

2005

1644453381

SDR-ATLANTA

Sent Via U.S. Mail

February 10, 2005

[REDACTED]
Oxford, NC [REDACTED]

RE: 1996 F-Series
VIN: 1FTEP14N8TN [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1996 F-Series concern.

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

Thank you for contacting us.

Respectfully yours,

KeNisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTEFF14N8T [REDACTED] Year: 1998 Model: F-SERIES Case: 1644453361
Name: [REDACTED] Owner Status: Subsequent WSD: 1885-10-11
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 03838 BOYD BROTHERS FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 147000 MI Comm Type: PHONE
Analyst Name: GOMES AMANDA Analyst: AGOMES35
Action Date: 02/09/2006 Action Time: 14:58:44.071 Action Data: No

Comments: CUSTOMER SAID: CUST STATED: THE WIRE ON THE BRAKE CYLINDER SHORTED AND CAUGHT ON FIRE - THE FIRE OCCURED FRIDAY FEB 4TH, 2006 AT 8:30PM-THERE WAS NO PERSONAL INJURIES - I NOTICE SMOKE COMING FROM UNDER THE HOOD AND WHEN I OPEN THE HOOD THERE WAS VISIBLE FLAMES - A POLICE AND FIRE REPORT WAS NOT FILED - I PUT OUT THE FIRE MYSELF WITH A GALLON OF WATER - I HAVE NOT SUBMITTED A CLAIM WITH MY INSURANCE COMPANY - I TOOK THE VEH TO A INDEPENDENT MECHANIC WHO REFERRED ME TO THE A FORD DLR AND THE FORD DLR REFERRED ME TO CALL THE CRC - I DONT REMEMBER THE NAME OF THE PERSON I SPOKE TO - THE CRUISE CONTROL WAS NOT WORKING PRIOR TO THE CONCERN - ALLEGING THE VEH CAUGHT ON FIRE DUE TO A MANUFACTURE DEFECT DEALER SAID: - NONE CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 03838 BOYD BROTHERS FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 147000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 02/10/2006 Action Time: 08:20:27.070 Action Data: No

Comments: LPA CONTACTED CUSTOMER. THERE WAS NO ANSWER. LPA LEFT A MESSAGE.

Action: INFORMATIONAL CALL/FAX
Dealer: 03838 BOYD BROTHERS FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 147000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 02/10/2006 Action Time: 12:18:30.067 Action Data: No

Comments: LPA RECEIVED A RETURN CALL FROM CUSTOMER. CUSTOMER IS SEEKING ASSISTANCE FROM FORD AS HE BELIEVES HIS FIRE WAS THE RESULT OF RECALL 05S28. THERE WERE NO INJURIES.

Action: DENY ASSISTANCE - BEYOND WARRANTY
Dealer: 03838 BOYD BROTHERS FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 147000 MI Comm Type: PHONE
Analyst Name: DUNLAP,

KENISHA

Analyst: KDUNLAP

Action Date: 02/10/2005

Action Time:
12.21.13.476

Action Data: No

Comments: LPA ADVISED CUSTOMER THAT HIS VEHICLE DOES NOT HAVE ANY OPEN RECALLS, THERE IS NO RELATED REPAIR HISTORY, AND THE VEHICLE IS OUTSIDE OF WARRANTY. BASED ON THIS NO ASSISTANCE WILL BE OFFERED. CUSTOMER STATED THAT HE WAS GOING TO CONTACT HIS LOCAL TELEVISION STATION. NOTHING FURTHER, CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	OXFORD	NO	[REDACTED]	[REDACTED]
Country:	USA	Language:	EN		
Cell Phone:		Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

ESP / Recall Information

VIN: 1FTEF14N8T

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
01B77	CUSTOMER SATISFACTION NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - REPAIRED	2001-12-20	06716USAF21807

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTEF14N8TN
Model Year: 1996
Veh Type: T
Inv. Dealer: 00998

Veh Line: T/F1 - F-SERIES (91-97)
Market Derived: * - [N/A]
Drive Code: T/B - 4 WHE. L/H PART TIME DRIVE
Body Chk Style: T/B - SINGLE CAB (REGULAR CAB)
Version/Series: T/FM - 1.3D SERIES

(Related Claims)

Eng Serial No: *
Body Style: *
Engine: T/V4 - 5.0L OHV EFI NA V8 GAS
Transmission: T/DU - 4 SPD AUTO TR NAAD A

BUILD INFORMATION:

Region: NA - 000000000 Plant: AR - NORFOLK PLANT BUILD
Country: USA - 000000000 Prod Date: 25-SEP-1995

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 121016 - *
Country: USA - 000000000 Selling Div: BU/Prov: NC
Buyer Sub/Prov: NC

Arrival Date: 25-SEP-1995 Red Carpet Lease: *
Sale Date: 26-SEP-1996 Fleet/Notes/Co. Lease: R
Warranty Start Date: 11-OCT-1993 Modified Vehicle: *
Orig Warranty Date: 11-OCT-1995 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
E14T0R240141333843 232 05H068 AT 63 889 7V 0063R 293 42C3 4 21K06803 7018 H 063 746 H
1P7X176 507A 000000000 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	20	GVW Class Code:	E
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	BEAHD - 3.25 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	BEJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	ED	Paint:	PNYW4 - OXFORD WHITE #2
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code/Service:	* - [N/A]	Radio:	AG - ELETR AM/FM/STROCKSTE/CLOCK
Calibration Code:	654SR10A	Sound System:	* - [N/A]
Color(Accept):	PNLJ7 - SILVER FROST CC	Steep Tandem Axle:	
Color(Trim):	000VD - MED OPAL	Tire Brand:	CB - FIRESTONE/GENERAL/GOOD YEAR
Delivery Type:	0	Tire Size:	D3GVN - P165/75R15SL 3BLT GWL A-T
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Paint Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/B - T/B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Buffer:	FOK
ESP Plan Year:	• Engine Family:	TPM500RGRK
ESP Signature Date:		

Standard Claims List For Model Year 1996

VIN	VEH LMB	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPH	FLT CD	TBS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREP	BASH	SUPP	CCC	CD	DIST (Miles)
1FTEP14N8TN	T/F1	*	T/BB	T/AM	T/E	AR	T/DO	T/VA	25-SEP-1995	11-OCT-1995	121026	USA	12	*	*	*	*	*	*	22	8893
AWS Claim Key: 3618480 Trx Code: NCW Labor Hrs: 0																					
Dir C4-Sub C4: 00998 - * Name: CROSSROADS FORD, INC. Ph: 919-4671881 BcNC Ctry C4: USA Reg C4: NA Rpt Date: 02-OCT-1996 Doc #A248148																					
1FTEP14N8TN	T/F1	*	T/BB	T/AM	T/E	AR	T/DO	T/VA	25-SEP-1995	11-OCT-1995	121026	USA	13	2E08	130301	POTZ	9A299	BA	A85	28	9798
AWS Claim Key: 4076830 Trx Code: 1 Labor Hrs: 24																					
Dir C4-Sub C4: 00998 - * Name: CROSSROADS FORD, INC. Ph: 919-4671881 BcNC Ctry C4: USA Reg C4: NA Rpt Date: 08-OCT-1996 Doc #R0402001																					
Cust Comments: CUSTOMER STATES LAST WEEK FRONT FUEL TANK GAUGE DIDNT READ PROPERLY NOW SEEMS TO WORK FINE																					
Tech Comments: ROAD TEST, TEST SWITCH OK, TEST SENDER FOUND BAD REMOVED TANK AND REPLACED																					
1FTEP14N8TN	T/F1	*	T/BB	T/AM	T/E	AR	T/DO	T/VA	25-SEP-1995	11-OCT-1995	121026	USA	13	1G03	030507	F3TZ	8620	J	N11	08	9798
AWS Claim Key: 4076829 Trx Code: 507 Labor Hrs: 0.3																					
Dir C4-Sub C4: 00998 - * Name: CROSSROADS FORD, INC. Ph: 919-4671881 BcNC Ctry C4: USA Reg C4: NA Rpt Date: 06-OCT-1996 Doc #R0482002																					
Cust Comments: CUSTOMER STATES WHEN ACCELERATING OR STARTING COLD BELT SEEMS SQUEEL BADLY																					
Tech Comments: OK NOISE REPLACED DRIVE BELT																					
1FTEP14N8TN	T/F1	*	T/BB	T/AM	T/E	AR	T/DO	T/VA	25-SEP-1995	11-OCT-1995	121026	USA	13	6109	011401	F3DZ	11582	A	C29	28	9798
AWS Claim Key: 4076834 Trx Code: 1 Labor Hrs: 0.4																					
Dir C4-Sub C4: 00998 - * Name: CROSSROADS FORD, INC. Ph: 919-4671881 BcNC Ctry C4: USA Reg C4: NA Rpt Date: 08-OCT-1996 Doc #R0482003																					
Cust Comments: CUSTOMER STATES DOOR CHIME RINGS EVEN WHEN KEY IS OUT OF SWITCH																					
Tech Comments: TESTED FOUND IGNITION SWITCH BAD REPLACED																					
1FTEP14N8TN	T/F1	*	T/BB	T/AM	T/E	AR	T/DO	T/VA	25-SEP-1995	11-OCT-1995	121026	USA	13	6114	011001	F4TZ	1806350	A	810	43	9801
AWS Claim Key: 4241333 Trx Code: F84 Labor Hrs: 0.7																					
Dir C4-Sub C4: 00998 - * Name: CROSSROADS FORD, INC. Ph: 919-4671881 BcNC Ctry C4: USA Reg C4: NA Rpt Date: 18-OCT-1996 Doc																					

															1996	#0410391
Cost Comments:	SOP REAR SEAT COVER ASSY.															
Tech Comments:	BOP INSTALLED COVER ASSY REPLACED TRIM PANEL ASSY															
IFTEP14NRTN	T/F1	*	T/B	T/M	T/E	AR	T/DU	T/V	25-SEP-1995	11-OCT-1995	121026	USA	36	SC02	040102	* 3068 * NSB 42 29782
AWS Claim Key:	16021660	Tra Code:	ES4	Labur Hrs:	2											
Dir Ctl-Sel Ctl:	00996	- *	Name:	CROSSROADS FORD, INC.	Ph:	919-4671861	SENC	Chy Ctl:	USA	Reg Ctl:	NA	Repr Date:	01-SEP-1996	Doc #:	09758001	
Cost Comments:	POPPING IN THE FRONT END WHEN TURNING.															
Tech Comments:	M TIME TO TIGHTEN ALL SUSPENSION BOLTS, LOOSENED CROSS MEMBER AND ENGINE AND TORQUED AND RETIGHTENED, DRILLED OUT FOUR CHASSIS RIVETS AND INSTALLED BOLTS															
IFTEP14NRTN	T/F1	*	T/B	T/M	T/E	AR	T/DU	T/V	25-SEP-1995	11-OCT-1995	121026	USA	36	SC02	050100	* 4602 * L86 42 29782
AWS Claim Key:	16021699	Tra Code:	ES4	Labur Hrs:	3.2											
Dir Ctl-Sel Ctl:	00996	- *	Name:	CROSSROADS FORD, INC.	Ph:	919-4671861	SENC	Chy Ctl:	USA	Reg Ctl:	NA	Repr Date:	01-SEP-1996	Doc #:	09758003	
Cost Comments:	CLANKING NOISE WHEN DROPPING INTO GEAR. CHECK FOR SLOP.															
Tech Comments:	BEARING NOISE NOISE, VIBRATION AND HARSHNESS DIAQ, CHECK DRIVESHAFT RUNOUT ROTATE AND RECHECK, REMOVE DRIVESHAFT, LOCKTITE SPLINES, REINSTALLED															
IFTEP14NRTN	T/F1	*	T/B	T/M	T/E	AR	T/DU	T/V	25-SEP-1995	11-OCT-1995	121026	USA	37	SC01	100101	* 9002 * B65 42 30469
AWS Claim Key:	16475665	Tra Code:	S07	Labur Hrs:	2.6											
Dir Ctl-Sel Ctl:	00996	- *	Name:	CROSSROADS FORD, INC.	Ph:	919-4671861	SENC	Chy Ctl:	USA	Reg Ctl:	NA	Repr Date:	01-OCT-1996	Doc #:	10085101	
Cost Comments:	SOP GAS TANK, WONT TAKE FUEL															
Tech Comments:	1 REPLACED FUEL TANK AND FILLER TUBE, MADE VACUUM TUBE REPAIR TO VENT AND CLEANED FUEL LINES, M TIME TO REMOVE TANK AGAIN															
IFTEP14NRTN	T/F1	*	T/B	T/M	T/E	AR	T/DU	T/V	25-SEP-1995	11-OCT-1995	121026	USA	37	SC02	050100	* 4602 * L86 42 30469
AWS Claim Key:	16475664	Tra Code:	ES4	Labur Hrs:	3.2											
Dir Ctl-Sel Ctl:	00996	- *	Name:	CROSSROADS FORD, INC.	Ph:	919-4671861	SENC	Chy Ctl:	USA	Reg Ctl:	NA	Repr Date:	01-OCT-1996	Doc #:	10085103	
Cost Comments:	THERE IS A SLIP FEELING IN THE DRIVE LINE WHEN 1ST ACCELERATING.															
Tech Comments:	BEARING NOISE, ROTATE DRIVE SHAFT TIGHTENED UNDER CARRIAGE BOLTS U BOLT IN REAR END. R0997580 BEARING NOISE VIBRATION AND HARSHNESS DIAQ, CHECK DRIVESHAFT RUNOUT, ROTATE AND RECHECK, REMOVE DRIVESHAFT, LOCKTITE SPLINES, REINSTALLED.															
IFTEP14NRTN	T/F1	*	T/B	T/M	T/E	AR	T/DU	T/V	25-SEP-1995	11-OCT-1995	121026	USA	37	SP07	010301	* 1520134 * T90 23 30469

AWS Claim Key:	16473663	Trx Code:	ES4	Labor Hrs:	0.5										
Blr Cst-Sub Cst:	00994 - *	Name:	CROSSROADS FORD, INC.	Ph:	919-4671881	StNC	Chy Cst:	USA	Reg Cst:	NA	Repr Date:	01-OCT-1998	Doc #:	10085103	
Cust Comments:	SCREW MISSING FROM TRIM AT TOP OF DRIVERS DOOR AND ROOF														
Tech Comments:	REPAIRED OVERSIZED HOLE IN INTERIOR SHEET METAL AND INSTALLED NEW SCREW.														
IFTPT4N1TN	1/21	*	T/B8	T/AM	T/E	AR	T/OU	T/VA	25-SEP-1995	11-OCT-1995	121026	USA	75	SK06	52001
AWS Claim Key:	21258728	Trx Code:	01B77	Labor Hrs:	0.1										
Blr Cst-Sub Cst:	05715 - *	Name:	ADVANTAGE FORD LINCOLN MERCURY	Ph:	252-4925001	StNC	Chy Cst:	USA	Reg Cst:	NA	Repr Date:	14-NOV-2001	Doc #:	104821001	
Cust Comments:	PERFORM RECALL 01B77E														
Tech Comments:	RECALL PERFORM RECALL														
IFTPT4N1TN	1/21	*	T/B8	T/AM	T/E	AR	T/OU	T/VA	25-SEP-1995	11-OCT-1995	121026	USA	76	SK06	84730
AWS Claim Key:	21252252	Trx Code:	01B77	Labor Hrs:	0.4										
Blr Cst-Sub Cst:	05715 - *	Name:	ADVANTAGE FORD LINCOLN MERCURY	Ph:	252-4925001	StNC	Chy Cst:	USA	Reg Cst:	NA	Repr Date:	20-DEC-2001	Doc #:	104853001	
Cust Comments:	PERFORM RECALL 01B77														
Tech Comments:	COMPLETED RECALL 01B77, REPLACED SPARE ONLY														

VEHICLE DETAIL

VIN: 1FTEF14N8T	Engine: 5.0L OHV EFI NA V8 GAS*NP
Make: FORD	Transmission: 4 SPD AUTO TR NAAD AODEW/4R70A
Model: F-SERIES	Paint Code/Color: OXFORD WHITE #2
Year: 1995	Calibration: 654ER10A
Pay Load:	Max Towing Weight:
GVWR: 06250	Axle Ratio:
WheelBase: 133	Warranty Start Date: 10/11/1995
GCWR:	Vehicle Build Date: 9/25/1995
PEP Code: 507A	

Selling Dealers Name: CROSSROADSFORD, INC.

Selling Dealers P & A Code: 00998

Selling Dealers Sales Code: F21026

Selling Dealers Main Phone: 919-467-1881 Selling Dealers Service Phone: 919-467-1881

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
F14TNA2481 41335843 2 32 00K8068 DJ E 3 UH9 7W
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
5N63R 293 42C3 4 2 1K020853 YOTS N R63 H45 N1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
FTE876 507A 9 NUNCA4
1 2 3 4 5 6 7 8 9 160

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	21-ATLANTA	W	B1	03838	F21612

Dealer Name:	BOYD BROTHERS FORD, INC.				
Dealer Address:	1021 LINDEN AVENUE OXFORD NC 276853657				
Dealer Main Phone:	819-893-1812	Dealer Service Phone:	819-893-1812		

Position	Employee Name
GENERAL MANAGER	WILLIAM F GRIFFIN III
PARTS MANAGER	URQUHART T BROOKS
PARTS MANAGER	CHARLES A WILLIAMS
PARTS & SERVICE DIRECTOR	KIRK D SLAUGHTER
SERVICE MANAGER	Bobby L Hunt

Service Hours:	7:30 - 5:30 MON. - FRI.
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Directions	
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Trained	Y
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Additional Information	FAX (819) 893-2261
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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

COPY

Sent Via U.S. Mail

March 30, 2005

[REDACTED]
Maryville, TN [REDACTED]

RE: 1999 F-Series
VIN: 1FTRX17W2XN [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1999 F-Series.

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

Thank you for contacting us.

Respectfully yours,

KeNisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTRX17W2XN [REDACTED] Year: 1999 Model: F-SERIES Case: 308180885
Name: [REDACTED] Owner Status: Original WSD: 1999-08-01
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FORWARDED TO OUR PRODUCT CLAIMS GROUP
Dealer: 05714 NEILL-SANDLER FLI, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 152368 MI Comm Type: PHONE
Analyst Name: FREELAND, KIM Analyst: KFREELAN
Action Date: 03/30/2005 Action Time: 08:30:17.804 Action Data: No

Comments CUSTOMER SAID: =HAD A FIRE UNDER MY HOOD=BURNT UP THE PLASTIC BRAKE FLUID HOLDER AND SOME WIRING=CUSTOMER CALLING TO REPORT THIS TO FORD=CUSTOMER HEARD THERE WAS A RECALL ON THIS?DEALER SAID: NEIL SANDLER FORD LM3689 AIRPORT HIGHWAYALCOA, TN 37701CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.=ADVISED CUSTOMER NO RECALL ON VEHICLE THIS TIME

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 05714 NEILL-SANDLER FLI, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 152368 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 03/30/2005 Action Time: 11:22:38.206 Action Data: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH MR. AKINS. CUSTOMER STATED THAT HIS VEHICLE HAD AN ELECTRICAL FIRE.

Action: CLOSING COMMENTS - LIMITED TIME & ANALYSIS NEEDED
Dealer: 05714 NEILL-SANDLER FLI, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 152368 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 03/30/2005 Action Time: 11:23:32.402 Action Data: No

Comments LPA ADVISED CUSTOMER THAT HIS VEHICLE IS NOT INCLUDED IN ANY RECALLS, THERE ARE NO RELATED REPAIRS, AND THE VEHICLE IS BEYOND ALL WARRANTIES. NO ASSISTANCE WILL BE PROVIDED. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

ESP / Recall Information

VIN: 1FTRX17W2X

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: 1FTRX17W230

Model Year: 1999

Veh Type: T

Inv. Dealer: 03714

Veh Line:

Market Derivat:

Drive Code:

Body Cnb Style:

Version/Series:

(Related Claims)

T/S - F150250(PN96)P225-FORD (97-05) Reg Serial No: *

* - [N/A]

Body Shell: *

T/S - 2 WHL LH REAR DRIVE

Region:

T/VN - R-M 4.6L 50HC EFI NA C

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

T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - 000000000 Plant: AR - NORFOLK PLANT BUILD

Country: USA - 000000000 Prod Date: 27-APR-1999

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 121774 *

Country: USA - 000000000 Selling Dir 54Prov: TN

Buyer 54Prov: TN

Arrival Date: 12-MAY-1999 Reg Cargol Lease: *

Sale Date: 01-JUN-1999 Fleet/Retail/Cn. Lease: R

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

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

VOC/EOC:

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

X17XRB11912133300C P 2 2407114 48 E G065 45 M 3 29 BT 11 B 21474811 0000 0000 4 45 W

18TR2 4 C 507A 0000 4

INSTALLED OPTION INFORMATION:

Air Conditioning: T/S - MANUAL AIR CONDITIONER

Alternator Amp Rating: AT

Audio Disk: * - [N/A]

Axle Ratio: EQAHD - 3.55 FINAL DRIVE RATIO

Axle Type: BGJAC - LIMITED SLIP REAR AXLE

Battery Amp Rating: ME

Brake Code: FEAAB - 4 WHL ANTI-LOCK BRAKES

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

Calibration Code: 9VNAADPA

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

Color(Trim): 0002V - MED GRAPHITE

Delivery Type: A

Drivetrain Code: T

Front Seat: * - [N/A]

Fuel Type: * - [N/A]

GVW Code:

GVW Class Code: R

Instrumentation: * - [N/A]

Mirror(Driver Side): AD - DRIVER POWER MIRROR

Mirror(Pass Side): AD - PASS POWER CONVEX MIRROR

Paint: PNPER - AMAZON GREEN PEARL CLEAR COAT

Power Antenna: * - [N/A]

Radio: AQ - ELETR AM/FM/SYNCHRONOUS CLOCK

Sound System: * - [N/A]

Suspension Axle:

Tire Brand: AG - GOODYEAR

Tire Size: D3JWC - P255/70R-16 OWL A-3

Traction Control: * - [N/A]

Wheel Base:

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LH: * RH: *

SPARE: *

Vehicle Information Report

Page 4 of 4

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/B - Y/H
ESP Coverage(Miles):	• Emission Cert Type:	P
ESP Coverage(Time):	• Emission Decal Serial:	FBZ
ESP Mile Year:	• Engine Family:	XFMXT0445BF
ESP Signature Date:		

3/30/2005

Standard Claims List For Model Year 1999

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR3 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSG_6	PRES BASE	SUFF	COC	CD	DIST (Miles)
1PTRX17W2XN	1	F5	TBD	TAM	T/B	AR	T/DU	T/VN	27-APR-1999	01-JUN-1999	121774	USA	5	3088	000613	*	NPF	*	N59	82 7236
AWS Claim Key: 4672521 Trx Code: 1 Labor Hrs: 1																				
Dir Cd-Sub Cd: 05714 - * Name: NEILL-SANDLER FLM, INC. Ph: 865-9702500 St/TN Ctry Cd: USA Reg Cd: NA Rptg Date: 29-SEP-1999 Doc #151640A																				
Cust Comments: CUST STATES RATTLE COMING FROM REAR OF TRUCK UNDER NEITH																				
Tech Comments: 7236 NPF SEE ATTACHED SHEET																				
1PTRX17W2XN	1	F5	TBD	TAM	T/B	AR	T/DU	T/VN	27-APR-1999	01-JUN-1999	121774	USA	6	5802	110601	XL3Z 3600	AAB	T90	42 9028	
AWS Claim Key: 4322836 Trx Code: 1 Labor Hrs: 0.5																				
Dir Cd-Sub Cd: 05714 - * Name: NEILL-SANDLER FLM, INC. Ph: 865-9702500 St/TN Ctry Cd: USA Reg Cd: NA Rptg Date: 01-NOV-1999 Doc #153527B																				
Cust Comments: STEERING WHEEL COVER TO BE REPLACED																				
Tech Comments: 9033 REPLACED STEERING WHEEL SOMEONE ORDERED TECH 372																				
1PTRX17W2XN	1	F5	TBD	TAM	T/B	AR	T/DU	T/VN	27-APR-1999	01-JUN-1999	121774	USA	9	7A01	140100	*	10635	*	D03	42 13762
AWS Claim Key: 7462433 Trx Code: E83 Labor Hrs: 0.7																				
Dir Cd-Sub Cd: 05714 - * Name: NEILL-SANDLER FLM, INC. Ph: 865-9702500 St/TN Ctry Cd: USA Reg Cd: NA Rptg Date: 09-FEB-2000 Doc #158244A																				
Cust Comments: CUST SAID VEB IS SLOW HARD TO START INTER																				
Tech Comments: 13762 PROBLEMS A AND B RELATED LOSS OF POWER MOMENTARY CURCUIT FAILURES FROM FUSE PANEL ORDERED PART TECH 542																				
1PTRX17W2XN	1	F5	TBD	TAM	T/B	AR	T/DU	T/VN	27-APR-1999	01-JUN-1999	121774	USA	9	7522	180106	XL3Z 14A068	BA	A85	42 13762	
AWS Claim Key: 7462434 Trx Code: E83 Labor Hrs: 1																				
Dir Cd-Sub Cd: 05714 - * Name: NEILL-SANDLER FLM, INC. Ph: 865-9702500 St/TN Ctry Cd: USA Reg Cd: NA Rptg Date: 09-FEB-2000 Doc #158244B																				
Cust Comments: CUST SAID INTER ALL GAUGES START GOING CRAZAY FOR NO REASON																				
Tech Comments: 13762 SEE LINE A																				
1PTRX17W2XN	1	F5	TBD	TAM	T/B	AR	T/DU	T/VN	27-APR-1999	01-JUN-1999	121774	USA	9	7T03	09027X	P85Z 2L373	AB	A32	42 13762	

Claims List Report

Page 2 of 2

AWS Claim Key:	7462435	Trx Code:	EB3	Labr Hrs:	1.8													
Dir Cd-Sub Cd:	05714 - *	Name:	NEILL-SANDLER FLA, INC.	Ph:	865-9702500	St:TN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	09-FEB-2000	Doc #:	158544C				
Cost Comments:	CUST SAID SPEEDO GOES TO 100 AT START UP FOR NO REASON																	
Trck Comments:	11762 TEST WIRING AND CONNECTIONS REPLACED SPEED SENS ORS TECH 542																	
FTX17W230	T/F5	*	T/BD	T/AM	T/9	AR	T/DU	T/VN	27-APR-1999	01-JUN-1999	121774	USA	10	6C54 010505 *	1523943 *	T90	42	14800
AWS Claim Key:	7925626	Trx Code:	EB4	Labr Hrs:	0.8													
Dir Cd-Sub Cd:	05714 - *	Name:	NEILL-SANDLER FLA, INC.	Ph:	865-9702500	St:TN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	13-MAR-2000	Doc #:	160563A				
Cost Comments:	CUST SAID PASS SIDE REAR SIDE GLASS TAB IS MISSING PARTS ORDERED																	
Trck Comments:	14800 BOLT INSTALL MISSING TRIM BOLT IN RT REAR GLASS																	

VEHICLE DETAIL

VIN: 1FTRX17W2XN	Engine: R-M 4.6L SOHC EFI NA CIV8 G-NP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODEW/4R70A
Model: F-SERIES	Paint Code/Color: AMAZON GREEN PEARL CLEAR COAT
Year: 1999	Calibration: 8VNAADFA
Pay Load:	Max Towing Weight:
GVWR: 06050	Asle Ratio:
WheelBase: 138	Warranty Start Date: 8/1/1999
GCWR:	Vehicle Build Date: 4/27/1999
PEP Code: 507A	

Selling Dealers Name: NEILL-SANDLER FLN, INC.

