

2005

0542960485

BOSTON

Smith, Erika (E.L.)

From: Smith, Erika (E.L.)
Sent: Tuesday, February 22, 2006 11:14 AM
To: Jalliet, Christa (C.M.)

VIN: 1FTDX1889VN [REDACTED] Year: 1997 Model: F-SERIES Case: 542890485
Name: [REDACTED] Owner Status: Subsequent WSD: 1996-02-20
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: 02854 BALISE FORD OF WILBRAHAM Origin Desc: US CONCERN CASE BASE
Odometer: 1 MI Comm Type: PHONE
Analyst Name: STOTT KEVIN Analyst: KSTOTT
Action Date: 02/17/2005 Action Time: 15.07.58.552 Action Data: No

Comments CUSTOMER SAID: -CUST SAID THAT HIS 1997 F-150 CAUGHT FIRE-CUST SAID HE HAD THE VEH TAKEN TO A FORD DLR FOR SERVICE-CUST SAID THE DLR TOLD HIM THAT THE PROBLEM WAS WITH THE WIRING OF THE SPEED CONTROL, WHICH IS WHAT THE CURRENT RECALL IS FOR-CUST SAID HIS VEH IS NOT INVOLVED IN THE RECALL-CUST SAID AN INSURANCE CLAIM HAS NOT BEEN MADE-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.=====ADVISED CUST AS PER ABOVE

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 02854 BALISE FORD OF WILBRAHAM Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 1 MI Comm Type: OTHER
Analyst Name: SMITH,ERIK (E.L.) Analyst: ESMITH88
Action Date: 02/18/2005 Action Time: 10.35.58.895 Action Data: No

Comments LFT MSG

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Dealer: 02854 BALISE FORD OF WILBRAHAM Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 1 MI Comm Type: OTHER
Analyst Name: SMITH,ERIK (E.L.) Analyst: ESMITH88
Action Date: 02/22/2005 Action Time: 11.11.12.201 Action Data: No

Comments THERE ARE NO OPEN RECALLS PERTAINING TO THIS CONCERN. PER AWS, VEH HAS NOT BEEN SEEN SINCE 8/18/2000. LPA SENT RESPONSE

[REDACTED]

Tracking:

Recipient
Jallat, Chriss (C.M.)

Delivery
Delivered: 2/22/2006 11:14 AM

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTDX1689V [REDACTED] Veh Line: T/F5 - F160250(PN98)/P225-FORD [07-05] Body Shell: *
Model Year: 1987 Market Derived: *- [NA] Navis Eng Serial No: *
Veh Type: T Drive Code: T/E - 4 WHL LH PART TIME DRIVE Engines: TV8 - WM 4.5L 60HC ER NA CIV6 G-HP
Inv. Dealer: 00555 Body Cab Style: - SUPER SINGLE CAB (SUPER CAB) Transmission: T7CU - 4 SPD AUTO TR NMAO ACDEW4R70W
Vehicle Status Code: 800 Version/Series: T/AM - 150 SERIES

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - #000000000 Plant: AR - NORFOLK PLANT BUILD
Country: USA - #000000000 Prod Date: 04-JAN-1988

SALE INFORMATION:

Region: NA - #000000000 Selling Dealer: 111535 - *
Country: USA - #000000000 Selling Dir St/Prov: VT
Buyer St/Prov: VT

Arrival Date: 15-JAN-1988 Red Carpet Lease: *
Sale Date: 20-FEB-1988 Fleet/Rental/Co. Lease: R

Warranty Start Date: 20-FEB-1988 Modified Vehicle: * Vehicle Count Flag:
Orig Warranty Date: 20-FEB-1988 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

2/22/2005

KL09XAD433713931 212 18R3302 67 EC 3079 45 24 3 25 361 111535054 0070 32720 25 61
PR01 1 C 507A 780VT

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	JK	GVW Class Code:	0
Audio Deck:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAHD - 3.35 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MA	Paint:	PNKMC - ROYAL BLUE CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CST/CLOCK
Calibration Code:	648DR05A	Sound System:	* - [N/A]
Color(Accord):	PNZJF - SILVER FROST C/C	Suspension Axle:	
Color(Trim):	000ZY -	Tire Manufacturer:	AG -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	F	Tire Size:	D3JWA - P255/70R-16 OWL A-T
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *
LR: * RR: *
LT: * RT: *
SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	SAT
ESP Plan Year:	* Engine Family:	VFM4528GKEK
ESP Signature Date:		

Any comments? You can contact



webmaster

2/22/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 22-FEB-2005

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

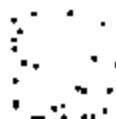
VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	BUFF	VRT	VFG	CCC	CD			
1FTDX1681VN	F5	T/F5	*	T/BD	T/AM	T/E	AR	T/DU	T/V3	04-01-95	20-02-95	111635	USA	10	*	5V02	*	2001	*	S10	V21	N17	08			
AWS Claim Key:		519712	Doc #:		0025941		Trx Code:		E84		Labor Hrs:		2		Labor Cost:		8.91		Material Cost:		0		Total Cost:		8.91	
Dir Cd-Sub Cd:		05865*	Name:		JOHN C. STEWART & SON, INC.		Ptc		802-4823312		St: VT		City Cd:		USA		Reg Cd:		NA		Repr Date:		04-DEC-1995		DIST(Mile):15434	
Tech Comments:		BRK SQUEAK, CLEAN & LUBE FRT & RR BRKS																								
1FTDX1681VN	F5	T/F5	*	T/BD	T/AM	T/E	AR	T/DU	T/V3	04-01-95	20-02-95	111635	USA	13	*	*	*	*	*	S0X	V00	*	*			
AWS Claim Key:		1218554	Doc #:		0025811		Trx Code:		95588		Labor Hrs:		3		Labor Cost:		13.35		Material Cost:		1.15		Total Cost:		14.50	
Dir Cd-Sub Cd:		05865*	Name:		JOHN C. STEWART & SON, INC.		Ptc		802-4823312		St: VT		City Cd:		USA		Reg Cd:		NA		Repr Date:		20-FEB-1997		DIST(Mile):22745	
Tech Comments:		PCV TUBE SLEEVE RECALL 95559																								
1FTDX1681VN	F5	T/F5	*	T/BD	T/AM	T/E	AR	T/DU	T/V3	04-01-95	20-02-95	111635	USA	13	*	*	*	*	*	S0X	V00	*	*			
AWS Claim Key:		1218555	Doc #:		0025812		Trx Code:		95582		Labor Hrs:		2		Labor Cost:		8.01		Material Cost:		0		Total Cost:		8.01	
Dir Cd-Sub Cd:		05865*	Name:		JOHN C. STEWART & SON, INC.		Ptc		802-4823312		St: VT		City Cd:		USA		Reg Cd:		NA		Repr Date:		20-FEB-1997		DIST(Mile):22745	
Tech Comments:		SEAT BELT ANCHOR INSP RECALL 95582																								
1FTDX1681VN	F5	T/F5	*	T/BD	T/AM	T/E	AR	T/DU	T/V3	04-01-95	20-02-95	111635	USA	13	*	3T08	F772	7B215	AA	S11	V44	L72	D5			
AWS Claim Key:		1317191	Doc #:		0029301		Trx Code:		E84		Labor Hrs:		2.3		Labor Cost:		102.44		Material Cost:		10.82		Total Cost:		113.26	
Dir Cd-Sub Cd:		05865*	Name:		JOHN C. STEWART & SON, INC.		Ptc		802-4823312		St: VT		City Cd:		USA		Reg Cd:		NA		Repr Date:		03-MAR-1997		DIST(Mile):23488	
Tech Comments:		TRANS FLUID LOW, REPL TRANS CASE SEAL PER TSB 95-20-16																								
1FTDX1681VN	F5	T/F5	*	T/BD	T/AM	T/E	AR	T/DU	T/V3	04-01-95	20-02-95	111635	USA	23	*	*	*	*	*	S0X	V00	*	*			
AWS Claim Key:		3572428	Doc #:		0040071		Trx Code:		57508		Labor Hrs:		3		Labor Cost:		13.5		Material Cost:		.15		Total Cost:		13.65	
Dir Cd-Sub Cd:		05865*	Name:		JOHN C. STEWART & SON, INC.		Ptc		802-4823312		St: VT		City Cd:		USA		Reg Cd:		NA		Repr Date:		06-JAN-1998		DIST(Mile):42545	

Tech Comments: SHIFT CABLE RETENTION 97525

1FTDX1884VN	FS	T/F5	T/BD	T/AM	T/E	AR	T/DO	T/V3	04-01-98	20-02-98	111535	USA	34	*	*	*	*	SCK	V00	*	*
AWS Claim Key:		13854692	Doc #:	00107203	Tax Code:	98518	Labor Hrs:	.4	Labor Cost:	18.76	Material Cost:	12.74	Total Cost:	35.18							
Dir Cd-Sub Cd:		08805	Name:	JOHN C. STEWART & SON, INC.		Ph:	802-4823312	St:	VT	City:	USA	Reg Cd:	NA	Repr Date:	12-NOV-1998	DIST(Title):00360					
Cust Comments:		98518 RECALL IS INCOMPLETE																			
Tech Comments:		98518 COMPLETE																			

1FTDX1884VN	FS	T/F5	T/BD	T/AM	T/E	AR	T/DO	T/V3	04-01-98	20-02-98	111535	USA	63	*	*	*	*	SCK	V00	*	*
AWS Claim Key:		20940538	Doc #:	048008C	Tax Code:	98514	Labor Hrs:	.8	Labor Cost:	37.24	Material Cost:	5.4	Total Cost:	51.86							
Dir Cd-Sub Cd:		02854	Name:	BALISE FORD OF WILBRAHAM		Ph:	413-8434300	St:	MA	City:	USA	Reg Cd:	NA	Repr Date:	19-JUN-2000	DIST(Title):85315					
Cust Comments:		RECALL 98514																			
Tech Comments:		PERFORMED RECALL																			

Any comments? You can contact



webmaster

2/22/2005

All Action Details for Issues

Edit

VIN: 1ETDX1R88V [REDACTED] Year: 1997 Model: F-SERIES Case: 542960485
Name: [REDACTED] Owner Status: Subsequent WSD: 1996-02-20
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 02854 BALISE FORD OF WILBRAHAM Origin Desc: US CONCERN CASE BASE
Odometer: 1 MI Comm Type: PHONE
Analyst Name: STOTT KEVIN Analyst: KSTOTT
Action Date: 02/17/2005 Action Time: 15.07.56.552 Action Data: No

Comments: CUSTOMER SAID: -CUST SAID THAT HIS 1997 F-150 CAUGHT FIRE-CUST SAID HE HAD THE VEH TAKEN TO A FORD DLR FOR SERVICE-CUST SAID THE DLR TOLD HIM THAT THE PROBLEM WAS WITH THE WIRING OF THE SPEED CONTROL, WHICH IS WHAT THE CURRENT RECALL IS FOR-CUST SAID HIS VEH IS NOT INVOLVED IN THE RECALL-CUST SAID AN INSURANCE CLAIM HAS NOT BEEN MADECRC 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 AS PER ABOVE

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 02854 BALISE FORD OF WILBRAHAM Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 1 MI Comm Type: OTHER
Analyst Name: SMITH,ERIKA Analyst: ESMITH88
(E.L.)
Action Date: 02/18/2005 Action Time: 10.35.58.895 Action Data: No

Comments: LFT MSG

Action Detail

VIN: 1FTDX1869V	Year: 1997	Model: F-SERIES	Case: 542980485
Name:	Owner Status: Subsequent	WSD: 1996-02-20	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BALISE FORD OF WILBRAHAM	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 02854	
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER			
Odometer: 1 MI	Comm Type: OTHER		
Action Date: 02/22/2005	Action Time: 11:11:12/200	Action Date: No	
Analyst Name: SMITH,ERIKA (E.L.)	Analyst: ESMITH68		

COMMENTS: THERE ARE NO OPEN RECALLS PERTAINING TO THIS CONCERN. PER AWS, VEH HAS NOT BEEN SEEN SINCE 6/19/2000. LPA SENT RESPONSE.



Consumer Affairs

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

February 22, 2005

[REDACTED]
Palmer, MA [REDACTED]

RE: 1997 F-Series
VIN: 1FTDX1869YN [REDACTED]

Dear Mr. France:

Thank you for contacting us regarding your 1997 F-Series. We sincerely regret the circumstances you described. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Erika Smith
Consumer Affairs

Customer Info

Customer:		Primary Phone:		Secondary Phone:	
Address:		PALMER		MA	
Country:	USA	Language:	EN		
Cell Phone:		Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

OASIS RESULT:

1FTDX1869VN

See bottom of the OASIS result for
contact ID02/22/2006
11:08:24

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VEHICLE INFORMATIONVEHICLE DESCRIPTION
1997 F-SERIES LDBODY STYLE
F-150 SUPER CAB STYLE SIDE
4X4ENGINE
4.6L SOHC (WINDSOR)TRANSMISSION
4R70W 4 SPD AUTOAXLE CODE
H9ENGINE CALIBRATION
848DR08A**GENERAL WARRANTY INFORMATION**WARRANTY START DATE
02/20/1996BUILD DATE
01/04/1998SALE MILEAGE
00227**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

00S22

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 1FTDX1869VNAD4537

ESP / Recall Information

VIN: 1FTDX1859V

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		
96S49	SAFETY RECALL	1996 AERO/RANG/EXPL & 1996-97 F-SERIES (12-16-96 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		
96S59	SAFETY RECALL	4.8L PCV TUBE FOAM INSULATION SLEEVE - INSTALLATION	CLOSE - REPAIRED	1997-02-20	08868USAF11535
96S62	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-02-20	08868USAF11535
97S85	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-01-08	08868USAF11535
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	2000-06-19	02854USAF11059
98S18	SAFETY RECALL	REAR SPRING CLIP INSTALLATION	CLOSE - REPAIRED	1998-11-12	08868USAF11535

Update This Information to Start

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
11-BOSTON	11-BOSTON	E	C1	02854	F11050
Dealer Name:		BALISE FORD OF WILBRAHAM			
Dealer Address:		1979 BOSTON ROAD WILBRAHAM MA 01065			
Dealer Main Phone:		413-543-4300	Dealer Service Phone:		413-543-2800

Position	Employee Name
PARTS MANAGER	DOUGLASS R ANDERSON
SALES MANAGER	JOHN VIGNERI
SERVICE MANAGER	ALBERT L FORD

**SAFETY RECALL
00S22**

**Certain 1997 Model Year F-Series Under
8500# GVW - Fuel Line Inspection**

Ford Motor Company

October 2000

To:
All Ford and Lincoln Mercury Dealers

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

AFFECTED VEHICLES

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

SAFETY CONCERN

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

SERVICE ACTION

The dealer must inspect:

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

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

Attachments

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III

■ Technical Information

QUESTIONS?

Claims Information:.....1-800-423-8851
Other (Dealer Only) Recall Questions:.....1-800-325-5821

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

ATTACHMENT I
Safety Recall 00S22

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

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

PLEASE NOTE

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

PROMPTLY CORRECT

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

DEALER-OWNER CONTACT

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

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.

