

PE07-057

FORD

2-4-2008

APPENDIX E

REDACT P



# hp LaserJet 4345mfp series



## Fax Call Report

1

FORD  
1-313-845-5115  
Jun-19-2007 08:01 AM

Job	Date/Time	Type	Identification	Duration	Pages	Result
21723	Jun-19-2007 08:00 AM	Send	[REDACTED]	0:35	2	Success

Ford Motor Company  
P.O. Box 6248  
MD 3N308  
Dearborn, MI 48126-4207  
Fax: 888 683-9898



**To:** Robert Hodnett **From:** Alma Taylor  
**Fax:** 719 846-1657 **Pages:** 2 (including cover page)  
**Phone:** 719 845-4326 **Date:** June 19, 2007  
**Re:** [REDACTED] 2007 F-250, VIN: 1FTSX21547 [REDACTED]

Urgent  For Review  Please Comment  Please Reply  Please Recycle

• **Comments:** If you did not receive all pages, please call me at 313/317-1862

Ford Motor Company  
P.O. Box 6248  
MD 3N308  
Dearborn, MI 48126-4207  
Fax: 888 683-9898



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**To:** Robert Hodnett **From:** Alma Taylor

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**Phone:** 719 845-4326 **Date:** June 19, 2007

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**Re:** [REDACTED] 2007 F-250, VIN: 1FTSX21547 [REDACTED]

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**Urgent**     **For Review**     **Please Comment**     **Please Reply**     **Please Recycle**

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● **Comments:** If you did not receive all pages, please call me at 313/317-1862



Consumer Affairs

**Regent Court Building**  
PO Box 6248, MD 3NE-B  
Dearborn, MI 48126 USA

June 19, 2007

Sent Via Fax

[REDACTED]  
Suite [REDACTED]  
Denver, CO [REDACTED]

RE: 2007 Ford F-250 [REDACTED]  
VIN: 1FTSX21547 [REDACTED]

Dear Mr. Hodnett:

This letter is in regard to the above named vehicle.

Engineering Analysis Association (EAA) performed a vehicle inspection on June 7, 2007, at Swetky Bros, an independent facility, in Trinidad, CO. According to the report, he was not able to verify a manufacturer's defect which might have caused the June 3, 2007 incident.

Based on this information, Ford Motor Company proposes no further action and we are closing our file.

Thank you for the opportunity to review this concern.

Respectfully yours,

[REDACTED]

Alma Taylor  
Consumer Affairs/Commercial Vehicle Operations



TIME RECEIVED

Mon, 18 Jun 2007 15:49:32 -0400

REMOTE CSTD

DURATION

38

PAGES

1

STATUS

Received

Jun 18 07 12:54p

James M. Elgan

(928) 402-9374

p. 1

06-18-07

13:23

From-PIONEER NATURAL RESOURCES H.R.

719 846 1657

T-999 P.001/006 F-318



PIONEER  
NATURAL RESOURCES

11318 County Road 53.5

Trinidad, CO 81082

Tel 719-846-7898

Fax 719-846-1657

*Alma  
Six Pages*

# Fax

To: James Elgan From: Elton Smith  
 Fax: 928-402-9374 Pages (including cover sheet): 6  
 Phone: \_\_\_\_\_ Date: 6/18/07  
 Re: \_\_\_\_\_ CC: \_\_\_\_\_

- Urgent     For Review     Please Comment     Please Reply

*Sorry for the delay I was unexpectedly  
 was out of town several days.*

If there is any problem in receiving this fax, please call 719 846-7898.

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Mon, 18 Jun 2007 15:50:43 -0400

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DURATION PAGES  
57 2

STATUS  
Received

Jun 18 07 12:55p

p. 1

06-18-07

13:23

From-PIONEER NATURAL RESOURCES H.R.

719 846 1657

T-998 P.002/006 F-319



### Pioneer Natural Resources Vehicle Accident Investigation Report

Report ID: 2007/05/03 Corey Long

Case Number:

Created By: us\dlemora

#### EMPLOYEE INFORMATION

First Name Corey	Last Name Long	SSN	Gender Male
Job Status Full-Time	Job Title Measurement Technician II	Years With Company	Years/Months On Job
Hours Worked Prior to Accident 0	Working Overtime? no	Accident Date 06/03/07	Day of the Week Sunday Time of Day AM

#### LOCATION WHERE ACCIDENT OCCURRED (WELL NAME AND NO. IF APPLICABLE)

Accident Location Interstate 25	Area / Plant Western Division-Trinidad
Occurred on Company Premises? no	Seatbelts used in Company Vehicle? yes
Resulted in Injuries: no	Employee Injuries? yes
Resulted in Fatalities: no	Employee Fatalities? no
	Seatbelts used in Other Vehicle? yes
	Non-Employee Injuries? no
	Non-Employee Fatalities? no

#### DRIVING CONDITIONS

Type of Vehicle Pickup Truck (Incl. 4-wheel)	Weather Conditions Clear	Road Conditions Dry
---	-----------------------------	------------------------

#### VEHICLE / OTHER CONDITIONS

Site of Accident Freeway (Expressway, Turnpike)	Vehicle and Other Conditions Normal Conditions
Obscured Vision	
Other Conditions (explain)	
Other Site (explain)	

#### ACCIDENT TYPE

Type of Collision Company Vehicle Overturned(not as a result of collision)
Other Type of Collision (explain)

#### FACTORS

Contributing Factors No Improper Driving
Third Party Unsafe Act (explain)
Other Factors (explain)

#### DESCRIPTION OF ACCIDENT

What occurred? Describe in order the applicable elements. (1) Relevant background information, if any. (2) Work being done when the accident occurred (including origination and destination points). (3) What triggered the accident as immediate cause? (4) What happened?

##### Description of Accident

Corey was traveling south bound on Interstate 25. The trucks front left tire started suttering. The truck ran off into the medium then back on to the highway, it then hit the guardrail and rolled.

**EMERGED**

TIME RECEIVED

Mon, 18 Jun 2007 15:50:43 -0400

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DURATION

57

PAGES

2

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Jun 18 07 12:55p

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06-18-07

13:23

From-PIONEER NATURAL RESOURCES H.R.

719 846 1657

T-989

P.003/006

F-310



## Pioneer Natural Resources Vehicle Accident Investigation Report

Report ID: 2007/06/03 Corey Long

Case Number:

Created By: us\diemers

### ANALYSIS OF ACCIDENT CAUSE

*What defective condition(s) or operator error contributed to the accident? Example: speed, too fast for conditions, defective master cylinder, poor maintenance practices, etc.*

**Analysis of Accident Cause**

### RECOMMENDATIONS

*Recommend any corrective action(s) needed to prevent accident recurrences*

**Recommendations**

**Preparer Name**

Diemer, Ed

**Prepared On**

06/03/07

**Preparer Phone**

719 845 4305

TIME RECEIVED

Mon, 18 Jun 2007 15:52:52 -0400

REMOTE CSTD

DURATION  
98

PAGES  
3

STATUS  
Received

Jun 18 07 12:56p

p. 1

06-18-07

13:23

From-PIONEER NATURAL RESOURCES H.R.

719 846 1657

T-999 P.004/006 F-310



# Pioneer Natural Resources First Report of Industrial Injury or Illness

Case Number:

Report ID: 2007/06/03 Corey Long

Created By: us\diemere

## CLAIMANT INFORMATION

First Name	Last Name	Gender Male	Race or Ethnicity Black
Home Address	Claimant Phone	Claimant Marital Status	Claimant DOB
	No. and Age of Children	Job Status Full-Time	Job Title Measurement Technician II
Department 40 00 53	Area / Plant Western Division-Trinidad	Claimant Hire Date	Hourly / Salaried Hourly
			Supervisor Edwin T. Diemer Jr.
Work Schedule	Starting Time 7:00 A.M.	Days per Week 5 days	Hours per Day 10 Hrs
			Days Off 2

## OSHA CLASSIFICATION

Injury yes	Illness no	First Aid Only no	No Immediate Injury no	No. Lost Days 2 days
Medical Treatment yes	Fatality no	Lost Workday yes	Restricted Work no	No. Restricted Days 0

## OCCURRENCE

Occurred On 06/03/2007 06:45:00.0	Location Interstate 25	Occurred on Company Premises No
Supervisor Notified 06/03/07	Stopped Work 06/03/07	Returned to Work 06/05/07
		Diagnosed or First Treated 06/03/07

Accident Description  
Corey was traveling to work. His front left tire made a suttering filling and the truck rolled into bar ditch.

## Witness Contact Info

## NATURE AND CARE OF INJURY/ILLNESS

Injury or Illness Description			
Medical Facility MT. San Rafael Hospital	City Trinidad	State Colorado	Phone 719 846 9213
Treatment Description			
Saw Doctor Yes	Was Hospitalized	Has Returned to Work	
Physician Name	Physician Address	Physician Phone	
Preparer Name Diemer, Ed	Prepared On 06/03/07	Preparer Phone 719 845 4305	



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Mon, 18 Jun 2007 15:52:52 -0400

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DURATION PAGES  
98 3

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Jun 18 07 12:56p

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06-18-07 13:23 From-PIONEER NATURAL RESOURCES H.R.

719 846 1657


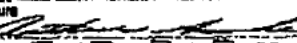
T-999 P.005/006 F-319

DR 2447 (01/06/06)  
COLORADO DEPARTMENT OF REVENUE

MAIL TO: STATE OF COLORADO  
MOTOR VEHICLE  
TRAFFIC RECORDS  
DENVER, CO 80281-0016

# STATE OF COLORADO TRAFFIC ACCIDENT REPORT

AMENDED/SUPL.  UNDER \$1,000  COUNTER REPORT  PRIVATE PROPERTY PAGE 1 OF 2 PAGES

A 02		<input checked="" type="checkbox"/> INTERSTATE HWY <input type="checkbox"/> STATE HWY <input type="checkbox"/> CITY ST/CNTY RD		HWY NUMBER ROAD CODE 9 2 5 125		MILEPOINT Agency 2 2 .8		OOB Code 		07	
Date of Accident 06/03/2007		City		Agency Colorado State Patrol		County Las Animas		County # 95		05	
Time (24 Hr.) 0649		Officer Number 3307		Officer Name Gurka, Arthur		Signature 		Death 20		01	
Number Killed 0		Number Injured 0		Location Route, Street, Road Colorado 25		Miles 65		Feet N <input checked="" type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/> W <input type="checkbox"/> OF:		01	
Date of Report 06/03/2007		Investigated <input checked="" type="checkbox"/> Scene <input type="checkbox"/>		Total Vehicles 1		District Number 20		Public Property/ Employee <input checked="" type="checkbox"/>		01	
Agency Code M11		Photos Taken <input type="checkbox"/>		Railroad Crossing Related <input type="checkbox"/>		Const. Zone Related <input type="checkbox"/>		Highway Interchg. <input checked="" type="checkbox"/>		01	
Bridge Related <input type="checkbox"/>		Trailer Unit # 1 or 2		<input type="checkbox"/> Veh. <input type="checkbox"/> Pedestrian <input type="checkbox"/> Bicycle <input type="checkbox"/> Pedestrian <input type="checkbox"/> Non-Vehicle <input type="checkbox"/> Non-Contact Veh.		Trailer Unit # 2 or 3		<input type="checkbox"/> Veh. <input type="checkbox"/> Pedestrian <input type="checkbox"/> Bicycle <input type="checkbox"/> Pedestrian <input type="checkbox"/> Non-Vehicle <input type="checkbox"/> Non-Contact Veh.		01	
Last Name First MI		Last Name First MI		Street Address		Personal Phone		City		75	
City Trinidad		State CO		City		State CO		ZIP		00	
Driver License Number CDL State		Sex DOB		Driver License Number CDL State		Sex DOB		City		00	
Primary Violation <input type="checkbox"/> DUI CARELESS DRIVING		Violation Code 42-4-1402(1)		Common Code 141		Violation Code		Common Code		00	
Year 2007		Make FORD		Model F350		Body Type Pick Up		Year		00	
License Plate Number State or Country		Color WHV		License Plate Number State or Country		Color		Year		00	
Vehicle Identification Number 1FTR821947E		Vehicle Owner Last Name Pioneer Natural		First MI		Vehicle Owner Last Name Pioneer Natural		First MI		00	
Address 11318 C.R. 335		City Trinidad		State CO		ZIP 81082		Address 11318 C.R. 335		00	
Towed Due to Damage <input checked="" type="checkbox"/> By: SWETKY'S TOWING		To: 376 KENTUCKY Trinidad, CO 81082		Towed Due to Damage <input type="checkbox"/> By:		To:		City		00	
Trailer VIN#		Trailer VIN#		Undercarriage		Undercarriage		Undercarriage		01	
1- Slight 2- Moderate 3- Severe		1- Slight 2- Moderate 3- Severe		1- Slight 2- Moderate 3- Severe		1- Slight 2- Moderate 3- Severe		1- Slight 2- Moderate 3- Severe		01	
Insurance Company Liberty Mutual		Exp. Date 11/01/2007		Insurance Company Liberty Mutual		Exp. Date 11/01/2007		Policy Number		01	
Owner Damages Prop. Last Name		First MI		Address		City		State ZIP		01	
Owner Damages Prop. Last Name		First MI		Address		City		State ZIP		00	
T.U. #	POS.	REST.	END.	SAFETY EQUIP.	AIR BAG	ELECT.	SUSPECTED ALCOHOL/DRUG	INJ. BEV.	AGE	SEX	NAME/ADDRESS
1	01	00	00	B 01	A 01	B 00	00	00	31	M	Long, Coody L, 1781 Santa Fe Trail # 9 Trinidad, CO 81082

Approved By  
Pacard, Matthew

I.D. #  
6864

Date  
06/08/2007

TIME RECEIVED

Mon, 18 Jun 2007 15:52:52 -0400

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DURATION

98

PAGES

3

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Jun 18 07 12:56p

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06-18-07

13:23

From-PIONEER NATURAL RESOURCES H.R.

719 846 1657

T-999 P.006/006 F-319

AA	Case #	Accident Date	Agency	HH
		06/03/2007	Colorado State Patrol	00
AA	Describe Accident			HH
BB	Traffic Unit # 1 was traveling southbound on Colorado 25. Traffic Unit # 1 went off the left side of the road and began to rotate clockwise. Traffic Unit # 1 continued southbound off road and collided its left side rear with a delineator post. After Point of Impact, Traffic Unit # 1 continued southbound traveling across the southbound travel lanes, rolling one half time. Traffic Unit # 1 came to rest on its roof, on the right hand shoulder, facing North.			JJ
BB				00
CC				JJ
CC				KK
DD				LL
DD				MM
EE				LL
EE				LL
FF				MM
FF				MM
GG				NN
GG				NN
GG	Carrier Name	US DOT <input type="checkbox"/> ICC <input type="checkbox"/> State DOT <input type="checkbox"/>		NN
GG	TU.#1 Address	Carrier Identification #		PP
GG	Carrier Name	US DOT <input type="checkbox"/> ICC <input type="checkbox"/> State DOT <input type="checkbox"/>		PP
GG	TU.# Address	Carrier Identification #		PP

Received: 06/18/2007

Caller Information - 7FRAS085

**Caller Name (Last, First):** [REDACTED] **Title:** OTHER  
**Email:** [REDACTED] **Pref. Language:** ENGLISH  
**Caller Type:** NEW CALL  
**Dealer (Geo/Mkt, Sub, P&A):** USA,,60347 FORD MOTOR CO. FPSDGO FLT SVC  
**Dealer Phone:**  
**FIN Code:** VE123 **FIN Name:**  
**Address:** **Phone:**  
**City :** **State:**  
**Zip:** **P.O. Box :**

OASIS Information - 7FRAS085  
 OASIS **WAS NOT** CONTACTED IN THE LAST 5 DAYS

Vehicle Information - 7FRAS085

**VIN :** 1FTSX21547E [REDACTED] **Odometer :** 27000 Miles  
**Vehicle :** 2007 F250X4, F250, SUP CAB, PICKUP **Build Date :** 06/27/2006  
**Delivering Dealer :**  
**R.O/Claim Number :** **Claim Date :**  
**Wrnty St. Date :** 09/12/2006 **Body Conversion :**  
**Vehicle Weight :** 9400 LB  
**Engine :** MOD 5.4L-3V SOHC GAS/ESSEX **Build Date :**  
**Build Shift :** **Plant :**  
**Exchange :** N **Serial Number :** 506061662426  
**Calibration :** 6F714N0 A **Part Nbr :** 6E 874 AA  
**Transmission :** 5SPD AT NAAO 5R110W **Build Date :**  
**Build Shift :** **Plant :**  
**Exchange :** N **Serial Nbr. :**  
**Model Nbr. :** 6F714N0 **Part Nbr :**  
**Axle :** **Build Date :**  
**Build Shift :** **Plant :**  
**Exchange :** N **Serial Number :**  
**Axle Id Tag :** **LH/RH Drive :**  
**Emission :**

Component	Family Code	Feature Code	Family Description	Feature Description
Tire Vendor				
Front Tire	D3K	CE	TIRES-17 INCH	LT265/70/R17E A/T BSW
Rear Tire				
Exterior Paint	PNY	W5	NEUTRAL EXT PAINT FAMILY A	OXFORD WHITE WB C/C-W/B

Concern Information - 7FRAS085

**Symptom Code:** 303351-CHASS. STRG/HANDLING VIB./SHIMMY ACCEL/DECEL  
**Additional Symptom:**  
**EO:**  
**EC:**  
**EB:**  
**EB:**  
**Symptom Verified:** **Intermittent :**  
**Comeback:** **MIL On :**  
**Tow In:** **Quits on Road :**  
**Self Test Run:** **Outside Temp. :**  
**Causal Condition:** **Restart :**  
**How When Code:** **Computed Timing :**  
**Base Timing:** **Grid Location :**  
**CCC:** **WCC :**  
**Difficulty To Diagnose:** **Level of Assistance :**  
**# of Like Concerns:** 0000 **Repair Effectiveness % :**  
**Responsible Activity :** **Customer Severity % :**  
**Engineering Severity :** **Test Stand :**  
**Road Test :** **Repair Prior :**  
**Repair Attempts :** **Causal Factor :**  
**Routing Code :** **Component Location :**  
**Component Feature :** - **Quality Alert # :**

**8D Required :**  
**8D Closed Date :**

**8D Number :**

**Concern Description - 7FRAS085**

MISC 06/18/2007 01:10PM ALMA TAYLOR MSS - FCSD - CVO  
PER EAA VEHICLE INSPECTION REPORT, INSPECTION DATE: 6-3-2007, SWETKY BROS, TRINIDAD, CO. IN INSPECTING THIS VEHICLE, I FOUND NO STEERING OR SUSPENSION PARTS BROKEN OR BENT IN ANY WAY. I DID FIND THAT THE POWER STEERING RESERVOIR DIPSTICK WAS LOW ON FLUID AND THERE WAS NO EVIDENCE THAT IT LEAKED OUT DURING THE ROLLOVER INCIDENT. TIRES ON THIS VEHICLE ARE A REPLACEMENT BRAND, MAXXIS AND ARE A 8 PLY RATING. THIS VEHICLE CALLS FOR 75 PSI IN THE TIRES. TIRE PRESSURES FOUND WERE  
LF, 40 PSI. LR, 30 PSI. RF, 42 PSI. RR, 41 PSI.

**Potential Safety/Emission:**

**Serviceability Concern :**

**Contact Information - 7FRAS085**

**Contact Last Name :**  
**Phone :**  
**Consultant Last Name :**  
**Phone :**

**First Name :**  
**Email :**  
**First Name :**  
**Email :**

**Customer Information - 7FRAS085**

**Customer Last Name :** [REDACTED]  
**Home Phone :** [REDACTED]  
**Email :**  
**City :** DENVER

**First Name :** [REDACTED]  
**Work Phone :** [REDACTED]  
**Country :** USA  
**State :** CO

**Finalize Call** [REDACTED]

**Reason for call :**

**Addl. Explanation :**

**Requester:** ATAYLO29  
**PRINT REPORT**  
**Server:** FCWS413

**Ford Proprietary, Private**

18-Jun-2007  
**Retention:** None

Ford Motor Company  
Preliminary Vehicle Inspection Report

Ford File Number [REDACTED]

**CUSTOMER & VEHICLE INFORMATION**

Year 2007	Make FORD	Model F-250	VIN 1FTSX21547E [REDACTED]	
Owner Name [REDACTED]			Address [REDACTED]	
City DENVER	State CO	Zip [REDACTED]	Home Telephone [REDACTED]	Business Telephone [REDACTED]
Driver Name NOT AVAILABLE			Address NOT AVAILABLE	
City N/A	State N/A	Zip N/A	Home Telephone N/A	Business Telephone N/A
Attorney Name ( X Claimant not represented)			Address	
City	State	Zip Code	Telephone	
Inspection Location SWETKY BROS., TRINIDAD CO		Inspection Date 06/07/2007	Current Mileage 12171,01010.1	
Date of Incident 06/03/2007		Time of Incident 06:40 AM X PM <input type="checkbox"/>	Repair Estimate (Attach Written, If avail.) \$ TOTAL LOSS	
Inspected By JAMES M. ELGAN		Organization EAA	Telephone 928-701-4242	
Inspectors Signature JAMES M. ELGAN			Date 6-11-2007	

**SECTION A INSPECTION SUMMARY**

Following the vehicle inspection, summarize the facts and your observations (Do not include any opinions, speculation or conclusions.) Attach a copy of the appropriate Vehicle Inspection Report(s) for the allegation(s) being investigated.

IN INSPECTING THIS VEHICLE, I FOUND NO STEERING OR SUSPENSION PARTS BROKEN OR BENT IN ANY WAY. I DID FIND THAT THE POWER STEERING RESERVOIR DIPSTICK WAS LOW ON FLUID AND THERE WAS NO EVIDENCE THAT IT LEAKED OUT DURING THE ROLLOVER INCIDENT. TIRES ON THIS VEHICLE ARE A REPLACEMENT BRAND, MAXXIS AND ARE A 8 PLY RATING. THIS VEHICLE CALLS FOR 75 PSI IN THE TIRES. TIRE PRESSURE'S FOUND WERE LF, 40 PSI. LR, 30 PSI. RF, 42 PSI. RR, 41 PSI.

**CUSTOMER & VEHICLE INFORMATION**

**SECTION B INTERVIEW - VEHICLE HISTORY**

**Name, address & phone number** of person(s) being interviewed. Always interview the driver when possible):

PIONEER NATURAL RESOURCES WOULD NOT GIVE OUT THE DRIVERS NAME.

**Vehicle modifications or after-market equipment?** Yes  No  (e.g. , hand controls for disabled persons, radio, phone, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, floor mats, etc.) **Item(s)**, date installed, and by whom (name, phone):

MAXXIS MUDDER BUCKSHOT TIRES, LT265/70R17, 8 PLY, OWNER INSTALLED.

**Prior collision** damage? Yes  No  ( when, where, extent, repaired by, etc.):

NONE APPARENT

Describe **existing vehicle conditions** at time of incident ( warning lights "On", strange odors, etc.):

UNKNOWN

**Repairs** outside of warranty (what, when, by whom?):

N/A

**CUSTOMER & VEHICLE INFORMATION**

**SECTION C INTERVIEW - INCIDENT DETAILS**

If the vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer N/A (lbs) Load description (What was being transported):  
PICK UP BED WAS FULL OF EQUIPMENT

Driver's physical description from interview, drivers license or police report (height, disabilities, medical conditions or medications etc.):  
UNKNOWN

Drive Length this trip: Hrs. UNKNOWN Minutes UNKNOWN Length of trip in miles:  
UNKNOWN

Estimated vehicle speed: UNKNOWNMPH Source of estimate: N/A Posted speed: 75MPH

Exact incident location: (Provide the highway name or route number, nearest cross street, and the direction the vehicle was traveling.)  
EXIT #10 @ EL MORO EXIT

Weather conditions and visibility:  
CLEAR

Approx. ambient temperature 65°F. Any physical visual obstructions? (Signs, Trees, Bushes)  
NONE

Surface where incident occurred: (Place an "X" in the appropriate boxes)

Concrete _____	Asphalt <u>X</u>	Gravel _____	Dirt _____	Other _____
----------------	------------------	--------------	------------	-------------

Other, Please Describe: \_\_\_\_\_

Surface Conditions: (Place an "X" in all that apply)

Smooth <u>X</u>	Rough _____	Pot Holes _____	Wavy _____	Other _____
Wet _____	Dry <u>X</u>	Snow _____	Icy _____	Other _____

Other, Please Describe: \_\_\_\_\_

<b>CUSTOMER &amp; VEHICLE INFORMATION</b>
---

Normally brake with Right or Left foot? UNKNOWN Observe and Photograph the brake pedal pad for evidence of wear.