Selling Dealers P & A Code: 05714

Selling Dealers Sales Code: F21774

Selling Dealers Main Phone: 855-870-2500 Selling Dealers Service Phone: 855-870-8214

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
X17 XNB8191 213839DE F 2 260F114 4B E 6UH8 55
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
N 3 29 B T 11 B 2 1G774851 SUYN 2M2T 4 45 W1
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
FTR2 4 C 507A WUTN
1 2 3 4 5 6 7 8 9 160

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	G	H3	05714	F21774

Dealer Name: NEILL-SANDLER FLM, INC.
Dealer Address: 3699 AIRPORT HIGHWAY
 ALCOA TN 37701

Dealer Main Phone: 665-970-2500 **Dealer Service Phone:** 665-970-9214

Position	Employee Name
DEALER/PARTNER	RANDY MORTON
PARTS MANAGER	DONALD L HUMPHREY
PARTS MANAGER	JANET A LUTTRELL
SALES MANAGER	DARRELL L COOPER
SALES MANAGER	BRIAN A MCCLANAHAN
SALES MANAGER	SAM CASSADY
SALES MANAGER	DALE R BRYSON
SALES MANAGER	MICHAEL WEBB
SERVICE MANAGER	JIM A COX
SERVICE MANAGER	MICHAEL O WILLIAMS

Service Hours 7:00-7:00 M-T, 7:00-6:00 F, 7:30-5:00 SAT.

Directions

Trained Y

Additional Information *****DIRECT ALL CUSTOMERS TO MIKE WILLIAMS MGR*****

2005

0408480829

ATLANTA

COPY

Sent Via U.S. Mail

February 9, 2005

[REDACTED]
Browns Summit, NC [REDACTED]

RE: 1997 F-Series
VIN: 1FTEF17L0VL [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1997 F-Series concern.

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

Thank you for contacting us.

Respectfully yours,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTEF17L0M1 [REDACTED] Year: 1997 Model: F-SERIES Case: 408480829
Name: [REDACTED] Owner Status: Original WSD: 1998-11-26
Symptom Desc: FIRE/SMOKE VISIBLE FLAME Primary Phone: [REDACTED]
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FORWARDED TO OUR PRODUCT CLAIMS GROUP
Dealer: 01050 BOB DUNN FORD INC Origin Desc: US CONCERN CASE BASE
Odometer: 1 MI Comm Type: PHONE
Analyst Name: DOUGLAS TANYA Analyst: TDOUGL15
Action Date: 02/08/2005 Action Time: 14.22.04.697 Action Data: No

Comments CUSTOMER SAID: -CUST WAS INVOLVED IN AN VEH FIRE ON 5-08-1999...VEH WENT UP IN FLAMES...AS A RESULT OF THIS A RESTAURANT AND FOUR OTHER VEHs CAUGHT ON FIRE AND WERE BURNT -CUST FILED A POLICE REPORT AND A FIRE REPORT...THE FIRE REPORT # 06-0508-0068-THERE WAS AN INDIVIDUAL THAT HAD HIS ARM BURNED BECAUSE OF THIS VEH-CUST FEELS THAT THE FIRE STARTED BECAUSE OF THE ISSUE WITH THE CRUISE CONTROL -CUST HAS BEEN IN CONTACT WITH HIS LAWYER AND HE WILL BE CONTACTING THE ATTORNEY STATE GENERAL ABOUT THIS ISSUE-THIS FIRE HAS RUINED THE CUST LIFE...CUST LOSS HIS JOB AND HIS HOUSE BECAUSE OF THIS FIRE -CUST WAS FIGHTING WITH FORD FOR OVER A YEAR BUT THERE WERE NO RECALL AT THE TIME ON THE VEH...NOW THERE IS A RECALL THAT FORD IS AWARE OF THAT CAUSES FIRES -CUST IS SEEKING COMPENSATION FOR THIS FIREDEALER SAID: NONECRG ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 01050 BOB DUNN FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 1 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 02/09/2005 Action Time: 10.47.24.522 Action Data: No

Comments LPA CONTACTED CUSTOMER. THERE WAS NO ANSWER. LPA LEFT A MESSAGE.

Action: INFORMATIONAL CALL/FAX
Dealer: 01050 BOB DUNN FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 1 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 02/09/2005 Action Time: 14.39.03.284 Action Data: No

Comments LPA RECEIVED RETURN CALL FROM CUSTOMER. CUSTOMER WAS SEEKING ASSISTANCE FROM FORD FOR A VEHICLE FIRE THAT OCCURRED IN 1999. CUSTOMER'S INSURANCE COMPANY WAS INVOLVED IN 1999 AND CUSTOMER CURRENTLY IS SEEKING LEGAL ADVICE. CUSTOMER DOES NOT KNOW WHERE THE VEHICLE IS. THERE WERE NO INJURIES.

Action: DENY ASSISTANCE - BEYOND WARRANTY
Dealer: 01060 BOB DUNN FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 1 MI Comm Type: PHONE

Analyst Name: DUNLAP,
KENISHA

Analyst: KDUNLAP

Action Date: 02/09/2005

Action Time:
14.41.01.076

Action Data: No

Comments LPA ADVISED CUSTOMER THAT HIS VEHICLE HAS NO RELATED RECALLS (CUSTOMER WAS NOT INCLUDED IN 05S28). THE VEHICLE IS BEYOND WARRANTY, AND THERE ARE NO RELATED REPAIRS. LPA ADVISED CUSTOMER THAT NO ASSISTANCE WOULD BE OFFERED. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

ESP / Recall Information

VIN: 1FTEF17L0V

No ESP information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
973M	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	OPEN - LAUNCHED		
04L10	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - WARRANTY CANCEL		

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTEP17L8VL
Model Year: 1997
Veh Type: T
Inv. Dealer: 01090

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

(Related Claims)

U/P1 - F150/250(F150)/F215-PKID (97-03) Eng Serial Res *
*- [N/A] Body Shell: *
T/B - 2 WHL L/H REAR DRIVE Engine: T/VZ - W-MKID 5.4L 30HC BF
T/B - SINGLE CAB (REGULAR CAB) Transmission: T/OE - 4 SPD AUTO TR-MAAC
T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - 000000000 Plant: AP - MICHIGAN PLANT BUILD
Country: USA - 000000000 Prod Date: 01-OCT-1996

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 121223 - *
Country: USA - 000000000 Selling Dir SpProv: NC
Buyer SpProv: NC

Arrival Date: 09-OCT-1996 Red Carpet Lease: 1
Sale Date: 25-NOV-1996 Fleet/Retail/Co. Lease: R
Warranty Start Date: 25-NOV-1996 Modified Vehicle: *
Orig Warranty Date: 25-NOV-1996 Resequenced Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
F1V2A2621212038 F 2 0206115 EN E 0000 00 2003 29 00110 110223000 0470 H 020 20 1
10700 3 D 000A 1000 1 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	GVW Class Code:	E
Audio Data:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	EGAH - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	EGIA - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MC	Paint:	PNEIC - VERMILION SOLID C/C
Brake Code:	FRAAB - 4 WHL ANTI-LOCK BRAKES	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRD/CITE/CLOCK
Calibration Code:	746DR07A	Sound System:	* - [N/A]
Color(Accent):	PNZIF - SILVER FROST C/C	Steering Traction Axle:	
Color(Trim):	000ZY -	Tire Brand:	AG - GOODYEAR
Delivery Type:	R	Tire Size:	DL1WC - F255/70R-16 OWL A-8
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Front Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF1: * RF1: *
LR1: * RR1: *
LL1: * RL1: *
SPARE: *

Vehicle Information Report

Page 2 of 2

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code	TB - TB
ESP Coverage(Miles):	• Emission Cert Type:	P
ESP Coverage(Time):	• Emission Decal Suffix:	SLC
ESP Plan Year:	• Engine Family:	VP145438QFEC
ESP Signature Date:		

Can't find VIN Code =

Standard Claims List For Model Year 1997

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TRN CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SRL CNT	TIS	WCC	CPSC_5	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
-----	-------------	--------------	-------------	---------------	---------------	-----------	-----------	-----------	--------------	--------------	-------------------	------------	-----	-----	--------	------	------	------	-----	----	-----------------

VEHICLE DETAIL

VIN: 1FTEP17L0V	Engine: W-MOD 5.4L SOHC EFI NA V8 G-NP
Make: FORD	Transmission: 4 SPD AUTO TR-NAAO E4OD(4R100A)
Model: F-SERIES	Paint Code/Color: VERMILION SOLID C/C
Year: 1997	Calibration: 746DR07A
Pay Load:	Max Towing Weight:
GVWR: 08050	Axis Ratio:
WheelBase: 120	Warranty Start Date: 11/25/1996
GCWR:	Vehicle Build Date: 10/1/1996
PEP Code: 508A	

Selling Dealers Name: BOB DUNN FORD INC
 Selling Dealers P & A Code: 01050 Selling Dealers Sales Code: F21223
 Selling Dealers Main Phone: 810-275-9761 Selling Dealers Service Phone: 810-275-9761

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
F 1 7 V L A 2 0 2 1 2 1 2 0 3 9 F 2 0 2 J 6 1 1 5 E H E 9 E H 9 5 5
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
2 N 5 3 2 9 9 0 1 1 B 2 1 M 2 2 3 8 8 3 E 4 T S N E 2 8 2 5 L 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F T E 0 3 D 5 0 8 A L E N C 1
1 2 3 4 5 6 7 8 9 160
  
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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	M	E2	01060	F21223

Dealer Name:	BOB DUNN FORD INC		
Dealer Address:	801 EAST BESSEMER AVENUE GREENSBORO NC 27405		
Dealer Main Phone:	910-275-9761	Dealer Service Phone:	910-275-9761

Position	Employee Name
DEALER/PARTNER	ROBERT C DUNN, JR.
GENERAL MANAGER	RICK D POWELL
PARTS MANAGER	DANIEL F DRISCOLL
SALES MANAGER	STEPHANIE GOUGH
SALES MANAGER	JAMES R NORMAN
SERVICE MANAGER	Jeffrey D Ozment

Service Hours MON THRU FRI 7:30 - 8:00PM SAT 8AM-2PM

Directions

Trained Y

Additional Information LSG ENROLLED

2005

0475300335

ATLANTA

COPY

Sent Via U.S. Mail

February 2, 2005

[REDACTED]
Evans, GA [REDACTED]

RE: 1996 F-Series
VIN: 1FTEP15Y9T [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1996 F-Series concern.

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

Thank you for contacting us.

Respectfully yours,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1ETEE1SV3T1 Year: 1998 Model: F-SERIES Case: 475300335
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-04-08
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 00229 FAIRWAY FORD OF AUGUSTA INC Origin Desc: US CONCERN CASE BASE
 Odometer: 140000 MI Comm Type: PHONE
 Analyst Name: OSBOURNE ANDREW Analyst: AOSBOUR1
 Action Date: 02/02/2005 Action Time: 13.12.10.349 Action Date: No

Comments CUSTOMER SAID: -ON MAY 13TH 2003 VEH CAUGHT ON FIRE-CUST WAS ADVISED BY WIFE HIS VEH WAS ON FIRE-VEH CAUGHT NEAR THE MASTER CYLINDER SWITCH-CUST BROUGHT VEH TO FAIRWAY FORD IN EVANS GA-DLRSHIP REPLACED A LOT OF PARTS NEAR THE MASTER CYLINDER-CUST IS CALLING TO FIND OUT IF THERE IS A RECALL ON HIS VEH FOR THIS ISSUE AS HE HAS HEARD ABOUT THE CRUISE CONTROL PROGRAM -CUST PAID OVER \$67.00 FOR THE REPAIR-CUST IS SEEKING TO FIND OUT WHAT HIS NEXT STEPS WILL BE TO SEEK REIMBURSEMENT FOR THIS REPAIR-CUST DID NOT ADVISE HIS INSURANCE AS HIS DEDUCTIBLE IS 500.00-CUST HOME DID NOT INCUR ANY DAMAGESDEALER SAID: FAIRWAY FORD INC 4333 WASHINGTON ROADDEVANS, GA 30809DISTANCE: MILES TEL: (706) 854-8200FAX: (706) 854-1327CRC 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: 00229 FAIRWAY FORD OF AUGUSTA INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 140000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/02/2005 Action Time: 15.23.30.425 Action Date: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH [REDACTED] LPA ADVISED CUSTOMER THAT HER VEHICLE IS NOT INCLUDED IN RECALL 05S28. CUSTOMER STATED THAT THE MASTER CYLINDER SWITCH WAS THE CAUSE OF HER FIRE AND THAT WAS THE PART THAT WAS REFERENCED ON THE NEWS. LPA ADVISED THAT 05S28 ONLY COVERS 2000 F-160S, NAVIGATORS, EXPEDITIONS AND 2001 F-160 SUPERCREWS.

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW
 Dealer: 00229 FAIRWAY FORD OF AUGUSTA INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 140000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/02/2005 Action Time: 15.37.16.749 Action Date: No

Comments LPA ADVISED CUSTOMER TO KEEP HER RECEIPTS IN CASE SHE EVER RECEIVES ANY TYPE OF NOTICE FROM FORD IN THE FUTURE. LPA ADVISED CUSTOMER THAT AT THIS POINT, HER VEHICLE IS NOT INCLUDED IN THE RECALL AND NO ASSISTANCE WOULD BE OFFERED. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

ESP / Recall Information

VIN: 1FTEF15Y9T

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
96549	SAFETY RECALL	1996 AERODRANGEXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-96) - FIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FTEP15YTL	Veh Line:	TF1 - F-SERIES (91-97)	Eng Serial Nos:	*
Model Year:	1996	Market Derived:	* - [N/A]	Body Style:	*
Veh Type:	7	Drive Code:	T/B - 2 WHL L/H REAR DRIVE	Engine:	TNA - 4.9L OHV EFI NA 16 C/I
Inv. Dealers:	02710	Body Cab Style:	T/B - SINGLE CAB (REGULAR CAB)	Transmission:	T/R - 5 SPD MAN TRANS M/J
		Version/Serial:	T/AM - 150 SERIES		

BUILD INFORMATION:

Region: NA - #00000000 Plant: AP - MICHIGAN PLANT BUILD
Country: USA - #00000000 Prod Date: 24-FEB-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 140651 -
Country: USA - #00000000 Selling Dtr BU/Prov: MI
Buyer BU/Prov: MI
Arrival Date: 28-FEB-1996 Rad. Carpal Luman: 1
Sale Date: 06-APR-1996 Fleet/Rate/Inc, Lease: X
Warranty Start Date: 06-APR-1996 Modified Vehicle: *
Orig Warranty Date: 06-APR-1996 Remanufactured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
1107057023117 149 6 2 1395303 06 2 012 77 2033 333 33 00001000 0000 0 000 000 0
11070503 0000 000000 2 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	JY	GVW Class Code:	B
Audio Data:	* - [N/A]	Infra soundation:	* - [N/A]
Axle Ratio:	EOAAC - 2.73 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EOAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	ES	Paint:	PNPEC - PACIFIC GREEN G/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTC/CLOCK
Calibration Code:	031HR06A	Sound System:	* - [N/A]
Color(Access):	PNDEA - LIGHT SADDLE G/C	Suspension Axle:	
Color(Trim):	000CB -	Tire Brand:	CB - FIRESTONE/GENERAL/GOODYEAR
Delivery Type:	R	Tire Size:	D9GUB - P235/75R15XL BSW A-5
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

Vehicle Information Report

Page 2 of 2

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	DSI - T8
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Recal Suffix:	FFI
ESP Plan Year:	• Engine Family:	TFM495KGV1K
ESP Signature Date:		

Standard Claims List For Model Year 1996

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TBS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF BASE	SUFF	CCC	CD	DMT (Miles)	
1FTEP15V9T1	7F1	*	TBB	TAM	T/B	AP	T/RB	T/NA	24-FEB-1996	08-APR-1996	148051	USA	30	SAC3	NANANA	ELFZ 1177	A	FEM	IN	35309	
AWS Claim Key: 16209535 Trx Code: B24 Labor Hrs: 2.4																					
Dir Cd-Sub Cd: 00229 - * Name: FAIRWAY FORD OF AUGUSTA INC Ph: 706-8549200 Sh-CA Ctry Cd: USA Reg Cd: NA Rptg Date: 14-SEP-1996 Doc #02568632																					
Tech Comments: STATES THE PARKING BRAKE DOES NOT ACTIVATE FULLY																					
Tech Comments: PARK BRAKE NOT HOLDING RNR WHEEL AND DRUMS AXLE SEALS LEAKING ONTO BRAKES RNR REAR END COVER REMOVED AXLES REPLACED SEALS REPLACED SHOCKS AND TURNED DRUMS PARKING BRAKE CABLE BROKEN REPLACED.																					
1FTEP15V9T1	7F1	*	TBB	TAM	T/B	AP	T/RB	T/NA	24-FEB-1996	08-APR-1996	148051	USA	30	S303	040503	INTZ 18125	K	H94	DE	35309	
AWS Claim Key: 16209536 Trx Code: B24 Labor Hrs: 0.4																					
Dir Cd-Sub Cd: 00229 - * Name: FAIRWAY FORD OF AUGUSTA INC Ph: 706-8549200 Sh-CA Ctry Cd: USA Reg Cd: NA Rptg Date: 14-SEP-1996 Doc #02568633																					
Tech Comments: STATES REAR SHOCKS ARE LEAKING																					
Tech Comments: REAR SHOCKS LEAKING REPLACED REAR SHOCKS																					
1FTEP15V9T1	7F1	*	TBB	TAM	T/B	AP	T/RB	T/NA	24-FEB-1996	08-APR-1996	148051	USA	30	7D07	170000	*	13466	*	L26	21	35309
AWS Claim Key: 16209537 Trx Code: B23 Labor Hrs: 0.3																					
Dir Cd-Sub Cd: 00229 - * Name: FAIRWAY FORD OF AUGUSTA INC Ph: 706-8549200 Sh-CA Ctry Cd: USA Reg Cd: NA Rptg Date: 14-SEP-1996 Doc #02568634																					
Tech Comments: STATES TAG LIGHT INOPERATIVE																					
Tech Comments: TAG LAMP BULB REPLACED REAR TAG LAMP BULB																					
1FTEP15V9T1	7F1	*	TBB	TAM	T/B	AP	T/RB	T/NA	24-FEB-1996	08-APR-1996	148051	USA	30	1203	030804	*	94473	*	E29	V3	35309
AWS Claim Key: 16271026 Trx Code: B07 Labor Hrs: 1.3																					
Dir Cd-Sub Cd: 00229 - * Name: FAIRWAY FORD OF AUGUSTA INC Ph: 706-8549200 Sh-CA Ctry Cd: USA Reg Cd: NA Rptg Date: 21-SEP-1996 Doc #02590651																					
Tech Comments: STATES CHECK ENGINE LIGHT CAME ON WHILE DRIVING ADVISE																					
Tech Comments: SEC TEST DCL PINPOINT REPAIRED VACUUM LINE TO BGR VALVE LEAKING RETESTED.																					
1FTEP15V9T1	7F1	*	TBB	TAM	T/B	AP	T/RB	T/NA	24-FEB-1996	08-APR-1996	148051	USA	31	2G02	031403	P75Z 9C444	AA	E29	42	35307	

		1996	1996														
AWS Claim Key:	1643670	Trx Code:	807	Laber Hrs:	1.1												
Mr Cl-Sch Cd:	00229 - *	Name:	FAIRWAY FORD OF AUGUSTA INC	Ph:	706-8549200	St:GA	City Cnt	USA	Reg Cdt	NA	Repr Dates:	26-SEP-1998	Doc #:	02613451			
Cost Comments:	STATES CHECK ENGINE LIGHT COMES ON ADVISE																
Tech Comments:	BEC TEST DCL PINPOINT REPLACED CAT MONITOR SENSOR RETEST.																
IFTEFL5Y9TL	T/F1	*	T/BB	T/AM	T/B	AP	T/RE	T/NA	24-FEB-1996	08-APR-1996	148051	USA	31	SD05 011001	E7TZ	19654A98 A	T90 01 35937
AWS Claim Key:	1643671	Trx Code:	804	Laber Hrs:	0.2												
Mr Cl-Sch Cd:	00229 - *	Name:	FAIRWAY FORD OF AUGUSTA INC	Ph:	706-8549200	St:GA	City Cnt	USA	Reg Cdt	NA	Repr Dates:	28-SEP-1998	Doc #:	02613452			
Cost Comments:	STATES CENTER CONSOLE CABLE BROKE, PART ORDERED, PARTS IN STOCK, INSTALL PART																
Tech Comments:	CENTER ARM RIGHT CABLE BROKEN REPLACED.																
IFTEFL5Y9T	T/F1	*	T/BB	T/AM	T/B	AP	T/RE	T/NA	24-FEB-1996	08-APR-1996	148051	USA	31	4C03 090201	*	58750	* R29 55 36119
AWS Claim Key:	1643672	Trx Code:	807	Laber Hrs:	4.3												
Mr Cl-Sch Cd:	00229 - *	Name:	FAIRWAY FORD OF AUGUSTA INC	Ph:	706-8549200	St:GA	City Cnt	USA	Reg Cdt	NA	Repr Dates:	01-OCT-1998	Doc #:	02623651			
Cost Comments:	STATES CHECK ENGINE LIGHT ON WHEN DRIVING, 3 TIMES, AFTER 30 K SERVICE, ADVISE																
Tech Comments:	BEC DIAG DCL NOS MONITOR FAILURE AT CAT CONVERTOR, REPLACED CONVERTOR (GAS ADDITIONAL TIME TO CUT BOLTS OFF SHIELDS WITH TORCH BUSTED).																

VEHICLE DETAIL

VIN: 1FTEF15Y8TL	Engine: 4.9L OHV EFI NA 16 GAS
Make: FORD	Transmission: 5 SPD MAN TRANS MAZDA M5R2-C M
Model: F-SERIES	Paint Code/Color: PACIFIC GREEN C/C
Year: 1996	Calibration: 651HROGA
Pay Load:	Max Towing Weight:
GVWR: 08100	Axis Ratio:
WheelBase: 117	Warranty Start Date: 4/5/1996
GCWR:	Vehicle Build Date: 2/24/1996
PEP Code: 508A	

Selling Dealers Name: HUNTINGTONFORD, INC.
 Selling Dealers P & A Code: 02710 Selling Dealers Sales Code: F48051
 Selling Dealers Main Phone: 248-852-0400 Selling Dealers Service Phone: 248-852-0400

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
 F 1 5 T L B 3 7 8 2 3 1 1 7 8 4 9 8 2 1 9 B 5 2 0 3 M A E M 1 2 7 7
 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
 2 N 3 3 2 9 3 9 3 4 8 C 0 5 1 8 E 0 P S D Z N 6 K 3 H 4 5 Y 1
 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
 F T E 9 8 3 5 0 8 A 8 Y M M I M 2 T
 1 2 3 4 5 6 7 8 9 10

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	E	B2	00229	F21214

Dealer Name:	FAIRWAY FORD OF AUGUSTA INC		
Dealer Address:	4333 WASHINGTON ROAD EVANS GA 30809		
Dealer Main Phone:	706-854-9200	Dealer Service Phone:	706-854-9200

Position	Employee Name
CUST RELATIONS MGR	crystal meredith
CUST RELATIONS MGR	Pamela E Thomas
DEALER/PARTNER	DAVID KARANGU
GENERAL MANAGER	ROBERT M COMBS
PARTS MANAGER	BARRY R BAILEY
PARTS & SERVICE DIRECTOR	GUY KABURECK
SALES MANAGER	SAMMIE L JONES
SALES MANAGER	GARY HANNA
SALES MANAGER	ty c huber

Service Hours 7:30AM-6:00PM MON-FRI FAX#706-854-0318

Directions

Trained Y

Additional Information

2005

0464180345

ATLANTA

COPY

Sent Via U.S. Mail

February 3, 2005

[REDACTED]
Pelzer, SC [REDACTED]

RE: 1997 F-Series
VIN: 1FTDX1727VN [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1997 F-Series concern.

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

Thank you for contacting us.

Respectfully yours,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTDX1727V1	Year: 1997	Model: F-SERIES	Case: 484180345
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1998-08-13	
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: 02347 FAIRWAY FORD OF ANDERSON Origin Desc: US CONCERN CASE BASE
Odometer: 173000 MI Comm Type: PHONE
Analyst Name: SEAM GARTH Analyst: GBEAM1
Action Date: 02/03/2005 Action Time: 12:53:38.042 Action Data: No

Comments CUSTOMER SAID: == BETWEEN DEC.10- DEC.15/04 CUST WAS DOING YARD WORK CUST NOTICE SMOKE COMING FROM UNDER THE HOOD .. CUST LIFTED THE HOOD AND NOTICE A 2 INCH FLAME CUST MANAGE TO PUT OUT THE FLAME ... THE FLAME WAS COMING FROM THE SPEED CONTROL DISCONNECTION SWITCH ...AS A RESULT THE MASTER CYLINDER & BRAKE LINES WAS DAMAGED... VEH IS LEAK BRAKE FLUID... CUST DISCONNECTED THE SPEED CONTROL DEACTIVATION SWITCH ... == CUST HEARD THAT FORD ISSUED A RECALL ON THE SPEED CONTROL DEACTIVATION SWITCH CUST FEELS FORD SHOULD REPAIR/DEALER SAID: == CALL AND REPORT THE CONCERN TO FORDCFC 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: 02347 FAIRWAY FORD OF ANDERSON Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 173000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 02/03/2005 Action Time: 14:51:38.907 Action Data: No

Comments LPA CONTACTED CUSTOMER. CUSTOMER WAS UNAVAILABLE. LPA LEFT A MESSAGE ON CUSTOMER'S ANSWERING MACHINE. LPA WILL AWAIT A RETURN CALL TO PROCEED.

