

PE08-035

FORD

7/30/2008

APPENDIX D

PART 1 OF 4



Customer Info

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

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Waunetta

Action Detail

VIN: 2FMDA51441B [REDACTED] Year: 2001 Model: WINDSTAR Case: 515782397
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2001-03-31
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: GREEN FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 01131
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 1 MI Comm Type: PHONE
 Action Date: 08/27/2007 Action Time: 14:19:37:533 Action Data: No
 Analyst Name: PAJUELO (OPAJUELO),ORLANDO Analyst: OPAJUELO

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: --SPANISH CALL--CUST IS ALLEGING VEH BEGAN TO BURN DUE TO MANUFACTURER DEFECT--VEH BEGAN TO BURN ON 8-25-07--FIRE ORIGINATED ON SPEED CONTROL DEACTIVATION SWITCH--VEH IS AT DLR--NO FIRE REPORT WAS FILED--NO OTHER DAMAGES OCCURRED--NO CLAIM HAS BEEN FILED--THE VEH IS REPAIRABLE--THE VEH WAS RUNNING AT TIME--CUST IS SEEKING ASSISTANCE WITH COST OF REPAIR, ALLEGING THAT THIS WAS A MANUFACTURER DEFECT-----DEALER SAID: --GREEN FORD INC. 3800 WEST WENDOVER AVENUE GREENSBORO, NC 27407 TEL:(336) 292-8310-----CRC ADVISED: -- I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.--CCR ADVISED OF ABOVE

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
S2-CHARLOTTE	21-ATLANTA	K	A02	01131	F21221

Dealer Name:	GREEN FORD
Dealer Address:	3800 WEST WENDOVER AVENUE GREENSBORO NC 27407
Dealer Main Phone:	336-292-8310

Position	Employee Name
CUST RELATIONS MGR	Laci VanDell
CUST RELATIONS MGR	Lina Henson
DEALER/PARTNER	DEAN GREEN
GENERAL MANAGER	MICHAEL KOBALLA
PARTS MANAGER	BARTLEY K HOYLE
PARTS & SERVICE DIRECTOR	BOBBY W LEONARD
SALES MANAGER	GREGORY F MASTERS
SALES MANAGER	JOHN F LAWSON
SALES MANAGER	KENNETH E BAYNES
SALES MANAGER	RONNIE BEST SR
SALES MANAGER	KERRY S KULP

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ESP / Recall Information

VIN: 2FMDA51441B[REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00L12	LABEL/LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2001-11-20	01050USAF21223
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-11-20	01050USAF21223
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-06-05	01050USAF21223

OASIS RESULT:**2FMDA51441B** [REDACTED]08/28/2007
08:32:42
FCXWS446

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

2001 WINDSTAR

TRANSMISSION

4F50N AUTO TRANSAXLE

BODY STYLE

LX 3 / 4 DOOR WAGON

AXLE CODE

15

ENGINE

3.8L EFI

ENGINE CALIBRATION **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

 **ARN MESSAGES** **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

03/31/2001

BUILD DATE

12/21/2000

SALE MILEAGE

00165

 **OUTSTANDING FIELD SERVICE ACTIONS**02M01

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

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMDA51441B [REDACTED]

Report Applies to Country Code: USA



Ford Customer Service Division

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

August 28, 2007

Sent Via U.S. Mail

[REDACTED]
Greensboro, NC [REDACTED]

RE: 2001 Windstar [REDACTED]
VIN: 2FMDA51441B [REDACTED]

Dear Mr. [REDACTED]:

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

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

We appreciate the opportunity to review your request.

Respectfully yours,

A handwritten signature in cursive script that reads "Wannetta Hill".