Describe brake operation (pedal feel, brake pull or grab, vibration, normal, etc.):  
UNKNOWN

Any warning lights "On", high/low gauge readings, or messages displayed (Y/N): Describe:  
UNKNOWN

Electrical systems operation (normal/other?):  
UNKNOWN

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident (if unknown, enter "U"): ALL FOUND IN THE 'OFF' POSITION.

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Cruise Control<br><input type="checkbox"/> Traction Control Switch "On"<br><input type="checkbox"/> Low Beam Headlights<br><input type="checkbox"/> High Beam Headlights<br><input type="checkbox"/> Daytime Running Lights<br><input type="checkbox"/> Fog Lamps<br><input type="checkbox"/> Turn Signal<br><input type="checkbox"/> Hazard Flashers<br><input type="checkbox"/> Map Lights, Ft <input type="checkbox"/> Rr <input type="checkbox"/><br><input type="checkbox"/> Other Interior Lights | <input type="checkbox"/> Windshield Wipers<br><input type="checkbox"/> Air Conditioner<br><input type="checkbox"/> Heater<br><input type="checkbox"/> Windshield Defogger<br><input type="checkbox"/> Windshield Defroster<br><input type="checkbox"/> Rear Window Defroster<br><input type="checkbox"/> Outside Mirror Heater<br><input type="checkbox"/> Driver Seat Heater<br><input type="checkbox"/> Passenger Seat Heater<br><input type="checkbox"/> Auxiliary Power Outlet | <input type="checkbox"/> Radio, Tape/CD Player<br><input type="checkbox"/> Auxiliary CD Player<br><input type="checkbox"/> Telephone<br><input type="checkbox"/> CB Radio<br><input type="checkbox"/> Power Window Controls<br><input type="checkbox"/> Power Mirror Controls<br><input type="checkbox"/> Power Seat Controls<br><input type="checkbox"/> Power Sun Roof Controls<br><input type="checkbox"/> Cigar Lighter<br><input type="checkbox"/> Other _____ |
|--|--|---|

Steering operation (power assist, pulls, loose, etc.):  
UNKNOWN

Powertrain (any engine miss, sluggish, surge, stall, loss of power or speed, etc.):  
UNKNOWN

Any unusual noises ( bang, pop, tick, grinding, metallic, roar, etc.)? From where?  
UNKNOWN

Describe any unusual odors or smoke (from where, color, intensity, etc.):  
UNKNOWN

(Note: Attach additional pages as necessary to fully describe conditions present or those not covered by this report).

Measure and record the driver's seat positioned during the incident? (Measure distance from brake pedal rest position to front of seat): 18inches.

**CUSTOMER & VEHICLE INFORMATION**

Describe the steering wheel (tilt) position during the incident:

Tilt steering wheel position?  Not equipped    Position: Low  Mid  High X

**SECTION D DAMAGE TO OTHER VEHICLE OR PROPERTY**

**Vehicle(s)**

Was another vehicle(s) involved? Yes  No X (If No, skip to property damage)

If yes, list the Year, Make and Model \_\_\_\_\_

Owner name and address \_\_\_\_\_

Driver name and address \_\_\_\_\_

Vehicle speed estimate: \_\_\_\_\_ M.P.H. Estimate by whom? \_\_\_\_\_

Describe damage \_\_\_\_\_

**Property**

Was property (other than vehicles) damaged? Yes  No X (If No, skip to Section E)

Owner of property \_\_\_\_\_

Address/Location of property \_\_\_\_\_

Describe the damaged property (sign, fence, building, etc.) \_\_\_\_\_

Describe the nature and extent of damage (including measurements)

**CUSTOMER & VEHICLE INFORMATION**

**SECTION E DRIVER DESCRIPTION OF THE INCIDENT**

Provide a signed and dated statement written by the driver. If one is not available, provide the driver's description of the incident as provided to you: (Mr. [REDACTED] states...)  
 THIS STATEMENT WAS ASKED FOR. I LEFT [REDACTED] SENIOR PRODUCTION SUPERINTENDENT MY FAX # AND ASKED THAT HE SEND DRIVERS STATEMENT TO ME. TO THIS DATE, I HAVE NOT RECEIVED

**SECTION F POLICE / FIRE INCIDENT REPORT**

\***Police** Report Filed: (XY/N) Report Number UNKNOWN Copy Attached (Y/N)  
 Municipality/Agency and Location COLORADO HIGHWAY PATROL, TRINIDAD CO.

\***Fire** Report Filed: (Y/N) Report Number \_\_\_\_\_ Copy Attached (Y/N)  
 Municipality/Agency and Location \_\_\_\_\_

\*You should always attempt to obtain an official copy of the report from the agency involved. If the agency will not release a copy to you, please indicate below.

**SECTION G RECALL CAMPAIGNS**

Is the vehicle subject to any recall campaigns?  Yes  No (If no, skip to next section)

If yes, identify all campaigns and whether the inspection/modification has been completed.

Recall Number	Description	Completed?	
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No

**CUSTOMER & VEHICLE INFORMATION**

**SECTION H VEHICLE SYSTEM INSPECTION REPORT**

Attach the completed Vehicle System Inspection form(s) to this Customer and Vehicle Information section. The vehicle system inspection forms are provided as a guide to conduct a methodical inspection of the various vehicle systems. Complete the appropriate vehicle system inspection(s) based on the specific inspection request. Take color photographs as necessary to clearly show the areas of concern and your observations.

Provide information only for the vehicle identified in the inspection request and for the allegation made by the claimant. Based on the allegations, it may be appropriate to complete more than one vehicle system inspection form.

Attached to the Customer & Vehicle Information is a vehicle inspection(s) for:  
(Check all that apply)

<input type="checkbox"/> Automatic Transmission/Transaxle (4)	<input type="checkbox"/> Inadvertent Vehicle Movement (5)
<input type="checkbox"/> Brake/ABS System (5)	<input type="checkbox"/> Restraint Systems (6)
<input type="checkbox"/> Fire (5)	<input type="checkbox"/> Seats (5)
<input type="checkbox"/> Hood Latches (4)	<input checked="" type="checkbox"/> Steering, Suspension Tires & Wheels (4)

( ) indicates the number of pages in the report

**SECTION I PHOTOGRAPHS**

Attach a Photograph Description sheet to this report describing subject matter of any photographs taken while investigating this matter.

How many photographs were taken? 46 By whom? [REDACTED]

To whom were these photographs supplied? ALMA TAYLOR

**SECTION J INCIDENT SITE INSPECTION**

Incident site inspection performed?	<input checked="" type="checkbox"/> Yes (attached)	<input type="checkbox"/> No (not performed)
-------------------------------------	--	---

An incident site inspection should be performed to gather information on physical evidence left by the vehicle(s) involved. The information should reflect only measurements, reference points and location of physical evidence and should not attempt to show the path of the vehicle(s) prior to and after the incident.

Ford Motor Company  
Preliminary Vehicle Inspection Report

Ford File Number [REDACTED]

**PHOTOGRAPH DESCRIPTION SHEET**

Please provide a brief description of the reason for each photograph. Photos should be sent in a zip file in .jpeg format.

Digital Photos:

<b>Photo No.</b>		<b>Description</b>
0		# 38 FIRST ROLLOVER IMPACT AREA
1		# 39 FIRST LANDING AREA
2	MFG. LABEL	# 40-46 ROLL OFF TRAIL
3	TIRE LABEL	
4	LEFT FRONT TIRE	
5	RIGHT FRONT TIRE	
6	RIGHT REAR TIRE	
7	LEFT REAR TIRE	
8	LEFT FRONT CORNER	
9	LEFT FRONT	
10	FRONT	
11	RIGHT FRONT	
12	RIGHT SIDE	
13	RIGHT REAR	
14	REAR	
15	LEFT SIDE	
16	DRIVER INTERIOR	
17	BRAKE PEDAL	
18	PASSENGER INTERIOR	
19	PASSENGER INTERIOR	
20	L FRONT SUSPENSION	
21	CENTER OF SUSPENSION	
22	R FRONT SUSPENSION	
23	R FRONT SUSPENSION	
24	STEERING SECTOR	
25	STEERING SECTOR	
26	P/S RESERVOIR	
27	P/S RESERVOIR	
28	L FRONT SHOCK	
29	R FRONT SHOCK	
30	L FRONT RIM SCRAPE	
31	R FRONT RIM SCRAPE	
32	R REAR RIM SCRAPE	
33	L REAR RIM SCRAPE	
34	UPPER L FRONT SHOCK	
35	UPPER R FRONT SHOCK	
36	BEGINNING OF SKID	
37	GUARD RAIL IMPACT	

Ford Motor Company  
Preliminary Vehicle Inspection Report

Ford File Number [REDACTED]

**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

**SECTION A PHOTOGRAPHIC EVIDENCE**

Photographs document the physical evidence via color photographs and written observations. By recording your observations in the following section you will be following a methodical inspection format.

Take color photographs of the following:

**A. Exterior:**

- Front
- Right side
- Rear
- Left side
- Vehicle Identification Number (VIN)

**B. Chassis:**

- Struts/Shock Absorbers
- Springs
- Control arms
- Ball joints
- Steering knuckles
- Axle Assembly
- Wheels and tires

**C. Interior:**

- Instrument panel and odometer
- Steering column and flex joint

**D. Underhood:**

- Power steering pump, lines, hoses and connections
- Steering linkage
- Steering gear/Rack & Pinion
- Intermediate shaft and coupling

**E. Underbody:**

- Steering linkage
- Exhaust
- Transmission and engine oil pans
- Fuel tank

**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

**F. General:**

- Any after-market installation
- Any modifications

Comments:

DIFFERENT TIRES HAVE REPLACED THE OEM BRAND.

**SECTION B VEHICLE INSPECTION - CHASSIS**

List the physical location where the inspection was conducted.

List the name, title and company affiliation of anyone who was present during your inspection. (Obtain and attach a business card if possible.)

ROBERT HODNETT, ELTO J. SMITH, JIM YOUNG, ALL OF [REDACTED]  
 [REDACTED] ROY KEISER, OF PHIL LONG FORD, TRINIDAD CO.

Use that area below to identify what you inspected and your observations during the inspection. Identify any tests performed and the results of those tests. Describe anything that is not operating properly and how it relates to the allegation. Identify any non-production component. (Shocks/struts, wheels and tires, etc.)

Component/System	Observation
Power steering pump, pulley, drive belt, hoses and connections	ALL IN PLACE AND TIGHT IN THEIR MOUNTING'S.
Steering gear/Rack & Pinion	N/A
Steering linkage	DOES NOT APPEAR BENT OR BROKEN IN ANY WAY.
Steering knuckle(s)	STEERING KNUCKLES APPEAR IN GOOD WORKING ORDER.
Suspension components: Left front	APPEARS GOOD
Left front	APPEARS GOOD
Right front	APPEARS GOOD
Right rear	APPEARS GOOD

Steering column, intermediate shaft and coupling	APPEARS GOOD, IS NOT COLLAPSED.
Frame deformation	NONE APPARENT
Under carriage damage	NONE APPARENT
Automatic levelling system	N/A

**SECTION C TIRES AND WHEELS**

**TIRE PLACARD DATA:**

Record the following data: (located on driver's door edge or inside the deck lid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD (psi)
TIRES	LT265/70R17	75	75
SPARE TIRE	LT265/70R17	75	75

**TIRE IDENTIFICATION and WEAR:**

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	TREAD DEPTH (average across width of tire) 32nds of inch
LF	MAXXIS	MUDDER BUCKSHOT	LT265/70R17	40	6
RF	MAXXIS	MUDDER BUCKSHOT	LT265/70R17	42	6
LR	MAXXIS	MUDDER BUCKSHOT	LT265/70R17	30	6
R R	MAXXIS	MUDDER BUCKSHOT	LT265/70R17	41	6

Describe any damage to tires, such as scrapes, marks due to impact, cuts, prior repairs, tread separation, flat spots, belt or ply exposure, etc. Record all wheel and tire identification information if the allegation relates to these components.

Left Front  
ONE SCRAPE ON RIM, NO TIRE DAMAGE

Right Front ONE SCRAPE ON RIM, NO TIRE DAMAGE.
Left Rear ONE SCRAPE ON RIM, NO TIRE DAMAGE. TIRE IS VERY UNDER INFLATED.
Right Rear ONE SMALL SCRAPE ON RIM. NO TIRE DAMAGE.

**SECTION D ROAD TEST**

Describe the weather conditions at the time of your road test.

Temperature      °F	Conditions <input type="checkbox"/> Clear <input type="checkbox"/> Cloudy <input type="checkbox"/> Rain <input type="checkbox"/> Snow <input type="checkbox"/> Fog
---------------------	--

<b>Road Test:</b>		
	Time: _____ Minutes	Length: _____ Miles

Observations of steering, suspension, tires and wheels system performance while driving: (steering feel, responsiveness, assist, pull and lead) List all tests performed, how many times was the test repeated, results of the test and were the results consistent.

UNABLE TO PERFORM.
--------------------

Ford Motor Company  
Preliminary Vehicle Inspection Report

Ford File Number [REDACTED]

**INCIDENT SITE INSPECTION**

Complete this Incident Site Inspection Report and attach it to the Customer and Vehicle Information Report.

Incident site inspection should be conducted if the reported event recently occurred and may reveal tire or impact marks to provide an indication of the path of the vehicle(s) involved. When possible, have the driver go to the scene with you to identify the exact location and marks.

Observe and record key facts of the incident scene showing:

1. All impact points and marks on the road surface, other terrain and property at the site, including measurements from a clearly defined reference points. A clear photograph is required to identify each impact point.
2. Tire marks including measurements from a clearly defined reference point. Measurements must be taken with a measuring tape. Include a photograph clearly defining the reference point in relation to the accident site
3. Include photographs of any other property damage and describe key observations.

**Opinions and speculative statements are not to be included under any circumstances.** Only clearly define observations and key facts are to be included in your site inspection. Do not diagram the incident site in which you attempt to identify the starting point of vehicles, the path of the vehicle(s), vehicle attitude (pitch, roll, yaw), vehicle speed and direction.

It is appropriate to include a diagram of the incident site to help the reader understand your observations, photographs, measurements and reference points. These must be factually based, supported with photographs and measurements, and not speculative or based on opinion.

If possible, request the driver to create a diagram of the incident as they remember it. Be sure to have the person sign and date the document.

**INCIDENT SITE INSPECTION**

Record your facts and observations:

TIRE MARKS AT THE SCENE [ INTERSTATE HIGHWAY 25, SOUTHBOUND] INDICATE THE VEHICLE CHANGED FROM RIGHT LANE TO LEFT, THEN STEERED SHARPLY TO THE RIGHT 85 FEET AND IMPACTED THE GUARD RAIL AT THIS POINT. VEHICLE TRAVELED DOWN GUARD RAIL TO IT'S END AND THEN ROLLED OVER, COMING TO REST ON ALL FOUR TIRES. VEHICLE THEN TRAVELED ANOTHER 55' IN THE GRASSY AREA, STOPPING NEXT TO THE ACCESS ROAD.

---

(Use additional pages as necessary)

Accident site Inspection (Continued)  
EL MORO EXIT #10, NORTH OF TRINIDAD CO.

---

Received: 06/15/2007

Caller Information - 7FOA1001

**Caller Name (Last, First):** [REDACTED] **Title:** OTHER  
**Email:** [REDACTED] **Pref. Language:** ENGLISH  
**Caller Type:** NEW CALL  
**Dealer (Geo/Mkt, Sub, P&A):** USA,,60347 FORD MOTOR CO. FPSDGO FLT SVC  
**Dealer Phone:**  
**FIN Code:** VE123 **FIN Name:**  
**Address:** **Phone:**  
**City :** **State:**  
**Zip:** **P.O. Box :**

OASIS Information - 7FOA1001  
 OASIS WAS NOT CONTACTED IN THE LAST 5 DAYS

Vehicle Information - 7FOA1001

**VIN :** 1FTSX21547E [REDACTED] **Odometer :** 27000 Miles  
**Vehicle :** 2007 F250X4, F250, SUP CAB, PICKUP **Build Date :** 06/27/2006  
**Delivering Dealer :**  
**R.O/Claim Number :**  
**Wrnty St. Date :** 09/12/2006 **Claim Date :**  
**Vehicle Weight :** 9400 LB **Body Conversion :**  
**Engine :** MOD 5.4L-3V SOHC GAS/ESSEX **Build Date :**  
**Build Shift :** **Plant :**  
**Exchange :** N **Serial Number :** 5060616 [REDACTED]  
**Calibration :** 6F714N0 A **Part Nbr :** 6E 874 AA  
**Transmission :** 5SPD AT NAAO 5R110W **Build Date :**  
**Build Shift :** **Plant :**  
**Exchange :** N **Serial Nbr. :**  
**Model Nbr. :** 6F714N0 **Part Nbr :**  
**Axle :** **Build Date :**  
**Build Shift :** **Plant :**  
**Exchange :** N **Serial Number :**  
**Axle Id Tag :** **LH/RH Drive :**  
**Emission :**

Component	Family Code	Feature Code	Family Description	Feature Description
Tire Vendor				
Front Tire	D3K	CE	TIRES-17 INCH	LT265/70/R17E A/T BSW
Rear Tire				
Exterior Paint	PNY	W5	NEUTRAL EXT PAINT FAMILY A	OXFORD WHITE WB C/C-W/B

Concern Information - [REDACTED]

**Symptom Code:** 303300-CHASS. STRG/HANDLING VIB./SHIMMY Other  
**Additional Symptom:** ALLEGED FRONT-END SHAKE  
**EO:**  
**EC:**  
**EB:**  
**EB:**  
**Symptom Verified:** **Intermittent :**  
**Comeback:** **MIL On :**  
**Tow In:** **Quits on Road :**  
**Self Test Run:** **Outside Temp. :**  
**Causal Condition:** **Restart :**  
**How When Code:** **Computed Timing :**  
**Base Timing:** **Grid Location :**  
**CCC:** **WCC :**  
**Difficulty To Diagnose:** **Level of Assistance :**  
**# of Like Concerns:** 0000 **Repair Effectiveness % :**  
**Responsible Activity :** **Customer Severly % :**  
**Engineering Severity :** **Test Stand :**  
**Road Test :** **Repair Prior :**  
**Repair Attempts :** **Causal Factor :**  
**Routing Code :** **Component Location :**  
**Component Feature :** - **Quality Alert # :**

**8D Required :**  
**8D Closed Date :**

**8D Number :**

**Concern Description - 7FOA1001**

MISC 06/15/2007 08:49AM ALMA TAYLOR MSS - FCSD - CVO  
PER EAA VEHICLE INSPECTION REPORT, INSPECTION DATE: 6-7-2007 AT SWETKY BROS, TRINIDAD, CO. "IN INSPECTING THIS VEHICLE, I FOUND NO STEERING OR SUSPENSION PARTS BROKEN OR BENT IN ANY WAY. I DID FIND THAT THE POWER STEERING RESERVOIR DIPSTICK WAS LOW ON FLUID AND THERE WAS NO EVIDENCE THAT IT LEAKED OUT DURING THE ROLLOVER INCIDENT. TIRES ON THIS VEHICLE ARE REPLACEMENT BRAND, MAXXIS AND ARE A 8 PLY RATING. THIS VEHICLE CALLS FOR 75 PSI IN THE TIRES. TIRE PRESSURE'S FOUND WERE LF, 40 PSI, LR 30 PSI, RF, 42 PSI, RR, 41 PSI."

**Potential Safety/Emission:**

**Serviceability Concern :**

**Contact Information**

**Contact Last Name :**  
**Phone :**  
**Consultant Last Name :**  
**Phone :**

**First Name :**  
**Email :**  
**First Name :**  
**Email :**

**Customer Information**

**Customer Last Name :**  
**Home Phone :**  
**Email :**  
**City :**

**First Name :**  
**Work Phone :**  
**Country :**  
**State :**

USA  
CO

DENVER

**Finalize Call -**

**Reason for call :**

**Addl. Explanation :**

**Requester:** ATAYLO29  
**PRINT REPORT**  
**Server:** ECCWS413

**Ford Proprietary, Private**

15-Jun-2007  
**Retention:** None

TIME RECEIVED Thu, 14 Jun 2007 16:43:18 -0400	REMOTE CSID [REDACTED]	DURATION 376	PAGES 13	STATUS Received
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*Alma Byler*  
*888 683 9898*  
*13 pages*

**Ford Motor Company  
Preliminary Vehicle Inspection Report**

Ford File Number [REDACTED]

**CUSTOMER & VEHICLE INFORMATION**

Year 2007	Make FORD	Model F-250	VIN 1FTSX21547E [REDACTED]	
Owner Name [REDACTED]		Address [REDACTED]		
City DENVER	State CO	Zip [REDACTED]	Home Telephone	Business Telephone [REDACTED]
Driver Name NOT AVAILABLE		Address NOT AVAILABLE		
City N/A	State N/A	Zip N/A	Home Telephone N/A	Business Telephone N/A
Attorney Name ( X Claimant not represented)		Address		
City	State	Zip Code	Telephone	
Inspection Location SWETKY BROS., TRINIDAD CO		Inspection Date 06/07/2007	Current Mileage 12171,0101.1	
Date of Incident 06/03/2007		Time of Incident 06:40 AM X PM <input type="checkbox"/>	Repair Estimate (Attach Written, if avail.) \$ TOTAL LOSS	
Inspected By JAMES M. ELGAN		Organization EAA	Telephone 928-701-4242	
Inspectors Signature JAMES M. ELGAN		Date 6-11-2007		

**SECTION A INSPECTION SUMMARY**

Following the vehicle inspection, summarize the facts and your observations (Do not include any opinions, speculation or conclusions.) Attach a copy of the appropriate Vehicle Inspection Report(s) for the allegation(s) being investigated.

IN INSPECTING THIS VEHICLE, I FOUND NO STEERING OR SUSPENSION PARTS BROKEN OR BENT IN ANY WAY. I DID FIND THAT THE POWER STEERING RESERVOIR DIPSTICK WAS LOW ON FLUID AND THERE WAS NO EVIDENCE THAT IT LEAKED OUT DURING THE ROLLOVER INCIDENT. TIRES ON THIS VEHICLE ARE A REPLACEMENT BRAND, MAXXIS AND ARE A 8 PLY RATING. THIS VEHICLE CALLS FOR 75 PSI IN THE TIRES. TIRE PRESSURE'S FOUND WERE LF, 40 PSI. LR, 30 PSI. RF, 42 PSI. RR, 41 PSI.

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**CUSTOMER & VEHICLE INFORMATION**

**SECTION B INTERVIEW - VEHICLE HISTORY**

**Name, address & phone number** of person(s) being interviewed. Always interview the driver when possible):

PIONEER NATURAL RESOURCES WOULD NOT GIVE OUT THE DRIVERS NAME.

**Vehicle modifications or after-market equipment?** Yes  No  (e.g. , hand controls for disabled persons, radio, phone, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, floor mats, etc.) **Item(s)**, date installed, and by whom (name, phone):

MAXXIS MUDDER BUCKSHOT TIRES, LT265/70R17, 8 PLY, OWNER INSTALLED.

**Prior collision** damage? Yes  No  ( when, where, extent, repaired by, etc.):

NONE APPARENT

**Describe existing vehicle conditions** at time of incident ( warning lights "On", strange odors, etc.):

UNKNOWN

**Repairs** outside of warranty (what, when, by whom?):

N/A

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**CUSTOMER & VEHICLE INFORMATION**

**SECTION C INTERVIEW - INCIDENT DETAILS**

If the vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer N/A (lbs) Load description (What was being transported):  
PICK UP BED WAS FULL OF EQUIPMENT

Driver's physical description from interview, drivers license or police report (height, disabilities, medical conditions or medications etc.):  
UNKNOWN

Drive Length this trip: Hrs. UNKNOWN Minutes UNKNOWN Length of trip in miles:  
UNKNOWN

Estimated vehicle speed: UNKNOWNMPH Source of estimate: N/A Posted speed: 75MPH

Exact incident location: (Provide the highway name or route number, nearest cross street, and the direction the vehicle was traveling.)  
EXIT #10 @ EL MORO EXIT

Weather conditions and visibility:  
CLEAR

Approx. ambient temperature 65°F. Any physical visual obstructions? (Signs, Trees, Bushes)  
NONE

Surface where incident occurred: (Place an "X" in the appropriate boxes)

Concrete	AsphaltX	Gravel	Dirt	Other
----------	----------	--------	------	-------

Other, Please Describe: \_\_\_\_\_

Surface Conditions: (Place an "X" in all that apply)

SmoothX	Rough	Pot Holes	Wavy	Other
Wet	DryX	Snow	Icy	Other

Other, Please Describe: \_\_\_\_\_

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**CUSTOMER & VEHICLE INFORMATION**

Normally brake with Right or Left foot? UNKNOWN Observe and Photograph the brake pedal pad for evidence of wear.