**SAFETY RECALL
00S22**

Dealer Letter

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III

- Technical Information

Customer Notification Letter

Printable Views	
	Administrative Information (77 KB)
	Technical Information (241 KB)

2005

0388440455

PITTSBURGH

February 14, 2005

Sent Via U.S. Mail

Mr. Gary Blankenship
5949 N. Turch Rd.
Little Hocking, OH 45742

RE: 1997 Ford F-Series
VIN: 1FTDF18W9VI [REDACTED]

Dear Mr. Blankenship:

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,

Ruth Davis
Consumer Affairs

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	LITTLE HOCKING	OH	[REDACTED]	
Country:	USA	Language:	EN		
Cell Phone:		Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:	GAB@18T.NET		

VIN	Year	Model	Sales Type	Vehicle List	Owner Status	Vehicle Info
1FTDF18W9V1	1997	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL		Subsequent Owner	Oasis
		Open Issues Edit				Warranty History

ESP / Recall Information

VIN: 1FTDF18W9VL

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
97S88	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1999-02-01	02015USAF47468
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-02-01	02015USAF47468
98S18	SAFETY RECALL	REAR SPRING CLIP INSTALLATION	OPEN - LAUNCHED		
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - WARRANTY CANCEL		

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	C	A2	02775	F44526

Dealer Name:	ASTORG FL-M OF PARKERSBURG INC		
Dealer Address:	2028 7TH STREET PARKERSBURG WV 26101		
Dealer Main Phone:	304-422-6403	Dealer Service Phone:	304-420-2335

Position	Employee Name
CUST RELATIONS MGR	PAUL ASTORG
DEALER/PARTNER	JOE S ASTORG
PARTS MANAGER	CHARLIE MCCANN
PARTS & SERVICE DIRECTOR	ROBERT AYERS
SALES MANAGER	DENNIS P SPROUSE
SALES MANAGER	DEWAYNE PARSONS
SALES MANAGER	DAN STEPHENS
SERVICE MANAGER	RICK L WILSON

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 14-FEB-2005

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

VIN	AWS VL	WEEK VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREP	BASE	SUFF	VHT	VFG	CCC	CD	
1FTDF1EW9V[REDACTED]	5	1/95	*	T/BB	T/AM	T/E	AP	T/DU	T/VN	23-01-97	02-04-97	147468	USA	3	*	6V01	*	1593100	*	806	V09	G03	D1	
AWS Claim Key:		2529578	Doc #:		02203851		Trx Code:		1	Labor Hrs:		0	Labor Cost:		82.46	Material Cost:		324.65	Total Cost:		336.97			
Dir Cd-Sub Cd:		02015*	Name:		TURNPIKE FORD OF HUNTINGTON		Ph:		304-5292200	St: WV		City Cd: USA		Reg Cd:		NA	Repr Date:		20-JUN-1997		DIST(4884):3307			
Cust Comments:		WINDSHIELD STRESS CRACK																						
Tech Comments:		X OSL-REPLACE WINDSHIELD																						
1FTDF1EW9V[REDACTED]	3	1/95	*	T/BB	T/AM	T/E	AP	T/DU	T/VN	23-01-97	02-04-97	147468	USA	23	*	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:		1300075	Doc #:		04581951		Trx Code:		97886	Labor Hrs:		3	Labor Cost:		14.69	Material Cost:		.52	Total Cost:		20.11			
Dir Cd-Sub Cd:		02015*	Name:		TURNPIKE FORD OF HUNTINGTON		Ph:		304-5292200	St: WV		City Cd: USA		Reg Cd:		NA	Repr Date:		01-FEB-1999		DIST(4884):27314			
Cust Comments:		97886 SHIFT CABLE RETENTION RECALL																						
Tech Comments:		X PERFORM RECALL																						
1FTDF1EW9V[REDACTED]	5	1/95	*	T/BB	T/AM	T/E	AP	T/DU	T/VN	23-01-97	02-04-97	147468	USA	23	*	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:		1300074	Doc #:		04581952		Trx Code:		98514	Labor Hrs:		.6	Labor Cost:		29.37	Material Cost:		3.4	Total Cost:		37.77			
Dir Cd-Sub Cd:		02015*	Name:		TURNPIKE FORD OF HUNTINGTON		Ph:		304-5292200	St: WV		City Cd: USA		Reg Cd:		NA	Repr Date:		01-FEB-1999		DIST(4884):27318			
Cust Comments:		98514 LUG NUT RECALL																						
Tech Comments:		X PERFORM RECALL																						

Any comments? You can contact



webmaster

All Action Details for Issue

[Print](#)

VIN: 1FTDF18W9VL	Year: 1997	Model: F-SERIES	Case: 388440455
Name:	Owner Status: Subsequent	WSD: 1997-04-02	
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: 02775 ASTORG FL-M OF PARKERSBURG INC	Origin Desc: US CONCERN CASE BASE
Odometer: 119000 MI	Comm Type: PHONE
Analyst Name: CONNORS DARRYL	Analyst: DCONNOR7
Action Date: 02/14/2005	Action Time: 10:47:23.623 Action Data: No

Comments CUSTOMER SAID: -CUST HEARD ABOUT THE RECALL ONSPEED CONTROLS AND FIRES STARTING IN THE VEH AND HEARD THIS COULD GO BACK TO THE 1997 MODEL YEAR-CUST CLAIMS HIS VEH CAUGHT ON FIRE ON JAN 11/05-CUST CLAIMS THE FIR STARTED UNDER THE HOOD-CUST CURRENTLY HAS THE VEH-CUST CLAIMS THE FIRE DEPT CAME OUT BUT DOE SNOT HAVE A REPORT NUMBER-CUST DID FILE A CLAIM WITH THE INSURANCE CO AND THEY TOTALLED VEH-CUST CLAIMS THE INSURANCE INDICATED VEH NOT REPAIRABLE BUT CUST BOUGHT VEH BACK AND HAS REBUILT THE VEH-CUST CLAIMS THE VEH WAS NOT RUNNING AT THE TIME OF FIRE-CUST BELIEVES THE FIRE COULD BE RELATED TO THE RECALL FORD HAS ISSUED ON THE F-SERIESDEALER 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.

2004

1317051B34 PITTSBURGH

Sent Via U.S. Mail

July 1, 2004

[REDACTED]
Butler, PA [REDACTED]

Re: 1998 Ford F-Series
VIN: 1FTZX18W1WN [REDACTED]

Dear Vehicle Owner:

Thank you for contacting us regarding your 1998 F-Series.

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

We appreciate the opportunity to review your request.

Sincerely,

Ruth Davis
Consumer Affairs

Customer Info

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

Customer Data Link - CuDL

Page 1 of 1

VIN	Year	Model	Vehicle List	Owner Status	Vehicle Info
1FTZX18W1WN	1998	F-SERIES	Sales Type	Subsequent Owner	Costs
		Open Issues Exist	INDIVIDUAL RTL		Warranty History

ESP / Recall Information

VIN: 1FTZX18W1YH

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-03-18	07327USAF44404
98S18	SAFETY RECALL	REAR SPRING CLIP INSTALLATION	CLOSE - REPAIRED	1999-05-14	07327USAF44404

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	D	A1	07438	F44489

Dealer Name:	BUTLER COUNTY MOTOR COMPANY		
Dealer Address:	400 SOUTH MAIN STREET BUTLER PA 16001		
Dealer Main Phone:	412-287-2786	Dealer Service Phone:	724-287-2788

Position	Employee Name
DEALER/PARTNER	CATHERINE J GLASGOW
PARTS MANAGER	WILLIAM L CORADI
SALES MANAGER	KENNETH W JOHNSTON
SALES MANAGER	MATT L STELLFOX
SALES MANAGER	Robert J Popson
SERVICE MANAGER	MARSHALL W THOMPSON

STANDARD CLAIMS LIST

AWS Online Report

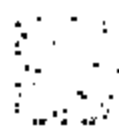
Run Date: 01-JUL-2004

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

VIN	AWS VL	WERS VL	MKT DBR	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DBALER	SELL CNT	TIS	QRT	WCC	PREP	BASE	SUFF	VRT	VPG	CCC	CD
1FTZX18W1WN	PS	T/F5	*	TBD	TIAM	T/E	AR	T/DU	T/VN	16-01-98	20-11-98	144482	USA	0	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	2152445	Doc #:	16346001	Trx Code:	98514	Labor Hrs:	3	Labor Cost:	13.64	Material Cost:	0	Total Cost:	18.19										
Dir Cl-Sub Cl:	07409*	Name:	PHIL FITTS FORD LINCOLN MERCURY	Pl:	724-6583521	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	14-JUL-1998	DIST (Mile):	2121								
Cost Comments:	CHECK RECALL 98514																						
Tech Comments:	TIGHTEN LUG NUTS																						
1FTZX18W1WN	PS	T/F5	*	TBD	TIAM	T/E	AR	T/DU	T/VN	16-01-98	20-11-98	144482	USA	4	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	7320501	Doc #:	236589A	Trx Code:	98514	Labor Hrs:	5	Labor Cost:	28.37	Material Cost:	3.4	Total Cost:	36.77										
Dir Cl-Sub Cl:	07327*	Name:	MORROW FORD LINCOLN MERCURY, INC.	Pl:	724-8431000	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	18-MAR-1999	DIST (Mile):	14333								
Cost Comments:	RECALL 98514 NUGNUTS																						
Tech Comments:	REPLACE ALL LUGNUTS AS PER RECALL																						
1FTZX18W1WN	PS	T/F5	*	TBD	TIAM	T/E	AR	T/DU	T/VN	16-01-98	20-11-98	144482	USA	6	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	845740	Doc #:	239330A	Trx Code:	98518	Labor Hrs:	4	Labor Cost:	18.91	Material Cost:	12.74	Total Cost:	36.39										
Dir Cl-Sub Cl:	07327*	Name:	MORROW FORD LINCOLN MERCURY, INC.	Pl:	724-8431000	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	14-MAY-1999	DIST (Mile):	19745								
Cost Comments:	RECALL 98518 REAR SPRING CLIPS																						
Tech Comments:	INSTALLED SPRING CLIPS																						
1FTZX18W1WN	PS	T/F5	*	TBD	TIAM	T/E	AR	T/DU	T/VN	16-01-98	20-11-98	144482	USA	7	*	7806	*	19700	*	S09	V79	C05	42
AWS Claim Key:	8212162	Doc #:	240493A	Trx Code:	ES3	Labor Hrs:	6	Labor Cost:	25.14	Material Cost:	0	Total Cost:	29.14										
Dir Cl-Sub Cl:	07327*	Name:	MORROW FORD LINCOLN MERCURY, INC.	Pl:	724-8431000	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	09-JUN-1999	DIST (Mile):	21590								
Cost Comments:	COS A C INOP																						
Tech Comments:	TESTED AC SYSTEM AND RECHARGED																						
1FTZX18W1WN	PS	T/F5	*	TBD	TIAM	T/E	AR	T/DU	T/VN	16-01-98	20-11-98	144482	USA	15	*	5002	*	58327	*	SXX	V99	A99	01
AWS Claim Key:	15269109	Doc #:	16921501	Trx Code:	POV	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	168.43										
Dir Cl-Sub Cl:	07409*	Name:	PHIL FITTS FORD LINCOLN MERCURY	Pl:	724-6583521	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	21-JAN-2000	DIST (Mile):	42112								

Carl Comments: REFUND ON TORSION BAR REPAIRS
Tech Comments: REFUND ON TORSION BAR REPAIRS.

Any comments? You can contact



webmaster

All Action Details for Issue

[Print](#)

VIN: 1FTZX18W1WN	Year: 1998	Model: F-SERIES	Case: 1317051834
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1998-11-20	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS	
Dealer: 07436 BUTLER COUNTY MOTOR COMPANY	Origin Desc: US CONCERN CASE BASE
Odometer: 145000 MI	Comm Type: PHONE
Analyst Name: WILLIAMS CANDICE	Analyst: CWILL225
Action Date: 07/01/2004	Action Time: 08:48:24.587 Action Date: No

Comments CUSTOMER SAID: -THE ENGINE COMPARTMENT CAUGHT ON FIRE LAST NIGHT IN THE DRIVEWAY-I WAS ON THE INTERNET THIS MORNING AND TYPED IN FIRE AND MASTER CYLINDER AND FOUND THAT MANY OTHER VEHICLES HAVE HAD THIS HAPPEN -SOMEONE AT FORD KNOWS THAT THERE IS SOME TYPE OF PROBLEM-I WOULD LIKE TO KNOW HOW TO FIX THE FIVE THAT I HAVE SO THAT THEY ARE NOT GOING TO BURST INTO FIRE-I WOULD LIKE TO PERFORM SOME PREVENTATIVE MAINTENANCE-I CONTACTED MY DLRSHIP AND WAS TOLD THAT THEY DO NOT KNOW OF ANY PROBLEM-THE SERVICE MANAGER TOLD ME TO CONTACT FORD TO SEE IF YOU KNEW ANYTHING -WHAT ARE THE RECOMMENDATIONS THAT FORD WOULD MAKE -DATE: JUNE 30, 2004-THE FIRE ORIGINATED IN THE ENGINE COMPARTMENT-CURRENT LOCATION: IN THE CUST'S DRIVEWAY-WE PUT THE FIRE OUT PRETTY QUICK-NO NEED TO CONTACT THE FIRE DEPARTMENT-HAVE NOT CONTACTED INSURANCE COMPANY-WILL HAVE TO CONTACT GM TO FIND OUT WHAT NEXT STEPS WILL BE -I WOULD SAY THAT THE VEH IS PROBABLY REPAIRABLE-THE VEH WAS PARKED FOR AN HOUR OR MORE-WAS NOT RUNNING AT THE TIME OF THE ACCIDENT-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.





Sent Via U.S. Mail

April 6, 2005

COPY

[REDACTED]
Easton, MD [REDACTED]

Re: 1997 F-Series
VIN: 1FTDX1729VN [REDACTED]

Dear [REDACTED]

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

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

We appreciate the opportunity to review your request.

Sincerely,

Catherina Papalia-Reid
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTDX1728VN [REDACTED] Year: 1997 Model: F-SERIES Case: 1593870825
Name: [REDACTED] Owner Status: Subsequent WSD: 1998-09-21
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: 03809 NORRIS FORD OF EASTON, LLC Origin Desc: US CONCERN CASE BASE
Odometer: 85000 MI Comm Type: PHONE
Analyst Name: HOOKER JAMES Analyst: JHOOKER5
Action Date: 09/23/2006 Action Time: 16.29.58.304 Action Data: No

Comments CUSTOMER SAID: -THE CUSTOMER'S VEHICLE CAUGHT FIRE YESTERDAY EVENING IN FRONT OF HIM HOUSE.-CUSTOMER SAID THAT THE ENTIRE FRONT END IS A RIGHT OFF FROM THE INSTRUMENT PANEL TO THE FRONT BUMPER.-CUSTOMER HAD VEHICLE TOWED IN TO LOCAL REPAIR SHOP CALLED ELLIOT'S AUTOMOTIVE.-CUSTOMER HAS NOT CONTACTED INSURANCE COMPANY BECAUSE THIS IS NOT SOMETHING THAT HE HAS COVERAGE FOR.-CUSTOMER SAID THAT THE FIRE SEEMS TO HAVE STARTED BY THE MASTER CYLINDER.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: 03808 NORRIS FORD OF EASTON, LLC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 85000 MI Comm Type: PHONE
Analyst Name: CATHERINA PAPALIA Analyst: CPAPALIA
(CPAPALIA)
Action Date: 09/24/2005 Action Time: 15.17.41.688 Action Data: No

Comments LPA CONTACTED CUSTOMER

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Dealer: 03808 NORRIS FORD OF EASTON, LLC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 85000 MI Comm Type: PHONE
Analyst Name: CATHERINA PAPALIA Analyst: CPAPALIA
(CPAPALIA)
Action Date: 04/08/2005 Action Time: 09.47.37.957 Action Data: No

Comments LPA SPOKE WITH CUSTOMER AND INFORMED CUSTOMER THAT THERE ARE NO OPEN RECALLS ON THE VEHICLE AND DUE TO THE AGE AND MILEAGE ON THE VEHICLE LPA ADVISED CUSTOMER TO CONTACT HIS INSURANCE COMPANY, INSURANCE CO. CAN SUBROGATE IF THEY FIND IT NECESSARY. LPA SENT DENIAL LETTER.

Action Detail

VIN: 1ETDX1729V	Year: 1997	Model: F-SERIES	Case: 1693870825
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1996-09-21	
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: NORRIS FORD OF EASTON, LLC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03809	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 85000 MI	Comm Type: PHONE		
Action Date: 03/23/2005	Action Time: 16:29:58:303	Action Date: No	
Analyst Name: HOOKER JAMES	Analyst: JHOOKER5		

COMMENTS: CUSTOMER SAID: -THE CUSTOMER'S VEHICLE CAUGHT FIRE YESTERDAY EVENING IN FRONT OF HIM HOUSE. CUSTOMER SAID THAT THE ENTIRE FRONT END IS A RIGHT OFF FROM THE INSTRUMENT PANEL TO THE FRONT BUMPER. CUSTOMER HAD VEHICLE TOWED IN TO LOCAL REPAIR SHOP CALLED ELLIOTS AUTOMOTIVE. CUSTOMER HAS NOT CONTACTED INSURANCE COMPANY BECAUSE THIS IS NOT SOMETHING THAT HE HAS COVERAGE FOR. CUSTOMER SAID THAT THE FIRE SEEMS TO HAVE STARTED BY THE MASTER CYLINDER. 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.

