

[REDACTED]
#1294532383

2003
SOUTHWEST

Action Detail

VIN: 1F101Y1C1A27	Year: 1997	Model: F-SERIES	Case: 1294552383
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1996-11-26	
Symptoms Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - FIRE CLAIM		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BILL UTTER FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 02463	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 127900 MI	Comm Type: PHONE		
Action Date: 08/27/2003	Action Time: 16:54:40:383	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA SPOKE W/THE DEALERSHIP, INSURANCE COMPANY IS STATING THAT THIS IS A FORD ISSUE. VEHICLE IS BEYOND WARRANTY, NO ESP. LPA INFORMED INSURANCE CO. NO LETTER NEEDED FOR CUSTOMER AS CUSTOMER DID NOT MAKE REQUEST.

Action Detail

VIN: 1FTDX17W7V	Year: 1997	Model: F-SERIES	Case: 1294552383
Name:	Owner Status: Subsequent	WSD: 1996-11-26	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - FIRE CLAIM		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: BILL LITTE FORD, INC.	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 02483	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY			
Odometer: 127800 MI	Comm Type: FAX		
Action Date: 08/26/2003	Action Time: 08:10:53:210	Action Data: No	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: ***** PRODUCT LIABILITY ***** FAX RECEIVED 8-25-03. DEALER CONTACT: MIKE MCCONNAUGHEY. CUSTOMER'S INSURANCE COMPANY FEELS THE BRAKE PRESSURE SWITCH SHORTED, CAUSING FIRE IN ENGINE COMPARTMENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Customer Info

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

ESP / Recall Information

VIN: 1FTDX17W7VK

Contract: 1 OF

Status: Expire

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

Purchaser:

Expiration Date: 1999-11-26

Expiration Miles:
36,000

Plan Type: USA 1997 36/36,000 RENTCARE (WARRANTY REPAIRS ONLY)

Plan Year:
1997

Selling Dealer:

Rental: 25

Deductible:

Towing
Allowance:

Purchase Type: N

Options:

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

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

-----Recall Information-----

-----Campaign-----				Status		Dealer Code
Number	Type	Description	Status	Date		
00622	S	FUEL LINE	COMPLETE	2001-05-25		02483
96L12	L	PASS AIR BAG	FORCED COMPLETION	1998-01-22		AUTOC
97S98	S	SHIFT CABLE	COMPLETE	1997-12-11		02588
98S14	S	WHEEL LUGNUT	COMPLETE	1998-11-02		02588

CASE
1294552383**DEALER REQUEST FOR CONSUMER AFFAIRS****IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AIT**

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1-800-

DEALER INFORMATION:Requesting Dealer BILL UTTER FORD P&A 2463 Region & State Southwest / TexasContact Person [REDACTED] Phone # [REDACTED]**CUSTOMER/VEHICLE INFORMATION:**New or Used Used WSD 11/26/96 Year/Model 1993 F-150VIN 1FTRX17W7VK Mileage 127900Customer Name [REDACTED]Address [REDACTED]City Romney County Tarrant State Tx Zip code [REDACTED]Home Phone [REDACTED] Work Phone [REDACTED]**DETAILS OF INCIDENT:**Incident Involves (Circle all that apply): Accident Y N Fire Y N Injury Y NMedical Attention Sought: Y NDate of Incident 7/16/03Is customer alleging a component defect caused the incident? Y N If yes, what type & details CUSTOMER'S INSURANCE COMPANY FEELS THAT THE BRAKE PRESSURE SWITCH FAILED, CAUSING FIRE IN ENGINE COMPARTMENT.Was a police report filed? Y N If yes, where [REDACTED]Has the Insurance Company been contacted? Y N What did the insurance company advise? SEE ABOVEOwner's Insurance Company Zurich Ins. Co. Agent's Name SHAWN WOODInsurance Company Phone Number (866) 828-6816Claim # [REDACTED]If the vehicle is a conversion unit, who is the coach builder? NOCity [REDACTED] State [REDACTED] Zip [REDACTED]**RESOLUTION that CUSTOMER is SEEKING:**CUSTOMER'S INSURANCE CO. REQUESTS THAT REPAIRS BE COVERED BY FORD.PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER
ATTACHMENTS? Y N PAGES [REDACTED]

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FTDX17W7VK [REDACTED] Vch Line: T/F3 - F150/230(PN96)/F223-FORD (97-04) Eng Serial No: *
Model Year: 1997 Market Derived: * - (N/A) Body Style: *
Vch Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/VN - R-M 4.6L SOHC IPI NA CIVI G-HP
Inv. Dealer: 02614 Body Cch Style: L/SO - SUPER SINGLE CAB (SUPER CAB) Transmission: T/DU - 4 SPD AUTO TR NAAO ACDEWHR70W
Version/Serial: T/AM - 150 SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 21-NOV-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 152013 - *
Country: USA - ##### Selling Dir StProv: TX
Buyer StProv: TX
Arrival Date: 26-NOV-1996 Red Carpet Lease: *
Sale Date: 26-NOV-1996 Fleet/Retail/Co. Lease: R
Warranty Start Date: 26-NOV-1996 Modified Vehicle: *
Orig Warranty Date: 26-NOV-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
X17V69L01411006 2 2 2002783 HE E 2102 35 3M53 20 0011P 52AD11893 PSBA N2H2TP 25 W

1FTD7 E D 100A WTR 1 V 4

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER GVW Code:
Alternator Amp Rating: AB GVW Class Code: D
Audio Disc: AC - AUDIO DISC CHANGER PLAYER Instrumentation: * - (N/A)
Axle Ratio: EQAND - 3.55 FINAL DRIVE RATIO Mirror(Driver Side): AD - DRIVER POWER MIRROR

Axle Type:	EGIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MA	Paint:	PNPEC - PACIFIC GREEN 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 STROCKSTE/CLK
Calibration Code:	746DR11A	Sound System:	* - [N/A]
Color(Accent):	FNAYB - LT PRAIRIE TAN C/C	Suspension Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AG - GOODYEAR
Delivery Type:	0	Tire Size:	DJWC - P255/70R-16 OWL A-8
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	L	Emission Code:	T/B - T/B
ESP Coverage(Miles):	036	Emission Cert Type:	F
ESP Coverage(Time):	036	Emission Decal Suffix:	SAT
ESP Plan Year:	1997	Engine Family:	VFM4626KXK
ESP Signature Date:	26-NOV-1996		

Standard Claims List For Model Year 1997

VIN	VEH LNB	MKT DERIV	BODY CAR	VEH SERIES	DRIVE TYPE	PLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	ITS	WCC	CPSC_6	PRBF	BASE	SUPP	CCC	CD	DIST (Miles)	
1FTDX17W7VK		T/F5	*	TBD	T/AM	T/B	AJ	T/DU	T/VN	21- NOV- 1996	26-NOV- 1996	152013	USA	1	2001	03XXXX	PIAZ	6B288	A	E29	28	1855
AWS Claim Key: 168517 Trx Code: S87 Labor Hrs: 2.1																						
Dir Cl-Sub Cl: 02514-* Name: WESTWAY FORD Ph: 972-6590333 St: TX Ctry Cd: USA Reg Cd: NA Rpt Date: 16-DEC-1996 Doc # 565601																						
Cust Comments: EXP. CUST STATES THAT THE CHECK ENGINE LITE STAYS ON WHILE DRIVING. INSPECT AND ADVISE																						
Tech Comments: PERFORMED VARIOUS TEST KORY KIDER DCL DISPLAY SPARK DURATION POWER BALANCE PCM REPROGRAMMED REPLACED CRANKSHAFT POSI																						
1FTDX17W7VK		T/F5	*	TBD	T/AM	T/B	AJ	T/DU	T/VN	21- NOV- 1996	26-NOV- 1996	152013	USA	13	*	*	*	*	*	*	*	27453
AWS Claim Key: 3122613 Trx Code: 97565 Labor Hrs: 3																						
Dir Cl-Sub Cl: 02586-* Name: WESTWAY FORD Ph: 972-6590333 St: TX Ctry Cd: USA Reg Cd: NA Rpt Date: 11-DEC-1997 Doc # 51820501																						
Cust Comments: PERFORM RECALL 97586 SHIFT CABLE																						
Tech Comments: INSTALL THE STRAP PER RECALL 97586 PERFORMED RECALL																						
1FTDX17W7V		T/F5	*	TBD	T/AM	T/B	AJ	T/DU	T/VN	21- NOV- 1996	26-NOV- 1996	152013	USA	24	8004	011000	F75Z	1564417	EAA	S30	D4	31374
AWS Claim Key: 1332226 Trx Code: B24 Labor Hrs: 1.2																						
Dir Cl-Sub Cl: 02586-* Name: WESTWAY FORD Ph: 972-6590333 St: TX Ctry Cd: USA Reg Cd: NA Rpt Date: 02-NOV-1996 Doc # 565621901																						
Cust Comments: SOP BOTH FRONT SEAT BACK COVERS LARIAT COMING OFF																						
Tech Comments: LEFT FRONT SEAT COVER TORN AT LARIOT EMBLEM NEC TO REMOVE SEAT & SEAT BACK TO REPLACE COVER RIGHT FRONT SEAT BACK																						
1FTDX17W7V		T/F5	*	TBD	T/AM	T/B	AJ	T/DU	T/VN	21- NOV- 1996	26-NOV- 1996	152013	USA	24	6745	011100	*	9942006	*	R06	42	31374
AWS Claim Key: 1332226 Trx Code: B24 Labor Hrs: 1.3																						
Dir Cl-Sub Cl: 02586-* Name: WESTWAY FORD Ph: 972-6590333 St: TX Ctry Cd: USA Reg Cd: NA Rpt Date: 01-NOV-1996 Doc # 565621902																						
Cust Comments: CUST STATES REAR PASS SIDE BACK GLASS LEAKING WATER																						
Tech Comments: 1 PERK WATER LEAK DIAG & FOUND REAR SLIDER LEAKING NEC TO REMOVE CARPET TO DRY NEC TO REMOVE HEADLINER TO DRY JOTE																						
1FTDX17W7VK		T/F5	*	TBD	T/AM	T/B	AJ	T/DU	T/VN	21- NOV- 1996	26-NOV- 1996	152013	USA	24	*	*	*	*	*	*	*	31374
AWS Claim Key: 1332226 Trx Code: 98514 Labor Hrs: .6																						
Dir Cl-Sub Cl: 02586-* Name: WESTWAY FORD Ph: 972-6590333 St: TX Ctry Cd: USA Reg Cd: NA Rpt Date: 02-NOV-1996 Doc # 565621903																						

Cust Comments:		PERFORM RECALL 98S14 LOG NUTS																															
Tech Comments:		COMPLETED RECALL																															
1FTDX17W7VK		TPS	*	TBD	TAM	T/B	AJ	T/DU	T/VN	21- NOV- 1996	26-NOV- 1996	152813	USA	25	8P44	011185	763Z	15422830	DN	RD6	43	33243											
AWS Claim Key:		14164552		Trx Code:		184		Labor Hrs:		0																							
Dir Ct-Sub Ct:		02586-*		Name:			WESTWAY FORD			Ph:		972-6590333		St:		TX		City Ct:		USA		Reg Ct:		NA		Rcpt Date:		09-DEC-1998		Doc #:		66063202	
Cust Comments:		CUST STATES REAR GLASS LEAKING PASS SIDE CHECK ADVISE																															
Tech Comments:		SUBMIT TO HARMON GLASS																															
1FTDX17W7VK		TPS	*	TBD	TAM	T/B	AJ	T/DU	T/VN	21- NOV- 1996	26-NOV- 1996	152813	USA	55	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	83368			
AWS Claim Key:		22976423		Trx Code:		D0822		Labor Hrs:		2																							
Dir Ct-Sub Ct:		02463-*		Name:			BOLL UTTER FORD, INC.			Ph:		940-3217400		St:		TX		City Ct:		USA		Reg Ct:		NA		Rcpt Date:		23-MAY-2001		Doc #:		05267440	
Cust Comments:		00822 FUEL LINE																															
Tech Comments:		RECALL INSPECTED, LINES NOT AFFECTED																															

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PSA Code	Sales Code
52-SOUTHWEST	52-DALLAS	A	81	02463	F52406

Dealer Name: BILL UTTER FORD, INC.
 Dealer Address: 4901 SOUTH I-35 E
 DENTON TX 76205
 Dealer Main Phone: 940-382-5404

Dealer Service Phone: 940-382-5404

Position	Employee Name
DEALER/PARTNER	BILL UTTER
DEALER/PARTNER	BILL & UTTER
GENERAL MANAGER	CARL R ANDERSON
PARTS MANAGER	BERT D EADY
SALES MANAGER	JAMES BURMEISTER
SALES MANAGER	DARRELL POWELL
SERVICE MANAGER	MIKE MC CONNAGHEY

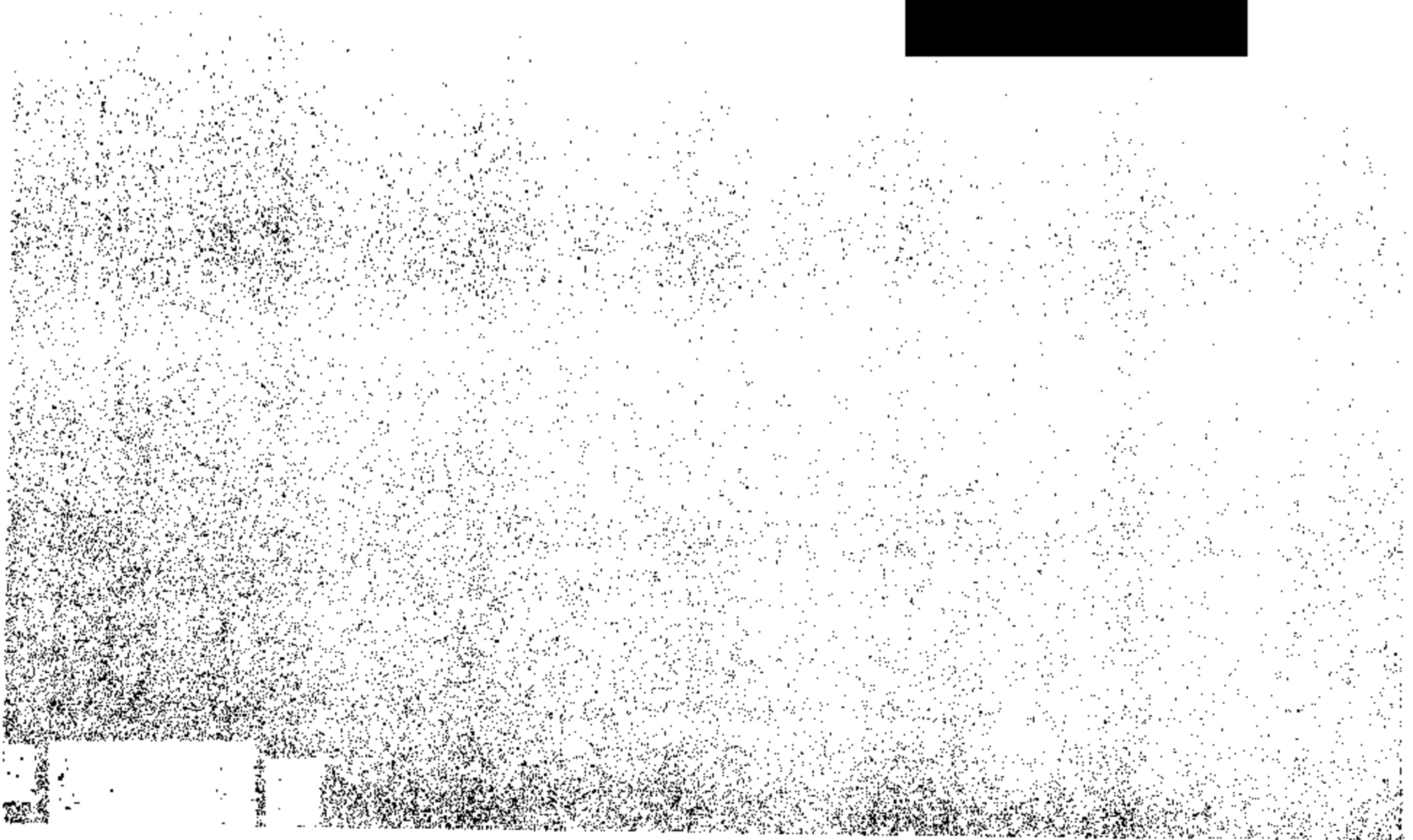
Service Hours: 7:00 AM TO 6:00 PM. M-F 7:30 AM TO 1:00 PM SA/SURDA

Directions:

Trained:

Y

Additional Information: LSG ENROLLED TOWING: 817-382-5404





Consumer Affairs

PO Box 8248, MD 3NE-B
Dearborn, MI 48128 USA

Sent Via U.S. Mail

August 11, 2003

[REDACTED]
Homer Glenn, II [REDACTED]

Re: 1998 Ford Expedition
VIN: 1FMRU176XWL [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your Expedition.

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

We appreciate the opportunity to review your request.

Sincerely,


Marquis Morris
Consumer Affairs

COPY



Action Detail

Print Action Detail

VIN: 1FMRU176XW	Year: 1998	Model: EXPEDITION	Case: 1332752233
Name: [REDACTED]	Owner Status: Original	WSD: 2003-08-11	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: JOE RIZZA FORD IN ORLAND PARK	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01528	
Odometer: 100000 MI	Comm Type: PHONE		
Action Date: 08/11/2003	Action Time: 09:14:09:447	Action Data: Yes	
Analyst Name: DARAPHONE PHENGPHET	Analyst: DPHENG		

COMMENTS: CUSTOMER SAYS: WIRING THAT GOES TO THE MASTER CYLINDER WAS ON FIRE. SAW VISIBLE FLAMES UNDER HOOD. THIS OCCURED ON 08/08/03. VEH WAS SITTING FOR 3-4 HRS WHEN THIS HAPPENED. HAVEN'T CONTACTED INSURANCE COMPANY YET. HAD TO CUT AND TAPE THE WIRES. DIDN'T HAVE ANY BRAKE LIGHTS. DROVE VEH HOME. ALSO COULDN'T GET THE VEH OUT OF PARK. FUSE WAS BLOWN. NO INJURIES. MASTER CYLINDER SWITCH AND WIRING WERE DAMAGED. PLUG WAS MELTED. NO FIRE REPORT WAS FILED SINCE I PUT THE FIRE OUT. SEEKING ANY RECALL INFO. PER CUSTOMER, DEALER SAYS: E RIZZA FORD IN ORLAND PARK 8100 WEST 158TH STREET ORLAND PARK, IL 60462 DISTANCE: 9.1 MILES TEL: (708) 384-2248 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. NO RELATED

RECALLS/CSPS. INFERENCE CASE ID: 5349

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

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

Close an Issue

VIN: 1FMRU17BXL

Year: 1998

Model: EXPEDITION

WBD: 1998-03-28

Name:

Primary Phone:

Secondary Phone:

Address: HOMER GLEN IL

Case Number: 1332752233

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Dealer: F41053 - JOE RIZZA FORD

Comm Type: MAIL

Current Odometer Reading: 100000 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 100000 MI

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

Caller information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Comments:

Customer is beyond warranty, and should continue to work with the insurance company. No further action is needed.

Warranty History

ESP/Recall

Qals

8/11/03

Standard Claims List For Model Year 1998

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TBS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREP	BASE	SUFF	CCC	CD	DIST (Miles)
1FVWLL175XW	T/B3	*	TAWD	T/EF	T/B	AP	T/DU	T/V3	15-JAN-1998	28-MAR-1998	141063	USA	36	*	*	*	*	*	*	*	58297
AWS Claim Key: 18907795 Trs Code: 98514 Labor Hrs: 6																					
Dir-Cd-Sub Cd: 01534-* Name: WILLOWBROOK FORD, INC. Ph: 630-9863000 St: IL Ctry Cd: USA Reg Cd: NA Rpt Date: 09-MAR-2001 Line #: 09915830																					

ESP / Recall Information

VIN: 1FMRU178XWLB07538

Contract: 1 Of

Status: Expre

ESP Purchase Details

Purchaser:

Expiration Date: 2000-03-28

Plan Type: USA 1998 NEW 24/26,000 MAINTENANCECARE

Rental:

Purchase Type: N

Options:

Plan Year: 1998

Expiration Miles: 27,000

Selling Dealer: WILLOWBROOK FORD, INC.

Deductible:

Towing Allowance:

ESP Cancellation Details

Cancel Date:

Refund Percent:

Dealer Credit:

Process Date:

Dealer Received Date:

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
98S14	S	WHEEL LUGNUT		COMPLETE	2001-03-09	01534
99B02	O	MULTI SWITCH		CAMP/PROG EXPIRED	2000-04-06	

8/11/03

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

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

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
41-CHICAGO	41-CHICAGO	D	B1	01526	F41053

Dealer Name: JOE RIZZA FORD IN ORLAND PARK

Dealer Address: 8100 W. 158TH STREET
ORLAND PARK IL 60462

Dealer Main Phone: 708-403-0300

Dealer Service Phone: 708-403-0300

Position	Employee Name
CUST RELATIONS MGR	ANNETTE K PEGRAM
CUST RELATIONS MGR	ROBERT W RAWSON
DEALER/PARTNER	JOSEPH RIZZA
DEALER/PARTNER	NIVES RIZZA
DEALER/PARTNER	PHILIP J RIZZA
PARTS MANAGER	BRIAN PLACHY
PARTS & SERVICE DIRECTOR	PAUL A WERGES
SALES MANAGER	BOB M KAVOORAS
SALES MANAGER	CHARLES BRUNT
SALES MANAGER	Don Walker
SALES MANAGER	GARY PRECIN
SALES MANAGER	JOHN RIZZA
SALES MANAGER	SCOTT PRECIN
SALES MANAGER	TONY W BAMBALAS
SERVICE MANAGER	ROBERT A SCHEFF
SERVICE MANAGER	ROBERT C GALEN

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Address: [REDACTED] IL [REDACTED]

Country: USA Language: EN

Cell Phone: [REDACTED] Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

2003

1539071680 ATLANTA

COPY

Sent Via U.S. Mail

August 25, 2003

[REDACTED]
New Bern, NC [REDACTED]

RE: 1997 Expedition

Dear [REDACTED]

Our office has reviewed your concern.

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

Thank you for the opportunity to review this matter.

Respectfully yours,

Celeste M. Jackson
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FMEU18L6V1 [REDACTED] Year: 1997 Model: EXPEDITION Case: 1539071680
 Name: [REDACTED] Owner Status: Subsequent WSD: 1996-12-31
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 06679 CELLA FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 70376 MI Comm Type: PHONE
 Analyst Name: LANA LETOSHK Analyst: LLETOSHK
 Action Date: 08/22/2003 Action Time: 17.07.33.085 Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
USA		GASTON		SPOUSE

Comments CUSTOMER SAYS: - YESTERDAY MORNING CUST STARTED VEH AND IT SMELLED LIKE SOMETHING ELECTRICAL - THEN, CUST WAS NOT ABLE TO GET VEH INTO GEAR - WENT TO THE SHOP AAND WHEN SHOP OPENED THE HOOD, VEH STARTED SMOKING UNDER THE HOOD - MECHANIC SAID THAT MODULE ON TOP OF THE CYLINDER BURNED DOWN - THE PLUG WAS MELTED AND IT LOOKED LIKE THERE WAS GREASE ALL OVER THAT FUSE - CUST IS AFRAID THAT IT COULD HAVE HAPPEN IN THE MIDDLE OF THE NIGHT OR WHILE SHE WAS DRIVING - MECHANIC PURCHASED PART FROM CELLA FORD - CUST WOULD LIKE FORD PAY TO REPAIR THE VEH AS IT WAS FORD'S DEFECT THAT CAUSED SMOKE - NO INSURANCE COMPANY WAS CONTACTED AND NO REPORTS WERE FILED PER CUSTOMER, DEALER SAYS: CELLA FORD INC. 3210 M.L. KING BOULEVARD NEW BERN, NC 28582 DISTANCE: 4.4 MILES TEL: (252) 838-4011 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. - THE BEST TIME TO REACH CUST IS BETWEEN 8A.M AND 10A.M. EST INFERENCE CASE ID: 5348

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 06679 CELLA FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 70376 MI Comm Type: PHONE
 Analyst Name: JACKSON,CELESTE (C.) Analyst: CJACKS84
 Action Date: 08/25/2003 Action Time: 11.54.08.269 Action Data: Yes

Comments LPA COMMENTS: RESPONSE LETTER SENT.