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW
Dealer: 02347 FAIRWAY FORD OF ANDERSON Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 173000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 02/03/2005 Action Time: 15:20:44.551 Action Data: No

Comments LPA RECEIVED A RETURN CALL FROM CUSTOMER. CUSTOMER FEELS AS THOUGH THE CAUSE OF HIS VEHICLE FIRE IS RECALL 05S28. STATED THAT AFTER HIS VEHICLE FIRE HE DISCONNECTED THE SPEED CONTROL AND HAS BEEN DRIVING THE VEHICLE EVER SINCE. NO REPAIRS HAVE BEEN COMPLETED. LPA ADVISED THAT AT THIS TIME, CUSTOMER IS NOT INCLUDED IN THE RECALL AND NO ASSISTANCE CAN BE OFFERED AS THE VEHICLE IS OUTSIDE OF WARRANTY, THERE ARE NO RECALLS, AND NO RELATED REPAIRS. THERE WERE NO INJURIES, NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

ESP / Recall Information

VIN: 1FTDX1727V

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2001-02-28	02347USAF21783
03S02	SAFETY RECALL	1987 MODEL YEAR EXPEDITION AND F-SERIES UNDER 8500 GVW VEHICLES INTERMEDIATE STEERING S	CLOSE - INSPECT	2004-04-17	02347USAF21783
68R04	REGIONAL (USA)	PCV SYSTEM MODIFICATION	OPEN - LAUNCHED		
96S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-01-28	01488USAF21784
98B28	CUSTOMER SAT/COWNER NOTIF PGM	3.8L AND 4.2L ENGINE FRONT COVER GASKET	CLOSE - REPAIRED	2000-01-26	02347USAF21783
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTDX1727VN	Veh Line: TFS - F150/250(PN96)/F225-FORD (97-03)	Eng Serial No: *
Model Year: 1997	Market Derived: * - [N/A]	Body Style: *
Veh Type: T	Drive Code: T8 - 2 WHL L/R REAR DRIVE	Engine: TLY - 4.2L OHV EFI NA V6
Inv. Dealer: 00240	Body Cab Style: T8D - SUPER SINGLE CAB (SUPER CAB)	Transmission: T/RQ - 5 SPD MAN TRANS
	Version/Market: T7AM - 130 SERIES	

BUILD INFORMATION:

Region: NA - #00000000 Plant: AR - NORFOLK PLANT BUILD
Country: USA - #00000000 Prod Date: 19-JUL-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 121441 - *
Country: USA - #00000000 Selling Dir SA/Prov: GA
Buyer SA/Prov: GA
Arrival Date: 25-JUL-1996 Red Carpet Lease: *
Sale Date: 13-AUG-1996 Fleet/Retail/Co. Lease: R
Warranty Start Date: 13-AUG-1996 Modified Vehicle: *
Orig Warranty Date: 13-AUG-1996 Resequenced Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
W70M120413528 79 2 1217184 81 2 H10 53 28 3 29 611 212441852 84 MEM27 5 2
1FTD7 1 C 307A 22MCA 1 1

INSTALLED OPTION INFORMATION:

Air Conditioning: T8 - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: KC	GVW Class Code: D
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: B8ACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axle Type: B8JAB - NON-LIMITED SLIP-REAR AXLE	Mirror(Pass Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: M8	Paint: PNEGC - VERMILION SOLID C/C
Brake Code: * - [N/A]	Power Antenna: * - [N/A]
Brake Code(Service): * - [N/A]	Radio: AG - ELCTR AM/FM/STROACSTER/CLOCK
Calibration Code: 743BR10A	Sound System: * - [N/A]
Color(Accent): * - [N/A]	Suspension Axle:
Color(Trim): 0002V -	Tire Brand: AC - FIRESTONE
Delivery Type: A	Tire Spec: DMUJ - P235/70R-16 OWL A-3
Driveline Code: F	Traction Control: * - [N/A]
Front Seat: * - [N/A]	Wheel Base:
Fuel Type: * - [N/A]	

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	TB - TB
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Recal Suffix:	SYT
ESP File Year:	* Engine Family:	VFM422GKEX
ESP Signature Date:		

Standard Claims List For Model Year 1997

VIN	VEN LINE	MKT DRIV	BODY CAR	VEN SERIES	DRIVE TYPE	PLT CD	TR CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TR	WCC	CPSC	6 PREY BASE	SUFF	CCC	CD	DEPT (Office)
IFTDX1727VN	T/P5	*	T/BD	T/AM	T/B	AR	T/RQ	T/LY	19-JUL-1996	13-AUG-1996	121441	USA	2	3488	000615	*	NPF	*	N18	NI 2343
AWS Claim Key: 404072 Trx Code: 1 Labor Hrs: 0.5																				
Mr Cst-Sub Cst: 00240 - * Name: WADE FORD OF BUFOED Pte: 770-9324060 StGA Ctry Cst: USA Reg Cst: NA Rpt Date: 09-OCT-1996 Doc: #016438A																				
Cust Comments: CC N13. WHINING NOISE HEARD WHEN SHIFTING INTO 3RD GEAR. OTHER GEARS OKAY.																				
Tech Comments: 2748 NOISE SHIFTING INTO THIRD GEAR INSPECT TRANSMISSION & CHECK FLUID LEVEL. ROAD TEST 5 MILES TO VERIFY NOISE. COULD NOT DUPLICATE ANY NOISE IN TRANSMISSION.																				
IFTDX1727VN	T/P5	*	T/BD	T/AM	T/B	AR	T/RQ	T/LY	19-JUL-1996	13-AUG-1996	121441	USA	2	7601	150101	*	18805	*	A15	DE 2743
AWS Claim Key: 414447 Trx Code: 1 Labor Hrs: 0.6																				
Mr Cst-Sub Cst: 00240 - * Name: WADE FORD OF BUFOED Pte: 770-9324060 StGA Ctry Cst: USA Reg Cst: NA Rpt Date: 09-OCT-1996 Doc: #016438B																				
Cust Comments: CC A15. CASSETTE PLAYER WILL NOT EJECT TAPES.																				
Tech Comments: 2748 42 REMOVE RADIO AND SEND OUT FOR REPAIRS.																				
IFTDX1727VN	T/P5	*	T/BD	T/AM	T/B	AR	T/RQ	T/LY	19-JUL-1996	13-AUG-1996	121441	USA	16	2002	031403	F7EZ	9F472	AA	E29	26 22473
AWS Claim Key: 4743140 Trx Code: S07 Labor Hrs: 3.1																				
Mr Cst-Sub Cst: 02834 - * Name: ROY O'BRIEN, INC. Pte: 585-7767600 StMI Ctry Cst: USA Reg Cst: NA Rpt Date: 15-NOV-1997 Doc: #2036011																				
Cust Comments: CK ENGINE LIGHT ON NOTE CUST FROM OUT OF TOWN																				
Tech Comments: SBD5 TEST TWICE AND REPLACE SENSOR																				
IFTDX1727VN	T/P5	*	T/BD	T/AM	T/B	AR	T/RQ	T/LY	19-JUL-1996	13-AUG-1996	121441	USA	30	*	*	*	*	*	*	33666
AWS Claim Key: 15893224 Trx Code: 98514 Labor Hrs: 0.6																				
Mr Cst-Sub Cst: 01485 - * Name: BEACON FORD Pte: 864-3345080 StSC Ctry Cst: USA Reg Cst: NA Rpt Date: 28-JAN-1999 Doc: #034674C																				
Cust Comments: Pte: 864-3345080																				
Tech Comments: Pte: 864-3345080																				
IFTDX1727VNB12615	T/P5	*	T/BD	T/AM	T/B	AR	T/RQ	T/LY	19-JUL-1996	13-AUG-1996	121441	USA	43	1005	*	*	*	*	*	65530

Claims List Report

Page 2 of 2

1996														1996																	
AWS Claim Key:		19720825		Trx Code:		99829		Labor Hrs:		4.5																					
Dir Cl-Sub Cl:		02347 - *		Name:		FAIRWAY FORD OF ANDERSON		Ph:		864-2254151		St/SC:		Chy Cl:		USA Reg Cl:		NA		Repr Date:		25-JAN-2000		Doc		#054682A					
Cont Comments:		RECALL 99829 COOLANT LEAK																													
Tech Comments:		REPLACE FRONT COVER GASKET																													
IFTDX1727VN		IF3		*		TBD		TAM		TB		AR		TBQ		TLY		19-JUL-1996		13-AUG-1996		121441		USA		36		* * * * *		#6302	
AWS Claim Key:		22408133		Trx Code:		00521		Labor Hrs:		0.3																					
Dir Cl-Sub Cl:		02347 - *		Name:		FAIRWAY FORD OF ANDERSON		Ph:		864-2254151		St/SC:		Chy Cl:		USA Reg Cl:		NA		Repr Date:		25-FEB-2001		Doc		#095432A					
Cont Comments:		RECALL 00521 FUEL LINES OPEN																													
Tech Comments:		INSPECT FUEL LINES																													
IFTDX1727VN		IF3		*		TBD		TAM		TB		AR		TBQ		TLY		19-JUL-1996		13-AUG-1996		121441		USA		34		* * * * *		#13044	
AWS Claim Key:		25020144		Trx Code:		03803		Labor Hrs:		0.3																					
Dir Cl-Sub Cl:		02347 - *		Name:		FAIRWAY FORD OF ANDERSON		Ph:		864-2254151		St/SC:		Chy Cl:		USA Reg Cl:		NA		Repr Date:		17-APR-2004		Doc		#181389A					
Cont Comments:		RECALL SLIP YOKE																													
Tech Comments:		INSPECT STEERING SLIP YOKE																													
IFTDX1727VN		IF3		*		TBD		TAM		TB		AR		TBQ		TLY		19-JUL-1996		13-AUG-1996		121441		USA		97		4A02 030001 PRTZ 6375 AA		N12 42 161791	
AWS Claim Key:		25921489		Trx Code:		010		Labor Hrs:		0																					
Dir Cl-Sub Cl:		02347 - *		Name:		FAIRWAY FORD OF ANDERSON		Ph:		864-2254151		St/SC:		Chy Cl:		USA Reg Cl:		NA		Repr Date:		29-JUL-2004		Doc		#185700A					
Cont Comments:		SERVICE INSTALL FLYWHEEL**EXCESSIVE VIBRATION																													
Tech Comments:		EXCESSIVE VIBRATION FROM FLYWHEEL. REPLACED FLY WHEEL. PURCHASED PRIOR OVER THE COUNTER INV 864 92 DATE FEB 20 2004																													

2/3/2005

VEHICLE DETAIL

VIN: 1FTDX1727VN	Engine: 4.2L OHV EFI MA V8 GAS
Make: FORD	Transmission: 5 SPD MAN TRANS MAZDA M5R2-C M
Model: F-SERIES	Paint Code/Color: VERMILION SOLID GAC
Year: 1987	Calibration: 74SER10A
Pay Load:	Max Towing Weight:
GVWR: 08000	Axis Ratio:
WheelBase: 138	Warranty Start Date: 8/13/1986
GCWR:	Vehicle Build Date: 7/19/1986
PEP Code: 507A	

Selling Dealers Name: MALL OF GEORGIA FORD
 Selling Dealers P & A Code: 07987 Selling Dealers Sales Code: F21441
 Selling Dealers Main Phone: 770-832-4060 Selling Dealers Service Phone: 770-832-4060