3/24 - left msg for customer

Customer Info

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

Vehicle List						
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info	
1FTDX1729VH	1997	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Goals	Warranty History
		Open Issues Exist				

ESP / Recall Information

VIN: 1FTDX1729VN

Contract: 1 of 1

ESP Purchase Details

Purchaser: [REDACTED]
 Plan Type: USA 1998 NEW 60/60,000 EXTRACARE
 Selling Dealer:
 Deductible: 50
 Rental: 25
 Towing Allowance: 50

Status: Expire
 Expiration Date: 2001-08-21
 Expiration Miles: 80,000
 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
00822	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2000-12-04	03809USAF27558
97S66	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1997-11-15	00090USAF27558
98R04	REGIONAL (USA)	PCV SYSTEM MODIFICATION	OPEN - LAUNCHED		
98814	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-09-10	00090USAF27558
99B29	CUSTOMER SAT/OWNER NOTIF PGM	3.8L AND 4.2L ENGINE FRONT COVER GASKET	CLOSE - REPAIRED	2000-02-29	03809USAF27558
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Dealer Information

PCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
27-WASHINGTON	27-WASHINGTON	H	B2	03809	F27558

Dealer Name:	NORRIS FORD OF EASTON, LLC		
Dealer Address:	8617 OCEAN GATEWAY EASTON MD 21601		
Dealer Main Phone:	410-822-2900	Dealer Service Phone:	410-822-2900

Position	Employee Name
DEALER/PARTNER	GEORGE A HATCHER
GENERAL MANAGER	GENE J LEITNER
GENERAL MANAGER	DOUGLAS C CARSON
PARTS MANAGER	WILLIAM K WHEATLEY
PARTS & SERVICE DIRECTOR	WILLIAM F HALL
SALES MANAGER	JONATHAN FOX
SERVICE MANAGER	WILLIAM T SHULL

Service Hours	7:00 - 5:00 M-F
Directions	
Trained	Y
Additional Information	LSG ENROLLED SUPER SEAL

Call# 1555230915

COPY

Sent Via U.S. Mail

April 4, 2005

[REDACTED]
Dover, NH [REDACTED]

Re: 2001 F-Series
VIN: 1FTRX18L71N [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your F-Series.

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

We appreciate the opportunity to review your request.

Sincerely,

Valma Sanders
Consumer Affairs

Customer Info

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

VIN	Year Model	Sales Type	Vehicle List	Owner Status	Vehicle Info
1FTRX18L71N	2001 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL		Subsequent Owner	Oasis
	No Open Issues				Warranty History

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
11-BOSTON	11-BOSTON	H	E1	08998	F11544

Dealer Name: BILL DUBE FORD
 Dealer Address: 40 DOVER POINT RD
 DOVER NH 03820
 Dealer Main Phone: 603-749-5500

Dealer Service Phone: 603-749-5500

Position	Employee Name
DEALER/PARTNER	DEBORAH DUBE REED
DEALER/PARTNER	BILL DUBE
PARTS MANAGER	Matthew Cobb
SALES MANAGER	JERRY P HAROLD
SALES MANAGER	MICHAEL S METZDORF
SERVICE MANAGER	BILL M HUTCHINS

OASIS RESULT:

1FTRX18L71N

See bottom of the OASIS result for
contact ID03/16/2006
15:08:37

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VEHICLE INFORMATIONVEHICLE DESCRIPTION
2001 F-SERIES LDBODY STYLE
F-150 SUPER CAB STYLE SIDE
4X4ENGINE
5.4L SOHC EFITRANSMISSION
4R70W 4 SPD AUTOAXLE CODE
H9ENGINE CALIBRATION
1F514F0A**GENERAL WARRANTY INFORMATION**WARRANTY START DATE
03/20/2001BUILD DATE
11/28/2000SALE MILEAGE
00033**am_message**

ATTENTION TECHNICIANS AND SERVICE MANAGERS:

BEFORE ADDRESSING AXLE NOISE (WHINE/HOWL), SEE TSB 05-08-18BEFORE REPLACING SEAT BELT RETRACTOR (-011B08/9, 011B08/9-) SEE TSB 04-24-21**cudi_message**

THIS VEHICLE HAS A CLOSED CUDL CONTACT

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0711 - USA 2001 NEW 60/100,000 PREMIUMCARE W/ROADSIDE ASSIST.

STANDARD DEDUCTIBLE: 50 USD

OWNER NAME:

OPTIONS:

EXPIRATION DATE: 03/20/2006

DISTANCE: 100,000

RENTAL: 28 UP TO 5 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 08862

ESP CONTRACT START DATE: 03/20/2001

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTRX18L71N

ESP / Recall Information

VIN: 1FTRX16L71NA77055

Contract: 1 of 1

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

Purchaser: XXXXXXXXXX
 Plan Type: USA 2001 NEW 60/100,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: PORTSMOUTH FORD
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2006-03-20
 Expiration Miles: 100,000
 Plan Year: 2001
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

Number	Type	Description	Status	Status Date	Dealer Code
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	2001-11-19	81000USAF81000
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2002-04-15	08962USAF11545
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTDX1EL7H

Model Year: 2001

Veh Type: T

Inv. Dealer: 05462

Veh Line:

Market Derived:

Drive Code:

Body Cab Style:

Version/Serial:

(Related Claims)

T/F5 - F150/250(PW96)/P225-FORD [97-06] Eng Serial No: *

T/F - FORD DIVISION DERIVATIVE Body Shell: *

T/B - 4 WHL L/H PART TIME DRIVE Engine: T/VZ - W-MOD 5.4L SOHC EPT N

T/ED - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DU - 4 SPD AUTO TR NAAO A

T/AM - 150 SERIES

BUILD INFORMATION:

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

Country: USA - #00000000 Prod Date: 28-NOV-2000

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 111543 *

Country: USA - #00000000 Selling Dir ByProv: NH

Buyer ByProv: NH

Arrival Date: 01-DEC-2000 Rad Carpet Lams: *

Sale Date: 20-MAR-2001 Fleet/Retail/Co. Lease: R

Warranty Start Date: 20-MAR-2001 Modified Vehicle: *

Orig Warranty Date: 20-MAR-2001 Resequenced Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

X181867705513750 X62 0111804 1L HY 3000 05 FORD 2500T 4 R 112540 04 UAW MTS 4 48 L

1P225 4 C BOTA SLABBL 4

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER

Alternator Amp Rating: BA

Audio Disk: * - [N/A]

Axle Ratio: BQ14D - 3.55 FINAL DRIVE RATIO

Axle Type: BQ14C - LIMITED SLIP REAR AXLE

Battery Amp Rating: EL

Brake Code: FEAAB - 4 WHL ANTI-LOCK BRAKES

Brake Code(Servic): * - [N/A]

Calibration Code: 1P514P0A

Color(Account): PNZC - SILVER MET C/C #2

Color(Tint): * - [N/A]

Delivery Type: 0

Driveshaft Code: F

Front Seat: * - [N/A]

Fuel Type: * - [N/A]

GVW Code:

GVW Class Code: R

Instrumentation: * - [N/A]

Mirror(Driver Side): * - [N/A]

Mirror(Pass Side): * - [N/A]

Paint: PNAAA - EBONY SOLID-C/C

Power Antenna: * - [N/A]

Radio: AU - ELETR PREM AM/FM STRO/DISC

Sound System: * - [N/A]

Susp Tandem Axle

Tire Brand: AG - GOODYEAR

Tire Size: D3JWA - P235/70R-16 OWL A-T

Traction Control: * - [N/A]

Wheel Base:

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/H - T/B
ESP Coverage(Miles):	• Emission Cert Type:	S
ESP Coverage(Time):	• Emission Test Suffix:	HZH
ESP Plan Year:	• Engine Family:	IFMCT054RPS
ESP Signature Date:		

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VIN	VEH LINE	MKT DERIV	BODY CAR	VER SERIES	DRIVE TYPE	PLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PRBF	BASE	SUFF	CCC	CTD	DIST (- Miles)
1FTRX18L71N		T/F5	T/F	T/BD	T/AM	T/E	AR	T/DU	T/VZ	28- NOV- 2000	20-MAR- 2001	111543	USA	14	*	*	*	*	*	*	25786
AWB Claim Key:		8050677	Trx Code:		01S21	Labor Hrs:		0.1													
Dir Cd-Sub Cd:		08862 - *	Name:		PORTSMOUTH FORD			Ph:	603-4331221	St:NH	City Cd:		USA	Reg Cd:		NA	Repr Date:		15-APR- 2002	Doc #:308428B	
Cust Comments:		PERFORM FIELD SERVICE ACTION # 01S21 SEAT BELT BUCKLE																			
Tech Comments:		25786 RECALL CHECKED SEAT BELT BUCKLES OK WITH PRETENSIONER																			
1FTRX18L71N		T/F5	T/F	T/BD	T/AM	T/E	AR	T/DU	T/VZ	28- NOV- 2000	20-MAR- 2001	111545	USA	25	5003	0401XX	ZL3Z	3030	AA	B44	33 59269
AWB Claim Key:		13702930	Trx Code:		0711D	Labor Hrs:		3.2													
Dir Cd-Sub Cd:		08862 - *	Name:		PORTSMOUTH FORD			Ph:	603-4331221	St:NH	City Cd:		USA	Reg Cd:		NA	Repr Date:		22-MAR- 2003	Doc #:339554A	
Cust Comments:		TECHNICIAN FOUND LOWER BALL JOINTS TO BE LOOSE ON LAST VISIT.																			
Tech Comments:		59269 CC33 REPLACED LOWER BALL JOINTS DONE																			
1FTRX18L71N		T/F5	T/F	T/BD	T/AM	T/E	AR	T/DU	T/VZ	28- NOV- 2000	20-MAR- 2001	111545	USA	33	2B02	03XXXX	1L2Z	13020	AA	B20	42 81975
AWB Claim Key:		16730055	Trx Code:		0711D	Labor Hrs:		1.1													
Dir Cd-Sub Cd:		08862 - *	Name:		PORTSMOUTH FORD			Ph:	603-4331221	St:NH	City Cd:		USA	Reg Cd:		NA	Repr Date:		02-DEC- 2003	Doc #:362711C	
Cust Comments:		CHECK ENGINE LAMP IS ON AND VEHICLE SHUTTERS BACKS ON ACCEL.																			
Tech Comments:		81975 COIL AND PLUGS FOUND TRUCKS RUNS RUFF, KBC TEST P0353, IGNITION SYSTEM DIAG FOUND BAD COIL AND PLUG, CHECKED OTHER PLUGS THEY LOOK WORN ALSO, REPLACED COIL AND ALL PLUGS ROAD TEST AFTER FINE																			
1FTRX18L71N		T/F5	T/F	T/BD	T/AM	T/E	AR	T/DU	T/VZ	28- NOV- 2000	20-MAR- 2001	111545	USA	34	1C03	0310XX	XL3Z	6079	CA	L65	D8 94084
AWB Claim Key:		17846144	Trx Code:		0711D	Labor Hrs:		12.9													
Dir Cd-Sub Cd:		08862 - *	Name:		PORTSMOUTH FORD			Ph:	603-4331221	St:NH	City Cd:		USA	Reg Cd:		NA	Repr Date:		13-APR- 2004	Doc #:374833B	
Cust Comments:		AN ENGINE OIL LEAK IS NOTED																			
Tech Comments:		94084 OIL LEAK VERIFIED. PERFORMED OIL LEAK DIAG. FOUND COMING FROM HEAD GASKETS. REMOVED ENGINE AND DISASSEMBLED, CLEANED ALL DECK																			

Tech Comments:

SURFACES AND REINSTALLED HEADS WITH NEW GASKETS AND BOLTS. REASSEMBLED AND REINSTALLED ENGINE. CHANGED OIL AND FILTER, FILLED AND
PRESSURE TESTED COOLING SYSTEM, OK. ROAD TESTED AND RECHECKED FLUIDS AND FOR LEAKS, OK. CCDE

VEHICLE DETAIL

VIN: 1FTRX18L71N	Engine: V6-MOD 5.4L SOHC EFI NA V8 G-MP
Make: FORD	Transmission: 4 SPD AUTO TR NAAD ACDEN/4R70A
Model: F-SERIES	Paint Code/Color: EBONY SOLID C/C
Year: 2001	Calibration: 1F514F0A
Pay Load:	Max Towing Weight:
GVWR: 66500	Axis Ratio:
WheelBase: 167	Warranty Start Date: 3/20/2001
GCWR:	Vehicle Build Date: 11/28/2000
PEP Code: 507A	

Selling Dealers Name: PORTSMOUTH FORD

Selling Dealers P & A Code: 08882

Selling Dealers Sales Code: F11545

Selling Dealers Main Phone: 603-433-1221 Selling Dealers Service Phone: 603-433-1221

Vehicle Order Image

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1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
X181 NA7705 515750 K 42 03L3504 1L E N 3UH9 05
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
RNDM 2561 T 8 8 1 1H545 54 UAYN MT3 4 45 L1
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
FTR7 4 C 507A 9 LUNHL
1 2 3 4 5 6 7 8 9 160

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2005

1353950145

SDR-CINCINNATI

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 18-JAN-2005

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CID	PROD DATE	WARE DATE	SELLING DEALER	SELL CNT	TTS	QRT	WCC	PREF	BASE	SUFF	VRT	VPG	CCC	CD	
1FTDF1763VK	PS	T/PS	*	T/BB	T/AM	T/B	AJ	TDU	T/V3	05-03-96	02-04-96	147653	USA	7	*	7D01	F4TZ	13N021	B	509	V77	L26	46	
AWS Claim Key:	32232	Doc #:	02307601	Trx Code:			2	Labor Hrs:	3	Labor Cost:			10.5	Material Cost:	14.63	Total Cost:								
Dir Cl-Sub Cd:	08004*	Name:	QUALITY FORD LINCOLN-MERCURY, INC.				Ph:	618-8423722	St: IL	City Cd:	USA		Reg Cd:	NA	Repr Date:	14-OCT-1996								
Cost Comments:	LH HEAD LAMP INOP																							
Tech Comments:	BULB BAD REPLACED																							
1FTDF1763VK	PS	T/PS	*	T/BB	T/AM	T/B	AJ	TDU	T/V3	05-03-96	02-04-96	147653	USA	7	*	SR01	F73Z	33N076	CA	510	V87	H22	41	
AWS Claim Key:	32233	Doc #:	02307602	Trx Code:			2	Labor Hrs:	2	Labor Cost:			70	Material Cost:	30	Total Cost:								
Dir Cl-Sub Cd:	08004*	Name:	QUALITY FORD LINCOLN-MERCURY, INC.				Ph:	618-8423722	St: IL	City Cd:	USA		Reg Cd:	NA	Repr Date:	14-OCT-1996								
Cost Comments:	STEERING VERY TIGHT																							
Tech Comments:	LOWER SHAFT BENDS REPLACED MI-NO LABOR OP																							
1FTDF1763VK	PS	T/PS	*	T/BB	T/AM	T/B	AJ	TDU	T/V3	05-03-96	02-04-96	147653	USA	6	*	7D08	*	13007	*	509	V77	L22	07	
AWS Claim Key:	425462	Doc #:	1707461	Trx Code:				Labor Hrs:	5	Labor Cost:			19.06	Material Cost:	0	Total Cost:								
Dir Cl-Sub Cd:	04715*	Name:	LUMB & BAYLEY FORD-MERCURY				Ph:	618-6627193	St: IL	City Cd:	USA		Reg Cd:	NA	Repr Date:	18-NOV-1996								
Cost Comments:	HEADLIGHTS TO HIGH NEED ADJUSTED																							
Tech Comments:	CHECK ADJUSTMENT OF HEADLIGHTS DID NEED TO ADJUST ADJUST TO PROPER HEIGHT																							
1FTDF1763VK	PS	T/PS	*	T/BB	T/AM	T/B	AJ	TDU	T/V3	05-03-96	02-04-96	147653	USA	11	*	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:	1111401	Doc #:	04089501	Trx Code:			96562	Labor Hrs:	2	Labor Cost:			7	Material Cost:	0	Total Cost:								
Dir Cl-Sub Cd:	08004*	Name:	QUALITY FORD LINCOLN-MERCURY, INC.				Ph:	618-8423722	St: IL	City Cd:	USA		Reg Cd:	NA	Repr Date:	29-JAN-1997								
Cost Comments:																								
1FTDF1763VK	PS	T/PS	*	T/BB	T/AM	T/B	AJ	TDU	T/V3	05-03-96	02-04-96	147653	USA	11	*	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:	1111402	Doc #:	04089502	Trx Code:			96549	Labor Hrs:	2	Labor Cost:			7	Material Cost:	0	Total Cost:								
Dir Cl-Sub Cd:	08004*	Name:	QUALITY FORD LINCOLN-MERCURY, INC.				Ph:	618-8423722	St: IL	City Cd:	USA		Reg Cd:	NA	Repr Date:	29-JAN-1997								
Cost Comments:																								
1FTDF1763VK	PS	T/PS	*	T/BB	T/AM	T/B	AJ	TDU	T/V3	05-03-96	02-04-96	147653	USA	20	*	*	*	*	*	SXX	V00	*	*	
Cost Comments:																								

Claims List Report

Page 2 of 2

AWS Claim Key: 438242 Doc #: 06970301 Trx Code: 97586 Labor Hrs: 3 Labor Cost: 10.85 Material Cost: .15 Total Cost: 14.68
 Dir Cd-Sub Cd: 08004-* Name: QUALITY FORD LINCOLN-MERCURY, INC. Pn: 618-8423722 St: IL Ctry Cd: USA Reg Cd: NA Repr Date: 04-NOV-1997 DIST (Mile): 30674
 Tech Comments: AUTO TRANS SHIFT CABLE RETENTION

IFIDF1763VN [REDACTED] FS T/F5 * T/BB T/AM T/B AJ T/OU T/V3 05-03-96 02-04-96 147653 USA 40 * * * * SXK V00 * *
 AWS Claim Key: 1766553 Doc #: 002805A Trx Code: 94801 Labor Hrs: 3 Labor Cost: 13.87 Material Cost: 1.69 Total Cost: 20.18
 Dir Cd-Sub Cd: 08004-* Name: QUALITY FORD LINCOLN-MERCURY, INC. Pn: 618-8423722 St: IL Ctry Cd: USA Reg Cd: NA Repr Date: 13-JUL-1999 DIST (Mile): 58111
 Cust Comments: RECALL 98R01 PCV TUBE DH 5050
 Tech Comments: PERFORM PCV RECALL PER INSTRUCTIONS.