Data Element Name**Data Value****CERTIFIED LETTER #****N/A****Action: DENY ASSISTANCE - BEYOND WARRANTY****Dealer: 08678 CELLA FORD INC****Odometer: 70376 MI****Analyst Name: JACKSON,CELESTE (C.)****Action Date: 08/25/2003****Comm Type: PHONE****Analyst: CJACKS84****Action Time: 11:57:20.875****Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION****Action Date: No****Comments LPA COMMENTS: NO RECALLS, NO MENTION OF PERSONAL INJURY/INJURY CLAIM, AND NO ESP. LETTER SENT.**

All Action Details for Issue

[Print](#)

VIN: 1FAEP33P71V

Year: 2001

Model: FOCUS

Case: 1652412263

Name: [REDACTED]

Owner Status: Subsequent

WED: 2001-02-19

Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED

Primary Phone: [REDACTED]

Reason Desc: SALES - NON-PLEASANT/PRESSURED PURCHASE

Secondary Phone: [REDACTED]

Issue Type: 03 CONCERN

Issue Status: OPEN

Action: THANK CUSTOMER FOR THEIR FEEDBACK; INFO WILL BE FORWARDED TO DLR

Dealer: 03906 TEAM FORD AT NORTHPOINT

Origin Desc: US INQUIRY CASE BASE

Odometer: 47000 MI

Comm Type: PHONE

Analyst Name: LORNA MACNEIL

Analyst: LMACNEIL

Action Date: 06/22/2003

Action Time: 16:24:34.575

Action Data: No

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

LATOYA

CHILDS

CHILD

Comments CUSTOMER SAYS: =====SAYS LAST REP TOLD HER TO CALL DLRSHF AND SO SHE DID AND THE DLRSHF TOLD HER IT WAS NOT THEIR PROBLEM AND SHE SHOULD CALL BACK CAC; SAYS THE DLRSHF WAS VERY RUDE TO HER AND DID NOT PROVIDE ANY CUST SERVICE; ALSO SAYS THE VEH IS UNSAFE TO DRIVE AND SHE DOES NOT WANT IT; IS NOW RETAINING LEGAL SERVICES AND WILL NOT BE PAYING A PENNY ON THE VEH; HAS ALREADY SPOKEN TO FMCC ABOUT THIS PER CUSTOMER; DEALER SAYS: CAC ADVISED: THANK YOU FOR PROVIDING FORD MOTOR COMPANY WITH FEEDBACK; YOUR OPINIONS ARE VALUABLE TO US. I HAVE DOCUMENTED YOUR COMMENTS AND THE INFORMATION YOU PROVIDED REGARDING YOUR EXPERIENCE. THIS INFORMATION WILL BE FORWARDED TO THE CUSTOMER RELATIONS MANAGER AT THE DEALERSHIP FOR THEIR REVIEW AND CONSIDERATION. A COPY WILL BE FORWARDED TO FORD'S MANAGEMENT TEAM, SO THAT THEY ARE AWARE OF YOUR EXPERIENCE. YOU WILL NOT BE CONTACTED UNLESS FURTHER INFORMATION OR CLARIFICATION IS REQUIRED. INFERENCE CASE ID: 1030

Customer Info

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

ESP Recall Information

VIN: 1FMFU18L6VL

No ESP Information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00S06	S	HITCH ATTACH		COMPLETE	2000-08-28	06679
96L12	L	PASS AIR BAG		FORCED COMPLETION	1996-01-22	AUTOC
87S88	S	SHIFT CABLE		COMPLETE	1997-11-12	03788
98S14	S	WHEEL LUGNUT		COMPLETE	1999-06-10	03788
98B02	C	MULTI SWITCH		COMPLETE	1999-06-10	03788

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMEU18L6VL	Veh Line:	T/B3 - EXPEDITION (UN93) (97-02)	Eng Serial No:	*
Model Year:	1997	Market Derived:	* - [NA]	Body Style:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/VZ - W-MOD 5.4L SOHC EFI NA V8 G-N7
Inv. Dealer:	03788	Body Cab Style:	T/VA - REGULAR CARGO VAN	Transmission:	T/DE - 4 SPD AUTO TR-NAAO E40D(4R100)
		Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - #00000000 Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - #00000000 Prod Date: 07-DEC-1996

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 113078 - *
 Country: USA - #00000000 Selling Dir St/Prov: NY
 Buyer St/Prov: NY

Arrival Date: 31-DEC-1996 Red Carpet Lease: *
 Sale Date: 31-DEC-1996 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 31-DEC-1996 Modified Vehicle: *
 Orig Warranty Date: 31-DEC-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 010VLA705202230 0 1 1 31L0222 SK EC ERB SN M3 485 07 10070 24 AY2 3F2 L
 1FME554 0A1A L0V Y 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - RIGHT OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	GVW Class Code:	F
Audio Disk:	* - [NA]	Instrumentation:	* - [NA]
Asle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Asle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR

Battery Amp Rating: MC
Brake Code: * - [N/A]
Brake Code(Servico): * - [N/A]
Calibration Code: 746FR07A
Color(Asmnt): * - [N/A]
Color(Trim): 0002V -
Delivery Type: 0
Drivetrain Code: D
Front Seat: * - [N/A]
Fuel Type: * - [N/A]

Paint: PNYW3 - OXFORD WHITE SOLID C/C
Power Windows: * - [N/A]
Radio: AT - ELETR PREM AM/FM STRO/CSTE/CLK
Sound System: * - [N/A]
Suspension Axle:
Tire Brand: AG - GOODYEAR
Tire Size: D3KFD - P265/70R 17 A/T OWL
Traction Control: * - [N/A]
Wheel Base:

TIRE DOT INFORMATION:

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

ESP INFORMATION; EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B
ESP Coverage(Miles): * Emission Cert Type: F
ESP Coverage(Time): * Emission Decal Suffix: SPL
ESP Plan Year: * Engine Family: VPM5460GFPK
ESP Signature Date:

Standard Claims List For Model Year 1997

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_5	PREF	BASE	SUFF	CCC	CD	INST (Miles)
1F1P11A11A11A11A	T/B3	*	TVA	T/EF	T/E	AP	T/DE	T/VZ	07-DEC-1996	31-DEC-1996	113078	USA	11	*	*	*	*	*	*	*	4199
AWS Claim Key: 4521297 Trx Code: 97886 Labor Hrs: 3																					
Dir Cd-Sub Cd: 03788-* Name: FRANKLIN SQUARE FORD, INC. Ph: 516-4819400 St: NY Ctry Cd: USA Reg Cd: NA Rptg Date: 12-NOV-1997 Doc #057480A																					
Cust Comments: PERFORM RECALL 97886																					
Tech Comments: PERFORM RECALL																					
1F1P11A11A11A11A	T/B3	*	TVA	T/EF	T/E	AP	T/DE	T/VZ	07-DEC-1996	31-DEC-1996	113078	USA	22	SC01	050100	P15Z	4441	B8	N51	14	11692
AWS Claim Key: 13464436 Trx Code: 1 Labor Hrs: 2.1																					
Dir Cd-Sub Cd: 03788-* Name: FRANKLIN SQUARE FORD, INC. Ph: 516-4819400 St: NY Ctry Cd: USA Reg Cd: NA Rptg Date: 20-OCT-1998 Doc #069526A																					
Cust Comments: CUSTOMER STATES THERE IS A NOISE IN IN REAR OF TRUCK WHEN STOPING AND LEAVING A STOP																					
Tech Comments: REMOVE DRIVE SHAFT AND REPLACE REAR YOKS AS PER TSB																					
1F1P11A11A11A11A	T/B3	*	TVA	T/EF	T/E	AP	T/DE	T/VZ	07-DEC-1996	31-DEC-1996	113078	USA	30	*	*	*	*	*	*	*	16888
AWS Claim Key: 11125277 Trx Code: 98514 Labor Hrs: 3																					
Dir Cd-Sub Cd: 03788-* Name: FRANKLIN SQUARE FORD, INC. Ph: 516-4819400 St: NY Ctry Cd: USA Reg Cd: NA Rptg Date: 10-JUN-1999 Doc #078975A																					
Cust Comments: PERFORM RECALL 98514 LUG NUTS																					
Tech Comments: PERFORM RECALL																					
1F1P11A11A11A11A	T/B3	*	TVA	T/EF	T/E	AP	T/DE	T/VZ	07-DEC-1996	31-DEC-1996	113078	USA	30	*	*	*	*	*	*	*	16888
AWS Claim Key: 17125278 Trx Code: 99802 Labor Hrs: 3																					
Dir Cd-Sub Cd: 03788-* Name: FRANKLIN SQUARE FORD, INC. Ph: 516-4819400 St: NY Ctry Cd: USA Reg Cd: NA Rptg Date: 10-JUN-1999 Doc #078975B																					
Cust Comments: PERFORM RECALL 99802 MULTI SWITCH																					
Tech Comments: INSTALL MULTI SWITCH																					
1F1P11A11A11A11A	T/B3	*	TVA	T/EF	T/E	AP	T/DE	T/VZ	07-DEC-1996	31-DEC-1996	113078	USA	43	SC01	050100	*	4602	*	A99	82	27000
AWS Claim Key: 20889333 Trx Code: 783 Labor Hrs: 0																					
Dir Cd-Sub Cd: 06679-* Name: CELLA FORD, INC. Ph: 252-634011 St: NC Ctry Cd: USA Reg Cd: NA Rptg Date: 22-JUN-2000 Doc #064113A																					
Cust Comments: REFUND APPROVED BY NOAH MILLER																					
Tech Comments: REFUND APPROVED BY NOAH MILLER																					

T/B3	T/YA	T/EE	T/E	AP	T/DE	T/VZ	07-DEC-1996	31-DEC-1996	113078	USA	43	*	*	*	*	*	29690		
AWS Claim Key:		20003386	Tm Code:		00805	Labor Hrs:		7											
Dir Cd-Sub Cd:		06679*	Name:		CELLA FORD, INC.	Ph:		352-6384011	St:		NC	City Cd:			USA Reg Cd:		NA	Repr Date: 25-JUN-2000	Doc ID: 64156A
Cmt Comments:		00805 RECALL																	
Tech Comments:		PERFORM RECALL AS PER NOTICE																	

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PBA Code	Sales Code
21-ATLANTA	21-ATLANTA	K	B3	08679	F21648

Dealer Name: CELLA FORD INC
 Dealer Address: 3210 M.L. KING BOULEVARD
 NEW BERN NC 285625218
 Dealer Main Phone: 918-638-4011

Dealer Service Phone: 918-638-4011

Position	Employee Name
CUST RELATIONS MGR	AARON F WALLACE
DEALER/PARTNER	STEPHEN F CELLA
GENERAL MANAGER	JOHN L WHITE III
PARTS MANAGER	PRESTON PURVIS
SALES MANAGER	THOMAS E HALL
SALES MANAGER	JASON L TOMCHESSON
SERVICE MANAGER	KENNETH C HARDISON

Service Hours

7:30 - 6:30 M-F

Directions

Y

Trained

TOWING: 918-638-4018

Additional Information

2003

0714200863 ATLANTA

COPY

Sent Via U.S. Mail

March 28, 2003

[REDACTED]
Marietta, GA [REDACTED]

RE: 1998 Expedition
VIN: 1FMRU17L4WL [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

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

Thank you for the opportunity to review this matter.

Respectfully yours,

Celeste M. Jackson
Consumer Affairs

Alt Action Details for Issue

Print

VIN: 1FMRU17L4W [REDACTED] Year: 1998 Model: EXPEDITION Case: 714200663
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-03-15
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED 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: 00274 CHEROKEE FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 78000 MI Comm Type: PHONE
 Analyst Name: FERZIN TANTRA (TEMP) Analyst: FTANTRA1
 Action Date: 03/27/2003 Action Time: 19.49.30.285 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -CUST. CAME HOME TO SEE THAT HIS VEH. HAD SMOKE COMING OUT OF THE VEH. AND THE VEH. WAS ON FIRE FROM UNDER THE HOOD OF THE VEH. -THE FIRE WAS PUT OUT WITH THE FIRE EXTINGUISHER -THE FRONT PORTION OF THE MASTER CYLINDER HAS MELTED AND SO HAS THE PRESSURE SWITCH -ALSO THE WIRE HARNESS TO THE CRUISE CONTROL AND THE WIRE HARNESS TO THE PRESSURE SWITCH HAVE ALSO MELTED -DATE: MAR 27, 2003 -LOCATION: FIRE HAPPENED IN THE CUST'S HOME GARAGE -POLICE REPORT WAS NOT FILED -SERVICE AND PARTS DIRECTOR AT A HONDA DLR. (FRIEND) LOOKED AT THE VEH. AND SAID THAT THE FIRE EMANATED FROM THE PRESSURE SWITCH AND IT WAS THE HOTTEST PART -VEH. IS REPAIRABLE -TEH CUST. CANT SEE ANY BLOWN FUSES AND THE VEH. EXTERNAL AND INTERIOR LIGHTS ARE WORKING FINE PER CUSTOMER, DEALER SAYS: -CHEROKEE FORD 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. -CUST. ADVISED TO CALL HIS WIFE SINCE HE WILL BE OUT OF TOWN AT THE HOME # OR ON HER CELL # AT 404 784 8716 (C)

Data Element Name	Data Value
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FIRE/ACCIDENT	F
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Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 00274 CHEROKEE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 78000 MI Comm Type: PHONE
 Analyst Name: CELESTE JACKSON Analyst: CJACKS84
 Action Date: 03/28/2003 Action Time: 14.11.02.386 Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name**Data Value****CONTACT PERSON****SALMON****Action: DENY ASSISTANCE - BEYOND WARRANTY****Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION****Dealer: 00274 CHEROKEE FORD****Odometer: 78000 MI****Comm Type: PHONE****Analyst Name: CELESTE JACKSON****Analyst: CJACKS84****Action Date: 03/28/2003****Action Time: 14.19.39.073****Action Data: No**

Comments LPA COMMENTS: CUSTOMER ALLEGES THAT WHEN HE ARRIVED HOME HE FOUND HIS VEHICLE ON FIRE. ALLEGES THAT AN INDEPENDENT ADVISED HIM THAT THE FIRE ORIGINATED FROM THE PRESSURE SWITCH. STATES THAT THERE WERE NO INJURIES. LPA ADVISED CUSTOMER BEYOND WARRANTY AND NO RECALL/CSP'S. REFERRED CUSTOMER TO INSURANCE COMPANY.

Customer Info

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

All Action Details for Issue

Print

VIN: 1FMBU1714W [REDACTED] Year: 1998 Model: EXPEDITION Case: 714200863
 Name: [REDACTED] Owner Status: Subsequent WSD: 1998-03-15
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 00274 CHEROKEE FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 78000 MI

Comm Type: PHONE

Analyst Name: FERZIN TANTRA (TEMP)

Analyst: FTANTRA1

Action Date: 03/27/2003

Action Time: 19:49:30.285

Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -CUST. CAME HOME TO SEE THAT HIS VEH. HAD SMOKE COMING OUT OF THE VEH. AND THE VEH. WAS ON FIRE FROM UNDER THE HOOD OF THE VEH. -THE FIRE WAS PUT OUT WITH THE FIRE EXTINGUISHER -THE FRONT PORTION OF THE MASTER CYLINDER HAS MELTED AND SO HAS THE PRESSURE SWITCH -ALSO THE WIRE HARNESS TO THE CRUISE CONTROL AND THE WIRE HARNESS TO THE PRESSURE SWITCH HAVE ALSO MELTED -DATE: MAR 27, 2003 -LOCATION: FIRE HAPPENED IN THE CUST'S HOME GARAGE -POLICE REPORT WAS NOT FILED -SERVICE AND PARTS DIRECTOR AT A HONDA DLR (FRIEND) LOOKED AT THE VEH. AND SAID THAT THE FIRE EMANATED FROM THE PRESSURE SWITCH AND IT WAS THE HOTTEST PART -VEH. IS REPAIRABLE -TEH CUST. CAN'T SEE ANY BLOWN FUSES AND THE VEH. EXTERNAL AND INTERIOR LIGHTS ARE WORKING FINE. PER CUSTOMER, DEALER SAYS: -CHEROKEE FORD 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. -CUST. ADVISED TO CALL HIS WIFE SINCE HE WILL BE OUT OF TOWN AT THE HOME # OR ON HER CELL # A [REDACTED] C)

Data Element Name

Data Value

FIRE/ACCIDENT

F

INJURIES = NO

R.FRE TO

INS. Com.

- No defect
 - beyond warranty WZ

ESP / Recall Information

VIN: 1FMRJ17L4WL

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00S05	S	HITCH ATTACH		COMPLETE	2000-06-26	04883
98S14	S	WHEEL LUGNUT		COMPLETE	2000-06-26	04883
88B02	O	MULTI SWITCH		CAMP/PROG EXPIRED	2000-04-06	

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMRU17L4WL	Vali Line:	T/B3 - EXPEDITION (UN93) [97-02]	Eng Serial No:	*
Model Year:	1998	Market Derived:	* - [N/A]	Body Shell:	*
Vali Type:	T	Drive Code:	T/B - 2 WHL LH REAR DRIVE	Engine:	T/VZ - W-MOD 5.4L SOHC EFI NA V8 G-NP
Inv. Dealer:	04903	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/DE - 4 SPD AUTO TR-NAAD B40X(4R100)
		Version/Series:	T/EP - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD
Country: USA - ##### Prod Date: 26-FEB-1998

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124002 - *
Country: USA - ##### Selling Dir St/Prov: FL
Buyer St/Prov: FL

Arrival Date: 12-MAR-1998 Red Carpet Lease: *
Sale Date: 15-MAR-1998 Fleet/Retail/Co. Lease: R
Warranty Start Date: 15-MAR-1998 Modified Vehicle: *
Orig Warranty Date: 15-MAR-1998 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
UL7MLK368541103 0 7 3 2300120 PM E ENG 45 354 40 80 L 24A002 E0 E0 SIX P L

1FMRU73 6578 3LEFL 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	BB	GVW Class Code:	R
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axis Ratio:	EQAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axis Type:	EQJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]

Battery Amp Rating: ES
Brake Codes: * - [N/A]
Brake Code(Service): * - [N/A]
Calibration Code: BMSFR10A
Color(Account): * - [N/A]
Color(Trim): * - [N/A]
Delivery Type: E
DriveShaft Code: F
Front Seat: * - [N/A]
Fuel Type: * - [N/A]

Paint: PNEJD - LASER RED TINT C/C #2
Power Antenna: * - [N/A]
Radio: AT - ELETR PREM AM/FM STEREO/CLK
Sound System: * - [N/A]
Suspension Axle:
Tire Brand: AG - GOODYEAR
Tire Size: DUWA - P255/70R-16 OWL A-T
Traction Control: * - [N/A]
Wheel Base:

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B
ESP Coverage(Miles): * Emission Cert Type: F
ESP Coverage(Time): * Emission Decal Status: BCY
ESP Plan Year: * Engine Family: WFMX70545BG
ESP Signature Date:

Standard Claims List For Model Year 1998

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRN CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_5	PREF	BASE	SUPP	CCC	CD	INST (Miles)
1FMRU17EJWL	T/B3	*	T/WD	T/EF	T/B	AP	T/DE	T/VZ	26-FEB-1998	15-MAY-1998	124002	USA	28	*	*	*	*	*	*	*	30840
AWS Claim Key: 1998814 Trx Code: 00805 Labor Hrs: .7																					
Dir Cd-Sls Cd: 04893-* Name: MIDWAY FORD Ph: 305-2663000 St: FL Ctry Cd: USA Reg Cd: NA Reg Date: 26-JUN-2000 Doc #197345A																					
Cust Comments: RECALL 00805 TRAILER HITCH																					
Tech Comments: RECALL 00805																					
1FMRU17EJWL	T/B3	*	T/WD	T/EF	T/B	AP	T/DE	T/VZ	26-FEB-1998	15-MAY-1998	124002	USA	28	*	*	*	*	*	*	*	30840
AWS Claim Key: 1998814 Trx Code: 98514 Labor Hrs: .5																					
Dir Cd-Sls Cd: 04893-* Name: MIDWAY FORD Ph: 305-2663000 St: FL Ctry Cd: USA Reg Cd: NA Reg Date: 26-JUN-2000 Doc #197345B																					
Cust Comments: RECALL 98514 LUG NUTS																					
Tech Comments: RECALL 98514																					

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	B	B1	00274	F21423

Dealer Name: CHEROKEE FORD
 Dealer Address: 195 WOODSTOCK PARKWAY
 WOODSTOCK GA 30188
 Dealer Main Phone: 770-692-0090

Dealer Service Phone: 770-692-0090

Position	Employee Name
DEALER/PARTNER	VERNON KRAUSE
GENERAL MANAGER	SCOTT HARRIS
PARTS MANAGER	JOHN R HARTLIEF
PARTS & SERVICE DIRECTOR	CHRIS J KLBECKA
SALES MANAGER	CHRIS VINEYARD
SERVICE MANAGER	RICHARD A FOLTZ

Service Hours 7:00-8:00 M-F/SERVICE; 9:00-9:00 M-S/SALES
 Directions
 Trained Y
 Additional Information



March, 1999

Serial Number: 12345678901234567 99B02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Ford Motor Company is providing a no-charge Service Program, Number 99B02, to owners of certain 1997 and 1998 Expedition and 1998 Navigator vehicles.

REASON FOR THIS PROGRAM

Due to corrosion, the multifunction switch on some of the affected vehicles may intermittently fail to initiate the windshield wash function.

NO CHARGE SERVICE

At no charge to you, your dealer will replace the multifunction switch on your vehicle. The replacement switch has a revised design.

Your vehicle is eligible for this program until March 31, 2000, regardless of mileage. (After this program expires, your vehicle may still be eligible for this service under any remaining vehicle warranty coverage.)

2003

0294321263 ORLANDO



DEALER REQUEST FOR CONSU

294 321263

IMPORTANT - DO NOT PERFORM RE

This Form is for RETAIL VEHICLES ONLY, For FLEET VE

DEALER INFORMATION:

Requesting Dealer CARTER FORD P&A 24407Region: 24

CASSANDRA

Region & State

FL

Contact Person

Phone

CUSTOMER/VEHICLE INFORMATION:

New or Used USED WSDYear/Model 97 EXPEDITIONVIN 1FMEU17L7VLMileage 78106

Customer Name

Address

City CARTER County FLK State FL Zip code

Home Phone

Work Phone ()

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Y Fire Y Injury YMedical Attention Sought: YDate of Incident 03-08-03Is customer alleging a component defect caused the incident? Y If yes, what type & details REPLACE BRAKE LAMP SWITCH 3-4-03 CRUISE CONTROL SWITCH ON MASTER CYLINDER STARTED FIRE NEXT DAYWas a police report filed? Y If yes, whereHas the Insurance Company been contacted? Y What did the Insurance company advise?Owner's Insurance Company NOT KNOWN 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 VEHICLEPROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? Y / N, PAGES:

Fax to: (313) 845-5868, (313) 845-5869 or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

SERVICE

(b)(3) 534-2046

PARTS

(B68) 534-2020

H.D. TRUCK

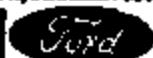
(863) 634-2644

BARTON FORD

INTEGRITY-TRUST-HONESTY

SINCE 1948

423 E. Van Fleet Drive - P.O. Box 1700
BARTON, FLORIDA 33631-1700



CS308-208

SALES

0359) 534-2022

BODY SHOP

(883) 534-2678

TOLL FREE

18001 533-0425

MV # - 02888

CUSTOMER NO.		136198		APPROVED		MARIO MIRANDA		9002		DOB NO.		1346		APPROVAL DATE		03/04/03		SALES NO.		FOCS308308	
 BARTON, FL		LABOR RATE		LICENSE NO.		MILEAGE		78,706		COLOR		BLACK		DELIVERY DATE		DELIVERY MILE		VEHICLE NO.		1 FMEU17L7VL	
		YEAR/MAKE/MODEL		97/FORD TRUCK/EXPEDITION/4 DOOR UTIL		CALLING DEALER NO.		PRODUCTION DATE		03/04/03											
		K.T. & M.		J.F. NO.		K.T. & M.		03/04/03													
		COMMENTS																			

NO: 78707

LABOR & PARTS		TECH(S): 9282		38.00	
NISC. LIGHT REPAIR QUST STATES VEH WILL NOT COME OUT OF PARK BRAKE LAMP SWITCH DROP REPLACED SWITCH					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	ESAZ-13480-A	SW ASY STP LP	6.82	6.82
JOB # 1 TOTAL PARTS				6.82	6.82
JOB # 1 TOTAL LABOR & PARTS				44.82	44.82
TOTALS					

METHOD OF PAYMENT				TOTAL LABOR	38.00
				TOTAL PARTS	6.82
				TOTAL SUBLET	0.00
				TOTAL B.O.G.	0.00
				TOTAL NISC CHG.	0.00
				TOTAL NISC DISC	0.00
				TOTAL TAX	2.89
				TOTAL INVOICE \$	47.51

I UNDERSTAND THE WORK DONE AND AGREE TO THE ABOVE CHARGES. IS YOUR ADDRESS/PHONE CORRECT?					