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 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
X17 VNB1268 513938 72 2 01A7184 8E E M18 53
1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
2 N 3 28 611 2 1E441852 E4 N2M27 5 21
1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
FTD7 1 C 607A 8 2MGA 1
1 2 3 4 5 6 7 8 9 10
  
```


Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	0	B1	02347	F21783

Dealer Name:	FAIRWAY FORD OF ANDERSON		
Dealer Address:	3800 CLEMSON BOULEVARD ANDERSON SC 29621		
Dealer Main Phone:	864-225-4151	Dealer Service Phone:	864-225-4151

Position	Employee Name
CUST RELATIONS MGR	JOE E DUNCAN
GENERAL MANAGER	MICHAEL KNEZEVICH
PARTS MANAGER	JAMES H SANDERS
SALES MANAGER	CRAIG WILLIAMSON
SALES MANAGER	PHIL TRAMMELL
SALES MANAGER	JOSEPH R DEMAREST JR
SERVICE MANAGER	KRISTY D CAMPBELL
SERVICE MANAGER	DOUGLAS J WEBSTER

Service Hours	8:30 AM - 6:00 PM M-F 8:00-1:00 SAT
Directions	
Trained	Y
Additional information	L3G ENROLLED / HAS SBDS (FAX#864-260-8705)

2005

0537020395

ATLANTA

COPY

Sent Via U.S. Mail

February 9, 2005

[REDACTED]
Goodwater, AL [REDACTED]

RE: 1997 F-Series
VIN: 2FTDX07W1V0 [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1997 F-Series concern.

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

Thank you for contacting us.

Respectfully yours,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 2FTDX07W1V	Year: 1997	Model: F-SERIES	Case: 537020395
Name:	Owner Status: Subsequent	WSD: 1996-10-24	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 00293 PICKLESIMER & LIMBAUGH FORD-MERCURY, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 98000 MI Comm Type: PHONE
Analyst Name: ELAINE LEE- CAMPBELL Analyst: ELECAMP
Action Date: 02/08/2005 Action Time: 14.55.02.242 Action Data: No

Comments CUSTOMER SAID: ...VEHICLE WAS PARKED ON THE DRIVE WAY.....VEHICLE CAUGHT ON FIRE ON SATURDAY, ...THE CRUISE CONTROL MASTER CYLINDER CAUGHT ON FIRE. ...NO ONE WAS INJURED AND NO PROPERTY DAMAGE...CUSTOMER HEARD ABOUT THE RECALL ON THE SPEED CONTROL AND THINKS THE FIRE IN THE VEHICLE IS RELATED TO THE RECALL.....CUSTOMER IS FILING A LIABILITY CLAIM WITH FORD. ...DATE OF FIRE FEB 5, 2005 AROUND 9.45 PM...LOCATION WHEN FIRE STARTED AT HOME. ...POLICE WAS NOT CONTACTED...FIRE DEPT WAS NOT CONTACTED.INSURANCE WAS NOT CONTACTED.VEHICLE IS REPAIRABLE 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: 00293 PICKLESIMER & LIMBAUGH FORD-MERCURY, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 98000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENSHA Analyst: KDUNLAP
Action Date: 02/09/2005 Action Time: 11.04.56.222 Action Data: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH MR. SINGLETON. CUSTOMER WANTED FORD TO COVER REPAIRS TO HIS VEHICLE AS HE FEELS HIS VEHICLE FIRE IS RELATED TO RECALL 05S28. THE FIRE WAS ON 2/5/05. THERE WERE NO INJURIES.

Action: DENY ASSISTANCE - BEYOND WARRANTY
Dealer: 00293 PICKLESIMER & LIMBAUGH FORD-MERCURY, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 98000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENSHA Analyst: KDUNLAP
Action Date: 02/09/2005 Action Time: 11.07.23.978 Action Data: No

Comments LPA ADVISED CUSTOMER THAT HIS VEHICLE IS NOT INCLUDED IN 05S28. NO ASSISTANCE WILL BE PROVIDED AT THIS TIME AS THE VEHICLE IS BEYOND WARRANTY, NO RELATED REPAIR HISTORY, AND NO OPEN RECALLS. LPA ADVISED CUSTOMER TO EITHER CONTACT HIS INSURANCE COMPANY OR PAY FOR REPAIRS OUT OF POCKET. LPA ADVISED CUSTOMER TO RETAIN COPIES OF HIS REPAIR RECEIPTS IF HE PAYS OUT OF POCKET. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

ESP / Recall Information

VIN: 2FTDX07W1VC

Contract: 1 of 2

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

Purchaser:
 Plan Type: USA 1999 USED 36/46,000 RED CARPET LEASE U/LW
 Selling Dealer: LONG-LEWISFORD
 Deductible: 100
 Rental:
 Towing Allowance:

Status: Expire
 Expiration Date: 2001-11-17
 Expiration Miles: 69,065
 Plan Year: 1999
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Contract: 2 of 2

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

Purchaser:
 Plan Type: USA 1999 USED 36/45,000 RCL PREMIUMGUARD
 Selling Dealer: LONG-LEWISFORD
 Deductible: 60
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2001-11-17
 Expiration Miles: 69,069
 Plan Year: 1999
 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
97388	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1997-11-04	02036USAF47560
98614	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-11-17	00225USAF21041
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Vehicle Information Report

**GENERAL VEHICLE
INFORMATION:**

VIN: 2FTDX07W1V0

Model Year: 1997

Veh Type: T

Inv. Dealer: 02036

Veh Line:

Market Derived:

Drive Code:

Body Cab Style:

Version/Serial:

(Related Claims)

T/P5 - F150250(PN96)P225-FORD [07-05] Eng Serial No: *

*- [N/A]

Body Shell: *

T/B - 2 WHL L/H REAR DRIVE

Engine: T/VN - R-M 4.6L 304C EFI NA C

T/B0 - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DX - 4 SPD AUTO TR NAAC A

T/AM - 158 SERIES

BUILD INFORMATION:

Region: NA - #00000000 Plant: A4 - ONTARIO PLANT BUILD

Country: CAN - #00000000 Prod Date: 17-OCT-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 147560 - *

Country: USA - #00000000 Selling Dir Ref: OH

Buyer Sp/Prov: OH

Arrival Date: 23-OCT-1996 Real Carpet Lease: 1

Sale Date: 24-OCT-1996 Fleet/Rental/Co. Lease: R

Warranty Start Date: 24-OCT-1996 Modified Vehicle: *

Orig Warranty Date: 24-OCT-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0870CA1353613P38 2 1 2000215 MY X 2000 54 2003 20 98118 47CA00193 218A 000000 2 W

20001 0 0 000A 0000 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GYW Code:	
Alternator Amp Rating:	AB	GYW Chm Code:	D
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratios:	EQ4HD - 3.35 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EQ4AC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MC	Paint:	PNEVA - DARK TOREADOR C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STEREO/STACK
Calibration Code:	74SDRI1A	Sound System:	* - [N/A]
Color(Account):	PNAYB - LT PRAIRIE TAN C/C	Stops Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AG - GOODYEAR
Delivery Type:	R	Tire Size:	D3JWC - P255/70R-15 OWL A-S
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	* RB:	*
LR:	* RR:	*
LE:	* RL:	*
SPARE:	*	

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	J	Emission Code:	T/B - T/B
ESP Coverage(Miles):	043	Emission Cert Type:	F
ESP Coverage(Time):	036	Emission Descal Suffix:	SAT
ESP File Year:	1999	Engine Family:	VFM462BGRK
ESP Signature Date:	17-NOV-1999		

Standard Claims List For Model Year 1997

VIN	VEH LINE	MKT DERIV	BODY CAR	VBR SERIES	DRIVE TYPE	FLT CD	TRF CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TRF	WCC	CPSC_6	PRIF	BASE	SUFF	CCC	CD	DEPT (Miles)
2FTDX07W1V	175	*	TBD	TIAM	T/B	A4	TDX	T/VN	17-OCT-1996	24-OCT-1996	147560	USA	4	5Y02	060402	*	2200	*	H15	42	3361
AWS Claim Key: 908946 Trx Code: 1 Labor Hrs: 0.3																					
Dir Cd-Sub Cd: 00096 - * Name: SHOEMAKER FORD INC Pk: 937-3995640 St-OR City Cl: USA Reg Cd: NA Rpt Date: 10-FEB-1997 Doc #: 0073351																					
Tech Comments: M1,CHECK OUT AND ADJUST BRAKES																					
2FTDX07W1V	175	*	TBD	TIAM	T/B	A4	TDX	T/VN	17-OCT-1996	24-OCT-1996	147560	USA	13	*	*	*	*	*	*	*	12796
AWS Claim Key: 4289376 Trx Code: 97586 Labor Hrs: 0.3																					
Dir Cd-Sub Cd: 00096 - * Name: SHOEMAKER FORD INC Pk: 937-3995640 St-OR City Cl: USA Reg Cd: NA Rpt Date: 04-NOV-1997 Doc #: 00000581																					
2FTDX07W1V	175	*	TBD	TIAM	T/B	A4	TDX	T/VN	17-OCT-1996	24-OCT-1996	147560	USA	26	*	*	*	*	*	*	*	24068
AWS Claim Key: 14299280 Trx Code: 98514 Labor Hrs: 0.6																					
Dir Cd-Sub Cd: 00223 - * Name: LONG-LEWIS FORD Pk: 205-9895673 St-AL City Cl: USA Reg Cd: NA Rpt Date: 17-NOV-1996 Doc #: 13943603																					
Cmt Comments: A99 RECALL 98514 LUG NUTS																					
Tech Comments: INSTALLED LUG NUTS AND TIGHTENED TO SPEC. PER RECALL 98514 9912																					

VEHICLE DETAIL

VIN: 2FTDX07W1V	Engine: R-M 4.6L SOHC EFI NA CIV8 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODEW/4R70A
Model: F-SERIES	Paint Code/Color: LT PRAIRIE TAN C/C
Year: 1997	Calibration: 748DR11A
Pay Load:	Max Towing Weight:
GVWR: 6600	Asse Ratio:
WheelBase: 139	Warranty Start Date: 10/24/1996
GCWR:	Vehicle Build Date: 10/17/1996
FEP Code: 508A	

Selling Dealers Name: SPRINGFIELD FORD, INC.

Selling Dealers P & A Code: 03983

Selling Dealers Sales Code: F47550

Selling Dealers Main Phone: 837-399-5640 Selling Dealers Service Phone: 837-399-5640

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
X 0 7 V C A 1 2 6 3 8 1 3 9 3 9 2 1 2 8 K 0 2 1 6 H J E 3 U H 9 6 5
1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
2 N 5 3 2 8 9 6 1 1 B 4 7 C 5 6 0 8 8 3 J L B A N 2 E X T P 2 W 2
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F T D 1 8 D 5 0 8 A W U O H 1
1 2 3 4 5 6 7 8 9 160

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	C	F2	00293	F21657

Dealer Name:	PICKLESIMER & LIMBAUGH		
Dealer Address:	FORD-MERCURY, INC. 42490 US HIGHWAY 280 BYLACAUGA AL 35150		
Dealer Main Phone:	256-245-8271	Dealer Service Phone:	256-245-8271

Position	Employee Name
DEALER/PARTNER	ANTHONY H PICKLESIMER
DEALER/PARTNER	JAMES F LIMBAUGH
PARTS MANAGER	PATRICK W MCCLURE
SALES MANAGER	MARK BRASHER
SALES MANAGER	W GENE THOMAS
SERVICE MANAGER	BRYAN L WILLIAMS

Service Hours 7:00 - 5:30 M-F FAX#: 256 208-0407

Directions

Trained N

Additional Information LSG ENROLLED VMO#800-223-4444

14513015

COPY

Sent Via U.S. Mail

February 8, 2005

[REDACTED]
Decatur, GA [REDACTED]

RE: 1997 F-Series
VIN: 1FTDX1720VN [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1997 F-Series concern.

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

Thank you for contacting us.

Respectfully yours,

KeNisha Dunlap
Consumer Affairs

Case: 1451379335

Region: 21
Kia Nisha

BEGINNING OF CONTACT
02/04/2005

VOICE OF THE CUSTOMER TRACKING SYSTEM

REGION: 21 ATLANTA	OGC ISSUE	CASE N
VIN:	ZONE: D2	OPEN
	ENGINE:	CLOSE
	VEH TYPE:	

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI:
ADDRESS: [REDACTED]		
CITY: DECATUR	STATE: GA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR:	MODEL:	
MILEAGE:		
DEALER NAME: GAREY PAUL FORD	SALES CODE: F21007	P & A: 00277
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE		
SYMPTOMS: 704345 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD		

ORIGIN: CAC38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: SREILLY2 SEAN REILLY

DATE: 02/03/2005 TIME: 10.58.52:
ACTION DATA/COMMENTS:

CUSTOMER SAID: 1997 F-SERIES LD VIN 1FTDX1720VN [REDACTED] MILEAG
E DAY AFTER CHRISTMAS HE WOKE UP HE SAW THE VEHICLE ON FIRE
= HE IS CALLING ABOUT WHAT HE HEARD ON THE NEWS ABOUT THE R
ECALL AND WOULD LIKE TO KNOW IF HIS VEHICLE WAS INVOLVED. DAT
E OF THE FIRE : DEC 27/04 AROUND MIDNIGHT LOCATION OF VEHICLE
WHEN CAUGHT ON FIRE: WAS UNDER THE CAR PORT DEATAILS OF THE
ACCIDENT: WOKE UP AND SAW THE VEHICLE ON FIRE AS HE HEARD T
HE NOISE AND NEIGHBOUR CALLED 911 WHETHER THERE WAS ANY INJUR
IES : NO CUST IS ALLEGING THAT THIS IS A PRODUCT DEFECT: YES W
HETHER OR NOT THERE WAS A FIRE REPORT FILED: YES WHETHER THE
INSURANCE CLAIM HAS BEEN FILED YES WHETHER THE VEHICLE IS RE
PAIRABLE: NO= CUST WOULD LIKE TO KNOW IF THE RECALL HAS ANY
BEARING TO HIS LOSSES DEALER SAID: NONE CRC ADVISED: I WILL FO
RWARD THIS INFORMATION TO THE FORD OGC DEPARTMENT. YOU WILL
BE CONTACTED WITHIN 3-5 BUSINESS DAYS. CSR ADVISED CUST OF 0
0522 FUEL LINE RECALL THAT HE HAD ON THE VEHICLE THAT COUL
D HAVE RESULTED IN FIRE.

All Action Details for Issue

Print

VIN: 1FTDX1720V [REDACTED] Year: 1997 Model: F-SERIES Case: 1451330385
Name: [REDACTED] Owner Status: Subsequent WSD: 1996-12-15
Symptom Desc: FIRE/SMOKE VISIBLE FLAME Primary Phone: [REDACTED]
Reason Desc: LEGAL - FIRE CLAIM Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE

Dealer: 00277 CAREY PAULFORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD

Odometer: 1 MI

Comm Type: PHONE

Analyst Name:

Analyst: CLEICH

LEIGH, GHERIE

Action Date: 02/07/2005

Action Time:
12.34.00.783

Action Data: No

Comments: PRODUCT LIABILITY - CUSTOMER ORIGINALLY CONTACTED THE CRC ON 2-3-05. CUSTOMER ALLEGES HE WOKE UP TO FIND VEHICLE ON FIRE. QUESTIONING IF THERE IS A RECALL ON VEHICLE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 00277 CAREY PAULFORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 85000 MI

Comm Type: PHONE

Analyst Name: DUNLAP,
KENISHA

Analyst: KDUNLAP

Action Date: 02/08/2005

Action Time:
10.28.02.854

Action Data: No

Comments: LPA CONTACTED CUSTOMER AND SPOKE WITH [REDACTED] CUSTOMER STATED THAT HIS VEHICLE FIRE OCCURRED ON 12/28 OR 12/27/04. CUSTOMER BELIEVES THAT HIS FIRE IS RELATED TO RECALL 05S28. CUSTOMER ONLY HAD LIABILITY COVERAGE ON THE VEHICLE, THE FIRE CAUSED DAMAGE TO HIS HOME, BUT THAT HAS BEEN REPAIRED BY HIS HOMEOWNER'S INSURANCE.

Action: DENY ASSISTANCE - BEYOND WARRANTY

Dealer: 00277 CAREY PAULFORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 85000 MI

Comm Type: PHONE

Analyst Name: DUNLAP,
KENISHA

Analyst: KDUNLAP

Action Date: 02/08/2005

Action Time:
10.30.18.208

Action Data: No

Comments: LPA ADVISED CUSTOMER THAT HIS VEHICLE IS NOT INCLUDED IN RECALL 06S28 AND THE VEHICLE IS BEYOND WARRANTY. CUSTOMER IS INCLUDED IN RECALL 00S22 FUEL LINE. GCAMP'S SHOWS THAT SEVERAL NOTICES WERE MAILED TO CUSTOMER FROM 10/2000 - 8/2002. LPA VERIFIED THAT THE ADDRESS WHERE THE RECALL NOTICES WERE MAILED WAS CUSTOMER'S PREVIOUS ADDRESS. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

ESP / Recall Information

VIN: 1FTDX1720V

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00822	SAFETY RECALL	FUEL LINE	OPEN - LAUNCHED		
88R04	REGIONAL (USA)	PCV SYSTEM MODIFICATION	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-05-12	00412USAF21109
98B29	CUSTOMER SATISFACTION NOTIF PGM	3.8L AND 4.2L ENGINE FRONT COVER GASKET	CLOSE - EXPIRED		
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FTDX1720VN	Veh Libor:	TFS - F150250(PN36)/P225-PORD [97-05]	Eng Serial No:	*
Model Year:	1997	Market Derivat:	* - [N/A]	Body Style:	*
Veh Type:	T	Drive Codes:	T/S - 2 WHL L/H REAR DRIVE	Engines:	T/LY - 4.2L CHV EFI NA V6
Inv. Dealer:	00412	Body Cb Style:	TBD - SUPER SINGLE CAB (SUPER CAB)	Transmission:	T/RQ - 5 SPD MAN TRANS
		Version/Serial:	T/AM - 150 SERIES		

BUILD INFORMATION:

Region: NA - #00000000 Plant: AR - NORFOLK PLANT BUILD
Country: USA - #00000000 Prod Date: 01-NOV-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 121009 - *
Country: USA - #00000000 Selling Div StProv: GA
Buyer StProv: GA

Arrival Date: 14-NOV-1996 Rad Carpet Letter: I
Sale Date: 15-DEC-1996 Fleet/Retail/Cs. Lease: R
Warranty Start Date: 15-DEC-1996 Modified Vehicle: *
Orig Warranty Date: 15-DEC-1996 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1	2	3	4	5	6	7	8	9
X17VW00000113000	2 2 1012731	EX E	MID 53 20 3 25	611	21A0000004	UA	REX01	5 3
13700 2 C	007A 02000 1			1				

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	KC	GVW Class Code:	D
Audio Blks:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EQACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EQIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	ME	Paint:	PRUAA - EBONY SOLID CTC
Brake Codes:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radios:	AG - ELITE AM/FM/ATRC/STECLOCK
Calibration Codes:	74SER10A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AC - FIRESTONE
Delivery Type:	R	Tire Size:	D3LD - P235/70R-16 OWL A-3
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	77B - T/S
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Suffix:	8YY
ESP Flea Year:	• Engine Family:	VFMA4228GKEK
ESP Signature Date:		

Standard Claims List For Model Year 1997

VIN	VEH LINE	MKT DEPT	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	YR	WCC CPSC_6	PREF BASE	SUPP CCC	CD	DIST (Miles)	
1FTDX1720VN	175	*	TBD	TAM	T/B	AR	T/RQ	T/LY	01-NOV-1996	15-DEC-1996	121009	USA	8	6V02 011100	*	9942006	* Q02 01	10362	
AWS Claim Key:		2813081	Trx Code:		1	Labor Hrs:		0											
Dir Cl-Sub Cl:		00412 - *	Name:		WORLD FORD STONE MOUNTAIN			Ph:		678-3443300	St:	GA	City Cl:		USA	Reg Cl:		NA	Rptg Date: 14-JUL-1997 Doc #03870601
Cust Comments:		LNI 002-REAR GLASS BLEW OUT																	
Tech Comments:		REPLACE REAR GLASS-OSL																	
1FTDX1720VN	175	*	TBD	TAM	T/B	AR	T/RQ	T/LY	01-NOV-1996	15-DEC-1996	121009	USA	11	6P45 011100	*	9942006	* R03 D1	12184	
AWS Claim Key:		423256	Trx Code:		EM4	Labor Hrs:		0											
Dir Cl-Sub Cl:		00412 - *	Name:		WORLD FORD STONE MOUNTAIN			Ph:		678-3443300	St:	GA	City Cl:		USA	Reg Cl:		NA	Rptg Date: 28-OCT-1997 Doc #04327501
Cust Comments:		LNI R03 CUSTOMER REPORTS WATER LEAK REAR WINDOW TOP GLASS																	
Tech Comments:		RESEAL GLASS-OSL																	
1FTDX1725VN	175	*	TBD	TAM	T/B	AR	T/RQ	T/LY	01-NOV-1996	15-DEC-1996	121009	USA	14	6P42 010301	*	1520124	* R02 33	14248	
AWS Claim Key:		802923	Trx Code:		EM4	Labor Hrs:		0											
Dir Cl-Sub Cl:		06529 - *	Name:		TREADWELL FORD			Ph:		251-4783251	St:	GA	City Cl:		USA	Reg Cl:		NA	Rptg Date: 30-JAN-1998 Doc #114202701
Cust Comments:		CUSTOMER STATES WINDOW NOISE PASS AND DRIVER DOOR																	
Tech Comments:		SUBLET TO PRECISION GLASS TO REALIGN LEFT & RIGHT DOORS.																	
1FTDX1720VN	175	*	TBD	TAM	T/B	AR	T/RQ	T/LY	01-NOV-1996	15-DEC-1996	121009	USA	15	5A03 NANANA F65Z 4A331	AB	A99 X2	16033		
AWS Claim Key:		694231	Trx Code:		EM4	Labor Hrs:		0											
Dir Cl-Sub Cl:		00412 - *	Name:		WORLD FORD STONE MOUNTAIN			Ph:		678-3443300	St:	GA	City Cl:		USA	Reg Cl:		NA	Rptg Date: 21-FEB-1998 Doc #04766803
Cust Comments:		O RINGS DEFECTIVE																	
Tech Comments:		REPLACE WHEEL O-RING DEFECTIVE																	
1FTDX1730VN	175	*	TBD	TAM	T/B	AR	T/RQ	T/LY	01-NOV-1996	15-DEC-1996	121009	USA	19	6C04 010305	*	5423943	* B43 07	25726	

AWS Claim Key:	10331474	Trx Code:	EM	Labr Hrs:	0.4																
Dir Cl-Sub Cb:	00262 - *	Name:	ERNEST MCCARTY FORD INC	Ph:	205-6633831	St:AL	City Cb:	USA	Reg Cb:	NA	Repr Date:	15-JUN-1998	Doc #:	04866301							
Cust Comments:	CHECK WINDNOISE AROUND DRIVERS DOOR AT 50 60 MPH STOPS WHEN DOOR IS PULLED.																				
Tech Comments:	TEST DROVE VERIFIED CONCERN CHECKED OASIS AND TSB 97151 ADJUSTED BOTH FRONT DOORS IN TEST DROVE VERIFIED REPAIR COMPLETED																				
IFTDX1720VN	7/25	*	TBD	T/AM	T/B	AR	T/RQ	T/LY	01-NOV-1996	15-DEC-1996	121009	USA	19	7822	180106	F2U2	14526	P	A34	46	35726
AWS Claim Key:	10412026	Trx Code:	EM	Labr Hrs:	0.2																
Dir Cl-Sub Cb:	00262 - *	Name:	ERNEST MCCARTY FORD INC	Ph:	205-6633831	St:AL	City Cb:	USA	Reg Cb:	NA	Repr Date:	15-JUN-1998	Doc #:	04866302							
Cust Comments:	CHECK BORN AND CRUISE OWNER STATES DROP.																				
Tech Comments:	DIAG CRUISE CONTROL FIDPOINT TEST FUSE BLOWN REPLACED FUSE RETEST TEST DROVE SYS OK																				
IFTDX1720VN	7/25	*	TBD	T/AM	T/B	AR	T/RQ	T/LY	01-NOV-1996	15-DEC-1996	121009	USA	30	6X04	010907	F63Z	178676	AB	T90	01	31242
AWS Claim Key:	16227246	Trx Code:	EM	Labr Hrs:	0.2																
Dir Cl-Sub Cb:	00412 - *	Name:	WORLD FORD STONE MOUNTAIN	Ph:	678-3443300	St:GA	City Cb:	USA	Reg Cb:	NA	Repr Date:	12-MAY-1999	Doc #:	06732601							
Cust Comments:	CUSTOMER STATES THAT POWER MIRROR KNOB HAS BROKEN OFF.																				
Tech Comments:	REPLACE POWER MIRROR SWITCH																				
IFTDX1720VN	7/25	*	TBD	T/AM	T/B	AR	T/RQ	T/LY	01-NOV-1996	15-DEC-1996	121009	USA	30	6P18	010702	F63Z	1820530	AA	R22	30	31242
AWS Claim Key:	16227245	Trx Code:	EM	Labr Hrs:	0.3																
Dir Cl-Sub Cb:	00412 - *	Name:	WORLD FORD STONE MOUNTAIN	Ph:	678-3443300	St:GA	City Cb:	USA	Reg Cb:	NA	Repr Date:	12-MAY-1999	Doc #:	06732602							
Cust Comments:	CUSTOMER STATES THAT VEHICLE HAS WIND NOISE ON PASSENGER SIDE DOOR																				
Tech Comments:	REPLACE WEATHER STRIP																				
IFTDX1720VN	7/25	*	TBD	T/AM	T/B	AR	T/RQ	T/LY	01-NOV-1996	15-DEC-1996	121009	USA	30	7D07	170202	B6DZ	13466	B	L25	46	31242
AWS Claim Key:	16964702	Trx Code:	EM	Labr Hrs:	0.3																
Dir Cl-Sub Cb:	00412 - *	Name:	WORLD FORD STONE MOUNTAIN	Ph:	678-3443300	St:GA	City Cb:	USA	Reg Cb:	NA	Repr Date:	12-MAY-1999	Doc #:	06732603							
Cust Comments:	CUSTOMER STATES THAT PANEL LIGHTS DROP AROUND A C CONTROLS																				
Tech Comments:	REPLACE BULB																				
IFTDX1720VN	7/25	*	TBD	T/AM	T/B	AR	T/RQ	T/LY	01-NOV-1996	15-DEC-1996	121009	USA	30	5Q02	040102	*	3078	*	C50	33	31242
AWS Claim Key:	16727284	Trx Code:	EM	Labr Hrs:	0.2																

Claims List Report

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Dir Cl-Sub Cl:	00412 - *	Name:	WORLD FORD STONE MOUNTAIN	Ph:	678-3443300	St:GA	City Cl:	USA	Reg Cl:	NA	Repr Date:	12-MAY-1999	Doc #:	06752404
Cost Comments:	CUSTOMER STATES THAT WHEN TURNING HARD RIGHT HEARS POPPING NOISE													
Tech Comments:	RETORQUE SUSPENSION BOLTS & LUBE STEERING STOPS													
1FTDX1720VN	TF5	*	TBD	TAM	TB	AR	TBQ	TLY	01-NOV-1996	15-DEC-1996	121009	USA	30	31242
AWS Claim Key:	1672283	Tax Code:	98514	Labor Hrs:	0.6									
Dir Cl-Sub Cl:	00412 - *	Name:	WORLD FORD STONE MOUNTAIN	Ph:	678-3443300	St:GA	City Cl:	USA	Reg Cl:	NA	Repr Date:	12-MAY-1999	Doc #:	06752405
Cost Comments:	RECALL 98S14 WHEEL ATTACHMENTS LUG NUTS													
Tech Comments:	REPLACE LUG NUTS PER RECALL													
1FTDX1720VN	TF5	*	TBD	TAM	TB	AR	TBQ	TLY	01-NOV-1996	15-DEC-1996	121009	USA	30	31242
AWS Claim Key:	1672282	Tax Code:	863	Labor Hrs:	0.2									
Dir Cl-Sub Cl:	00412 - *	Name:	WORLD FORD STONE MOUNTAIN	Ph:	678-3443300	St:GA	City Cl:	USA	Reg Cl:	NA	Repr Date:	12-MAY-1999	Doc #:	06752406
Cost Comments:	CUSTOMER STATES THAT POWER POINT INOP.													
Tech Comments:	REPLACE POWER POINT FUSE													
1FTDX1720VN	TF5	*	TBD	TAM	TB	AR	TBQ	TLY	01-NOV-1996	15-DEC-1996	121009	USA	32	31693
AWS Claim Key:	1785220	Tax Code:	807	Labor Hrs:	0.7									
Dir Cl-Sub Cl:	01448 - *	Name:	AL SERRA FORD	Ph:	770-6643673	St:GA	City Cl:	USA	Reg Cl:	NA	Repr Date:	27-JUL-1999	Doc #:	128401A
Cost Comments:	CUSTOMER STATES CHECK ENGINE LIGHT COMING ON AND RUMBLE ROUGH ON COLD STARTS													
Tech Comments:	31693 12A630, CC42 WARR EBC TEST PASS PASS PASS, REPROGRAMMED PCM AND RETEST ALL PASS UP DATED PCM CALIBRATION NOTE HAD NO SERVICE CODES FOR CHECK ENGINE LIGHT ON, RETURN TO SERVICE FOR EVALUATION													
1FTDX1720VN	TF5	*	TBD	TAM	TB	AR	TBQ	TLY	01-NOV-1996	15-DEC-1996	121009	USA	32	31693
AWS Claim Key:	1785221	Tax Code:	834	Labor Hrs:	0.9									
Dir Cl-Sub Cl:	01448 - *	Name:	AL SERRA FORD	Ph:	770-6643673	St:GA	City Cl:	USA	Reg Cl:	NA	Repr Date:	27-JUL-1999	Doc #:	128402E
Cost Comments:	VIBRATES WHEN BRAKING													
Tech Comments:	31693 CC13 WARR TURNED REAR BRAKE DRUMS DO TO EXCESSIVE RUN OUT													
1FTDX1720VN	TF5	*	TBD	TAM	TB	AR	TBQ	TLY	01-NOV-1996	15-DEC-1996	121009	USA	32	31693
AWS Claim Key:	1785222	Tax Code:	834	Labor Hrs:	1.4									

Claims List Report

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Dir Cd-Sub Cd:	01448 - *	Name:	AL SERBA FORD	Ph:	770-5643673	St:	GA	City Cd:		USA Reg Cd:	NA	Repr Date:	27-JUL-1999	Doc #:	12E940G
Cost Comments:	LEAKING AXEL FLUID IN REAR														
Tech Comments:	31693 CC42 PART 1177 WARR REMOVED REAR AXLES AND REPLACED AXLE SHAFTS, INSTALLED NEW A BRAKE SHOES DO TO GEAR LUBE ON THEM.														
1PTD0C1720VN 7/5 * T/BD T/AM T/B AE T/RQ T/LY 01-NOV-1996 15-DEC-1996 121009 USA 36 5313 100104 FLSZ 9034 TA E29 42 32447															
AWS Claim Key:	12073752	Trx Code:	807	Laber Hrs:	29										
Dir Cd-Sub Cd:	00341 - *	Name:	BILLY HOWELL FORD LINCOLN-MERCURY, INC.	Ph:	770-8572311	St:	GA	City Cd:		USA Reg Cd:	NA	Repr Date:	09-NOV-1999	Doc #:	07737152
Cost Comments:	C S CK ENGINE LITE ON ADV														
Tech Comments:	INOPERATIVE EBC (QUICK TEST) DIAGNOSIS M TIME TO TEST EVAPORATIVE EMISSION SYSTEM, REPLACE FUEL FILLER NECK AND CAP. NO LABOR LISTED														

VEHICLE DETAIL

VIN: 1FTDX1720VN	Engine: 4.2L OHV EFI NA V6 GAS
Make: FORD	Transmission: 5 SPD/MAN TRANS MAZDA MER2-C M
Model: F-SERIES	Paint Code/Color: EBONY SOLID C/C
Year: 1997	Calibration: 743ER10A
Pay Load:	Max Towing Weight:
GVWR: 6600	Axle Ratio:
WheelBase: 138	Warranty Start Date: 12/15/1996
GCWR:	Vehicle Build Date: 11/1/1996
PEP Code: 607A	

Selling Dealers Name: WORLD FORSTONE MOUNTAIN

Selling Dealers P & A Code: 00412

Selling Dealers Sales Code: FZ1000

Selling Dealers Main Phone: 770-488-3131 Selling Dealers Service Phone: 770-488-3131

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
X 1 7 V N B 8 9 0 9 1 1 3 9 3 8 2 2 1 8 L 2 7 3 1 H K E M 1 8 5 3
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
2 N 3 2 8 6 1 1 2 1 A 0 0 9 8 5 4 U A N 2 M X 3 5 2 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F T D 0 2 C 6 0 7 A 0 2 M G A 1
1 2 3 4 5 6 7 8 9 160

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PEA Code	Sales Code
21-ATLANTA	21-ATLANTA	A	D2	00277	F21007

Dealer Name:	CAREY PAULFORD		
Dealer Address:	4334 SNAPPINGER WOODS DRIVE DECATUR GA 30035		
Dealer Main Phone:	770-887-9000	Dealer Service Phone:	770-887-9000

Position	Employee Name
DEALER/PARTNER	CAREY B PAUL
GENERAL MANAGER	KEN ARCHER
PARTS MANAGER	PHILLIP A BRIGGS
PARTS & SERVICE DIRECTOR	ALAN B CORRELL
SALES MANAGER	JOSHUA W PAUL
SALES MANAGER	MICHAEL D SANDERS
SALES MANAGER	EDDIE J MATHIS
SERVICE MANAGER	EWELL E SHUFF II
SERVICE MANAGER	Jerry L Hill

Service Hours 7:30-6:00 M-F; SAT 8:00-4:00

Directions

Trained Y

Additional Information LSG ENROLLED TOWING; 770-978-4329 T.C. TOWING

**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:.....1-800-325-5621

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

ATTACHMENT I
Safety Recall 00S22

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

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

PLEASE NOTE

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

PROMPTLY CORRECT

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

DEALER-OWNER CONTACT

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

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.

VIN FSA Details

VIN: 1FTDX1720VW [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: USA

FSA Details

00000377	FUEL LINE
00001235	PCV SYSTEM MODIFICATION
00001248	WHEEL ATTACHMENT - LUG NUTS
00010166	THIS CUSTOMER HAS RECEIVED A CUSTOMER MAINTENANCE REMINDER; THERE ARE NO AUTHORIZED REPAIRS.

Vehicle Details

Model Year:	1997	Assembly Plant:	NORFOLK PLANT BUILD
Vehicle Line:	F-SERIES UNDER 8500 GVW	Production Date:	01-Nov-1996
Body Style Description:	SUPER SINGLE CAB (SUPER CAB)	Warranty Start Date:	15-Dec-1996
Vehicle Type Description:	TRUCK	Sale Date:	15-Dec-1996
VDM Vehicle Status:	800	Engine Tag Code:	7K7038A
Emissions:			

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source
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Owner Details

Current Owner

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

Owner Effective Date: 17-Dec-2003 Vendor Applied Date: 17-Dec-2003
 Vendor Match Code Description: -

NBA Source: OKS GCamp Applied Date: 27-Jul-2004
 Mail Status: Active Mail Suppression Date:

Fleet Code: Fleet Name:
 Fleet Status: Fleet Mgmt Code:
 Company Car:

Original Owner

Business Name:
 Owner Name:
 Address 1:
 Address 2:
 Address 3:
 Address 4:
 City: LITHONIA
 State/Province: Georgia Phone #:
 ZIP/Postal Code: E-Mail:
 Country: UNITED STATES

 Owner Effective Date: 25-Feb-1997 Vendor Applied Date:

 N&A Source: NAVIS GCamp Applied Date: 23-Apr-1997
 Mail Status: Active Mail Suppression Date:

 Fleet Code: Fleet Name:
 Fleet Status: Fleet Mgmt Code: -
 Company Car:

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	00412	USA	F21009		World Ford Stone Mountain
Ship-To	00412	USA	F21009		World Ford Stone Mountain
Stocking	00412	USA	F21009		World Ford Stone Mountain
Selling	00412	USA	F21009		World Ford Stone Mountain

FSA Details

VIN: 1FTDX1720VN

Local P&A: 00522 - FUEL LINE

Global P&A: 00000377

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

 + 0 - TARGET SEGMENT
 - AA - KITCODE AA

00- Original

Responsible Dealer

P&A Code	GEO Sales	Sales Code	Sub Code	Description
00412	USA	F21009		World Ford Stone Mountain

Eligibility Indicators

Type	Indicator	Updated
Repair Eligibility	Y	25-Aug-2000
Display Eligibility	Y	25-Aug-2000
Original Mail Eligibility	N	26-Oct-2000
Follow up Mail	Y	23-Sep-2002

VIN/P&A Vehicle Condition

Code	Vehicle Condition	Begin Date	End Date	Source
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Description

MAILED - FOLLOW-UP NOTIFICATION

Release Date

23-Sep-2002

MAILED - FOLLOW-UP NOTIFICATION	18-Sep-2001
MAILED - FOLLOW-UP NOTIFICATION	26-Mar-2001
MAILED - FOLLOW-UP NOTIFICATION	19-Jan-2001
MAILED - ORIGINAL NOTIFICATION	26-Oct-2000

Repair								
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost	Source