Wannetta Hill
Consumer Affairs



VIN FSA Details [REDACTED]-Oct_11_2007-11_37_00.txt

VIN FSA Details
* Confidential *
VIN:2FMDA514XTB [REDACTED]
FSA Status:Launched
Brand:FORD
Manufacturing Country:CAN

FSA Details
00000454 FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM
WARRANTY START DATE REGARDLESS

Vehicle Details
Model Year:1996 Assembly Plant:OAKVILLE PLANT BUILD
Vehicle Line:WINDSTAR (WIN88/WIN126) Production Date:10-Jun-1996
Body Style Description:EXTENDED WAGON Warranty Start
Date:17-Aug-1996
Vehicle Type Description:TRUCK Sale Date:17-Aug-1996
VDM Vehicle Status:800 Engine Tag Code:6K542BA
Emissions:

Vehicle Conditions
Code Vehicle Condition Begin Date End Date Source

Owner Details
Current Owner
Business Name:
Owner [REDACTED]
Address 1: [REDACTED]
Address 2:
Address 3:
Address 4:
City:MOUNT VERNON
State/Province:Indiana Phone #:
ZIP/Postal Code [REDACTED] 9010E-Mail:
Country:UNITED STATES

Owner Effective Date:28-May-2001 Vendor Applied Date:
Vendor Match Code
Description:4-NEITHER NAME OR ADDRESS MATC

N&A Source:POLK GCamp Applied Date:25-Jun-2001
Mail Status:Active Mail Suppression Date:

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

Historical Owner
Business Name:
Owner Name: [REDACTED]
Address [REDACTED]
Address 2:
Address 3:
Address 4:
City:EVANSVILLE
State/Province:Indiana Phone #:
ZIP/Postal Code: [REDACTED] [REDACTED]-Mail:
Country:UNITED STATES

albin_gcamp-Oct_11_2007-11_37_00.txt

Owner Effective Date:01-Mar-1999 Vendor Applied Date:
Vendor Match Code
Description:-

N&A Source:POLK GCamp Applied Date:09-Jun-1999
Mail Status:ActiveMail Suppression Date:

Fleet Code:Fleet Name:
Fleet Status:Fleet Mgmt:-
Company Car:
Historical Owner
Business Name:
Owner Name:
Address 1:
Address 2:
Address 3:
Address 4:
City:EVANSVILLE
State/Province:Indiana Phone #:
ZIP/Postal Mail:
Country:UNITED STATES

Owner Effective Date:28-Aug-1996 Vendor Applied Date:
Vendor Match Code
Description:-

N&A Source:POLK GCamp Applied Date:11-Dec-1996
Mail Status:ActiveMail Suppression Date:

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

P&A CodeGEO SalesSales CodesSub CodeDescription
Ordering04171USAF47501Mount Vernon Ford-Mercury, LLC
Ship-To04171USAF47501Mount Vernon Ford-Mercury, LLC
Stocking04171USAF47501Mount Vernon Ford-Mercury, LLC
Selling04171USAF47501Mount Vernon Ford-Mercury, LLC
FSA Details
VIN: 2FMDA514XTBC07166
Local FSA: 01M03 - FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS
FROM WARRANTY START DATE REGARDLESS Global FSA: 00000454

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):Supplement Code:
+ 0 - TARGET SEGMENT
- AA - KITCODE AA
00- Original

Responsible Dealer
P&A CodeGEO SalesSales CodesSub CodeDescription
05142USAF47501Expressway Ford-Mercury of Mount Vernon, LLC

Eligibility Indicators
TypeIndicatorUpdated
Repair EligibilityY06-Jun-2001

albin_gcamp-Oct_11_2007-11_37_00.txt
Display EligibilityY06-Jun-2001
Original Mail EligibilityN20-Jun-2001
Follow up Maily20-Jun-2001

VIN/FSA Vehicle Condition
CodeVehicle ConditionBegin DateEnd DateSource

DescriptionRelease Date
MAILED - ORIGINAL NOTIFICATION 20-Jun-2001

Repair
StatusSystem DateRepair DateCountryDealer CodeClaim
#Option/Labor CodeCostSource

VIN/FSA Vehicle Status
DescriptionReasonDate
OPEN - LAUNCHEDOpen20-Jun-2001
Confirmed 06-Jun-2001

VIN FSA Mail History

Local FSA:01M03-!FRONT SPRINGS - ADDITIONAL CO...Global
FSA:00000454
Release:OWNER LETTER
Release Date:20-Jun-2001
Mail Date:06-Aug-2001 to 14-Sep-2001
Restricted Address: No
Address: [REDACTED]
EVANSVILLE, IN
[REDACTED] UNITED STATES
Resp. Dealer:04171USAF47501-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:01-Mar-1999
Note:

FSA Counts

FSA CategoryRepair Eligible (Open)Repair Ineligible (Closed)Total
CUST SAT PGM - MULTI REPAIR 101
SAFETY RECALL 011

Total112

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Sent Via U.S. Mail

May 8, 2008

MR [REDACTED]

[REDACTED]
MOUNT VERNON IN [REDACTED]

Re: 1996 Windstar

Vin: 2FMDA514XTB [REDACTED]

Dear Mr. [REDACTED]

Your phone call dated October 10, 2007 was forwarded to Consumer Affairs for review.