DISCLAIMER OF WARRANTIES
 The sales, BARTON FORD COMPANY, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BARTON FORD COMPANY makes no other warranties for materials any other person to assume for it any liability in connection with the sale of the vehicle or product. (R.L. 92-637).

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.

MATERIAL CHARGES This charge represents parts and profits to the owner vehicle repair facility for items such as miscellaneous 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 (F.S. 408.2714), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (F.S. 408.7145).

Service Dept. Hours

Mon - Fri

7:30 AM to 5:00 PM

Est.

8:00 AM to 5:00 PM

Part 4 Dept. Hours

Mon - Fri

7:30 AM to 5:30 PM

Sw

8:00 AM to 12:00 PM

Our Valued Service Customers

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.

Don't let us let you down. Call us today.

PAGE 1 OF 1

ACCOUNTING COPY

[END OF INVOICE] 11:07am

Customer Info

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

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VTN:	1FMEU17L7VL	Veh Line:	T7B3 - EXPEDITION (UN93) (97-02)	Eng Serial No:	*
Model Year:	1997	Market Derived:	* - [N/A]	Body Shell:	*
Veh Type:	T	Drive Code:	T7B - 2 WHL L/H REAR DRIVE	Engine:	T7VZ - W-MOD 5.4L SOHC EFI NA V8 G-NP
Inv. Dealer:	04807	Body Cab Style:	T7WD - 4 DOOR WAGON	Transmission:	T7DE - 4 SPD AUTO TR-NAAO E4OD(4R100)
		Version/Serial:	T7EP - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD
Country: USA - ##### Prod Date: 16-NOV-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 134205 - *
Country: USA - ##### Selling Dtr SufProv: FL
Buyer SufProv: FL

Arrival Date: 02-DEC-1996 Res Carpet Lessor: 1
Sale Date: 12-DEC-1996 Fleet/Retail/Co. Lessor: R
Warranty Start Date: 12-DEC-1996 Modified Vehicle: *
Orig Warranty Date: 12-DEC-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
U17VLA562981153 6 7 2 1014763 7F 2 206 65 201 45 05 L 240201 54 UA 5P2 1
U17B753 005A 518PL

INSTALLED OPTION INFORMATION:

Air Conditioning:	T7D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	GVW Class Code:	E
Audio Deck:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EQA1B - 3.75 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EQ4AC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MC	Paint:	DN1AA - EBONY SOLID CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Codes/Service:	* - [N/A]	Radio:	AT - ELECTRONIC AM/FM STEREO/TELE
Calibration Code:	74M-R07A	Sound System:	* - [N/A]

VEHICLE INFORMATION REPORT

4-0000-0000-0000

Color(Accent): * - [N/A]
Color(Trim): 0002V -
Delivery Type: L
Driveshaft Code: F
Front Seat: * - [N/A]
Fuel Type: * - [N/A]

Suspension Axle:
Tire Brand: AG - GOODYEAR
Tire Size: D2UWA - P235/70R-16 OWL A-T
Traction Control: * - [N/A]
Wheel Size:

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: J Emission Code: T/D - T/D
ESP Coverage(Miles): 036 Emission Cert Type: F
ESP Coverage(Time): 036 Emission Decal Suffix: SPL
ESP Plan Year: 1999 Engine Family: VFM5468GFFK
ESP Signature Date: 01-MAR-1999

5/12/03

Standard Claims List For Model Year 1997

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRC CD	ENG CD	PRIO DATE	WARR DATE	SELLING DEALER	SELI CNT	TIS	WCC	CPSC_6	PREF BASE	SUFF CCC	CD	DIST (Miles)
1FMEU17L7V1	793	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	0	*	*	*	*	*	4
AWS Claim Key: 577092 Trx Code: TDL Labor Hrs: 4																			
Dir Cd-Sub Cd:		04807*	Name: FREEDOM FORD, INC.		Ph: 727-7971277		St: FL	City Cd:		USA Reg Cd:		NA	Rcpt Date: 03-DEC-1996		Doc #: 07280651				
Tech Comments: 1)																			
1FMEU17L7V1	793	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	0	*	*	*	*	*	4
AWS Claim Key: 577093 Trx Code: TDL Labor Hrs: 2																			
Dir Cd-Sub Cd:		04807*	Name: FREEDOM FORD, INC.		Ph: 727-7971277		St: FL	City Cd:		USA Reg Cd:		NA	Rcpt Date: 03-DEC-1996		Doc #: 07280652				
Cust Comments:		REAR LIFTGATE (HATCHBACK) EMBLEM MISSING ALLIED SYSTEMS (32196)																	
Tech Comments:		REAR LIFTGATE EMBLEM (HATCHBACK) INSTALL EMBLEM																	
1FMEU17L7V1	793	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	5	SWN1	180183	*	2B516	*	H10 28 9185
AWS Claim Key: 1671604 Trx Code: 2 Labor Hrs: 1.2																			
Dir Cd-Sub Cd:		04945*	Name: BILL CURRIE FORD INC		Ph: 813-8725555		St: FL	City Cd:		USA Reg Cd:		NA	Rcpt Date: 22-APR-1997		Doc #: 18209301				
Cust Comments:		CUSTOMER STATES THE ABS LIGHT IS ON. ADVISE																	
Tech Comments:		ROAD TEST VEH. VERIFY THE CONCERN PERFORMED ABS SELF TEST AND PIN POINT TEST REPAIR OPEN CIRCUIT AT THE LT FRONT WHEEL SENSOR																	
1FMEU17L7V1	793	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	8	7103	060901	*	2C204	*	H19 08 14176
AWS Claim Key: 2614813 Trx Code: 193 Labor Hrs: 1.1																			
Dir Cd-Sub Cd:		04945*	Name: BILL CURRIE FORD INC		Ph: 813-8725555		St: FL	City Cd:		USA Reg Cd:		NA	Rcpt Date: 15-JUN-1997		Doc #: 18627101				
Cust Comments:		CUSTOMER STATES ABS BRAKE LIGHT COMES ON. ADVISE HIM																	
Tech Comments:		ABS DIAG. REPLACED LEFT FRT WHEEL SENSOR																	
1FMEU17L7V1	793	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	8	3C02	031403	*	9H472	*	E29 08 14176

CLAIMS LIST REPORT

Page 4 of 7

AWS Claim Key:	2611473	Trx Code:	907	Labor Hrs:	1.4										
Dir Cd-Sub Cd:	04945-*	Name:	BILL CURRIE FORD INC	Ph:	813-8723555	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Dates:	15-JUL-1997	Doc #:	19627104
133															
IFMEU17L7V	7/83	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	12-DEC-1996	124205	USA	9	4C01 000101	F75Z S330 PA L66 D1 15780
AWS Claim Key:	2026435	Trx Code:	EB4	Labor Hrs:	7										
Dir Cd-Sub Cd:	04945-*	Name:	BILL CURRIE FORD INC	Ph:	813-8725555	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Dates:	11-AUG-1997	Doc #:	20083601
Cust Comments:	CUST STATES EXHAUST NOISEY L66														
Tech Comments:	VERIFY THE CONCERN REPLACED EXHAUST														
IFMEU17L7V	7/83	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	12-DEC-1996	124205	USA	9	4C01 000101	* S330 * L66 D1 15780
AWS Claim Key:	2026095	Trx Code:	EB4	Labor Hrs:	0										
Dir Cd-Sub Cd:	04945-*	Name:	BILL CURRIE FORD INC	Ph:	813-8725555	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Dates:	11-AUG-1997	Doc #:	20084501
Cust Comments:	RENTAL CARE 1 DAY RD 200836 ENTERPRISE														
Tech Comments:	ESP.LOANER,DIJ330,L66,3DAY														
IFMEU17L7V	7/83	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	11	7H02 120301	* 19D786 * C02 30 20796
AWS Claim Key:	4128833	Trx Code:	EB3	Labor Hrs:	2.3										
Dir Cd-Sub Cd:	04945-*	Name:	BILL CURRIE FORD INC	Ph:	813-8725555	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Dates:	28-OCT-1997	Doc #:	212183201
Cust Comments:	CUST STATES A-C NOT COOLING IS NOISEY C02														
Tech Comments:	VERIFY THE CONCERN PERFORMED LEAK TEST, REPLACED COMPRESSOR CLUTCH AND PULLEY, REPLACED A-C PRESSURE SWITCH, RECHARGE.														
IFMEU17L7V	7/83	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	15	7T03 060001	F75Z 2C204 FA H19 42 27829
AWS Claim Key:	6272714	Trx Code:	EB3	Labor Hrs:	9										
Dir Cd-Sub Cd:	04945-*	Name:	BILL CURRIE FORD INC	Ph:	813-8725555	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Dates:	10-FEB-1998	Doc #:	23144203
Cust Comments:	CUST STATES ABS BRAKE LIGHT ON H19														
Tech Comments:	DIAG ABS,REPLACED RIGHT FRONT SENSOR														
IFMEU17L7V	7/83	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	27	* * * * *	* 43544
AWS Claim Key:	15081911	Trx Code:	98814	Labor Hrs:	5										

CRIME LIST REPORT

Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Dates:	05-FEB-1999	Doc	#03180951		
Cost Comments:	98S14 RECALL																
Tech Comments:	98S14 98S14																
IFMEU/TLTV:	7/93	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	27	*	*	42549	
AWS Claim Key:	13001913	Trx Code:	97586	Labor Hrs: 3													
Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Dates:	05-FEB-1999	Doc	#03180952		
Cost Comments:	11																
Tech Comments:																	
IFMEU/TLTV:	7/93	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	33	7P01	*	32327	
AWS Claim Key:	12944847	Trx Code:	99802	Labor Hrs: 5													
Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Dates:	03-AUG-1999	Doc	#04836451		
Cost Comments:	RECALL 9010C																
Tech Comments:	CAMP PERFORM CAMP																
IFMEU/TLTV:	7/93	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	33	2G01 031401 F7P2 12AK50 AFA P91	42	52307	
AWS Claim Key:	12944848	Trx Code:	507	Labor Hrs: 1.9													
Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Dates:	03-AUG-1999	Doc	#04836452		
Cost Comments:	TRANS WONT ENGAGE																
Tech Comments:	PROCESSOR FAILED ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS																
IFMEU/TLTV:	7/93	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	33	7P02 110501	*	13K359 * W03 42	52307
AWS Claim Key:	18055815	Trx Code:	0741D	Labor Hrs: 0													
Dir Cd-Sub Cd:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St:	FL	City Cd:	USA	Reg Cd:	NA	Repr Dates:	03-AUG-1999	Doc	#04992651		
Cost Comments:	ESP LOANER FOR REPAIRS BO 48364																
Tech Comments:	LOANER																
IFMEU/TLTV:	7/93	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	16-NOV-1996	13-DEC-1996	124205	USA	34	5N01 110301 F7P2 3300 AB N58 30	53632		
AWS Claim Key:	18003650	Trx Code:	0741D	Labor Hrs: 3													

Repr Dates: 15-SEP- Doc

5/12/03

CLAIMS LIST Report

AUGUST 17

Dir C4-Sub C4:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St:	FL	City C4:		USA Reg C4:	NA	1990	in03311051	
Cust Comments:	STEERING NOISE WHEN TURNING BOTH DIRECTION													
Tech Comments:	NOISEY PITMAN ARM REPLACE													
IFMEU17L7V	T/83	*	T/W/D	T/E/Y	T/D	AP	T/DH	T/VZ	16-NOV-1996	13-DEC-1996	124305	USA	40	3AM 070100 F51Z 7G+22 B P69 30 76700
AWS Chain Key:	20300184	Trx Codes:	0741D	Labor Hrs:	94									
Dir C6-Sub C4:	04963-*	Name:	BRANDON FORD	Ph:	813-2463673	St:	FL	City C4:		USA Reg C4:	NA	Repr Dates:	24-MAR-2000	Dec 8:06657251
Cust Comments:	CUST STATES TRANS SLIPS & JERKS INTO GEAR WHEN ACCEL.													
Tech Comments:	FORWARD SUNGEAR WORN ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS													

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.

All Action Details for Issue

Print

VIN: 1FMEU17L7VL [REDACTED]
Name: [REDACTED]
Symptom Desc: START/CHARGE WIRING - BASIC
Reason Desc: LEGAL - FIRE CLAIM
Issue Type: 07 LEGAL
Year: 1997
Owner Status: Subsequent
Issue Status: CLOSED

Model: EXPEDITION
WSD: 1998-12-12
Primary Phone: [REDACTED]
Secondary Phone:

Case: 294321263

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Dealer: 04809 BARTOW FORD CO
Odometer: 78706 MI
Analyst Name: CHERIE LEIGH
Action Date: 05/06/2003

Comm Type: FAX
Analyst: CLEIGH
Action Time: 08.10.31.249

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK

Action Date: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 5-6-03 DEALER CONTACT: DENNY TOWNSEND CUSTOMER ALLEGES BRAKE LAMP SWITCH WAS REPLACED ON 3-4-03. CRUISE CONTROL SWITCH ON MASTER CYLINDER STARTED FIRE NEXT DAY. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
Dealer: 04809 BARTOW FORD CO
Odometer: 78706 MI
Analyst Name: CASSANDR JONES
Action Date: 05/05/2003

Comm Type: MAIL
Analyst: CJONES
Action Time: 11.38.58.857

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

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-FYI CONTACT.

Data Element Name

CONTACT PERSON

Data Value

SRV MANAGER

Action: FINAL CASE DISPOSITION
Dealer: 04809 BARTOW FORD CO
Odometer: 78706 MI
Analyst Name: CASSANDR JONES
Action Date: 05/08/2003

Comm Type: PHONE
Analyst: CJONES
Action Time: 16.08.46.481

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

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.

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	E	G2	04808	F24408

Dealer Name: BARTOW FORD CO
Dealer Address: 425 E VAN FLEET DR
 BARTOW FL 33830
Dealer Main Phone: 941-633-0425

Dealer Service Phone: 941-534-2648

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 HEDEL
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

ESP / Recall Information

VIN: 1FMEU17L7VL [REDACTED]

Status: Expire

Contract: 1 Of

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

Purchaser: [REDACTED]

Expiration Date: 1995-12-12

Plan Type: USA 1997 24/30,000 RENTALCARE (WARRANTY REPAIRS ONLY)

Plan Year: 1997

Expiration Miles: 30,000

Selling Dealer: FREEDOM FORD, INC.

Deductible:

Towing Allowance:

Rental: 25

Purchase Type: N

Options:

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

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

Status: Expire

Contract: 2 Of

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

Purchaser: [REDACTED]

Expiration Date: 2002-03-01

Plan Type: USA 1999 USED 36/36,000 EXTRACARE

Plan Year: 1999

Expiration Miles: 78,595

Selling Dealer: BRANDON FORD

Deductible: 50

Towing Allowance: 50

Rental: 28

Purchase Type: N

Options: \$50,DED.

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

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

-----Recall Information-----

-----Campaign-----				Status	Status Date	Dealer Code
Number	Type	Description	Status			
00505	S	HITCH ATTACH	RELEASED FOR MAILING		2002-05-20	F24205
95L12	L	PASS AIR BAG	FORCED COMPLETION		1999-01-22	AUTOC
97S86	S	SHIFT CABLE	COMPLETE		1999-02-05	04963
98S14	S	WHEEL LUGNUT	COMPLETE		1999-02-05	04963
99B02	O	MULTI SWITCH	COMPLETE		1999-08-02	04963
97B17	O	FUEL GAUGE	RELEASED FOR MAILING			N/A

584562233

2003
ORL

AF Action Details for Issue

Print

VIN: 1FTDE1ZW3V Year: 1997 Model: F-SERIES Case: 584562233
 Name: Owner Status: Subsequent WSD: 1997-03-21
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED 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: 01172 SUN STATE FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 102121 MI Comm Type: PHONE
 Analyst Name: MOHAMED EBRAHIM Analyst: MEBRAHIM
 Action Date: 08/11/2003 Action Time: 16.13.19.290 Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name Middle Initial Last Name Day Phone Relationship

Comments CUSTOMER SAYS: THE MASTER CYLINDER STARTED LEAKING BRAKE FLUID ON THE ABS AND THE VEH CAUGHT FIRE ON HIS DRIVEWAY. WOULD LIKE TO KNOW IF THERE HAS BEEN ANY RECALL ON THIS ISSUE. IT HAS COST OVER \$2200 TO REPAIR THE VEH. = 08/10/2003 = CUST SAID THE WIRING HARNESS IS UNDER MASTER CYLINDER = THE FIRE STARTED ON THE WIRING HARNESS = THE VEH IS AT SUN STATE FORD IN ORLANDO FL. = THERE WAS NO FIRE REPORT FILED - CUST PUT THE FIRE OUT HIMSELF = HAS FILED CLAIM WITH INSURANCE = THE INSURANCE CO IS STILL INVESTIGATING = THE VEH IS REPAIRABLE PER CUSTOMER, DEALER SAYS: SUN STATE FORD. CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER

Dealer: 01172 SUN STATE FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 102121 MI Comm Type: MAIL
 Analyst Name: CASSANDRA JONES Analyst: CJONES
 Action Date: 08/14/2003 Action Time: 11.43.12.194 Action Date: Yes

Comments THERE ARE NO OPEN RECALLS RELATED TO CONCERN. LETTER OF CLOSING SENT TO CUSTOMER.

Data Element Name

Data Value

CERTIFIED LETTER #

USMAIL

Action: FINAL CASE DISPOSITION

Dealer: 01172 SUN STATE FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 102121 MI Comm Type: MAIL
 Analyst Name: CASSANDRA JONES Analyst: CJONES
 Action Date: 08/14/2003 Action Time: 11.43.47.914 Action Date: No

Comments LETTER OF CLOSING SENT TO CUSTOMER.



Consumer Affairs

P.O. Box 4248, MSNE-B
Dearborn, MI 48126

*Sent via U.S. Mail

August 18, 2003

[REDACTED]
Orlando, FL [REDACTED]

RE: 1997 Ford F-Series

VIN: 1FTDF17W3V [REDACTED]

Dear Mr. [REDACTED]:

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

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

ESP / Recall Information

VIN: 1FTDF17W3VL

Contract: 1 Of

Status: Expre

ESP Purchase Details

Purchaser:

Expiration Date: 1999-03-21

Plan Type: USA 1997 24/30,000 RENTALCARE (WARRANTY
REPAIRS ONLY)Plan Year:
1997

Expiration Miles: 30,000

Selling Dealer: RUSS MILNE
FORD, INC.

Rental: 25

Deductible:

Towing
Allowance:Purchase Type: N
Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Recall Information

Campaign				Status	Dealer
Number	Type	Description	Status	Date	Code
98L12	L	PASS AIR BAG	FORCED COMPLETION	1998-01-22	AUTOC
97S86	S	SHIFT CABLE	COMPLETE	1997-12-12	02897
98S14	S	WHEEL LUGNUT	COMPLETE	1998-10-15	01825

Vehicle Information Report

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

VIN: 1FTDF17W3V	Veh Line: T7F3 - F150/250(PN96)/F225-FORD [97-04]	Eng Serial No: *
Model Year: 1997	Market Derivat: * - [N/A]	Body Style: *
Veh Type: T	Drive Cycle: T7B - 2 WHL L/H REAR DRIVE	Engines: T7YN - R-M 4.6L SOHC EFI NA C
Inv. Dealer: 02710	Body Cab Style: T7BB - SINGLE CAB (REGULAR CAB)	Transmission: T7DU - 4 SPD AUTO TR NAAD A
	Version/Series: T7AM - 150 SERIES	

BUILD INFORMATION:

Region: NA - 000000000 Plant: AP - MICHIGAN PLANT BUILD
Country: USA - 000000000 Prod Date: 09-NOV-1996

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 148040 - *
Country: USA - 000000000 Selling Dir SuProv: MI
Enger SuProv: MI

Arrival Date: 15-NOV-1996 Red Carpet Lease: 1
Sale Date: 21-MAR-1997 Fleet/Retail/Co. Lease: R
Warranty Start Date: 21-MAR-1997 Modified Vehicle: *
Orig. Warranty Date: 21-MAR-1997 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
F179A60425120 8 1 2 11L6785 20 E 201M 51 2M 3 29 611 48051854 1X M M21 3 M
1P1D3 1 C 6 507A 3H01 1 2

INSTALLED OPTION INFORMATION:

Air Conditioning: T7B - MANUAL AIR CONDITIONER	GVW Codes:
Alternator Amp Rating: AB	GVW Class Code: D
Audio Deck: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axle Type: EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: MQ	Plates: PNUAA - EBONY SOLID CC
Brake Codes: * - [N/A]	Power Antenna: * - [N/A]
Brake Code(Service): * - [N/A]	Radios: AG - ELETR AM/FM/STRO/STEC/LOCK
Calibration Code: 748CR11A	Sound System: * - [N/A]
Color(Accent): * - [N/A]	Susp Tandem Axle:
Color(Trim): 0002V -	Tire Brand: AD - GENERAL
Delivery Type: R	Tire Size: D31U - P235/70R-16 OWL A-S
Drivetrain Code: F	Traction Control: * - [N/A]
Front Seat: * - [N/A]	Wheel Base:
Fuel Type: * - [N/A]	

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

Vehicle Information Report

Page 2 of 2

ESP Code:	L	Emission Code:	T/B - T/B
ESP Coverage(Miles):	030	Emission Cert Type:	F
ESP Coverage(Year):	024	Emission Decal Status:	SAT
ESP Plan Year:	1997	Engine Family:	VFM46ZGKEX
ESP Signature Date:	21-MAR-1997		

8/14/03

Standard Claims List For Model Year 1997

VIN	VER 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	CPSC_6	PREF	BASE	SUF
1FTDF17W3V	7/F5	*	T/B	TAM	T/B	AP	T/DU	T/VN	09- 1996	21- MAR- 1997	148040	USA 9	*	*	*	*	*	*
AWS Claim Key: 5172032 Trx Code: 97S86 Labor Hrs: 3																		
Dir Cu-Sub Cd: 02657-4 Name: ELDER FORD Pte 348-5854000 St: MI City Cd: USA Reg Cd: NA Repr Date DEC-1997																		
Cust Comments: 97S86 TRANS. SHIFT CABLE CAMPAIGN																		
Tech Comments: 9178 PERFORMED RECALL 97S86 TIE STRAP																		
1FTDF17W3V	7/F5	*	T/B	TAM	T/B	AP	T/DU	T/VN	09- 1996	21- MAR- 1997	148040	USA 33	*	*	*	*	*	*
AWS Claim Key: 1832036 Trx Code: 98S14 Labor Hrs: 0																		
Dir Cu-Sub Cd: 01625-4 Name: COURTESY FORD Pte 407-3386000 St: FL City Cd: USA Reg Cd: NA Repr Date OCT-1999																		
Cust Comments: RECALL #98S14																		
Tech Comments: REPLACE LUG NUTS PER RECALL																		

Customer Info

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

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	D	C1	01172	F24213

Dealer Name:	SUN STATE FORD INC		
Dealer Address:	3535 WEST COLONIAL DRIVE ORLANDO FL 32808		
Dealer Main Phone:	407-299-5900	Dealer Service Phone:	407-299-5900

Position	Employee Name
CUST RELATIONS MGR	PAULA E SMITH-BULLOCK
DEALER/PARTNER	KULDIP S OHRI
GENERAL MANAGER	LINDA L RAKESTRAW
PARTS MANAGER	JAY C SMITH
PARTS MANAGER	ROBERT HITCHCOCK
SALES MANAGER	JOHN KEVIN WALKER
SALES MANAGER	MARTIN H RHOE
SALES MANAGER	CHRIS OPDYKE
SALES MANAGER	DOUGLAS C SISLER
SALES MANAGER	RICHARD A SULYMA
SALES MANAGER	RAYMOND KLIMKOWSKI
SALES MANAGER	MICHAEL G KRAIN
SALES MANAGER	RICHARD J BOGGS
SALES MANAGER	SHARON OHRI
SALES MANAGER	HARPAUL S OHRI
SALES MANAGER	SHAUNA M TAYLOR
SERVICE MANAGER	BRAD KNIGHT

Service Hours 7:00 AM TO 7:00 PM (FAX) 407 299-5478

Directions

Trained Y

Additional Information LSG ENROLLED TOWING: 407-293-2540 JOHNSON'S

ORLANDO

2005



Consumer Affairs

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

*Sent via U.S. Mail

February 3, 2005

[REDACTED]
Orange City, FL [REDACTED]

RE: 1997 Ford Expedition

Dear [REDACTED]

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

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

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

Update an Issue

VIN: 1FMFU18LXV1

Year: 1997

Model: EXPEDITION

WSD: 1998-09-26

Name:

Primary Phone:

Secondary Phone:

Address: ORANGE CITY FL

Case Number: 1454832473

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: FIRE/SMOKE SMOKE UNDERHOOD