Describe brake operation (pedal feel, brake pull or grab, vibration, normal, etc.):  
UNKNOWN

Any warning lights "On", high/low gauge readings, or messages displayed (Y/N): Describe:  
UNKNOWN

Electrical systems operation (normal/other?):  
UNKNOWN

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident (if unknown, enter "U"): ALL FOUND IN THE 'OFF' POSITION.

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Cruise Control  | <input type="checkbox"/> Windshield Wipers      | <input type="checkbox"/> Radio, Tape/CD Player   |
| <input type="checkbox"/> Traction Control Switch "On"  | <input type="checkbox"/> Air Conditioner        | <input type="checkbox"/> Auxiliary CD Player     |
| <input type="checkbox"/> Low Beam Headlights   | <input type="checkbox"/> Heater                 | <input type="checkbox"/> Telephone               |
| <input type="checkbox"/> High Beam Headlights  | <input type="checkbox"/> Windshield Defogger    | <input type="checkbox"/> CB Radio                |
| <input type="checkbox"/> Daytime Running Lights  | <input type="checkbox"/> Windshield Defroster   | <input type="checkbox"/> Power Window Controls   |
| <input type="checkbox"/> Fog Lamps   | <input type="checkbox"/> Rear Window Defroster  | <input type="checkbox"/> Power Mirror Controls   |
| <input type="checkbox"/> Turn Signal   | <input type="checkbox"/> Outside Mirror Heater  | <input type="checkbox"/> Power Seat Controls     |
| <input type="checkbox"/> Hazard Flashers   | <input type="checkbox"/> Driver Seat Heater     | <input type="checkbox"/> Power Sun Roof Controls |
| <input type="checkbox"/> Map Lights, Ft <input type="checkbox"/> Rr <input type="checkbox"/> | <input type="checkbox"/> Passenger Seat Heater  | <input type="checkbox"/> Cigar Lighter           |
| <input type="checkbox"/> Other Interior Lights   | <input type="checkbox"/> Auxiliary Power Outlet | <input type="checkbox"/> Other _____             |

Steering operation (power assist, pulls, loose, etc.):  
UNKNOWN

Powertrain (any engine miss, sluggish, surge, stall, loss of power or speed, etc.):  
UNKNOWN

Any unusual noises ( bang, pop, tick, grinding, metallic, roar, etc.)? From where?  
UNKNOWN

Describe any unusual odors or smoke (from where, color, intensity, etc.):  
UNKNOWN

(Note: Attach additional pages as necessary to fully describe conditions present or those not covered by this report).

Measure and record the driver's seat positioned during the incident? (Measure distance from brake pedal rest position to front of seat): 18inches.

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**CUSTOMER & VEHICLE INFORMATION**

Describe the steering wheel (tilt) position during the incident:

Tilt steering wheel position?  Not equipped Position: Low  Mid  High X

**SECTION D DAMAGE TO OTHER VEHICLE OR PROPERTY**

**Vehicle(s)**

Was another vehicle(s) involved? Yes  No X (If No, skip to property damage)

If yes, list the Year, Make and Model \_\_\_\_\_

Owner name and address \_\_\_\_\_

Driver name and address \_\_\_\_\_

Vehicle speed estimate: \_\_\_\_\_ M.P.H. Estimate by whom? \_\_\_\_\_

Describe damage \_\_\_\_\_

**Property**

Was property (other than vehicles) damaged? Yes  No X (If No, skip to Section E)

Owner of property \_\_\_\_\_

Address/Location of property \_\_\_\_\_

Describe the damaged property (sign, fence, building, etc.) \_\_\_\_\_

Describe the nature and extent of damage (including measurements)

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**CUSTOMER & VEHICLE INFORMATION**

**SECTION E DRIVER DESCRIPTION OF THE INCIDENT**

Provide a signed and dated statement written by the driver. If one is not available, provide the driver's description of the incident as provided to you: (Mr. Smith states...)  
**THIS STATEMENT WAS ASKED FOR. I LEFT ELTON SMITH, SENIOR PRODUCTION SUPERINTENDENT MY FAX # AND ASKED THAT HE SEND DRIVERS STATEMENT TO ME. TO THIS DATE, I HAVE NOT RECEIVED**

**SECTION F POLICE / FIRE INCIDENT REPORT**

\*Police Report Filed:(XY/N) Report Number UNKNOWN Copy Attached (Y/N)  
Municipality/Agency and Location COLORADO HIGHWAY PATROL, TRINIDAD CO.

\*Fire Report Filed:(Y/N) Report Number \_\_\_\_\_ Copy Attached (Y/N)  
Municipality/Agency and Location \_\_\_\_\_

\*You should always attempt to obtain an official copy of the report from the agency involved. If the agency will not release a copy to you, please indicate below.

**SECTION G RECALL CAMPAIGNS**

Is the vehicle subject to any recall campaigns?  Yes  No (If no, skip to next section)

If yes, identify all campaigns and whether the inspection/modification has been completed.

Recall Number	Description	Completed?	
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No

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**CUSTOMER & VEHICLE INFORMATION**

**SECTION H VEHICLE SYSTEM INSPECTION REPORT**

Attach the completed Vehicle System Inspection form(s) to this Customer and Vehicle Information section. The vehicle system inspection forms are provided as a guide to conduct a methodical inspection of the various vehicle systems. Complete the appropriate vehicle system inspection(s) based on the specific inspection request. Take color photographs as necessary to clearly show the areas of concern and your observations.

Provide information only for the vehicle identified in the inspection request and for the allegation made by the claimant. Based on the allegations, it may be appropriate to complete more than one vehicle system inspection form.

Attached to the Customer & Vehicle Information is a vehicle inspection(s) for:  
(Check all that apply)

<input type="checkbox"/> Automatic Transmission/Transaxle (4)	<input type="checkbox"/> Inadvertent Vehicle Movement (5)
<input type="checkbox"/> Brake/ABS System (5)	<input type="checkbox"/> Restraint Systems (6)
<input type="checkbox"/> Fire (5)	<input type="checkbox"/> Seats (5)
<input type="checkbox"/> Hood Latches (4)	<input checked="" type="checkbox"/> Steering, Suspension Tires & Wheels (4)

( ) indicates the number of pages in the report

**SECTION I PHOTOGRAPHS**

Attach a Photograph Description sheet to this report describing subject matter of any photographs taken while investigating this matter.

How many photographs were taken? 46 By whom? [REDACTED]

To whom were these photographs supplied? ALMA TAYLOR

**SECTION J INCIDENT SITE INSPECTION**

Incident site inspection performed?  Yes (attached)  No (not performed)

An incident site inspection should be performed to gather information on physical evidence left by the vehicle(s) involved. The information should reflect only measurements, reference points and location of physical evidence and should not attempt to show the path of the vehicle(s) prior to and after the incident.

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Ford Motor Company  
Preliminary Vehicle Inspection Report

Ford File Number

**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

**SECTION A PHOTOGRAPHIC EVIDENCE**

Photographs document the physical evidence via color photographs and written observations. By recording your observations in the following section you will be following a methodical inspection format.

Take color photographs of the following:

**A. Exterior:**

- Front
- Right side
- Rear
- Left side
- Vehicle Identification Number (VIN)

**B. Chassis:**

- Struts/Shock Absorbers
- Springs
- Control arms
- Ball joints
- Steering knuckles
- Axle Assembly
- Wheels and tires

**C. Interior:**

- Instrument panel and odometer
- Steering column and flex joint

**D. Underhood:**

- Power steering pump, lines, hoses and connections
- Steering linkage
- Steering gear/Rack & Pinion
- Intermediate shaft and coupling

**E. Underbody:**

- Steering linkage
- Exhaust
- Transmission and engine oil pans
- Fuel tank

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**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

**F. General:**

- Any after-market installation
- Any modifications

**Comments:**

**DIFFERENT TIRES HAVE REPLACED THE OEM BRAND.**

**SECTION B VEHICLE INSPECTION - CHASSIS**

List the physical location where the inspection was conducted.

List the name, title and company affiliation of anyone who was present during your inspection. (Obtain and attach a business card if possible.)

**ROBERT HODNETT, ELTO J. SMITH, JIM YOUNG, ALL OF  
ROY KEISER, OF PHIL LONG FORD, TRINIDAD CO.**

Use that area below to identify what you inspected and your observations during the inspection. Identify any tests performed and the results of those tests. Describe anything that is not operating properly and how it relates to the allegation. Identify any non-production component. (Shocks/struts, wheels and tires, etc.)

Component/System	Observation
Power steering pump, pulley, drive belt, hoses and connections	ALL IN PLACE AND TIGHT IN THEIR MOUNTING'S.
Steering gear/Rack & Pinion	N/A
Steering linkage	DOES NOT APPEAR BENT OR BROKEN IN ANY WAY.
Steering knuckle(s)	STEERING KNUCKLES APPEAR IN GOOD WORKING ORDER.
Suspension components:	APPEARS GOOD
Left front	APPEARS GOOD
Right front	APPEARS GOOD
Right rear	APPEARS GOOD

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Steering column, intermediate shaft and coupling	APPEARS GOOD, IS NOT COLLAPSED.
Frame deformation	NONE APPARENT
Under carriage damage	NONE APPARENT
Automatic levelling system	N/A

**SECTION C TIRES AND WHEELS**

**TIRE PLACARD DATA:**

Record the following data: (located on driver's door edge or inside the deck lid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD (psi)
TIRES	LT265/70R17	75	75
SPARE TIRE	LT265/70R17	75	75

**TIRE IDENTIFICATION and WEAR:**

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	TREAD DEPTH (average across width of tire) 32nds of inch
LF	MAXXIS	MUDDER BUCKSHOT	LT265/70R17	40	6
RF	MAXXIS	MUDDER BUCKSHOT	LT265/70R17	42	6
LR	MAXXIS	MUDDER BUCKSHOT	LT265/70R17	30	6
R	MAXXIS	MUDDER BUCKSHOT	LT265/70R17	41	6

Describe any damage to tires, such as scrapes, marks due to impact, cuts, prior repairs, tread separation, flat spots, belt or ply exposure, etc. Record all wheel and tire identification information if the allegation relates to these components.

**Left Front**  
**ONE SCRAPE ON RIM, NO TIRE DAMAGE**

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Right Front ONE SCRAPE ON RIM. NO TIRE DAMAGE.
Left Rear ONE SCRAPE ON RIM. NO TIRE DAMAGE. TIRE IS VERY UNDER INFLATED.
Right Rear ONE SMALL SCRAPE ON RIM. NO TIRE DAMAGE.

**SECTION D ROAD TEST**

Describe the weather conditions at the time of your road test.

Temperature	°F	Conditions	<input type="checkbox"/> Clear	<input type="checkbox"/> Cloudy	<input type="checkbox"/> Rain	<input type="checkbox"/> Snow	<input type="checkbox"/> Fog
-------------	----	------------	--------------------------------	---------------------------------	-------------------------------	-------------------------------	------------------------------

<b>Road Test:</b>		
	Time: _____ Minutes	Length: _____ Miles

Observations of steering, suspension, tires and wheels system performance while driving: (steering feel, responsiveness, assist, pull and lead) List all tests performed, how many times was the test repeated, results of the test and were the results consistent.

UNABLE TO PERFORM.

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## Ford Motor Company Preliminary Vehicle Inspection Report

Ford File Number [REDACTED]

### INCIDENT SITE INSPECTION

Complete this Incident Site Inspection Report and attach it to the Customer and Vehicle Information Report.

Incident site inspection should be conducted if the reported event recently occurred and may reveal tire or impact marks to provide an indication of the path of the vehicle(s) involved. When possible, have the driver go to the scene with you to identify the exact location and marks.

Observe and record key facts of the incident scene showing:

1. All impact points and marks on the road surface, other terrain and property at the site, including measurements from a clearly defined reference points. A clear photograph is required to identify each impact point.
2. Tire marks including measurements from a clearly defined reference point. Measurements must be taken with a measuring tape. Include a photograph clearly defining the reference point in relation to the accident site
3. Include photographs of any other property damage and describe key observations.

**Opinions and speculative statements are not to be included under any circumstances.** Only clearly define observations and key facts are to be included in your site inspection. Do not diagram the incident site in which you attempt to identify the starting point of vehicles, the path of the vehicle(s), vehicle attitude (pitch, roll, yaw), vehicle speed and direction.

It is appropriate to include a diagram of the incident site to help the reader understand your observations, photographs, measurements and reference points. These must be factually based, supported with photographs and measurements, and not speculative or based on opinion.

If possible, request the driver to create a diagram of the incident as they remember it. Be sure to have the person sign and date the document.

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### INCIDENT SITE INSPECTION

Record your facts and observations:

TIRE MARKS AT THE SCENE [ INTERSTATE HIGHWAY 25, SOUTHBOUND] INDICATE THE VEHICLE CHANGED FROM RIGHT LANE TO LEFT, THEN STEERED SHARPLY TO THE RIGHT 85 FEET AND IMPACTED THE GUARD RAIL AT THIS POINT. VEHICLE TRAVELED DOWN GUARD RAIL TO ITS END AND THEN ROLLED OVER, COMING TO REST ON ALL FOUR TIRES. VEHICLE THEN TRAVELED ANOTHER 55' IN THE GRASSY AREA, STOPPING NEXT TO THE ACCESS ROAD.

(Use additional pages as necessary)

Accident site Inspection (Continued)

EL MORO EXIT #10, NORTH OF TRINIDAD CO.

Server Name : AWS Production- Claims loaded through 06-JUN-2007

# Vehicle Information Report

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN:	1FTSX21547 [REDACTED]	Veh Line:	T/F7 - F250HD/350/450/550 [99-08]	Body Shell:	*
Model Year:	2007	Market Derived:	F - FORD	Navis Eng Serial No:	5060616 [REDACTED]
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/WX - MOD 5.4L-3V SOHC
Inv. Dealer:	*	Body Cab Style:	- SUPER SINGLE CAB (SUPER CAB)	Transmission:	T/TQ - 5 SPD AUTO TRANS
Vehicle Status Code:	800	Version/Series:	T/BD - 250 SERIES		

Trace Eng Serial No:

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

Trace Trans Serial No:

**BUILD INFORMATION:**

Region:	NA - #####	Plant:	A1 - KENTUCKY TRUCK PLANT BUILD
Country:	USA - #####	Prod Date:	27-JUN-2006

**SALE INFORMATION:**

Region:	NA - #####	Selling Dealer:	156009 - *
Country:	USA - #####	Selling Dir St/Prov:	CO
		Buyer St/Prov:	*
Arrival Date:	21-JUL-2006	Red Carpet Lease:	*
Sale Date:	12-SEP-2006	Fleet/Retail/Co. Lease:	F
Warranty Start Date:	12-SEP-2006	Modified Vehicle:	* Vehicle Count Flag: Y
Orig Warranty Date:	12-SEP-2006	Reacquired Vehicle:	* Vehicle Export Flag: N

**VOC/EOC:**

[REDACTED]

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	6A	GVW Class Code:	S
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	BK - DRV. SHORT ARM POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Psng Side):	* - [N/A]
Battery Amp Rating:	5A	Paint:	PNYW5 - OXFORD WHITE WB C/C-W/B
Brake Code:	FBAAH - POWR 4-WHEEL DISC VACUUM BOOST	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AF - ELECTRONIC AM/FM/STRO/CLOCK
Calibration Code:	6F714N0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000NF - MEDIUM FLINT INTERIOR	Tire Manufacturer:	AE - B.F. Goodrich
Delivery Type:	7	Tire Brand:	AHDP21 - Rugged Trail T/A 106R
Driveshaft Code:	D	Tire Size:	D3KCE - LT265/70R17E A/T BSW
Front Seat:	T/E - SEAT-FULL BENCH	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Base:	

---

**TIRE DOT INFORMATION:**

LF: M3AHDP212206 RF: M3AHDP212206  
LR: M3AHDP212206 RR: M3AHDP212206  
LI: \* RI: \*

SPARE: M3AHDP211906 DOT Plant Manufacturer: M3 - MICHELIN NORTH AMERICA ; INC. ; GREENVILLE ; SOUTH CAROLINA

---

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code: \* Emission Code: DGAAB - DGAAB  
ESP Coverage(Miles): \* Emission Cert Type: F  
ESP Coverage(Time): \* Emission Decal Suffix: PKX  
ESP Plan Year: \* Engine Family: 7FMXK0546TA  
ESP Signature Date:

---

Any comments? You can contact



webmaster

6936

John Elgar



~~6-3-07 P. J. J. J.~~  
~~Tim Ply~~ ~~JM~~  
~~\*Tim A. Resour?~~  
~~40?~~

# hp LaserJet 4345mfp series



## Fax Call Report

1

FORD  
1-313-845-5115  
Jun-07-2007 10:16 AM

Job	Date/Time	Type	Identification	Duration	Pages	Result
21675	Jun-07-2007 10:14 AM	Send	[REDACTED]	1:40	8	Success

Ford Motor Company  
P.O. Box 6248  
MD 3N308  
Dearborn, MI 48126-4207  
Fax: 888 683-9898



**To:** Jim Elgan **From:** Alma Taylor  
**Fax:** 719 867-5697 **Pages:** 8 (including cover page)  
**Phone:** 928 402-9402 **Date:** June 7, 2007  
**Re:** [REDACTED] 2007 F-250, VIN: 1FTSX215478 [REDACTED]

Urgent  For Review  Please Comment  Please Reply  Please Recycle

• **Comments:** If you did not receive all pages, please call me at 313/317-1862

Ford Motor Company  
P.O. Box 6248  
MD 3N308  
Dearborn, MI 48126-4207  
Fax: 888 683-9898



**To:** Jim Elgan

**From:** Alma Taylor

**Fax:** 719 867-5697

**Pages:** 8 (including cover page)

**Phone:** 928 402-9402

**Date:** June 7, 2007

**Re:** Pioneer Natural Resources, 2007 F-250, VIN: 1FTSX21547E [REDACTED]

**Urgent**     **For Review**     **Please Comment**     **Please Reply**     **Please Recycle**

● **Comments:** If you did not receive all pages, please call me at 313/317-1862

EAA Inspection Request

To: EAA/SPX Field Coordinator
Phone: (313) 768-2251
Fax: (313) 768-2266
Email: eaafc@servicesolutions.spx.com

Date: June 5, 2007
From: Legal Analyst -Alma Taylor
Phone: 313 317-1862
Fax: 888 683-9898
Email Address: nafslp@ford.com

EAA Inspector:

REPORT DUE:

Customer Information

Contact#: [redacted]
Customer Name: [redacted]
Customer Address: [redacted]
City: Denver ST: CO ZIP: [redacted]
Phone#: [redacted]
Subject: Accident
Date of Incident: 6-4-2007

Vehicle Information

VIN#: 1FTSX21547E [redacted]
Yr/Make/Model: 2007/Ford/F-250
Vehicle Location: Swetky Bros
Mileage: 26,696
Warranty Start Date: 9-12-2006
FSA/ONP# (Recalls): None

Documents Required

- Inspection Report Form(s) TYPE: Steering, Suspension, et al and Customer & Vehicle Info
Repair Estimate - mail to Ford
Results of Inspection - Report to be sent electronically
Additional Information ( dealer inspection; condition of the vehicle; police reports; fire reports etc)to be mailed.
\* Contact Legal Analyst upon completion of inspection?: [X] Yes [ ] No

Details of the Incident

According to the information provided, the driver was traveling on a 75 mph hwy, he attempted to brake, vehicle locked-up, it into a ditch and rolled several times. \*\*\*Please contact LPA for additional information.

J. Elgar

EAA SA USE ONLY Please acknowledge acceptance of this case promptly via email or fax.

Case Acceptance [ ] Yes [ ] No

Date Report Emailed: (attach all necessary forms and cc EAA for closure)

INSPECTION DIVISION - Please check ONE:

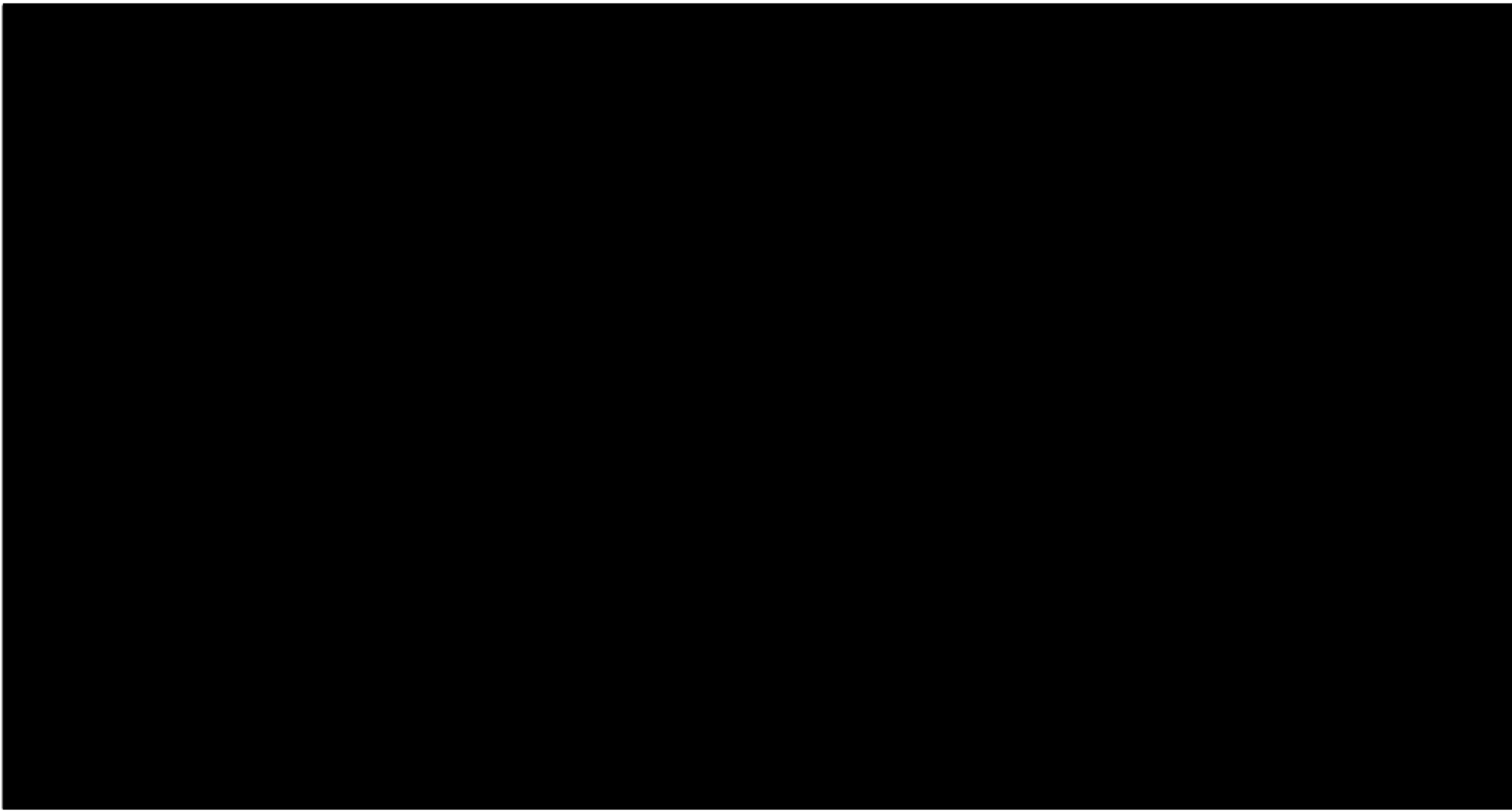
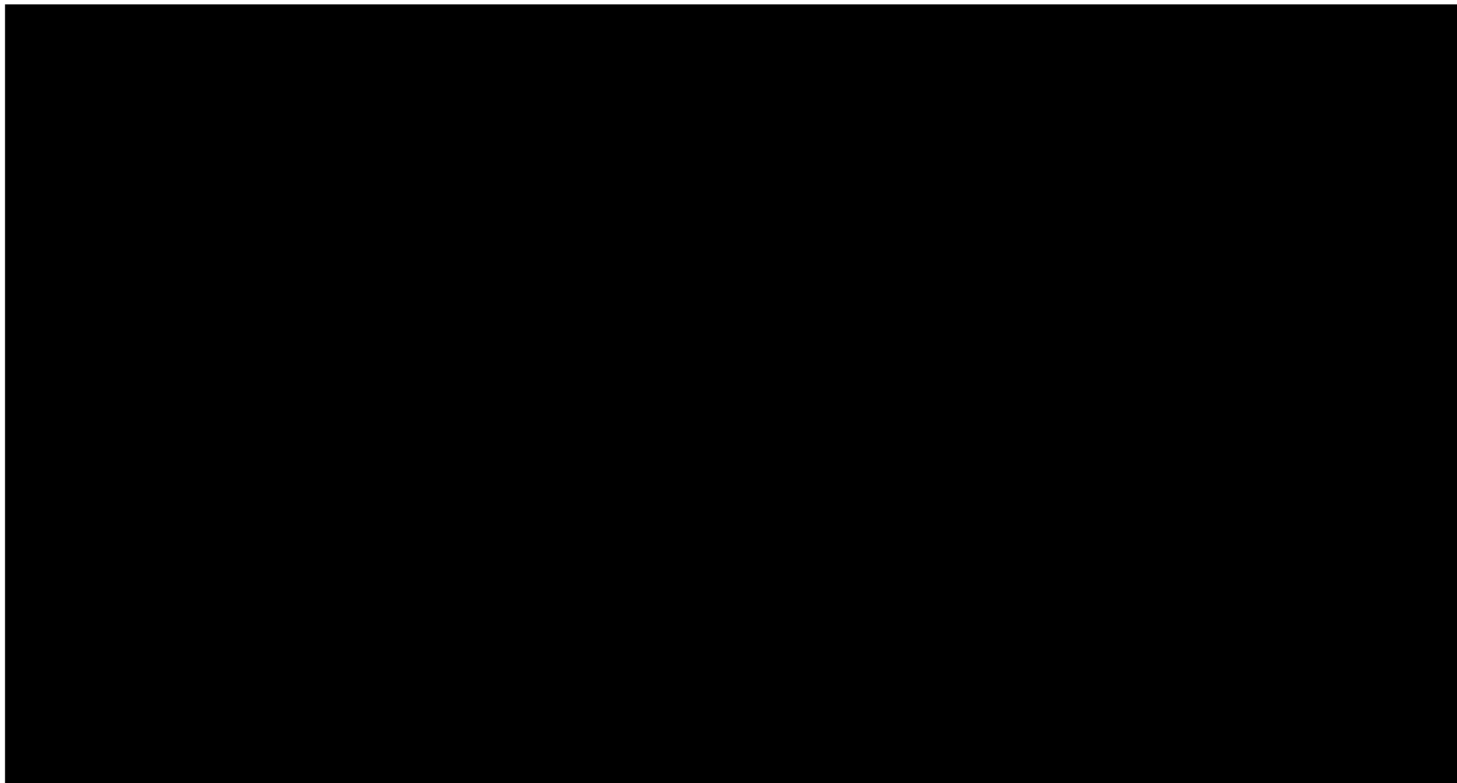
[X] Litigation Prev. [ ] ASO [ ] 05S28