VIN/FSA Vehicle Status								
Description			Reason		Date			
OPEN - LAUNCHED			Open		26-Oct-2000			
Confirmed					25-Aug-2000			

VIN FSA Mail History

Local FSA:00S22-IFUEL LINE

Global FSA:00000377

Release: COWNER LETTER
 Release Date: 26-Oct-2000
 Mail Date: 17-Nov-2000 to 17-Nov-2000
 Restricted Address: No
 Address: DOTZER,R
 190 MEADOR WAY SE
 ATLANTA,GA
 30315 6621,UNITED STATES
 Resp. Dealer: 00412USAF21009-
 Fleet Acct:
 Fleet Mgmt Loc:
 NBA Source: POLK
 Owner Effective Date: 12-Sep-1998
 Note:

Local FSA:00S22-IFUEL LINE

Global FSA:00000377

Release: FPOSTCARD
 Release Date: 19-Jan-2001
 Mail Date: 02-Feb-2001 to 02-Feb-2001
 Restricted Address: No
 Address: DOTZER,R
 190 MEADOR WAY SE
 ATLANTA,GA
 30315 6621,UNITED STATES
 Resp. Dealer: 00412USAF21009-
 Fleet Acct:
 Fleet Mgmt Loc:
 NBA Source: POLK
 Owner Effective Date: 12-Sep-1998
 Note:

Local FSA:00S22-IFUEL LINE

Global FSA:00000377

Release: FOWNER LETTER
 Release Date: 26-Mar-2001
 Mail Date: 04-Apr-2001 to 09-Apr-2001

Restricted Address: No
Address: DOIZER, R
190 MEADOR WAY SE
ATLANTA, GA
30315 6621, UNITED STATES
00412USAF21009-
Resp. Dealer:
Fleet Acct:
Fleet Mgmt Loc:
N&A Source: POLK
Owner Effective Date: 12-Sep-1998
Note:

Local FSA: 00522-IFUEL LINE

Global FSA: 00000377

Release: FOWNER LETTER
Release Date: 18-Sep-2001
Mail Date: 25-Sep-2001 to 26-Sep-2001
Restricted Address: No
Address: DOIZER, R
190 MEADOR WAY SE
ATLANTA, GA
30315 6621, UNITED STATES
00412USAF21009-
Resp. Dealer:
Fleet Acct:
Fleet Mgmt Loc:
N&A Source: POLK
Owner Effective Date: 12-Sep-1998
Note:

Local FSA: 00522-IFUEL LINE

Global FSA: 00000377

Release: FOWNER LETTER
Release Date: 23-Sep-2002
Mail Date: 01-Oct-2002 to 10-Oct-2002
Restricted Address: No
Address: DOIZER, R
190 MEADOR WAY SE
ATLANTA, GA
30315 6621, UNITED STATES
00412USAF21009-
Resp. Dealer:
Fleet Acct:
Fleet Mgmt Loc:
N&A Source: POLK
Owner Effective Date: 12-Sep-1998
Note:

VIN: 1FTDX1720V

Local FSA: 9ER04 - PCV SYSTEM MODIFICATION

Global FSA: 00001235

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGET SEGMENT
- AA - KITCODE AA

00 - Original

P&A Code 00412	GEO Sales USA	Sales Code F21009	Responsible Dealer Sub Code World Ford Stone Mountain
Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	16-Feb-1999	
Display Eligibility	Y	16-Feb-1999	
Original Mail Eligibility	N	16-Feb-1999	
Follow up Mail	Y	16-Feb-1999	
VIN/FSA Vehicle Condition			
Code	Vehicle Condition	Begin Date	End Date Source
Description		Release Date	
MAILED - ORIGINAL NOTIFICATION		16-Feb-1999	
Repair			
Status	System Data	Repair Data	Country Dealer Code Claims # Option/Labor Code Cost Source
VIN/FSA Vehicle Status			
Description	Reason	Date	
OPEN - LAUNCHED	Open	16-Feb-1999	
Confirmed		16-Feb-1999	
VIN FSA Mail History			
Local FSA: 98R04-1PCV SYSTEM MODIFICATION		Global FSA: 00001235	
Release:		OWNER LETTER	
Release Date:		16-Feb-1999	
Mail Date:		27-Apr-1999 to 28-Apr-1999	
Restricted Address:		No	
Address:		DOIZER, R 190 MEADOR WAY SE ATLANTA, GA 30315 6621, UNITED STATES	
Rsp. Dealer:		00412USAF21009-	
Fleet Acct:			
Fleet Mgmt Loc:			
N&A Source:		POLK	
Owner Effective Date:		12-Sep-1998	
Note:			

VIN: 1FTDX1720VN	
Local FSA: 98S14 - WHEEL ATTACHMENT - LUG NUTS	Global FSA: 00001248
Hub: FORD NORTH AMERICA Country: UNITED STATES	
Segment / VIN Group(s):	Supplement Code:
+ D - TARGET SEGMENT - CR - KITCODE CR	00- Original

P&A Code		Responsible Dealer		Description
GED Sales	Sales Code	Sub Code		
00412	USA	F21009		World Ford Stone Mountain

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	18-May-1999
Display Eligibility	N	18-May-1999
Original Mail Eligibility	N	18-Feb-1999
Follow up Mail	N	18-May-1999

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

Description	Release Date
MAILED - FOLLOW-UP NOTIFICATION	21-Apr-1999
MAILED - ORIGINAL NOTIFICATION	18-Feb-1999
MAILED - ORIGINAL NOTIFICATION	12-Jun-1998

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	18-May-1999	12-May-1999	UNITED STATES	00412USAF21109	067524	C	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	18-May-1999
OPEN - LAUNCHED	Open	18-Feb-1999
Confirmed		12-May-1998

VIN FSA Mail History	
Local FSA:98S14-IWHEEL ATTACHMENT - LUG NUTS	Global FSA:00001248
Release:	OWNER LETTER
Release Date:	12-Jun-1998
Mail Date:	18-Jun-1998 to 13-Jul-1998
Restricted Address:	No
Address:	DOZIER,R 190 MEADOW WAY ATLANTA,GA 30315,UNITED STATES
Resp. Dealer:	00412USAF21009-
Fleet Acct:	
Fleet Mgmt Loc:	
N/A Source:	POLK
Owner Effective Date:	15-Jan-1998
Note:	
Local FSA:98S14-IWHEEL ATTACHMENT - LUG NUTS	Global FSA:00001248
Release:	OWNER LETTER
Release Date:	18-Feb-1999
Mail Date:	01-Mar-1999 to 01-Mar-1999

Restricted Address: No
 Address: DOIZER, R
 190 MEADOR WAY SE
 ATLANTA, GA
 30315 6621, UNITED STATES
 Resp. Dealer: 00412USAF21009-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 12-Sep-1998
 Note:

Local FSA: 98514-1WHEEL ATTACHMENT - LUG NUTS Global FSA: 00001248

Release: FPOSTCARD
 Release Date: 21-Apr-1999
 Mail Date: 03-May-1999 to 03-May-1999
 Restricted Address: No
 Address: DOIZER, R
 190 MEADOR WAY SE
 ATLANTA, GA
 30315 6621, UNITED STATES
 Resp. Dealer: 00412USAF21009-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 12-Sep-1998
 Note:

VIN: 1FTDX1720Y

Local FSA: 04119 - MAINTENANCE REMINDER LETTER

Global FSA: 00010186

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGETING SEGMENT
 - CC - F150 TFS

UD- Original

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
00412	USA	F21009		World Ford Stone Mountain
Eligibility Indicators				
Type	Indicator		Updated	
Repair Eligibility	Y		02-Jun-2004	
Display Eligibility	Y		27-Jul-2004	
Original Mail Eligibility	N		28-Jul-2004	
Follow up Mail	Y		28-Jul-2004	
VIN/PSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source
Description				Release Date
RELEASED TO APPROPRIATE SOURCE - ORIGINA				28-Jul-2004

Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost	Source
Repair								
VIN/FSA Vehicle Status								
Description			Reason			Date		
OPEN - LAUNCHED			Open			27-Jul-2004		
Confirmed						02-Jun-2004		
VIN FSA Mail History								
Local FSA:04L19-0 MAINTENANCE REMINDER LETTER						Global FSA:00010166		
Release:			OWNER LETTER					
Release Date:			28-Jul-2004					
Mail Date:			28-Jul-2004 to 28-Jul-2004					
Restricted Address:			No					
Address:			DUTCHER,DEBBIE 3723 HOLLAND DR SNELLVILLE,GA 30039 8022,UNITED STATES					
Resp. Dealer:			00412USAF21009-					
Fleet Acct:								
Fleet Mgmt Loc:								
N&A Source:			CK5					
Owner Effective Date:			17-Dec-2003					
Note:								

FSA Counts				
FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total	
CUSTOMER SAT/OWNER NOTIF PGM	0	1	1	1
LABEL/LITERATURE PROGRAM	1	0	1	1
REGIONAL (USA)	1	0	1	1
SAFETY RECALL	1	1	2	2
Total	3	2	5	

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2004

1548432014 ATLANTA

COPY

Sent Via U.S. Mail

July 19, 2004

[REDACTED]
Mount Pleasant, SC [REDACTED]

RE: 1998 Navigator
VIN: 5LMRU27L4W [REDACTED]

De [REDACTED]

Thank you for contacting us regarding your 1998 Navigator.

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

We appreciate the opportunity to review your request.

Sincerely,

KeNisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 5LMBU2714W1 Year: 1998 Model: NAVIGATOR Case: 1548432014
 Name: Owner Status: Subsequent WSD: 1997-10-11
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone:
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01125 PALMETTO FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 118000 MI Comm Type: PHONE
 Analyst Name: MAHON RACHEL Analyst: RMAHON5
 Action Date: 07/19/2004 Action Time: 15.14.01.810 Action Data: Yes

Comments CUSTOMER SAID: -VEH CAUGHT ON FIRE ON THURSDAY JULY 15TH 2004 IN CUST DRIVEWAY -NO INJURIES-DOG HAD TO BE TAKEN OUT BY FIREFIGHTER -FIRE DEPT CAME OUT-NOT SURE ABOUT A POLICE REPORT-WANTT O KNOW IF THERE IS ANY HISTORY OF THIS HAPPENING -WIFE PULLED INTO THE DRIVEWAY AND THE VEH WAS SMOKING FROM UNDER THE HOOD NEAR THE DRIVER SIDE HEADLIGHT-FLAMES BURNED THROUGH THE FIREWALL WHERE THE BRAKE GAS PEDAL IS-VEH IS STILL IN CUST DRIVEWAY-INSURANCE WAS CONTACTED ON FRIDAY BUT DID NOT COME OUT AS WELL -FIRE DEPT BELIEVE IT IS THE SPEED CONTROL DEACTIVATION SWITCH -WANT TO VERIFY IF THIS IS A FORD DEFECT THAT CAUSED FIREDEALER SAID: PALMETTO FORDCRC 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 THERE ARE NO RECALLS ON THE VEH

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01125 PALMETTO FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 118000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 07/19/2004 Action Time: 15.27.09.602 Action Data: Yes

Comments LPA CONTACTED CUSTOMER.

Data Element Name	Data Value
CONTACT PERSON	RHYS WILLIAMS

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 01125 PALMETTO FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 118000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 07/19/2004 Action Time: 15.29.42.577 Action Data: No

Comments LPA ADVISED CUSTOMER TO CONTACT INSURANCE COMPANY. THE VEHICLE IS BEYOND WARRANTY, THERE ARE NO RECALLS, AND NO RELATED REPAIR HISTORY. IN ADDITION, THERE WERE NO INJURIES. LPA ADVISED OF SUBROGATION. NOTHING FURTHER. CASE FILED. LPA MAILED CLOSING

Customer Info

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

ESP / Recall Information

VIN: 5LMRU27L4W

No ESP information for this VIN

No Recall information for this VIN

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	SLMRU27LAWL	Veh Line:	T/B - NAVIGATOR (UNITS) [9802]	Eng Serial No:	*
Model Year:	1998	Market Derived:	* - [N/A]	Body Shell:	*
Veh Type:	T	Drive Code:	T/B - 2 WHL LH REAR DRIVE	Engine:	T/VZ - W-MOD 5.4L SOHC EFI
Inv. Dealer:	04815	Body Cab Style:	T/WB - EXTENDED WAGON	Transmission:	T/DE - 4 SPD AUTO TR-NAAO
		Version/Series:	T/EL - LINCOLN/MERCURY SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - ##### Prod Date: 15-SEP-1997

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 326065 - *
 Country: USA - ##### Selling Dir St/Prov: SC
 Buyer St/Prov: SC

Arrival Date: 01-OCT-1997 Red Carpet Lease: 1
 Sale Date: 11-OCT-1997 Fleet/Lease/Co. Lease: R
 Warranty Start Date: 11-OCT-1997 Modified Vehicle: *
 Orig Warranty Date: 11-OCT-1997 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1 2 3 4 5 6 7 8 9
 0278LJL68051153 781 0838908 ME K E17 47 53 568 E L 26005 M3 UN SEX C L
 SLRMAN3 6108 5182C 2

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/E - A/C/HIGH OUTPUT AC	GVW Code:	
Alternator Amp Rating:	BB	GVW Class Code:	R
Audio Deck:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axis Ratio:	BLAFB - 3.31 FINAL DRIVE RATIO-SS	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	BLAH - NON-LIMITED SLIP REAR AXLE	Mirror(Pass Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	ES	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELITE PREMIUM AM/FM STEREO/CSTE
Calibration Code:	M46P05A	Sound System:	AB - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Setup Traction Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AD - GENERAL
Delivery Type:	R	Tire Size:	D3/VL - P245/75R16 UWL A-B
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front End:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/B - T/B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Suffix:	BCY
ESP Plan Year:	• Engine Family:	WFMXCTD346BG
ESP Signature Date:		

Server Name : AWS Adhoc

Standard Claims List For Model Year 1998

VIN	V8H LINE	MKT DEGRV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TES CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIB	WCC	CPSC	6	PREF	BASE	SUFF	CCC	CD	DNST (Miles)		
5LMRU27L4WL	7B4	*	T/WB	T/EL	T/B	AP	T/D	T/VZ	15-SEP-1997	11-OCT-1997	326065	USA	13	*	*	*	*	*	*	*	*	7411		
AWS Claim Key:		4503038	Trx Code:		99814	Labor Hrs:		5																
Dir Cd-Sub Cd:		04815-A	Name:		ISLAND FORD-LINCOLN-MERCURY			Ph:		843-4373673	St:		SC	City Cd:		USA Reg Cd:		NA	Repr Dates:		13-OCT-1998	Doc #:		02581101
Tech Comments:		CALL																						
5LMRU27L4WU	7B4	*	T/WB	T/EL	T/B	AP	T/D	T/VZ	15-SEP-1997	11-OCT-1997	326065	USA	23	71809	126303	*	19860	*	C02	42	16730			
AWS Claim Key:		10604180	Trx Code:		EB3	Labor Hrs:		1.1																
Dir Cd-Sub Cd:		04815-A	Name:		ISLAND FORD-LINCOLN-MERCURY			Ph:		843-4373673	St:		SC	City Cd:		USA Reg Cd:		NA	Repr Dates:		24-AUG-1999	Doc #:		03784601
Cust Comments:		CUST STATES AC NOT COOLING PROPERLY																						
Tech Comments:		EVACUATE AND RECHARGE SYSTEM. PERFORM LEAK TEST ON EVAP. NO LEAKS DETECTED AT THIS TIME.																						
5LMRU27L4W	7B4	*	T/WB	T/EL	T/B	AP	T/D	T/VZ	15-SEP-1997	11-OCT-1997	326065	USA	26	5E01	060502	*	2780	*	H19	33	20827			
AWS Claim Key:		13505391	Trx Code:		EB4	Labor Hrs:		2																
Dir Cd-Sub Cd:		04815-A	Name:		ISLAND FORD-LINCOLN-MERCURY			Ph:		843-4373673	St:		SC	City Cd:		USA Reg Cd:		NA	Repr Dates:		07-JAN-2000	Doc #:		04267003
Cust Comments:		CUSTOMER STATES BRAKE LIGHT ON																						
Tech Comments:		REPLACED GROMMETT ON BRAKE PEDAL THAT WAS LOOSE. RECHECK TO VERIFY PROPER OPERATION.																						
5LMRU27L4WL	7B4	*	T/WB	T/EL	T/B	AP	T/D	T/VZ	15-SEP-1997	11-OCT-1997	326065	USA	36	6Y20	*	*	*	*	*	*	*	35176		
AWS Claim Key:		14905620	Trx Code:		00B57	Labor Hrs:		1.4																
Dir Cd-Sub Cd:		04815-A	Name:		ISLAND FORD-LINCOLN-MERCURY			Ph:		843-4373673	St:		SC	City Cd:		USA Reg Cd:		NA	Repr Dates:		20-SEP-2000	Doc #:		05353701
Cust Comments:		00B57 TIRE RECALL INSPECTION																						
Tech Comments:		VERIFY, REPLACE CONTI TRAC TIRES WITH GENERAL AMER 660 AS PER RECALL. LEFT FRONT TIRE DOT 287, RIGHT FRONT DOT 287, SPARE DOT 297, LEFT REAR DOT 287, RIGHT REAR DOT 297 ON ORIG TIRES.																						

SLMRU27L4WLJ	7B4	*	T/WB	T/EL	T/B	AP	T/DE	T/VZ	15-SEP-1997	11-OCT-1997	326065	USA	36	*	*	*	*	*	35176		
AWS Chlm Key: 1930619 Trx Code: 00803 Labor Hrs: 7																					
Dir Cd-Sub Cd: 04815-0 Name: ISLAND FORD-LINCOLN-WVRVYVYVY Pk: 843-8373673 St SC Ctry Cd: USA Reg Cd: NA Rptg Date: 20-SEP-2000 Doc #: 05353702																					
Cust Comments: 00SUS HITCH RECAL I																					
Tech Comments: CLEAN & REPLACE																					
SLMRU27L4WLJ	7B4	*	T/WB	T/EL	T/B	AP	T/DE	T/VZ	15-SEP-1997	11-OCT-1997	326065	USA	43	6J14	011405	F75Z	7826594	AA	L07	42	43214
AWS Chlm Key: 19306271 Trx Code: EB4 Labor Hrs: 1.1																					
Dir Cd-Sub Cd: 01125-0 Name: PALMETTO FORD, INC. Pk: 843-5713673 St SC Ctry Cd: USA Reg Cd: NA Rptg Date: 05-APR-2001 Doc #: 06605451																					
Cust Comments: PASS SIDE REAR DOOR LOCK INOP INSTALL SOP																					
Tech Comments: REMOVED PASSENGER REAR DOOR INTERIOR TRIM PANEL AND REPLACED POWER DOOR LOCK ASSEMBLY REINSTALLED PANEL																					
SLMRU27L4WLJ	7B4	*	T/WB	T/EL	T/B	AP	T/DE	T/VZ	15-SEP-1997	11-OCT-1997	326065	USA	43	6R01	012001	F7U2	15602B82	AAA	S25	07	43214
AWS Chlm Key: 19306372 Trx Code: EB4 Labor Hrs: 5																					
Dir Cd-Sub Cd: 01125-0 Name: PALMETTO FORD, INC. Pk: 843-5713673 St SC Ctry Cd: USA Reg Cd: NA Rptg Date: 05-APR-2001 Doc #: 06605453																					
Cust Comments: SEAT BELT HEIGHT ADJUSTMENT INOP PASS REAR SEAT INSTLL SOP																					
Tech Comments: PASSENGER SIDE REAR SEAT BELT SHOULDER HEIGHT ADJUSTOR REPLACED REMOVED CENTER POST PILLAR AND TRIM																					
SLMRU27L4WLJ	7B4	*	T/WB	T/EL	T/B	AP	T/DE	T/VZ	15-SEP-1997	11-OCT-1997	326065	USA	43	6H17	011104	F75Z	7830390	CA	Q05	33	43214
AWS Chlm Key: 19306373 Trx Code: EB4 Labor Hrs: 3																					
Dir Cd-Sub Cd: 01125-0 Name: PALMETTO FORD, INC. Pk: 843-5713673 St SC Ctry Cd: USA Reg Cd: NA Rptg Date: 05-APR-2001 Doc #: 06605453																					
Cust Comments: PASS SIDE REAR VENT SEAL COMING LOOSE INSTALL SOP																					
Tech Comments: REMOVED RIGHT REAR CARGO TRIM AND REMOVED VENT WINDOW AND SEAL REPLACED SEAL AND REINSTALLED WINDOW AND INTERIOR TRIM PANEL																					
SLMRU27L4WLJ	7B4	*	T/WB	T/EL	T/B	AP	T/DE	T/VZ	15-SEP-1997	11-OCT-1997	326065	USA	43	5R01	110401	F4D2	3517	C	N58	30	43214
AWS Chlm Key: 19306374 Trx Code: EB4 Labor Hrs: 1.4																					
Dir Cd-Sub Cd: 01125-0 Name: PALMETTO FORD, INC. Pk: 843-5713673 St SC Ctry Cd: USA Reg Cd: NA Rptg Date: 05-APR-2001 Doc #: 06605454																					
Cust Comments: REAR CARGO TRIM WITH SEAT BELT HEIGHT ADJUSTOR INOP REPAIR																					
Tech Comments: REAR CARGO TRIM WITH SEAT BELT HEIGHT ADJUSTOR INOP REPAIR																					

VEHICLE DETAIL

VIN: 6LMRU27LAWL	Engine: W-MOD 5.4L SOHC EFI NA V8 G-NP
Make: LINCOLN	Transmission: 4 SPD AUTO TR-NAAQ E4OD(4R100A)
Model: NAVIGATOR	Paint Code/Color: EBONY SOLID C/C
Year: 1998	Calibration: 846FR05A
Pay Load:	Max Towing Weight:
GVWR: 07000	Axis Ratio:
WheelBase: 119	Warranty Start Date: 10/11/1997
GCWR:	Vehicle Build Date: 01/15/1997
PEP Code: 620A	

Selling Dealers Name: ISLAND FORD-LINCOLN-MERCURY

Selling Dealers P & A Code: 04815

Selling Dealers Sales Code: L28085

Selling Dealers Main Phone: 803-837-3873 Selling Dealers Service Phone: 803-837-3873

Vehicle Order Image

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1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
U 2 7 W L J 1 6 8 D 0 1 1 0 3 7 B 1 0 8 J 8 9 0 5 M H E E 1 7 4 7
1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 100
5 3 6 6 B 6 L 2 6 A 0 6 5 N 3 U A 5 K X C L 5
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
L M R 4 A 3 6 2 0 A 9 L E B C
1 2 3 4 5 6 7 8 9 160

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	N	J1	01125	F21290

Dealer Name:	PALMETTO FORD INC		
Dealer Address:	1625 SAVANNAH HIGHWAY CHARLESTON SC 29407		
Dealer Main Phone:	803-571-3873	Dealer Service Phone:	803-571-3873

Position	Employee Name
CUST RELATIONS MGR	CATHERINE D HESHER
DEALER/PARTNER	MANLY EUBANK
DEALER/PARTNER	GRAHAM M EUBANK
GENERAL MANAGER	COLIN J CLARKE
PARTS MANAGER	LARRY D IKERMAN
PARTS MANAGER	ROGER EARLY
SALES MANAGER	BRUCE BILSBACK
SALES MANAGER	andrew w meyers
SALES MANAGER	LEX P SNIDER
SALES MANAGER	DANIEL O'DONNELL
SALES MANAGER	JESSIE B EUBANK
SALES MANAGER	Jeffrey M Belsky
SALES MANAGER	PETER W JOHNSON
SERVICE MANAGER	ERIC NAGLE
SERVICE MANAGER	ROBERT COWART
SERVICE MANAGER	GARY J FERGUSON, JR

Service Hours: M-F 7:30 - 8:00 (SAT) 7:30 - 5:00

Directions:

Trained: Y

Additional Information: L&G ENROLLED TOWING: 803-766-9815 FAX:803-571-4580

2005

0649040545

ATLANTA

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTZX1961WN
Model Year: 1998
Veh Type: T
Inv. Dealer: 00276

Veh Line: [REDACTED]
Market Derivat: [REDACTED]
Drive Code: [REDACTED]
Body Cde Style: [REDACTED]
Version/Serial: [REDACTED]

(Related Claims)

TEF - F150/2500/496/F225-FORD [97-05] Eng Serial No: *
Body Shell: *
Engines: T/V3 - W-M 4.6L SOHC EFI NA C
Transmission: TDU - 4 SPD AUTO TR NAAO A
T/M - 130 SERIES

BUILD INFORMATION:

Region: NA - #00000000 Plant: AR - NORFOLK PLANT BUILD
Country: USA - #00000000 Prod Date: 15-JUN-1998

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 121510 - *
Country: USA - #00000000 Selling Dtr St/Prov: GA
Buyer St/Prov: GA

Arrival Date: 29-JUN-1998 Red Carpet Lease: *
Sale Date: 14-OCT-1998 Fleet/Lease/Co. Lease: R
Warranty Start Date: 14-OCT-1998 Modified Vehicle: *
Orig Warranty Date: 14-OCT-1998 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
Z17W0C11S1113938 2 2 15P1102 05 F 4018 53 N 3 297 T 51 21V010852 24 2027 4 5 5
1P721 0 C 5 887A 9620A 1

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER
Alternator Amp Rating: AT
Audio Disk: * - [N/A]
Axle Ratio: EGACC - 3.08 FINAL DRIVE RATIO
Axle Type: EGIAB - NON-LIMITED SLIP REAR AXLE
Battery Amp Rating: MB
Brake Code: * - [N/A]
Brake Code(Service): * - [N/A]
California Code: #40CR01A
Color(Accent): * - [N/A]
Color(Trim): 0002V - MED GRAPHITE
Delivery Type: 0
Driveshaft Code: F
Front Seat: * - [N/A]
Fuel Type: * - [N/A]

GVW Code:
GVW Class Code: 2
Instrumentation: * - [N/A]
Mirror(Driver Side): AD - DRIVER POWER MIRROR
Mirror(Pass Side): AD - PASS POWER CONVEX MIRROR
Paint: PNECC - VERMILION SOLID CC
Power Antenna: * - [N/A]
Radio: AO - ELETR AM/FM/STRO/CST/CLOCK
Sound System: * - [N/A]
Spare Traction Axle:
Tire Brand: AC - FIRESTONE
Tire Size: D31UJ - F235/70R-16 OWL A-3
Traction Control: * - [N/A]
Wheel Base:

TIRE DOT INFORMATION:

LF: * RP: *
LR: * RR: *
LJ: * RJ: *
SPARE: *

Vehicle Information Report

Page 2 of 2

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	BAH
ESP Plan Year:	* Engine Family:	WFMXT04GBAA
ESP Signature Date:		

Standard Claims List For Model Year 1998

VIN	VER LINE	MKT DEKIV	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_8	PREF	BASE	SUPP	CCC	CD	DIST (Miles)
1FTZX1761W1	1761	*	TBD	TAM	T/B	AR	T/DU	T/V3	15-JUN-1998	14-OCT-1998	131510	USA	3	51901	040381	*	3560	*	E35	49	1313
AWS Claims Key: 2270231 Trx Code: 1 Labor Hrs: 1																					
Dtr Cd-Sub Cd: 00226 - * Name: DAWSON MOTOR COMPANY, INC. Ph: 219-8952161 St:GA City Cd: USA Reg Cd: NA Rptg Date:23-DEC-1998 Doc #0524001																					
Cust Comments: DOOR SQUEAKS																					
Tech Comments: REMOVED SPRING AND CLEANED RUBBER AND REINSTALLED.																					
1FTZX1761W1	1761	*	TBD	TAM	T/B	AR	T/DU	T/V3	15-JUN-1998	14-OCT-1998	131510	USA	37	4C01	050102	*	5213	*	N51	41	34297
AWS Claims Key: 20729642 Trx Code: E84 Labor Hrs: 0.3																					
Dtr Cd-Sub Cd: 03832 - * Name: FORD TOWN OF ALBANY, INC. Ph: 219-8853100 St:GA City Cd: USA Reg Cd: NA Rptg Date:21-SEP-2001 Doc #05911132																					
Cust Comments: SQUEAK IN REAR WHEN GOING OVER BUMPS																					
Tech Comments: TIGHTENED AND LUBED ALL SUSPENSION AND SPRINGS																					

All Action Details for Issue

Print

VIN: 1FTZX1761W1	Year: 1998	Model: F-SERIES	Case: 849040545
Name: [REDACTED]	Owner Status: Subsequent	WBD: 1998-10-14	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 03832 FORD TOWN OF ALBANY, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 120000 MI Comm Type: PHONE
 Analyst Name: LADD NICOLA Analyst: NLADD
 Action Date: 02/23/2005 Action Time: 18.01.42.939 Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ELIZABETH		YESBICK		SPOUSE

Comments CUSTOMER SAID: CUST SAYS SMOKE WAS COMING FROM UNDER THE HOOD WHILE IT WAS PARKED IN THE DRIVEWAY—CUST SAYS THERE WERE NO VISIBLE FLAMES—SPEED CONTROL SENSOR WAS COMPLETELY MELTED—VEH WOULD NOT GO INTO GEAR AFTERWARDS—VEH WAS TOWED TO INDEPENDENT WHERE CUST PAID \$150 FOR SENSOR KIT AND WIRING HARNESS TO BE REPLACED—CUST FEELS THIS HAPPENED DUE TO DEFECT—CUST DID NOT MAKE A CLAIM WITH INSURANCE—SEEKING TO MAKE A DAMAGE CLAIM WITH FORD AND BE REIMBURSED—NOTE CUST ADVISED EMAIL IS THE BEST WAY TO CONTACT HER/DEALER SAID: FORD TOWN OF ALBANY, INC. 2828 NORTH SLAPPEY BOULEVARD ALBANY, GA 31701 DISTANCE: 4.48 MILES TEL: (229) 883-3100 FAX: (229) 888-5432 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 03832 FORD TOWN OF ALBANY, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 120000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/24/2005 Action Time: 09.38.38.744 Action Data: No

Comments LPA CONTACTED CUSTOMER. THERE WAS NO ANSWER. LPA LEFT MSG ADVISING CUSTOMER THAT CONCERN WAS UNDER INVESTIGATION.

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 03832 FORD TOWN OF ALBANY, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 120000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/24/2005 Action Time: 09.37.48.228 Action Data: No

Comments LPA REVIEWED CUSTOMER'S CONCERN. NO ASSISTANCE AS THERE ARE NO RECALLS, NO RELATED REPAIRS, AND THE VEHICLE IS BEYOND WARRANTY. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

COPY

Sent Via U.S. Mail

February 24, 2005

[REDACTED]
Leesburg, GA [REDACTED]

RE: 1998 F-Series
VIN: 1FTZX1761WN [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1998 F-Series concern.

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

Thank you for contacting us.

Respectfully yours,

KcNisha Dunlap
Consumer Affairs

ESP / Recall Information

VIN: 1FTZX17B1WN

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		

Customer Info

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

VEHICLE DETAIL

VIN: 1FTZX1761WN	Engine: W-M 4.8L SOHC EFI NA CIV6 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODEW/4R70A
Model: F-SERIES	Paint Code/Color: VERMILION SOLID C/C
Year: 1998	Calibration: 848CR05A
Pay Load:	Max Towing Weight:
GVWR: 66000	Axis Ratio:
WheelBase: 139	Warranty Start Date: 10/14/1998
GCWR:	Vehicle Build Date: 6/15/1998
PEP Code: 507A	

Selling Dealers Name: DAWSON MOTOR COMPANY, INC.

Selling Dealers P & A Code: 00276

Selling Dealers Sales Code: F21510

Selling Dealers Main Phone: 912-885-2161 Selling Dealers Service Phone: 912-885-2161

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
X17WNC1881 118988 2 2 15F1102 BE E 0U18 53
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
N 3 28T T 61 2 1V510852 E4 2M27 4 5 61
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
FTZ1 0 C 0 507A 9 6UGA
1 2 3 4 5 6 7 8 9 160

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	F	F3	03532	F21408

Dealer Name:	FORD TOWN OF ALBANY, INC.		
Dealer Address:	2828 NORTH SLAPPEY BOULEVARD ALBANY GA 31701		
Dealer Main Phone:	912-883-3100	Dealer Service Phone:	912-883-3100

Position	Employee Name
DEALER/PARTNER	E. B GREER
DEALER/PARTNER	LEON J DAGGS
PARTS MANAGER	JAMES A JOHNSON
SALES MANAGER	MARK D HAYES
SALES MANAGER	CHARLES JORDAN
SALES MANAGER	BRIAN S WILLIAM
SALES MANAGER	JOHNNY R NICHOLSON
SERVICE MANAGER	CLAY CRITES

Service Hours 7:30 - 6:00 M - F FAX#: 912 883-1489

Directions

Trained Y

Additional Information LSG ENROLLED

[REDACTED] 2004

0618642794 [REDACTED]

[REDACTED]

COPY

Sent Via U.S. Mail

October 6, 2004

[REDACTED]
Seneca, SC

Re: 1997 F-Series
VIN: 1FTEX17L2VN [REDACTED]

Dear [REDACTED]

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

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after your vehicle 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,

KeNisha Dunlap
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FTEX17L2M [REDACTED] Year: 1997 Model: F-SERIES Case: 618642704
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-12-09
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02347 FAIRWAY FORD OF ANDERSON Origin Desc: US CONCERN CASE BASE
 Odometer: 84538 MI Comm Type: PHONE
 Analyst Name: SEBRINA DA SILVA Analyst: SDASLV2
 Action Date: 10/05/2004 Action Time: 17.11.03.815 Action Data: Yes

Comments CUSTOMER SAID: - THE VEH WAS PARKED OUTSIDE NEXT TO MY HOUSE WHEN I CAME HOME AT 4PM AFTER WORK - AT ABOUT 2:30AM MY NEIGHBOR WOKE ME UP TO TELL ME THAT THE VEH WAS ON FIRE AND THE CAR ALARM WAS GOING OFF - THE FIRE WAS COMING FROM UNDER THE HOOD - I GOT EVERYONE OUT OF THE HOUSE AND MOVED CARS THAT WERE PARKED CLOSE TO THIS VEH - I CALLED THE FIRE DEPT AND THEY CAME OUT A PUT THE FIRE OUT, THEY WERE UNABLE TO TELL ME WHAT THE CAUSE OF THE FIRE WAS - I CALLED THE INSURANCE COMPANY (FARMBROUUGH) - I DID SOME RESEARCH ON THE INTERNET AND FOUND THAT THERE ARE OTHER VEHs THAT HAD THE THING HAPPEN TO THEM - THE INSURANCE COMPANY IS GOING TO PAY ME OUT OF THE VEH BUT THEY ARE NOT GIVING ME WHAT IT IS WORTH - I THINK THAT FORD IS RESPONSIBLE FOR THIS FIRE AND I WANTED TO KNOW WHAT THEY WERE GOING TO SAY BEFORE I GO AN FURTHER - NO ONE WAS INJURED, BUT THE SIDE OF MY HOUSE WAS BLURNT BECAUSE THE VEH WAS PARK NEXT TO IT DEALER SAID: FAIRWAY FORD OF ANDERSON 3800 CLEMSON BOULEVARD ANDERSON, SC 29621 TEL: (864) 225-4151- NONECRC ADVISED: - THE CUST SAYS THAT A GOOD TIME TO CALL WOULD BE AFTER 4PM EST - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 02347 FAIRWAY FORD OF ANDERSON Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 84538 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 10/06/2004 Action Time: 09.46.19.576 Action Data: Yes

Comments LPA CONTACTED CUSTOMER.

Data Element Name

Data Value

CONTACT PERSON

JERRY HENDERSON

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 02347 FAIRWAY FORD OF ANDERSON Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 84538 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 10/06/2004 Action Time: Action Data: No

08.48.07.183

~~Comments~~ THERE WERE NO INJURIES. LPA ADVISED CUSTOMER TO CONTINUE WORKING WITH INSURANCE AS THE VEHICLE IS BEYOND WARRANTY, THERE ARE NO RECALLS, AND NO RELATED REPAIR HISTORY. LPA ADVISED OF SUBROGATION. CLOSING CORRESPONDENCE MAILED. NOTHING FURTHER. CASE FILED.

Customer Info

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

ESP / Recall Information

VIN: 1FTEX17L2VN

Contract: 1 of 1

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

Purchaser: **[REDACTED]**
 Plan Type: USA 1997 24/30,000 RENTALCARE (WARRANTY REPAIRS ONLY)
 Selling Dealer: JACK DENMER FORD, INC.
 Deductible:
 Rental: 25
 Towing Allowance:

Status: Expires
 Expiration Date: 1998-12-09
 Expiration Miles: 30,000
 Plan Year: 1997
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