Dealer: F24214 - DON REID FORD I

Complaint Type: OTHER

Current Odometer Reading: 91000 MI

Action Category: SEND ACKNOWLEDGEMENT

Odometer Reading: 91000 MI

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER(K)

Caller Information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

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

Comments:

DASIS

Warranty History

ESP/Recall

<<BACK

CANCEL

FINISH>>

Customer Info

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

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMPU1BLXYL	Veh Liner: T/83 - EXPEDITION (UN93) [97-02]	Eng Serial No: *
Model Year: 1997	Market Derived: *- [N/A]	Body Shell: *
Veh Type: T	Drive Code: T/E - 4 WHL L/H PART TIME DRIVE	Engine: T/YZ - W-MOD 5.4L SOHC EFI N
Inv. Dealer: 04892	Body Cab Style: T/YA - REGULAR CARGO VAN	Transmission: T/DE - 4 SPD AUTO TR-NAAO E4
	Version/Series: T/EF - FORD SERIES	

BUILD INFORMATION:

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD
Country: USA - ##### Prod Date: 11-SEP-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124214 -
Country: USA - ##### Selling Dr St/Prov: FL
Buyer St/Prov: FL

Arrival Date: 23-SEP-1996 Red Carpet Lease: *
Sale Date: 28-SEP-1996 Fleet/Retail/Co, Lease: R
Warranty Start Date: 26-SEP-1996 Modified Vehicle: *
Orig Warranty Date: 28-SEP-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
118VLA237681193 4 1 1 0978321 CR M 2000 507 375 48 87 240214 03 00 51X 6 5
1P00K73 087A PLATE 2

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:
Alternator Amp Rating: A5	GVW Class Code: F
Audio Blk: *- [N/A]	Instrumentation: *- [N/A]
Axle Ratio: EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side): *- [N/A]
Axle Type: EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side): *- [N/A]
Battery Amp Rating: MC	Paint: PNPEC - PACIFIC GREEN C/C
Brake Code: *- [N/A]	Power Antenna: *- [N/A]
Brake Code(Service): *- [N/A]	Radio: AT - ELETR PREM AM/FM STRO/CSTE/CLK
Calibration Code: 746FR07A	Sound System: AE - AUDIOPHILE SOUND SYSTEM
Color(Accent): *- [N/A]	Susp Tandem Axle:
Color(Trim): *- [N/A]	Tire Brand: AG - GOODYEAR
Delivery Type: 0	Tire Size: D3KFD - P265/70R 17 A/T OWL
Driveshaft Code: D	Traction Control: *- [N/A]
Front Seat: *- [N/A]	Wheel Base:
Fuel Type: *- [N/A]	

TIRE DOT INFORMATION:

LF:	* Rr:	*
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:	SPL
ESP Plan Year:	* Engine Family:	VFMS468GPFK
ESP Signature Date:		

Standard Claims List For Model Year 1997

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	YER TYPE	DRIVE CD	PLT CD	TRN CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	T15	WCC	CPSC_6	PREF	BASE	SUFF	CCC
1FAMF18LXV	T/B3	*		T/YA	T/EF	T/E	AP	T/DE	T/VZ	SEP-1996	SEP-1996	124214	USA 1	7N01	180101	*		12A581	*	E29
AWS Claim Key: 524566 Trx Code: 507 Labor Hrs: 3.1																				
Dir Cd-Sub Cd: 04892 - * Name: DON REID FORD, INC. Ph: 407-6447111 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:21-OCT-1996																				
Cust Comments: CHECK ENGINE LIGHT STAYS ON																				
Tech Comments: OPEN CIRCUIT SBDS STARTUP																				
1FAMF18LXV	T/B3	*		T/YA	T/EF	T/E	AP	T/DE	T/VZ	SEP-1996	SEP-1996	124214	USA 5	2G04	031401	*		12A650	*	E29
AWS Claim Key: 1095159 Trx Code: 507 Labor Hrs: 3.2																				
Dir Cd-Sub Cd: 04892 - * Name: DON REID FORD, INC. Ph: 407-6447111 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:12-FEB-1997																				
Cust Comments: CHECK ENGINE LIGHT COMES ON SEX ADVISOR																				
Tech Comments: REPROGRAM PROCESSOR SERVICE BAY DIAGNOSTIC SYSTEM (SBDS) START-UP - TEST																				
1FAMF18LXV	T/B3	*		T/YA	T/EF	T/E	AP	T/DE	T/VZ	SEP-1996	SEP-1996	124214	USA 9	7P01	110501	*		13K358	*	W05
AWS Claim Key: 2383856 Trx Code: 1 Labor Hrs: 0.5																				
Dir Cd-Sub Cd: 04892 - * Name: DON REID FORD, INC. Ph: 407-6447111 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:11-JUN-1997																				
Cust Comments: WASHER DIFFICULT TO WORK HAVE TO PLAY WITH SWITCH																				
Tech Comments: OPEN CIRCUIT STEERING COLUMN-DASH SWITCH ASSEMBLIES - DIAGNOSIS																				
1FAMF18LXV	T/B3	*		T/YA	T/EF	T/E	AP	T/DE	T/VZ	SEP-1996	SEP-1996	124214	USA 14	*	*	*	*	*	*	*
AWS Claim Key: 5377142 Trx Code: 96560 Labor Hrs: 1.7																				
Dir Cd-Sub Cd: 04892 - * Name: DON REID FORD, INC. Ph: 407-6447111 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:18-NOV-1997																				
Cust Comments: RECALL ON REAR AXLE BRACKET																				
Tech Comments: 96560 COMPLETED 96560																				
1FAMF18LXV	T/B3	*		T/YA	T/EF	T/E	AP	T/DE	T/VZ	SEP-1996	SEP-1996	124214	USA 14	*	*	*	*	*	*	*
AWS Claim Key: 5354924 Trx Code: 97586 Labor Hrs: 0.3																				
Dir Cd-Sub Cd: 04892 - * Name: DON REID FORD, INC. Ph: 407-6447111 St:FL Ctry Cd: USA Reg Cd: NA Repr Date:18-NOV-1997																				
Cust Comments: RECALL 97586																				
Tech Comments: 97586 97586																				

1FMFU18LXV	T/B3		T/YA	T/EF	T/E	AP	T/DE	T/YZ	11-SEP-1996	26-SEP-1996	124214	USA	14	7N01	150101		18805		A02
AWS Claim Key: 5354925 Trx Code: E83 Labor Hrs: 1.9																			
Dir Cd-Sub Cd: 04892 - * Name: DON REID FORD, INC. Ph: 407-6447111 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 18-NOV-1997																			
Cust Comments: RADIO INOP																			
Tech Comments: INOP RADIO - REMOVE																			
1FMFU18LXV	T/B3		T/YA	T/EF	T/E	AP	T/DE	T/YZ	11-SEP-1996	26-SEP-1996	124214	USA	14	7502	180102		14401		125
AWS Claim Key: 4782235 Trx Code: E83 Labor Hrs: 1.5																			
Dir Cd-Sub Cd: 04892 - * Name: DON REID FORD, INC. Ph: 407-6447111 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 18-NOV-1997																			
Cust Comments: HIGH BEAM INOP ON FLASH MODE																			
Tech Comments: POOR CONNECTION INSTRUMENT PANEL - ACCESS																			
1FMFU18LXV	T/B3		T/YA	T/EF	T/E	AP	T/DE	T/YZ	11-SEP-1996	26-SEP-1996	124214	USA	14	7N01	150101		198165		A99
AWS Claim Key: 9184294 Trx Code: E83 Labor Hrs: 0																			
Dir Cd-Sub Cd: 67797 - * Name: TECHN-CAR, INC Ph: * St: Ctry Cd: USA Reg Cd: NA Repr Date: 19-NOV-1997																			
Tech Comments: REQUESTING DEALERS P/A CODE 04892																			
1FMFU18LXV	T/B3		T/YA	T/EF	T/E	AP	T/DE	T/YZ	11-SEP-1996	26-SEP-1996	124214	USA	22						
AWS Claim Key: 11000784 Trx Code: 98514 Labor Hrs: 0.3																			
Dir Cd-Sub Cd: 04892 - * Name: DON REID FORD, INC. Ph: 407-6447111 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 24-JUN-1998																			
Cust Comments: RETORQUE LUG NUTS TO SPECS, PER RECALL 98514																			
Tech Comments: 98514 98514																			
1FMFU18LXV	T/B3		T/YA	T/EF	T/E	AP	T/DE	T/YZ	11-SEP-1996	26-SEP-1996	124214	USA	26						
AWS Claim Key: 13971352 Trx Code: 98514 Labor Hrs: 0.6																			
Dir Cd-Sub Cd: 04892 - * Name: DON REID FORD, INC. Ph: 407-6447111 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 03-NOV-1998																			
Cust Comments: RECALL 98514																			
Tech Comments: 98514 98514																			
1FMFU18LXV	T/B3		T/YA	T/EF	T/E	AP	T/DE	T/YZ	11-SEP-1996	26-SEP-1996	124214	USA	33	5R02	110601	F75Z	3600	AAA	AB5
AWS Claim Key: 16893658 Trx Code: E84 Labor Hrs: 0.6																			
Dir Cd-Sub Cd: 04892 - * Name: DON REID FORD, INC. Ph: 407-6447111 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 24-MAY-1999																			
Cust Comments: STRG WHEEL LEATHER PEELING																			
Tech Comments: DISTORTED STEERING WHEEL REPLACE																			

ESP / Recall Information

VIN: 1FMEU18LXYL

No ESP Information for this VIN

Recall Information Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
03S02	SAFETY RECALL	1997 MODEL YEAR EXPEDITION AND F-SERIES UNDER 8500 GVW VEHICLES INTERMEDIATE STEERING S	CLOSE - INSPECT	2003-12-04	04892USAF24062
96S60	SAFETY RECALL	REAR AXLE TRACK BAR BRACKET/LOWER CONTROL ARM BRACKET	CLOSE - REPAIRED	1997-11-18	04892USAF24062
87S06	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1997-11-18	04892USAF24062
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-11-03	04892USAF24062
96B02	CUSTOMER SAT/OWNER NOTIF PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	1999-05-24	04892USAF24062
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	D	B1	04892	F24214

Dealer Name: DON REID FORD INC
Dealer Address: 1875 SO ORLANDO AV
MAITLAND FL 32751
Dealer Main Phone: 407-644-7111

Dealer Service Phone: 407-644-8111

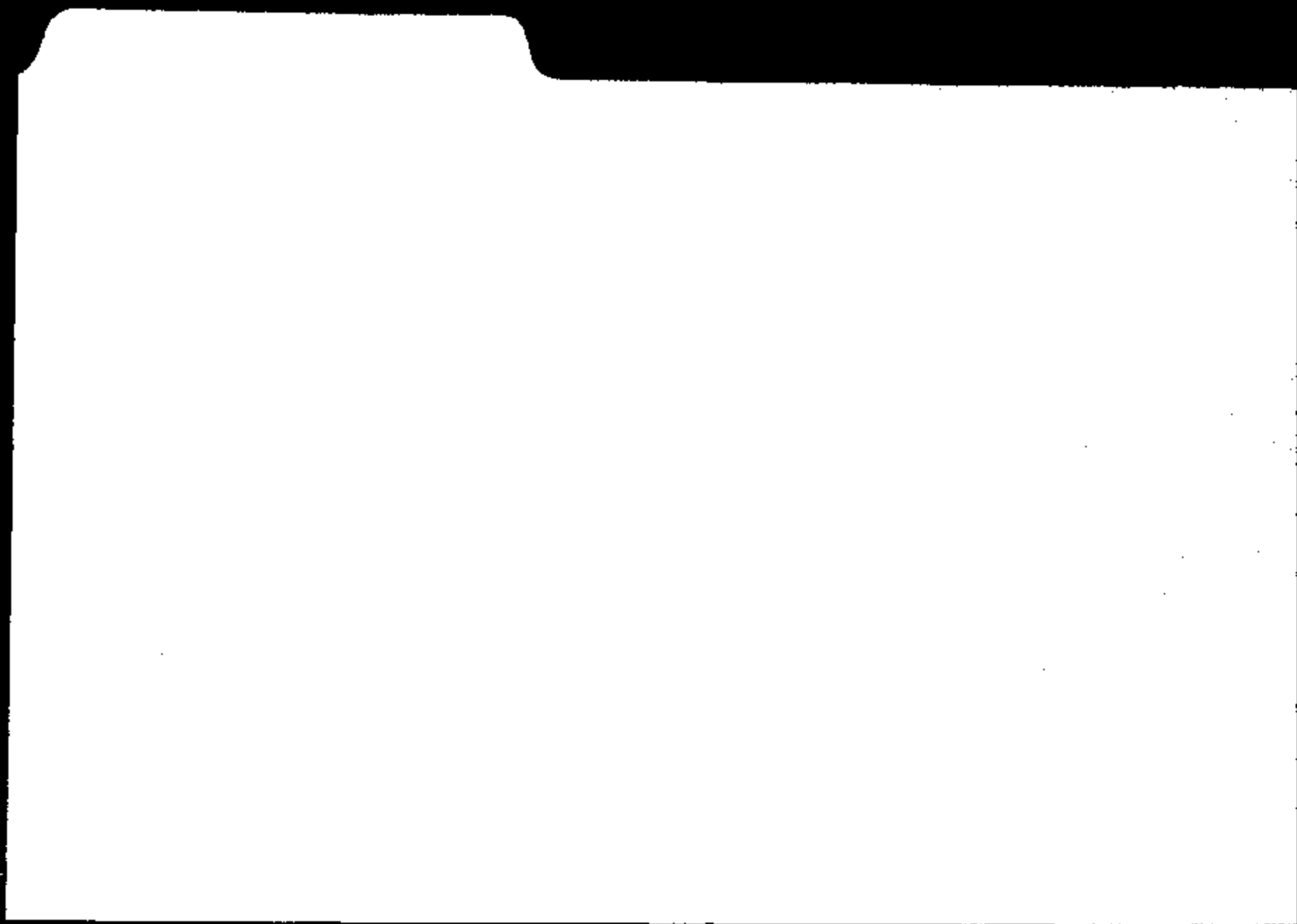
Position	Employee Name
GENERAL MANAGER	RUSSELL L REID
PARTS MANAGER	WILEY C DAVIS
PARTS & SERVICE DIRECTOR	GREG AMICK
SALES MANAGER	ROBERT A BRONCATELLO
SALES MANAGER	MARCUS O JACKSON
SALES MANAGER	GEORGE WATERS
SALES MANAGER	AUBRE KENT
SALES MANAGER	ROBERT A RUSSO
SALES MANAGER	BRUCE A BURKE
SALES MANAGER	MICHAEL M VIDAIE
SERVICE MANAGER	ROBERT J HART

Service Hours 7:30 A.M. TO 7:00 P.M.

Directions

Trained Y

Additional Information LSG ENROLLED SUPER SEAL ENROLLED



Customer Info

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

Standard Claims List For Model Year 1999

VIN	VEH LINE	MKT DERIV	BODY CAR	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SEL CNT	TS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FMRU1760X	1/83	*	T/WD	T/EF	T/B	AP	T/DO	T/V3	09-DEC-1998	31-DEC-1998	124013	USA	1	5T04	070505	*	7E395	*	P01	07	162	
AWS Claim Key:		442738	Trx Code:		1	Labor Hrs:		0.3														
Dr Cd-Sub Cd:		04893	Name:		MIDWAY FORD	Ptc:		305-2663000	St:		FL	City Cd:		USA	Reg Cd:		NA	Repr Date:		04-JAN-1999	Doc #:	147212A
Cust Comments:		GEAR SELECTOR LEVER HARD TO PUT GEAR, P01																				
Tech Comments:		REPAIR SHIFTER CABLE NOT ALIGN																				
1FMRU1760X	1/83	*	T/WD	T/EF	T/B	AP	T/DO	T/V3	09-DEC-1998	31-DEC-1998	124013	USA	7	7M72	150108	*	1BD806	*	A99	42	6529	
AWS Claim Key:		3040029	Trx Code:		2	Labor Hrs:		0														
Dr Cd-Sub Cd:		04977	Name:		WORLD FORD/PEMBROKE PINES	Ptc:		954-4437000	St:		FL	City Cd:		USA	Reg Cd:		NA	Repr Date:		15-JUL-1999	Doc #:	06866951
Cust Comments:		CD PLAYER JAMMED																				
Tech Comments:		INOP R&R CD CHANGER																				
1FMRU1760X	1/83	*	T/WD	T/EF	T/B	AP	T/DO	T/V3	09-DEC-1998	31-DEC-1998	124013	USA	7	7M72	150108	*	1BD806	*	A99	42	6544	
AWS Claim Key:		3122842	Trx Code:		2	Labor Hrs:		0														
Dr Cd-Sub Cd:		04977	Name:		WORLD FORD/PEMBROKE PINES	Ptc:		954-4437000	St:		FL	City Cd:		USA	Reg Cd:		NA	Repr Date:		16-JUL-1999	Doc #:	06882151
Cust Comments:		CD PLAYER INOP																				
Tech Comments:		INOP R&R CD CHANGER EXCHANGE																				
1FMRU1760X	1/83	*	T/WD	T/EF	T/B	AP	T/DO	T/V3	09-DEC-1998	31-DEC-1998	124013	USA	7	7M72	150108	*	18C830	*	A99	42	6544	
AWS Claim Key:		3691471	Trx Code:		2	Labor Hrs:		0														
Dr Cd-Sub Cd:		67746	Name:		GOLD COAST AUTOTRONICS	Ptc:		*	St:			City Cd:		USA	Reg Cd:		NA	Repr Date:		19-JUL-1999	Doc #:	01947504

Tech Comments: REQUESTING DEALER'S P/A CODE 04977

IFMRU1760X [REDACTED] /83 * T/WO T/EF T/B AP T/DO T/V3 09-DEC-1998 31-DEC-1998 124013 USA 9 7101 130601 XL12 13832 AA A85 42 8222

AWS Claim Key: A484787 Trx Code: 2 Labor Hrs: 0.4

Dir Cd-Sub Cd: 11636-* Name: HOLLYWOOD LINCOLN MERCURY, INC. P/c 305-9206010 St:FL City Cd: USA Reg Cd: NA Repr Date:22-SEP-1999 Doc #106503A

Cust Comments: A85 HORN INOP A85

Tech Comments: 8222 42 HORNS INOP BASE DIAG HORN CIRCUIT AND REPLACE HORN ASSY

IFMRU1760X [REDACTED] /83 * T/WO T/EF T/B AP T/DO T/V3 09-DEC-1998 31-DEC-1998 124013 USA 9 7V01 180101 * 14290 * A85 33 8261

AWS Claim Key: 4580877 Trx Code: S07 Labor Hrs: 1.1

Dir Cd-Sub Cd: 11636-* Name: HOLLYWOOD LINCOLN MERCURY, INC. P/c 305-9206010 St:FL City Cd: USA Reg Cd: NA Repr Date:25-SEP-1999 Doc #106697A

Cust Comments: A85 HORNS INOP R/PAIRED ON 1065030N 09 22

Tech Comments: 8261 HORN HARNESS LOOSED 33 BTB RESECURED AND REPAIR WIRE HARNESS FOR HORN PINPOINT CIRCUIT TEST BODY CHASSIS ELECTRICAL TEST NGS TEST RETEST OK

IFMRU1760XL [REDACTED] /83 * T/WO T/EF T/B AP T/DO T/V3 09-DEC-1998 31-DEC-1998 124013 USA 11 7M01 150102 * 18C870 * A99 42 4529

AWS Claim Key: 6104533 Trx Code: 2 Labor Hrs: 0

Dir Cd-Sub Cd: 67746-* Name: GOLD COAST AUTOTRONICS P/c ** St:FL City Cd: USA Reg Cd: NA Repr Date:30-OCT-1999 Doc #21940104

Tech Comments: REQUESTING DEALER'S P/A CODE 04977

IFMRU1760X [REDACTED] /83 * T/WO T/EF T/B AP T/DO T/V3 09-DEC-1998 31-DEC-1998 124013 USA 18 7P01 * * * * 16835

AWS Claim Key: 960810 Trx Code: 00840 Labor Hrs: 0.5

Dir Cd-Sub Cd: 04893-* Name: MIDWAY FORD P/c 305-2663000 St:FL City Cd: USA Reg Cd: NA Repr Date:21-JUN-2000 Doc #196912A

Cust Comments: CUST STATES RECALL 00840 MULTIFUNCTION SWITCH

Tech Comments: RECALL 00840

IFMRU1760X [REDACTED] /83 * T/WO T/EF T/B AP T/DO T/V3 09-DEC-1998 31-DEC-1998 124013 USA 30 7502 180102 * 14401 * A85 25 29171

AWS Claim Key:	14492279	Trx Code:	E83	Labor Hrs:	0.4														
Dlr Cd-Sub Cd:	04903 - *	Name:	MAROCNE FORD OF MIAMI	Pk:	305-5576500	SLFL	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-JUN-2001	Doc #:	4283665					
Cust Comments:	ABS CHECK TRAILER HITCH CONNECTION INOP																		
Tech Comments:	REMOVED TRAILOR HARNESS TO CHECK CONNECTOR,REPAIR CONNECTOR LOOSE AND REPAIRED GROUND #400 OPEN CIRCUIT.																		
IFMRU1760X	783	*	T/WO	T/EF	T/B	AP	T/DU	T/V3	09-DEC-1998	31-DEC-1998	124013	USA	30	5K06	*	*	29650		
AWS Claim Key:	17328136	Trx Code:	01B77	Labor Hrs:	0.2														
Dlr Cd-Sub Cd:	04893 - *	Name:	MIDWAY FORD	Pk:	305-2663000	SLFL	City Cd:	USA	Reg Cd:	NA	Repr Date:	13-JUN-2001	Doc #:	235876A					
Cust Comments:	REFUND FOR RECALL 01B77																		
Tech Comments:	REFUND TIRES RECALL																		
IFMRU1760X	783	*	T/WO	T/EF	T/B	AP	T/DU	T/V3	09-DEC-1998	31-DEC-1998	124013	USA	32	7B02	140201	F7PZ 10346	KARM1 D02 42 32733		
AWS Claim Key:	17508360	Trx Code:	E83	Labor Hrs:	0.8														
Dlr Cd-Sub Cd:	04893 - *	Name:	MIDWAY FORD	Pk:	305-2663000	SLFL	City Cd:	USA	Reg Cd:	NA	Repr Date:	08-AUG-2001	Doc #:	236328A					
Cust Comments:	CUST STATES BATTERY LIGHT IS ON																		
Tech Comments:	REPLACE ALTERNATOR NOT CHARGING																		
IFMRU1760X	783	*	T/WO	T/EF	T/B	AP	T/DU	T/V3	09-DEC-1998	31-DEC-1998	124013	USA	32	7F03	011605	XLIZ 17508	AA W06 42 32733		
AWS Claim Key:	17508361	Trx Code:	E83	Labor Hrs:	0.6														
Dlr Cd-Sub Cd:	04893 - *	Name:	MIDWAY FORD	Pk:	305-2663000	SLFL	City Cd:	USA	Reg Cd:	NA	Repr Date:	08-AUG-2001	Doc #:	236328B					
Cust Comments:	*****																		
Tech Comments:	*****																		
IFMRU1760X	783	*	T/WO	T/EF	T/B	AP	T/DU	T/V3	09-DEC-1998	31-DEC-1998	124013	USA	34	7B02	140201	F7PZ 10346	KARM1 N11 D4 34659		
AWS Claim Key:	18466143	Trx Code:	E89	Labor Hrs:	0.8														
Dlr Cd-Sub Cd:	04893 - *	Name:	MIDWAY FORD	Pk:	305-2663000	SLFL	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-SEP-2001	Doc #:	241400A					
Cust Comments:	CUST STATES ALTERNATOR WAS REPLACED [NEW ALTERNATOR HAS A WINNING NOISE] WHILE ACCELERATING																		

Tech Comments: REPLACE ALTERNATOR FOR NOISY BEARING

IFMRU1760XL T/B3 * T/W/D T/E/F T/B AP T/DU T/V3 09-DEC-1998 31-DEC-1998 124013 USA 35 7P23 011603 IL12 17618 BA W10 01 35756

AWS Claim Key: 1886144Z Trx Code: E83 Labor Hrs: 0.3

Dir Cd-Sub Cd: 04893-* Name: MIDWAY FORD Ph: 305-2663000 St: FL City Cd: USA Reg Cd: NA Repr Date: 24-OCT-2001 Doc #: 244593D

Cust Comments: CUSTOMER STATES LOW WASHER FLUID LIGHT COMES ON WITH JUST 1 4 OF THE RESERVOIR LOW (3 4 LEFT)

Tech Comments: REPLACE RESEVOIR BROKEN

IFMRU1760XL T/B3 * T/W/D T/E/F T/B AP T/DU T/V3 09-DEC-1998 31-DEC-1998 124013 USA 44 7B02 140201 F7P2 10346 KARM1 D02 42 49497

AWS Claim Key: 2157291Z Trx Code: SPW Labor Hrs: 0

Dir Cd-Sub Cd: 04977-* Name: WORLD FORD/PEMBROKE PINES Ph: 954-4437000 St: FL City Cd: USA Reg Cd: NA Repr Date: 10-AUG-2002 Doc #: 02004751

Cust Comments: CUST STATES THE VEHICLE WENT DEAD NO CRANK TOW IN SEE HISTORY

Tech Comments: VERIFY CONCERN PERFORM BATTERY TEST FOUND BATTERY BAD PUTTING OUT 10.70V REMOVE AND REPLACE BATTERY PERFORM CHARGING TEST FOUND ALTERNATOR BAD PUTTING OUT LOW VOLTAGE REMOVE AND REPLACE ALTERNATOR PERFORM 3RD CHARGING TEST FOUND CHARGING TO BE GOOD 14.47V 70AMPS ROAD TEST VERIFY REPAIR

ESP / Recall Information

VIN: 1FMRU1780XL

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00B40	CUSTOMER SAT/OWNER NOTIF PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	2000-08-21	04893USAF24130
01B77	CUSTOMER SAT/OWNER NOTIF PGM	FORD FIRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - REPAIRED	2001-06-19	04893USAF24130
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	B	A2	04977	F24014

Dealer Name:	WORLD FORD/PEMBROKE PINES		
Dealer Address:	8655 PINES BOULEVARD PEMBROKE PINES FL 33024		
Dealer Main Phone:	954-443-7000	Dealer Service Phone:	954-443-7100

Position	Employee Name
CUST RELATIONS MGR	YVETTE MOLINARI
GENERAL MANAGER	THOMAS H JENSON
PARTS MANAGER	DAVE GOLDENSTEIN
PARTS MANAGER	PHILIP J HAYWARD
PARTS & SERVICE DIRECTOR	JAMES R DAVIS
SALES MANAGER	DENNIS GUILMETTE
SALES MANAGER	ROBERT EVANS
SALES MANAGER	MICHAEL A O'BRIEN
SALES MANAGER	EUGENE TOLOMEO
SALES MANAGER	Christopher Hayek
SALES MANAGER	MARC A RILEY
SALES MANAGER	joseph trimble
SALES MANAGER	ADRIAN FYNE

Service Hours 7:00A.M. - 7:00 P.M. M-F 7:00 A.M. - 4:00 P.M. SA

Directions

Trained Y

Additional Information *REFER PAINT AND BODY ISSUES TO ANDY SAPP BODY SHOP MGR.