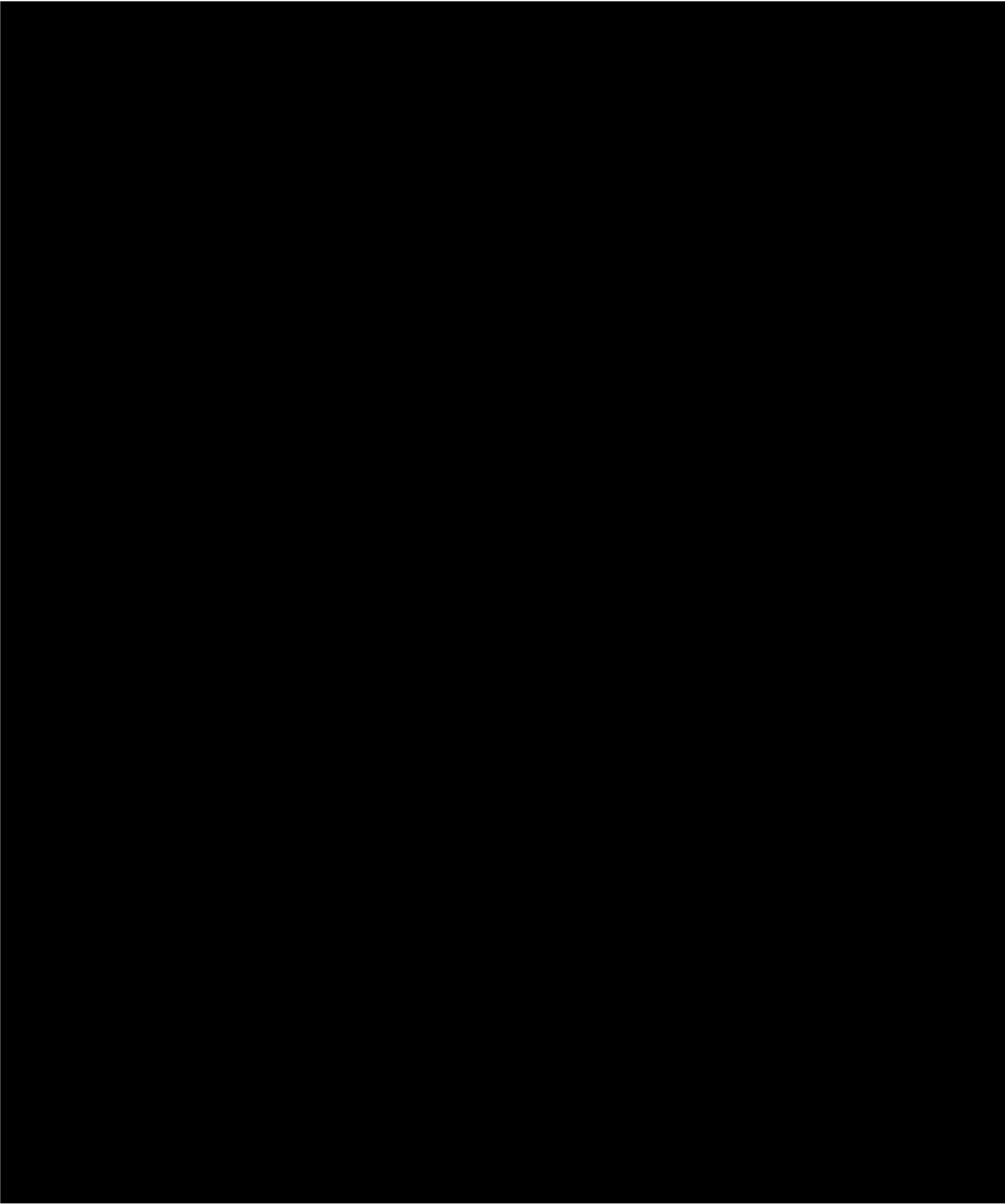
Send Report To: EAA-FTP

16800 Executive Plaza Drive
MD#3NE-B, Suite 308
Dearborn, MI 48126-4207

Dealer Information

Name: Swetky Bros
Location: 376 Kentucky Ave.
City: Trinidad State: CO Zip code:
Phone#: 719 846-2888, 719 859-2888 (cell)
Contact Person: Jim





**FORD:**

2005-2007 F-Super Duty

This article supersedes TSB 07-5-7 to update the Parts.

**ISSUE**

Some 2005-2007 F-Super Duty vehicles may exhibit steering wheel oscillation (back and forth motion), immediately following front or rear wheel impacts (i.e. pavement joints, frost heaves, rough roads, etc.). Steering wheel motion is typically in the range of  $\pm 5$  degrees, and typically dampens out in fewer than five oscillations. This condition occurs mostly on F-250/F-350 4X4 vehicles, and is more evident on trucks equipped with a gas engine.

**ACTION**

Refer to the following Service Procedure to minimize the steering wheel oscillations on impacts, however, there may be some remaining minor oscillation which would be considered normal.

**SERVICE PROCEDURE SUMMARY**

1. Set tire pressure and road test vehicle to evaluate vehicle before proceeding with further repairs. If issue is resolved, do not proceed with the rest of this TSB.
2. If concern still exists, install a new steering damper (frame-mounted bracket and steering damper assembly on F-250/F-350 4X4 applications only). For F-250/F-350 4X2 and all F-450/F-550 applications, inspect damper for leaks and replace if necessary, torque steering and suspension fasteners per Workshop Manual (WSM).
3. If concern still exists, check front alignment and reduce front caster.
4. Replace redundant control steering wheel (if equipped and vehicle built prior to 10/8/2004).

**VEHICLE INSPECTION - TIRE PRESSURE**

1. Set tire pressures as indicated on the vehicle label (located on driver's door label).

**NOTE**

SETTING TIRE PRESSURE TO DOOR SPECIFICATION IS ONE OF THE SINGLE MOST IMPORTANT MEASURES IN RESOLVING THIS ISSUE. LOWERING TIRE PRESSURE WILL MAKE THIS ISSUE WORSE.

**ROAD TEST**

1. Ask customer what type of road surface and speed generates the steering wheel oscillation.
2. Road test vehicle on similar road surface and speed, to gain a feel for the customer's issue.
3. If no issues are identified during the road test, do not proceed with the rest of this TSB.

**STEERING DAMPER INSPECTION/REPLACEMENT AND STEERING/SUSPENSION FASTENER TORQUE CHECK****F-250/F-350 4X4 Applications:**

1. Remove existing steering damper and frame attachment bracket.
2. Replace steering damper and frame mounting bracket with steering damper and frame bracket.
3. Attach steering damper to frame bracket and torque bolt to 76 lb-ft (103 N•m).
4. Assemble bracket and shock assembly to the frame with attachment bolt retainer pointing to rear of vehicle. Torque frame bracket nuts to 59 lb-ft (80 N•m).
5. Attach other end of shock to the steering drag link and torque to 66 lb-ft (90 N•m).
6. Install damper bolt cap to assure a friendly surface for the battery cable in case of casual contact.

**NOTE:** The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

## TSB 07-10-10 (Continued)

### NOTE

CHECK SURROUNDING ENVIRONMENT TO THE FRAME BRACKET AND DAMPER ASSEMBLY TO ENSURE THAT BATTERY CABLES ARE NOT CONTACTING BRACKET/BOLTS/DAMPER. ALSO, VERIFY THAT TRANSMISSION OIL COOLER LINES HAVE CLEARANCE TO THE DAMPER DUST SHIELD.

### F-250/F-350 4X2 And All F-450/F-550

#### Applications:

- Wipe down and inspect the steering damper. Turn the steering wheel from lock to lock several times to cycle the steering damper and inspect for leaks.
  - If leaks are present, install a new steering damper.

### Steering/Suspension Fastener Torque Check (4X2 And 4X4)

- Check torques on the following steering and suspension fasteners and adjust to specification as required (see following Table).

Torque Specification		
Description	Lb-ft	Nm
Damper nuts (F-250/F-350 4X2)	59	80
Damper-to-bracket (F-250/ F-350 4X4)	76	103
Damper-to-drag link	66	90
Drag link-to-pitman arm nut	129	175
Inner tie-rod end nuts	85	115
Outer tie-rod end nuts	85	115
Track bar bracket-to-frame nuts and bolts	129	175
Track bar-to-track bar bracket bolt	406	550
Track bar-to-axle nut	185	250
Radius arm-to-axle bolts	222	300
Radius arm-to-bracket nut	222	300

### NOTE

ADJUSTING TORQUE ON STEERING AND SUSPENSION FASTENERS IS VERY IMPORTANT IN RESOLVING THIS ISSUE. FASTENERS THAT ARE IMPROPERLY TORQUED WILL MAKE THIS ISSUE WORSE.

### FRONT WHEEL ALIGNMENT AND REDUCE FRONT CASTER

### NOTE

OSCILLATION ISSUES RESOLVED BY WHEEL ALIGNMENT ARE WARRANTED FOR 12/12 ONLY, REGARDLESS OF OTHER STEPS PERFORMED.

Measure wheel alignment. Verify that front caster, camber, and total toe are within specification. Adjust as required. Refer to the WSM, Section 204-00 for complete alignment specifications.

### REDUCE FRONT CASTER

- Note the current front caster.
- Use alignment adjustment bushings to reduce front caster by 0.5 to 0.75 degrees. The caster setting may be at the lower end of the specification as long as the vehicle drives smoothly. Do not put caster setting below the lower specification limit. Use alignment adjustment bushings.

### F-250/350 4X4:

- 5C3Z-3B440-CCC (0.5 degree bushing)
- 5C3Z-3B440-DDD (0.75 degree bushing)
- 5C3Z-3B440-EEE (1.0 degree bushing)

### F-450/550 4X4 and 4X2:

- 5C3Z-3B440-HHH (0.5 degree bushing)
- 5C3Z-3B440-JJJ (0.75 degree bushing)
- 5C3Z-3B440-KKK (1.0 degree bushing)

### F-250/350 4X2:

- 5C3Z-3B440-C (0.5 degree bushing)
- 5C3Z-3B440-D (0.75 degree bushing)
- 5C3Z-3B440-E (1.0 degree bushing)

### For All 4X4 and for F-450/550 4X2:

- Rotate the alignment adjustment bushing so that the bushing hole is in the 45 degree forward and inboard position. (See Figure 1)

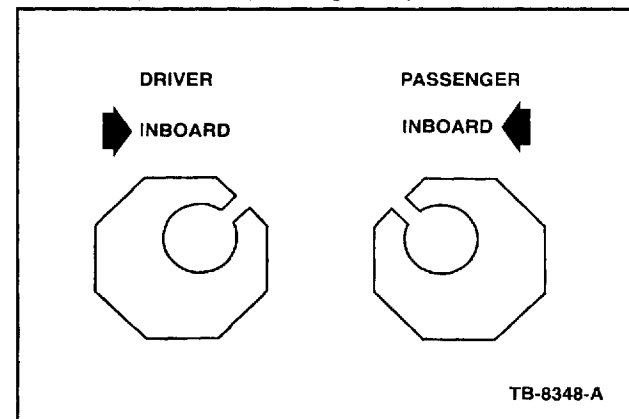


Figure 1 - Article 07-10-10

## TSB 07-10-10 (Continued)

- This should lower the caster, while keeping the camber within the specification range. If the camber is not in the specification range than rotate the alignment adjustment bushing as needed.
- The final caster and camber settings must be within the specification limits.
- Maintain the current front camber, cross-camber and cross-caster settings as close as you possibly can.
- Adding weight behind the rear axle lowers the rear of the vehicle, which decreases the frame angle, which in effect increases caster.

**For All F-250/350 4X2:**

- Observe the camber position of the alignment bushing that is currently in the truck and attempt to maintain that position while moving the caster position forward in the truck.
- The final caster and camber settings must be within the specification limits.

**NOTE**

CASTER SETTING IS VERY IMPORTANT IN RESOLVING THIS ISSUE. INCREASING THE CASTER SETTING WILL MAKE THIS ISSUE WORSE.

**REPLACEMENT OF REDUNDANT CONTROL STEERING WHEEL - Vehicles Built Prior To 10/8/2004 Only**

**NOTE**

THE REPLACEMENT STEERING WHEEL WILL CONTAIN THE REDUNDANT CONTROLS.

1. Remove driver air bag assembly. Refer to WSM, Section 211-04 for complete instructions.
2. Remove the steering wheel.
3. Install new steering wheel.
4. Reinstall driver air bag assembly.
5. Re-set clear vision as required.

**NOTE**

FOR ADDITIONAL INFORMATION, PLEASE REFER TO SECTION 211-04 OF THE WSM FOR COMPLETE REMOVAL AND INSTALLATION PROCEDURES FOR THE STEERING COLUMN.

PART NUMBER	PART NAME
5C7Z-3600-ABA	Redundant Control Steering Wheel Asy (King Ranch Tan/Peb)
5C7Z-3600-CBA	Redundant Control Steering Wheel Asy (Charcoal Black)
5C3Z-3B440-C	F-250/350 4X2 (0.5 degree bushing)
5C3Z-3B440-D	F-250/350 4X2 (0.75 degree bushing)
5C3Z-3B440-E	F-250/350 4X2 (1.0 degree bushing)
5C3Z-3B440-CCC	F-250/350 4X4 (0.5 degree bushing)
5C3Z-3B440-DDD	F-250/350 4X4 (0.75 degree bushing)
5C3Z-3B440-EEE	F-250/350 4X4 (1.0 degree bushing)
5C3Z-3B440-HHH	F-450/550 4X4 and 4X2 (0.5 degree bushing)
5C3Z-3B440-JJJ	F-450/550 4X4 and 4X2 (0.75 degree bushing)
5C3Z-3B440-KKK	F-450/550 4x4 and 4x2 (1.0 degree bushing)
W520117-S441	Nut - Hex - RH Thread
W706196-S439	Bolt
7C3Z-3E652-C	Bracket
5C3Z-3E651-B	Steering Damper (F-250/F-350 4X2)
8C3Z-3E651-C	Steering Damper (F-250/F-350 4X4)
5C3Z-3E651-D	Steering Damper (F-450/F-550)
W711570-S300	Bolt Cap

**NOTE**

LABOR OPERATIONS IN THIS TSB CAN BE CLAIMED TOGETHER.

**NOTE**

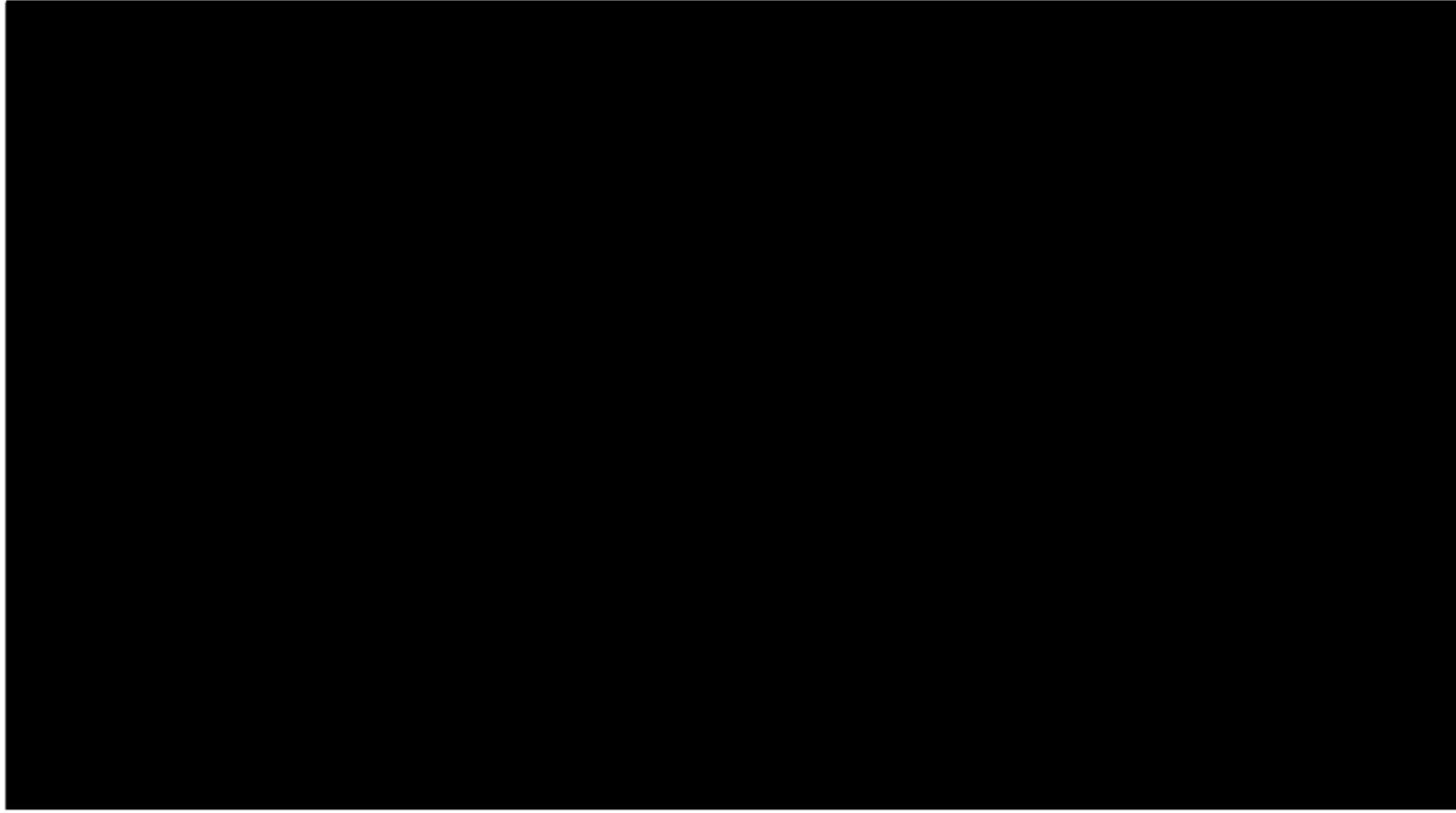
OSCILLATION ISSUES RESOLVED BY WHEEL ALIGNMENT ARE WARRANTED FOR 12/12 ONLY, REGARDLESS OF OTHER STEPS PERFORMED.

**WARRANTY STATUS:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage  
**IMPORTANT:** Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
071010A	2005-2007 F-Super Duty: Check Tire Pressure, Road Test To Verify Repair, Concern Resolved, Return To Customer (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	0.4 Hr.

## TSB 07-10-10 (Continued)

071010B	2005-2007 F-Super Duty: Check Tire Pressure, Road Test To Verify Repair, Concern Not Resolved, Check Steering Damper Replace If Necessary, Verify Proper Torque On Steering Components, Road Test If Concern Is Resolved Return To Customer (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	1.4 Hrs.	071010C	2005-2007 F-Super Duty 250/350 4X4 DUAL REAR WHEEL: Check And Adjust Front Wheel Alignment, This Labor Operation Can Be Claimed With Operation B Only (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	2.1 Hrs.
071010C	2005-2007 F-Super Duty 250/350 4X2 DUAL REAR WHEEL: Check And Adjust Front Wheel Alignment, This Labor Operation Can Be Claimed With Operation B Only (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	1.9 Hrs.	071010C	2005-2007 F-Super Duty F450/550 4X2/4X4 DUAL REAR WHEEL: Check And Adjust Front Wheel Alignment, This Labor Operation Can Be Claimed With Operation B Only (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	2.3 Hrs.
071010C	2005-2007 F-Super Duty 250/350 4X2 SINGLE REAR WHEEL: Check And Adjust Front Wheel Alignment, This Labor Operation Can Be Claimed With Operation B Only (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	1.5 Hrs.	071010D	2005-2007 F-Super Duty With Redundant Steering Control Built Prior To 10-8-2004: Replace Steering Wheel, Includes Time To Depower And Repower The Supplemental Restraints System Can Be Claimed With Operation A Or B (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	0.7 Hr
071010C	2005-2007 F-Super Duty 250/350 4X4 SINGLE REAR WHEEL: Check And Adjust Front Wheel Alignment, This Labor Operation Can Be Claimed With Operation B Only (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	1.8 Hrs.	<b>DEALER CODING</b>		
			BASIC PART NO.	CONDITION	
			(OPERATION A) NPF	82	
			(OPERATION B) 3E651	42	
			(OPERATION C) FRONT	W6	
			(OPERATION D) 3600	42	



==>

VEHICLE ID: 1F7E [REDACTED] (WWYPBBBBBB) Vin: 1FTSX21547 [REDACTED] Div: 2 Status: 800

Financial Data		
Orig Totl Inv:	25656.27	A-Plan Price: .00
Curr Totl Inv:	25656.27	Total Adj: .00
Base Vehicle:	25156.00	Base Adj: .00
Options:	4169.00	Option Adj: .00
Base Holdback:	834.00	Base Hb Adj: .00
Optn Holdback:	153.00	Option Hb Adj: .00
Misc Charges:	-5000.00	Gas Amt: 36.27
Finance Chrg:	420.00	Sched-B Amt: 875.00
FDAF/LMDA:	.00	Mktng Contrib: .00
		X-Plan Price: .00

Predel Invoic:	.00
Sched-A QST:	.00
FOC GST:	.00
Price Protect:	.00
Chargebck Amt:	.00
30-Day FP Amt:	.00
Floor Plan:	96.21
P&C Charge:	101.32
Pre-Dlvry Amt:	.00

Financing Data		Customer Information	
Finance Source:	0000001	T/Name:	9
Orig Int St-Sw:	N	Addr:	[REDACTED]
Ret Draft Ind:		City:	DENVER
Floor Pln Date:	072406	State:	CO
Advt Comm Code:		Zip:	[REDACTED]
Upfront PP Ind:	B	Slspn SS#:	[REDACTED]

F1=Help F3=Exit F4=Primary Menu F6=Screen #1 F9=Screen #3

Roy Keiser, SM, Phil Long Ford, PH: 03140,

ph: [REDACTED]

NO  
ANS

Customer alleges that the vehicle's front-end began shaking, driver loss control and vehicle rolled several times. Driver injured - extent unknown.

Vehicle is not @ site.

[REDACTED] contact: Robert Hodnett, ph: [REDACTED]

Per Mr. Hodnett  
75 mph. Hwy, braking, locked-up, veh went into ditch  
medical attention sought - no details provided

16,696 miles  
Trinidad, CO.

Sweetheas Bros

[REDACTED]

PE07-057

FORD

2-4-2008

APPENDIX E

REDACT S Inc



COPY

\*\*Sent Via U.S. Mail

December 1, 2005

[REDACTED]  
Davie, FL [REDACTED]

RE: 2005 F-Series Super Duty

VIN: 1FTSX21575E [REDACTED]

Dear Mr. [REDACTED]

Our office has been unable to contact you by phone to obtain additional information to follow up on your contact with Ford Motor Company. In order to conduct a complete review of your concern, please contact me at (313) 845-4637 between the hours of 8:00 a.m. and 4:00 p.m. Eastern Time within seven (7) business days or your file will be closed.