Number	Type	Description	Status	Status Date	Dealer Code
00S22	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2000-12-29	00882USAF21782
97S86	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-12-24	02771USAF48016
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-12-24	02771USAF48016
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FTEK17L2V7
 Model Year: 1997
 Vch Type: T
 Inv. Dealer: 02771

Vch Line: TFS - F150/250(PN90)/P225-PORD [97-05]
 Market Derived: *- [NA]
 Drive Code: T/B - 2 WHL L/H REAR DRIVE
 Body Cab Style: T/B - SUPER SINGLE CAB (SUPER CAB)
 Version/Serial: T/AM - 150 SERIES

(Related Claims)

Eng Serial No: *
 Body Style: *
 Engine: T/VZ - W-MOD 5.4L SOHC EP
 Transmission: T/DE - 4 SPD AUTO TR-NAAC

BUILD INFORMATION:

Region: NA - 0000000000 Plant: AR - NORFOLK PLANT BUILD
 Country: USA - 0000000000 Prod Date: 22-NOV-1996

SALE INFORMATION:

Region: NA - 0000000000 Selling Dealer: 148016 - *
 Country: USA - 0000000000 Selling Div SuProv: MI
 Buyer SuProv: MI

Arrival Date: 30-NOV-1996 Red Carpet Lease: I
 Sale Date: 09-DEC-1996 Final/Retail/Ca. Lease: R
 Warranty Start Date: 09-DEC-1996 Modified Vehicle: *
 Orig Warranty Date: 09-DEC-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
 E17V0997321139 4 8 2 25L1681 AK E 3289 55 28 3 20 E11 4800100549 Y28A M28279 25 1
 1FTEK 3 C 4 507A 51681 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	GVW Class Code:	R
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [NA]
Axle Ratio:	EG4HD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EG4AC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	ME	Paint:	PNYW3 - OXFORD WHITE SOLID CC
Brake Code:	* - [NA]	Power Antenna:	* - [NA]
Brake Code(Service):	* - [NA]	Radio:	AT - ELETR PREM AM/FM STEREO/TECLK
Calibration Code:	746ERD7A	Second System:	* - [NA]
Color(Accent):	PNAYB - LT PRAIRIE TAN CC	Scupper Tandem Axle:	
Color(Trim):	* - [NA]	Tire Brand:	AG - GOODYEAR
Delivery Type:	F	Tire Size:	D3JWC - P235/R16 OWL A-B
DriveShaft Code:	F	Traction Control:	* - [NA]
Front Seat:	* - [NA]	Wheel Base:	
Fuel Type:	* - [NA]		

TIRE DOT INFORMATION:

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

Vehicle Information Report

Page 2 of 2

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	L	Emission Code:	T/B - T/B
ESP Coverage(Miles):	030	Emission Cert Type:	F
ESP Coverage(Time):	034	Emission Decal Expiry:	SLC
ESP Plan Year:	1997	Engine Family:	VTM5438GFEC
ESP Signature Date:	09-DEC-1996		

Server Name : AWS Adhoc

Standard Claims List For Model Year 1997

VIN	VEN LINE	MKT DERIV	BODY CAR	VER SERIES	DRIVE TYPE	PLT CD	TRN CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	UIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIRT (Office)	
1FTEX17LJVN	17F5	*	T/BD	T/AM	T/B	AR	T/DE	T/VZ	22-NOV-1996	09-DEC-1996	148016	USA	9	SDI	110204	P6SZ	3A674	AA	NSS	01	13534	
AWS Claim Key: 3269236 Trx Code: BE4 Labor Hrs: 1.7																						
Dir Cl-Sub Cd:		03771-*	Name:		JACK DEMMER FORD, INC.			Ph:		734-7212600		St:	MI	City Cn:		USA		Reg Cd:		NA	Repr Date: 15-AUG-1997	Doc # 078631A
Cust Comments:		POWER STEERING NOISY WHILE DRIVING.																				
Tech Comments:		13554 30 EXCESSIVE WEAR WARR INSPECT P-S SYSTEM. FLOW PRESSURE TEST GFSI. REMOVE PUMP, TEARDOWN, MOTOR CRACKED. NECESSARY TO REPLACE PUMP DUE TO NONINTERNAL PARTS AVAIL REFILL, PURGE, RECHECK OIL. DISCOUNT RENTAL INV. 783298																				
1FTEX17LJVN	17F5	*	T/BD	T/AM	T/B	AR	T/DE	T/VZ	22-NOV-1996	09-DEC-1996	148016	USA	25	*	*	*	*	*	*	*	37772	
AWS Claim Key: 14392040 Trx Code: 97386 Labor Hrs: 3																						
Dir Cl-Sub Cd:		03771-*	Name:		JACK DEMMER FORD, INC.			Ph:		734-7212600		St:	MI	City Cn:		USA		Reg Cd:		NA	Repr Date: 24-DEC-1996	Doc # 201419A
Cust Comments:		RECALL 97886 AUTO TRANSMISSION SHIFTER CABLE RETENTION.																				
Tech Comments:		37772 RECALL 4 INSTALL TIE STRAP.																				
1FTEX17LJVN	17F5	*	T/BD	T/AM	T/B	AR	T/DE	T/VZ	22-NOV-1996	09-DEC-1996	148016	USA	25	*	*	*	*	*	*	*	37772	
AWS Claim Key: 14392041 Trx Code: 98314 Labor Hrs: 6																						
Dir Cl-Sub Cd:		03771-*	Name:		JACK DEMMER FORD, INC.			Ph:		734-7212600		St:	MI	City Cn:		USA		Reg Cd:		NA	Repr Date: 24-DEC-1996	Doc # 201419B
Cust Comments:		98314 LUG NUT REPLACE.																				
Tech Comments:		37772 RECALL 6 REPLACE ALL 20 LUG NUTS PER RECALL.																				
1FTEX17LJVN	17F5	*	T/BD	T/AM	T/B	AR	T/DE	T/VZ	22-NOV-1996	09-DEC-1996	148016	USA	50	*	*	*	*	*	*	*	56253	
AWS Claim Key: 219216071 Trx Code: 00822 Labor Hrs: 1																						
Dir Cl-Sub Cd:		00892-*	Name:		BENSON FORD-MERCURY INC			Ph:		854-333343		St:	SC	City Cn:		USA		Reg Cd:		NA	Repr Date: 29-DEC-2000	Doc # 09054402

VEHICLE DETAIL

VIN: 1FTEX17L2V	Engine: W-MOD 5.4L SOHC EFI NA V8 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR-NAAD E4OD(4R100A)
Model: F-SERIES	Paint Code/Color: LT PRAIRIE TAN C/C
Year: 1997	Calibration: 748DR07A
Pay Load:	Max Towing Weight:
GVWR: 06250	Axle Ratio:
WheelBase: 139	Warranty Start Date: 12/8/1996
GCWR:	Vehicle Build Date: 11/22/1996
PEP Code: 507A	

Selling Dealers Name: JACK DENVER FORD, INC.

Selling Dealers P & A Code: 02771

Selling Dealers Sales Code: F48016

Selling Dealers Main Phone: 734-721-2600 Selling Dealers Service Phone: 734-721-2600

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
X17VNB9732 1139 8 H 2 25L1681 AK E 3EH8 55
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
2 N 3 28 811 4 8D016854V YZBA N2FX7 P 25 L1
1 2 3 4 5 6 7 8 8110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 6 8 7 8 9 140 1 2 3 4 5 6 7 8 9 150
FTE2 3 C 8 607A 9 LEM1 1
1 2 3 4 5 6 7 8 9 160

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PSA Code	Sales Code
21-ATLANTA	21-ATLANTA	0	B1	02347	F21783

Dealer Name:	FAIRWAY FORD OF ANDERSON		
Dealer Address:	3800 CLEMSON BOULEVARD ANDERSON SC 29621		
Dealer Main Phone:	864-225-4151	Dealer Service Phone:	864-225-4151

Position	Employee Name
PARTS MANAGER	JAMES H SANDERS
SALES MANAGER	BILL ROSS
SALES MANAGER	LUCKY ROMAGNOLI
SALES MANAGER	MARION STRICKLAND
SALES MANAGER	LESLIE N CALDWELL
SALES MANAGER	STEVEN E MADDEN
SALES MANAGER	PHIL TRAMMELL
SERVICE MANAGER	JOSEPH A METZ
SERVICE MANAGER	DOUGLAS J WEBSTER

Service Hours	8:30 AM - 6:00 PM M-F 8:00-1:00 SAT
Directions	
Trained	Y
Additional Information	LSG ENROLLED / HAS SBDS (FAX#864-280-9705)

2004

0486701274 ATLANTA

COPY

Sent Via U.S. Mail

May 6, 2004

Atlanta, GA [REDACTED]

RE: 1996 F-Series
VIN: 1FTEF15N6T [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 1996 F-Series.

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

We appreciate the opportunity to review your request.

Sincerely,

KeNisha Dunlap
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FTEF15N6T

Year: 1998

Model: F-SERIES

Case: 486701274

Name: [REDACTED]

Owner Status: Original

WBD: 1996-04-27

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

Origin Desc: US CONCERN CASE BASE

Dealer: 00529 GENE EVANS TEAM FORD

Odometer: 87660 MI

Comm Type: PHONE

Analyst Name: TITI CH/MU

Analyst: CTITI

Action Date: 05/06/2004

Action Time: 13.31.09.806

Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

ALICE

BROWN

SPOUSE

Comments CUSTOMER SAID: -YESTERDAY 05/06/04 CUSTS VEH WAS IN THE DRIVEWAY AND THEY NOTICED SMOKE COMING FROM UNDER THE HOOD - THE OPENED THE HOOD AND THE MASTER CYLINDER WAS IN FLAMES -THE CUST HAD TO POUR WATER ON IT TO PUT IT OUT AS THEY FEARED AN EXPLOSION -THE VEH HAD NOT BEEN DRIVEN IN A WEEK -A FIRE REPORT WAS NOT FILED AND FIRE DEPT DID NOT COME OUT -HAS NOT CONTACTED THE INSURANCE CO. -VEH WAS NOT RUNNING WHEN FIRE STARTED -DOES NOT KNOW IF VEH IS REPARABLE DEALER SAID: GENE EVANS TEAM FORD CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP, SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: MAKE OUTBOUND CALL TO CUSTOMER

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Dealer: 00529 GENE EVANS TEAM FORD

Odometer: 87660 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 05/06/2004

Action Time: 14.22.17.434

Action Date: Yes

Comments LPA CONTACTED CUSTOMER.

Data Element Name

Data Value

CONTACT PERSON [REDACTED]

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER

Dealer: 00529 GENE EVANS TEAM FORD

Odometer: 87660 MI

Analyst Name: DUNLAP, KENISHA

Action Date: 05/06/2004

Comm Type: PHONE

Analyst: KDUNLAP

Action Time: 14.24.33.303

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments LPA SPOKE WITH [REDACTED] CUSTOMER STATED THAT SHE HAS CONTACTED HER INSURANCE CARRIER. LPA ADVISED THAT [REDACTED] CONTINUE TO WORK WITH INSURANCE COMPANY, AS THE VEHICLE IS BEYOND WARRANTY, THERE ARE NO OPEN RECALLS, AND NO RELATED REPAIR HISTORY. LPA ADVISED OF SUBROGATION. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 00529 GENE EVANS TEAM FORD

Odometer: 87660 MI

Analyst Name: DUNLAP, KENISHA

Action Date: 05/06/2004

Comm Type: PHONE

Analyst: KDUNLAP

Action Time: 14.25.05.072

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments PLEASE SEE PREVIOUS COMMENTS.

Customer Info

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

VIN		Vehicle List			
		Year Model	Sales Type	Owner Status	Vehicle Info
1FTEF15N8T		1996 F-SERIES	INDIVIDUAL RTL	Original Owner	Cash
		Open Issues Exdt			Warranty History
1FAPP63U51		2001 TAURUS	INDIVIDUAL RTL	Original Owner	Cash
		No Open Issues			Warranty History
 1FABP6049J		1998 THUNDERBIRD	INDIVIDUAL RTL	Original Owner	No Cash
		No Open Issues			No Warranty History

ESP / Recall Information

VIN: 1FTEF15N6TL

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
96849	SAFETY RECALL	1986 AERO/RANG/EXPL & 1996-97 F-SERIES (12-15-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - FORCE COMPLE		

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FTEP15N6T	Vehicle:	T/F1 - T-SERIES (91-97)	Eng Serial No:	*
Model Year:	1996	Market Derived:	* - [N/A]	Body Sheet:	*
Vehicle Type:	T	Drive Code:	T/B - 2 WHL LH REAR DRIVE	Engine:	TVA - 5.0L OHV EFI NA V8
Inv. Dealer:	00529	Body Cab Style:	T/BB - SINGLE CAB (REGULAR CAB)	Transmission:	T/DE - 4 SPD AUTO TR-NAA
		Version/Serial:	T/AN - 130 SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD
Country: USA - ##### Prod Date: 26-FEB-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121024 - *
Country: USA - ##### Selling Div St/Prov: GA
Buyer St/Prov: GA

Arrival Date: 03-MAR-1996 Red Carpet Lease: *
Sale Date: 27-APR-1996 Fleet/Retail/Cs. Lease: R
Warranty Start Date: 27-APR-1996 Modified Vehicle: *
Orig Warranty Date: 27-APR-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
F150LBS02301335843 S 2 04C2911 58 T K19 7Q 2W63 293 4293 4 21A824850 DE M RK3 H 5 M
1776675 587A M64NA2 N 2 *

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	KB	GVW Class Code:	E
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EC1AHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EC1AAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MC	Paint:	PNDEA - LIGHT SADDLE C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/PM/STROCK/TECLDCK
Calibration Code:	654JR11A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Satpa Tandem Axle:	
Color(Trim):	000DB -	Tire Brand:	CB - FIRESTONE/GENERAL/GOODYEAR
Delivery Type:	D	Tire Size:	D3GUP - P235/75R13XL OWL AS
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	PUK
ESP Plan Year:	* Engine Family:	TPM508HGBUK
ESP Signature Date:		

Server Name : AWS Adhoc Can't find VIN Code =

Standard Claims List For Model Year 1996

VIN	VEH LINE	MCT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS WCC CPSC_6 PREF BASE SUFF CCC CD	DIST (Miles)
-----	-------------	--------------	-------------	---------------	---------------	-----------	-----------	-----------	--------------	--------------	-------------------	-------------	--------------------------------------	-----------------

VEHICLE DETAIL

VIN: 1FTEP15N6TL	Engine: 5.0L OHV EFI NA V8 GAS*NP
Make: FORD	Transmission: 4 SPD AUTO TR-NAAD E4OD(4R190A)
Model: F-SERIES	Paint Code/Color: LIGHT SADDLE C/C
Year: 1996	Calibration: 664JR11A
Pay Load:	Max Towing Weight:
GVWR: 08250	Axis Ratio:
WheelBase: 133	Warranty Start Date: 4/27/1996
GCWR:	Vehicle Build Date: 2/28/1996
PEP Code: 507A	

Selling Dealers Name: GENE EVANS TEAM FORD

Selling Dealers P & A Code: 00629

Selling Dealers Sales Code: F21024

Selling Dealers Main Phone: 770-964-9801 Selling Dealers Service Phone: 770-964-9801

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
F 1 5 T L B 5 0 2 3 0 1 3 3 6 8 4 3 5 2 0 4 C 2 9 3 1 5 B T E 1 9 7 Q
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
2 N 6 3 2 9 3 4 2 9 3 4 2 1 A 0 2 4 8 5 D D Z N R K 3 H 5 N 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F T E 6 7 5 5 0 7 A N E G A A 2 M
1 2 3 4 5 6 7 8 9 160

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	A	A1	00528	F21024

Dealer Name:	GENE EVANS TEAM FORD		
Dealer Address:	4355 JONESBORO RD UNION CITY GA 30291		
Dealer Main Phone:	770-984-8801	Dealer Service Phone:	770-984-9801

Position	Employee Name
PARTS MANAGER	JULIAN O ABNEY
PARTS MANAGER	DAVID D DINGESS
PARTS MANAGER	JOHN HUTTO
SALES MANAGER	WILLIAM H MILLER JR.
SALES MANAGER	DONALD J EVANS
SALES MANAGER	DANIEL GRIFFIN
SALES MANAGER	JEFFREY G STUBBS
SALES MANAGER	CAROLE L HARRIS
SALES MANAGER	ROBERT WINIARCZYK
SALES MANAGER	MICHAEL A NEROWSKI
SALES MANAGER	RICHARD C DICKINSON
SERVICE MANAGER	JACK J DANISON
SERVICE MANAGER	WAYNE QUATTLEBAUM

Service Hours 7:00 AM - 8:00 PM M-F; SAT. 8:00 - 4:30

Directions

Trained

Y

Additional Information





Consumer Affairs

PO Box 6848, MD 3NE-B
Dearborn, MI 48126 USA

March 29, 2005

*Sent Via Mail

[REDACTED]
Pleasant Valley, NY [REDACTED]

Re: 1995 Ford F-Series

VIN#-1FTEF14N0SL [REDACTED]

Dear [REDACTED]

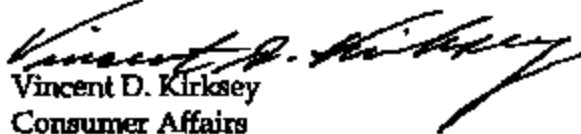
Thank you for contacting us regarding your vehicle concerns.

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

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

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Customer Info

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

ESP / Recall Information

VIN: 1FTEP14N0SL [REDACTED]

No ESP information for this VIN

No Recall information for this VIN

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
13-NEW YORK	13-NEW YORK	F	C3	08448	F13541

Dealer Name: MIRACLE FORD
Dealer Address: 2424 ROUTE 44
SALT POINT NY 12578
Dealer Main Phone: 814-835-2184

Dealer Service Phone: 914-835-2184

Position	Employee Name
CUST RELATIONS MGR	Sheri J Nolan
SALES MANAGER	LANN RUBIN II
SERVICE MANAGER	RICK SALAZAR

All Action Details for Issue

Print

VIN: 1FTEF14N081	Year: 1995	Model: F-SERIES	Case: 1484710876
Name:	Owner Status: Subsequent	WSD: 1995-02-17	
Symptom Desc: FIRE/SMOKE SMOKE PASSENGER AREA		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 08448 MIRACLE FORD
Odometer: 101000 MI
Analyst Name: VAN WIJK ANNE
Action Date: 03/28/2005

Comm Type: PHONE
Analyst: AVANWIJK
Action Time: 13.27.50.203

Origin Desc: US CONCERN CASE BASE
Action Date: No

Comments CUSTOMER SAID: -VEH CAUGHT FIRE, ORIGINATED FROM THE CYLINDER ON THE MASTER CYLINDER FOR THE CRUISE CONTROL. PLUG MELTED OFF THE WIRES.-THIS OCCURED ABOUT A MONTH AGO.-NO REPORT WAS FILED WITH POLICE OR FIRE DEPTS.-CUST IS A MECHANIC AND WAS ABLE TO STOP THE FIRE.-NOTICED THE RECALL ON THE 2000 F-SERIES BUT THE NEWS SAID THAT THE 95 WAS INVOLVED.-NO REPAIRS HAVE BEEN PERFORMED. VEH IS REPAIRABLE. CRUISE CONTROL DOES NOT WORK.-HAVE NOT CONTACTED HIS INSURANCE COMPANY.-VEH HAD JUST BEEN STARTED WHEN THE FIRE WAS NOTICED.-VEH IS STILL BEING DRIVEN, LOCATED WITH THE CUSTOMER.-SYMPTOMS: COULD SMELL SOMETHING BURNING FROM WITHIN THE PASSENGER COMPARTMENT.-SEEKING ASSISTANCE WITH REPAIR COSTS.DEALER SAID: MIRACLE FORD 2424 ROUTE 44SALT POINT, NY 12578 TEL: (845) 877-9100 -NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
Dealer: 08448 MIRACLE FORD
Odometer: 101000 MI
Analyst Name: KIRKSEY, VINCE (V.)
Action Date: 03/29/2005

Comm Type: PHONE
Analyst: VKIRKSE1
Action Time: 13.42.30.969

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Date: No

Comments ***LPA COMMENTS***LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING A DEFECT CAUSED HIS VEHICLE FIRE NEAR THE PASSENGER SIDE. NO INJURIES WERE SUSTAINED, AND NO INSURANCE COMPANY CONTACTED. THE CUSTOMER IS REQUESTING FMC INVESTIGATE THE MATTER.

Action: REFER TO INSURANCE CARRIER-BEYOND WARRANTY
Dealer: 08448 MIRACLE FORD
Odometer: 101000 MI
Analyst Name: KIRKSEY, VINCE (V.)
Action Date: 03/28/2005

Comm Type: MAIL
Analyst: VKIRKSE1
Action Time: 13.44.19.219

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Date: No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE. OUR RECORDS SHOW NO RECALLS/PROGRAMS PERTAINING TO THE CUSTOMER CONCERN. WE ALSO SHOW THE ABOVE VEHICLE TO BE BEYOND THE REGULAR WARRANTY WITH NO ADDITIONAL COVERAGE AVAILABLE. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO HONOR THE CUSTOMER REQUEST FOR ASSISTANCE, AND ASK SHE CONTACT HER INSURANCE CARRIER FOR POSSIBLE ASSISTANCE. NO FURTHER ACTION WILL BE TAKEN.

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN:	1FTEP14N0S1	Veh Line:	T7P1 - F-SERIES (91-97)	Eng Serial No:	*
Model Year:	1995	Market Derived:	* - [N/A]	Body Shell:	*
Veh Type:	T	Drive Code:	T7S - 4 WHL L/H PART TIME DRIVE	Engine:	T7VA - 3.0L OHV EFI NA V6 GAS*NP
Inv. Dealer:	00674	Body Cab Style:	T7BB - SINGLE CAB (REGULAR CAB)	Transmission:	T7DU - 4 SPD AUTO TR NAAD AODEW4320W
		Version/Series:	T7AM - 150 SERIES		

(Related Claims)

BUILD INFORMATION:

Region: NA - #00000000 Plant: AP - MICHIGAN PLANT BUILD
Country: USA - #00000000 Prod Date: 06-JAN-1995

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 113585 -
Country: USA - #00000000 Selling Dir StProv: NY
Buyer StProv: NY

Arrival Date: 17-JAN-1995 Res Carpet Lease: *
Sale Date: 17-FEB-1995 Fleet/Rental/Ca. Lease: R
Warranty Start Date: 17-FEB-1995 Modified Vehicle: *
Orig Warranty Date: 17-FEB-1995 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
F1461A059071333043 252 02A0070 LIMES 2017 78 SW33R 253 93 4 130586854 SC02 M 063 4 025 W
1FTE078 507X W02GA1 2 2

INSTALLED OPTION INFORMATION:

Air Conditioning:	T7B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	JQ	GVW Class Code:	E
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAFB - 3.31 FINAL DRIVE RATIO - SS	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Pass Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	ES	Paint:	PNYA1 - BLACK
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]

Brake Code(Service): *-[N/A]
Calibration Code: 454ER11A
Color(Accent): PNBAB- ELECTRIC CURRANT C/C
Color(Trim): 000YD - MED OPAL
Delivery Type: 0
Driveshaft Code: F
Front Seat: *-[N/A]
Fuel Type: *-[N/A]

Radio: AG - ELETR AM/FM/STRO/CSTECLOCK
Sound System: *-[N/A]
Susp Tandem Axle:
Tire Brand: CB - FIRESTONE/GENERAL/GOODYEAR
Tire Size: D3GUD - P235/75R15XL OWL A-T
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: F
ESP Coverage(Time): * Emission Decal Suffix: LMY
ESP Plan Year: * Engine Family: SPMS443GB1A
ESP Signature Date:

Standard Claims List For Model Year 1995

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRD CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC CPSC_6	PREF BASE	SUFF	CCC	CD	DIST (Miles)
1FTEF14N0S	7F1	*	T/BB	T/AM	T/E	AP	T/OU	T/VA	06-JAN-1995	17-FEB-1995	113386	USA	11	5B04 050303	FSTZ 3B386	D	P82	30	11993
AWS Claim Key: 7383274 Trx Code: 2 Labor Hrs: 0.6																			
Dir Cd-Sub Cd: 10209 - * Name: DUROCHER LINCOLN-MERCURY Ph: 518-5616400 St:NY Ctry Cd: USA Reg Cd: NA Rptg Date:27-DEC-1995 Doc #119960901																			
Cust Comments: AUTOMATIC HUBS CLICK																			
Tech Comments: E AND R BOTH LOCKING HUBS																			
1FTEF14N0SL	7F1	*	T/BB	T/AM	T/E	AP	T/OU	T/VA	06-JAN-1995	17-FEB-1995	113386	USA	17	3A10 070100	BSTZ 7A239	I	L72	81	18882
AWS Claim Key: 11593502 Trx Code: E84 Labor Hrs: 2.9																			
Dir Cd-Sub Cd: 10309 - * Name: DUROCHER LINCOLN-MERCURY Ph: 518-5616400 St:NY Ctry Cd: USA Reg Cd: NA Rptg Date:05-JUL-1996 Doc #134716401																			
Cust Comments: BRAKING TRANS FLUID																			
Tech Comments: TAIL SHAFT HOUSING HAS A CRACK IN IT RE AND REPLACED HOUSING REPL PAN GASKET																			
1FTEF14N0SL	7F1	*	T/BB	T/AM	T/E	AP	T/OU	T/VA	06-JAN-1995	17-FEB-1995	113386	USA	34	5B04 NAWANA	FSTZ 1K105	AA	P31	42	3262
AWS Claim Key: 13501232 Trx Code: E84 Labor Hrs: 0.8																			
Dir Cd-Sub Cd: 10209 - * Name: DUROCHER LINCOLN-MERCURY Ph: 518-5616400 St:NY Ctry Cd: USA Reg Cd: NA Rptg Date:26-NOV-1997 Doc #101991701																			
Cust Comments: CHECK FOUR WHEEL DRIVE SYSTEM. NOISE FROM FRONT END, THINKS IT IS THE HUBS																			
Tech Comments: FRONT LOCKING HUBS BAD, NEED TO BE REPLACED, REPLACED FRONT HUBS																			
1FTEF14N0S	7F1	*	T/BB	T/AM	T/E	AP	T/OU	T/VA	06-JAN-1995	17-FEB-1995	113386	USA	34	5B03 NAWANA	DSTZ 5249	A	N50	33	3262
AWS Claim Key: 18468090 Trx Code: E84 Labor Hrs: 3																			
Dir Cd-Sub Cd: 10209 - * Name: DUROCHER LINCOLN-MERCURY Ph: 518-5616400 St:NY Ctry Cd: USA Reg Cd: NA Rptg Date:26-NOV-1997 Doc #101991702																			
Cust Comments: RATTLE IN FRONT END OVER BUMPS																			
Tech Comments: FRONT AXLE U-JOINTS ARE WORN REPLACED FRONT AXLE U-JOINTS. THERE IS ROAD NOISE FROM CLIPPED FRONT TIRES.																			

VEHICLE DETAIL

VIN: 1FTEF14N0SL	Engine: 5.0L OHV EFI NA V8 GAS*NP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODEWAR70A
Model: F-SERIES	Paint Code/Color: ELECTRIC CURRANT C/C
Year: 1995	Calibration: 454ER10A
Pay Load:	Max Towing Weight:
GVWR: 06250	Axis Ratio:
WheelBase: 133	Warranty Start Date: 2/17/1995
GCWR:	Vehicle Build Date: 1/6/1995
PEP Code: 507A	

Selling Dealers Name: PARKWAY FORD, INC.
 Selling Dealers P & A Code: 07599 Selling Dealers Sales Code: F13586
 Selling Dealers Main Phone: 315-265-5700 Selling Dealers Service Phone: 800-300-0000

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
 F14SLA8598 71933843 2 32 02A0070 I L N E 3 3 U 17 7 P
 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
 5N33R 293 93 4 1 3U586854 YCEG N D63 4 H25 N1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 FTE078 507A NU2GA41 T
 1 2 3 4 5 6 7 8 9 160

2005

1714130705

NEW YORK



Consumer Affairs

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

March 14, 2005

*Sent Via Mail

[REDACTED]
Columbus, OH [REDACTED]

Re: 1997 Ford F-Series
VIN#-2FTDF1725V0 [REDACTED]

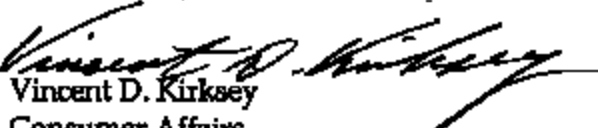
Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

We sincerely regret the circumstances you described. However, our records show that your vehicle is beyond the regular manufacturer's warranty with no additional coverage available or recalls/programs related to your vehicle concern. Based on this information, we are unable to offer any assistance at this time, and propose no further action.

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs

Customer Info

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

VIN		Year Model		Vehicle List	Sales Type	Owner Status	Vehicle Info
2FTDF1725VC		1997	F-SERIES		RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Open Issues Exist Warranty History

VEHICLE DETAIL

VIN: 2FTOF1728V0	Engine: 4.2L OHV EFI NA V8 GAS
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODEW/4R70A
Model: F-SERIES	Paint Code/Color: VERMILION SOLID C/C
Year: 1997	Calibration: 744FR10A
Pay Load:	Max Towing Weight:
GVWR: 05550	Axle Ratio:
Wheel Base: 120	Warranty Start Date: 11/14/1998
GCWR:	Vehicle Build Date: 11/12/1998
PEP Code: 507A	

Selling Dealers Name: RICART FORD, INC.
 Selling Dealers F & A Code: 02185 Selling Dealers Sales Code: F47035
 Selling Dealers Main Phone: 814-838-5321 Selling Dealers Service Phone: 814-838-8300

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
F 1 7 V C A 2 5 5 2 3 1 2 0 3 8      1 2 0 2 M 6 7 7 3      S K E      3 U H 9 5 2

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
2 N 3 2 9      1 1 1      4 7 1 0 3 5 8 5 4      E 4      N M 2 3      5 2 2

1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F T D 5 3 C      P      5 0 7 A 1 9 2 U O H      1

1 2 3 4 5 6 7 8 9 180
  
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Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	L	F2	03604	F13058

Dealer Name: OASIS FORD
 Dealer Address: 3686 ROUTE 9 SOUTH
 OLD BRIDGE NJ 08857

Dealer Main Phone: 732-581-1111 Dealer Service Phone: 732-581-1111

Position	Employee Name
CUST RELATIONS MGR	Joseph Locicchio
DEALER/PARTNER	IRVING ROSEN
PARTS MANAGER	JAMES M LARUSSO
PARTS & SERVICE DIRECTOR	ROBERT J SLATER
SALES MANAGER	JOSEPH PEDI
SALES MANAGER	RICHARD CARUSO
SALES MANAGER	MARK POWELL
SALES MANAGER	JOHN J WOLSTROMER
SALES MANAGER	RONALD ROSEN
SALES MANAGER	ROBIN ROSEN
SALES MANAGER	DAVID J ROSEN
SALES MANAGER	BRET H GOLKIN
SALES MANAGER	PAUL PALERMO
SALES MANAGER	KEVIN M HAYES
SALES MANAGER	JAMES J LARSEN
SERVICE MANAGER	CRAIG DOWED

ESP / Recall Information

VIN: 2FTDF1725V

No ESP Information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
97S86	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1998-01-02	02108USAF47018
97S98	SAFETY RECALL	PCV MODIFICATION	CLOSE - REPAIRED	1999-03-08	02198USAF47018
88S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-03-08	02198USAF47018
89829	CUSTOMER SATISFACTION NOTIF PGM	3.8L AND 4.2L ENGINE FRONT COVER GASKET	CLOSE - REPAIRED	2001-02-28	02198USAF47018
04L18	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Vehicle Information Report

**GENERAL VEHICLE
INFORMATION:**

VIN: 2FTDF1725V0

Model Year: 1997

Veh Type: T

Inv. Dealer: 02185

Veh Line:

Market Derived:

Drive Code:

Body Cab Style:

Version/Serial:

(Related Claims)

T/F5 - F150/250(PW96)P125-FORD (97-05) Eng Serial No: *

* - [N/A]

Body Shell: *

T/B - 2 WHL L/H REAR DRIVE

Engine:

T/LY - 4.2L OHV EFI NA V6 GAS

T/BH - SINGLE CAB (REGULAR CAB)

Transmission: T/DJ - 4 SPD AUTO TR NAAG A0DEW4870W

T/M - 150 SERIES

BUILD INFORMATION:

Region: NA - 8888888888 Plant: A4 - ONTARIO PLANT BUILD

Country: CAN - 8888888888 Prod Date: 12-NOV-1996

SALE INFORMATION:

Region: NA - 8888888888 Selling Dealer: 147035 - *

Country: USA - 8888888888 Selling Dir St/Prov: OH

Buyer St/Prov: OH

Arrival Date: 14-NOV-1996 Rad Carpet Lot: *

Sale Date: 14-NOV-1996 Fleet/Retail/Co. Lease: R

Warranty Start Date: 14-NOV-1996 Modified Vehicle: *

Orig Warranty Date: 14-NOV-1996 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

F179C32532312834 1 2 02H6773 SK E 30W9 52 2H 3 29 111 47103M54 24 8 M23 2 2

2725 3 C 2 607A15RUCH 1 1

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER GVW Code:

Alternator Amp Rating: KC

GVW Class Code: D

Audio Equip: * - [N/A]

Instrumentation: * - [N/A]

Axle Ratio: EGAHD - 3.55 FINAL DRIVE RATIO

Mirror(Driver Side): AD - DRIVER POWER MIRROR

Axle Type: EGIAC - LIMITED SLIP REAR AXLE

Mirror(Passg Side): AD - PASS POWER CONVEX MIRROR

Battery Amp Rating: MG

Paint:

PNEOC - VERMILION SOLID CC

Brake Code: * - [N/A]

Power Antenna: * - [N/A]

Brake Code(Service):	* -[N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTECLOCK
Calibration Code:	744FR1DA	Sound System:	* -[N/A]
Color(Asmnt):	* -[N/A]	Susp. Transm. Axle:	
Color(Trim):	000ZV - MED GRAPHITE	Tire Brand:	AC - FIRESTONE
Delivery Type:	0	Tire Size:	D3JLH1 - P235/70R-15 BSW A-8
Driveshaft Code:	F	Trailer Control:	* -[N/A]
Front Seat:	* -[N/A]	Wheel Base:	
Paint Type:	* -[N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LF:	*	RR:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Codes:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Time):	*	Emission Decal Suffix:	SYV
ESP Plan Year:	*	Engine Family:	VFM4225GREK
ESP Signature Date:			

Standard Claims List For Model Year 1997

VIN	VEH LINE	MKT DRIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TBS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_5	PREP	BASE	SUPP	CCC	CD	DIST (Miles)
2FTDF1725V	17F5	*	T/BB	T/AM	T/B	A4	T/DU	T/LY	12-NOV-1996	14-NOV-1996	147035	USA	14	*	*	*	*	*	*	*	27543
AWS Claim Key: 5901935 Trx Code: 97586 Labor Hrs: 0.3																					
Dir Cd-Sub Cd:		02198 - *	Name: KRIEGER FORD, INC.		Ph: 614-8883320		St:OH	City Cd:		USA Reg Cd:		NA	Repr Date:02-JAN-1998		Dec #188196A						
Cust Comments:		97586 AUTOMATIC SHIFT CABLE RETENTION																			
Tech Comments:		27543 INSTALL TIE																			
2FTDF1725V	17F5	*	T/BB	T/AM	T/B	A4	T/DU	T/LY	12-NOV-1996	14-NOV-1996	147035	USA	29	*	*	*	*	*	*	*	56490
AWS Claim Key: 15612744 Trx Code: 97596 Labor Hrs: 0.6																					
Dir Cd-Sub Cd:		02198 - *	Name: KRIEGER FORD, INC.		Ph: 614-8883320		St:OH	City Cd:		USA Reg Cd:		NA	Repr Date:08-MAR-1999		Dec #2229599C						
Cust Comments:		97596 FCV MODIFICATION																			
Tech Comments:		56490 INSTALL KIT.																			
2FTDF1725V	17F5	*	T/BB	T/AM	T/B	A4	T/DU	T/LY	12-NOV-1996	14-NOV-1996	147035	USA	29	*	*	*	*	*	*	*	56490
AWS Claim Key: 15581906 Trx Code: 98514 Labor Hrs: 0.6																					