Consumer Affairs

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

Sent via U.S. Mail

April 6, 2005

[REDACTED]
Opa Locka, FL [REDACTED]

RE: 1999 Ford Expedition

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

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

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

[REDACTED]
Opa locka Fl
May 14th 2005

Prev. Opened
4-6-05
CASE: 1302510725
Region: 24
Cjones

Dear Mr. Ford,

I am requesting a copy of the desion made by the legal department on my 1999 Ford expedition. Some one from your legal department called me and gave me their reason and I asked for it in writing and they promised to send it to me. I have not received it as of this writing.

My name is [REDACTED] VIN # 1fmr1760x[REDACTED]. Whenever I call Ford I can never get to speak to a supervisor. Do you have supervisors? My expedition was burnt on May 18th 2005.

My insurance company paid me for the car but I lost my deductible of \$500.00. My other car was also totaled and I had to use my homeowners insurance to fix my driveway and front of the house. In total I lost \$2000.00 in deductible. I had valuables in the car so my total lost is about \$3000.

I am enclosing the fire report that said it was electrical. Please treat me with the respect that I deserve.

and
This is my ~~scrd~~ letter to you and I will keep on writing until I hear from you. I will contact NBC Nightly news to get a transcript of the report on all Ford Expedition and the problems they are having.

Thanks for looking into this for me.

[REDACTED]
[REDACTED]
CC: Board members

5 MAY 24 47 59

CONSUMER AFFAIRS
SECTION

MISSISSIPPI

2005
SOUTHWEST

Action Detail

VIN: 5LMPU28L8V	Year: 1998	Model: NAVIGATOR	Case: 1356890525
Name:	Owner Status: Subsequent	WSD: 1998-01-29	
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: COUNTRY FORD-MERCURY INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 02494	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 112000 MI	Comm Type: MAIL		
Action Date: 02/21/2005	Action Time: 14:39:25:740	Action Date: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

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



Consumer Affairs

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

February 21, 2005

Sent Via U.S. Mail

[REDACTED]
Guthrie, OK [REDACTED]

RE: 1998 Navigator
VIN: 5LMPU28L6W [REDACTED]

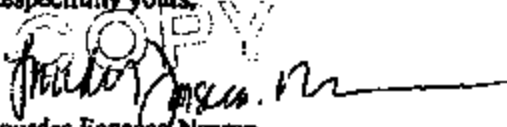
Dear [REDACTED]

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

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

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

Respectfully yours,


Lourdes Fonseca-Neaton
Consumer Affairs

Customer Info

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

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	67-SOUTHWEST	U	G1	024B4	L87180

Dealer Name: COUNTRY FORD-
 MERCURY INC
 Dealer Address: 5400 S DIVISION
 GUTHRIE OK 73044
 Dealer Main Phone: -

Dealer Service Phone: -

Position	Employee Name
DEALER/PARTNER	MARK VANCE
DEALER/PARTNER	JOHN VANCE
GENERAL MANAGER	MIKE RUBLE
PARTS MANAGER	THOMAS M BERNARDY JR
PARTS & SERVICE DIRECTOR	JAMES E MONIZ
SALES MANAGER	GARRETT S VANCE
SALES MANAGER	GREG WEBB
SALES MANAGER	Bill Yates

OASIS RESULT:

5LMPU28L6W

See bottom of the OASIS result for
contact ID02/21/2006
12:16:49

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1998 NAVIGATOR

BODY STYLE

4 DR MPV 4X4

ENGINE

5.4L SOHC EFI

TRANSMISSION

4 SPD AUTO E40D

AXLE CODE

H5

ENGINE CALIBRATION

846FR10A

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

01/29/1998

BUILD DATE

01/07/1998

SALE MILEAGE**WARNING MESSAGES****ATTENTION TECHNICIANS AND SERVICE MANAGERS:**

BEFORE REPLACING AIR SUSPENSION COMPRESSOR (6319) FOR NOISE, SEE TSB 04-05-04
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

04L19

MAINTENANCE REMINDER LETTER

EXTENDED COVERAGES

0660 - EXPIRED

STANDARD DEDUCTIBLE: 50 USD

OWNER NAME: ALBERT JONES

OPTIONS:

EXPIRATION DATE: 01/29/2006

DISTANCE: 75,000

RENTAL: 35 UP TO 5 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 03270

ESP CONTRACT START DATE: 01/29/1998

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 5LMPU28L6W

ESP / Recall Information

VIN: SLMPU28L6W1 [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2001 NEW 84/75,000 PREMIUM CARE W/ROADSIDE ASSIST.
 Selling Dealer: OKC AUTO COLLECTION
 Deductible: 50
 Rental: 35
 Towing Allowance:

Status: Expire
 Expiration Date: 2005-01-29
 Expiration Miles: 75,000
 Plan Year: 2001
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

-----Recall Information-----

-----Field Service Action-----

Number	Type	Description	Status	Status Date	Dealer Code
00S05	SAFETY RECALL	TRAILER HITCH ATTACHMENT	CLOSE - REPAIRED	2000-10-12	12882USAL83629
88S03	SAFETY RECALL	1997-8 TALR/SAB & 1998 CONTR/TOWN CAR, NAVIG, CONTR/MYST - OWNER GUIDE (HEADLAMP AIM)	CLOSE - FORCE COMPLE		
88S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-09-25	12882USAL83629
89B02	CUSTOMER SAT/OWNER NOTIF PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	1999-04-08	12882USAL83629
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Action Detail

VIN: 5LNPL2A6W	Year: 1998	Model: NAVIGATOR	Case: 1356890525
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1998-01-29	
Symptom Desc: HRMSPD CNTRL SPEED CONTROL		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: COUNTRY FORD-MERCURY INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 02494	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 112000 MI	Comm Type: PHONE		
Action Date: 02/21/2005	Action Time: 09:54:48:060	Action Data: No	
Analyst Name: IESHA SMITHEN	Analyst: ISMITHEN		

COMMENTS: CUSTOMER SAID: -VEH SPEED CONTROL CAUGHT ON FIRE WHILE DRIVING-I DEACTIVATED THE SWITCH YESTERDAY MYSELF TO PREVENT FURTHER CONCERNS-MY INDEP FACILITY SUGGESTED THAT I LEAVE IT DISCONNECTED AND TOLD ME THAT THERE IS A RECALL THAT WAS ISSUED FOR THE 2000 MODEL YR VEHs-HAS NOT BROUGHT VEH TO DLR FOR ISSUE NOR CONTACTED INSURANCE CO.-SEEKING FOR FORD TO COVER EXPENSES TOWARDS CRUISE CONTROLDEALER SAID: COUNTRY FORD - MERCURY, INC.I-35 AND SOUTH GUTHRIE EXTGUTHRIE, OK 73044TEL: (405) 503-8338CRG 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.

2005

1385670285

SOUTHWEST

Action Detail

VIN: 1FMRU17L9W1	Year: 1998	Model: EXPEDITION	Case: 1385870285
Name:	Owner Status: Subsequent	WSD: 1998-01-27	
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: CHAMPION FORD GULF FREEWAY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 04473	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 122000 MI	Comms Type: MAIL		
Action Date: 02/18/2005	Action Time: 13:08:20:270	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL, VEHICLE BEYOND WARRANTY, NOT INVOLVED IN RECALL

COPY

Sent Via U.S. Mail

February 18, 2005

[REDACTED]
Spring, TX [REDACTED]

RE: 1998 Expedition
VIN: 1FMRU17L9W [REDACTED]

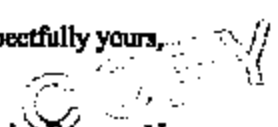
Dear [REDACTED]

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

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

Thank you for contacting us.

Respectfully yours,


Lourdes Fonseca-Neuron
Consumer Affairs

Customer Info

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

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
62-SOUTHWEST	62-DALLAS	C	B2	04473	F52024
Dealer Name:	CHAMPION FORD GULF FREEWAY				
Dealer Address:	12227 GULF FREEWAY HOUSTON TX 770349998				
Dealer Main Phone:	713-371-4000	Dealer Service Phone:	713-371-4200		

Position	Employee Name
CUST RELATIONS MGR	AMINTA CANO
GENERAL MANAGER	ROBERT ZWEIG
PARTS MANAGER	DAVID SCHIELD
SALES MANAGER	JAMES SIMPSON
SALES MANAGER	DAVID CZERNY
SALES MANAGER	JULIUS HYNSON
SALES MANAGER	ROBERT G CURRIE
SALES MANAGER	ANTONIO ORTIZ
SALES MANAGER	STEVE CUMMINGS
SALES MANAGER	BRYAN A COX
SALES MANAGER	JIM LUSSEN
SALES MANAGER	HECTOR DURAN
SALES MANAGER	MOHAMMED SHAIQ
SALES MANAGER	BRYAN HARDMAN
SALES MANAGER	GILBERT QUIJADA
SALES MANAGER	CATARINO GARRIZALES
SERVICE MANAGER	KAMRON L MCNULTY

OASIS RESULT-

1FMRU17L9WL

See bottom of the OASIS result for
contact ID02/18/2005
13:08:06

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1998 EXPEDITION

TRANSMISSION

4 SPD AUTO E40D

BODY STYLE

4 DR MPV 4X2

AXLE CODE

H8

ENGINE

5.4L SOHC EFI

ENGINE CALIBRATION

848FR10A

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

01/27/1998

BUILD DATE

01/09/1998

SALE MILEAGE**WARNING MESSAGES****ATTENTION TECHNICIANS AND SERVICE MANAGERS:****BEFORE REPLACING AIR SUSPENSION COMPRESSOR (5319) FOR NOISE, SEE TSB 04-05-04
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

***THIS VEHICLE HAD A CUDL CONTACT CLOSED**

***THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT**

OUTSTANDING FIELD SERVICE ACTIONS

04L19

MAINTENANCE REMINDER LETTER

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMRU17L9WL

ESP / Recall Information

VIN: 1FMRU17L9W

No ESP information for this VIN

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00S05	SAFETY RECALL	TRAILER HITCH ATTACHMENT	CLOSE - REPAIRED	2002-11-20	04473USAF52024
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1995-11-04	04473USAF52024
98B02	CUSTOMER SAT/OWNER NOTIF PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	1999-05-05	04473USAF52024
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Action Detail

VIN: 1FMRU17L9M1	Year: 1998	Model: EXPEDITION	Case: 1385670285
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1998-01-27	
Symptoms Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: CHAMPION FORD GULF FREEWAY	
Origin Desc: US CONCERN CASE BASE		P & A Code: D4473	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 122000 MI	Comm Type: PHONE		
Action Date: 02/17/2005	Action Time: 16:16:12:237	Action Data: No	
Analyst Name: REILLEY SEAN ANTHONY	Analyst: SREILLY2		

COMMENTS: CUSTOMER SAID: HE HAS CALLED 4 TIMES ALREADY AND SOMEONE HAD TOLD HIM THAT SOMEONE WOULD BE IN TOUCH WITH HIM FROM LEGAL DEPT -VEHICLE WAS AT DLR WAITING FOR SERVICE AND IT CAUGHT FIRE. - LOCATION OF VEHICLE: DLR'S LOT- FIRE STARTED FROM UNDER THE HOOD.- IT HAPPENED ON DEC.08-2004.-FIRE DEPT REPORT:0412080101.-FINDING FROM FIRE DEPT:FOUND VEHICLE BURNING IN THE ENGINE AREA WITH THE HOOD SHUT.- UPON ARRIVAL VEHICLE WAS COMPLETELY INVOLVED IN FIRE.-DUE TO THE FACT THE FIRE WAS INITIALLY NOTICED IN THE ENGINE AREA FROM UNDER THE HOOD WAS SHUT.- NO OTHER FIRE IN THE AREA.- E-52 DOES NOT CALL FOR ARSON- COUNTY NAME:HARRIS COUNTY IN TEXAS.-INSURANCE CLAIM:NO-VEHICLE IS NOT REPAIRABLE.-VEHICLE WAS PARKED AND NOT RUNNING-VEHICLE IS AT DLR IN THE BACK PARKING LOT.- WHEN THE FIRE DEPT GOT THERE IT WAS COMPLETELY BURNT TO THE GROUND.- I WAS JUST WONDERING IF THE SWITCH CONTROL COULD HAVE POSSIBLE MAKE THE VEHICLE CATCH ON FIRE.-I WOULD LIKE TO KNOW IF THIS RECALL COULD HAVE CAUSED MY VEHICLE TO CATCH FIRE.-IS MY VEHICLE INVOLVED IN THIS RECALL DEALER SAID: NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

2005

1556350325

NEW YORK



Consumer Affairs

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

February 02, 2005

*Sent Via Mail

[REDACTED]
Newark, NJ [REDACTED]

Re: 1997 Ford Expedition
VIN#-1FMEU18W2V [REDACTED]

Dear [REDACTED],

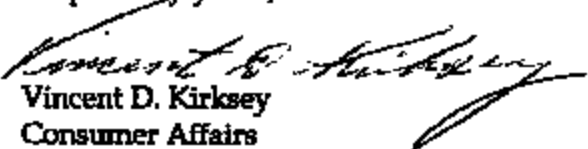
Thank you for contacting us regarding your vehicle concerns.

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 or recalls/programs pertaining to your vehicle concern. Based on this information, we are unable to offer any assistance at this time, 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] NJ [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: [REDACTED]

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMEU18W2V [REDACTED]	1997 EXPEDITION	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
	Open Issues Excl			

VEHICLE DETAIL

VIN: 1FMEU18W2VL	Engine: R-M 4.6L SOHC EFI NA CIV6 G-MP
Make: FORD	Transmission: 4 SPD AUTO TR NAAO AODENW4R70A
Model: EXPEDITION	Paint Code/Color: EBONY SOLID C/C
Year: 1997	Calibration: 743JR05A
Pay Load:	Max Towing Weight:
GVWR: 07000	Axis Ratio:
WheelBase: 119	Warranty Start Date: 11/13/1996
GCWR:	Vehicle Build Date: 10/21/1996
PEP Code: 686A	

Selling Dealers Name: MALOUF FORD, INC.

Selling Dealers P & A Code: 20527

Selling Dealers Sales Code: F13056

Selling Dealers Main Phone: 732-951-0300 Selling Dealers Service Phone: 732-951-0400

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 8 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
U 1 8 V L A 4 4 2 0 5 1 1 9 3 7 2 2 1 K 6 6 2 8 I J E C U 1 9 5 N
1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 8 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
N D 3 4 8 R 7 1 3 L 0 5 5 5 3 U A F X P W 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 E 2 5 8 6 8 5 A 9 W U N J
1 2 3 4 5 6 7 8 9 160

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Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
13-NEW YORK	13-NEW YORK	K	D3	00495	F13041
Dealer Name:		ELITE FORD, INC.			
Dealer Address:		645 WASHINGTON AVENUE			
		BELLEVILLE NJ 07109			
Dealer Main Phone:		973-759-1200	Dealer Service Phone:		973-759-3000

Position	Employee Name
DEALER/PARTNER	DREW PICON
PARTS MANAGER	ANTHONY W GARRIGAN
PARTS & SERVICE DIRECTOR	DONNA M LAVERME
SALES MANAGER	PAUL R ERDMAN
SERVICE MANAGER	RALPH DELPEZZO

ESP / Recall Information

VIN: 1FMEU16W2V [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2000 6/6,000 ROYAL SHIELD MAX W/ROADSIDE ASSIST.
 Selling Dealer: APPLE FORD INC
 Deductible: 100
 Rental:
 Towing Allowance:

Status: Expire
 Expiration Date: 2000-11-16
 Expiration Miles: 37,863
 Plan Year: 2000
 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
00S05	SAFETY RECALL	TRAILER HITCH ATTACHMENT	CLOSE - REPAIRED	2000-09-28	06677USAF27002
01B77	CUSTOMER SAT/OWNER NOTIF PGM	FORD FRESTONE WILDERNESS AT PROGRAM - EXPIRES JUNE 30, 2002	CLOSE - DEALER INITI	2001-08-20	00039USAF27417
97B17	CUSTOMER SAT/OWNER NOTIF PGM	FUEL GAUGE/SENDER ASSEMBLY	CLOSE - EXPIRED		
97S88	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	1999-08-21	11218
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-08-21	11218
99B02	CUSTOMER SAT/OWNER NOTIF PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	1999-08-21	11218
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 02-FEB-2005

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUPP	VKT	VPO	COC	CD
1FMEU18W2V1	3	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/VN	21-10-96	13-11-96	113055	USA	32	*	1A03	*	5007	*	811	V49	N12	14
AWS Claim Key:	17537422	Doc #:	08330201	Trx Code:	834	Labor Hrs:	14.9	Labor Cost:	1008.88	Material Cost:	1635	Total Cost:	3248.88										
Dir Cd-Sub Cd:	11216-*	Name:	DAMICO LINCOLN-MERCURY	Ph:	732-2575300	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-JUN-1999	DIST(Mile):	26494								
Cost Comments:	ENGINE HAS KNOCKING NOISE																						
Tech Comments:	REPLACE MOTOR OIL PRESSURE LOW AND KNOCKING NOISE																						
1FMEU18W2V1	3	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/VN	21-10-96	13-11-96	113055	USA	32	*	*	*	*	*	800	V00	*	*
AWS Claim Key:	17501933	Doc #:	08330202	Trx Code:	9786	Labor Hrs:	3	Labor Cost:	35.31	Material Cost:	1.81	Total Cost:	28.50										
Dir Cd-Sub Cd:	11216-*	Name:	DAMICO LINCOLN-MERCURY	Ph:	732-2575300	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-JUN-1999	DIST(Mile):	26494								
Cost Comments:	9786 RECALL																						
Tech Comments:	PERFORM RECALL																						
1FMEU18W2V1	3	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/VN	21-10-96	13-11-96	113055	USA	32	*	*	*	*	*	800	V00	*	*
AWS Claim Key:	17501934	Doc #:	08330203	Trx Code:	98514	Labor Hrs:	6	Labor Cost:	40.63	Material Cost:	8.4	Total Cost:	55.8										
Dir Cd-Sub Cd:	11216-*	Name:	DAMICO LINCOLN-MERCURY	Ph:	732-2575300	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-JUN-1999	DIST(Mile):	26494								
Cost Comments:	98514 RECALL																						
Tech Comments:	PERFORM RECALL																						
1FMEU18W2V1	3	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/VN	21-10-96	13-11-96	113055	USA	32	*	*	*	*	*	800	V00	*	*
AWS Claim Key:	17501935	Doc #:	08330204	Trx Code:	99802	Labor Hrs:	5	Labor Cost:	33.86	Material Cost:	49.7	Total Cost:	90.33										
Dir Cd-Sub Cd:	11216-*	Name:	DAMICO LINCOLN-MERCURY	Ph:	732-2575300	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-JUN-1999	DIST(Mile):	26494								
Cost Comments:	99802 PROGRAM																						
Tech Comments:	PERFORM PROGRAM																						
1FMEU18W2V1A	3	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/VN	21-10-96	13-11-96	113055	USA	33	*	7V01	*	12A581	*	811	V44	529	30

Claims List Report

Page 2 of 3

AWS Claim Key: 17633628 Doc #: 133421A Trx Code: S07 Labor Hrs: 2.2 Labor Cost: 152.02 Material Cost: 0 Total Cost: 152.02
 Dir Cl-Sub Cl: 20537-* Name: MALOUF FORD, INC. Ph: 732-9510300 St: NJ City: USA Reg Cl: NA Repr Date: 15-JUL-1999 DIST(Mile): 26853
 Cust Comments: CUSTOMER STATES THE CAR RUNS VERY ROUGH?? CHECK ENGINE LIGHT ON??
 Tech Comments: SBDS DIAG & PINPOINT TESTS, LOCATED & REPAIRED SHORTED WIRE HARNESS TO #1 & #3 INJECTORS

IFMEU18W2V1- B3 T/B3 * T/A T/E T/E AF T/DU T/VN 21-10-96 13-11-96 113055 USA 33 * 7502 * 14401 * 806 V07 L19 95
 AWS Claim Key: 17633628 Doc #: 133421B Trx Code: B03 Labor Hrs: 1 Labor Cost: 55.28 Material Cost: 0 Total Cost: 55.28
 Dir Cl-Sub Cl: 20537-* Name: MALOUF FORD, INC. Ph: 732-9510300 St: NJ City: USA Reg Cl: NA Repr Date: 15-JUL-1999 DIST(Mile): 26853
 Cust Comments: CUSTOMER STATES THE KEY CHIME RINGS AS SOON AS THE DOOR IS OPENED??
 Tech Comments: ACCESSED DOOR PANEL TO REPAIR WIRE HARNESS IN DRIVERS DOOR

IFMEU18W2V1- B3 T/B3 * T/A T/E T/E AF T/DU T/VN 21-10-96 13-11-96 113055 USA 37 * 1301 P9T2 6716 AA 511 V44 L65 D1
 AWS Claim Key: 19282616 Doc #: 022079C Trx Code: B04 Labor Hrs: 1.3 Labor Cost: 84.1 Material Cost: 139.5 Total Cost: 223.6
 Dir Cl-Sub Cl: 02927-* Name: HOLMAN FORD-GLASSBORO Ph: 856-5899100 St: NJ City: USA Reg Cl: NA Repr Date: 01-NOV-1999 DIST(Mile): 31098
 Cust Comments: ENGINE LEAKS OIL
 Tech Comments: 31121 STEAM CLEAN UNDERSIDE OF MOTOR. PURGED DYE IN OIL AND ROADTESTED. CHECKED WITH BLACK LIGHT. OIL HOSES ARE LEAKING, REPLACED OIL HOSES, REROADTESTED AND RECHECKED.