Respectfully,

Ke'Nisha Dunlap  
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FTSX21575E [REDACTED] Year: 2005 Model: F-SERIES SUPER DUTY Case: [REDACTED]  
 Name: [REDACTED] Owner Status: Original WSD: 2005-06-23  
 Symptom Desc: STRG/HANDLING VIB./SHIMMY ACCELERATION/DECEL Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone:  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP  
 Dealer: 04908 SAWGRASS FORD Origin Desc: US CONCERN CASE BASE  
 Odometer: 8000 MI Comm Type: PHONE  
 Analyst Name: DOUGLIN QUENTIN Analyst: QDOUGLIN  
 Action Date: 10/03/2005 Action Time: 13.13.34.429 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	OTHER

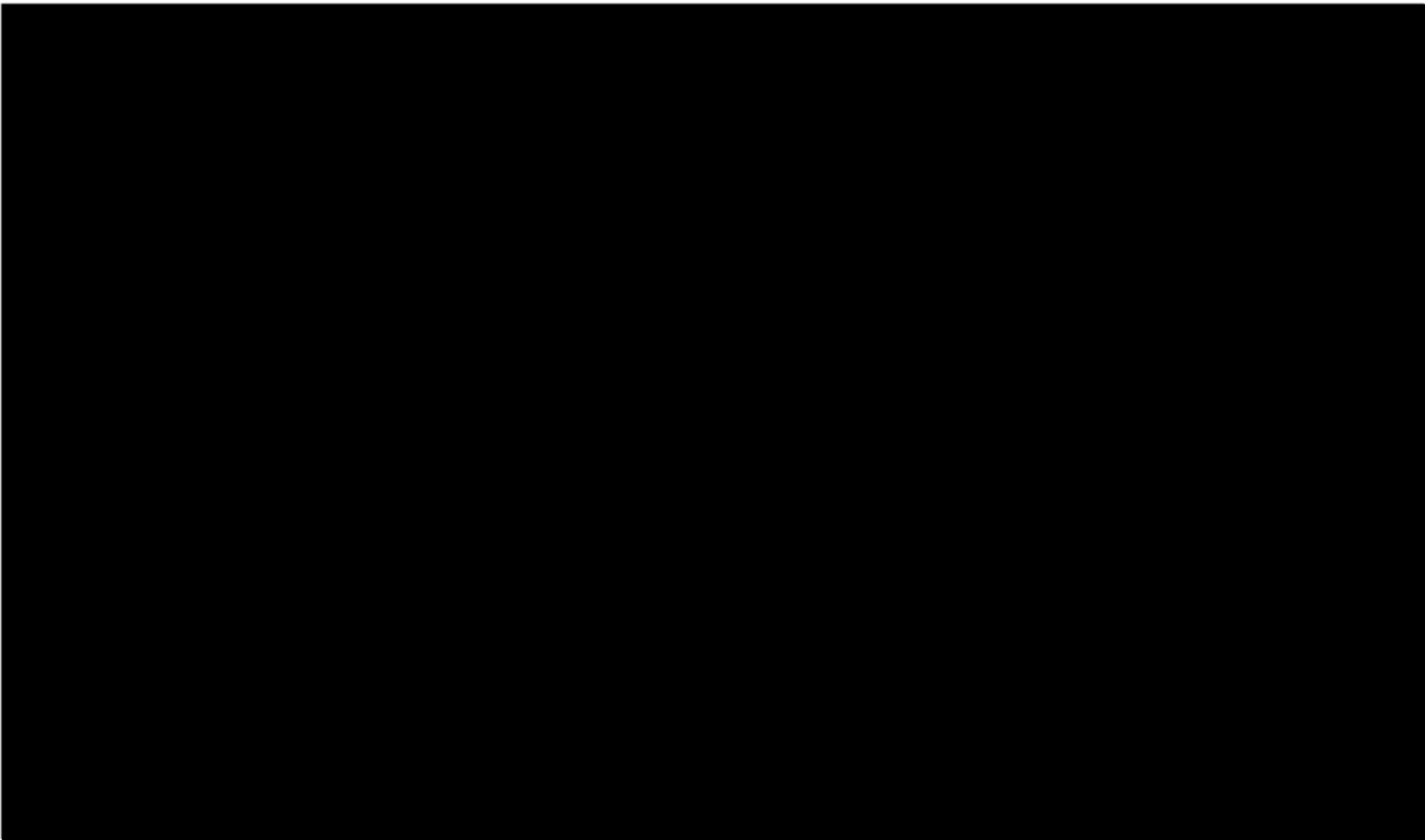
Comments CUSTOMER SAID: = I AM NOT GOING TO DRIVE THIS VEH BECAUSE IT CAN KILL SOMEBODY AND ALMOST KILLED ME=THIS PAST FRIDAY SEPT. 30 THIS INCIDENT OCCURED=GOING DOWN GLADES ROAD AND VEH STATRTED SHAKING VOILENTLY AND SWINGING ME LEFT TO RIGHT=NO POLICE REPORT WAS FILED=NO CLAIM FILED WITH INSURANCE=LEFT ARM FROM ELBOW TO HAND IS SEVERLY HURTING AND EXPECTING FORD TO ASSIST WITH MY MEDICAL AND ALSO ANY REPAIRS=I HAVE TO GO BACK TO DOCTOR TODAY BECAUSE PAIN IS BAD=ALSO I WANT ROADSIDE TO PICK UP MY VEH AND DLR SAWGRASS FORD SAYS PROBLEM MAY BE THE FOUR WHEEL DRIVE BECAUSE THEY HEARD OF THIS ONE TIME BEFOREDEALER SAID: SAWGRASS FORD14501 WEST SUNRISE BLVDSUNRISE, FL 33323=HEARD BABOUT THIS PROBLEM BEFORE COULD BE 4 WHEEL DRIVE AND COME IN AND WE WILL PROVIDE A LOANERCRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

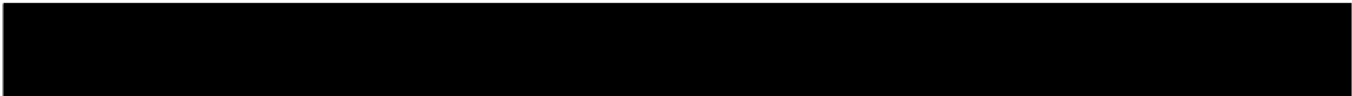
Action: MAKE OUTBOUND CALL TO CUSTOMER  
 Dealer: 04908 SAWGRASS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 8000 MI Comm Type: PHONE  
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP  
 Action Date: 11/22/2005 Action Time: 09.21.55.466 Action Data: No

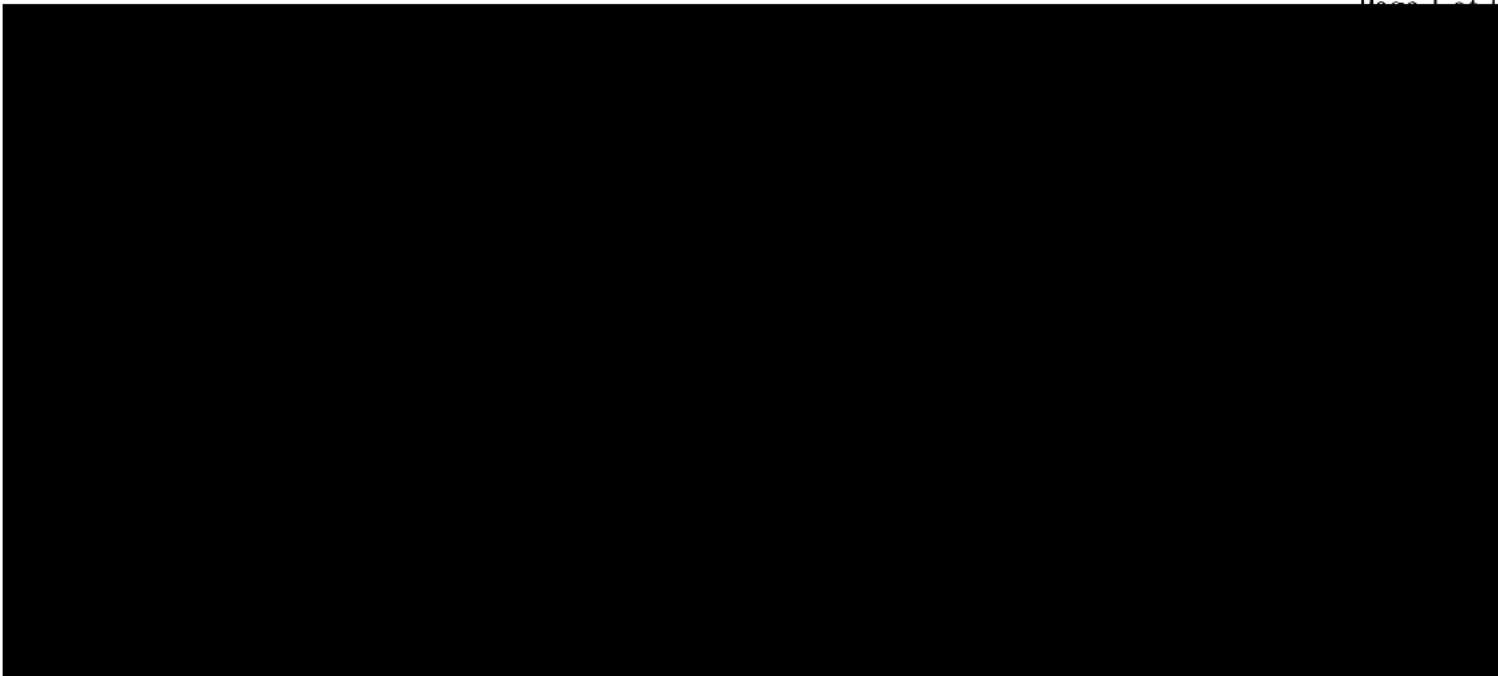
Comments LPA CONTACTED CUSTOMER MICHEAL KASPERS. CUSTOMER WAS UNAVAILABLE. LPA LEFT A MSG WITH HIS WIFE.

Action: INFORMATIONAL CALL/FAX  
 Dealer: 04908 SAWGRASS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 8000 MI Comm Type: PHONE  
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP  
 Action Date: 11/28/2005 Action Time: 10.15.14.798 Action Data: No

Comments LPA CONTACTED CUSTOMER. CUSTOMER WAS UNAVAILABLE. LPA LEFT A MSG WITH CUSTOMER'S







-



ESP / Recall Information

VIN: 1FTSX21575E [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
[REDACTED]	SAFETY RECALL	FUEL LINE RETAINER CLIP INSTALLATION	CLOSE - REPAIRED	2005-08-17	04908USAF24009

**OASIS RESULT:**

1FTSX21575EA

See bottom of the OASIS result for contact ID

11/21/2005  
08:53:27

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**VEHICLE INFORMATION**

**VEHICLE DESCRIPTION**  
2005 F-SERIES  
**TRANSMISSION**

**BODY STYLE**  
F-250 SUPER CAB 4X4  
**AXLE CODE**  
3L

**ENGINE**  
5.4L 3V SOHC  
**ENGINE CALIBRATION**  
5F714N0A

**GENERAL WARRANTY INFORMATION**

**WARRANTY START DATE**  
06/23/2005

**BUILD DATE**  
10/05/2004

**SALE MILEAGE**  
00004

**ARN MESSAGES**

ATTENTION TECHNICIANS AND SERVICE MANAGERS:  
BEFORE REPLACING THROTTLE BODY (-9E926-) SEE TSB 05-14-04

**CUDL MESSAGES**

THIS VEHICLE HAS AN OPEN CUDL CONTACT

**WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

**OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

**EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

**REPAIR HISTORY**

10/03/2005

DEALER: Sawgrass Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 008771M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5C3Z 3E651CA	ABSORBER-STEERING SH	001	1015DT	42	DOES NOT OPERATE PROPERLY
		000	1007D2C		
		000	3504C		
		000	3001A		
		000	MT3001A		

TIRES STEERING GEAR OUT OF ADJUSTMENT TECH 874. BALANCED ALL 4 TIRES MARKED AND INDEXED 3 OUT OF 4 BEFORE 38,37,42LBS AFTER 27,25,23LBS TEST DROVE-OK...-VEHICLE TEST DRIVEN AND DEALER DID GET VEHICLE TO ACT UP ONE TIME BUT WAS NOT SHAKING OR VIBRATING AS PER CUSTOMER COMPLAINT DO TO ONLY HAPPED FOR CO UPLE SECONDS THEN STOPPED BY ITSELF.DEALER REPLACE STEERING DAMPNER,ALSO FR

08/17/2005

DEALER: Sawgrass Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 004772M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5C3Z 9J278A	RETAINER (FUEL TUBE)	001	05S33B		

REFER TO OASIS TO VERIFY RECALL INFORMATION. INSTALLED FUEL LINE RETAINING CLIP AS PER 05S33

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1F1SX21575E [REDACTED]  
Report Applies to Country Code: USA



# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

VIN: 1FTSX21575E [REDACTED]  
 Model Year: 2005  
 Veh Type: T  
 Inv. Dealer: \*

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

## (Related Claims)

T/F7 - F250HD/350/450/550 [99-06]  
 T/F - FORD DIVISION DERIVATIVE  
 T/E - 4 WHL L/H PART TIME DRIVE  
 T/BD - SUPER SINGLE CAB (SUPER CAB)  
 T/BD - 250 SERIES

Eng Serial No: 270904710987  
 Body Shell: \*  
 Engine: T/WX - MOD 5.4L-3V SOHC GAS/ESSEX  
 Transmission: T/TQ - 5 SPD AUTO TRANS NAAO 5R110W

Trace Eng Serial No:

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

## BUILD INFORMATION:

Region: NA - ##### Plant: A1 - KENTUCKY TRUCK PLANT BUILD  
 Country: USA - ##### Prod Date: 05-OCT-2004

## SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124009 -\*  
 Country: USA - ##### Selling Dir St/Prov: FL  
 Buyer St/Prov: \*

Arrival Date: 15-OCT-2004 Red Carpet Lease: \*  
 Sale Date: 23-JUN-2005 Fleet/Retail/Co. Lease: R  
 Warranty Start Date: 23-JUN-2005 Modified Vehicle: \*  
 Orig Warranty Date: 23-JUN-2005 Reacquired Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

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

## INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER  
 Alternator Amp Rating: 5A  
 Audio Disk: \* - [N/A]  
 Axle Ratio: EGJJB - 3.73 FINAL DRIVE RATIO  
 Axle Type: EGJAC - LIMITED SLIP REAR AXLE  
 Battery Amp Rating: AA  
 Brake Code: FBAAH - POWR 4-WHEEL DISC VACUUM BOOST  
 Brake Code(Service): \* - [N/A]  
 Calibration Code: 5F714N0A  
 Color(Accent): \* - [N/A]  
 Color(Trim): 000NF - MEDIUM FLINT INTERIOR  
 Delivery Type: E  
 Driveshaft Code: D  
 Front Seat: T/E - SEAT-FULL BENCH  
 Fuel Type: AF - UNLEADED FUEL CAPABILITY

GYW Code:  
 GYW Class Code: S  
 Instrumentation: \* - [N/A]  
 Mirror(Driver Side): BD - DRIVER LARGE HEAD/LONG ARM MIR  
 Mirror(Psng Side): \* - [N/A]  
 Paint: PNYW5 - OXFORD WHITE WB C/C-W/B  
 Power Antenna: \* - [N/A]  
 Radio: AF - ELECTRONIC AM/FM/STRO/CLOCK  
 Sound System: \* - [N/A]  
 Suspn Tandem Axle:  
 Tire Brand: AP - CONTINENTAL  
 Tire Size: D3KBK - LT245/75/R17E A/S BSW  
 Traction Control: \* - [N/A]  
 Wheel Base:

## TIRE DOT INFORMATION:

.F: P5431VUB3604 RF: P5431VUB3604  
 .R: P5431VUB3604 RR: P5431VUB3604

LI: \* RI: \*

SPARE: P5431VUB????

---

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code:	* Emission Code:	DGAAB - DGAAB
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	MSE
ESP Plan Year:	* Engine Family:	SFMXK054SF5
ESP Signature Date:		

---

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

VIN: 1FTSX21575E [REDACTED]  
 Model Year: 2005  
 Veh Type: T  
 Inv. Dealer: \*

## (Related Claims)

Veh Line: T/F7 - F250HD/350/450/550 [99-06]  
 Market Derived: T/F - FORD DIVISION DERIVATIVE  
 Drive Code: T/E - 4 WHL L/H PART TIME DRIVE  
 Body Cab Style: T/BD -SUPER SINGLE CAB (SUPER CAB)  
 Version/Series: T/BD - 250 SERIES

Eng Serial No: 270904710987  
 Body Shell: \*  
 Engine: T/WX - MOD 5.4L-3V SOHC GAS/ESSEX  
 Transmission: T/TQ - 5 SPD AUTO TRANS NAAO 5R110W

### Trace Eng Serial No:

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

E172A 270904 [REDACTED]

### Trace Trans Serial No:

## BUILD INFORMATION:

Region: NA - ##### Plant: A1 - KENTUCKY TRUCK PLANT BUILD  
 Country: USA - ##### Prod Date: 05-OCT-2004

## SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124009 -\*  
 Country: USA - ##### Selling Dlr St/Prov: FL  
 Buyer St/Prov: \*

Arrival Date: 15-OCT-2004 Red Carpet Lease: \*  
 Sale Date: 23-JUN-2005 Fleet/Retail/Co. Lease: R  
 Warranty Start Date: 23-JUN-2005 Modified Vehicle: \*  
 Orig Warranty Date: 23-JUN-2005 Reacquired Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

8-----9-----  
5

## INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER  
 Alternator Amp Rating: 5A  
 Audio Disk: \* - [N/A]  
 Axle Ratio: EGAJB - 3.73 FINAL DRIVE RATIO

GVW Code:  
 GVW Class Code: S  
 Instrumentation: \* - [N/A]  
 Mirror(Driver Side): BD - DRIVER LARGE HEAD/LONG ARM MIR

VEHICLE INFORMATION REPORT

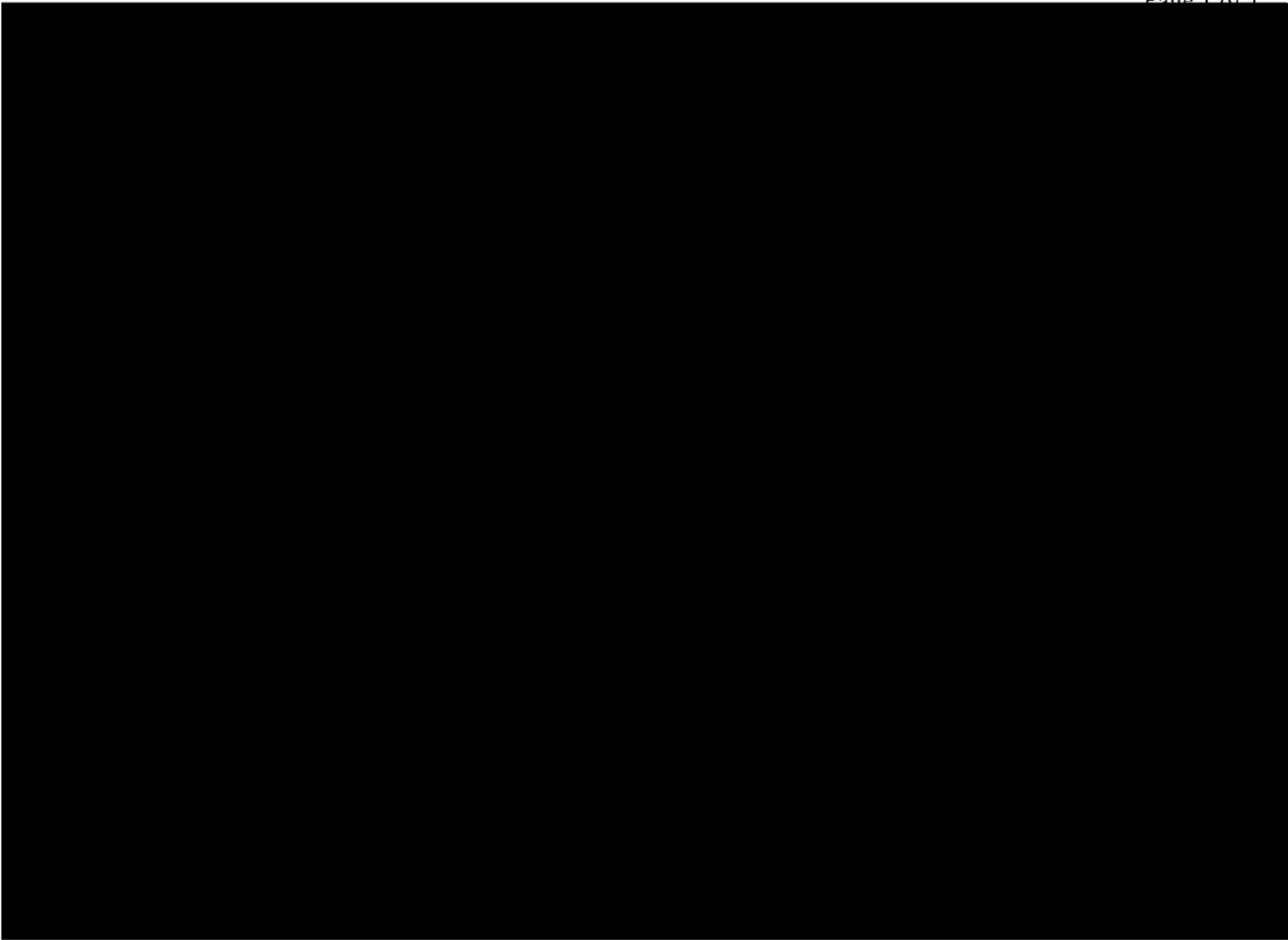
<b>Axle Type:</b>	EGJAC - LIMITED SLIP REAR AXLE	<b>Mirror(Psngr Side):</b>	* - [N/A]
<b>Battery Amp Rating:</b>	AA	<b>Paint:</b>	PNYW5 - OXFORD WHITE WB C/C-W/B
<b>Brake Code:</b>	FBAAH -POWR 4-WHEEL DISC VACUUM BOOST	<b>Power Antenna:</b>	* - [N/A]
<b>Brake Code(Service):</b>	* -[N/A]	<b>Radio:</b>	AF - ELECTRONIC AM/FM/STRO/CLOCK
<b>Calibration Code:</b>	SF714N0A	<b>Sound System:</b>	* -[N/A]
<b>Color(Accent):</b>	* - [N/A]	<b>Suspn Tandem Axle:</b>	
<b>Color(Trim):</b>	000NF - MEDIUM FLINT INTERIOR	<b>Tire Brand:</b>	AP - CONTINENTAL
<b>Delivery Type:</b>	E	<b>Tire Size:</b>	D3KBK - LT245/75/R17E A/S BSW
<b>Driveshaft Code:</b>	D	<b>Traction Control:</b>	* - [N/A]
<b>Front Seat:</b>	T/E - SEAT-FULL BENCH	<b>Wheel Base:</b>	
<b>Fuel Type:</b>	AF -UNLEADED FUEL CAPABILITY		

**TIRE DOT INFORMATION:**

LF: P5431VUB3604 RF: P5431VUB3604  
 LR: P5431VUB3604 RR: P5431VUB3604  
 LI: \* RI: \*  
 SPARE: P5431VUB????