IFIDF1763VN [REDACTED] FS T/F5 * T/BB T/AM T/B AJ T/OU T/V3 05-03-96 02-04-96 147653 USA 40 * * * * SXK V00 * *
 AWS Claim Key: 1766554 Doc #: 002805B Trx Code: 94814 Labor Hrs: 6 Labor Cost: 27.73 Material Cost: 8.4 Total Cost: 40.75
 Dir Cd-Sub Cd: 08004-* Name: QUALITY FORD LINCOLN-MERCURY, INC. Pn: 618-8423722 St: IL Ctry Cd: USA Reg Cd: NA Repr Date: 13-JUL-1999 DIST (Mile): 58111
 Cust Comments: RECALL 98S14C LUG NUTS.
 Tech Comments: REPLACE AND RETORQUE LUG NUTS.

IFIDF1763VN [REDACTED] FS T/F5 * T/BB T/AM T/B AJ T/OU T/V3 05-03-96 02-04-96 147653 USA 74 * * * * SXK V00 * *
 AWS Claim Key: 24153974 Doc #: 112567A Trx Code: 00822 Labor Hrs: 2 Labor Cost: 10.54 Material Cost: 0 Total Cost: 15.81
 Dir Cd-Sub Cd: 08195-* Name: J. WILDERMAN AUTOFLEX Pn: 618-2625161 St: IL Ctry Cd: USA Reg Cd: NA Repr Date: 25-APR-2002 DIST (Mile): 75802
 Cust Comments: 00822 RECALL
 Tech Comments: 00822 RECALL

IFIDF1763VN [REDACTED] FS T/F5 * T/BB T/AM T/B AJ T/OU T/V3 05-03-96 02-04-96 147653 USA 97 * * * * SXK V00 * *
 AWS Claim Key: 25232124 Doc #: 124098A Trx Code: 03802 Labor Hrs: 2 Labor Cost: 10.54 Material Cost: 0 Total Cost: 10.54
 Dir Cd-Sub Cd: 08195-* Name: J. WILDERMAN AUTOFLEX Pn: 618-2625161 St: IL Ctry Cd: USA Reg Cd: NA Repr Date: 15-MAR-2004 DIST (Mile): 122691
 Cust Comments: CUST STATES PERFORM 03802 RECALL
 Tech Comments: PERFORMED 03802 RECALL

Any comments? You can contact



webmaster

1/18/2005

All Action Details for Issue

Print

VIN: 1FTTE4723146 Year: 1997 Model: F-SERIE Case: 1353950145
 Name: Owner Status: Original WSD: 1998-04-02
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone:
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 08196 JWILDERMAN AUTOPLEX Origin Desc: US CONCERN CASE BASE
 Odometer: 139000 MI Comm Type: PHONE
 Analyst Name: POMMELS TRACEY Analyst: TPOMMELS
 Action Date: 01/14/2005 Action Time: 09:49:51.538 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
DAN		LINDSEY	2172585326	OTHER

Comments: CUSTOMER SAID: DATE THE VEHICLE CAUGHT ON FIRE: JANUARY 12, 2005 WHERE THE FIRE ORIGINATED IN THE VEHICLE: CUST SAYS THE FIRE STARTED ON THE BRAKE MASTER CYLINDER. =CUST SAYS THE CRUISE CONTROL CUT OFF SWITCH GOT BURNT OFF WHETHER OR NOT THERE WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT: CUST SAYS THE FIRE DEPARTMENT WAS NOT CONTACTED AS THE FIRE DID NOT SPREAD. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY: CUST SAYS THEY DID NOT CONTACT THEIR INSURANCE COMPANY. =CUST SAYS A CLAIM WAS NOT FILED WITH THEIR INSURANCE COMPANY. =CUST SAYS THE TRUCK IS REPAIRABLE =CUST SAYS THE TRUCK WAS NOT RUNNING WHEN THE FIRE STARTED AND SMOKE WAS COMING FROM UNDER THE HOOD. DEALER SAID: 1422 WEST NINTH STREET MT CARMEL, IL 62863 TEL: (818) 262-5151 FAX: (818) 263-3603 DISTANCE: 0.57 MILES 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. =ADVISED CUST. OF THE ABOVE INFO;

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 08196 JWILDERMAN AUTOPLEX Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 139000 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 01/18/2005 Action Time: 16:26:14.521 Action Data: Yes

Comments: CONTACTED CUSTOMER REGARDING VEHICLE FIRE. ADVISED CUSTOMER NO RELATED RECALLS AND VEHICLE BEYOND WARRANTY... UNABLE TO PROVIDE ASSISTANCE.

Data Element Name	Data Value
CONTACT PERSON	DAN LINDSEY

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 08185 JWILDERMAN AUTOPLEX Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 139000 MI
Analyst Name: GRAHAM,
ROCHELLE

Comm Type: MAIL
Analyst: RGRAHA41

Action Date: 01/25/2005

Action Time:
15.58.05.018

Action Data: No

Comments SENT CUSTOMER "NO OPEN RECALLS - BEYOND WARRANTY" LETTER.



Sent Via U.S. Mail

January 25, 2005

From: [REDACTED]
[REDACTED]
Mattoon, IL [REDACTED]

RE: 1997 Ford F-Series
VIN: 1FTDF1763VK [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 master cylinder in your vehicle, please see your Ford dealer. Unfortunately we are unable to offer you assistance beyond the warranty period with the cost of any repairs.

Thank you for contacting us.

Respectfully yours,

Rochelle Graham
Consumer Affairs

ESP / Recall Information

VIN: 1FTDF1783VK

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 - REPAIRED	2002-04-29	08195USAF47075
03S02	SAFETY RECALL	1997 MODEL YEAR EXPEDITION AND F-SERIES UNDER 8500 GVW VEHICLES INTERMEDIATE STEERING S	CLOSE - REPAIRED	2004-03-15	08195USAF47075
98S49	SAFETY RECALL	1998 AEROMANG/EXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - REPAIRED	1997-01-29	08004USAF47541
98S62	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-01-29	08004USAF47541
97S88	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1997-11-04	08004USAF47541
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	CLOSE - REPAIRED	1999-07-13	08004USAF47541
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-07-13	08004USAF47541

Customer Info

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

[REDACTED]
[REDACTED]
[REDACTED]
Mattoon, IL
ATTN [REDACTED]

Update This Information In Stars

Dealer Detail

PCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
10-SDR	47-CINCINNATI	V	A7	08185	F47075

Dealer Name:	JWILDERMAN AUTOPLEX		
Dealer Address:	1422 WEST NINTH STREET MT CARMEL IL 62883		
Dealer Main Phone:	618-282-5161	Dealer Service Phone:	618-282-5161

Position	Employee Name
DEALER/PARTNER	JAMES J WILDERMAN
PARTS MANAGER	ANDREW BRADHAM
SALES MANAGER	STEVE L KOHLMAYER
SALES MANAGER	DOUGLAS K WEST
SERVICE MANAGER	SHAWNIA L KORSTICK

Vehicle List					
VIN	Year/Model	Sale Type	Owner Status	Vehicle Info	
2MEFM75W91	2001 GRAND MARQUIS	SALE TO SMALL BUSINESS WITH <9 UNITS IN SERV	Original Owner	Oasis	Warranty History
	No Open Issues				
2FTRF17L4YC	2000 F-SERIES	SALE TO SMALL BUSINESS WITH <9 UNITS IN SERV	Original Owner	Oasis	Warranty History
	No Open Issues				
1FTNF20L3YE	2000 F-SERIES SUPER DUTY	SALE TO SMALL BUSINESS WITH <9 UNITS IN SERV	Original Owner	Oasis	Warranty History
	No Open Issues				
2MEFM75W4X	1999 GRAND MARQUIS	SALE TO SMALL BUSINESS WITH <9 UNITS IN SERV	Original Owner	Oasis	Warranty History
	No Open Issues				
1FTEF1781VK	1997 F-SERIES	SALE TO SMALL BUSINESS WITH <9 UNITS IN SERV	Original Owner	Oasis	Warranty History
	No Open Issues				
1FTEF27L0VN	1997 F-SERIES	SALE TO SMALL BUSINESS WITH <9 UNITS IN SERV	Original Owner	Oasis	Warranty History
	No Open Issues				
1FTHF25H5VE	1997 F-SERIES	SALE TO SMALL BUSINESS WITH <9 UNITS IN SERV	Original Owner	Oasis	Warranty History
	No Open Issues				
1FTEF15N2TL	1996 F-SERIES	SALE TO SMALL BUSINESS WITH <9 UNITS IN SERV	Original Owner	Oasis	Warranty History
	No Open Issues				
2MELM74WXT	1998 GRAND MARQUIS	SALE TO SMALL BUSINESS WITH <9 UNITS IN SERV	Original Owner	Oasis	Warranty History
	No Open Issues				
1FTDF1763VK	1997 F-SERIES	SALE TO SMALL BUSINESS WITH <9 UNITS IN SERV	Original Owner	Oasis	Warranty History
	Open Issues Exist				

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTDF1763VK
Model Year: 1997
Veh Type: T
Inv. Implr: 04725

Veh Line:
Market Derived:
Drive Code:
Body Cab Style:
Version/Series

(Related Claims)

TFS - F150/250(PN96)/7225-FORD (97-05) Eng Serial Mnc: *
Body Shell: *
T/B - 2 WHL L/R REAR DRIVE
T/B - SINGLE CAB (REGULAR CAB)
T/M - 130 SERIES
Engine: T/V3 - W-M 4.6L 201C EFI NA C
Transmission: T/DX - 4 SPD AUTO TR NAAD A

BUILD INFORMATION:

Region: NA - #00000000 Plant: AT - KANSAS CITY PLANT BUILD
Country: USA - #00000000 Prod Date: 03-MAR-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 147653 - *
Country: USA - #00000000 Selling Dtr StProv: IL
Buyer StProv: IL

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

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
F179KA3028613838 1 1 01A7010 FA E 018 32 24 3 29 11 47D45348D 3L M 323 5 6
19702 5 C 897A 401L 2

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER
Alternator Amp Rating: KJ
Audio Blks: * - [N/A]
Axle Ratio: EGACC - 3.08 FINAL DRIVE RATIO
Axle Type: EGJAB - NON-LIMITED SLIP REAR AXLE
Battery Amp Rating: EH
Brake Code: * - [N/A]
Brake Code(Service): * - [N/A]
Calibration Code: 64BCR08A
Color(Accept): * - [N/A]
Color(Trim): 0002V -
Delivery Type: E
Driveshaft Code: F
Front Seat: * - [N/A]
Fuel Type: * - [N/A]

GVW Code:
GVW Class Code: D
Instrumentation: * - [N/A]
Mirror(Driver Side): AD - DRIVER POWER MIRROR
Mirror(Passr Side): AD - PASS POWER CONVEX MIRROR
Paint: FNEVA - DARK TOREADOR C/C
Power Antennas: * - [N/A]
Radio: AG - ELSTR AM/FM/STROCKSTE/CLOCK
Sound System: * - [N/A]
Susp Tandem Axle:
Tire Brand: AD - GENERAL
Tire Spec: D3JUH - P235/70R-16 BSW A-8
Traction Control: * - [N/A]
Wheel Base:

TIRE DOT INFORMATION:

LF1: * RF: *
LR1: * RR: *
LL: * RL: *
SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	TB - TB
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Suffix:	BAT
ESP Plan Year:	• Engine Family:	VFM4623KKE
ESP Signature Date:		

OASIS RESULT:

1FTDF1763VK

See bottom of the OASIS result for
contact ID01/18/2005
15:18:40

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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**

04/02/1998

BUILD DATE

03/03/1998

SALE MILEAGE**WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

OUTSTANDING FIELD SERVICE ACTIONS

04/19

MAINTENANCE REMINDER LETTER

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

03/15/2004

DEALER: J. Wideman Autoplex

WARRANTY CLAIM NUMBER: 124088

ODOMETER: 122691M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OF	CONDITION CODE	CONDITION DESC
		000	83602A		

PERFORMED 83602 RECALL

END OF OASIS REPORT FOR 1FTDF1763VK

2003

0648122623 ORLANDO

Customer Info

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

ESP / Recall Information

VIN: 1FTEF15Y5T

No ESP Information for this VIN

Recall Information

Number	Type	Description	Campaign Status	Status Date	Dealer Code
28548	S	TIRE LABEL	FORCED COMPLETION	1997-04-17	AUTOC

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTEF1SY5TL	Veh Line: T/F1 - F-SERIES (91-97)	Eng Serial No: *
Model Year: 1996	Model Descr: *- [N/A]	Body Style: *
Veh Type: T	Drive Code: T/D - 2 WHL L/H REAR DRIVE	Engines: T/NA - 4.9L OHV EFI NA 16 G
Inv. Dealer: 05028	Body Cab Style: T/BB - SINGLE CAB (REGULAR CAB)	Transmission: T/DE - 4 SPD AUTO R/M-A
	Version/Serial: T/AM - 150 SERIES	

BUILD INFORMATION:

Region: NA - 000000000 Plant: AF - MICHIGAN PLANT BUILD
 Country: USA - 000000000 Prod Date: 19-FEB-1996

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 124535 - *
 Country: USA - 000000000 Selling Dir: SUPPLY: FL
 Buyer St/Prov: FL

Arrival Date: 29-FEB-1996 Red Carpet Lease: *
 Sale Date: 21-SEP-1996 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 21-SEP-1996 Modified Vehicle: *
 Orig Warranty Date: 21-SEP-1996 Reequipped Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 F1STUR3450M117 R13 4 2 1261009 BA 6 K19 2Q 2N32 2P3 C3 240535 50 Y0 H 5V3 H 5 5
 1FTE573 007A 5TEP7A2 M 2

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - MANUAL AIR CONDITIONER	GVW Code: *
Alternator Amp Rating: JY	GVW Class Code: B
Audio Disk: *- [N/A]	Instrumentation: *- [N/A]
Axle Ratio: EGACC - J.08 FINAL DRIVE RATIO	Mirror(Driver Side): AC - DRIVER HAND SET MIRROR
Axle Type: EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Pass Side): AB - PASS HAND SET CONVEX MIRROR
Battery Amp Rating: ES	Paint: PNYW4 - OXFORD WHITE #2
Brake Code: *- [N/A]	Power Antenna: *- [N/A]
Brake Code(Service): *- [N/A]	Radio: AG - ELETR AM/FM/STROCK/ST/CLOCK
Calibration Code: 652RR10A	Sound System: *- [N/A]
Color(Accent): *- [N/A]	Seapa Treaders Axle:
Color(Trim): 000LV -	Tire Brand: CB - FIRESTONE/GENERAL/GOODYEAR
Delivery Type: 0	Tire Size: DEQUF - P235/75R15XL OWL AS
Driveshaft Code: F	Traction Control: *- [N/A]
Front Seat: T/F - SEAT-FLIGHT BENCH	Wheel Base:
Fuel Type: *- [N/A]	

TIRE DOT INFORMATION:

L.F:	* RF:	*
LR:	* RR:	*
Li:	* RL:	*
SPARE:	*	

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B

Vehicle Information Report

Page 2 of 2

ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Tons):	* Emission Decal Suffix:	PFT
ESP Plan Year:	* Engine Family:	TPM4938GPJK
ESP Signature Date:		

Can't find VIN Code =

Standard Claims List For Model Year 1996

[illegible]

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	F	D2	09899	F24636

Dealer Name:	MULLINAX FORD-MERCURY		
Dealer Address:	1307 NORTH DIXIE FREEWAY NEW SMYRNA BEACH FL 32168		
Dealer Main Phone:	904-428-9094	Dealer Service Phone:	904-428-9094

Position	Employee Name
CUST RELATIONS MGR	ALAN C VANAMBURG
DEALER/PARTNER	LARRY MULLINAX
SALES MANAGER	RYAN ORTIZ
SALES MANAGER	JAMES C SCHOFER
SALES MANAGER	DARRYL J ANDERSON
SERVICE MANAGER	MARK S KISCH