IFMEU18W2V1- B3 T/B3 * T/A T/E T/E AF T/DU T/VN 21-10-96 13-11-96 113055 USA 37 * 2G02 F8SZ 90444 BA 511 V44 E29 42
 AWS Claim Key: 19318317 Doc #: 022079B Trx Code: S07 Labor Hrs: 1.4 Labor Cost: 90.58 Material Cost: 40.51 Total Cost: 131.1
 Dir Cl-Sub Cl: 02927-* Name: HOLMAN FORD-GLASSBORO Ph: 856-5899100 St: NJ City: USA Reg Cl: NA Repr Date: 01-NOV-1999 DIST(Mile): 31098
 Tech Comments: 31104 NGS KOEO AND KOER TESTS. RETRIEVED CODE P0141. 12 HTR CRT MALFU ROADTEST AND PID MONITOR. O2S SENSOR. PERFORMED PINPOINT TEST. REPLACED O2S SENSOR. RETESTED AND REROADTESTED

IFMEU18W2V1- B3 T/B3 * T/A T/E T/E AF T/DU T/VN 21-10-96 13-11-96 113055 USA 37 * 7C01 F8SZ 11654 BAA 509 V17 A85 01
 AWS Claim Key: 19141821 Doc #: 022079F Trx Code: B03 Labor Hrs: 1 Labor Cost: 19.41 Material Cost: 42.71 Total Cost: 62.12
 Dir Cl-Sub Cl: 02927-* Name: HOLMAN FORD-GLASSBORO Ph: 856-5899100 St: NJ City: USA Reg Cl: NA Repr Date: 01-NOV-1999 DIST(Mile): 31098
 Cust Comments: HEADLAMP SWITCH INOP PULL OUT FROM DASH
 Tech Comments: 31121 REPLACED BROKEN HEADLAMP SWITCH CC 01

IFMEU18W2V1- B3 T/B3 * T/A T/E T/E AF T/DU T/VN 21-10-96 13-11-96 113055 USA 37 * 5B14 F8SZ 14A864 AA 509 V83 Q29 42
 AWS Claim Key: 19141824 Doc #: 022079G Trx Code: B04 Labor Hrs: 1 Labor Cost: 51.76 Material Cost: 39.8 Total Cost: 91.56
 Dir Cl-Sub Cl: 02927-* Name: HOLMAN FORD-GLASSBORO Ph: 856-5899100 St: NJ City: USA Reg Cl: NA Repr Date: 01-NOV-1999 DIST(Mile): 31098
 Cust Comments: CHIME RINGING WHEN DOOR OPENED WITHOUT KEY IN IGN

2/2/2005

Claims List Report

Page 3 of 3

Tech Comments: 31121 HGS MID MONITOR IGNITION. READS IN WHEN KEY IS OUT. CHECK SWITCH. FOUND SWITCH BROKEN AND IS PART OF CLOCK SPRING. REPLACED CLOCK SPRING.

IPMEL11WZVL	83	T/B3	*	TVA	T/EF	T/E	AP	T/DJ	T/VN	21-10-96	13-11-96 113053	USA	43	*	SK01	YL1Z	3504	BARM	S10	V07	H21	30
AWS Claim Key:	20133306	Doc #:	01806032	Trx Code:	083MD	Laber Hrs:	1.3	Laber Cost:	86.3	Material Cost:	377.35	Total Cost:	477.35									
Dtr Ctl-Sub Ctl:	06677-*	Name:	CRYSTAL FORD LTD	Ptc:	301-8906100	St:	MD	City Ctl:	USA	Reg Ctl:	NA	Repe Date:	25-MAY-2000									
Cost Comments:	CUST SYS STEERING FEELS LOOSE																					
Tech Comments:	EXCESSIVE WEAR STEERING GEAR ASSEMBLY REMOVE AND INSTALL OR REPLACE																					

IPMEL11WZVL	83	T/B3	*	TVA	T/EF	T/E	AP	T/DJ	T/VN	21-10-96	13-11-96 113055	USA	48	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	21473812	Doc #:	02718752	Trx Code:	00505	Laber Hrs:	.7	Laber Cost:	52.45	Material Cost:	19.18	Total Cost:	79.13								
Dtr Ctl-Sub Ctl:	06677-*	Name:	CRYSTAL FORD LTD	Ptc:	301-8906100	St:	MD	City Ctl:	USA	Reg Ctl:	NA	Repe Date:	28-SEP-2000								
Cost Comments:	RECALL 00505																				
Tech Comments:	PERFORM RECALL 00505 00505																				

IPMEL11WZVL	85	T/B3	*	TVA	T/EF	T/E	AP	T/DJ	T/VN	21-10-96	13-11-96 113055	USA	59	*	SK06	*	*	*	SXX	V00	*	*
AWS Claim Key:	23333315	Doc #:	145344A	Trx Code:	01B77	Laber Hrs:	1.2	Laber Cost:	85.31	Material Cost:	824.94	Total Cost:	925.27									
Dtr Ctl-Sub Ctl:	00039-*	Name:	CENTURY FORD OF MT AIRY, NC	Ptc:	301-6315252	St:	MD	City Ctl:	USA	Reg Ctl:	NA	Repe Date:	20-AUG-2001									
Cost Comments:	INSPECT AND REPLACE 5 TIRES																					
Tech Comments:	OLD TIRES WILDERNESS AT WTT6 IRE 140 ALL FIVE NEW TIRES GOODYEAR METS AIDR 2601 ALL FIVE																					

Any comments? You can contact



webmaster

2/2/2005

Vehicle Information Report

Server Name : AWS Production

Vehicle Information Report

**GENERAL VEHICLE
INFORMATION:**

VIN:	1FMEU16W2VLA44205	Vehicle Line:	TBJ - EXPEDITION (UN93) [97-02]	Body Style:	*
Model Year:	1997	Market Division:	* - [N/A]	Navis Eng Serial No:	*
Vehicle Type:	T	Drive Code:	DE - 4 WHL L/H PART TIME DRIVE	Engine:	TVN - R-M 4.0L SOHC EFI NA CIV6 GNF
Ex. Number:	20537	Body Cab Style:	- REGULAR CARGO VAN	Transmission:	TEDU - 4 SPD AUTO TR NA40 AODEWNR70W
Vehicle Model Code:	800	Version/Variant:	TBF - FORD SERIES		

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - #00000000	Plant:	AP - MICHIGAN PLANT BUILD
Country:	USA - #00000000	Prod Date:	21-OCT-1996

SALE INFORMATION:

Region:	NA - #00000000	Selling Dealer:	113055 - *
Country:	USA - #00000000	Selling Div:	SO/Prov: NO
		Buyer Bu/Prov:	NI

Arrival Date:	01-NOV-1996	Rail Carpet Level:	1
Sale Date:	13-NOV-1996	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	13-NOV-1996	Modified Vehicle:	* Vehicle Coast Flag:
Orig Warranty Date:	13-NOV-1996	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

U16VLA44205A101	7	2	2105521	1.3	BC	010	SM	MD3	46	R7	131045	93	UN	PK	P	R1
PH2210			015A													

INSTALLED OPTION INFORMATION:

Air Conditioning:	TD - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AB	GVW Class Code:	E
Audio Discs:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axis Ratio:	EQAMD - 3.35 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	BGJAH - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MC	Paint:	PNUAA - EBONY SOLID C/C
Brake Codes:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STROACSTECLK
Calibration Codes:	743IR05A	Sound System:	* - [N/A]
Color(Accept):	* - [N/A]	Suspension Axle:	
Color(Tint):	* - [N/A]	Tire Manufacturer:	AG -
Delivery Type:	R	Tire Brand:	* -
Drivetrain Code:	D	Tire Size:	D3KFD - P255/70R 17 A/T OWL
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Size:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	J	Emission Code:	T9 - T/R
ESP Coverage(Miles):	006	Emission Cert Type:	F
ESP Coverage(Time):	006	Emission Decal Suffix:	SUS
ESP Plan Year:	2000	Engine Family:	VFM4660CFER
ESP Signature Date:	16-MAY-2000		

Any comments? You can contact

webmaster

All Action Details for Issues

Print

VIN: 1FMEU1BW2V [REDACTED] Year: 1997 Model: EXPEDITION Case: 1556350325
 Name: [REDACTED] Owner Status: Subsequent WSD: 1996-11-13
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNED 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: 00495 ELITE FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 110000 MI Comm Type: PHONE
 Analyst Name: NATALIE BROWN Analyst: NBROWN12
 Action Date: 02/01/2005 Action Time: 15.27.15.244 Action Data: No

Comments CUSTOMER SAID: =VEHICLE COUGHT ON FIRE =VEHICLE WAS NOT REPAIRABLE =THE INSURANCE COMPANY WAS CONTACTED =THERE WAS A POLICE REPORT FILED =REPORT # 045881=THE EAST RUTHERFORD POLICE DEPARTMENT=THE FIRE DEPARTMENT WAS CONTACTED =BOTH ADVISED THAT FIRE STARTED IN THE ENGINE DEPARTMENT=THE VEHICLE BLEW UP AND CAUSED DAMAGE TO 8 OTHER VEHICLES =CUST HAS HEARD ABOUT THE CURRENT RECALL AND WAS SEEKING COMPINSATION FOR THE FIRE=THERE ARE CURRENTLY 6 CLAIM FROM THE OWNERS OF THE OTHER VEHICLES THAT WHER DAMAGED =THAT ARE COMING TO HIM=CUST SEEKING ASSISTANCE FROM FORD DEALER SAID: NONE ELITE FORD, INC. 845 WASHINGTON AVENUE BELLEVILLE, NJ 07109 TEL: (973) 759-1200 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. NO RECALL ON THE VEHICLE

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 00495 ELITE FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 110000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 02/02/2005 Action Time: 14.52.10.525 Action Data: No

Comments ***LPA COMMENTS***LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING THAT THE SPEED CONTROL DEACTIVATION SWITCH RECALL CAUSED HIS VEHICLE FIRE. THE FIRE BURNED THE ENTIRE VEHICLE AND DAMAGE EIGHT OTHER VEHICLE ON THE LOT WHERE THE INCIDENT OCCURRED. NO INJURIES WERE SUSTAINED, AND THE INSURANCE COMPANY WAS CONTACTED. THE CUSTOMER BELIEVES THIS WAS CAUSED BY THE RECALL INDICATED ON THE NEWS, AND IS SEEKING FMC INVESTIGATE, AND PROVIDE ASSISTANCE IN THE MATTER.

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY
 Dealer: 00495 ELITE FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 110000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 02/02/2005 Action Time: 14.54.02.067 Action Data: No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE, AND FOUND THE CUSTOMER'S VEHICLE IS BEYOND THE REGULAR WARRANTY WITH NO ADDITIONAL COVERAGE OR RECALLS/PROGRAMS PERTAINING TO THE CUSTOMER'S CONCERN. BASED ON THIS INFORMATION, WE WILL NOT HONOR THE CUSTOMER REQUEST FOR ASSISTANCE, AND PROPOSE NO FURTHER ACTION.

2005

0387420763

ATLANTA

COPY

Sent Via U.S. Mail

February 2, 2005

[REDACTED]
Raleigh, NC [REDACTED]

RE: 1998 Navigator
VIN: 5LMPU28L6W [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1998 Navigator 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 Navigator. We regret that we are unable to be of assistance in this matter.

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.

Subrogation claims are handled by Ford's Office of the General Counsel. Correspondence should be sent directly to:

Ford Motor Company
Office of the General Counsel
Parklane Towers West
3 Parklane Blvd., Suite 400
Dearborn, MI 48126

Thank you for contacting us.

Respectfully yours,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 5LMEL2816W Year: 1998 Model: NAVIGATOR Case: 387420785
Name: [REDACTED] Owner Status: Subsequent WSD: 1807-12-31
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: 12361 LEITH LINCOLN-MERCURY Origin Desc: US CONCERN CASE BASE
Odometer: 102000 MI Comm Type: PHONE
Analyst Name: ALEX CRISTALES Analyst: ACRISTA3
Action Date: 02/02/2005 Action Time: 11:50:39.509 Action Date: No

Comments: CUSTOMER SAID: - CLAIMS BRAKE WIRES CAUGHT ON FIRE - INSURANCE CO. DID NOT PAY FOR REPAIRS- CUST IS LOOKING FOR REFUND ON DAMAGES CAUSED BY FIRE AND REPAIRS TO HER VEHICLE 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: 12361 LEITH LINCOLN-MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 102000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 02/02/2005 Action Time: 14:20:18.828 Action Date: No

Comments: LPA CONTACTED CUSTOMER AT BOTH HER HOME AND WORK NUMBERS. THERE WAS NO ANSWER AT HOME SO LPA LEFT A MESSAGE ON CUSTOMER'S ANSWERING MACHINE. LPA LEFT A MESSAGE WITH DEBRA AT CUSTOMER'S WORK NUMBER. LPA WILL AWAIT A RETURN CALL TO PROCEED.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Dealer: 12361 LEITH LINCOLN-MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 102000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 02/02/2005 Action Time: 14:58:04.784 Action Date: No

Comments: LPA RECEIVED A RETURN CALL FROM CUSTOMER. CUSTOMER SAW NEWS REPORT REGARDING RECALL 05S28. CUSTOMER FEELS AS THOUGH THE CAUSE OF HER VEHICLE FIRE IS THE SAME PART THAT IS MENTIONED IN THE RECALL. LPA ADVISED CUSTOMER THAT HER VEHICLE IS NOT INCLUDED IN 05S28 AND THERE ARE NO OPEN RECALLS ON THE VEHICLE. CUSTOMER'S INSURANCE COMPANY REPAIRED HER VEHICLE AFTER THE FIRE IN JULY 2004, BUT DID NOT COVER THE COST OF THE MASTER CYLINDER. CUSTOMER HAD TO PAY OUT OF POCKET FOR THAT. LPA ADVISED CUSTOMER THAT IF IN THE FUTURE SHE RECEIVES SOMETHING FROM FORD STATING THAT HER VEHICLE IS INCLUDED IN A RECALL, SHE CAN FILE A SUBROGATION CLAIM THROUGH HER INSURANCE COMPANY. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

ESP / Recall Information

VIN: 5LMPU28L6W

No ESP information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
00905	SAFETY RECALL	TRAILER HITCH ATTACHMENT	CLOSE - REPAIRED	2001-04-10	10173USAL26640
98603	SAFETY RECALL	1997-8 TAUR/SAB & 1998 CONTL TOWN CAR, NAVIG, CONTRMYST - OWNER GUIDE (HEADLAMP AIM)	CLOSE - FORCE COMPLE		
98814	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-08-13	11638USAL25058
98802	CUSTOMER SAT/OWNER NOTIF PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	1999-10-06	11638USAL25058
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	SLMPG72EL6W	Veh Line:	T/B4 - NAVIGATOR (LN) 73 (98-02)	Eng Serial No:	*
Model Year:	1998	Market Derived:	* - [N/A]	Body Sheet:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL LH PART TIME DRIVE	Engine:	T/VZ - WAKED 5.4L SOHC EPI
Inv. Dealer:	11636	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/OE - 4 SPD AUTO TB-NAAO
		Version/Serial:	T/EL - LINCOLNMERCURY SERIES		

BUILD INFORMATION:

Region: NA - #00000000 Plant: AP - MICHIGAN PLANT BUILD
Country: USA - #00000000 Prod Date: 15-DEC-1997

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 325038 -
Country: USA - #00000000 Selling Dir SV/Prov: FL
Bay: St/Prov: FL
Arrival Date: 29-DEC-1997 Rad Carpet Lanes: *
Sale Date: 31-DEC-1997 Fleet/Batch/Co. Lesson R:
Warranty Start Date: 31-DEC-1997 Modified Vehicle: *
Orig Warranty Date: 31-DEC-1997 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1 2 3 4 5 6 7 8 9
VOCAL7327031103 LBI 1500000 OL E HSB SP DS 30 C P 200004 M4 NA SKZ 2 L
SLMPG7 0200 040000 2

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/C - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	RB	GVW Class Code:	P
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EGAB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	EN	Paint:	PN00A - EBONY SOLID CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR PREMIUM AM/FM STEREO/STE
Calibration Code:	840PR10A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steering Traction Axle:	
Color(Trim):	0002V -	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D0KVB - F253/75R 17 OWL A/T
Drivetrain Code:	F	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	* RF:	*
LH:	* RH:	*
LL:	* RL:	*
SPARE:	*	

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T7B - T7B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Buffer:	BCY
ESP Plan Year:	• Engine Family:	WFMEXT0546BK
ESP Signature Date:		

Standard Claims List For Model Year 1998

VIN	VH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TIS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
SLMPU28L6WL	1/84	*	T/WD	T/EL	T/E	AP	T/DE	T/VZ	15-DEC-1997	31-DEC-1997	325058	USA	2	7E07	130101	*	10849	*	NT3	42	2011
AWS Claim Key: 852256 Trx Code: 1 Labor Hrs: 1.1																					
Dir Cd-Sub Cd:		11636 - *	Name: HOLLYWOOD LINCOLN MERCURY, INC.						Ph: 305-9206010	St:FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 17-FEB-1998		Doc #065812B		
Cost Comments:		N31 TICKING NOISE FROM DASH 45MPH SEE MIKE M																			
Tech Comments:		2011 INSTRUMENT CLUSTER 42 BASIC 10849 12 AND 12 ROADTESTED THE CAR REMOVED ALL THE LOWER STEERING COLUMN COVERS R AND R THE INSTRUMENT CLUSTER BECAUSE OF THE IMPROPER MOUNTING IT WAS MAKING NOISE THIS REPAIR WAS VERIFIED BY TIM JAMES ON A ROADTEST																			
SLMPU28L6W	1/84	*	T/WD	T/EL	T/E	AP	T/DE	T/VZ	15-DEC-1997	31-DEC-1997	325058	USA	2	7D05	170104	F85Z	15200	AA	L29	D1	2011
AWS Claim Key: 852585 Trx Code: 1 Labor Hrs: 0.3																					
Dir Cd-Sub Cd:		11636 - *	Name: HOLLYWOOD LINCOLN MERCURY, INC.						Ph: 305-9206010	St:FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 17-FEB-1998		Doc #065812D		
Cost Comments:		L29 CONDENSATION INSIDE BOTH FOG LIGHTS																			
Tech Comments:		2011 D1 BOTH FOG LAMPS WBASE REPLACE BOTH FOG LAMP ASSEMBLIES RETEST OK																			
SLMPU28L6W	1/84	*	T/WD	T/EL	T/E	AP	T/DE	T/VZ	15-DEC-1997	31-DEC-1997	325058	USA	2	*	*	*	*	*	*	*	8501
AWS Claim Key: 857502 Trx Code: 98814 Labor Hrs: 0.5																					
Dir Cd-Sub Cd:		11636 - *	Name: HOLLYWOOD LINCOLN MERCURY, INC.						Ph: 305-9206010	St:FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 13-AUG-1998		Doc #078970A		
Cost Comments:		A99 98814 RECALL																			
SLMPU28L6W	1/84	*	T/WD	T/EL	T/E	AP	T/DE	T/VZ	15-DEC-1997	31-DEC-1997	325058	USA	14	4C03	090101	*	SE212	*	N59	42	14342
AWS Claim Key: 691191U Trx Code: 907 Labor Hrs: 1																					
Dir Cd-Sub Cd:		11636 - *	Name: HOLLYWOOD LINCOLN MERCURY, INC.						Ph: 305-9206010	St:FL	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 23-FEB-1998		Doc #092125D		
Cost Comments:		N59 RATTLE NOISE ENGINE AREA AT IDLE AND IN GEAR N59 WARR																			
Tech Comments:		14242 42 INOP WHITE ROAD TEST TO VERIFY CONCERN NVH DAIG RAISE VEHICLE FOUND NOISE COMING FROM CATALYTIC CONVERTER SHROOD ON RIGHT SIDE REPOSITION BENT SHROOD UNTIL NO MORE NOISE IS HEARD WHEN ENGINE COMES TO IDLE																			
SLMPU28L6W	1/84	*	T/WD	T/EL	T/E	AP	T/DE	T/VZ	15-DEC-1997	31-DEC-1997	325058	USA	21	7D05	170104	F85Z	15200	AB	L29	D1	24815

AWS Claim Key:	11727131	Trx Code:	ES3	Labor Hrs:	0.3																
Dir Cl-Sub Cl:	11636 - *	Name:	HOLLYWOOD LINCOLN MERCURY, INC.	Ph:	305-9206010	St/PL:	FL	City Cl:		USA	Reg Cl:	NA	Repr Date:	06-OCT-1999	Doc #:	107381A					
Cost Comments:	FRONT FOG LAMPS INOP W																				
Tech Comments:	24819 FOG LAMPS DI WBTB REPLACE BOTH FOG LAMP ASSYS OK AT THIS TIME																				
SLMPUBSLW	17B4	*	TWD	T/EL	T/E	AP	T/DE	T/VZ	15-DEC-1997	31-DEC-1997	325038	USA	22	7P01	011601	P75Z	17526	AD	W04	42	24819
AWS Claim Key:	11727132	Trx Code:	ES3	Labor Hrs:	0.2																
Dir Cl-Sub Cl:	11636 - *	Name:	HOLLYWOOD LINCOLN MERCURY, INC.	Ph:	305-9206010	St/PL:	FL	City Cl:		USA	Reg Cl:	NA	Repr Date:	06-OCT-1999	Doc #:	107381D					
Cost Comments:	REAR WIPER SCRAPING ACROSS WINDSHIELD SEE SCOTT FIRST																				
Tech Comments:	24819 REAR WIPER ARM 42 WBTB REPLACE REAR WIPER ARM OK AT THIS TIME																				
SLMPUBSLW	17B4	*	TWD	T/EL	T/E	AP	T/DE	T/VZ	15-DEC-1997	31-DEC-1997	325038	USA	22	6P33	010702	P75Z	7420708	AB	T33	01	24819
AWS Claim Key:	11727133	Trx Code:	ES4	Labor Hrs:	0.3																
Dir Cl-Sub Cl:	11636 - *	Name:	HOLLYWOOD LINCOLN MERCURY, INC.	Ph:	305-9206010	St/PL:	FL	City Cl:		USA	Reg Cl:	NA	Repr Date:	06-OCT-1999	Doc #:	107381E					
Cost Comments:	LF DOOR INTERIOR WEATHERSTRIP COMING APART W																				
Tech Comments:	24819 LF DOOR WEATHERSTRIP ON BODY DI WBTB REPLACE LF DOOR WEATHERSTRIP OK AT THIS TIME																				
SLMPUBSLW	17B4	*	TWD	T/EL	T/E	AP	T/DE	T/VZ	15-DEC-1997	31-DEC-1997	325038	USA	22	7P01	*	*	*	*	*	*	24819
AWS Claim Key:	11727134	Trx Code:	99B01	Labor Hrs:	0.5																
Dir Cl-Sub Cl:	11636 - *	Name:	HOLLYWOOD LINCOLN MERCURY, INC.	Ph:	305-9206010	St/PL:	FL	City Cl:		USA	Reg Cl:	NA	Repr Date:	06-OCT-1999	Doc #:	107381J					
Cost Comments:	99B01 RECALL MULTI FUNCTION SWITCH																				
Tech Comments:	24819 RECALL 99B01 REPLACE MULTI FUNCTION SWITCH AS PER RECALL																				
SLMPUBSLW	17B4	*	TWD	T/EL	T/E	AP	T/DE	T/VZ	15-DEC-1997	31-DEC-1997	325038	USA	22	7P72	150108	*	16C830	*	A99	42	24819
AWS Claim Key:	12527424	Trx Code:	ES3	Labor Hrs:	0																
Dir Cl-Sub Cl:	67746 - *	Name:	GOLD COAST AUTOTRONICS	Ph:	**	St/PL:		City Cl:		USA	Reg Cl:	NA	Repr Date:	04-OCT-1999	Doc #:	24931007					
Tech Comments:	REQUESTING DEALER'S P/A CODE 11636																				
SLMPUBSLW	17B4	*	TWD	T/EL	T/E	AP	T/DE	T/VZ	15-DEC-1997	31-DEC-1997	325038	USA	40	2504	031301	P75Z	97945	BA	E29	43	33417
AWS Claim Key:	18231079	Trx Code:	807	Labor Hrs:	2.1																
MICHAEL JORDAN'S RPM																					
														Repr Date:	10-APR-	Doc					