**ESP INFORMATION: EMISSIONS INFORMATION:**

<b>ESP Code:</b>	* Emission Code:	DGAAB - DGAAB
<b>ESP Coverage(Miles):</b>	* Emission Cert Type:	F
<b>ESP Coverage(Time):</b>	* Emission Decal Suffix:	MSE
<b>ESP Plan Year:</b>	* Engine Family:	5FMXX054SF5
<b>ESP Signature Date:</b>		



PE07-057  
FORD  
2-4-2008  
APPENDIX E

redact w

-Oct\_29\_2007-10\_33\_06

**SMITH-CAIRNS**  
**FORD MAZDA SUBARU**  
900 CENTRAL PARK AVE.  
YONKERS, NY 10704  
(914) 377-8100

**\*WARRANTY\***

PAGE 1

NYS M/V REP SHOP REG NO. 260 0095

EASTCHESTER, NY  
HOME [REDACTED]  
CELL [REDACTED] BUS:

SERVICE ADVISOR: 4309 DONNA LOIA

COLOR	YEAR	MAKE/MODEL	VIN	USE	MILEAGE/IN/OUT	STAG
	05	FORD F250 PICKUP	1FTSW21565		36634/36634	
DEL DATE	PROD DATE	WARR EXP	PROMISED	SO NO	PAYMENT	INV DATE
DD			19:00 12SEP07		98.00 CASH	12SEP07
KEY OPENED	READY	OPTIONS: DLR:036146 ENG:5.4 Liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
M	RENTAL					520.00	520.00
*****							
SUB	ENTR	PO#				520.00	520.00
		WP94					

*[Handwritten Signature]*

**WARRANTY COPY**

**COST, SALE, & COMP TOTALS 52000 52000 0**

REPAIR 1	REPAIR 2	REPAIR 3	DATE INSTALLED				ACCUMULATED MILEAGE		ORIGINAL P.C. NUMBER		DESCRIPTION	TOTALS
NO	DAY	YR	DURT TRIPS		MID DATA		TOTAL LABOR	CONNECTED LABOR				
1	LABOR	2	LABOR	3	LABOR	NO DATA				LABOR AMOUNT	0.00	
1	PARTS	2	PARTS	3	PARTS	NO DATA				PARTS AMOUNT	0.00	
SUB TOTAL		ALLOWANCE	DEALER PARTICIPATION	CUSTOMER PARTICIPATION		TOTAL CLAIM		CONNECTED TOTAL		GAS, OIL, LUBE	0.00	
CLAIMS CHARGED OR COVERED		CLAIMS RETURNED								SU BLET AMOUNT	520.00	
										WASH. CHARGES	0.00	
										TOTAL CHARGES	520.00	
										TRIP INSURANCE	0.00	
										SALES TAX	0.00	
										PLEASE PAY THIS AMOUNT	520.00	

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE IN ACCORDANCE WITH THE SERVICE CONTRACT. IF ANY SERVICE DESCRIBED WAS PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO DEDUCTION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS WARRANTY CLAIM HAS BEEN CONNECTED BY ANY WAY WITH THE INFORMATION PROVIDED BY THE REPRESENTATIVE OF FORD.

**SMITH-CAIRNS FORD, Inc.**  
29 MILBURN ST.  
BRONXVILLE, NY 10708  
BODY SHOP (914) 337-8171  
SERVICE (914) 377-8100  
PARTS (914) 377-8116, 8117  
NYS M/V REP SHOP REG NO. 7078703

\*ACCOUNTING\*

PAGE 1

SERVICE ADVISOR: 8291 JOE LOUREIRO

EASTCHESTER, NY  
HOME: [REDACTED] BUS:  
CELL: [REDACTED]

YEAR	MAKE/MODEL	VIN	SEV	MILEAGE IN/OUT	PAGE
05	FORD F250 PICKUP	1FTSW21565E	[REDACTED]	36634/36634	
DEL DATE	PROD DATE	WARR EXP	PRD	PAYMENT	INVA DATE
DD		19:00 20AUG07		95.00 CASH	31AUG07
TRUCK OPENED	READY	OPTIONS: DLR:036146 ENG:5.4 liter			
11:29 20AUG07	13:05 31AUG07				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	TAX	NET	TOTAL
BLH BODY SHOP LABOR HOURS											
1	5C3Z*17757*BA					385000	359761			159761	159761
ASY FRONT											
1	5C3Z*17B984*AA					23388	38980			38980	38980
BUMPER MOUNTING											
1	5C3Z*17B985*AA					2216	7027			7027	7027
BUMPER MOUNTING											
1	5C3Z*17A385*AA					2205	7008			7008	7008
BUMPER MOUNTING											
1	5C3Z*17682*EAA					867	1445			1445	1445
MIRROR HOUSING											
1	5C3Z*17682*EAA					16158	26930			26930	26930
ASY REAR VIEW OUTER											
1	6C3Z*15200*AA					2621	4368			4368	4368
FOCAL FRONT											
2	5C3Z*9925622*AA					3200	5334			5334	5334
NAME PLATE											
1	5C3Z*25290D12*DAB					1816	3027			3027	3027
STRIP											
1	5C3Z*25290D13*DAB					1816	3027			3027	3027
STRIP											
1	5C3Z*17D742*BAA					6175	10292			10292	10292
MIRROR HOUSING											
BLH BODY SHOP LABOR HOURS											
1	7025					15000	32000			32000	32000
RLH REF. TOTAL LABOR HRS.											
1	9526					25500	48000			48000	48000
MISC PAINT & MATERIALS PO#											
1						25300	25300			25300	25300

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
58100	239461	125500		55000	107431	64462	
58500	25300	25300		21500	2725	0	
10100	399649	*****					

LABOR WARRANTY 1 YEAR OR 12,000 MILES WHICHEVER COMES FIRST  
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.  
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SHEET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SERVICE MANAGER AUTHORIZATION \_\_\_\_\_ DATE \_\_\_\_\_  
CUSTOMER SIGNATURE \_\_\_\_\_

**SMITH-CAIRNS FORD, Inc.**

29 MILBURN ST.  
BRONXVILLE, NY 10708  
BODY SHOP (914) 337-8171  
SERVICE (914) 377-8100  
PARTS (914) 377-8116, 8117  
NYS M'Y REP SHOP REG NO. 7078703

\*ACCOUNTING\*

PAGE 2

SERVICE ADVISOR: 8291 JOE LOUREIRO

EASTCHESTER, NY  
HOME: [REDACTED] BUS:  
CELL: [REDACTED]

COLOR	PLAT	MAKE/MODEL	VIN	PIE	PIESE	MILEAGE/IN/OUT	PAGE
	05	FORD F250 PICKUP	1FTSW21565E			36634/36634	
DEE DATE	PROD DATE	WARH EXT	PROMISED	PRO NO	NET	PAYMENT	INV DATE
DD			19:00 20AUG07		95.00	CASH	31AUG07
R-D OPENED	READY	OPTIONS: DLR:036146 ENG:5.4 Liter					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
11:29											
13:05											

**COST, SALE, & COMP TOTALS 215262 372199 0**

LABOR WARRANTY 1 YEAR OR 12,000 MILES WHICHEVER COMES FIRST  
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DESCRIPTION	TOTAL
LABOR AMOUNT	2394.61
PARTS AMOUNT	1074.38
GRS. OIL, LUBE	0.00
SMILET AMOUNT	0.00
MISC. CHARGES	253.00
TOTAL CHARGES	3721.99
LIFE INSURANCE	0.00
SALES TAX	274.50
PIIIASE PAY THIS AMOUNT	3996.49

SERV [REDACTED] DATE [REDACTED]  
CUST [REDACTED]

**SMITH-CAIRNS FORD, Inc.**

29 MILBURN ST.  
BRONXVILLE, NY 10708  
BODY SHOP (914) 337-8171  
SERVICE (914) 377-8100  
PARTS (914) 377-8116, 8117  
NYS M/V REP SHOP REG NO. 7078703

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 8231 JOB LOUREIRO

EASTCHESTER, NY  
HOME [REDACTED] BUS:  
CELL [REDACTED]

COLORS	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	FORD F250 PICKUP	1FTSW21565		36635/36635	
DEL DATE	REGD DATE	WAHR EXP	PROMISED	PO NO	PAYMENT	INV DATE
DD			19:00 06SEP07		93.00 CASH	07SEP07
RIOT OPENED	READY	OPTIONS: DLR:036146 ENG:5.4 liter				
10:35 06SEP07	08:34 07SEP07					

LINE	OPCODE	TECH	TYPE	HOURS	EST	NET	TOTAL
REPAIR AS PER TONS BEST							
BLH REPLACE FRONT GRILLE AS PER TONY IN SERVICE.							
					25.00	25.00	
1	5C32*8200*	BAA	GRILLE ASSY - RADIATOR		249.52	249.52	249.52
PARTS					249.52		249.52

*Handwritten Signature*

LABOR WARRANTY 1 YEAR OR 12,000 MILES WHICHEVER COMES FIRST  
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY  
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR  
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT  
ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.  
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OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER; THERE WAS NO INDICATION FROM  
THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN  
CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE  
AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY  
REPRESENTATIVES OF FORD.

SERVICE MANAGER AUTHORIZATION  
CUSTOMER SIGNATURE

DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	25.00
PARTS AMOUNT	249.52
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
AVC. CHARGES	0.00
TOTAL CHARGES	274.52
LEIS INSURANCE	0.00
SALES TAX	20.24
PLEASE PAY THIS AMOUNT	294.76

**SMITH-CAIRNS FORD, Inc.**

29 MILBURN ST.  
BRONXVILLE, NY 10708  
BODY SHOP (914) 337-8171  
SERVICE (914) 377-8100  
PARTS (914) 377-8116, 8117  
NYS M/V REP SHOP REG NO. 7078703

\*ACCOUNTING\*

PAGE 1

EASTCHESTER, NY  
HOME: [REDACTED] BUS:  
CELL: [REDACTED]

SERVICE ADVISOR: 8231 JOE LOUREIRO

COLOR	YEAR	MAKE/MODEL	VIN	INSE	MILEAGE IN/OUT	TAG
	05	FORD F250 PICKUP	1FTSW21565E		36635/36635	
DEL DATE	PROD DATE	WARR EXPI	PROMISED	PD	PAYMENT	INV DATE
DD			19:00 06SEP07		95.00 CASH	07SEP07
APPROX. OPENED			OPTIONS: DLR:036146 ENG:5.4 liter			
10:35 06SEP07		08:34 07SEP07				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
REPAIRS AS PER INSURANCE											
BLH REPLACE FRONT GRILLE AS PER TONY IN SERVICE.											
1	7025	GRILLE		50	10	50	750		2500		2500
1 5C3Z*8200*BAA GRILLE											
1	ASSY	RADIATOR		149	71	24952		24952	152	24952	24952

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
58100	2500	750		55000	24952	14971	
21500	2024	0		10100	29476		

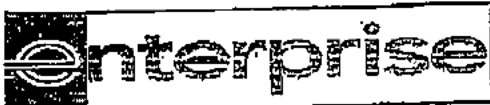
**COST, SALE, & COMP TOTALS 15721 27452 0**

LABOR WARRANTY 1 YEAR OR 12,000 MILES WHICHEVER COMES FIRST  
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY  
 DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR  
 FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT  
 ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.  
 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS  
 OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM  
 THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN  
 CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE  
 AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY  
 REPRESENTATIVES OF FORD.

DESCRIPTION	TOTALS
LABOR AMOUNT	25.00
PARTS AMOUNT	249.52
GR. OIL, LUBE	0.00
SMILET AMOUNT	0.00
V.S.C. CHARGES	0.00
TOTAL CHARGES	274.52
LESS INSURANCE	0.00
SALES TAX	20.24
PLEASE PAY THIS AMOUNT	294.76

SERVICE MANAGER AUTHORIZATION \_\_\_\_\_ DATE \_\_\_\_\_  
 CUSTOMER SIGNATURE \_\_\_\_\_

INVOICE



Mike

OWNER OF VEHICLE: EL PASO, TX  
BRANCH ADDRESS: 132 TUCKER ROAD  
HOUSTON, TX 77040

NY 10714-0000

7:30A- 8:00P TL 7:30A- 8:00P  
7:30P- 8:00P TR 7:30A- 8:00P  
8:00P- 8:30P SA 8:00A- 12:00P

RENTAL TYPE	RENTER	START CHARGES IF DIFFERENT
TYPE	UNTTHEGOM DCI DMH	
COLOR	LICENSE NO.	ORIGINAL VEHICLE
BLACK	NYV726C	
MODEL	SCARF	
COMP	NYVDAE	
MILEAGE IN	BILL TO	COMPANY
AGE	OUT	SMITH-CATONS FORD INC. #2
DRIVEN	ATTN	PHONE
		EXT
	REFERENCE NUMBER	
	VINS: 1J8FF47WX7D	
	ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNERS WRITTEN APPROVAL	
	FREQUENT RENTERS PERMITTED TO ALLOW NO OTHER DRIVER PERMITTED	
	CONDITION AND MILEAGE AS NOTED ON RETURN	
	NO DAMAGE	
	NO GASOLINE REFUNDS	
	NY NJ CT ONLY	
	OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.	

DAY = 24 HOUR PERIOD  
NO CHARGE FOR MILES

HOURS @ 10.00/HOUR  
3 DAYS @ 40.00/DAY

520.00

\$40-TONY OKD

DLI 8.95/DAY

PAT 2.50/DAY

SLE 10.95/DAY

FUEL @ 4.05/BALLON

TAX 13.375 A

**OPTIONAL PRODUCTS NOTICE:**  
WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSURES DAMAGE	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 15. DW IS NOT INSURANCE.	RENTER: X
		Accepts: DW
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16.	RENTER: X	
		Accepts: PAI
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.	RENTER: X	
		Accepts: SLP

**ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, PAGES 1 THROUGH 4:**  
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS RENTAL AND BY MY SIGNATURE BELOW, I AM THE "RENTER" UNDER THIS AGREEMENT. I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) / CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND INCURRED, AS WELL AS PAYMENTS RECEIVED BY A THIRD PARTY TO WHOM BILLING WAS CERTIFIED THAT THE CARRIER'S PRESENTED IS CURRENTLY VALID AND IS NOT EXPIRED.

REPLACEMENT VEHICLE	RENTER	DATE/TIME
	OWNER REP	11:25
COLOR	LICENSE NO.	I WILL RETURN CAR BY:
		DATE
MODEL	SCARF	TIME
		AMOUNT
MILEAGE IN		PAID BY
AGE		
OUT		
DRIVEN		

OPTIONAL AND MILEAGE AS NOTED ON RETURN

NO DAMAGE

NO GASOLINE REFUNDS

NY NJ CT ONLY

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

**ATTENTION:** Enterprise purchases no third-party insurance covering this rental, but provides its renters and authorized drivers with minimum liability coverage, as required by the New York Vehicle and Traffic Law. Those coverages are: \$25,000 per accident for bodily injury to one individual/\$50,000 per accident for bodily injury to more than one individual; \$50,000 per accident for the death of one individual/\$100,000 per accident for the death of more than one individual; \$10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, Enterprise will defend the renter and authorized drivers from all claims of third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired you may purchase Supplemental Liability Coverage from

TOTAL CHARGES	
DEPOSITS	
REFUNDS	
<b>AMOUNT DUE</b>	
CLOSED BY	
PAID BY	CASH
	CHECK
	CHAF
RECEIPT OF CASH REFUND	DATE
	AMOUNT
	RECEIVE

==> Aprvl Cd: ~~GOOD~~ Field Cd: \_\_\_\_\_ Log Status: A A=Approve P=Paid

Remarks Type: C D=Dealer C=Confidential D=Deny C=Close H=Hold

P&A Code: 03614 USA Dlr: Smith Cairns Ford Lincoln Merc

RO Nbr: \_\_\_\_\_ Rpr Seq: \*A Pgm Code: \_\_\_\_\_ Rpr Date: \_\_\_\_\_

VIN: 1FTSW21565E \_\_\_\_\_ Odom: \_\_\_\_\_ M Causal Part: \_\_\_\_\_

ESPS Cover Cd: \_\_\_\_\_ Plan: \_\_\_\_\_ Str Mile: \_\_\_\_\_ Str Date: \_\_\_\_\_

ESPS Cover St: \_\_\_\_\_ Used: \_\_\_\_\_ Exp Mile: \_\_\_\_\_ Exp Date: \_\_\_\_\_

Aprvl Level: \_\_\_\_\_ \*\*\*\*\* INFORMATION ONLY: Y \*\*\*\*\* DAWA Percent

Vst/Rqst Amt: \_\_\_\_\_ Parts = \_\_\_\_\_ Parts %: \_\_\_\_\_

Rpr/Aprv Amt: 0000520.00 Labor Hrs: \_\_\_\_\_ 00100.83 = \_\_\_\_\_ Labor %: \_\_\_\_\_

NADA/Max Amt: \_\_\_\_\_ Misc Expn: \_\_\_\_\_ = \_\_\_\_\_ Misc %: \_\_\_\_\_

Remain Amt: 0000520.00 Loan Days: \_\_\_\_\_ = \_\_\_\_\_

REPRESENTS ~~RENTAL~~ WHILE THE VEHICLE WAS BEING REPAIRED

Insp Rqst Date: \_\_\_\_\_ Dlr Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Model Year: \_\_\_\_\_ Model: \_\_\_\_\_

Last Date Paid: \_\_\_\_\_ Claim Pmt Amt: \_\_\_\_\_ WSI: \_\_\_\_\_ Market Code: USA

Creator: M. MICLEA Date: 2007/09/12 Time: 11:03:47

F1=Help F2=ESPS Contract F3=End F4=AWA Scale F5=History F6=Repair Detail

F7=Prev F8=Next F9=Panel F10=Scroll Rmks F12=Return

5112: ADD SUCCESSFUL LPRELC6

358.13  
340.13  
697.26

13 days  
Aug 30  
Sept 12, 00

135  
120  
GJS

==> Aprvl Cd: NOICS Field Cd: \_\_\_\_\_ Log Status: A A=Approve P=Paid

Remarks Type: C D=Dealer C=Confidential D=Deny C=Close H=Hold

P&A Code: 03614 USA Dlr: Smith Cairns Ford Lincoln Merc

RO Nbr: \_\_\_\_\_ Rpr Seq: \*A Pgm Code: \_\_\_\_\_ Rpr Date: \_\_\_\_\_

VIN: 1FTSW21565E \_\_\_\_\_ Odom: \_\_\_\_\_ M Causal Part: \_\_\_\_\_

ESPS Cover Cd: \_\_\_\_\_ Plan: \_\_\_\_\_ Str Mile: \_\_\_\_\_ Str Date: \_\_\_\_\_

ESPS Cover St: \_\_\_\_\_ Used: \_\_\_\_\_ Exp Mile: \_\_\_\_\_ Exp Date: \_\_\_\_\_

Aprvl Level: \_\_\_\_\_ \*\*\*\*\* INFORMATION ONLY: Y \*\*\*\*\* DAWA Percent

Vst/Rqst Amt: \_\_\_\_\_ Parts = \_\_\_\_\_ Parts %: \_\_\_\_\_

Rpr/Aprv Amt: 0000294.76 Labor Hrs: \_\_\_\_\_ 00100.83 = \_\_\_\_\_ Labor %: \_\_\_\_\_

NADA/Max Amt: \_\_\_\_\_ Misc Expn: \_\_\_\_\_ = \_\_\_\_\_ Misc %: \_\_\_\_\_

Remain Amt: 0000294.76 Loan Days: \_\_\_\_\_ = \_\_\_\_\_

REPRESENTS ~~GRID~~ REPLACED AS GOODWILL REPAIRS

Insp Rqst Date: \_\_\_\_\_ Dlr Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Model Year: \_\_\_\_\_ Model: \_\_\_\_\_

Last Date Paid: \_\_\_\_\_ Claim Pmt Amt: \_\_\_\_\_ WSI: \_\_\_\_\_ Market Code: USA

Creator: M. MICLEA Date: 2007/09/12 Time: 11:07:28

F1=Help F2=ESPS Contract F3=End F4=AWA Scale F5=History F6=Repair Detail

F7=Prev F8=Next F9=Panel F10=Scroll Rmks F12=Return

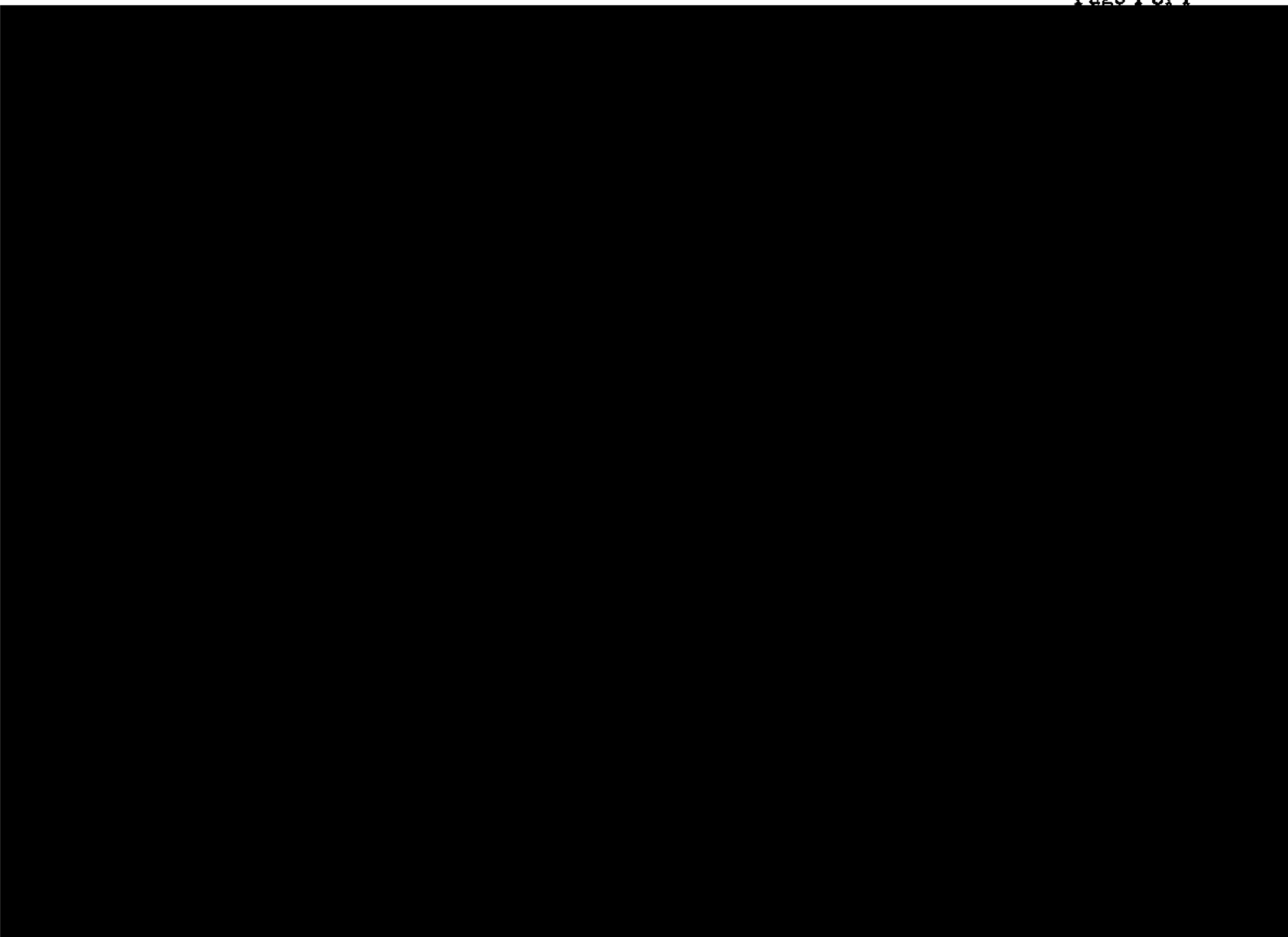
5112: ADD SUCCESSFUL LPRELC6

DM1ACEGA \*\*\* Ford ACES II Prior Approval Log Screen \*\*\* 2007/09/12 11:05:47  
 ==> Aprvl Cd: UOIKR Field Cd: \_\_\_\_\_ Log Status: A A=Approve P=Paid  
 Remarks Type: C D=Dealer C=Confidential D=Deny C=Close H=Hold  
 P&A Code: 03614 USA Dlr: Smith Cairns Ford Lincoln Merc  
 RO Nbr: 484432 Rpr Seq: \*A Pgm Code: \_\_\_\_\_ Rpr Date: \_\_\_\_\_  
 VIN: 1FTSW21565E XXXXXXXXXX Odom: \_\_\_\_\_ M Causal Part: \_\_\_\_\_  
 ESPS Cover Cd: \_\_\_\_\_ Plan: \_\_\_\_\_ Str Mile: \_\_\_\_\_ Str Date: \_\_\_\_\_  
 ESPS Cover St: \_\_\_\_\_ Used: \_\_\_\_\_ Exp Mile: \_\_\_\_\_ Exp Date: \_\_\_\_\_  
 Aprvl Level: \_\_\_\_\_ \*\*\*\*\* INFORMATION ONLY: Y \*\*\*\*\* DAWA Percent  
 Vst/Rqst Amt: \_\_\_\_\_ Parts = \_\_\_\_\_ Parts %: \_\_\_\_\_  
 Rpr/Aprv Amt: 0003996.49 Labor Hrs: \_\_\_\_\_ 00100.83 = \_\_\_\_\_ Labor %: \_\_\_\_\_  
 NADA/Max Amt: \_\_\_\_\_ Misc Expn: \_\_\_\_\_ = \_\_\_\_\_ Misc %: \_\_\_\_\_  
 Remain Amt: 0003996.49 Loan Days: \_\_\_\_\_ = \_\_\_\_\_