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



Consumer Affairs

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

***Sent via U.S. Mail**

September 23, 2003

[REDACTED]
New Smyrna Ach, FL [REDACTED]

RE: 1996 Ford F-Series
VIN: 1FTEF15Y5TL [REDACTED]

Dear Mr. Cooper:

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

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

Amend

Amend

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED]

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Address: [REDACTED]

FL: [REDACTED]

Country: USA

Language: EN

Cell Phone: [REDACTED]

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTDX1767V [REDACTED] Veh Line: T/P5 - F150/250 (R194)/P225-FORD (97-05) Eng Serial No: *
Model Year: 1997 Market Derived: * - [N/A] Body Shell: *
Veh Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/V3 - W-M 4.6L SOHC EFI NA CIV8 G-HP
Inv. Dealer: 04970 Body Cab Style: T/BD - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DU - 4 SPD AUTO TR NAAO AODEW/4R70W
Version/Serial: T/A4 - 150 SERIES

BUILD INFORMATION:

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

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 12454 -
Country: USA - ##### Selling Dir St/Prov: FL
Buyer St/Prov: FL
Arrival Date: 29-AUG-1996 Red Carpet Lease: *
Sale Date: 31-AUG-1996 Fleet/Retail/Co. Lease: R
Warranty Start Date: 31-AUG-1996 Modified Vehicle: *
Orig Warranty Date: 31-AUG-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
1270001791413933 3 1 28H1773 NO E UNB 55 2MS 26 34119 340484802 VERB M28277 25 6
127007 1 D 100A 980PL 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	A8	GVW Class Code:	D
Audio Disc:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EG4HD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	NA	Paint:	PNPCC - PACIFIC GREEN C/C

Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antennae:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STRO/CSTE/CLK
Calibration Code:	74MDR11A	Sound System:	* - [N/A]
Color(Accent):	PNAYB - LT PRAIRIE TAN C/C	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AG - GOODYEAR
Delivery Type:	A	Tire Size:	DJLWC - P255/70R-16 OWL A-S
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	* RF:	*
LR:	* RR:	*
LE:	* RE:	*
SPARE:	*	

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	F	Emission Code:	T/B - T/B
ESP Coverage(Miles):	060	Emission Cert Type:	F
ESP Coverage(Time):	072	Emission Decal Suffix:	SAT
ESP Plan Year:	2000	Engine Family:	VFM4628GKEX
ESP Signature Date:	02-JUL-1999		

Standard Claims List For Model Year 1997

VIN	VEH LINE	HKT DERIV	BODY CAR	VER SERIES	DRIVE TYPE	PLT CD	TRG CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_B	PREF	BASE	SUFF	CCC	CD	DIST (miles)
1FTDX1767VN	T/P5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	1	*	*	*	*	*	*	*	519
AWS Claim Key: 236799 Trx Code: 96553 Labor Hrs: 0.2																					
Dir Cd-Sub Cd: 04970 - * Name: KARL FLAMMER FORD INC Ph: 727-9375131 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:20-SEP-1996 Doc #:06240651																					
Cust Comments: 96553 BRAKE PEDAL TO BOOSTER RETAINER CLIP																					
Tech Comments: RECALL 96553 RECALL																					
1FTDX1767VN	T/P5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	25	*	*	*	*	*	*	*	20481
AWS Claim Key: 11A31276 Trx Code: 97586 Labor Hrs: 0.3																					
Dir Cd-Sub Cd: 04970 - * Name: KARL FLAMMER FORD INC Ph: 727-9375131 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:27-AUG-1998 Doc #:02315951																					
Cust Comments: RECALL 97586 AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION.																					
Tech Comments: RECALL 97586 RECALL																					
1FTDX1767VN	T/P5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	25	*	*	*	*	*	*	*	20521
AWS Claim Key: 11B8B7E2 Trx Code: 98514 Labor Hrs: 0.4																					
Dir Cd-Sub Cd: 04970 - * Name: KARL FLAMMER FORD INC Ph: 727-9375131 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:28-AUG-1998 Doc #:02324051																					
Cust Comments: RECALL 98514 WHEEL ATTACHMENT... LUG NUTS.																					
Tech Comments: RECALL 98514 RECALL																					
1FTDX1767VN	T/P5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	35	4CD1	D90301	*	5255	*	LA6	43	30487
AWS Claim Key: 17570255 Trx Code: EB4 Labor Hrs: 1.4																					
Dir Cd-Sub Cd: 04970 - * Name: KARL FLAMMER FORD INC Ph: 727-9375131 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:13-JUL-1999 Doc #:04235251																					
Cust Comments: INSTALL SOP PART CUSTOMER STATES HE IS SMELLING EXHAUST FUMES COMING IN TRUCK AND IS TIRED OF SMO																					
Tech Comments: INOP PERFORMED TSB 972613																					

1FTDX1767VN	T/F5	T/BD	T/AM	T/B	AR	T/DO	T/V3	1996	1996	124454	USA	54									46975		
AWS Claim Key:		22225040		Trx Code:		00522		Labor Hrs:		0.2													
Dir Cd-Sub Cd:		04970		Name:		KARL FLAMMER FORD INC		Ph:		727-9375131		St:FL		Ctry Cd:		USA Reg Cd:		NA		Repr Date:02-FEB-2001		Doc #:07798551	
Cust Comments:																							
Tech Comments:																							
1FTDX1767VN	T/F5	T/BD	T/AM	T/B	AR	T/DO	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	54	2C01	030603	F7LZ	11002	AARM	D50	42	46975			
AWS Claim Key:		22225050		Trx Code:		0758D		Labor Hrs:		0.7													
Dir Cd-Sub Cd:		04970		Name:		KARL FLAMMER FORD INC		Ph:		727-9375131		St:FL		Ctry Cd:		USA Reg Cd:		NA		Repr Date:02-FEB-2001		Doc #:07798552	
Cust Comments:																							
Tech Comments:																							
1FTDX1767VN	T/F5	T/BD	T/AM	T/B	AR	T/DO	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	64	7B02	140201	F6PZ	10346	EARM1	C25	42	59883			
AWS Claim Key:		22283674		Trx Code:		0758D		Labor Hrs:		0.8													
Dir Cd-Sub Cd:		04970		Name:		KARL FLAMMER FORD INC		Ph:		727-9375131		St:FL		Ctry Cd:		USA Reg Cd:		NA		Repr Date:21-NOV-2001		Doc #:09783053	
Cust Comments: CUSTOMERS STATES BATT LIGHT IS COMING ON ADVISE																							
Tech Comments: ALTERNATOR REMOVE AND INSTALL OR REPLACE																							
1FTDX1767VN	T/F5	T/BD	T/AM	T/B	AR	T/DO	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	64	2G02	031403	F8LZ	128579	AARM	E29	42	59883			
AWS Claim Key:		22283675		Trx Code:		0758D		Labor Hrs:		1.3													
Dir Cd-Sub Cd:		04970		Name:		KARL FLAMMER FORD INC		Ph:		727-9375131		St:FL		Ctry Cd:		USA Reg Cd:		NA		Repr Date:21-NOV-2001		Doc #:09783034	
Cust Comments: CUSTOMER STATES TRUCK STALLING OUT WHEN STARTED WHEN COMING TO A STOP ADVISE HESITATES DUCKS JERKS UNDER ACCELERATION ADVISE																							
Tech Comments: OUT OF SPEC BEC (QUICK TEST) DIAGNOSIS																							
1FTDX1767VN	T/F5	T/BD	T/AM	T/B	AR	T/DO	T/V3	21-AUG-1996	31-AUG-1996	124454	USA	64	7P01	110501	YB3Z	13K359	CA	A85	42	59883			
AWS Claim Key:		22283676		Trx Code:		0758D		Labor Hrs:		0.9													
Dir Cd-Sub Cd:		04970		Name:		KARL FLAMMER FORD INC		Ph:		727-9375131		St:FL		Ctry Cd:		USA Reg Cd:		NA		Repr Date:21-NOV-2001		Doc #:09783251	
Cust Comments: CUSTOMER STATES HAZAROS INOP AT TIMES AT TIMES WIPER WASHER IS INOP ADVISE																							
Tech Comments: INOP STEERING COLUMN DASH SWITCH ASSEMBLIES DIAGNOSIS																							

All Action Details for Issue

Print

VIN: 1FTDX178Z7A [REDACTED] Year: 1997 Model: F-SERIES Case: 1507381363
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-08-31
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDER VEHICLE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04870 KARL FLAMMER FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 78544 MI Comm Type: PHONE
 Analyst Name: ANDREW OSBOURNE Analyst: AOSBOURN
 Action Date: 05/15/2003 Action Time: 11:29:54.438 Action Date: Yes

Comments CUSTOMER SAYS: -BOUGHT A 98 FORD F150 -VEH PARKED IN GARAGE AND HAD DOOR SHUT -WENT OUT TOO TO GET SOMETHING FROM VEH AND FOUND VEH IN GARAGE FULL OF SMOKE -OPENED HOOD AND FOUND OPEN FLAME AND PUT IT OUT -DROVE VEH OUT OF GARAGE AND TOOK IT TO AN INDEPENDENT DLRSHP -BRAKE FLUID SWITCH HAD GONE BAD HAD IT TAKEN OUT AND GIVEN TO CUST -F3TZ-9F924-B8 IS PART NUMBER -REPLACED IT AND PAID TO GET DONE -COULD HAVE BEEN UGLY TO GET IT FIXED -CUST HAS CURRENT SWITCH TO COME OFF TRUCK -NEED TO LET FORD KNOW ABOUT IT -NOTHING LIT UP ON TRUCK TO LETCUST KNOW ABOUT THE PROBLEM -CUST WAS WORRIED HOUSE WOULD EXPLODE -CUST WANTS TO KNOW WHAT FORDS GOING TO DO ABOUT THE SITUATION -TRUCK HAS NOT BEEN TO A FORD DLRSHP AS OF YET -IT WAS LARGER THAN A LIGHTER FLAME -CUST WANTS TO GET THIS SITUATION RESOLVED 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: 5348

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04870 KARL FLAMMER FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 78544 MI Comm Type: PHONE
 Analyst Name: ANDREW OSBOURNE Analyst: AOSBOURN
 Action Date: 05/15/2003 Action Time: 11:29:54.811 Action Date: Yes

Comments CUSTOMER SAYS: -BOUGHT A 98 FORD F150 -VEH PARKED IN GARAGE AND HAD DOOR SHUT -WENT OUT TOO TO GET SOMETHING FROM VEH AND FOUND VEH IN GARAGE FULL OF SMOKE -OPENED HOOD AND FOUND OPEN FLAME AND PUT IT OUT -DROVE VEH OUT OF GARAGE AND TOOK IT TO AN INDEPENDENT DLRSHP -BRAKE FLUID SWITCH HAD GONE BAD HAD IT TAKEN OUT AND GIVEN TO CUST -F3TZ-9F924-B8 IS PART NUMBER -REPLACED IT AND PAID TO GET DONE -COULD HAVE BEEN UGLY TO GET IT FIXED -CUST HAS CURRENT SWITCH TO COME OFF TRUCK -NEED TO LET FORD KNOW ABOUT IT -NOTHING LIT UP ON TRUCK TO LETCUST KNOW ABOUT THE PROBLEM -CUST WAS WORRIED HOUSE WOULD EXPLODE -CUST WANTS TO KNOW WHAT FORDS GOING TO DO ABOUT THE SITUATION -TRUCK HAS NOT BEEN TO A FORD DLRSHP AS OF YET -IT WAS LARGER THAN A LIGHTER FLAME -CUST WANTS TO GET THIS SITUATION RESOLVED 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: 5348

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 04870 KARL FLAMMER FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 79544 MI
Analyst Name: CASSANDRA
JONES

Comm Type: PHONE
Analyst: CJONES

Action Date: 05/15/2003

Action Time:
14.54.58.396

Action Date: Yes

Comments LEFT MESSAGE FOR CUSTOMER TO RETURN CALL.

Data Element Name

Data Value

CONTACT PERSON

VM

Action: FINAL CASE DISPOSITION

Dealer: 04970 KARL FLAMMER FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 79544 MI
Analyst Name: CASSANDRA
JONES

Comm Type: MAIL
Analyst: CJONES

Action Date: 05/16/2003

Action Time:
14.24.21.083

Action Date: No

Comments LPA SPOKE TO CUSTOMER. THE VEHICLE WAS REPAIRED FOR \$100. THE CUSTOMER WOULD LIKE TO HAVE INSPECTION DONE AT A DLR FREE OF CHARGE TO ENSURE THAT THE REPAIR FACILITY PERFORMED THE REPAIR CORRECTLY. LPA ENCOURAGED THE CUSTOMER TO RETURN TO THE DLR FOR INSPECTION BUT ADVISED THAT NO GOODWILL ASSISTANCE CAN BE GIVEN TOWARD THE COST OF THE INSPECTION. THE CUSTOMER MAY BE ABLE TO GET GOODWILL ASSISTANCE FROM THE DEALERSHIP. CALLED THE SRV MANAGER RANDY LACROSSE AND INFORMED HIM OF THE SITUATION. ADVISED THAT NO GOODWILL WILL BE GIVEN IN THIS OFFICE FOR THE INSPECTION, AWA ASSISTANCE WILL BE COMPLETELY HIS DECISION. CALLED CUSTOMER AND ADVISED HER OF WHO TO CONTACT AT THE DLR. NO FURTHER ACTION TO BE TAKEN. LETTER OF CLOSING WILL BE SENT TO THE CUSTOMER.

ESP / Recall Information

VIN: 1FTDX1767VN

Contract: 1 of 1

ESP Purchase Details

Purchaser:
 Plan Type: USA 2000 NEW 72/80,000 EXTRACARE W/ROADSIDE ASSISTANCE
 Selling Dealer: KARL FLAMMER FORD INC
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Expires
 Expiration Date: 2002-08-31
 Expiration Miles: 80,000
 Plan Year: 2000
 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
00822	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2001-02-02	04970USAF24454
03802	SAFETY RECALL	1997 MODEL YEAR EXPEDITION AND F-SERIES UNDER 8500 GVW VEHICLES INTERMEDIATE STEERING S	CLOSE - INSPECT	2003-07-07	04970USAF24454
98353	SAFETY RECALL	BRAKE PEDAL PUSHROD RETAINER INSPECTION	CLOSE - INSPECT	1998-09-20	04970USAF24454
97586	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-08-27	04970USAF24454
98814	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-08-28	04970USAF24454
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

2003

1606012163 SOUTHWEST

Action Detail

VIN: 1FTEX17L7VN

Names:

Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Reason Desc: LEGAL - ACCIDENT / FIRE

Issue Type: OT LEGAL

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER

Odometer: 98000 MI

Action Date: 08/05/2003

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

Year: 1997

Owner Status: Subsequent

Issue Status: CLOSED

Comm Type: MAIL

Action Time: 11:14:33.933

Analyst: MP/WELEK

Model: F-SERIES

Case: 1606012163

WSD: 1997-01-11

Primary Phone: 512-444-8885

Secondary Phone: 512-748-6220

Dealer: MAXWELL FORD

P & A Code: 02923

Action Date: Yes

COMMENTS: SENDING LETTER TO CUSTOMER REFERRING HIM TO INSURANCE CARRIER.

Action Detail

VIN: 1FTEX17L7VN	Year: 1997	Model: F-SERIES	Case: 1608012163
Name:	Owner Status: Subsequent	WSD: 1997-01-11	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: MAXWELL FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 02823	
Action Desc: REFER TO INSURANCE CARRIER- BEYOND WARRANTY			
Odometer: 98000 MI	Comm Type: MAIL		
Action Date: 08/05/2003	Action Time: 11:15:18:217	Action Data: No	
Analyst Name: PAWELEK, MAUREEN (ML)	Analyst: NPAWELEK		
COMMENTS: NO FURTHER ACTION.			