Claims List Report

Page 3 of 3

Dir Cl-Sub Cl:	10173 - *	Name:	LINCOLN MERCURY	Ph:	919-4905997	St/NC	Chy Cl:	USA	Reg Cl:	NA	2001	#057799A									
Cost Comments:	DIAGNOS CHECK ENGINE LIGHT WAS ON, IS NOW OFF																				
Tech Comments:	33417 NGS SELF TEST KOEO PASS KOER PASS CMTYC P0453 PINPOINT TEST INSTALLED EVAP TESTER FAILED ALCORN TEST ISOLATED LEAK TO CANISTER VENT SOLINOID REPLACED SOLINOID CLEAR CODE AND NGS ROAD TEST CLEAR MONITOR AND RETEST OK																				
SLMPURSLW	7/84	*	TWD	T/EL	T/E	AP	T/DE	TVZ	15-DEC-1997	31-DEC-1997	325058	USA	40	*	*	*	*	*	*	33417	
AWS Chrs Key:	19231080	Trx Code:	00505	Labr Hrs:	0.7																
Dir Cl-Sub Cl:	10173 - *	Name:	MICHAEL JORDAN'S RPM LINCOLN MERCURY	Ph:	919-4905997	St/NC	Chy Cl:	USA	Reg Cl:	NA	2001	Repr Date: 10-APR-2001	Dec	#057799C							
Cost Comments:	COMPLETE RECALL USUS, TRAILER HITCH																				
Tech Comments:	33417 DONE PER RECALL																				
SLMPURSLW	7/84	*	TWD	T/EL	T/E	AP	T/DE	TVZ	15-DEC-1997	31-DEC-1997	325058	USA	46	5A03	050200	F75Z	125	BA	L86	42	48495
AWS Chrs Key:	20775020	Trx Code:	ES4	Labr Hrs:	3.6																
Dir Cl-Sub Cl:	10173 - *	Name:	MICHAEL JORDAN'S RPM LINCOLN MERCURY	Ph:	919-4905997	St/NC	Chy Cl:	USA	Reg Cl:	NA	2001	Repr Date: 17-SEP-2001	Dec	#063021F							
Cost Comments:	REAR AXLE SEALS ARE LEAKING																				
Tech Comments:	48495 REAR AXLE SEALS LEAKING REPLACED REAR RIGHT AND LEFT AXLE SEALS AND BEARINGS, INSTALLED 4 QTS. REAR END OIL. I TUBE SEALANT REMOVE REAR END COVER AND AXLES REINSTALLED COVER WITH SEALANT																				
SLMPURSLW	7/84	*	TWD	T/EL	T/E	AP	T/DE	TVZ	15-DEC-1997	31-DEC-1997	325058	USA	46	7F84	000615	*	NPY	*	W06	42	48495
AWS Chrs Key:	20775021	Trx Code:	ES3	Labr Hrs:	0.3																
Dir Cl-Sub Cl:	10173 - *	Name:	MICHAEL JORDAN'S RPM LINCOLN MERCURY	Ph:	919-4905997	St/NC	Chy Cl:	USA	Reg Cl:	NA	2001	Repr Date: 17-SEP-2001	Dec	#063021G							
Cost Comments:	THE REAR WIPER DOES NOT STOP IN THE CORRECT PLACE																				
Tech Comments:	48495 FOUND NO PROBLE WITH REAR WIPER																				

2/2/2005

VEHICLE DETAIL

VIN: 5LMPU2BL6WL	Engine: W-MOD 5.4L SOHC EFI NA V8 G-NP
Make: LINCOLN	Transmission: 4 SPD AUTO TR-NAAD E4OD(4R100A
Model: NAVIGATOR	Paint Code/Color: EBONY SOLID C/C
Year: 1998	Calibration: 846FR10A
Pay Load:	Max Towing Weight:
GVWR: 07200	Axle Ratio:
WheelBase: 119	Warranty Start Date: 12/31/1997
GCWR:	Vehicle Build Date: 12/15/1997
PEP Code: 825A	

Selling Dealers Name: HOLLYWOOD LINCOLN MERCURY, INC.
 Selling Dealers P & A Code: 11836 Selling Dealers Sales Code: L25058
 Selling Dealers Main Phone: 954-820-8010 Selling Dealers Service Phone: 954-820-8010

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 8 W L J 3 2 7 0 8 1 1 8 3      1 B 1 1 5 M 0 0 9 8      O L E      M E H 8 5 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
  D 9   3 8      C   P 2 5 A 0 6 8  N 4      U A      5 K 2   P      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 P 6 8 7      8 2 5 A 8 L E F L
1 2 3 4 5 6 7 8 9 180
  
```

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
21-ATLANTA	26-ATLANTA	B	E1	12351	L28854

Dealer Name: LEITH LINCOLN-MERCURY
 Dealer Address: 4808 CAPITAL BLVD.
 RALEIGH NC 27816

Dealer Main Phone: 919-876-5432

Dealer Service Phone: 919-876-5432

Position	Employee Name
GENERAL MANAGER	SHAWN WITEK
PARTS MANAGER	JOHN A SLEBODA
SALES MANAGER	LARRY J PARKER
SALES MANAGER	JOHN PROCTOR
SERVICE MANAGER	JOSEPH M PRINCE

Service Hours 7:30 AM - 6:00 PM

Directions

Trained Y

Additional Information LINCOLN -MERCURY CUSTOMERS ONLY-REFER FORD CUST TO FORD DEA



COPY

Sent Via U.S. Mail

April 1, 2005

[REDACTED]
Benton, AR [REDACTED]

RE: 1998 Expedition
VIN: 1FMRU17L6W1 [REDACTED]

Dear [REDACTED]

This is in response to your contact regarding your 1998 Expedition.

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: 1FMRU17L9W1	Year: 1998	Model: EXPEDITION	Case: 532160895
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1998-03-04	
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: 06897 CRAIN FORD LINCOLN MERCURY Origin Desc: US CONCERN CASE BASE
 Odometer: 130000 MI Comm Type: PHONE
 Analyst Name: STONE SHELLEY Analyst: SSTONE22
 Action Date: 03/30/2005 Action Time: 14.48.58.134 Action Data: No

Comments CUSTOMER SAID: DATE OF FIRE MARCH 29, 2005 ORIGINATED UNDER THE HOOD VEHICLE IS AT CRAIN FORD LINCOLN MERCURY NOW WAS GOING TO CALL THE FIRE DEPT THEN THE SMOKE STOPPED THERE WAS A LOT OF SMOKE NO CLAIM FILED WITH INSURANCE COMPANY VEHICLE IS REPAIRABLE DLR SAID IT WAS CRUISE CONTROL SWITCH AND BURNED UP THE WIRING HARNESS VEHICLE WAS NOT RUNNING WHEN I SAW SMOKE COMING OUT OF THE VEHICLE FROM THE HOOD WINDSHIELD SIDE OF THE HOOD I SAW ON DATELINE IT WAS MENTIONED THAT THESE VEHICLES ARE BEING INVESTIGATED FOR THE CRUISE CONTROL I DON'T THINK I SHOULD HAVE TO PAY FOR THIS REPAIR SHOULD I GET THE REPAIR DONE OR WAIT FOR THE CALL BACK DEALER SAID: CRAIN FORD LINCOLN MERCURY 19501 INTERSTATE 30 BENTON, AR 72015 TEL: (501) 315-4700 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. CONTACT CUST AT 501 794- 2843 ADVISED CUST CRC IS UNABLE TO PROVIDE ANY INFO AS FAR AS ANY COVERAGE - DISCUSS ANY INQUIRIES WITH CONSUMER AFFAIRS WHEN THEY CONTACT CUST

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 05897 CRAIN FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 130000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 04/01/2005 Action Time: 13.18.57.584 Action Data: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH [REDACTED] CUSTOMER IS SEEKING ASSISTANCE WITH VEHICLE REPAIRS AS A RESULT OF A THERMAL EVENT. THERE WERE NO INJURIES. CUSTOMER STATED THAT THE FIRE ALMOST DAMAGED \$100,000 WORTH OF EQUIPMENT.

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 05897 CRAIN FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 130000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 04/01/2005 Action Time: 13.20.45.416 Action Data: No

Comments NO ASSISTANCE. VEHICLE IS BEYOND WARRANTY, THERE ARE NO RECALLS AT THIS POINT, AND NO RELATED REPAIRS. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] AR [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: 1FMRU17L6WL

Contract: 1 of 1

ESP Purchase Details

Purchase
 Plan Type: USA 1998 NEW QUALITY FLEET CARE ONLY
 Selling Dealer:
 Deductible:
 Rental:
 Towing Allowance:

Status: Active
 Expiration Date: 2008-03-04
 Expiration Miles: 999,999
 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
00S05	SAFETY RECALL	TRAILER HITCH ATTACHMENT	OPEN - LAUNCHED		
98S14	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1998-10-21	05985USAF23306
98B02	CUSTOMER SATISFACTION NOTIF PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	1999-04-09	05985USAF23306
04L18	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	H	Emission Code:	T/E - T/E
ESP Coverage(Miles):	999	Emission Cert Type:	F
ESP Coverage(Time):	120	Emission Decal Suffix:	BCY
ESP Plan Year:	1998	Engine Family:	WFMXT0545BG
ESP Signature Date:	01-OCT-1998		

Standard Claims List For Model Year 1998

VIN	VER LINE	MKT DEIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TES CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC	4	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FMRU17L6W	7/83	*	T/W/D	T/EF	T/B	AP	T/DE	T/VZ	15-FEB-1998	04-MAR-1998	123309	USA	8	7F24	011600	PLSZ	17618	BA	W10	01	12293	
AWS Claim Key: 4898430 Trn Code: E83 Labor Hrs: 0.3																						
Dir Cl-Sub Cl: 05965 - * Name: WATSON QUALITY FORD Ph: 601-9567000 St/MS Chy Ctr USA Reg Cl: NA Reg Date: 21-OCT-1998 Doc #: 10362MA																						
Cust Comments: CR WASHIE FLUID LEAKING OUT (W03)																						
Tech Comments: 12293 WASHIE RESV. CRACKED ON W RAI BATTERY BATTERY BOX TO GAIN ACCESS TO REPLACE WINDSHIELD WASHIE RESV. REINSTALL PROPERLY & RETEST, OK.																						
1FMRU17L6W	7/83	*	T/W/D	T/EF	T/B	AP	T/DE	T/VZ	15-FEB-1998	04-MAR-1998	123309	USA	8	*	*	*	*	*	*	*	12293	
AWS Claim Key: 4898431 Trn Code: 98514 Labor Hrs: 0.6																						
Dir Cl-Sub Cl: 05965 - * Name: WATSON QUALITY FORD Ph: 601-9567000 St/MS Chy Ctr USA Reg Cl: NA Reg Date: 21-OCT-1998 Doc #: 10362MC																						
Cust Comments: RECALL 98514																						
Tech Comments: 12293 RECALL PERFORMED RECALL 98514																						
1FMRU17L6W	7/83	*	T/W/D	T/EF	T/B	AP	T/DE	T/VZ	15-FEB-1998	04-MAR-1998	123309	USA	10	5001	110201	F7TZ	3304	AAWM	L68	41	15412	
AWS Claim Key: 6463069 Trn Code: E84 Labor Hrs: 1.5																						
Dir Cl-Sub Cl: 05965 - * Name: WATSON QUALITY FORD Ph: 601-9567000 St/MS Chy Ctr USA Reg Cl: NA Reg Date: 07-DEC-1998 Doc #: 103556LA																						
Cust Comments: POWER STEERING LEAKING																						
Tech Comments: 15412 GEAR BOX 41 WPS PRESTURE TEST P S, REPL. GEAR BOX, FLUSH LINES.																						
1FMRU17L6W	7/83	*	T/W/D	T/EF	T/B	AP	T/DE	T/VZ	15-FEB-1998	04-MAR-1998	123309	USA	10	7F17	011605	F7SZ	17504	AA	W06	42	15412	
AWS Claim Key: 6463070 Trn Code: E83 Labor Hrs: 1.4																						
Dir Cl-Sub Cl: 05965 - * Name: WATSON QUALITY FORD Ph: 601-9567000 St/MS Chy Ctr USA Reg Cl: NA Reg Date: 07-DEC-1998 Doc #: 103556LB																						
Cust Comments: REAR WIPER INOP																						
Tech Comments: 15412 REAR WIPER MOTOR INOPERATIVE 42 ELECTRICAL SYS TEST. PIN POINT TEST. R AND I REAR HATCH TRIM PANEL. R AND I REAR WIPER ARM R AND R REAR WIPER MOTOR. REINSTALL ALL ORN PARTS AND RETEST.																						
1FMRU17L6W	7/83	*	T/W/D	T/EF	T/B	AP	T/DE	T/VZ	15-FEB-1998	04-MAR-1998	123309	USA	14	*	*	*	*	*	*	*	23000	

Claims List Report

		1996	1998																				
AWS Claim Key:	7740680	Trx Code:	99802	Labor Hrs:	0.5																		
Dir Cl-Sub Cd:	05965 - *	Name:	WATSON QUALITY FORD	Ph:	601-9567000	St:MS	City Cd:	USA	Reg Cd:	NA	Repr Date:	05-APR-1999	Dec	#110926B									
Cost Comments:	A99 RECALL 99802																						
Tech Comments:	23003 99802 REPLACE MULTIFUNCTION SWITCH PER RECALL																						
IPMRU TLW	0/83	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	15-FEB-1998	04-MAR-1998	123369	USA	14	JB03	030403	R67Z	9F713	BA	D21	41	23000		
AWS Claim Key:	7740691	Trx Code:	997	Labor Hrs:	1.6																		
Dir Cl-Sub Cd:	05965 - *	Name:	WATSON QUALITY FORD	Ph:	601-9567000	St:MS	City Cd:	USA	Reg Cd:	NA	Repr Date:	05-APR-1999	Dec	#110926E									
Cost Comments:	D10 WHEN COMING TO A STOP, ENGINE IDLES DOWN TOO LOW, ALMOST GOES DEAD																						
Tech Comments:	23003 STICKING IDLE BYPASS 41 8P715 (5630 IN 81X1 82 B4 E5 E30 B34 KOBO PASS 111 KOER PASS 111 IDLE BYPASS STICKING AT TIMES REPLACE BYPASS RETEST AND ROAD TEST																						
IPMRU TLW	0/83	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	15-FEB-1998	04-MAR-1998	123308	USA	21	6YH	000001	*	MADNT	*	AS*	82	36130		
AWS Claim Key:	1226597	Trx Code:	0798D	Labor Hrs:	0.4																		
Dir Cl-Sub Cd:	05965 - *	Name:	WATSON QUALITY FORD	Ph:	601-9567000	St:MS	City Cd:	USA	Reg Cd:	NA	Repr Date:	03-NOV-1999	Dec	#121071C									
Cost Comments:	OIL AND FILTER CHANGE																						
Tech Comments:	35330 1B 0.3 CHANGED OIL & FILTER																						
IPMRU TLW	0/83	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	15-FEB-1998	04-MAR-1998	123308	USA	21	6Y20	000001	*	CUSTYD	*	AS*	82	36130		
AWS Claim Key:	12322451	Trx Code:	0798D	Labor Hrs:	0.3																		
Dir Cl-Sub Cd:	05965 - *	Name:	WATSON QUALITY FORD	Ph:	601-9567000	St:MS	City Cd:	USA	Reg Cd:	NA	Repr Date:	03-NOV-1999	Dec	#121071B									
Cost Comments:	CHECK BRAKES																						
Tech Comments:	35330 CK BRAKES THEY ARE ABOUT 70 PERCENT WORN CUSTOMER DECLINED REPAIR CK OUT BRAKES 45																						
IPMRU TLW	T/RS	*	TWD	T/EF	T/B	AP	T/DE	T/VZ	15-FEB-1998	04-MAR-1998	123069	USA	21	5107	640561	F75Z	3319	CA	E35	42	35330		
AWS Claim Key:	12801009	Trx Code:	ES4	Labor Hrs:	0.8																		
Dir Cl-Sub Cd:	05965 - *	Name:	WATSON QUALITY FORD	Ph:	601-9567000	St:MS	City Cd:	USA	Reg Cd:	NA	Repr Date:	03-NOV-1999	Dec	#121071G									
Cost Comments:	AIR SUSPENSION COMPRESSOR NOISY																						
Tech Comments:	35330 3319 42 AIR SUSP. COMPRESSOR DOES HAVE EXCESSIVE NOISE, REPLACED COMPRESSOR																						
15-FEB- 04-MAR-																							

Claims List Report

Page 3 of 3

1FMEU17L6WL	T/BS	*	TAWD	T/BS	T/BS	AF	T/BS	T/VZ	1998	1998	123309	USA	21	GN19	010702	XL1Z	7851223	AA	T90	02	35330
AWIS Claim Key:	12801010	Trs Code:	ES4	Labour Hrs:	0.8																
Dr C8-Sub Cd:	09043 - *	Name:	WATSON QUALITY FORD			Pls:	601-9567100		W-M5	City Cd:	USA		Reg Cd:	NA	Reg Date:	03-NOV-1999		Doc #:	121071E		
Conf Comments:	WEATHERSTRIP AT TOP OF DRIVERS DOOR OPENING LOOSE																				
Tech Comments:	3330 DRIP RAIL BENT Q2 REMOVED DRIP RAIL WEATHER STRIP TO STRAIGHTEN SHEET-METAL RETAINER AT ROOF AND REPLACED WEATHER STRIP																				

VEHICLE DETAIL

VIN: 1FMRU17L6W	Engine: W-MOD 5.4L SOHC EFI NA V8 G-HP
Make: FORD	Transmission: 4 SPD AUTO TR-NAAO E4CD(4R100A)
Model: EXPEDITION	Paint Code/Color: MEDIUM WEDGEWOOD CAC
Year: 1998	Calibration: 846FR10A
Pay Load:	Max Towing Weight:
GVWR: 67000	Axis Ratio:
WheelBase: 119	Warranty Start Date: 3/4/1998
GCWR:	Vehicle Build Date: 2/15/1998
PEP Code: 687A	

Selling Dealers Name: GRAY-DANIELS FORD
 Selling Dealers P & A Code: 07356 Selling Dealers Sales Code: F23309
 Selling Dealers Main Phone: 601-825-2801 Selling Dealers Service Phone: 601-825-2801

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 W L B 2 3 9 8 4 1 1 9 3 8 7 2 0 2 B 2 0 1 9 8 A E E 1 7 6 6
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
5 5 6 40 80 L 2 3 F 3 0 9 E 0 L D 5 1 X C 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 M R 0 7 2 6 8 7 A 9 L E M S
1 2 3 4 5 6 7 8 9 160
  
```

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
23-MEMPHIS	23-MEMPHIS	B	A3	05807	F23541

Dealer Name:	CRAIN FORD LINCOLN MERCURY		
Dealer Address:	19501 INTERSTATE 30 BENTON AR 72015		
Dealer Main Phone:	501-778-2513	Dealer Service Phone:	501-778-2513

Position	Employee Name
CUST RELATIONS MGR	Regina Babbitt
DEALER/PARTNER	LARRY CRAIN JR
GENERAL MANAGER	DARRYL STONE
PARTS MANAGER	DANIEL W RETTSTATT
SALES MANAGER	Chuck Word
SALES MANAGER	JASON C READER
SALES MANAGER	Dio Varrucci
SERVICE MANAGER	DAVID LYNCH

Service Hours 7:00 A.M. TO 6:00 P.M. MONDAY - FRIDAY

Directions

Trained Y

Additional Information LSG ENROLLED

ORLANDO

2005



Consumer Affairs

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

*Sent via U.S. Mail

February 3, 2005

[REDACTED]
Naples, FL [REDACTED]

RE: 1998 Ford Expedition

Dear [REDACTED]

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

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

Close an Issue

VIN: 1FMRU1761W Year: 1998 Model: EXPEDITION WSD: 1998-07-26

Name: Primary Phone:

Secondary Phone:

Address: NAPLES FL

Case Number: 615260285

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Dealer: F2442B - TAMiami FORD IN

Comm
Type: MAIL

Current Odometer
Reading: 95000 MI

Action
Category: CLOSING COMMENTS - REFER TO INS. CARRIER

Odometer Reading:
MI

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED(C)

Caller Information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

customer should continue with Insurance co. letter sent
stating the same.

Comments:

[QASIS](#)

[Warranty History](#)

[ESP/Recall](#)

<<BACK

CANCEL

FINISH>>

Customer Info

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

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FARU1761WA	Veh Line: T/B3 - EXPEDITION (UN93) [97-02]	Eng Serial No: *
Model Year: 1998	Market Derivat: *- (N/A)	Body Shell: *
Veh Type: T	Drive Code: T/B - 2 WHL L/H REAR DRIVE	Engine: T/V3 - W-M 4.6L SOHC EFI NA CIV
Inv. Dealer: 04845	Body Cab Style: T/WD - 4 DOOR WAGON	Transmission: T/DU - 4 SPD AUTO TR NAAD AOD
	Version/Series: T/EF - FORD SERIES	

BUILD INFORMATION:

Region: NA - #00000000 Plant: AP - MICHIGAN PLANT BUILD
Country: USA - #00000000 Prod Date: 21-JUN-1998

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 12480 -
Country: USA - #00000000 Selling Dir St/Prov: FL
Buyer SA/Prov: FL

Arrival Date: 07-JUL-1998 Red Carpet Lease: 1
Sale Date: 26-JUL-1998 Fleet/Retail/Co, Lease: R
Warranty Start Date: 26-JUL-1998 Modified Vehicle: *
Orig Warranty Date: 26-JUL-1998 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
UL7HNC147261103 6 2 15P2514 3E X UN 05 E53 48 05 06 L 24AAB0 52 Y2 512 P 6
17m1100 d66a 800PL 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	80	GVW Class Code:	R
Audio Disk:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - (N/A)
Axle Ratio:	EGAFB - 3.31 FINAL DRIVE RATIO - 55	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	65	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	* - (N/A)	Power Antenna:	* - (N/A)
Brake Code(Service):	* - (N/A)	Radios:	AT - ELETR PREM AM/FM STRO/CSTE/CLK
Calibration Code:	B48JR10A	Sound System:	* - (N/A)
Color(Accent):	* - (N/A)	Susp Tandem Axle:	
Color(Trim):	0002V -	Tire Brand:	AG - GOODYEAR
Delivery Type:	R	Tire Size:	Q3JWA - P255/70R-16 OWL A-T
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:	* 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:	BAJ
ESP Plan Year:	• Engine Family:	WFMCTD46CAA
ESP Signature Date:		

Standard Claims List For Model Year 1998

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRC CD	ENG CD	PRDO DATE	WARR DATE	SELLING DEALER	SELL CNT	TS	WCC	CPSC	6	PREF	BASE	SUFF	CCC			
1FMRU1761W	T/B3	*		T/WD T/EF	T/B	AP	T/DU	T/Y3	21- JUN- 1998	26- JUL- 1998	124480	USA 9	5513	100104	*		9030	*	E29				
AWS Claim Key:		7394869		Trx Code:		S07		Labor Hrs:		0.9													
Dir Cd-Sub Cd:		04845 - *		Name:		SAM GALLOWAY FORD, INC.		Ph:		239- 9363673		St:FL		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:23- MAR-1999	
Cust Comments:		CUSTOMER STATES CHECK ENGINE LIGHT IS ON AFTER STATRT UP AND CAR RUNS FINE LIGHT BEEN ON FOR A WEEK																					
Tech Comments:		9030.33 GAS CAP LOOSE SBDS SET UP KOEO SELF TEST(CONT. CODE P0455) KOER SELF TEST (PASS) OCL DISPLAY PINPOINT TEST GAS CAP CLEAR CONT.																					
1FMRU1761W	T/B3	*		T/WD T/EF	T/B	AP	T/DU	T/Y3	21- JUN- 1998	26- JUL- 1998	124480	USA 9	6P06	Q10302	*		7824630	*	005				
AWS Claim Key:		7394868		Trx Code:		E84		Labor Hrs:		0.2													
Dir Cd-Sub Cd:		04845 - *		Name:		SAM GALLOWAY FORD, INC.		Ph:		239- 9363673		St:FL		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:23- MAR-1999	
Cust Comments:		CUSTOMER STATES RIGHT REAR DOOR WILL NOT OPEN FROM OUT SIDE																					
Tech Comments:		07 2012 ALIGN RIGHT REAR STRUTER, TEST OK 12498 MILES																					
1FMRU1761W	T/B3	*		T/WD T/EF	T/B	AP	T/DU	T/Y3	21- JUN- 1998	26- JUL- 1998	124480	USA 27	6X04	010903	F852	17683	GAB	M05					
AWS Claim Key:		17015890		Trx Code:		P05		Labor Hrs:		0.5													
Dir Cd-Sub Cd:		04845 - *		Name:		SAM GALLOWAY FORD, INC.		Ph:		239- 9363673		St:FL		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:15-SEP- 2000	
Cust Comments:		CUSTOMER STATES GLASS (DRIVER'S SIDE MIRROR) FELL OFF ADVISE IN STOCK BY 12:00 PM																					
Tech Comments:		17683 CODE 01 DRIVERS MIRROR BROKEN, REPLACED MIRROR ASSY PER ED W. P05 MO 36879																					
1FMRU1761W	T/B3	*		T/WD T/EF	T/B	AP	T/DU	T/Y3	21- JUN- 1998	26- JUL- 1998	124480	USA 48	*	*	*	*	*	*	*				
AWS Claim Key:		21978142		Trx Code:		00505		Labor Hrs:		0.7													
Dir Cd-Sub Cd:		04844 - *		Name:		SUNRISE FORD COMPANY		Ph:		772- 4816000		St:FL		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:24- JUN-2002	
Cust Comments:		RECALL P005023 TRAILER HITCH BOLTS SOP IN STOCK																					
Tech Comments:		R AND A TRAILOR HITCH AND INSTALLED NEW BOLTS PER RECALL																					