REPRESENTS BODY DAMAGE REPAIRS COST

Insp Rqst Date: \_\_\_\_\_ Dlr Contact: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Customer Name: \_\_\_\_\_ Model Year: \_\_\_\_\_ Model: \_\_\_\_\_  
 Last Date Paid: \_\_\_\_\_ Claim Pmt Amt: \_\_\_\_\_ WSI: \_\_\_\_\_ Market Code: USA  
 Creator: M. MICLEA Date: 2007/09/12 Time: 11:05:47  
 F1=Help F2=ESPS Contract F3=End F4=AWA Scale F5=History F6=Repair Detail  
 F7=Prev F8=Next F9=Panel F10=Scroll Rmks F12=Return  
 5112: ADD SUCCESSFUL LPRELC6









## ESP / Recall Information

VIN: 1FTSW215658 [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
[REDACTED]	SAFETY RECALL	FUEL LINE RETAINER CLIP INSTALLATION	CLOSE - REPAIRED	2005-10- 05	03614USAF13071

**OASIS RESULT:**

1FTSW21565E

04/26/2007  
08:13:07  
FCXWS447

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 **VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2005 F-SERIES	<b>BODY STYLE</b> F-250 CREW CAB 4X4	<b>ENGINE</b> 5.4L 3V SOHC
<b>TRANSMISSION</b> TORQSHIFT	<b>AXLE CODE</b> 3L	<b>ENGINE CALIBRATION</b> 5F714D0A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT  
CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT  
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

 **ARN MESSAGES** **GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 06/21/2005	<b>BUILD DATE</b> 03/15/2005	<b>SALE MILEAGE</b>
--	---------------------------------	---------------------

 **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTSW21565E

Report Applies to Country Code: USA

**AUTO APPRAISAL REPORT**  
**LIBERTY MUTUAL INSURANCE CO.**  
 3 LEAR JET LANE  
 LATHAM, NY 12110  
 (518) 782-2541 (800) 252-5730

\*\*\* ESTIMATE \*\*\*

05/07/2007 08:57 AM

**Owner:**

Owner: [REDACTED]  
 Address: [REDACTED]  
 City State Zip: EASTCHESTER, NY [REDACTED]  
 Work/Day: [REDACTED]  
 Home/Day: [REDACTED]  
 FAX: [REDACTED]

**Control Information:**

Claim #: [REDACTED] Insured Policy #: [REDACTED]  
 Loss Date/Time: 04/24/2007 Loss Type: Collision  
 Deductible: \$1,000.00  
 Ins. Company: LIBERTY MUTUAL  
 Agent: TRACY ZONIS  
 Insured: [REDACTED]  
 Claim Rep: TRACY ZONIS  
 Loss Payee: FORD MOTOR CREDIT CORP

**Inspection**

Inspection Date: 05/07/2007 08:57 AM Inspection Type: Field  
 Inspection Location: SHOP Contact: [REDACTED]  
 City State Zip: Yonkers, NY 10704  
 Primary Impact: Front Secondary Impact: Right Rear Side  
 Driveable: Yes Rental Assisted:  
 Assigned Date/Time: Received Date/Time: 05/07/2007 12:25 PM  
 First Contact Date/Time: Appointment Date/Time: 05/07/2007  
 Appraiser Name: RICHARD FONSECA Appraiser License #: [REDACTED]  
 Address: Work/Day: (800)252-5730  
 City State Zip: FAX: (800)692-3704

**Repairer**

Repairer: SMITH-CAIRNS FORD Contact: [REDACTED]  
 Address: 900 CENTRAL PARK AVE Work/Day: (914)377-8100  
 City State Zip: Yonkers, NY 10704 FAX: (914)377-8119  
 License #: [REDACTED] Regulation ID: [REDACTED]

Target Complete Date/Time: Days To Repair: 10

**Remarks**

\*ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL TO ARRANGE A SUPPLEMENT PLEASE  
 CONTACT THE SUPPLEMENT HELP LINE \* 1-800-252-5730 EXT. 284  
 NO Q.C.

*\* Tony in Service*

2005 Ford F-250 Super Duty King Ranch 4 DR Crew Cab

Claim #:

05/07/2007 06:57 AM

DESIGNATED REPRESENTATIVE FORM RECEIVED FROM REPAIRER - NO. DISCUSSED WITH SHOP. MAILED, FAXED OR LEFT COPY AT SHOP. MAILED OR GAVE COPY OF APPRAISAL TO OWNER.

( )  
VEHICLE IS NOT DRIVABLE.

**Vehicle**

2005 Ford F-250 Super Duty King Ranch 4 DR Crew Cab  
Bcyl Gasoline 5,4  
5 Speed Automatic

Lic. Plate: [REDACTED]  
Lic. Expires:  
Prod Date:  
Veh Insp#: Good  
Ext. Color: black  
Ext. Refinish: Two-Stage

Lic State: NY  
VIN: 1FTSW21565 [REDACTED]  
Mileage: 30,391  
Mileage Type: Actual  
Code: P8195A  
Int. Color:  
Int. Refinish:

**Options**

Air Conditioning	Alarm System	Aluminum/Alloy Wheels
Anti-lock Brakes	Auto Locking Hubs (4WD)	Automatic Dimming Mirror
Camper/Towing Package	Captain Chairs (4)	Climate Control For A/C
Compact Disc Player	Cruise Control	Dual Airbags
Dual Power Seats	Fog Lights	Heated Pwr Camper Mirrors
Heated Front Seats	Intermittent Wipers	Keyless Entry System
Leather Seats	Leather Steering Wheel	Lighted Entry System
Overhead Console	Power Brakes	Power Door Locks
Power Steering	Power Take-Off Provision	Power Windows
Privacy Glass	Pwr Sliding Rear Window	Rear Step Bumper
Side Steps	Strg Wheel Radio Control	Tachometer
Tilt Steering Wheel	Tinted Glass	Trip Computer
Tuxedo Paint	Wood Interior Trim	4-Wheel Drive

**Damages**

Line	Op	Guide	MC	Description	MFR Part No.	Price	Adj. %	Hours	R
1	E	11	48	Bumper,Front	5C3Z17757BA	\$389.80		2.5	SM
2	I	327		Bumper,Front	Repair			2.0*	SM
3	L	327	13	Bumper,Front	Refinish			2.8	RF
					1.8 Surface				
					0.6 Two-stage setup				
					0.4 Two-stage				
4	E	1005		Clip,Frnt Bumper	MULTI-PART	\$30.36		INC	SM
5	I	62		Panel,Front Valance	Repair			0.5*	SM
6	E	32		Frame,License Plate	5C3Z17A385AA	\$14.45		0.2	SM
7	E	18	46	Brkt,Front Bumper Mtg RT	5C3Z17B984AA	\$70.27		INC	SM
8	E	67	46	Brkt,Front Bumper Mtg LT	5C3Z17765AA	\$35.37		INC	SM
9	E	68	46	Brkt,Front Bumper Mtg RT	5C3Z17754AA	\$35.37		INC	SM
10	E	557		Brkt,Front Bumper Mtg RT	5C3Z17C886AA	\$40.23		0.8	FR
11	L	557		Brkt,Front Bumper Mtg RT	Refinish			0.2	RF
					0.2 Surface				
12	E	1273	46	Brkt,Front Bumper Mtg LT	5C3Z17B760AA	\$17.30		INC	SM
13	E	1274	46	Brkt,Front Bumper Mtg RT	5C3Z17B749AA	\$17.30		INC	SM
14	N	973		Headlamps Alm	Additional Labor			0.4	SM
15	E	1157	46	Lamp Assembly,Fog RT	5C3Z16200AA	\$49.68		INC	SM
16	RI	44		Nameplate,Fender RT	R & I Assembly			0.2	SM
17	TE	588	01	Stripe Assembly LT	Partial Replace Price	\$88.03			SM
18	TE	589	01	Stripe Assembly RT	Partial Replace Price	\$88.03			SM
19	I	735		Flare,Wheel Opening RT	Repair			0.5*	SM

2005 Ford F-250 Super Duty King Ranch 4 DR Crew Cab  
 Claim#:

05/07/2007 09:57 AM

Line	Op	Qty	Code	Description	RT	MFR Part No.	Price	Adj %	Est	Hours	TR
20	L		735	Flare,Wheel Opening	RT	Refinish				1.4	RF
						1.2 Surface					
						0.2 Two-stage					
21	EC		725 46	Wheel,Front	RT	QUALITY REPL PART	\$179.00*			0.3	SM
				>> KEYSTONE							
22	E		270 #	Mirror,Outer Standard	RT	3C3Z17682AAA	\$188.00			0.8	SM
				# = 01, 40							
23	I		427	Panel,Bedside	LT	Repair				8.5*	SM
24	L		427	Panel,Bedside	LT	Refinish				4.3	RF
						3.6 Surface					
						0.7 Two-stage					
25	TT		427 15	Panel,Bedside	LT	Two-Tone				1.5	RF
						0.4 Two-tone Setup					
						1.1 Two-tone					
26	I		428	Panel,Bedside	RT	Repair				3.5*	SM
27	L		428	Panel,Bedside	RT	Refinish				4.0	RF
						3.3 Surface					
						0.7 Two-stage					
28	TT		426	Panel,Bedside	RT	Two-Tone				1.0	RF
29	ET		135	Stripe,Bedside Lower	R/R	Partial Replace Labor				0.3	SM
30	ET		140	Stripe,Bedside Lower	L/R	Partial Replace Labor				0.3	SM
31	ET		141	Stripe,Bedside Lower	R/R	Partial Replace Labor				0.3	SM
32	E		629 01	Decal,Bedside Panel	LT	YC3Z9825622AAA	\$32.27			0.8	SM
33	E		630 01	Decal,Bedside Panel	RT	YC3Z9925622AAA	\$32.27			0.6	SM
34	I		747	Flare,Wheel Opening	LT	Repair				0.5*	SM
35	L		747	Flare,Wheel Opening	LT	Refinish				1.4	RF
						1.2 Surface					
						0.2 Two-stage					
36	RI		747	Flare,Wheel Opening	LT	R & I Assembly				0.2	SM
37	I		748	Flare,Wheel Opening	RT	Repair				1.0*	SM
38	L		748	Flare,Wheel Opening	RT	Refinish				1.3	RF
						1.2 Surface					
						0.1 Two-stage					
39	RI		748	Flare,Wheel Opening	RT	R & I Assembly				0.2	SM
40	RI		528	Bed Liner R & I		R & I Assembly				0.5	SM
41	RI		533	Tailamp Assembly	LT	R & I Assembly				0.3	SM
42	RI		534	Tailamp Assembly	RT	R & I Assembly				0.3	SM
43	RI		563	Bumper Assy,Rear Step		R & I Assembly				0.5	SM
44	SB			..Flex Additive		Sublet Repair	\$12.00*				SM*
45	SB			..Undercoating		Sublet Repair	\$10.00*			0.2*	SM*
46	SB			..Hazardous Waste Removal		Sublet Repair	\$3.00*				SM*
47	I			..Color Sand and Buff		Repair				1.0*	SM*
48	SB			4 WHEEL ALIGNMENT		Sublet Repair	\$75.00*				SM*
49	SB			..Reset Electrical Components		Sublet Repair				0.5*	SM*
50	EC			CONTITRAC RF		QUALITY REPL PART	\$139.00				SM
				>> CONTINENTAL		275/70R16 LT 04567510000 0 0 125S					
				>> Tire Rack							
				>> South Bend IN (800) 981-3952							
51	EC			CONTITRAC RR		QUALITY REPL PART	\$139.00				SM
				>> CONTINENTAL		275/70R16 LT 04567510000 0 0 125S					
				>> Tire Rack							
				>> South Bend IN (800) 981-3952							

51 Items

NO	Message
01	CALL DEALER FOR EXACT PART # / PRICE
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
15	INCLUDES 0.4 HOURS FIRST PANEL TWO-TONE ALLOWANCE

2005 Ford F-250 Super Duty King Ranch 4 DR Crew Cab  
 Claim #: 003254742-01

05/07/2007 06:57 AM

MC	Description
46	PRINTABLE ALTERNATE PARTS COMPARE
49	UNPRINTED ALTERNATE PARTS COMPARE

Estimate Total & Entries	
Gross Parts	\$1,100.73
Other Parts	\$457.00
Paint Materials	\$393.80
Parts & Material Total	\$1,951.53
Tax on Parts & Material	@ 8.375% \$163.44

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$48.00	8.1	19.6	27.7	\$1,274.20
Mech/Elec (ME)	\$48.00				
Frame (FR)	\$49.00	0.6		0.6	\$29.40
Refinish (RF)	\$40.00	17.9		17.9	\$823.40
Paint Materials	\$22.00				

Labor Total	46.2 Hours	\$2,127.00
Tax on Labor	@ 8.375%	\$178.14
Sublet Repairs		\$100.00
Tax on Sublet	@ 8.375%	\$8.38
Gross Total		\$4,528.49
Less: Deductible		\$1,000.00
Net Total		\$3,528.49

Alternate Parts Y109/00/00/09/07 CUM 09/00/00/09/07 Zip Code: 12203 Default

Recycled Parts NOT REQUESTED

Audatex Estimating 4.0.450 ES 05/07/2007 01:23 PM REL 4.0.450 DT 04/01/2007 DB 05/01/2007

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2.9 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

ESTIMATE CALCULATED USING THE 2.5 HOUR MAXIMUM ALLOWANCE FOR TWO-STAGE REFINISH OF NON-FLEX EXTERIOR SURFACES.

USER DEFINED TWO-TONE THRESHOLD OF 2.5 HRS WAS CALCULATED IN THIS ESTIMATE.

THIS IS NOT AN AUTHORIZATION TO REPAIR. ONLY THE VEHICLE OWNER CAN AUTHORIZE THE REPAIRS TO THEIR VEHICLE. THE REASONABLE COST TO REPAIR THE DAMAGES TO YOUR VEHICLE ARE ITEMIZED ON THIS APPRAISAL. PLEASE REVIEW THE APPRAISAL CAREFULLY AND PRESENT IT TO THE SHOP PRIOR TO THE START OF REPAIRS. YOU CAN HAVE THE DAMAGES REPAIRED AT THE REPAIR FACILITY OF YOUR CHOICE. IF YOU PREFER, WE CAN PROVIDE YOU WITH THE NAMES OF SEVERAL REPUTABLE REPAIR SHOPS IN YOUR AREA.

OCCASIONALLY, DURING THE REPAIR PROCESS, HIDDEN DAMAGE MAY BE DISCOVERED. THIS MAY ENTITLE YOU TO AN ADDITIONAL ALLOWANCE. ALL ADDITIONAL DAMAGES MUST BE INSPECTED BY A LIBERTY MUTUAL REPRESENTATIVE AND APPROVED BEFORE ANY FURTHER

PE07-057

FORD

2-4-2008

APPENDIX E

redact w

1\_Facesheet



PE07-057

FORD

2-4-2008

APPENDIX E

redact w

-estimate for repairs

TIME RECEIVED Mon, 14 May 2007 09:58:01 -0400 REMOTE COST [REDACTED] DURATION 100 PAGES 4 STATUS Received  
05/14/2007 08:54 [REDACTED] [REDACTED] [REDACTED] PAGE 01/04

AUTO APPRAISAL REPORT  
LIBERTY MUTUAL INSURANCE CO.  
3 LEAR JET LANE  
LATHAM, NY 12110  
(518) 782-2541 (800) 252-5730

\*\*\* ESTIMATE \*\*\*

05/07/2007 08:57 AM

Owner: [REDACTED]  
Owner: [REDACTED]  
Address: [REDACTED] Work/Day: [REDACTED]  
Home/Day: [REDACTED]  
City State Zip: EASTCHESTER, NY [REDACTED] FAX: [REDACTED]

Control Information  
Claim #: [REDACTED] Insured Policy #: [REDACTED]  
Loss Date/Time: 04/24/2007 Loss Type: Collision  
Deductible: \$1,000.00  
Ins. Company: LIBERTY MUTUAL  
Agent: TRACY ZONIS  
Insured: [REDACTED]  
Claim Rep: TRACY ZONIS  
Loss Payee: FORD MOTOR CREDIT CORP

Inspection  
Inspection Date: 05/07/2007 08:57 AM Inspection Type: Field  
Inspection Location: SHOP Contact: [REDACTED]  
City State Zip: Yonkers, NY 10704  
Primary Impact: Front Secondary Impact: Right Rear Side  
Driveable: Yes Rental Assisted:  
Assigned Date/Time: Received Date/Time: 05/07/2007 12:25 PM  
First Contact Date/Time: Appointment Date/Time: 05/07/2007  
Appraiser Name: RICHARD FONSECA Appraiser License #: [REDACTED]  
Address: Work/Day: (800)252-5730  
City State Zip: FAX: (800)632-3704

\*  
Tony in  
Service

Repairer  
Repairer: SMITH-CAIRNS FORD Contact: [REDACTED]  
Address: 900 CENTRAL PARK AVE. Work/Day: (914)377-8100  
City State Zip: Yonkers, NY 10704 FAX: (914)377-8119  
License #: [REDACTED] Regulation ID: [REDACTED]  
Target Complete Date/Time: Days To Repair: 10

Remarks  
\* ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL TO ARRANGE A SUPPLEMENT PLEASE  
CONTACT THE SUPPLEMENT HELP LINE " 1-800-252-5730 EXT. 284  
NO Q.C.

TIME RECEIVED Mon, 14 May 2007 09:58:01 -0400 REMOTE CSID [REDACTED] DURATION 100 PAGES 4 STATUS Received  
 05/14/2007 08:54 [REDACTED] [REDACTED] [REDACTED] PAGE 02/04

2005 Ford F-250 Super Duty King Ranch 4 DR Crew Cab

Claim #: [REDACTED] 05/07/2007 06:57 AM

DESIGNATED REPRESENTATIVE FORM RECEIVED FROM REPAIRER - NO DISCUSSED WITH SHOP. MAILED, FAXED OR LEFT COPY AT SHOP. MAILED OR GAVE COPY OF APPRAISAL TO OWNER.

( )  
 VEHICLE IS NOT DRIVABLE.

**Vehicle**

2005 Ford F-250 Super Duty King Ranch 4 DR Crew Cab  
 Bcyl Gasoline 5.4  
 5 Speed Automatic

Lic. Plate: [REDACTED] Lic State: NY  
 Lic Expire: [REDACTED] VIN: 1FTSW21565E [REDACTED]  
 Prod Date: [REDACTED] Mileage: 30,391  
 Veh Insp#: [REDACTED] Mileage Type: Actual  
 Condition: Good Code: P6195A  
 Ext. Color: black Int. Color:  
 Ext. Refinish: Two-Stage Int. Refinish:

**Options**

Air Conditioning	Alarm System	Aluminum/Alloy Wheels
Anti-lock Brakes	Auto Locking Hubs (4WD)	Automatic Dimming Mirror
Camper/Towing Package	Captain Chairs (4)	Climate Control For A/C
Compact Disc Player	Cruise Control	Dual Airbags
Dual Power Seats	Fog Lights	Heatd Pwr Camper Mirrors
Heated Front Seats	Intermittent Wipers	Keyless Entry System
Leather Seats	Leather Steering Wheel	Lighted Entry System
Overhead Console	Power Brakes	Power Door Locks
Power Steering	Power Take-Off Provision	Power Windows
Privacy Glass	Pwr Sliding Rear Window	Rear Step Bumper
Side Steps	Strg Wheel Radio Control	Tachometer
Tilt Steering Wheel	Tinted Glass	Trip Computer
Tutone Paint	Wood Interior Trim	4-Wheel Drive

**Damages**

Line	Op	Guide	MC	Description	MFR Part No	Price	AD. %	D%	Hours	R
1	E	11	46	Bumper,Front	5C3Z17757BA	\$389.60			2.5	SM
2	I	327		Bumper,Front	Repair				2.0*	SM
3	L	327	13	Bumper,Front	Refinish				2.8	RF
					1.8 Surface					
					0.6 Two-stage setup					
					0.4 Two-stage					
4	E	1005		Clip,Frnt Bumper	MULTI-PART	\$30.36			INC	SM
5	I	52		Panel,Front Valance	Repair				0.5*	SM
6	E	32		Frame,Licena Plate	5C3Z17A385AA	\$14.45			0.2	SM
7	E	18	46	Brkt,Front Bumper Mtg RT	5C3Z17B984AA	\$70.27			INC	SM
8	E	67	46	Brkt,Front Bumper Mtg LT	5C3Z17755AA	\$36.37			INC	SM
9	E	68	46	Brkt,Front Bumper Mtg RT	5C3Z17754AA	\$35.37			INC	SM
10	E	557		Brkt,Front Bumper Mtg RT	5C3Z17C886AA	\$40.23			0.6	FR
11	L	557		Brkt,Front Bumper Mtg RT	Refinish				0.2	RF
					0.2 Surface					
12	E	1273	46	Brkt,Front Bumper Mtg LT	5C3Z17B760AA	\$17.30			INC	SM
13	E	1274	46	Brkt,Front Bumper Mtg RT	5C3Z17B749AA	\$17.30			INC	SM
14	N	973		Headlamps Alm	Additional Labor				0.4	SM
15	E	1157	46	Lamp Assembly,Fog RT	8C3Z15200AA	\$43.66			INC	SM
16	Ri	44		Nameplate,Fender RT	R & I Assembly				0.2	SM
17	TE	500	01	Stripe Assembly LT	Partial Replace Price	\$88.03				SM
18	TE	589	01	Stripe Assembly RT	Partial Replace Price	\$88.03				SM
19	I	735		Flare,Wheel Opening RT	Repair				0.5*	SM

TIME RECEIVED Mon, 14 May 2007 09:58:01 -0400 REMOTE CSID [REDACTED] DURATION 100 PAGES 4 STATUS Received  
 05/14/2007 08:54 [REDACTED] [REDACTED] [REDACTED] PAGE 03/04

2005 Ford F-250 Super Duty King Ranch 4 DR Crew Cab  
 Claim #: [REDACTED]

05/07/2007 06:57 AM

Line	Op	Guide	MC	Description	RT	MFR Part No.	Price	AQJ%	B%	Hours	R
20	L	735		Flare,Wheel Opening	RT	Refinish				1.4	RF
						1.2 Surface					
						0.2 Two-stage					
21	EC	725	46	Wheel,Front	RT	QUALITY REPL PART	\$179.00*			0.3	SM
				>> KEYSTONE							
22	E	270	#	Mirror,Outer Standard	RT	3C3Z17882AAA	\$166.00			0.8	SM
				# = 01, 49							
23	I	427		Panel,Bedside	LT	Repair				9.5*	SM
24	L	427		Panel,Bedside	LT	Refinish				4.3	RF
						3.6 Surface					
						0.7 Two-stage					
25	TT	427	15	Panel,Bedside	LT	Two-Tone				1.5	RF
						0.4 Two-tone Setup					
						1.1 Two-tone					
26	I	428		Panel,Bedside	RT	Repair				3.5*	SM
27	L	428		Panel,Bedside	RT	Refinish				4.0	RF
						3.3 Surface					
						0.7 Two-stage					
28	TT	428		Panel,Bedside	RT	Two-Tone				1.0	RF
29	ET	135		Stripe,Bedside Lower	R/R	Partial Replace Labor				0.3	SM
30	ET	140		Stripe,Bedside Lower	L/R	Partial Replace Labor				0.3	SM
31	ET	141		Stripe,Bedside Lower	R/R	Partial Replace Labor				0.3	SM
32	E	629	01	Decal,Bedside Panel	LT	YC3Z9925622AAA	\$32.27			0.6	SM
33	E	630	01	Decal,Bedside Panel	RT	YC3Z9925622AAA	\$32.27			0.6	SM
34	I	747		Flare,Wheel Opening	LT	Repair				0.5*	SM
35	L	747		Flare,Wheel Opening	LT	Refinish				1.4	RF
						1.2 Surface					
						0.2 Two-stage					
36	RI	747		Flare,Wheel Opening	LT	R & I Assembly				0.2	SM
37	I	748		Flare,Wheel Opening	RT	Repair				1.0*	SM
38	L	748		Flare,Wheel Opening	RT	Refinish				1.9	RF
						1.2 Surface					
						0.1 Two-stage					
39	RI	748		Flare,Wheel Opening	RT	R & I Assembly				0.2	SM
40	RI	529		Bed Liner R & I		R & I Assembly				0.5	SM
41	RI	533		Tailamp Assembly	LT	R & I Assembly				0.3	SM
42	RI	534		Tailamp Assembly	RT	R & I Assembly				0.3	SM
43	RI	583		Bumper Assy,Rear Step		R & I Assembly				0.5	SM
44	SB			.Flex Additive		Sublet Repair	\$12.00*				SM*
45	SB			.Undercoating		Sublet Repair	\$10.00*			0.2*	SM*
46	SB			.Hazardous Waste Removal		Sublet Repair	\$3.00*				SM*
47	I			.Color Sand and Buff		Repair				1.0*	SM*
48	SB			4 WHEEL ALIGNMENT		Sublet Repair	\$75.00*				SM*
49	SB			.Reset Electrical Compons		Sublet Repair				0.5*	SM*
50	EC			CONTITRAC RF		QUALITY REPL PART	\$139.00				SM
				>> CONTINENTAL		275/70R18 LT 04567510000 0 0 125S					
				>> Tire Rack							
				>> South Bend IN (800) 981-3952							
51	EC			CONTITRAC RR		QUALITY REPL PART	\$139.00				SM
				>> CONTINENTAL		275/70R18 LT 04567510000 0 0 125S					
				>> Tire Rack							
				>> South Bend IN (800) 981-3952							

51 Items

MC	Message
01	CALL DEALER FOR EXACT PART # / PRICE
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
15	INCLUDES 0.4 HOURS FIRST PANEL TWO-TONE ALLOWANCE

TIME RECEIVED Mon, 14 May 2007 09:58:01 -0400	REMOTE CSID [REDACTED]	DURATION 100	PAGES 4	STATUS Received
05/14/2007 08:54	[REDACTED]	[REDACTED]		PAGE 04/04

2006 Ford F-250 Super Duty King Ranch 4 DR Crew Cab

Claim #: [REDACTED] 05/07/2007 08:57 AM

MC	Message
48	PRINTABLE ALTERNATE PARTS COMPARE
49	UNPRINTED ALTERNATE PARTS COMPARE

**Estimate Total & Entries**

Gross Parts	\$1,100.73
Other Parts	\$457.00
Paint Materials	\$393.80
<b>Parts &amp; Material Total</b>	<b>\$1,951.53</b>
Tax on Parts & Material	@ 8.375% \$163.44

Labor	Rate	Replace		Repair		Total
		Hrs	Hrs	Hrs	Hrs	
Sheet Metal (SM)	\$46.00	8.1	19.6		27.7	\$1,274.20
Mech/Elec (ME)	\$46.00					
Frame (FR)	\$49.00	0.6			0.6	\$29.40
Refinish (RF)	\$46.00	17.9			17.9	\$823.40
Paint Materials	\$22.00					

Labor Total		46.2 Hours	\$2,127.00
Tax on Labor	@	8.375%	\$178.14
Sublet Repairs			\$100.00
Tax on Sublet	@	8.375%	\$8.38
<b>Gross Total</b>			<b>\$4,528.49</b>
Less: Deductible			\$1,000.00-
<b>Net Total</b>			<b>\$3,528.49</b>

Alternate Parts Y/09/00/00/09/07 CUM 09/00/00/09/07 Zip Code: 12203 Default

Recycled Parts NOT REQUESTED

Audatex Estimating 4.0.460 ES 05/07/2007 01:23 PM REL 4.0.460 DT 04/01/2007 DB 05/01/2007

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2.9 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

ESTIMATE CALCULATED USING THE 2.5 HOUR MAXIMUM ALLOWANCE FOR TWO-STAGE REFINISH OF NON-FLEX, EXTERIOR SURFACES.

