED	1999-02-19	20101USAF41774
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-02-19	20101USAF41774
99B28	CUSTOMER SAT/OWNER NOTIF PGM	3.8L AND 4.2L ENGINE FRONT COVER GASKET	CLOSE - REPAIRED	2000-01-31	20006USAF41785

Update dealership information in GOLDD; Update dealer personnel information in STAR8.

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

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
41-CHICAGO	41-CHICAGO	F	G1	20006	F41785

Dealer Name: M & M FORD LIN-MERC, INC.

Dealer Address: 3205 N. HWY 61
MUSCATINE IA 52761

Dealer Main Phone: 319-283-5324

Dealer Service Phone: 000-000-0000

Position	Employee Name
DEALER/PARTNER	MARK R KRIEGER
PARTS MANAGER	RITA M ANSON
SALES MANAGER	SCOTT NOLL
SERVICE MANAGER	MIKE SERIGHT

Update an Issue

VIN: 1FTDX1720V

Year: 1997

Model: F-SERIES

WSD: 1996-08-10

Name:

Primary Phone: 319-262-9043

Secondary Phone:

Address: ST MUSCATINE IA

Case Number: 482501974

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptoms: FIRE/SMOKE SMOKE

Dealer: F41785 - M & M FORD LIN

Comm Type: PHONE

Current Odometer Reading: 130000 MI

Action Category: ACKNOWLEDGE

Odometer Reading: 130000 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:

Comments:

LPA tried to call customer. Number provided in CUDL is a not working number. LPA will send letter.

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

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Update dealership information in GOLDD; 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	F	G1	20006	F41785

Dealer Name: M & M FORD LINC-MERC, INC.

Dealer Address: 3205 N. HWY 61
MUSCATINE IA 52761

Dealer Main Phone: 319-263-6324

Dealer Service Phone: 000-000-0000

Position	Employee Name
DEALER/PARTNER	MARK R KRIEGER
PARTS MANAGER	RITA M ANSON
SALES MANAGER	SCOTT NOLL
SERVICE MANAGER	MIKE SERIGHT

2005

1589130565

TWIN CITIES



Consumer Affairs

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

SENT VIA U.S. Mail

February 28, 2003

[REDACTED]
Rochester, MN [REDACTED]

RE: 2001 Ford F-Series
VIN: 1FTRX18L61N [REDACTED]

Dear [REDACTED]

Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

COPY

Marquis Morris
Consumer Affairs

Close an Issue

VIN: 1FTRX1BL61M

Year: 2001

Model: F-SERIES

WSD: 2001-01-02

Name: FARRELL S POSTER

Primary Phone:

Secondary Phone:

Address: ROCHESTER MN

Case Number: 1589130566

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: HRVSPD CNTRL SPEED CONTROL

Dealer: F58538 - ROCHESTER FORD

Comm
Type: MAJCurrent Odometer
Reading: 70000 MIAction:
Category: CLOSING COMMENTS - DENIALOdometer Reading: 70000
MI

Action: DENY ASSISTANCE - BEYOND WARRANTY(C)

Caller Information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Comments:

Vehicle is not apart of the speed control recall. The customer believes our records are wrong. LPA suggested that customer take vehicle to Ford dealership for verification. Vehicle was repaired at an independant shop. No further action is needed

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

<<BACK

CANCEL

FINISH>>

Update dealership information in GOLDD; 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
58-TWIN CITIES	58-TWIN CITIES	F	B1	03830	F56538
Dealer Name:	ROCHESTER FORD				
Dealer Address:	4900 HIGHWAY 52 NORTH ROCHESTER MN 55901				
Dealer Main Phone:	507-288-7564	Dealer Service Phone:	507-288-7564		

Position	Employee Name
DEALER/PARTNER	ROBERT GREGORY
GENERAL MANAGER	AL LITESCH
PARTS MANAGER	JULIE ZALKY
SALES MANAGER	BRIAN T KOPEK
SALES MANAGER	DANIEL KOCER
SALES MANAGER	DANNY E O'CONNOR
SALES MANAGER	DAVID J HAGRE
SALES MANAGER	GARY D POCH
SALES MANAGER	JEFFREY J CORDS
SALES MANAGER	JEFFREY HUMBLE
SALES MANAGER	KEITH A KLINGERMAN
SALES MANAGER	MARK T BRONK
SERVICE MANAGER	SCOTT A CRANE

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Address: [REDACTED] ROCHESTER MN [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