ESP / Recall Information

VIN: 1FMRU1781W

No ESP information for this VIN

Recall Information
Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00S05	SAFETY RECALL	TRAILER HITCH ATTACHMENT	CLOSE - REPAIRED	2002-06-24	04846USAF24028
04L10	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	I	C2	01288	F24428

Dealer Name:	TAMAMI FORD INC		
Dealer Address:	1471 NORTH AIRPORT ROAD NAPLES FL 34104		
Dealer Main Phone:	841-843-3673	Dealer Service Phone:	841-843-3673

Position	Employee Name
CUST RELATIONS MGR	EARL E BITZER
DEALER/PARTNER	ROBERT T ZELLERS
GENERAL MANAGER	JOE D LOWDERMILK
PARTS MANAGER	CLAY JAMBON
PARTS MANAGER	THOMAS A ISON
PARTS & SERVICE DIRECTOR	JEFFREY G PARKS
SALES MANAGER	WAYNE B MITCHELL
SALES MANAGER	CLARK H KRIVDA
SALES MANAGER	FRANK HERNANDEZ
SALES MANAGER	BOB C SPONSELLER
SALES MANAGER	JOE S LUSCO
SALES MANAGER	TIMOTHY R WHEELER
SERVICE MANAGER	JOE OTOOLE

Service Hours 7:30AM-6PM MON-FRI

Directions

Trained Y

Additional Information ARLIE ZELLERS IS BOARD CHAIRMAN & ACTIVE IN MGMT. OF DLRSHIP



Customer Info

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

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAMU19L5WL	Veh Line:	T/83 - EXPEDITION (LN93) [97-CZ]	Eng Serial No:	*
Model Year:	1998	Market Derived:	* - [N/A]	Body Shell:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/VZ - W-MOD 5.4L SOHC EFI NA V8 G-MP
Inv. Dealer:	03604	Body Cab Style:	T/VA - REGULAR CARGO VAN	Transmission:	T/DE - 4 SPD AUTO TR-NAAD E40D(4R100)
		Version/Service:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - #NNNNNNNN Plant: AP - MICHIGAN PLANT BUILD
Country: USA - #NNNNNNNN Prod Date: 15-AUG-1987

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 112058 -
Country: USA - ##### Selling Mr St/Prov: NJ
Buyer St/Prov: NJ
Arrival Date: 23-AUG-1997 Red Carpet Lease: *
Sale Date: 16-OCT-1997 Fleet/Retail/Co. Lease: R
Warranty Start Date: 16-OCT-1997 Modified Vehicle: *
Orig Warranty Date: 16-OCT-1997 Base/optioned Vehicle: * Vehicle Export Flag: M

VOC/EOC:

1	2	3	4	5	6	7	8	9		
DTMCA083141155	A 1 2 1980055	AF EC	ENG SM	SD3	4H	R7	131051	SZ YA	SIX P	Y
1700054	6054 70707	Y								

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	80	GVW Class Code:	F
Audio Disc:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	AC	Paint:	PHYV3 - OXFORD WHITE SOLID C/P

Brake Code: *-[N/A]
Brake Code(Service): *-[N/A]
Calibration Code: 846FROSA
Color(Account): *-[N/A]
Color(Trim): *-[N/A]
Delivery Type: 0
Driveshaft Code: D
Front Seat: *-[N/A]
Fuel Type: *-[N/A]

Power Antenna: *-[N/A]
Radio: AT - ELETR PREM AM/FM STRO/CSTE/CLK
Sound System: *-[N/A]
Susp Tandem Axle:
Tire Brand: AG - GOODYEAR
Tire Size: D3NFD - P265/70R 17 A/T OWL
Traction Control: *-[N/A]
Wheel Base:

TIRE DOT INFORMATION:

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

ESP INFORMATION:

ESP Code: G
ESP Coverage(Miles): 036
ESP Coverage(Time): 048
ESP Plan Year: 1998
ESP Signature Date: 14-OCT-1997

EMISSIONS INFORMATION:

Emission Code: T/B - T/B
Emission Cert Type: F
Emission Decal Suffix: BCY
Engine Family: WFMXT0546BG

Standard Claims List For Model Year 1998

VIN	VEN LINE	WKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	T15	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FMPU18L5W	7B3	*	T/YA	T/YF	T/E	AP	T/DE	T/VZ	15-AUG-1997	16-OCT-1997	113058	USA	0	6L01	011201	*	760-0320	*	M33	33	20	
AWS Claim Key:		153183	Trx Code:		1	Labor Hrs:		1.1														
Dir Cd-Sub Cd:		03604	* Name:		OASIS FORD		Ph:		732-5911111	St: NJ		Ctry Cd:		USA		Reg Cd:		NA	Repr Date: 15-SEP-1997		Doc #:	06021051
Cust Comments:		CUST STATES RATTLE IN DASH																				
Tech Comments:		BRACKET LOOSE LOWER DASH, REMOVE CONSOLE COVER TIGHTEN EYAP HOUSING BRKT																				
1FMPU18L5W	7B3	*	T/YA	T/YF	T/E	AP	T/DE	T/VZ	15-AUG-1997	16-OCT-1997	113058	USA	34	*	*	*	*	*	*	*	77293	
AWS Claim Key:		16369816	Trx Code:		00505	Labor Hrs:		0.7														
Dir Cd-Sub Cd:		03604	* Name:		OASIS FORD		Ph:		732-5911111	St: NJ		Ctry Cd:		USA		Reg Cd:		NA	Repr Date: 24-JUL-2000		Doc #:	05116151
Cust Comments:		CUST ST RECALL 00505																				
Tech Comments:		TRAILER HITCH 00505																				
1FMPU18L5W	7B3	*	T/YA	T/YF	T/E	AP	T/DE	T/VZ	15-AUG-1997	16-OCT-1997	113058	USA	34	*	*	*	*	*	*	*	77293	
AWS Claim Key:		16369817	Trx Code:		98514	Labor Hrs:		0.6														
Dir Cd-Sub Cd:		03604	* Name:		OASIS FORD		Ph:		732-5911111	St: NJ		Ctry Cd:		USA		Reg Cd:		NA	Repr Date: 24-JUL-2000		Doc #:	05116152
Cust Comments:		CUST STATES CK FOR RECALL 98514																				
Tech Comments:		LUG NUTS 98514																				
1FMPU18L5W	7B3	*	T/YA	T/YF	T/E	AP	T/DE	T/VZ	15-AUG-1997	16-OCT-1997	113058	USA	34	*	*	*	*	*	*	*	77293	
AWS Claim Key:		16369818	Trx Code:		97586	Labor Hrs:		0.3														
Dir Cd-Sub Cd:		03604	* Name:		OASIS FORD		Ph:		732-5911111	St: NJ		Ctry Cd:		USA		Reg Cd:		NA	Repr Date: 24-JUL-2000		Doc #:	05116153
Cust Comments:		CUST STATES CK FOR RECALL 97586																				
Tech Comments:		SHIFTER CABLE 97586																				

ESP / Recall Information

VIN: 1FMFU16L5WLA05314

Contract: 1 of 1

Purchaser: [REDACTED]
Plan Type: USA 1998 NEW 48/36,000 POWERTRAINCARE
Selling Dealer: OASIS FORD
Deductible: 50
Rental: 28
Towing Allowance: 50

ESP Purchase Details

Status: Expire
Expiration Date: 2001-10-18
Expiration Miles: 36,000
Plan Year: 1998
Purchase Type: N
Options:

Cancel Date:
Refund Percent:
Dealer Credited:

ESP Cancellation Details

Process Date:
Dealer Received Date:

Recall Information

Field Service Action

Number	Type	Description	Status	Status Date	Dealer Code
00905	SAFETY RECALL	TRAILER HITCH ATTACHMENT	CLOSE - REPAIRED	2000-07-24	03804USAF13258
97886	SAFETY RECALL	AUTOMATIC TRANSMISSION SHIFT CABLE RETENTION	CLOSE - REPAIRED	2000-07-24	03804USAF13258
98614	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	2000-07-24	03804USAF13258
99802	CUSTOMER SATISFACTION NOTIFICATION PROGRAM	MULTIFUNCTION SWITCH	CLOSE - EXPIRED		
04L19	LABEL LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	I	C2	01288	F24428

Dealer Name:	TAMIAH FORD INC		
Dealer Address:	1471 NORTH AIRPORT ROAD NAPLES FL 34104		
Dealer Main Phone:	841-643-3873	Dealer Service Phone:	841-643-3873

Position	Employee Name
CUST RELATIONS MGR	EARLE BITZER
DEALER/PARTNER	ROBERT T ZELLERS
GENERAL MANAGER	JOE D LOWDERMILK
PARTS MANAGER	CLAY JAMBON
PARTS MANAGER	THOMAS A ISON
PARTS & SERVICE DIRECTOR	JEFFREY G PARKS
SALES MANAGER	WAYNE B MITCHELL
SALES MANAGER	CLARK H KRIVDA
SALES MANAGER	FRANK HERNANDEZ
SALES MANAGER	BOB C SPONSELLER
SALES MANAGER	JOE S LUSCO
SALES MANAGER	TIMOTHY R WHEELER
SERVICE MANAGER	JOE OTOOLE

Service Hours 7:30AM-6PM MON-FRI

Directions

Trained Y

Additional Information ARLE ZELLERS IS BOARD CHAIRMAN & ACTIVE IN MGMT. OF DLRSHIP



Consumer Affairs

P.O. Box 6348, MIDLAND
Dearborn, MI 48126

**Sent via U.S. Mail*

February 11, 2005

[REDACTED]
Naples, FL [REDACTED]

RE: 1998 Ford Expedition

Dear [REDACTED]

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

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

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs



2004

0526762924

NEW YORK





Consumer Affairs

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

October 19, 2004

*Sent Via Mail

[REDACTED]
Bronx, NY [REDACTED]

Re: 1998 Ford Expedition
VIN#-1FMPU18L7W [REDACTED]

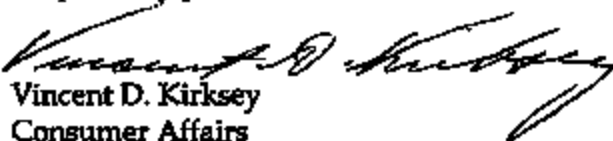
Dear [REDACTED]

We sincerely regret the circumstances you described. Although warranties are designed to cover unpredictable situations, which may occur, we are always willing to consider individual requests for assistance beyond the regular warranty period. Unfortunately, we will be unable to 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]	BRONX	NY	[REDACTED]	
Country:	USA	Language:	EN		
Cell Phone:		Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMPU18L7W	1998 EXPEDITION	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History

VEHICLE DETAIL

VIN: 1FMPU16L7WL	Engine: W-MOD 5.4L SOHC EFI NA V8 G-NP
Make: FORD	Transmission: 4 SPD AUTO TR-MAAQ E4CD(4R100A
Model: EXPEDITION	Paint Code/Color: VERMONT GREEN C/C
Year: 1998	Calibration: 846FR05A
Pay Load:	Max Towing Weight:
GVWR: 07200	Axis Ratio:
WheelBase: 119	Warranty Start Date: 10/7/1997
GCWR:	Vehicle Build Date: 9/16/1997
PEP Code: 685A	

Selling Dealers Name: SAYVILLE FORD

Selling Dealers P & A Code: 03857

Selling Dealers Sales Code: F13103

Selling Dealers Main Phone: 516-589-4800 Selling Dealers Service Phone: 516-587-3800

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 0 W L A 2 0 3 3 0 1 1 8 3 0 1 1 1 5 J 5 5 2 4 I G E E K 0 5 N
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
5 T 9 4 8 0 7 1 3 E 1 0 3 5 3 F 7 5 1 X P 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 M P 7 5 3 1 6 8 5 A 9 L E N Y
1 2 3 4 5 6 7 8 9 160

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	14-NEW YORK	F	A1	11211	L14032

Dealer Name: COURTESY LINCOLN-
MERCURY INC

Dealer Address: 2431 BOSTON ROAD
BRONX NY 10467

Dealer Main Phone: 718-647-7400

Dealer Service Phone: 718-647-7400

Position	Employee Name
DEALER/PARTNER	ROBERT FEDERICO
DEALER/PARTNER	DAWN FEDERICO
PARTS MANAGER	EDWARD J DICKAN
SALES MANAGER	JOHN FEDERICO
SALES MANAGER	JAY M REYES
SERVICE MANAGER	BRIAN C MORRIS

ESP / Recall information

VIN: 1FMPU18L7W1

No ESP information for this VIN

~~Recall information~~~~Field Service Action~~

Number	Type	Description	Status	Status Date	Dealer Code
98914	SAFETY RECALL	WHEEL ATTACHMENT - LUG NUTS	CLOSE - REPAIRED	1999-06-30	03857USAF13303
99802	CUSTOMER SATISFACTION NOTIF PGM	MULTIFUNCTION SWITCH	CLOSE - REPAIRED	1999-06-30	03857USAF13303
04L19	LABEL/LITERATURE PROGRAM	MAINTENANCE REMINDER LETTER	OPEN - LAUNCHED		

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMPU18L7WL	Vehicle Line:	TBS - EXPEDITION (UN93) (97-02)	Eng Serial No:	*
Model Year:	1998	Market Derived:	* - [N/A]	Body Style:	*
Vehicle Type:	T	Drive Code:	T4B - 4 WHL L/H PART TIME DRIVE	Engine:	T/VZ - W-MOD 5.4L SOHC EFI NA V8 G-MP
Inv. Dealer:	03857	Body Cab Style:	T/A - REGULAR CARGO VAN	Transmission:	T/DK - 4 SPD AUTO TR-M4AO E4OD(4R100)
		Version/Serial:	T/BF - FORD SERIES		

BUILD INFORMATION:

Region: NA - #00000000 Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - #00000000 Prod Date: 16-SEP-1997

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 113103 - *
 Country: USA - #00000000 Selling Dist/Prov: NY
 Buyer State: NY

Arrival Date: 02-OCT-1997 Red Carpet Lease: *
 Sale Date: 07-OCT-1997 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 07-OCT-1997 Modified Vehicle: *
 Orig Warranty Date: 07-OCT-1997 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 0100000000000000 4 1 1 1500000 10 0 000 00 000 00 01 100000 00 00 010 0 1
 1000000 1 0000 00000 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	BB	GVW Class Code:	P
Audio Deck:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Pass Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MC	Paint:	FN/PDF - VERMONT GREEN C/C

Vehicle Information Report

Page 2 of 2

Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Servicio):	* - [N/A]	Radios:	AT - ELETA PREM AM/FM STROCKSTECLK
Calibration Code:	846FRD5A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AG - GOODYEAR
Delivery Type:	6	Tire Size:	D3KFD - P255/70R 17 A/T OWL
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Time):	*	Emission Decal Suffix:	BCY
ESP Mile Year:	*	Engine Family:	WFI0CT0346BG
ESP Signature Date:			

Server Name : AWS Adhoc

Standard Claims List For Model Year 1998

Consumer Affairs

VIN	VEH LINE	MKT DELIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRE CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TB	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FMPU16L7W1	7B3	*	TVA	T/EP	T/E	AP	T/DB	T/VZ	16-SEP-1997	07-OCT-1997	113103	USA	4	6L06	011201	*	1506072	*	L25	38	6222
AWS Claims Key: 693013 Trx Code: 1 Labor Hrs: 2																					
Dir Cl-Sub Cl: 03857-* Name: SAYVILLE FORD P#: 631-3894808 St: NY Ctry Cd: USA Reg Cd: NA Repr Date: 28-JAN-1998 Doc #31414201																					
Cust Comments: GLOVE BOX LAMP STAYS ON AFTER CLOSING GLOVE BOX																					
Tech Comments: VERIFIED COMPLAINT ADJUSTED GLOVE BOX LATCH																					
1FMPU16L7W1	7B3	*	TVA	T/EP	T/E	AP	T/DB	T/VZ	16-SEP-1997	07-OCT-1997	113103	USA	10	7D11	170202	*	13776	*	L25	33	15258
AWS Claims Key: 3147260 Trx Code: 1 Labor Hrs: 8																					
Dir Cl-Sub Cl: 03857-* Name: SAYVILLE FORD P#: 631-3894808 St: NY Ctry Cd: USA Reg Cd: NA Repr Date: 15-JUL-1998 Doc #323334																					
Cust Comments: CUSTOMER STATES OVERHEAD LIGHT BY MIDDLE SEAT FALLS OUT																					
Tech Comments: RETAINER CHECK AND VERIFY COMPLAINT FOUND LOOSE RETAINER, REPAIR AS NECESSARY AND RE INSTALL LIGHT																					
1FMPU16L7W1	7B3	*	TVA	T/EP	T/E	AP	T/DB	T/VZ	16-SEP-1997	07-OCT-1997	113103	USA	10	7G08	120203	*	19883	*	C20	33	15258
AWS Claims Key: 3147222 Trx Code: 1 Labor Hrs: 2																					
Dir Cl-Sub Cl: 03857-* Name: SAYVILLE FORD P#: 631-3894808 St: NY Ctry Cd: USA Reg Cd: NA Repr Date: 15-JUL-1998 Doc #32553402																					
Cust Comments: CUSTOMER STATES REAR A/C REGISTER LOOSE, FALLS OUT																					
Tech Comments: OUT OF POSITION CHECK AND VERIFY COMPLAINT FOUND REGISTER OUT OF POSITION, REMOVE AND RE POSITION REGISTER, RE CHECK TO VERIFY REPAIR, OK.																					
1FMPU16L7W1	7B3	*	TVA	T/EP	T/E	AP	T/DB	T/VZ	16-SEP-1997	07-OCT-1997	113103	USA	22	6W01	011106	*	7842006	*	G05	41	33079
AWS Claims Key: 9118051 Trx Code: ES4 Labor Hrs: 2																					
Dir Cl-Sub Cl: 03857-* Name: SAYVILLE FORD P#: 631-3894808 St: NY Ctry Cd: USA Reg Cd: NA Repr Date: 30-JUN-1999 Doc #33085302																					
Cust Comments: REAR HATCH WINDOW WILL NOT CLOSE PROPERLY																					
Tech Comments: CHECK AND VERIFY CONCERN, REMOVED LATCH LUBED AND ADJUSTED AND RE INSTALLED, RE CHECK TO VERIFY REPAIR, OK.																					

IFMPU18L7W1	T/B3	*	T/A	T/E	T/E	AP	T/DE	T/VZ	16-SEP-1997	07-OCT-1997	113103	USA	22	*	*	*	*	*	33079
AWS Claim Key:	9463993	Trx Code:	98S14	Labor Hrs:	6														
Dir C6-Sub C6:	03857.*	Name:	SAYVILLE FORD	Ph:	631-5894800	St:	NY	Chy C6:				USA Reg C6:	NA	Repr Date:	30-JUN-1999	Doc	#35085203		
Cont Comments:	PERFORM RECALL 98S14 WHEEL ATTACHMENT LUG NUTS																		
Tech Comments:	PERFORMED RECALL 98S14 REPLACED LUG NUTS																		
IFMPU18L7W	T/B3	*	T/A	T/E	T/E	AP	T/DE	T/VZ	16-SEP-1997	07-OCT-1997	113103	USA	22	*	*	*	*	*	33079
AWS Claim Key:	9463992	Trx Code:	99B42	Labor Hrs:	5														
Dir C6-Sub C6:	03857.*	Name:	SAYVILLE FORD	Ph:	631-5894800	St:	NY	Chy C6:				USA Reg C6:	NA	Repr Date:	30-JUN-1999	Doc	#35085204		
Cont Comments:	PERFORM RECALL 99B42 MULTIFUNCTION SWITCH																		
Tech Comments:	PERFORMED RECALL 99B42 REPLACED MULTIFUNCTION SWITCH																		
IFMPU18L7W	T/B3	*	T/A	T/E	T/E	AP	T/DE	T/VZ	16-SEP-1997	07-OCT-1997	113103	USA	23	LG04	03Q509	XL3Z	6B209	DA	NFD 30 34363
AWS Claim Key:	10370376	Trx Code:	E84	Labor Hrs:	3														
Dir C6-Sub C6:	03857.*	Name:	SAYVILLE FORD	Ph:	631-5894800	St:	NY	Chy C6:				USA Reg C6:	NA	Repr Date:	11-AUG-1999	Doc	#35422526		
Cont Comments:	INSTALL SOP PART FOR BELT INSTALL TENSIONER																		
Tech Comments:	TENSIONER FROZEN R.R. TENSIONER																		
IFMPU18L7W1	T/B3	*	T/A	T/E	T/E	AP	T/DE	T/VZ	16-SEP-1997	07-OCT-1997	113103	USA	23	6X19	011405	F75Z	7840660	AC	L15 30 34363
AWS Claim Key:	10370375	Trx Code:	E84	Labor Hrs:	2														
Dir C6-Sub C6:	03857.*	Name:	SAYVILLE FORD	Ph:	631-5894800	St:	NY	Chy C6:				USA Reg C6:	NA	Repr Date:	11-AUG-1999	Doc	#35422502		
Cont Comments:	INSTALL SOP LATCH FOR REAR WINDOW																		
Tech Comments:	LATCH INTERMITTENTLY WORKING REMOVED REAR DOOR PANEL FOR ACCESS R.R. LATCH FOR GLASS																		

Box 824, MD 3NE-B
Chatham, MA 01925 USA



Print

VIN: 1FMPU18L7W1 [REDACTED] Year: 1998 Model: EXPEDITION Case: 526762924
 Name: [REDACTED] Owner Status: Subsequent WSD: 1997-10-07
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED] PO Box 6248, MD 3NE-B
 Issue Type: 07 LEGAL Issue Status: CLOSED Dearborn, MI 48126 USA

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 11211 COURTESY LINCOLN-MERCURY INC Origin Desc: US CONCERN CASE BASE
 Odometer: 120000 MI Comm Type: PHONE
 Analyst Name: LADD NICOLA Analyst: NLADD
 Action Date: 10/18/2004 Action Time: 14:37:55.890 Action Data: Yes

Comments CUSTOMER SAID: CUST PARKED AND WENT INTO THE BANK THIS MORNING AND WHEN HE CAME OUT THERE WAS AN UNDERHOOD FIRE. CUST SAYS IT WAS PUT OUT BY YONKERS FIRE DEPT AND THEY DETERMINED THAT IT WAS AN ELECTRICAL FIRE. CUST IS GOING TO CONTACT HIS INSURANCE CO AFTER THIS CALL. VEH WAS TOWED TO CUST'S PLACE OF BUSINESS. CUST SAYS THERE ARE NO MODIFICATIONS TO THE VEH. SEEKING WHETHER THERE ARE ANY RECALLS. CUST FEELS THIS HAPPENED DUE TO A FACTORY DEFECT. SEEKING TO BE CONTACTED BY CONSUMER AFFAIRS/DEALER SAID: COURTESY LMCRC 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: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 11211 COURTESY LINCOLN-MERCURY INC Origin Desc: US CONCERN CASE BASE
 Odometer: 120000 MI Comm Type: PHONE
 Analyst Name: LADD NICOLA Analyst: NLADD
 Action Date: 10/18/2004 Action Time: 14:41:20.101 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ERIC		GAYLE		OTHER

Comments CUSTOMER SAID: CUST PARKED AND WENT INTO THE BANK THIS MORNING AND WHEN HE CAME OUT THERE WAS AN UNDERHOOD FIRE. CUST SAYS IT WAS PUT OUT BY YONKERS FIRE DEPT AND THEY DETERMINED THAT IT WAS AN ELECTRICAL FIRE. CUST IS GOING TO CONTACT HIS INSURANCE CO AFTER THIS CALL. VEH WAS TOWED TO CUST'S PLACE OF BUSINESS. CUST SAYS THERE ARE NO MODIFICATIONS TO THE VEH. SEEKING WHETHER THERE ARE ANY RECALLS. CUST FEELS THIS HAPPENED DUE TO A FACTORY DEFECT. SEEKING TO BE CONTACTED BY CONSUMER AFFAIRS/DEALER SAID: COURTESY LMCRC 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 THERE ARE NO OUTSTANDING RECALLS ON THE VEH

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 11211 COURTESY LINCOLN-MERCURY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION



Odometer: 120000 MI
Analyst Name: KIRKSEY, VINCE
(V.)

Comm Type: PH
Analyst: VKIRKSE1

Action Date: 10/18/2004

Action Time:
09.12.21.431

Action Data: Yes

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

Data Element Name

Data Value

CERTIFIED LETTER #

LPA ACKNOWLEDGES CRC CONTACT.

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY

Dealer: 11211 COURTESY LINCOLN-MERCURY INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 120000 MI

Comm Type: MAIL

Analyst Name: KIRKSEY, VINCE
(V.)

Analyst: VKIRKSE1

Action Date: 10/18/2004

Action Time:
09.14.27.834

Action Data: No

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