Ford Motor Company

Copy

Consumer Affairs

Sent Via U.S. Mail

August 5, 2003

[REDACTED]
Austin, TX [REDACTED]

Re: 1997 F-Series
VIN: 1FTEX17L7VN [REDACTED]

Dear [REDACTED]

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

We sincerely regret the circumstances you described. However, Ford cannot be of direct assistance in this matter. 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,

Maureen Pawelek-Murray
Consumer Affairs



Customer Info

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

Address: [REDACTED] AUSTIN TX [REDACTED]

Country: USA Language: EN

Call Phone: [REDACTED] Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

VIN

1FTEX17L7VN

Year

1997

Model

F-SERIES

Open Issues Exist

Vehicle List

Sales Type

INDIVIDUAL RTL

Owner Status

Subsequent Owner

Vehicle Info

Oasis

Warranty History

OASIS RESULT:**1FTEX17L7VN**08/06/2003
11:07:46

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1997 F-SERIES LD

TRANSMISSION

4 SPD AUTO E40D

BODY STYLE

F-150 SUPER CAB STYLE SIDE 4X2

AXLE CODE

19

ENGINE

5.4L SOHC EFI

ENGINE CALIBRATION

746DR07A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

01/11/1997

BUILD DATE

07/17/1998

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

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

▶ FIELD SERVICE ACTIONS**00922 FUEL LINE****03502 1997 MODEL YEAR EXPEDITION AND F-SERIES UNDER 8500 GVW VEHICLES INTERMEDIATE STEERING SHAFT YOKE****97886 AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION****98814 WHEEL ATTACHMENT - LUG NUTS****▶ EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTEX17L7VNB00637

8/5/03

All Action Details for Issue

Print

VIN: 1FTEX17L7V[REDACTED] Year: 1997 Model: F-SERIES Case: 1606012163
 Name: [REDACTED] Owner Status: Subsequent WSD: 1997-01-11
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN
 Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02923 MAXWELL FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 88000 MI Comm Type: PHONE
 Analyst Name: AMAN CHOPRA Analyst: ACHOPRA4
 Action Date: 08/04/2003 Action Time: 16:46:38.752 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

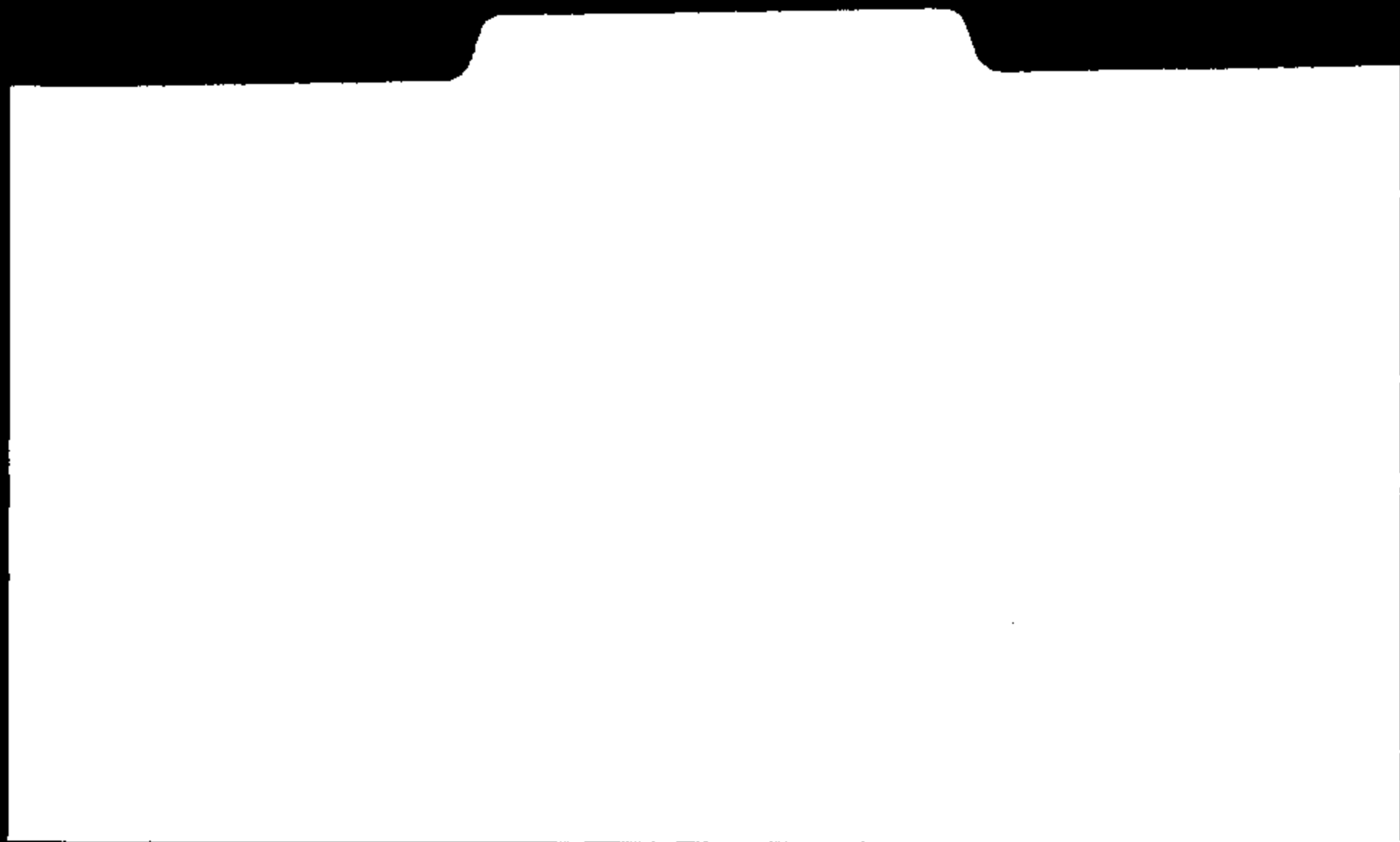
Comments: CUSTOMER SAYS: DATE THE VEHICLE CAUGHT ON FIRE, 08/02/03 - WHERE THE FIRE ORIGINATED IN THE VEHICLE. BRAKE BOOSTER - CURRENT LOCATION OF THE VEHICLE. CUST HOUSE - WHETHER OR NOT THERE WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT. NO - IF A FIRE REPORT WAS FILED, WHAT THE FINDINGS WERE. - THE FIRE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED. - WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY. NO - IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM. - WHETHER OR NOT THE VEHICLE IS REPAIRABLE. YES - NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE). - WHETHER OR NOT THE VEHICLE WAS RUNNING WHEN THE FIRE STARTED? NO VEH WAS PARKED NOT A LOT OF DAMAGE TO THE VEH JUST THE BRAKE RESIVOIR AND A LITTLE BIT TO THE FUSE BOX 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: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

F



All Action Details for Issue

Print

VIN: 2FTRX17W4X [REDACTED] Year: 1999 Model: F-SERIES Case: 1397710895
 Name: [REDACTED] Owner Status: Subsequent WSD: 1999-09-01
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME Primary Phone: [REDACTED]
 Reason Desc: LEGAL - FIRE CLAIM Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE

Dealer: 06423 CENTREVILLE MOTOR COMPANY

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD

Odometer: 1 MI

Comm Type: FAX

Analyst Name:
LEICH,CHERIE

Analyst: CLEICH

Action Date: 03/30/2005

Action Time:
11.04.55.651

Action Data: Yes

Comments *****PRODUCT LIABILITY*****FAX RECEIVED 3-25-05.DEALER CONTACT:
 BUBBA. CUSTOMER ALLEGES CRUISE CONTROL RECALL CAUSED VEHICLE FIRE.CUSTOMER REQUESTS
 CONTACT FROM FORD REPRESENTATIVE.

Data Element Name

Data Value

ANALYST ID

VSANDERS

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 06423 CENTREVILLE MOTOR COMPANY

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: VALMA SANDERS
(VSANDERS)

Analyst: VSANDERS

Action Date: 04/01/2005

Action Time:
10.35.27.154

Action Data: No

Comments LPA SPOKE WITH THE SM, BUBBA.LPA ADVISED THE UNIT IS BEYOND WARRANTY THERE ARE NO
 INJURIES..NO RECALL FOR A FIRE FOR THIS UNIT..THIS IS AN INSURANCE ISSUE THE INSURANCE COMPANY
 CAN SUBROGATE FORD IF THEY CHOOSE

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY

Dealer: 06423 CENTREVILLE MOTOR COMPANY

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: VALMA SANDERS
(VSANDERS)

Analyst: VSANDERS

Action Date: 04/01/2005

Action Time:
10.36.18.047

Action Data: No

Comments LPA ADVISED THIS IS AN INSURANCE ISSUE THEY CAN SUBROGATE FORD IF THEY CHOOSE

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	CENTREVILLE	MS	[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
2FTDF15N4P	1993 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	No Oasls
	No Open Issues			No Warranty History
2FTRX17W4X	1999 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasls
	No Open Issues			Warranty History

OASIS RESULT:

2FTRX17W4XC

See bottom of the OASIS result for
contact ID 04/01/2005
10:38:03

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▶ VEHICLE INFORMATIONVEHICLE DESCRIPTION
1999 F-SERIES LDBODY STYLE
F-150 SUPER CAB STYLE SIDE
4X2ENGINE
4.6L SOHC (ROMEO)TRANSMISSION
4R70W 4 SPD AUTOAXLE CODE
19ENGINE CALIBRATION
9VNAADCA**▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE
09/01/1999BUILD DATE
03/03/1999

SALE MILEAGE

▶ WARNING MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING SLIDING BACK GLASS (-422B30-) SEE TSB 04-02-02
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS A CLOSED CUDL CONTACT**▶ OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FTRX17W4XC

ESP / Recall Information

VIN: 2FTRX17W4XC

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		

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 2FTRX17W4XC

Model Year: 1999

Veh Type: T

Inv. Dealer: 06423

Veh Line:

Market Derived:

Drive Code:

Body Cvt Style:

Version/Serial:

(Related Claims)

T/F3 - F150/250(FN96)/F225-FORD [97-03]

* - [N/A]

T/B - 2 WHL L/H REAR DRIVE

T/BD - SUPER SINGLE CAB (SUPER CAB)

T/AM - 150 SERIES

Eng Serial No: *

Body Shell: *

Engine T/VN - R-M 4.6L 30HC EFI NA C

Transmission: TDU - 4 SPD AUTO TR NAAO A

BUILD INFORMATION:

Region: NA - #00000000 Plant: AA - ONTARIO PLANT BUILD

Country: CAN - #00000000 Prod Date: 03-MAR-1999

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 123135 -*

Country: USA - #00000000 Selling Dtr Sd/Prov: MS

Buyer Sd/Prov: MS

Arrival Date: 05-APR-1999 Bail Carpet Lease: *

Sale Date: 01-SEP-1999 Fleet/Retail/Co. Lease: R

Warranty Start Date: 01-SEP-1999 Modified Vehicle: *

Orig Warranty Date: 01-SEP-1999 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

K170CX70653243BD F 2 01C9555 MH E 0219756 PMH 29 BT 61 D 230135050 84YW 2727 4 45 M

2FT24 6 C 307A W000 4

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER

Alternator Amp Rating: AT

Audio Disk: * - [N/A]

Axle Ratio: EG4HD - 3.55 FINAL DRIVE RATIO

Axle Type: EDJAB - NON-LIMITED SLIP REAR AXLE

Battery Amp Rating: MK

Brake Code: FEAAB - 4 WHL ANTI-LOCK BRAKES

Brake Code(Service): * - [N/A]

Calibration Code: 9VNAADCA

Color(Accent): PNEJC - SILVER MET C/C #2

Color(Trim): 0002V - MED GRAPHITE

Delivery Type: 0

Driveshaft Code: F

Front Seat: * - [N/A]

Fuel Type: * - [N/A]

GVW Code:

GVW Class Code: R

Instrumentation: * - [N/A]

Mirror(Driver Side): * - [N/A]

Mirror(Passr Side): * - [N/A]

Paint: PNEGC - VERMILION SOLID C/C

Power Antenna: * - [N/A]

Radio: AD - ELETR AM/FM/STRONG/STE/CLOCK

Sound System: * - [N/A]

Suspension Axles

Tire Brand: AG - GOODYEAR

Tire Size: D3JWC - P255/70R-16 OWL A-5

Traction Control: * - [N/A]

Wheel Base:

TIRE DOT INFORMATION:

LF: * RP: *

LR: * RR: *

LI: * RI: *

SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/B - T/B
ESP Coverage(Miles):	• Emission Cert Type:	P
ESP Coverage(Time):	• Emission Decal Suffix:	F&Z
ESP Plan Year:	• Engine Family:	XPMEXT0465RF
ESP Signature Date:		

Standard Claims List For Model Year 1999

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	YRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREP BASE	SUFF	CCC	CD	DEST (Miles)				
2FTRX17W4XC	175	*	TBD	TAM	TB	A4	T/DU	T/VN	03-MAR-1999	01-SEP-1999	123135	USA	8	614	011405	PNZ 25218A43	AA	L07	42	14135				
AWS Claim Key:		8264284	Trx Code:		E84		Labor Hrs:		0.9															
Dir Cd-Sch Cd:		05814	* Name:		BELX FORD-MERCURY, INC.		Ph:		662-2344651		BcMS		Ctry Cd:		USA		Reg Cd:		NA		Rcpt Date: 13-APR-2000		Doc #008668A	
Cust Comments:		CHECK DOOR LOCK ON DR SIDE NOT WORKING																						
Tech Comments:		REPAIR LOOSE WIRE TO WINDOW MOTOR, ADJUST RODS																						
2FTRX17W4XC	175	*	TBD	TAM	TB	A4	T/DU	T/VN	03-MAR-1999	01-SEP-1999	123135	USA	19	5A09	090200	PNZ 4576	AA	L85	D8	27234				
AWS Claim Key:		15572954	Trx Code:		E84		Labor Hrs:		1.3															
Dir Cd-Sch Cd:		06423	* Name:		CENTREVILLE MOTOR COMPANY		Ph:		601-6453328		BcMS		Ctry Cd:		USA		Reg Cd:		NA		Rcpt Date: 05-MAR-2001		Doc #0015451	
Cust Comments:		OIL LEAK AT REAR OF TRUCK																						
Tech Comments:		PINION SEAL LEAKING REPLACE SEAL																						
2FTRX17W4XC	175	*	TBD	TAM	TB	A4	T/DU	T/VN	03-MAR-1999	01-SEP-1999	123135	USA	23	5R07	110402	PNZ 7A214	A	P05	01	34480				
AWS Claim Key:		12971812	Trx Code:		E84		Labor Hrs:		0.2															
Dir Cd-Sch Cd:		06423	* Name:		CENTREVILLE MOTOR COMPANY		Ph:		601-6453328		BcMS		Ctry Cd:		USA		Reg Cd:		NA		Rcpt Date: 10-JUL-2001		Doc #0016571	
Cust Comments:		OVERDRIVE BUTTON FALLING OUT																						
Tech Comments:		RETAINER BROKE ON OVERDRIVE BUTTON, REPLACE RETAINER																						

VEHICLE DETAIL

VIN: 2FTRX17W4X0	Engine: R-M 4.6L SOHC EFI NA CIV8 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO ACDEW/4R70A
Model: F-SERIES	Paint Code/Color: VERMILION SOLID C/C
Year: 1999	Calibration: 9VNAADCA
Pay Load:	Max Towing Weight:
GVWR: 05050	Axle Ratio:
WheelBase: 139	Warranty Start Date: 9/1/1999
GCWR:	Vehicle Build Date: 3/3/1999
PEP Code: 607A	

Selling Dealers Name: CENTREVILLE MOTOR COMPANY

Selling Dealers P & A Code: 08423

Selling Dealers Sales Code: F23135

Selling Dealers Main Phone: 601-645-5328 Selling Dealers Service Phone: 601-645-5328