USER DEFINED TWO-TONE THRESHOLD OF 2.5 HRS WAS CALCULATED IN THIS ESTIMATE.

THIS IS NOT AN AUTHORIZATION TO REPAIR. ONLY THE VEHICLE OWNER CAN AUTHORIZE THE REPAIRS TO THEIR VEHICLE. THE REASONABLE COST TO REPAIR THE DAMAGES TO YOUR VEHICLE ARE ITEMIZED ON THIS APPRAISAL. PLEASE REVIEW THE APPRAISAL CAREFULLY AND PRESENT IT TO THE SHOP PRIOR TO THE START OF REPAIRS. YOU CAN HAVE THE DAMAGES REPAIRED AT THE REPAIR FACILITY OF YOUR CHOICE. IF YOU PREFER, WE CAN PROVIDE YOU WITH THE NAMES OF SEVERAL REPUTABLE REPAIR SHOPS IN YOUR AREA.

OCCASIONALLY, DURING THE REPAIR PROCESS, HIDDEN DAMAGE MAY BE DISCOVERED. THIS MAY ENTITLE YOU TO AN ADDITIONAL ALLOWANCE. ALL ADDITIONAL DAMAGES MUST BE INSPECTED BY A LIBERTY MUTUAL REPRESENTATIVE AND APPROVED BEFORE ANY FURTHER

PE07-057

FORD

2-4-2008

APPENDIX E

redact w

OASIS

**OASIS RESULT:****1FTZF18241N** [REDACTED]05/03/2007  
15:57:43  
FCXWS447

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 **VEHICLE INFORMATION****VEHICLE DESCRIPTION**

2001 F-SERIES LD

**TRANSMISSION**

5 SPD MANUAL - MAZDA

**BODY STYLE**

F-150 REG CAB STYLE SIDE 4X4

**AXLE CODE**

H9

**ENGINE**

4.2L EFI

**ENGINE CALIBRATION**

1F522H0A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT  
ALL WARRANTY CANCELLED; TITLE BRANDED(CODE T1)

 **ARN MESSAGES****ATTENTION TECHNICIANS AND SERVICE MANAGERS:**BEFORE ADDRESSING AXLE NOISE (WHINE/HOWL), SEE TSB [05-23-03](#) **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

09/06/2001

**BUILD DATE**

06/08/2001

**SALE MILEAGE**

00009

 **OUTSTANDING FIELD SERVICE ACTIONS**[02M01](#)

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR

[05S28](#)

PERFORM PRIOR TO VEHICLE DELIVERY: SPEED CONTROL SYSTEM MODIFICATION

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)END OF OASIS REPORT FOR **1FTZF18241N** [REDACTED]Report Applies to Country Code: [USA](#)

PE07-057

FORD

2-4-2008

APPENDIX E

redact w

-P53-additional rental



DM1ACEGA \*\*\* Ford ACES II Prior Approval Log Screen \*\*\* 2007/09/26 10:44:15

==> \_\_\_\_\_ Aprvl Cd: J01RS Field Cd: \_\_\_\_\_ Log Status: A A=Approve P=Paid

Remarks Type: C D=Dealer C=Confidential D=Deny C=Close H=Hold

P&A Code: 03614 \_\_\_\_\_ USA Dlr: Smith\_Cairns\_Ford\_Lincoln\_Merc\_\_\_\_\_

RO Nbr: \_\_\_\_\_ Rpr Seq: \*A Pgm Code: \_\_\_\_\_ Rpr Date: \_\_\_\_\_

VIN: 1FTSW21565E Odom: \_\_\_\_\_ M Causal Part: \_\_\_\_\_

ESPS Cover Cd: \_\_\_\_\_ Plan: \_\_\_\_\_ Str Mile: \_\_\_\_\_ Str Date: \_\_\_\_\_

ESPS Cover St: \_\_\_\_\_ Used: \_\_\_\_\_ Exp Mile: \_\_\_\_\_ Exp Date: \_\_\_\_\_

Aprvl Level: \_\_\_\_\_ \*\*\*\*\* INFORMATION ONLY: Y \*\*\*\*\* DAWA Percent

Vst/Rqst Amt: \_\_\_\_\_ Parts = \_\_\_\_\_ Parts %: \_\_\_\_\_

Rpr/Aprv Amt: 0000697.26 Labor Hrs: \_\_\_\_\_ 00100.83 = \_\_\_\_\_ Labor %: \_\_\_\_\_

NADA/Max Amt: \_\_\_\_\_ Misc Expn: \_\_\_\_\_ = \_\_\_\_\_ Misc %: \_\_\_\_\_

Remain Amt: 0000697.26 Loan Days: \_\_\_\_\_ = \_\_\_\_\_

REPRESENTS ADDITIONAL RENTAL WHILE THE VEHICLE WAS BEING FIXED

Insp Rqst Date: \_\_\_\_\_ Dlr Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Model Year: \_\_\_\_\_ Model: \_\_\_\_\_

Last Date Paid: \_\_\_\_\_ Claim Pmt Amt: \_\_\_\_\_ WSI: \_\_\_\_\_ Market Code: USA

Creator: M. MICLEA \_\_\_\_\_ Date: 2007/09/26 Time: 10:44:15

F1=Help F2=ESPS Contract F3=End F4=AWA Scale F5=History F6=Repair Detail

F7=Prev F8=Next F9=Panel F10=Scroll Rmks F12=Return

5112: ADD SUCCESSFUL

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APPENDIX E

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TSB 07-05-07

**FORD:**

2005-2007 F-Super Duty

This article supersedes TSB **06-22-14** to update the Service Procedure.

**ISSUE**

Some 2005-2007 F-Super Duty vehicles may exhibit steering wheel oscillation (back and forth motion), immediately following front or rear wheel impacts (i.e. pavement joints, frost heaves, rough roads, etc.). Steering wheel motion is typically in the range of  $\pm 5$  degrees, and typically dampens out in fewer than five oscillations. This condition occurs mostly on F-250/F-350 4X4 vehicles, and is more evident on trucks equipped with a gas engine.

**ACTION**

Refer to the following Service Procedure to minimize the steering wheel oscillations on impacts, however, there may be some remaining minor oscillation which would be considered normal.

**SERVICE PROCEDURE SUMMARY**

1. Set tire pressure and road test vehicle to evaluate vehicle before proceeding with further repairs. If issue is resolved, do not proceed with the rest of this TSB.
2. If concern still exists, install a new steering damper (frame-mounted bracket and steering damper assembly on F-250/F-350 4X4 applications only). For F-250/F-350 4X2 and all F-450/F-550 applications, inspect damper for leaks and replace if necessary, torque steering and suspension fasteners per Workshop Manual.
3. If concern still exists, check front alignment and reduce front caster.
4. Replacement of redundant control steering wheel (if equipped and vehicle built prior to 10/8/2004).

**VEHICLE INSPECTION - TIRE PRESSURE**

1. Set tire pressures as indicated on the vehicle label (located on driver's door label).

**NOTE:** The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

**NOTE**

SETTING TIRE PRESSURE TO DOOR SPECIFICATION IS ONE OF THE SINGLE MOST IMPORTANT MEASURES IN RESOLVING THIS ISSUE. LOWERING TIRE PRESSURE WILL MAKE THIS ISSUE WORSE.

**ROAD TEST**

1. Ask customer what type of road surface and speed generates the steering wheel oscillation.
2. Road test vehicle on similar road surface and speed, to gain a feel for the customer's issue.
3. If no issues are identified during the road test, do not proceed with the rest of this TSB.

**STEERING DAMPER INSPECTION/REPLACEMENT AND STEERING/SUSPENSION FASTENER TORQUE CHECK****F-250/F-350 4X4 Applications:**

1. Remove existing steering damper and frame attachment bracket.
2. Replace steering damper and frame mounting bracket with steering damper P/N 8C3Z-3E651-C and frame bracket P/N 7C3Z-3E652-C.
3. Attach steering damper to frame bracket (with W706196-S439 bolt and W520114-S441 nut) and torque bolt to 76 lb-ft (103 N•m).
4. Assemble bracket and shock assembly to the frame with attachment bolt retainer (W712055-S439) pointing to rear of vehicle. Torque frame bracket nuts (W520114-S441) to 59 lb-ft (80 N•m).
5. Attach other end of shock to the steering drag link and torque to 66 lb-ft (90 N•m).

## TSB 07-5-7 (Continued)

- Install damper bolt cap (W711570-S300) to assure a friendly surface for the battery cable in case of casual contact.

### NOTE

CHECK SURROUNDING ENVIRONMENT TO THE FRAME BRACKET AND DAMPER ASSEMBLY TO ENSURE THAT BATTERY CABLES ARE NOT CONTACTING BRACKET/BOLTS/DAMPER. ALSO, VERIFY THAT TRANSMISSION OIL COOLER LINES HAVE CLEARANCE TO THE DAMPER DUST SHIELD.

### F-250/F-350 4X2 And All F-450/F-550 Applications:

- Wipe down and inspect the steering damper. Turn the steering wheel from lock to lock several times to cycle the steering damper and inspect for leaks.
  - If leaks are present, install a new steering damper.

### Steering/Suspension Fastener Torque Check (4X2 And 4X4)

- Check torques on the following steering and suspension fasteners and adjust to specification as required (see following Table).

Torque Specification		
Description	Lb-ft	Nm
Damper nuts (F-250/F-350 4X2)	59	80
Damper-to-bracket (F-250/ F-350 4X4)	76	103
Damper-to-drag link	66	90
Drag link-to-pitman arm nut	129	175
Inner tie-rod end nuts	85	115
Outer tie-rod end nuts	85	115
Track bar bracket-to-frame nuts and bolts	129	175
Track bar-to-track bar bracket bolt	406	550
Track bar-to-axle nut	185	250
Radius arm to axle bolts	222	300
Radius arm to bracket nut	222	300

### NOTE

ADJUSTING TORQUE ON STEERING AND SUSPENSION FASTENERS IS VERY IMPORTANT IN RESOLVING THIS ISSUE. FASTENERS THAT ARE IMPROPERLY TORQUED WILL MAKE THIS ISSUE WORSE.

### FRONT WHEEL ALIGNMENT AND REDUCE FRONT CASTER

### NOTE

OSCILLATION ISSUES RESOLVED BY WHEEL ALIGNMENT ARE WARRANTED FOR 12/12 ONLY, REGARDLESS OF OTHER STEPS PERFORMED.

Measure wheel alignment. Verify that front caster, camber, and total toe are within specification. Adjust as required. Refer to the Workshop Manual, Section 204-00 for complete alignment specifications.

### REDUCE FRONT CASTER

- Note the current front caster
- Use alignment adjustment bushings to reduce front caster by 0.5 to 0.75 degrees. The caster setting may be at the lower end of the specification as long as the vehicle drives smoothly. Do not put caster setting below the lower specification limit. Use alignment adjustment bushings

### F-250/350 4X4:

- 5C3Z-3B440-CCC (0.5 degree bushing)
- 5C3Z-3B440-DDD (0.75 degree bushing)
- 5C3Z-3B440-EEE (1.0 degree bushing)

### F-450/550 4X4 and 4X2:

- 5C3Z-3B440-HHH (0.5 degree bushing)
- 5C3Z-3B440-JJJ (0.75 degree bushing)
- 5C3Z-3B440-KKK (1.0 degree bushing)

### F-250/350 4X2:

- 5C3Z-3B440-C (0.5 degree bushing)
- 5C3Z-3B440-D (0.75 degree bushing)
- 5C3Z-3B440-E (1.0 degree bushing)

### For All 4X4 and for F-450/550 4X2:

- Rotate the alignment adjustment bushing so that the bushing hole is in the 45 degree forward and inboard position (See Figure 1)

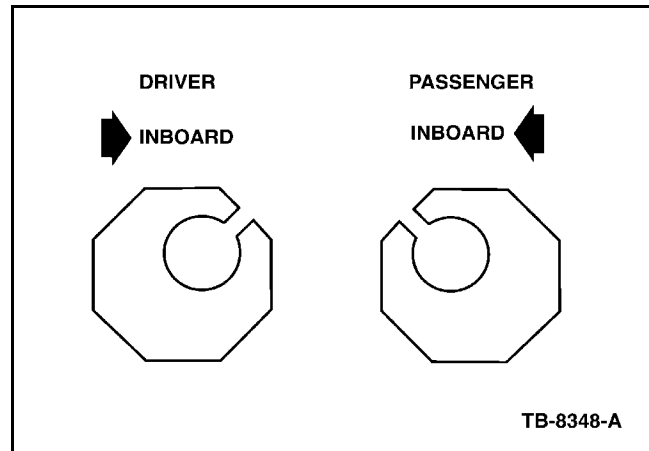


Figure 1 - Article 07-5-7

## TSB 07-5-7 (Continued)

- This should lower the caster, while keeping the camber within the specification range. If the camber is not in the specification range than rotate the alignment adjustment bushing as needed
- The final caster and camber settings must be within the specification limits
- Maintain the current front camber, cross-camber and cross-caster settings as close as you possibly can
- Adding weight behind the rear axle lowers the rear of the vehicle, which decreases the frame angle, which in effect increases caster

**For All F-250/350 4X2:**

- Observe the camber position of the alignment bushing that is currently in the truck and attempt to maintain that position while moving the caster position forward in the truck
- The final caster and camber settings must be within the specification limits

**NOTE**

CASTER SETTING IS VERY IMPORTANT IN RESOLVING THIS ISSUE. INCREASING THE CASTER SETTING WILL MAKE THIS ISSUE WORSE.

**REPLACEMENT OF REDUNDANT CONTROL STEERING WHEEL - Vehicles Built Prior To 10/8/2004 Only**

**NOTE**

THE REPLACEMENT STEERING WHEEL WILL CONTAIN THE REDUNDANT CONTROLS.

1. Remove driver air bag assembly. Refer to Workshop Manual, Section 211-04 for complete instructions.
2. Remove the steering wheel.
3. Install new steering wheel.
4. Reinstall driver air bag assembly.
5. Re-set clear vision as required.

**NOTE**

FOR ADDITIONAL INFORMATION, PLEASE REFER TO SECTION 211-04 OF THE WORKSHOP MANUAL FOR COMPLETE REMOVAL AND INSTALLATION PROCEDURES FOR THE STEERING COLUMN.

PART NUMBER	PART NAME
5C7Z-3600-ABA	Redundant Control Steering Wheel Asy (King Ranch Tan/Peb)
5C7Z-3600-CBA	Redundant Control Steering Wheel Asy (Charcoal Black)
5C3Z-3B440-C	F-250/350 4X2 (0.5 degree bushing)
5C3Z-3B440-D	F-250/350 4X2 (0.75 degree bushing)
5C3Z-3B440-E	F-250/350 4X2 (1.0 degree bushing)
5C3Z-3B440-CCC	F-250/350 4X4 (0.5 degree bushing)
5C3Z-3B440-DDD	F-250/350 4X4 (0.75 degree bushing)
5C3Z-3B440-EEE	F-250/350 4X4 (1.0 degree bushing)
5C3Z-3B440-HHH	F-450/550 4X4 and 4X2 (0.5 degree bushing)
5C3Z-3B440-JJJ	F-450/550 4X4 and 4X2 (0.75 degree bushing)
5C3Z-3B440-KKK	F-450/550 4x4 and 4x2 (1.0 degree bushing)
W520117-S441	Nut - Hex - RH Thread
W706196-S439	Bolt
7C3Z-3E652-C	Bracket
5C3Z-3E651-B	Steering Damper (F-250/F-350 4X2)
8C3Z-3E651-C	Steering Damper (F-250/F-350 4X4)
5C3Z-3E651-D	Steering Damper (F-450/F-550)
W711570-S300	Bolt Cap

**NOTE**

LABOR OPERATIONS IN THIS TSB CAN BE CLAIMED TOGETHER.

**NOTE**

OSCILLATION ISSUES RESOLVED BY WHEEL ALIGNMENT ARE WARRANTED FOR 12/12 ONLY, REGARDLESS OF OTHER STEPS PERFORMED.

**WARRANTY STATUS:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage  
**IMPORTANT:** Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
070507A	2005-2007 F-Super Duty: Check Tire Pressure, Road Test To Verify Repair, Concern Resolved, Return To Customer (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	0.4 Hr.

## TSB 07-5-7 (Continued)

070507B	2005-2007 F-Super Duty: Check Tire Pressure, Road Test To Verify Repair, Concern Not Resolved, Check Steering Damper Replace If Necessary, Verify Proper Torque On Steering Components, Road Test If Concern Is Resolved Return To Customer (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	1.4 Hrs.	070507C	2005-2007 F-Super Duty 250/350 4X2 SINGLE REAR WHEEL: Check And Adjust Front Wheel Alignment, This Labor Operation Can Be Claimed With Operation B Only (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	1.5 Hrs.
070507C	2005-2007 F-Super Duty 250/350 4X4 DUAL REAR WHEEL: Check And Adjust Front Wheel Alignment, This Labor Operation Can Be Claimed With Operation B Only (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	2.1 Hrs.	070507C	2005-2007 F-Super Duty 250/350 4X4 SINGLE REAR WHEEL: Check And Adjust Front Wheel Alignment, This Labor Operation Can Be Claimed With Operation B Only (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	1.8 Hrs.
070507C	2005-2007 F-Super Duty 250/350 4X2 DUAL REAR WHEEL: Check And Adjust Front Wheel Alignment, This Labor Operation Can Be Claimed With Operation B Only (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	1.9 Hrs.	070507D	2005-2007 F-Super Duty With Redundant Steering Control Built Prior To 10-8-2004: Replace Steering Wheel, Includes Time To Depower And Repower The Supplemental Restraints System Can Be Claimed With Operation A Or B (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	0.7 Hr
070507C	2005-2007 F-Super Duty F450/550 4X2/4X4 DUAL REAR WHEEL: Check And Adjust Front Wheel Alignment, This Labor Operation Can Be Claimed With Operation B Only (Do Not Use With 1007D, 3001A, 3001A1, 3001A6, 3600A)	2.3 Hrs.			
			<b>DEALER CODING</b>		
			BASIC PART NO.		CONDITION
			(OPERATION A) NPF		82
			(OPERATION B) 3E651		42
			(OPERATION C) FRONT		W6
			(OPERATION D) 3600		42

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APPENDIX E

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TIME RECEIVED	REMOTE CSTD	DURATION	PAGES	STATUS
Tue, 15 May 2007 15:25:49 -0400	[REDACTED]	85	3	Received
05/15/2007 14:22	[REDACTED]	[REDACTED]	[REDACTED]	PAGE 01
	2007/05/15 11:36:25	4	/4	

Sent via fax

May 15, 2007

[REDACTED]  
Eastchester, NY [REDACTED]

**RE: 2005 F-Super Duty**  
**VIN: 1FTSW215651** [REDACTED]

Dear [REDACTED]

This is in response to your 2005 F-Super Duty concern.

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to cover the cost of repairs to your vehicle. The repairs must be completed at Smith Cairns Ford. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign both documents and return this verification to me along with the signed release via fax at (888) 314-5917 within **ten (10) days** of the receipt of this letter, or our file will be closed. If [REDACTED] contact me at (313) 322-1760.

Respectfully yours,

Marcel Miclea  
Consumer Affairs

TIME RECEIVED	REMOTE CSID	DURATION	PAGES	STATUS
Tue, 15 May 2007 15:25:49 -0400	[REDACTED]	85	3	Received
05/15/2007 14:22	2007/05/15 11:36:25	3 / 4		PAGE 02

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

It is further understood that the terms of this settlement agreement are confidential and may not be disclosed.

This Release shall be construed and interpreted under the laws of the State of Michigan.

**I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.**

Signed, sealed and delivered this 15 day of May, 2007.

[REDACTED]

[REDACTED]  
Eastchester, NY  
 Address

[REDACTED]  
 Witness

[REDACTED]  
Eastchester NY  
 Address

TIME RECEIVED	REMOTE CSTD	DURATION	PAGES	STATUS
Tue, 15 May 2007 15:25:49 -0400	[REDACTED]	85	3	Received
05/15/2007 14:22	[REDACTED]			PAGE 03
	2007/05/15 11:30:58	2	/4	

**GENERAL RELEASE OF ALL PROPERTY CLAIMS**

I [REDACTED] for the sole and only consideration of **repairs made to my 2005 F-Super Duty (VIN: 1FTSW21565)** [REDACTED] receipt of which is hereby acknowledged, hereby release and discharge Ford Motor Company, Ford Motor Credit Company, their affiliates, subsidiaries, employees, agents, representatives, successors, assigns, insurers, suppliers, and dealers of any of the above, (hereafter collectively "Releasees"), from any and all Property claims, demands, accounts, actions, proceedings and sums of which I at any time, had or may have or that my assigns, heirs, executors or administrators hereafter can or may have against said Releasees by reason of any action, omission, event, cause, matter or thing whatsoever, presently known or unknown, suspected or unsuspected, whether or not in litigation and whether or not well-founded in fact or in law, up to and including the date of this Release, and all of the property damages, losses, personal, or consequences which may result, or be alleged to result in the future, even though the same are not presently known and even though there is no reason to believe they may occur.

*This release relates solely to body damage that occurred on 4/24/07 and does not exclude any supplement payments due to this accident*

This Release expressly includes, but shall not be limited to, all such property claims, demands or other rights for damages, losses, or consequences, or to property that may be based upon or arise out of a vehicle concern which occurred **on April 24, 2007** within **the State of New York**, and I hereby acknowledge full settlement and satisfaction of all Property claims of whatever kind or character which I have or may have against Releasees by reason of such accident.

It is understood and agreed that in making the Release, I rely wholly upon my own judgment belief and knowledge, and that no representations or statements made by Releasees, their representatives, or any physician or surgeon employed by them have influenced me to any extent whatsoever in making this Release.

It is understood and agreed that I and my assigns, heirs, executors and administrators, shall hold Releasees harmless from any and all Property claims, demands, accounts, actions, sums of money, losses, damages, liens, costs and / or expenses for which Releasees may become liable as a result of the matters released above, and shall indemnify Releasees from any and all associated Property losses, damages, attorney fees, costs, and interest.