Dir Cd-Sub Cd:		02198 - *	Name: KRIEGER FORD, INC.		Ph: 614-8883320		St:OH	City Cd:		USA Reg Cd:		NA	Repr Date:08-MAR-1999		Dec #2229599D						
Cust Comments:		98514 WHEEL ATTACHMENT																			
Tech Comments:		56490 INST. NUTS AND RM O RINGS.																			
2FTDF1725V	17F5	*	T/BB	T/AM	T/B	A4	T/DU	T/LY	12-NOV-1996	14-NOV-1996	147035	USA	53	1D05	*	*	*	*	*	*	116381
AWS Claim Key: 22431083 Trx Code: 99B29 Labor Hrs: 4.5																					
Dir Cd-Sub Cd:		02198 - *	Name: KRIEGER FORD, INC.		Ph: 614-8883320		St:OH	City Cd:		USA Reg Cd:		NA	Repr Date:28-FEB-2001		Dec #300778A						
Cust Comments:		99B29 CERTAIN 96 97 MUSTANG, T BIRD, COUGAR AND 97 P SERIES EQUIPPED WITH 3.8 OR 4.2 REPLACEMENT OF FRONT COVER GASKET (BLQ:03 31 01 REGARDLESS OF MILEAGE)																			
Tech Comments:		116386 6020, CCOR 4.3 REPLACE FRONT COVER GASKET AND FRONT SEAL PER 99B29B, ROAD TEST.																			

All Action Details for Issue

Print

VIN: 2FTDF1725V [REDACTED] Year: 1997 Model: F-SERIES Case: 1714130705
 Name: [REDACTED] Owner Status: Original WSD: 1998-11-14
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 03804 OASIS FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 180000 MI Comm Type: PHONE
 Analyst Name: LAM MICHELLE Analyst: MLAM8
 Action Date: 03/11/2005 Action Time: 19:50.13.181 Action Data: No

Comments CUSTOMER SAID: - VISIBLE FLAMES CAME OUT FROM UNDER VEHICLE'S HOOD. - VEHICLE WAS PARKED AT THE TIME. - THIS HAPPENED AT WORK IN THE PARKING LOT. - THIS HAPPENED ON JUNE 09/04 ON HARRISBERG PIKE. - FIRE DEPARTMENT WAS CONTACTED AND REPORT FOUND THAT FIRE WAS CAUSED BY THE CRUISE CONTROL. - CUST DOESN'T HAVE REPORT NUMBER HANDY. - REPORT WAS FILED WITH THE COLUMBUS FIRE DEPT. - INSURANCE COMPANY WAS NEVER CONTACTED BECAUSE CUST ONLY HAS LIABILITY INS. - VEHICLE IS REPAIRABLE BUT HAS NEVER BEEN REPAIRED. - DLRSHIP HAS INSPECTED THIS VEHICLE FOR CUST. - IT'S THERE RIGHT NOW. - CUST IS SEEKING COVERAGE FOR REPAIR FROM FMC OR A PAYOFF OF VEHICLE'S VALUE. - SEEKING CALLBACK ON 614-298-7123 AT ANY TIME. DEALER SAID: - KRIEGER FORD INC. 1800 MORSE ROAD COLUMBUS, OH 43228 DISTANCE: 1.70 MILE TEL: (600) 783-3873 - SIM AND ADVISOR SAID THIS WAS CAUSED BY A GLITCH IN THE CRUISE CONTROL SYSTEM. YOU SHOULD CALL FMC TO SEE IF THEY'D COVER THIS. CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 03804 OASIS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 190000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V)
 Action Date: 03/14/2005 Action Time: 07:52.42.132 Action Data: No

Comments ***LPA COMMENTS*** LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING A DEFECT IN THE CRUISE CONTROL CAUSED HIS VEHICLE FIRE TO OCCUR LAST SUMMER. NO INJURIES WERE SUSTAINED, AND NO INSURANCE COVERAGE FOR FIRE. THE CUSTOMER SAYS HIS VEHICLE IS REPAIRABLE AND IS CURRENTLY AT THE DEALERSHIP. THE CUSTOMER IS REQUESTING FMC REPAIR HIS VEHICLE OR PROVIDE HIM WITH A PAYOFF.

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 03804 OASIS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 180000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V)
 Action Date: 03/14/2005 Action Time: 07:54.20.285 Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. OUR RECORDS SHOW NO RECALLS/PROGRAMS PERTAINING TO THE CUSTOMER'S CONCERN. WE ALSO SHOW THE CUSTOMER'S VEHICLE IS BEYOND THE REGULAR MANUFACTURER'S WARRANTY WITH NO ADDITIONAL COVERAGE

AVAILABLE. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO HONOR THE CUSTOMER'S REQUEST FOR ASSISTANCE, AND PROPOSE NO FURTHER ACTION.

2005

0412320285

ATLANTA

COPY

Sent Via U.S. Mail

January 31, 2005

[REDACTED]
Snellville, GA [REDACTED]

RE: 1999 Expedition
VIN: 1FMRU1764X1 [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1999 Expedition concern.

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

Thank you for contacting us.

Respectfully yours,

KeNisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMRU1764X [REDACTED] Year: 1999 Model: EXPEDITION Case: 412920285
Name: [REDACTED] Owner Status: Subsequent WSD: 1999-05-14
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
Dealer: 00412 WORLD FORDSTONE MOUNTAIN Origin Desc: US CONCERN CASE BASE
Odometer: 100000 MI Comm Type: PHONE
Analyst Name: Analyst: ROUDUS
Action Date: 01/28/2005 Action Time: 11.27.11.847 Action Data: No

Comments CUSTOMER SAID: -VEH HAD A FIRE IN SEP 2004 AT A SCHOOL- POLICE DID NOT ARRIVE AT THE SCENE -FIRE DEPT ARRIVED AT THE SCENE AND PUT OUT THE FIRE THEY COULD NOT DETERMINE THE CAUSE OF FIRE BUT THE WHOLE WAS GONE / MELTED - NOONE WAS HURT - THE INSURANCE COMPANY WAS CONTACTED / THEY TOTALLED THE VEH THEY GAVE THE CUST THE BLUE BOOK VALUE FOR THE VEH- DLRSHP WAS NOT CONTACTED - CUST SEEKS ASSISTANCE FROM FORD BECAUSE THEY HEARD ABOUT THE NEW RECALL AND FEELS THAT DEFECT COULD BE RESPONSIBLE FOR THE FIRE DEALER SAID: WORLD FORD STONE MOUNTAIN 3800 HIGHWAY 76 SNELLVILLE, GA 30038 TEL: (878) 344-3300 NONE CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 00412 WORLD FORDSTONE MOUNTAIN Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 100000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 01/28/2005 Action Time: 11.42.17.190 Action Data: No

Comments LPA CONTACTED CUSTOMER. CUSTOMER WAS NOT AVAILABLE. LPA LEFT A MESSAGE AND WILL AWAIT A RETURN CALL TO PROCEED.

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW
Dealer: 00412 WORLD FORDSTONE MOUNTAIN Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 100000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 01/31/2005 Action Time: 08.59.18.531 Action Data: No

Comments LPA RECEIVED A RETURN CALL FROM CUSTOMER. LPA ADVISED THAT CUSTOMER'S VEHICLE IS NOT INCLUDED IN ANY RECALLS, THERE IS NO RELATED REPAIR HISTORY, AND THE VEHICLE IS BEYOND WARRANTY. NO ASSISTANCE WILL BE OFFERED. THERE WERE NO INJURIES. LPA THANKED CUSTOMER FOR CONTACTING FORD FOR DOCUMENTATION PURPOSES. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

ESP / Recall Information

VIN: 1FMRU1764X

Contract: 1 of 1

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

Purchaser:
 Plan Type: USA 2001 USED 36/36,000 BASECARE
 Selling Dealer:
 Deductible: 100
 Rental: 28
 Towing Allowance: 50

Status: Expire
 Expiration Date: 2003-12-02
 Expiration Miles: 80,885
 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
00840	CUSTOMER SAT/OWNER NOTE PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	2000-09-27	02583USAF21008
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMRU1764X	Veh Line: T/R3 - EXPEDITION (UN93) (97-02)	Eng Serial No: *
Model Year: 1999	Market Derived: * - [N/A]	Body Style: *
Veh Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: T/V3 - W-M 4.6L SOHC EFI NA C
Inv. Dealers: 00410	Body Cab Style: T/WD - 4 DOOR WAGON	Transmission: T/DU - 4 SPD AUTO TR NAAD A1
	Variant/Series: T/EF - FORD SERIES	

BUILD INFORMATION:

Region: NA - 000000000 Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - 000000000 Prod Date: 04-MAY-1999

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 121007 -
 Country: USA - 000000000 Selling Dtr SdProv: GA
 Buyer SdProv: GA
 Arrival Date: 13-MAY-1999 Red Carpet Lane: *
 Sale Date: 14-MAY-1999 Plant/Region/Co. Locat: F
 Warranty Start Date: 14-MAY-1999 Modified Vehicle: *
 Orig Warranty Date: 19-MAY-1999 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U17KMB7129113 6 3 C50386057 7D H D17 B4 B 3 A48 6 A Y21B124 51 ALL SPZ 6
 123456 2 26600 90000 20452 2

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	CB	GVW Class Code:	R
Audio Deck:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EQAFB - 3.31 FINAL DRIVE RATIO - SS	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EQIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MK	Paint:	PNLDZ - DEEP WEDGWOOD BLUE CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STROCKITE/CLK
Calibration Code:	9VNABGHA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Super Tension Axle:	
Color(Trim):	0002V -	Tire Brand:	AD - GENERAL
Delivery Type:	M	Tire Size:	D3JWB - P235/70R 16 BSW A-B
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:	*		

Vehicle Information Report

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ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	J	Engine Code:	T/H - T/H
ESP Coverage(Miles):	036	Emission Cert Type:	F
ESP Coverage(Time):	036	Emission Descr Suffix:	FPF
ESP Plan Year:	2001	Engine Family:	XFMXT046077
ESP Signature Date:	02-DEC-2001		

Standard Claims List For Model Year 1999

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRF CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	COC	CD	DEST (Miles)
1FMRU11764X1	783	*	TWED	T/EF	T/B	AP	T/DX	T/V3	04-MAY-1999	14-MAY-1999	121007	USA	17	7701	*	*	*	*	*	*	44625
AWS Claim Key: 11700217 Trz Code: 00B40 Labor Hrs: 0.5																					
Dir Cl-Sub Cl: 62543 - * Name: HANNA FORD Pk: 404-634600 St: GA City Cl: USA Reg Cl: NA Rpt Date: 27-SEP-2000 Doc #: 06123791																					
Cust Comments: RECALL 00B40 MULTIFUNCTION SWITCH																					
Tech Comments: RECALL 00B40																					
1FMRU11764X2	783	*	TWED	T/EF	T/B	AP	T/DX	T/V3	04-MAY-1999	14-MAY-1999	121007	USA	29	7801	030604	E9TZ	11450	B	D02	42	66957
AWS Claim Key: 18187220 Trz Code: 0738D Labor Hrs: 1																					
Dir Cl-Sub Cl: 00347 - * Name: MARSHAL MIZE FORD, INC. Pk: 423-4732023 St: TN City Cl: USA Reg Cl: NA Rpt Date: 19-SEP-2001 Doc #: 231799A																					
Cust Comments: ENGINE WILL NOT TURN OVER... POSSIBLE BAD STARTER... ADVISE																					
Tech Comments: TEST BATTERY VOLTAGE OK, HOLD KEY TO START POSITION AND TEST SOLINOID POWER, NO POWER COMING OUT OF S OLINOID, REPLACE AND RETEST OK.																					

VEHICLE DETAIL

VIN: 1FMRU1764XL	Engine: W-M 4.6L SOHC EFI NA CIV8 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO ACDEV/4R70A
Model: EXPEDITION	Paint Code/Color: DEEP WEDGEWOOD BLUE C/C
Year: 1999	Calibration: 8VNABGHA
Pry Load:	Max Towing Weight:
GVWR: 65700	Axis Ratio:
WheelBase: 119	Warranty Start Date: 5/14/1999
GCWR:	Vehicle Build Date: 6/4/1999
PEP Code: 685B	

Selling Dealers Name: CAREY PAULFORD

Selling Dealers P & A Code: 00277

Selling Dealers Sales Code: F21007

Selling Dealers Main Phone: 770-987-9000 Selling Dealers Service Phone: 770-987-9000

Vehicle Order Image

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1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
U 1 7 X L B 8 7 1 5 9 1 1 8      8 3    C 5 0 3 E 6 0 5 7          7 D M      U 1 7 5 4

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
5 3 A 4 8      8 A    T 2 1 8 1 2 4 5 1 A L L      5 F 2          6 1

1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F M R 4 9 4      2    A 6 8 5 B 9 6 U G A          B U 4 5

1 2 3 4 5 6 7 8 9 160
2

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	A	D2	00412	F21009

Dealer Name:	WORLD FORDSTONE MOUNTAIN		
Dealer Address:	2800 HIGHWAY 78 SNELLVILLE GA 300383035		
Dealer Main Phone:	770-468-3131	Dealer Service Phone:	770-468-3131

Position	Employee Name
CUST RELATIONS MGR	CAROLYN MITCHELL
GENERAL MANAGER	Malcolm A Cunningham
PARTS MANAGER	MIKE D FULLER
SALES MANAGER	TONY E GOUDY
SALES MANAGER	ROBERT PLAYER
SALES MANAGER	MARK A WHITTEN
SALES MANAGER	MUHAMMAD SHAMSID-DEEN
SALES MANAGER	JAMES BAKER
SALES MANAGER	DARRYL DAVIS
SERVICE MANAGER	LOUIS C LITANO
SERVICE MANAGER	Bernard McFall II
SERVICE MANAGER	JAMIE A CIRGENSKI

Service Hours	7:30 - 7:00 MONDAY THRU FRIDAY SAT. 8AM/4PM
Directions	
Trained	Y
Additional Information	LSG ENROLLED VMD-# 259 642

2003

0297561263 ORLANDO

Customer Info

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

VEHICLE INFORMATION REPORT

Page 4 of 4

Calibration Code:	S48DRD5A	Sound System:	* - [N/A]
Color/Access:	* - [N/A]	Suspension Asst:	
Color/Trim:	* - [N/A]	Tire Brand:	AG - GOODYEAR
Delivery Type:	0	Tire Size:	D3W0 - 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:	* MF:	*
LR:	* RR:	*
LL:	* RL:	*
SPARE:	*	

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Time):	*	Emission Decal Suffix:	BAH
ESP Plant Year:	*	Engine Family:	WPMXT046HAA
ESP Signature Date:			

Can't find VIN Code =

Standard Claims List For Model Year 1998

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	118 WCC CPSC 6 PREP BASE SUFF CCC CD	DIST (Miles)
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ESP / Recall Information

VIN: 1FTZX0762WK [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	E	C2	04809	F24405

Dealer Name:	BARTOW FORD CO
Dealer Address:	425 E VAN FLEET DR BARTOW FL 33830
Dealer Main Phone:	941-533-0425
Dealer Service Phone:	941-534-2646

Position	Employee Name
DEALER/PARTNER	ERNEST M SMITH
DEALER/PARTNER	ROBERT AMBROSE
DEALER/PARTNER	DENNY MULLIS
GENERAL MANAGER	BENJAMIN J ROBLES
PARTS MANAGER	LARRY B CAMPER
SALES MANAGER	MIKE CICCONE
SALES MANAGER	JOSEPH CIFERNI
SALES MANAGER	KENNEDY C HEIDEL
SALES MANAGER	MICHAEL L BEDENBAUGH
SALES MANAGER	STEVE MICHALEC
SALES MANAGER	ROBERT A KENDRICK
SERVICE MANAGER	DENNIS TOWNSEND
SERVICE MANAGER	GARY W STEVENS

Service Hours	7:00 AM - 5:30 PM M-F, 8:00 AM - 12:00 PM SAT
Directions	
Trained	Y
Additional Information	LSG ENROLLED TOWING: 813-425-1114 SUMMER'S TOWING

All Action Details for Issue

Print

VIN: 1FTZX0762WK [REDACTED] Year: 1998 Model: F-SERIES Case: 297581263
Name: [REDACTED] Owner Status: Original WSD: 1998-07-30
Symptom Desc: START/CHARGE WIRING - BASIC Primary Phone: [REDACTED]
Reason Desc: LEGAL - FIRE CLAIM Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 04809 BARTOW FORD CO

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK

Odometer: 118546 MI

Comm Type: FAX

Analyst Name: CHERIE LECH

Analyst: CLEICH

Action Date: 05/06/2003

Action Time: 08.15.55.215

Action Date: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 5-5-03 DEALER CONTACT: DENNY TOWNSEND CUSTOMER ALLEGES
IGNITION SWITCH WAS REPLACED ON 4-7-03. CRUISE CONTROL SWITCH ON MASTER CYLINDER STARTED FIRE TWO WEEKS LATER. CUSTOMER
REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 04809 BARTOW FORD CO

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 118546 MI

Comm Type: PHONE

Analyst Name: CASSANDR JONES

Analyst: CJONES

Action Date: 05/06/2003

Action Time: 11.15.03.129

Action Date: Yes

Comments LPA SPOKE TO DLR CONTACT HE WANTED TO ADVISE LPA OF THIS SITUATION. CASE IS NOT INVOLVING ANY RECALLS AT THIS TIME.
INSURANCE IS INVOLVED. ADVISED THAT THE CUST MUST CONTINUE TO WORK WITH INSURANCE CO FOR ASSISTANCE. NO LETTER OF CLOSING SENT
TO CUST DUE TO DLR HANDLING-PYI CONTACT.

Data Element NameData Value

CONTACT PERSON

SRVC MANAGER

Action: FINAL CASE DISPOSITION

Dealer: 04809 BARTOW FORD CO

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 118546 MI

Comm Type: MAIL

Analyst Name: CASSANDR JONES

Analyst: CJONES

Action Date: 05/06/2003

Action Time: 11.20.59.858

Action Date: No

Comments LPA SPOKE TO DLR CONTACT HE WANTED TO ADVISE LPA OF THIS SITUATION. CASE IS NOT INVOLVING ANY RECALLS AT THIS TIME.

INSURANCE IS INVOLVED. ADVISED THAT THE CUST MUST CONTINUE TO WORK WITH INSURANCE CO FOR ASSISTANCE. NO LETTER OF CLOSING SENT TO CUST DUE TO DLR HANDLING-FYI CONTACT.



DEALER

IMPORT

This Form is for RETAIL VEH

DEALER INFORMATION:

Requesting Dealer

Contact Person

Phone #

CASE:

297561263

Region: 24

CASSANDRA

FAX 212111

AER AFFAIRS REVIEW

AIRS UNTIL AUTHORIZED!

CLES call 1-800-343-5338

Region & State

ORLANDO FL

CUSTOMER/VEHICLE INFORMATION:

New or Used

WSD

Year/Model

98 F150

Mileage

119540

VIN LEF7X D7 62 WK

Customer Name

Address

City

BARTON

County

POLK

State

FL

Zip code

Home Phone

Work Phone

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident ☒ N Fire ☒ N Injury ☒ NMedical Attention Sought: ☒ N

Date of Incident 4-21-03

Is customer alleging a component defect caused the incident? Y/N If yes, what type & details REPLACED IGNITION SWITCH 4-7-03 CRUISE CONTROL SWITCH ON MASTER CYLINDER STUCK FIRE 21 MILES AFTER

Was a police report filed? ☒ N If yes, whereHas the Insurance Company been contacted? ☒ N What did the insurance company advise? NO INSURANCE ON VEHICLE

Owner's Insurance Company Agent's Name

Insurance Company Phone Number ()

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

City State Zip

RESOLUTION that CUSTOMER is SEEKING:

REPAIR OF VEHICLE

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? Y/N, PAGES:

Fax to: (313) 845-5668, (313) 845-5669 or (313) 845-5555 PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

October 2001

Ford Motor Company - Ford Motor Vehicle Assurance Company

9-37



SERVICE
(863) 534-2646
PARTS
(863) 534-2629
H.D. TRUCK
(863) 534-2644

BARTON FORD

INTEGRITY-TRUST-HONESTY

SINCE 1948

425 E. Via Fleet Drive - P.O. Box 1700
BARTON, FLORIDA 33631-1700



120 MAG FMT 00 03 10:30

CS312049

SALES
(863) 534-2622
BODY SHOP
(863) 534-2678
TOLL FREE
(800) 533-0425

INV # - 0233

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO. 110315	NAME MARIO MIRANDA	PHONE NO. 9002 1729	DATE 04/08/03	INVOICE NO. FOC5312019
ADDRESS BARTON, FL	CREDIT NO. 118,546	DEALER DK TOREADOR	DELIVERY DATE 07/31/98	DELIVERY NO. 41
VEHICLE MAKE/MODEL 98/FORD TRUCK/F150/PICKUP	VEHICLE NO. 1 FTZ X 0762WK	DELIVERY DATE 04/07/03	PRODUCTION DATE	
DATE OF SALE				

MO: 118546

LABOR & PARTS					
JOB # 1 02702 MISC. LIGHT REPAIR TECH(S): 9489					123.50
CUST STATES VEH WILL NOT COME OUT OF PARK WHEN TURNS VEH ON					
FOUND IGN SWITCH AND INDICATOR DAMAGED.					
R/R IGN SWITCH AND INDICATOR, WORK OPER.					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	F402-11672-B	SWITCH ASY-JSI	22.71	22.71
JOB # 1	1	F052-7A119-AA	INDICATOR ASY-	19.50	19.50
JOB # 1 TOTAL PARTS					42.21
JOB # 1 TOTAL LABOR & PARTS					165.71
JOB # 2 02702 MISC. MISC LIGHT REPAIR TECH(S): 9489					123.50
CUST STATES BATT DIES AT TIMES HAS TO BE CHARGED.					
FOUND WEAK ALT.					
R/R ALT, REPLACE LFT HEAD LT.					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	F772-10346-KARUL	ALT ASY - LESS	233.33	233.33
JOB # 2	1	F472-13A021-B	BLB & SOCK RET	11.32	11.32
JOB # 2 TOTAL PARTS					244.65
JOB # 2 TOTAL LABOR & PARTS					368.15
TOTALS					
METHOD OF PAYMENT					
IF YOU ARE STILL UNDER FACTORY WARRANTY					
AN EXTENDED SERVICE PLAN MAY BE AVAILABLE					
FOR MORE INFORMATION, PLEASE CONTACT ONE					
OF OUR CUSTOMER SERVICES REPRESENTATIVES.					
I UNDERSTAND THE WORK DONE AND AGREE TO THE ABOVE CHARGES, IS YOUR ADDRESS/PHONE CORRECT?					
CUSTOMER SIGNATURE					
DUPLICATE INVOICE					
TOTAL LABOR					247.00
TOTAL PARTS					286.65
TOTAL SUBLET					0.00
TOTAL S.O.G.					0.00
TOTAL MISC CHG.					0.00
TOTAL MISC DISC					0.00
TOTAL TAX					32.63
TOTAL INVOICE \$					565.88

DISCLAIMER OF WARRANTIES
The selling BARTON FORD COMPANY, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BARTON FORD COMPANY neither assumes nor authorizes any other person to assume any liability in connection with the sale of the vehicle or product. (P.L. 90-437).

ORIGINAL EQUIPMENT FACTORY PARTS
REPLACED OR INSTALLED CARRY A 12 MONTH OR 12,000 MILE WARRANTY, UNLESS OTHERWISE NOTED. ALL PARTS INSTALLED ON THIS VEHICLE ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED.

WARRANTY CHARGE: This charge represents costs and profits to the motor vehicle repair facility to cover such as replacement shop supplies and/or waste disposal.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$1.00) and a \$1.00 fee to be collected for each new or remanufactured battery sold in the state (\$1.00).

Service Dept. Hours
Mon - Fri
7:30 AM to 5:00 PM
Sat.
8:00 AM to 5:00 PM

Parts Dept. Hours
Mon - Fri
7:30 AM to 5:30 PM
Sat.
8:00 AM to 12:00 PM

Our Valued Service Customer
IF YOU ARE STILL UNDER FACTORY WARRANTY, AN EXTENDED SERVICE PLAN MAY BE AVAILABLE. FOR MORE INFORMATION, PLEASE CONTACT ONE OF OUR CUSTOMER SERVICE REPRESENTATIVES.

Bartow Ford

To: _____

PAGE: 5

DATE: _____

Service Department

Message: _____

PLEASE FAX BACK ANY CORRESPONDENCE TO (863) 533-1290

2005

1345710385

ATLANTA

COPY

Sent Via U.S. Mail

February 8, 2005

[REDACTED]
Summerville, SC [REDACTED]

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

Dear [REDACTED]

This is in response to your contact regarding your 1997 F-Series concern.

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

Thank you for contacting us.

Respectfully yours,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FTDX1785V1 [REDACTED] Year: 1997 Model: F-SERIES Case: 1345710385
Name: [REDACTED] Owner Status: Subsequent VSD: 1998-03-15
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: 00939 LOWCOUNTRYFORD-MERCURY, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 80000 MI Comm Type: PHONE
Analyst Name: VILLANOS, CHERRY Analyst: CVILLANO
Action Date: 02/07/2005 Action Time: 09:39:48.037 Action Date: No

Comments CUSTOMER SAID: -> CUSTOMER HEARD OF THE RECALL ON 2000 F150 ON CRUISE CONTROL SWITCH
-> CUST HAD AN UNDERHOOD HOOD YESTERDAY AND SWITCH AND WIRING HARNESS AND MASTER CYLINDER
BURNT UP ...THERE WAS A VISIBLE FLAME -> LOCAL MECH PUT ON MASTER CYLINDER AND STILL NEEDS A NEW
SENSOR BAND WIRING HARNESS -> SEEKS REPAIR UNDER RECALL SINCE IT IS HAVING THE SAME CONCERNS
AS THE 2000 MODELS AND SEEKS REFUND ON HIS MASTER CYLINDERS-> WAS TOLD THE RECALL IS NOT ON
THE YEAR MODEL AND TOLD TO CALL CRC FOR ASSISTANCE-> NO INSURANCE CLAIM FILED-> NO POLICE FILE
OR FIRE DEPT CLAIM FILED/CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS
GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY
YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 00939 LOWCOUNTRYFORD-MERCURY, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 80000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 02/08/2005 Action Time: 09:58:52.222 Action Date: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH MR. HODGES. CUSTOMER STATED THAT HE WANTS
FORD TO TAKE CARE OF HIS VEHICLE REPAIRS AS HIS VEHICLE CONCERNS ARE RELATED TO 05S28. THERE
WAS NO POLICE/FIRE REPORT FILED AND CUSTOMER DID NOT CONTACT HIS INSURANCE COMPANY.

Action: DENY ASSISTANCE - BEYOND WARRANTY
Dealer: 00939 LOWCOUNTRYFORD-MERCURY, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 80000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 02/08/2005 Action Time: 10:02:34.807 Action Date: No

Comments LPA ADVISED CUSTOMER THAT HIS VEHICLE IS NOT INCLUDED IN RECALL 05S28 AND NO
ASSISTANCE WOULD BE OFFERED. LPA ADVISED CUSTOMER TO RETAIN RECEIPTS FOR ANY REPAIRS THAT HE
COMPLETES BECAUSE IF HIS VEHICLE DOES GET RECALLED IN THE FUTURE, HE CAN SUBMIT THE RECEIPTS
FOR REIMBURSEMENT. 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]	SUMMERVILLE	80	[REDACTED]	
Country:	USA	Language:	EN		
Cell Phone:	[REDACTED]	Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

ESP / Recall Information

VIN: 1FTDX1765V

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00622	SAFETY RECALL	FUEL LINE	CLOSE - INSPECT	2001-08-04	05739USAF21242
96S49	SAFETY RECALL	1996 AEROWRANG/EXPL & 1998-97 F-SERIES (12-15-95 THRU 3-11-96) - TIRE AIR PRESSURE LABEL	CLOSE - REPAIRED	1997-02-11	05714USAF21774
96S62	SAFETY RECALL	SEAT BELT ANCHORAGE BOLT - INSPECTION/INSTALLATION	CLOSE - INSPECT	1997-02-11	05714USAF21774
97S81	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE REPLACEMENT	CLOSE - REPAIRED	1998-03-24	05739USAF21242
98R01	REGIONAL (USA)	PCV TUBE FOAM INSULATION SLEEVE	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-05-10	01075USAF21589
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - WARRANTY CANC		

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1PTDX1765V

Model Year: 1997

Veh Type: T

Inv. Dealer: 05661

Veh Line:

Market Derivat:

Drive Code:

Body Cab Style:

Version/Serial:

(Related Claims)

T/P5 - F150Z250(PW96)/P225-PC8LD (97-05) Eng Serial No: *

* - [N/A]

Body Serial: *

T/P5 - 2 WHL L/H REAR DRIVE

Engines:

T/P5 - W-M 4.6L SOHC EFI NA C

T/P5 - SUPER SINGLE CAB (SUPER CAB) Transmission: T/P5 - 4 SPD AUTO TR NAAO A

T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - 000000000 Plant: AR - NORFOLK PLANT BUILD

Country: USA - 000000000 Prod Date: 16-FEB-1996

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 125233 -*

Country: USA - 000000000 Selling Use Bt/Free: TN

Buyer Bt/Free: TN

Arrival Date: 07-MAR-1996 Bad Carpet Lanes: 1

Sale Date: 15-MAR-1996 Fleet/Wholesale Lease: R

Warranty Start Date: 15-MAR-1996 Modified Vehicle: *

Orig Warranty Date: 15-MAR-1996 Reassigned Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

XL7W02100613935 * 2 02A1704 JK E 3019 95 26 3 28 961 E 23E233898 JLTG M2E28P 25 6

17706 2 D P 50E1A10078

INSTALLED OPTION INFORMATION:

Air Conditioning: T/P5 - MANUAL AIR CONDITIONER

Alternator Amp Rating: KJ

Audio Disk: AC - AUDIO DISC CHANGER PLAYER

Axle Ratio: BGARD - 3.55 FINAL DRIVE RATIO

Axle Type: BG1AB - NON-LIMITED SLP REAR AXLE

Battery Amp Rating: EH

Brake Code: PEAAB - 4 WHL ANTI-LOCK BRAKES

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

Calibration Code: 64EDRMA

Color(Accent): PNEZF - SILVER FROST CC

Color(Trim): 000ZV -

Battery Type: L

Brake/Shift 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(Pass Side): AD - PASS POWER CONVEX MIRROR

Paint: PNEVA - DARK TORREADOR CC

Power Antenna: * - [N/A]

Radio: AT - ELETR PREM AM/FM STW/CST/CLK

Sound System: * - [N/A]

Suspension Axle:

Tire Brand: AG - GOODYEAR

Tire Size: D3W/C - P215/70R-16 OWL A-3

Transmission Control: * - [N/A]

Wheel Base:

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	TB - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Detail Suffix:	SAT
ESP Plan Year:	* Engine Family:	VFM4628GEEK
ESP Signature Date:		

Standard Claims List For Model Year 1997

VIN	VEH LINE	MYT DRIV	BODY CAB	VEH SERIES	DRIVE TYPE	FLT CD	TRF CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TR	WCC	CPSC_6	PREF	BASE	SUFF	COC	CD	DEBT (D-Mon)
1FTDX176SVN	1/5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	16-FEB-1996	15-MAR-1996	123253	USA	12	*	*	*	*	*	*	*	40363
AWS Claim Key:	2010240	Trs Code:	96849	Labr Hrs:	0.1																
Dir Cd-Sub Cd:	05714 - *	Name:	NEILL-SANDLER FLM, INC.	Ph:	865-9782500	St:	TN	Chy Cd:			USA Reg Cd:	NA	Repr Date:	11-FEB-1997	Doc #:	094489A					
Chst Comments:	RECALL																				
Tech Comments:	*																				
1FTDX176SVN	1/5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	16-FEB-1996	15-MAR-1996	123253	USA	12	*	*	*	*	*	*	*	40363
AWS Claim Key:	2010241	Trs Code:	96862	Labr Hrs:	0.1																
Dir Cd-Sub Cd:	05714 - *	Name:	NEILL-SANDLER FLM, INC.	Ph:	865-9782300	St:	TN	Chy Cd:			USA Reg Cd:	NA	Repr Date:	11-FEB-1997	Doc #:	094489B					
Chst Comments:	RECALL																				
Tech Comments:	*																				
1FTDX176SVN	1/5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	16-FEB-1996	15-MAR-1996	123253	USA	25	*	*	*	*	*	*	*	83693
AWS Claim Key:	2436740	Trs Code:	97881	Labr Hrs:	0.5																
Dir Cd-Sub Cd:	05739 - *	Name:	TED RUSSELL FORD INC	Ph:	865-6937611	St:		Chy Cd:			USA Reg Cd:	NA	Repr Date:	24-MAR-1998	Doc #:	13080161					
Chst Comments:	RECALL 97881 (SHIFT CABLE REPLACEMENT) NEEDS TO BE DONE																				
Tech Comments:	REPLACED SHIFT CABLE																				
1FTDX176SVN	1/5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	16-FEB-1996	15-MAR-1996	123253	USA	99	*	*	*	*	*	*	*	135302
AWS Claim Key:	16707656	Trs Code:	98514	Labr Hrs:	0.6																
Dir Cd-Sub Cd:	01075 - *	Name:	KEN WILSON FORD INC	Ph:	828-6482313	St:	NC	Chy Cd:			USA Reg Cd:	NA	Repr Date:	10-MAY-1999	Doc #:	1173577					
Chst Comments:	RECALL 98514																				
Tech Comments:	COMPLETED RECALL																				
1FTDX176SVN	1/5	*	T/BD	T/AM	T/B	AR	T/DU	T/V3	16-FEB-1996	15-MAR-1996	123253	USA	64	*	*	*	*	*	*	*	234085

Claims List Report

Page 2 of 2

AWS Claim Key:	23016226	Trx Code:	00522	Labor Hrs:	0.1						
Mr CA-Sub Cd:	05739 - *	Name:	TED RUSSELL FORD INC	Plu	885-893761	SLTN	City Cdt:	USA Reg Cdt:	NA	Repr Date: 04-JUN-2001	Doc #28582201
Cost Comments:	CUSTOMER REQUEST FUEL LINE INSPECTION RECALL										
Tech Comments:	INSPECTION ONLY NO REPAIR NEEDED										

VEHICLE DETAIL

VIN: 1FTDX1765VN	Engine: W-4 4.8L SOHC EFI NA CIV8 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODEWHR70A
Model: F-SERIES	Paint Code/Color: DARK TOREADOR C/C
Year: 1997	Calibration: 848DR08A
Pay Load:	Max Towing Weight:
GVWR: 6600	Axis Ratio:
WheelBase: 138	Warranty Start Date: 3/15/1998
GCWR:	Vehicle Build Date: 2/18/1998
PEP Code: 508A	

Selling Dealers Name: VALLEY FORD-MERCURY, INC.

Selling Dealers P & A Code: 05681

Selling Dealers Sales Code: F23253

Selling Dealers Main Phone: 616-738-2311 Selling Dealers Service Phone: 616-738-2311

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
X17VNA2180 613039 2 2 01A1704 JK E 3U19 55
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
2N 3 28 961 B 2 3D253890 JLT8 N2E25 P 25 61
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
FTD5 2 D P 508A69 8UTN
1 2 3 4 5 6 7 8 9 160