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
X17XCA7098 313999D F 2 01C9956 AM E 6U19F55
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
N5M 20 B T 61 B 2 3 W135860 E4YN 2F27 4 45 W2
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
FTR4 6 C 507A WUMS
1 2 3 4 5 6 7 8 9 160

```

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
10-SDR	23-MEMPHIS	U	B5	06423	F23135

Dealer Name: CENTREVILLE MOTOR
COMPANY
Dealer Address: 475 HIGHWAY 24
CENTREVILLE MS 39631
Dealer Main Phone: 601-645-5328

Dealer Service Phone: 601-645-5328

Position	Employee Name
PARTS MANAGER	KATHY D THOMAS
SALES MANAGER	KAY S MCNABB

CASE:
1397710895

Region: 23
Valma

DEALER REQUEST FOR CONSUMER AFF

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL

This Form is for RETAIL VEHICLES ONLY. For FLEET VEHICLES call 1

DEALER INFORMATION:

Requesting Dealer Centerville PIA 06423 Region & State MS

Contact Person DAVID Phone # (601) 645-5328

CUSTOMER/VEHICLE INFORMATION:

New or Used U WSD Year/Model 1999 F150 SVC

VIN 2FTRX17W42C Mileage NA

Customer Name

Address

City CENTRALELL County DEKALB State MS Zip Code

Home Phone Work Phone () NA

DETAILS OF INCIDENT:

Incident involves (Circle all that apply): Accident Y Fire Y Injury Y

Medical Attention Sought: Y

Date of Incident 3-27-05

Is customer alleging a component defect caused the incident? Y If yes, what type & details CRUISE CONTROL RECALL

Was a police report filed? Y If yes, where?

Has the Insurance Company been contacted? Y What did the Insurance company advise?

Owner's Insurance Company SOUTHERN GUARANTY Name Foster

Insurance Company Phone Number (601) 888-0362

If this vehicle is a conversion unit, who is the coach builder?

City State Zip

RESOLUTION that CUSTOMER is SEEKING:

FAIR TREATMENT

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER
ATTACHMENTS? Y PAGES

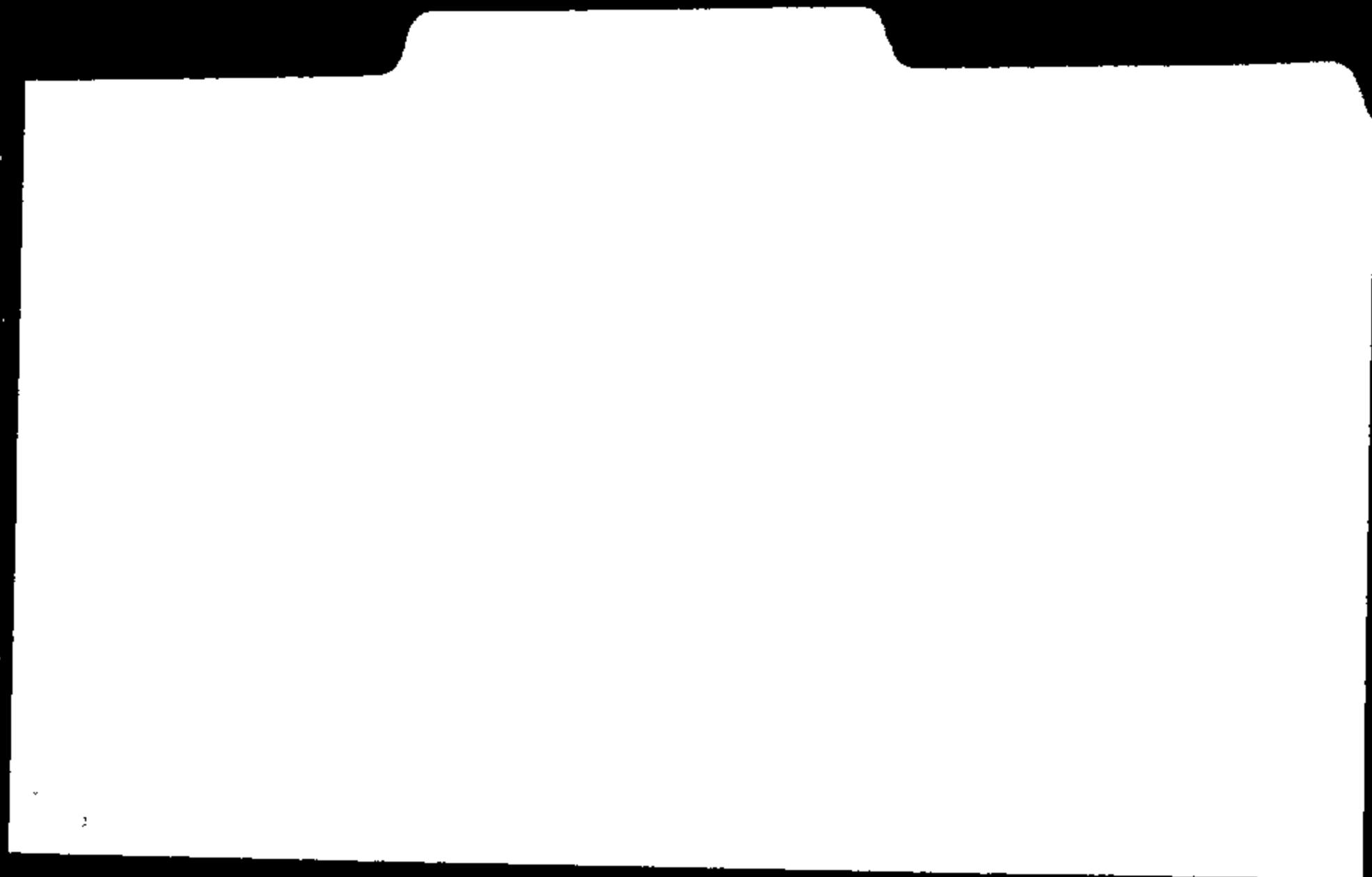
Fax to: (313) 845-5888, (313) 845-5889 or (313) 845-5505

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

October 2002

Ford Motor Company - Ford Motor Vehicle Assistance Company

9-57



Sent Via U.S. Mail

March 8, 2005

[REDACTED]
Katy, TX [REDACTED]

RE: 2002 F-Series Truck
VIN: 1FTRX17N [REDACTED]

Dear [REDACTED]

This is in response to your phone call to our Ford Customer Relationship Center on March 7, 2005 regarding your 2002 Ford truck.

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 alleged fire on your 2002 F-Series truck. We regret that we are unable to be of assistance in this matter and recommend you turn this entire matter over to your insurance company. If they are unwilling to assist, we recommend you contact the Texas Insurance Commission Bureau at the following address:

TEXAS DEPARTMENT OF INSURANCE
Consumer Protection (111-1A)
P. O. Box 149091
Austin, Texas 78714-9104
Email: ConsumerProtection@tdi.state.tx.us
main number: (512) 463-6500 toll-free (800) 252-3439

Thank you for contacting us.

Respectfully yours,

Loures 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]

OASIS RESULT:

1FTRX17292N

See bottom of the OASIS result for
contact ID03/08/2005
08:32:33

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**
2002 F-SERIES LD**BODY STYLE**
F-150 SUPER CAB STYLE SIDE
4X2**ENGINE**
4.2L EFI**TRANSMISSION**
4R70W 4 SPD AUTO**AXLE CODE**
1R**ENGINE CALIBRATION**
2F512COA**GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
05/18/2002**BUILD DATE**
01/17/2002**SALE MILEAGE**
00005**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 (-811B08/9, 811B88/9-) SEE TSB 04-24-11

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS02M01CAUTION: 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 SENSOR04L19

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 1FTRX17292N

ESP / Recall Information

VIN: 1FTRX17292N

No ESP information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
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		

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	C	C1	03769	F52037

Dealer Name: FREEWAY FORD
 Dealer Address: 6445 SOUTHWEST FREEWAY
 HOUSTON TX 77074

Dealer Main Phone: 281-588-6000 Dealer Service Phone: 281-588-5043

Position	Employee Name
DEALER/PARTNER	stephen e prather
PARTS MANAGER	max gill
SALES MANAGER	DON B FRANK
SALES MANAGER	PABLO CANTU
SERVICE MANAGER	CHRISTINA M PFUND

Action Detail

VIN: 1FTRX17292N	Year: 2002	Model: F-SERIES	Case: 1644790685
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2002-05-18	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: FREEWAY FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03759	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 63000 MI	Comm Type: PHONE		
Action Date: 03/07/2005	Action Time: 17:54:38:487	Action Data: No	
Analyst Name: WATSON GLORIA	Analyst: GWATSO31		

COMMENTS: CUSTOMER SAID: == HEARD ABOUT A RECALL ON VEH = CUST KNOWS THAT HIS VEH IS NOT INVOLVED IN THE RECALL= LAST 06/30/04 THE CRUISE CONTROL SWITCH CAUGHT ON FIRE = THERE WAS SMOKE COMING FROM UNDER THE HOOD = THE HOOD WAS NOT CAUGHT ON FIRE BECAUSE CUST WAS ABLE TO PUT FIRE OUT = VEH WAS REPAIRED AT DLR = VEH HAD TO HAVE BRAKE MASTER CYLINDER REPLACED= VEH HAD TO GET A NEW SWITCH INSTALLED PLUS CUST PAID FOR TOWING = INSURANCE COMPANY WAS INFORMED BUT THEY DID NOT PAY FOR REPAIR= FEELS THAT THIS IS A PRODUCT DEFECT AND CUST SHOULD BE REFUNDED AND HIS VEH SHOULD BE IN THE RECALLDEALER SAID: FREEWAY FORD 6445 SOUTHWEST FREEWAYHOUSTON, TX 77074DISTANCE: 15.83 MILES TEL: (281) 588-5000 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.

Alt Action Details for Issue

Print

VIN: 1FTDX1725V [REDACTED] Year: 1997 Model: F-SERIES Case: 1700270245
 Name: [REDACTED] Owner Status: Original WSD: 1998-02-07
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT 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: 05507 BOARD FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 110000 MI Comm Type: PHONE
 Analyst Name: HILL CHRISTOPHER SCOTT Analyst: CHILL79
 Action Date: 01/24/2005 Action Time: 10.27.05.718 Action Data: No

Comments: CUSTOMER SAID: -CUST HAS OWNED 13 FORDS IN HIS LIFETIME AND LOVES THE CO.-1997 F150 BURNT TO THE GROUND-CRUISE CONTROL SWITCH SHORTED OUT AND STARTED ON FIRE-WANTS TO HAVE TRUCK REPLACED-FIRE OCCURED AROUND DEC 20TH, 2004-CAUSE OF FIRE WAS THE CRUISE CONTROL SWITCH WHICH SHORTED OUT AND STARTED ON FIRE-FIRE OCCURED IN LEPALMA, CA-FIRE REPORT WAS FILED IN LEPALMA, CA. CUST CANT FIND THE REPORT #-INSURANCE CO. SENT OUT A FIRE INVESTIGATION TEAM THAT RELATED THE FIRE TO THE CRUISE CONTROL SWITCH SHORT AS PER OTHER SIMILAR INCIDENTS WITH THE F150-INSURANCE CO. IS GOING TO PAY THE BLUE BOOK PRICE, \$8000 MINUS THE 1000\$ DEDUCTIBLE, CUST STILL HAS VEH AT HOME AND HAS NOT MADE HIS DECISION YET-VEH WAS NOT RUNNING-DEALER SAID: -NONE-BOARD FORD 15285 EAST WHITTIER BLVD.WHITTIER, CA 90603 TEL: (562) 947-3821 FAX: (562) 943-0178 CRO 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: 05507 BOARD FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 110000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS Analyst: VSANDERS
 (VSANDERS)
 Action Date: 01/25/2005 Action Time: 17.15.02.742 Action Data: No

Comments: LPA CALLED SEC # LEFT VOICEMAIL MSG

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 05507 BOARD FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 110000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS Analyst: VSANDERS
 (VSANDERS)
 Action Date: 01/31/2005 Action Time: 11.27.23.644 Action Data: No

Comments: LPA SPOKE WITH THE CUSTOMER. SAYS THE FIRE THAT BURNED HIS UNIT IS SIMILAR TO THE RECALL WITH THE OTHER F-SERIES VEHICLES WANTS FORD TO ASSIST. LPA ADVISED THE CUSTOMER THAT THIS IS AN INSURANCE ISSUE HIS INSURANCE COMPANY CAN SUBROGATE IF THEY CHOOSE

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] LAPALMA CA 90623 -4146
Country: USA Language: EN
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: [REDACTED] Fax: [REDACTED]
Preferred Contact Time: [REDACTED] Email: [REDACTED]

COPY

Sent Via US Mail

January 31, 2005

[REDACTED]
LaPalma, CA [REDACTED]

RE: 1997 Ford F-Series

VIN: 1FTDX1725VK [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,



Valma Sanders
Consumer Affairs

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FTPF12564N	2004 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis
	No Open Issues			Warranty History
1FTCR14X4P	1993 RANGER	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis
	No Open Issues			No Warranty History
1FTDX1725VK	1997 F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis
	No Open Issues			Warranty History

OASIS RESULT:**1FTDX1725VK**See bottom of the OASIS result for
contact ID01/31/2006
11:28:33

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**
1997 F-SERIES LD**BODY STYLE**
F-150 SUPER CAB STYLE SIDE
4X2**ENGINE**
4.2L EFI**TRANSMISSION**
5 SPD MANUAL - MAZDA**AXLE CODE**
1B**ENGINE CALIBRATION**
643RR07A**GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
02/07/1996**BUILD DATE**
01/02/1996**SALE MILEAGE****WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

ELIGIBLE FOR CALIFORNIA EMISSIONS WARRANTY

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

OUTSTANDING FIELD SERVICE ACTIONS08R04

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 SYSTEM MODIFICATION

04L19

MAINTENANCE REMINDER LETTER

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

08/24/2004

DEALER: Board Ford

WARRANTY CLAIM NUMBER: 068481

ODOMETER: 117813M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F662 1012AJ	WHEEL LUG NUT	020	88S14C		

989148 PERFORMED RECAL

END OF OASIS REPORT FOR 1FTDX1725VK

ESP / Recall Information

VIN: 1FTDX1725VH

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	2001-05-05	07946USAF71389
98549	SAFETY RECALL	1996 AEROMANGEXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLETE		
98S62	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-02-27	07946USAF71389
98R04	REGIONAL (USA)	PCV SYSTEM MODIFICATION	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	2004-09-24	05507USAF71075
98B29	CUSTOMER SATISFACTION NOTIF PGM	3.8L AND 4.2L ENGINE FRONT COVER GASKET	CLOSE - REPAIRED	2000-02-11	07946USAF71389
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FTDX172SVK	Veh Line:	TF5 - F150/250(PN96)P225-FORD [97-05]	Eng Serial No:	*
Model Year:	1997	Market District:	* - [N/A]	Body Style:	*
Veh Type:	T	Drive Code:	T/B - 2 WHL L/H REAR DRIVE	Engine:	T/LY - 4.2L OHV EFI NA V8
Inv. Dealer:	05507	Body Cab Style:	T/B-D-SUPER SINGLE CAB (SUPER CAB)	Transmission:	T/RQ - 5 SPD MAN TRANS
		Version/Serial:	T/AM - 130 SERIES		

BUILD INFORMATION:

Region: NA - #00000000 Plant: A1 - KANSAS CITY PLANT BUILD
Country: USA - #00000000 Prod Date: 02-JAN-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 171073 *
Country: USA - #00000000 Selling Dir St/Prov: CA
Buyer St/Prov: CA

Arrival Date: 02-FEB-1996 Red Carpet Lease: *

Buy Date: 07-FEB-1996 Fleet/Retail/Cn. Lease: R

Warranty Start Date: 07-FEB-1996 Modified Vehicle: *

Orig Warranty Date: 07-FEB-1996 Rencquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1 2 3 4 5 6 7 8 9

1179001017316738 2 1 01A0001 G1H 8 2300752 20 3 28 11 8 710075864 Y8 H2H03 1 2

10705 9 C 507A 520CA 2

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	18	GVW Class Code:	D
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EQJAS - NON-LIMITED SLIP REAR AXLE	Mirror(Pass Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	EH	Paint:	PNYWE - OXFORD WHITE SOLID C/C
Brake Code:	FRAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STROCKSTE/CLOCK
Calibration Code:	64SR07A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Seape Tandem Axle:	
Color(Trim):	0002V -	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D31UH - P235/70R-16 BSW A-3
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	TIC - TIC
ESP Coverage(Miles):	* Emission Cert Type:	C
ESP Coverage(Time):	* Emission Detail Suffix:	SPZ
ESP Plan Year:	* Engine Family:	VFM422NG1EK
ESP Signature Date:		



All Action Details for Issue

Print

VIN: 2FTR007WX10	Year: 2001	Model: F-SERIES	Case: 313900885
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2001-01-23	
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: 04846 SUNRISE FORD COMPANY Origin Desc: US CONCERN CASE BASE
 Odometer: 47000 MI Comm Type: PHONE
 Analyst Name: HARDING KATHY Analyst: KHARDIN7
 Action Date: 03/28/2005 Action Time: 08.43.08.671 Action Data: No