Action Detail

VIN: 1FTRX18K61N	Year: 2001	Model: F-SERIES	Print Action Detail
Name: [REDACTED]	Owner Status: Subsequent	W60: 2001-01-02	Case: 1588130555
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: ROCHESTER FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03830	
Odometer: 70000 MI	Comm Type: PHONE		
Action Date: 02/25/2005	Action Time: 18:21:52-873	Action Date: No	
Analyst Name: ARIAS JASON	Analyst: JARIAS12		

COMMENTS: CUSTOMER SAID: - ROUGHLY FIRST WEEK OF OCTOBER 04, FIRE OCCURED. - FIRE ORIGINATED UNDER HOOD. - VEH CURRENTLY AT CUST RESIDENCE. - THERE WAS NO FIRE REPORT FILED. - NO FILE CLAIMED WITH INSURANCE COMPANY AS CUST DID NOT THINK IT WAS SOMETHING THEY WOULD COVER DUE TO THE FACT THAT DAMAGE WAS RESTRICTED TO THE VEH. - VEH WAS REPAIRABLE AND HAS ALREADY BEEN REPAIRED. CUST PAID \$583.01 REPAIRED AT JOES AUTOCARE IN ROCHESTER. - VEH WAS IN CUST HOUSE GARAGE WHEN FIRE OCCURED. - AFTER FURTHER DISCUSSION WITH CUST, WAS ADVISED THAT HE DID NOT ACTUALLY SEE THE FIRE. VARIOUS COMPONENTS UNDER THE HOOD WERE BURNED. - JOES AUTOCARE ADVISED CUST THAT THE PROBLEM WAS DEFINITELY ASSOCIATED WITH THE SPEED CONTROL CABLE. DEALER SAID: - NONE. 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.

[Update Issue](#) [Close Issue](#)

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

ESP / Recall Information

VIN: 1FTRX18L81N

Contract: 1 of 1

ESP Purchase Details

Purchaser:
 Plan Type: USA 2001 3645,000 WTY EXT. & RENTALCARE (WTY REPAIRS
 Selling Dealer: COVERT FORD, INC.
 Deductible:
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2004-01-02
 Expiration Miles: 45,000
 Plan Year: 2001
 Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credit:

Process Date:
 Dealer Received Date:

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00L12	LABEL/LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
01B83	CUSTOMER SAT/OWNER NOTIF PGM	RADIATOR PUBLICATION ERROR	CLOSE - REPAIRED	2001-11-21	81000USAF81000
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2003-04-29	04437USAF52302
04L18	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	FLT CD	TRK CD	ENG CD	PROD DATE	WARE DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF BASE	SURF	CCC	CD	DIST (Miles)
1FTRX18L61N	1	T/F	T/BD	T/AM	T/E	AR	T/DU	T/VZ	27-NOV-2000	02-JAN-2001	152302	USA	6	7M01	150102	*	1806	*	A15	42 8339
AWS Claim Key: 2029780 Trx Code: 1 Labor Hrs: 0																				
Dir Cd-Sub Cd: 04437 - * Name: COVERT FORD, INC. Pl: 512-3454343 St: TX City Cd: USA Reg Cd: NA Repr Date: 20-JUN-2001 Doc #01116851																				
Cust Comments: RADIO INOP. AND CD POSSIBLE LOOSE WIRE																				
Tech Comments: FAULTY RADIO HAH INW 8989 PC# 200956																				
1FTRX18L61N	1	T/F	T/BD	T/AM	T/E	AR	T/DU	T/VZ	27-NOV-2000	02-JAN-2001	152302	USA	6	7M01	150102	*	1806	*	A07	42 8339
AWS Claim Key: 2104921 Trx Code: 2 Labor Hrs: 0																				
Dir Cd-Sub Cd: 67701 - * Name: VISTEON AFTERMARKET-U.S. Pl: * * St: CA City Cd: USA Reg Cd: NA Repr Date: 22-JUN-2001 Doc #01361403																				
Tech Comments: REQUESTING DEALER'S P/A CODE 04437																				
1FTRX18L61N	1	T/F	T/BD	T/AM	T/E	AR	T/DU	T/VZ	27-NOV-2000	02-JAN-2001	152302	USA	29	*	*	*	*	*	*	44834
AWS Claim Key: 14137456 Trx Code: 01521 Labor Hrs: 0.3																				
Dir Cd-Sub Cd: 04437 - * Name: COVERT FORD, INC. Pl: 512-3454343 St: TX City Cd: USA Reg Cd: NA Repr Date: 29-APR-2003 Doc #07029102																				
Cust Comments: A99 RECALL 01521 SEAT BELT																				
Tech Comments: 01521 RECALL INSPECT SEAT BELTS PER RECALL, NO REPAIR NEEDED																				