```

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	N	B3	00939	F21338

Dealer Name:	LOWCOUNTRYFORD-MERCURY, INC.		
Dealer Address:	9700 DORCHESTER ROAD SUMMERVILLE SC 294858540		
Dealer Main Phone:	803-873-3550	Dealer Service Phone:	803-873-3550

Position	Employee Name
PARTS MANAGER	CAREY D BAXLEY JR
SALES MANAGER	STANLEY RUSSELL
SALES MANAGER	LEONARD D ROBINSON
SALES MANAGER	ROBERT J NEWSOME
SALES MANAGER	MICHAEL L WOLFENBARGER
SERVICE MANAGER	CHAD POLLAK

Service Hours 7:30 AM TILL 6:00 PM

Directions

Trained Y

Additional Information LSG ENROLLED TOWING: 803-873-2029 FAX: 803-875-8967

2003

1738950833 CINCINNATI

Ford Motor Company

Consumer Affairs

March 27, 2003

[REDACTED]
Louisville, KY [REDACTED]

RE: 1997 F-Series

VIN: 1FTDF1728VN [REDACTED]

Dear [REDACTED]

This letter is in response to your contact with our Customer Relationship Center regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

COPY
Lakesia Turner
Consumer Affairs



Close on issue

VIN: 1FTDF17Z8V [REDACTED] **Year:** 1997 **Model:** F-SERIES **WBO:** 1998-10-08

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

Address: [REDACTED] LOUISVILLE KY

Case Number: 1798850839

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: FIRE/SMOKE SMOKE UNDERHOOD

Dealer: F47017 - BYERLY FORD INC

Comma Type: MAIL

Current Odometer Reading: 119000 MI

Action Category: **DENY ASSISTANCE**

Odometer Reading 119000

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

Callor information if different from vehicle owner

First Name:

Wiederholungsfragen:

Last Name:

Relationship: **Select One****Phone:**

Comments:

Warranty History

ESP/Recall

Quesk

03/26/2003
07:50:15

OASIS RESULT:
1FTDF1728VNB28901

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► **VEHICLE INFORMATION**

VEHICLE DESCRIPTION
1997 F-SERIES LD
TRANSMISSION
4R70W 4 SPD AUTO

BODY STYLE
F-150 REG CAB STYLE SIDE 4X2
AXLE CODE
18

ENGINE
4.2L EFI

ENGINE CALIBRATION
744ER10A

► **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE
10/06/1996

BUILD DATE
08/13/1996

SALE MILEAGE
00001

► **WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

► **FIELD SERVICE ACTIONS**

98R04 NOTE: VEHICLES IN CERTAIN GEOGRAPHICAL REGIONS MAY NOT NEED REPAIR; SERVICE THE VEHICLE IF IT HAS THE SAME CONCERN OR CONDITION AS AFFECTED VEHICLES OR OPERATED IN THE AFFECTED REGIONS (REFER TO BULLETIN) AND THE CUSTOMER IS WILLING TO PROVIDE NEEDED INFORMATION AND AFFECTED PART FOR POSSIBLE INSPECTION.
PCV SYSTEM MODIFICATION

► **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

► **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FTDF1728VNB28901

3/26/03

Customer Info

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

VIN
1FTDF1728VNB28901

Year Model
1997 F-SERIES
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History



VEHICLE DETAIL

VIN: 1FTDF1728V [REDACTED] Engine: 4.2L OHV EFI NA V6 GAS
 Make: FORD Transmission: 4 SPD AUTO TR NAO ADDEW/4R70A
 Model: F-SERIES Paint Code/Color: VERMILION SOLID C/C
 Year: 1997 Calibration: 744ER10A
 Pay Load: Max Towing Weight:
 GVWR: 6550 Axle Ratio:
 WheelBase: 139 Warranty Start Date: 10/8/1996
 GCWR: Vehicle Build Date: 8/13/1996
 PEP Code: 502A

Selling Dealers Name: STAR FORD AT OXMOOR
 Selling Dealers P & A Code: 05859 Selling Dealers Sales Code: F47020
 Selling Dealers Main Phone: 502-428-2500 Selling Dealers Service Phone: 502-329-8850

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
 F17VNB2890 11393 1 2 26H5148 DF E U18 53
 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
 2N 1 27 N 511 4 7F020842 E4TS N C2 2 21
 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
 FTDB 5 B 6 502A 2UKY 1
 1 2 3 4 5 6 7 8 9 160

Update This Information In Store

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	F	D1	05702	F47017
Dealer Name:		BYERLY FORD INC			
Dealer Address:		4041 DIXIE HWY LOUISVILLE KY 40216			
Dealer Main Phone:		502-448-1881		Dealer Service Phone: 502-448-1881	
Position			Employee Name		
DEALER/PARTNER			JOHN R DAUNHAUER, JR		
PARTS MANAGER			JOSEPH B BRASHEAR		
PARTS & SERVICE DIRECTOR			DAVID G DAUNHAUER		
SALES MANAGER			GUY E JARBOE		
SERVICE MANAGER			DONALD R CREASON		

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	F	D1	05702	F47017
Dealer Name:		BYERLY FORD INC			
Dealer Address:		4041 DIXIE HWY LOUISVILLE KY 40216			
Dealer Main Phone:		502-448-1661	Dealer Service Phone:		502-448-1661

Position	Employee Name
DEALER/PARTNER	JOHN R DAUNHAUER, JR
PARTS MANAGER	JOSEPH B BRASHEAR
PARTS & SERVICE DIRECTOR	DAVID G DAUNHAUER
SALES MANAGER	GUY E JARBOE
SERVICE MANAGER	DONALD R CREASON

ESP / Recall information

VIN: 1FTDF1728VN

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00S22	S	FUEL LINE		COMPLETE	2001-10-04	05702
98L12	L	PASS AIR BAG		FORCED COMPLETION	1998-01-22	AJTOC
97S86	S	SHIFT CABLE		COMPLETE	1998-08-19	05895
98R04	R	4.2L PCV FRZ		RELEASED FOR MAILING	1998-02-16	F47020
98S14	S	WHEEL LUGNUT		COMPLETE	1998-08-19	05895
98B29	O	COOLANT LEAK		COMPLETE	2000-05-18	05895

Action Detail

VIN: 1FTDF1728V	Year: 1997	Model: F-SERIES	Case: 1738850833
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1996-10-06	
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: BYERLY FORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05702	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 119000 MI	Comen Type: PHONE		
Action Date: 03/24/2003	Action Time: 20:29:10:347	Action Date: Yes	
Analyst Name:	Analyst: TCHINNA1		

Call Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
COMMENTS: CUSTOMER SAYS: = DATE = MARCH 24,03 = CUST STATES THAT THE MASTER CYLINDER CAUGHT ON FIRE. = CUST STATES THAT HIS HAND WAS ALSO BURNT = CUST HAD THE VEH TOWED TO THE SHOW. = CUST HAS NOT YET CONTACTED HIS INSURANCE COMPANY. = NO POLICE REPORT WAS FILED. ==== PER CUSTOMER, DEALER SAYS: = NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349				

Vehicle Information Report

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

VIN: 1FTDE1228VN	Veh Line: T/T5 - F150/250(PN96)/P225-FORD [97-03]	Eng Serial No: *
Model Year: 1997	Market Derived: * - [N/A]	Body Style: *
Veh Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: T/LY - 4.2L OHV EPT NA V6 GAS
Inv. Dealer: 09659	Body Cab Style: T/BB - SINGLE CAB (REGULAR CAB)	Transmission: T/DJ - 4 SPD AUTO TR NAAD AODEW/4R70W
	Version/Series: T/AM - 150 SERIES	

BUILD INFORMATION:

Region: NA - ##### Plant: AR - NORFOLK PLANT BUILD
Country: USA - ##### Prod Date: 13-AUG-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147030 - *
Country: USA - ##### Selling Dir St/Prov: KY
Buyer St/Prov: KY

Arrival Date: 06-SEP-1996 Rail Carport Lease: *
Sale Date: 06-OCT-1996 Fleet/Beta/CA Lease: R
Warranty Start Date: 06-OCT-1996 Modified Vehicle: *
Orig Warranty Date: 06-OCT-1996 Rerequired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
T17708289011393  1 2 2805118  DF E  U19 52 28 1  27  H 511  177020842  D4TS M C2  2  2

1FTD8 1 8 6  502A 200Y 1  3
  
```

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	KC	GVW Class Code:	D
Audio Dplx:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGACC - 1.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]

Battery Amp Rating:	M6	Paint:	PNEGC - VERMILION SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AF - ELECTRONIC AM/FM/STROCKLOCK
Calibration Code:	744ER10A	Sound System:	* - [N/A]
Color(Accent):	PNZIF - SILVER FROST C/C	Steers Tandem Axle:	
Color(Trim):	000ZV -	Tire Brand:	AC - FIRESTONE
Delivery Type:	6	Tire Size:	D3KJ - 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:	*
LL:	*	RL:	*
SPARE:	*		

ESP INFORMATION; EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Time):	*	Emission Decal Suffix:	SYV
ESP Plan Year:	*	Engine Family:	VFM422B0KEK
ESP Signature Date:			

Standard Claims List For Model Year 1997

VIN	VEH LINE	MKT DESIG	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRN CD	ENG CD	PRD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC	6 PREF BASE	SUFF	CCC	CD	DIST (Miles)
1F1DF128VN	1	TFS	*	T/BB	T/AM	T/B	AR	T/DU	T/LY	13-AUG-1996	08-OCT-1996	147020	USA	22	7822	1801XX	F2UZ	14526	M	ET19 28 27739
AWS Claim Key: 10744764 Trs Code: E83 Labor Hrs: 1																				
Dir Cd-Sub Cd: 04910.* Name: COOK-WHITEHEAD FORD INC Ph: 850-7840400 St: FL Ctry Cd: USA Reg Cd: NA Rpt Date: 01-JUL-1998 Doc #: 005920201																				
Cmt Comments: CUSTOMER STATES ABS LIGHT IS ON																				
Tech Comments: OPEN CIRCUIT PERFORM ABS DIAGNOSIS, TRACE & CHECK WIRING. R&R FUSE IN FUSE BOX, ROAD TEST.																				
1F1DF128VN	1	TFS	*	T/BB	T/AM	T/B	AR	T/DU	T/LY	13-AUG-1996	08-OCT-1996	147020	USA	23	7822	1801XX	*	14526	*	ABS 42 33832
AWS Claim Key: 11620319 Trs Code: E83 Labor Hrs: 2																				
Dir Cd-Sub Cd: 05695.* Name: BILL COLLINS FORD INC Ph: 502-4599530 St: KY Ctry Cd: USA Reg Cd: NA Rpt Date: 19-AUG-1998 Doc #: 11999801																				
Cmt Comments: GAUGES IN DASH INOP																				
Tech Comments: TESTED AND REPLACED 5 AMP MINI FUSE CAN NOT DUPLICATE FUSE FAILURE AT THIS TIME																				
1F1DF128VN	1	TFS	*	T/BB	T/AM	T/B	AR	T/DU	T/LY	13-AUG-1996	08-OCT-1996	147020	USA	23	*	*	*	*	*	33832
AWS Claim Key: 11620318 Trs Code: 98514 Labor Hrs: 6																				
Dir Cd-Sub Cd: 05695.* Name: BILL COLLINS FORD INC Ph: 502-4599530 St: KY Ctry Cd: USA Reg Cd: NA Rpt Date: 19-AUG-1998 Doc #: 11999803																				
1F1DF128VN	1	TFS	*	T/BB	T/AM	T/B	AR	T/DU	T/LY	13-AUG-1996	08-OCT-1996	147020	USA	23	*	*	*	*	*	33832
AWS Claim Key: 11620317 Trs Code: 97885 Labor Hrs: 3																				
Dir Cd-Sub Cd: 05695.* Name: BILL COLLINS FORD INC Ph: 502-4599530 St: KY Ctry Cd: USA Reg Cd: NA Rpt Date: 19-AUG-1998 Doc #: 11999804																				
Cmt Comments: ALL DASH GAUGES IN OP RHEFS BLOWING FUSE																				
Tech Comments: TESTED BLOWING FUSES, R&R STEERING COLUMN WHERINS, REPAIRED SHORTED WIRES TO OVER DRIVE SWITCH																				
1F1DF128VN	1	TFS	*	T/BB	T/AM	T/B	AR	T/DU	T/LY	13-AUG-1996	08-OCT-1996	147020	USA	24	7P02	110501	PSZ	13K399	BA	W10 42 35630
AWS Claim Key: 12115697 Trs Code: E83 Labor Hrs: 5																				
Dir Cd-Sub Cd: 05695.* Name: BILL COLLINS FORD INC Ph: 502-4599530 St: KY Ctry Cd: USA Reg Cd: NA Rpt Date: 08-SEP-1998 Doc #: 112203302																				

Unit Comments:	WIPER COMES ON OWN WHILE DRIVING																				
Techn Comments:	REPLACE MULTI FUNCTION SWITCH																				
IFTDF172RVN	TFS	*	T/B	T/AM	T/B	AR	T/DU	T/LY	13-AUG-1996	06-OCT-1996	147020	USA	41	ID05	*	*	*	*	*	B6186	
AWS Claim Key:	19940181	Trx Code:	99B29	Labor Hrs: 4.5																	
Dir Cd-Sub Cd:	05643-*	Name:	MAN-O-WAR FORD			Ph:	859-3711800			St:	KY	City Cd:	USA Reg Cd:			NA	Repr Date:08-FEB-2000	Doc #042118101			
Unit Comments:	99B29 FRY TIMING COVER																				
Techn Comments:	REPLACE TIMING COVER GASKET																				
IFTDF172RVN	TFS	*	T/B	T/AM	T/B	AR	T/DU	T/LY	13-AUG-1996	06-OCT-1996	147020	USA	45	ID05	*	*	*	*	*	91031	
AWS Claim Key:	20142556	Trx Code:	99B29	Labor Hrs: 1																	
Dir Cd-Sub Cd:	05695-*	Name:	BILL COLLINS FORD INC			Ph:	502-4598550			St:	KY	City Cd:	USA Reg Cd:			NA	Repr Date:15-MAY-2000	Doc #18960001			
Unit Comments:	CHECK LOWER ENGINE NOISE HAD 99B29 PERFORMED ADVISE																				
Techn Comments:	PERFORM RECALL #29B REPL ENG WITH REMAN																				
IFTDF172RVN	TFS	*	T/B	T/AM	T/B	AR	T/DU	T/LY	13-AUG-1996	06-OCT-1996	147020	USA	46	1G01	030001	F6BZ	8575	BA	E23	69	92667
AWS Claim Key:	20994495	Trx Code:	SPW	Labor Hrs: 1																	
Dir Cd-Sub Cd:	11908-*	Name:	GREENS LINCOLN-MERCURY			Ph:	858-2542291			St:	KY	City Cd:	USA Reg Cd:			NA	Repr Date:15-JUL-2000	Doc #13856701			
Unit Comments:	CUSTOMER STATES TEMP GAUGE GOES ALL THE WAY TO HOT AND LIGHT COMES ON																				
Techn Comments:	T STATD STUCK CLOSED, ALSO INTERNAL ENGINE DAMAGE REPLACED BAD T STATD NEEDS TO GO BACK TO ENGINE INSTALLER, INTERNAL DAMAGE																				
IFTDF172RVN	TFS	*	T/B	T/AM	T/B	AR	T/DU	T/LY	13-AUG-1996	06-OCT-1996	147020	USA	61	*	*	*	*	*	*	104307	
AWS Claim Key:	0602312	Trx Code:	00822	Labor Hrs: 2																	
Dir Cd-Sub Cd:	05702-*	Name:	BYERLY FORD INC			Ph:	502-4481661			St:	KY	City Cd:	USA Reg Cd:			NA	Repr Date:04-OCT-2001	Doc #2702189			
Unit Comments:	RECALL 00822																				
Techn Comments:	104307 WARR CHECK FUEL LINES PER RECALL #00822 LINES ARE OK TECH 4310																				