Comments CUSTOMER SAID: VEH CONCERN VEH CONCERN-2001 F150-HAD A CONCERN WITH THE VEH CATCHING FIRE AND BURNT-INCIDENT HAPPENED 19MAR05 WHILE VEH WAS PARKED IN DRIVEWAY AT HOME-VEH WAS PARKED-FIRE HAPPENED APPROX 9-10PM-EXTINGUISHED FIRE BEFORE FIRE DEPT CAME - FIRE STARTED IN THE CRUISE CONTROL - MASTER CYLINDER AREA-FIRE DID NOT GET INTO THE VEH ITSELF BUT COMPLETELY DESTROYED THE UNDERHOOD AREA-FIRE DEPT MADE A REPORT-NO INJURIES OR PERSONAL DAMAGE DEALER SAID: SUNRISE FORD 5435 SOUTH US HIGHWAY 1 FORT PIERCE, FL 34982 TEL: (772) 461-6000 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.-ADVISED CUST THAT INFO HAS BEEN FORWARDED TO LEGAL OFFICES FOR FURTHER REVIEW-PLEASE ALLOW APPROX 3 TO 5 BUSINESS DAYS FOR REVIEW AND FOR A REP TO CONTACT YOU BACK REGARDING ISSUE

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 04846 SUNRISE FORD COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 47000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 03/31/2005 Action Time: 14.31.05.442 Action Data: No

Comments LPA CONTACTED CUSTOMER AND SPOKE TO MR. GODWIN.

Action: CLOSING COMMENTS - LIMITED TIME & ANALYSIS NEEDED
 Dealer: 04846 SUNRISE FORD COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 47000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 03/31/2005 Action Time: 14.31.59.091 Action Data: No

Comments LPA ADVISED CUSTOMER THAT NO ASSISTANCE WOULD BE OFFERED. THE VEHICLE IS BEYOND WARRANTY, THERE ARE NO RECALLS, AND NO RELATED REPAIR HISTORY. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	OKEECHOBEE	[REDACTED]	F	[REDACTED]
Country:	USA	Language:	EN		
Cell Phone:	883-897-8071	Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

ESP / Recall Information

VIN: 2FTRX07WX1C

No ESP Information for this VIN

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		
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - REPAIRED	2002-03-09	04839USAF24504
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		

Vehicle Information Report

GENERAL VEHICLE INFORMATION:
(Related Claims)

VIN: 2FTBX079X10	Vehicle Line: T/F5 - F150/250(PN96)/F225-PORD [97-05]	Eng Serial No: *
Model Year: 2001	Market Derived: T/F - FORD DIVISION DERIVATIVE	Body Shift: *
Vehicle Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: TVN - R-M 4.6L 303C EFI NA C
Inv. Dealer: 6296	Body Cab Style: T/B0 - SUPER SINGLE CAB (SUPER CAB)	Transmission: T/DU - 4 SPD AUTO TR NAAD A
	Version/Serial: T1AM - 150 SERIES	

BUILD INFORMATION:

Region: NA - 888888888 Plant: AA - ONTARIO PLANT BUILD
Country: CAN - 888888888 Prod Date: 18-DEC-2000

SALE INFORMATION:

Region: NA - 888888888 Selling Dealer: 124218 - *
Country: USA - 888888888 Selling Div StProv: FL
Buyer StProv: FL

Arrival Date: 02-JAN-2001 Red Carpet Lease: *
Sale Date: 23-JAN-2001 Fleet/Lease/Cn, Lease: R
Warranty Start Date: 23-JAN-2001 Modified Vehicles: *
Orig Warranty Date: 23-JAN-2001 Resequired Vehicles: * Vehicle Export Flag: N

VOC/EOC:

00710A3973513959 F 2 16L0019 DJ KM J016753 NW X 25 17 6 0 248219 04 XM 4 MY3 4 W
2PRK 4 C 307a SWUPL 1

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: BA	GVW Class Code: R
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side): * - [N/A]
Axle Type: BGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side): * - [N/A]
Battery Amp Rating: MJ	Paint: PNZJC - SILVER MET C/C #2
Brake Code: FRAAB - 4 WHL ANTI-LOCK BRAKES	Power Antennas: * - [N/A]
Brake Code(Service): * - [N/A]	Radio: AU - ELETR PREM AM/FM STEREO/DISC
Calibration Code: 1P516M0A	Sound System: * - [N/A]
Color(Accents): * - [N/A]	Susp Tandem Axle:
Color(Trim): * - [N/A]	Tire Brand: AC - FIRESTONE
Delivery Type: 0	Tire Size: D3JLI - F235/70R-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:	5
ESP Coverage(Truck):	* Emission Decal Suffix:	HAT
ESP Plan Year:	* Engine Family:	1FMXT054FF5
ESP Signature Date:		

3/31/2005

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAR	VER SERIES	DRIVE TYPE	FLT CD	TRE CD	ENO CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_5	PREF	BASE	SUFF	CCC	CD	INST (Miles)	
2FTRX07WX1C		T/F5	T/F	T/BD	T/AM	T/B	A4	T/DU	T/VN	18- DEC- 2000	23-JAN- 2001	124218	USA	0	5Y06	100107	*	FUEL	*	A9*	31	10
AWS Claim Key:		484552	Trx Code:		L63	Labor Hrs:		0														
Dir Cd-Sub Cd:		02936 - *	Name:		AL PACKER FORD WEST			Ph:	561-7901300	St:FL	City Cd:		USA	Reg Cd:		NA	Rpt Date:08-JAN-2001		Doc #457807A			
Cust Comments:		FUEL SHORTAGE																				
Tech Comments:		FUEL SHORTAGE																				
2FTRX07WX1C		T/F5	T/F	T/BD	T/AM	T/B	A4	T/DU	T/VN	18- DEC- 2000	23-JAN- 2001	124218	USA	7	4C01	090101	*	5230	*	N51	33	8546
AWS Claim Key:		2723442	Trx Code:		2	Labor Hrs:		0.7														
Dir Cd-Sub Cd:		04839 - *	Name:		ADVANTAGE FORD OF STUART			Ph:	772-2870955	St:FL	City Cd:		USA	Reg Cd:		NA	Rpt Date:02-AUG-2001		Doc #411198A			
Cust Comments:		N51,RATTLING NOISE COMING FROM UNDER VEH WHILE DRIVING,ROADTESTED WITH CUST THRU SHOP AND VERIFIED NOISE.																				
Tech Comments:		8530 33 ROAD TESTED,FOUND EXHAUST HITTING CROSSMEMBER REMOVED Y PIPE AND REPOSITIONED FOR CLEARANCE, RETESTED O.K.																				
2FTRX07WX1C		T/F5	T/F	T/BD	T/AM	T/B	A4	T/DU	T/VN	18- DEC- 2000	23-JAN- 2001	124218	USA	7	5V01	060301	*	1102	*	N17	14	8540
AWS Claim Key:		2723443	Trx Code:		2	Labor Hrs:		1.2														
Dir Cd-Sub Cd:		04839 - *	Name:		ADVANTAGE FORD OF STUART			Ph:	772-2870955	St:FL	City Cd:		USA	Reg Cd:		NA	Rpt Date:02-AUG-2001		Doc #411198B			
Cust Comments:		N17 FRONT BRAKES MAKE GRACING SOUND WHEN APPLIED AND COMING TO A COMPLETE STOP.																				
Tech Comments:		8530 14 ROAD TESTED,RESURFACED ROTORS,RETESTED																				
3FTRX07WX1C		T/F5	T/F	T/BD	T/AM	T/B	A4	T/DU	T/VN	18- DEC- 2000	23-JAN- 2001	124218	USA	7	5A01	050201	*	4209	*	N51	33	8546
AWS Claim Key:		2723444	Trx Code:		2	Labor Hrs:		0.2														
Dir Cd-Sub Cd:		04839 - *	Name:		ADVANTAGE FORD OF STUART			Ph:	772-2870955	St:FL	City Cd:		USA	Reg Cd:		NA	Rpt Date:02-AUG-2001		Doc #411198C			
Cust Comments:		833,CUST STATES NUTS MISSING FOR BOLTS ON FRAME ON PASS REAR IN FRONT OF TIRE.																				
Tech Comments:		8530 39 INSTALLED MISSING BOLTS TO FRAME																				

Claims List Report

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2FTRX07WX1C	7/5	T/F	T/BD	T/AM	T/B	A4	T/OU	T/VN	18-DEC-2000	23-JAN-2001	124218	USA	14	*	*	*	*	*	14872
AWS Claim Key:	7315140	Trx Code:	01521	Labr Hrs:	0.6														
Dir Cd-Sub Cd:	04839 - *	Name:	ADVANTAGE FORD OF STUART	Ph:	772-2870955	St/FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	09-MAR-2002	Doc #:	42115DC					
Cust Comments:	INSPECT FOR 01521																		
Tech Comments:	14872 WTY PERFORMED INSPECTION, R AND R PASS FRONT BELT BUCKLE																		
2FTRX07WX1C	7/5	T/F	T/BD	T/AM	T/B	A4	T/OU	T/VN	18-DEC-2000	23-JAN-2001	124218	USA	21	2802	03X00X	1L2Z	12029	AA	E29 46 17959
AWS Claim Key:	10724834	Trx Code:	507	Labr Hrs:	2.2														
Dir Cd-Sub Cd:	04839 - *	Name:	ADVANTAGE FORD OF STUART	Ph:	772-2870955	St/FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	16-SEP-2002	Doc #:	429031A					
Cust Comments:	E29 CUST STATES SERVICE ENG SOON LIGHT ON & PINGS																		
Tech Comments:	17902 CODE 46 1. ROADTEST TO DUPLICATE 2. INSTALL WDS, PERFORM ECCTESTS K0EO PASS, CONT P0307, K0EK P1000 3. PINPOINT TESTS FOR CODE P0307 4. PERFORM POWER BALANCE TESTS FOUND #7 CYL, MISSING 5. FUEL SYSTEM DIAG, CK FUEL PRESSURE AND INJECTOR FLOW WITH WDS, ALL OK 6. REPLACE #7 SPARKPLUG AND COIL PACK 7. USING DATALOGGER, MONITOR PID FOR DIFFS FOR SPARK KNOCK, FOUND VOLTS TOO HIGH 8. REPLACE																		
2FTRX07WX1C	7/5	T/F	T/BD	T/AM	T/B	A4	T/OU	T/VN	18-DEC-2000	23-JAN-2001	124218	USA	21	5R05	110402	P2UZ	7A314	CA	T90 01 17970
AWS Claim Key:	10729207	Trx Code:	584	Labr Hrs:	0.2														
Dir Cd-Sub Cd:	04839 - *	Name:	ADVANTAGE FORD OF STUART	Ph:	772-2870955	St/FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-SEP-2002	Doc #:	430489A					
Cust Comments:	T90 CUST STATES OD RING FALLS OFF																		
Tech Comments:	17970 01 OVERDRIVE BEZEL WTY REPLACED OVERDRIVE BEZEL																		
2FTRX07WX1C	7/5	T/F	T/BD	T/AM	T/B	A4	T/OU	T/VN	18-DEC-2000	23-JAN-2001	124218	USA	36	7A01	140101	BXT	59	*	C25 42 34836
AWS Claim Key:	16943185	Trx Code:	EB3	Labr Hrs:	0.3														
Dir Cd-Sub Cd:	04839 - *	Name:	ADVANTAGE FORD OF STUART	Ph:	772-2870955	St/FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-DEC-2003	Doc #:	450826B					
Cust Comments:	C25 CUST STATES VEH SLOW TO CRANK																		
Tech Comments:	34841 CODE 42 BATTERY 1. STARTING SYSTEM DIAG AND TESTS CK STARTER DRAW, 200 AMPS, OK 2. LOADTEST BATTERY, FAILED, CODE H98CD DTC 608 94K 3. CHARGING SYSTEM DIAG AND TESTS, OK 4. REPLACE BATTERY 5																		
2FTRX07WX1C	7/5	T/F	T/BD	T/AM	T/B	A4	T/OU	T/VN	18-DEC-2000	23-JAN-2001	124218	USA	36	7H01	120501	F1VY	15D665	A	C05 DA 34836

Claims List Report

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AWS Claim Key:	16831333	Trx Code:	EB3	Labor Hrs:	3.1										
Dir Cd-Sub Cd:	04839 - *	Name:	ADVANTAGE FORD OF STUART	Ph:	772-2870955	St-FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-DEC-2003	Doc #:	450820C	
Com Comments:	C02 CUST STATES A/C NOT VERY COLD														
Tech Comments:	34836 CODE D4, COMPRESSOR SEAL 1. A/C DIAG AND TESTS, INSTALL GAUGES FOUND LOW 2. USE BLACK LIGHT, CK FOR LEAKS 3. VACUUM LEAK TEST EVAPORATOR 4. REPLACE FRONT COMPRESSOR SEAL 5. REPLACE ORINGS ON ONE FITTING & EVAC AND RECHARGE SYSTEM														
2FTRX07WXI	16831333	T/F5	T/F	T/BD	T/AM	T/B	A4	T/DO	T/VN	18-DEC-2000	23-JAN-2001	124218	USA	36	JB01 09X00X 11ZZ 12029 AA D13 42 34836
AWS Claim Key:	16831334	Trx Code:	S07	Labor Hrs:	2.8										
Dir Cd-Sub Cd:	04839 - *	Name:	ADVANTAGE FORD OF STUART	Ph:	772-2870955	St-FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-DEC-2003	Doc #:	450820D	
Com Comments:	D13 CUST STATES VEH HAS ROUGH IDLE														
Tech Comments:	34845 CODE 42, COIL 1. INSTALL WDS, PERFORM EC TESTS KOEO PASS, CONT PASS, KOER PASS 2. PERFORM FUEL SYSTEM DIAG, CK PRESSURE 45PSI, OK, INJECTOR FLOW TEST, OK 3. USE DATALOGGER, MONITOR FIDS, OK 4. IGNITION SYSTEM DIAG AND TESTS, FOUND COILS 1,2 BAD 5. REPLACE #1 COIL, REPLACE #2 COIL 6. REPLACE #1 SPARK PLUG, REPLACE #2 PLUG 7. PCM REPROGRAM TESTS 8. FINAL														
2FTRX07WXI	16831334	T/F5	T/F	T/BD	T/AM	T/B	A4	T/DO	T/VN	18-DEC-2000	23-JAN-2001	124218	USA	36	6H06 011103 XL3Z 1523209 AA G07 42 34836
AWS Claim Key:	16831335	Trx Code:	B84	Labor Hrs:	0.7										
Dir Cd-Sub Cd:	04839 - *	Name:	ADVANTAGE FORD OF STUART	Ph:	772-2870955	St-FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-DEC-2003	Doc #:	450820E	
Com Comments:	G07 CUST STATES LT FT DOOR HAS RATTLE WHEN OPERATING WINDOW														
Tech Comments:	34845 CODE 42, REGULATOR 1. NOISE DIAG AND TESTS 2. REMOVE LEFT FRONT DOOR PANEL 3. REPLACE WINDOW REGULATOR														
2FTRX07WXI	16831335	T/F5	T/F	T/BD	T/AM	T/B	A4	T/DO	T/VN	18-DEC-2000	23-JAN-2001	124218	USA	36	7ND1 011103 XL3Z 1523395 AA G07 42 34836
AWS Claim Key:	16831337	Trx Code:	B83	Labor Hrs:	0.4										
Dir Cd-Sub Cd:	04839 - *	Name:	ADVANTAGE FORD OF STUART	Ph:	772-2870955	St-FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-DEC-2003	Doc #:	450820F	
Com Comments:	G07 CUST STATES RT FT WINDOW SLOW GOING DOWN														
Tech Comments:	34845 CODE 42 1. REMOVE RIGHT SIDE DOOR PANEL 2. REPLACE WINDOW MOTOR														

VEHICLE DETAIL

VIN: 2FTRX07WX10	Engine: R-M 4.6L SOHC EFI NA CIV8 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR NAAD ACDEWAR70A
Model: F-SERIES	Paint Code/Color: SILVER MET C/C #2
Year: 2001	Calibration: 1F516M0A
Pay Load:	Max Towing Weight:
GVWR: 6800	Axle Ratio:
WheelBase: 139	Warranty Start Date: 1/23/2001
GCWR:	Vehicle Build Date: 12/18/2000
PEP Code: 507A	

Selling Dealers Name: AL PACKER FORD
 Selling Dealers P & A Code: 04870 Selling Dealers Sales Code: F24218
 Selling Dealers Main Phone: 581-688-6550 Selling Dealers Service Phone: 581-688-6550

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 X071CA3973 513059 F 2 16L8019 DJ E N 3U18F53
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 RN M 25 1 T 8 B 2 4 B219 54 YN N MT3 4 W2
 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
 FTRX 6 C 507A 8 WUFL
 1 2 3 4 5 6 7 8 9 160

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	E	B2	04846	F24526

Dealer Name:	SUNRISE FORD COMPANY		
Dealer Address:	5435 SOUTH U.S. #1 FORT PIERCE FL 34982		
Dealer Main Phone:	581-461-6000	Dealer Service Phone:	581-461-6000

Position	Employee Name
CUST RELATIONS MGR	REBECCA A LASSITER
DEALER/PARTNER	MARY JO TIERNEY
GENERAL MANAGER	MICHAEL E WETZEL
PARTS MANAGER	CRAIG V WOLF
SALES MANAGER	ROBERT MELIK
SALES MANAGER	ROBERT S MACGILLIVRAY
SALES MANAGER	WILLIAM E BENAGH II
SALES MANAGER	CHRIS K DONNELLAN
SALES MANAGER	JAMES M WATERS
SERVICE MANAGER	ROY LIVINGSTON
SERVICE MANAGER	WILMONT B JOHNSON
SERVICE MANAGER	CHARLES M MONTELEONE
SERVICE MANAGER	DOUGLAS L WEST

Service Hours	7:30 A.M. - 5:30 P.M. MON THUR FRI
Directions	
Trained	Y
Additional Information	LSG ENROLLED BODY SHOP MANAGER - CHARLIE RE