We sincerely regret the circumstances you described. Customer satisfaction is a primary objective of the Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining customer confidence in us after the purchase.

Although warranties are designed to cover unpredictable situations which may occur, we are always willing to consider individual requests for assistance beyond the warranty period. We hope you understand, however, your vehicle is not involved in any open recalls that would have contributed to the circumstances you described. Furthermore, your windstar is not involved in the 05S28 recall (speed control deactivation system or switch). As a result, we are unable to provide any assistance with this matter.

We are sorry that we cannot meet your expectations in this instance. Thank you for contacting us.

Sincerely,

Beth Shuman
Consumer Affairs



CASE NUMBER

548502637

46

CUSTOMER NAME



LP ANALYST

Jeff Schwagle

CDSID

jschwagl

TYPE

New Closed Case File

All Action Details for Issue

[Print](#)

VIN: 2FMZA51401E [REDACTED] Year: 2001 Model: WINDSTAR Case: 548502637
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2001-02-10
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 04908 SAWGRASS FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 120000 MI Comm Type: PHONE
 Analyst Name: HEATHER TERRY (HTERRY2) Analyst: HTERRY2
 Action Date: 09/20/2007 Action Time: 15.14.09.863 Action Data: No

Comments CUSTOMER SAID: <><>STATES THE SENSOR UNDER THE BRAKE FLUID BURNT <><>STATES HE LIVES IN FLORIDA BUT HAS THE VEH IN NEW JERSEY NOW <><>STATES THE FIRE HAPPENED ON AUG 17TH <><>STATES NO FIRE REPORT <><>STATES IT WAS A SMALL FIRE AND HE PUT IT OUT HIMSELF<><>CUST WANTS FORD TO PAY FOR THE REPAIRS <><>STATES HE TOOK VEH TO A MECHANIC AND HE SAYS THERE IS A KNOWN PROBLEM WITH THESE VEH AND ADVISED CUST TO CALL FORD MOTOR COMPANY <><>STATES THAT IN THE ENGINE IN THE BACK NEAR FIREWALL IS WHERE THE FIRE STARTED <>STATES HE SMELT SOMETHING BURNING AND HE WENT TO PUT AIR IN TIRE AND NOTICED THE FIRE <><><><>STATES HE HAS NOT WORKED WITH INSURANCE COMPANY, STATES VEH WAS RUNNING WHEN IT CAUGHT FIRE <><>VEH IS REPAIRABLE<><>DEALER SAID: SAWGRASS FORD14501 WEST SUNRISE BLVD SUNRISE, FL 33323TEL:(954) 851-9000CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 04908 SAWGRASS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 120000 MI Comm Type: OUTBOUND CUSTOMER MAIL
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 Action Date: 09/21/2007 Action Time: 15.43.32.481 Action Data: No

Comments *** LPA COMMENTS ***- LPA SENT LETTER ACKNOWLEDGING RECEIPT OF COMPLAINT

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 04908 SAWGRASS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 120000 MI Comm Type: OUTBOUND CUSTOMER MAIL
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 Action Date: 09/21/2007 Action Time: 15.44.08.731 Action Data: No

Comments *** LPA COMMENTS ***- VEHICLE IS BEYOND WARRANTY AND THERE ARE NO OPEN FSA'S RELATED TO FIRE- LPA RECOMMENDS NO FURTHER ACTION

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Ford Customer Service Division

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

September 21, 2007

Sent Via U.S. Mail

[REDACTED]

Plantation, FL [REDACTED]

RE: 2001 Ford Windstar
VIN: 2FMZA51401B [REDACTED]

Dear Mr. [REDACTED]

This is in response to your letter regarding your vehicle's concerns.

We sincerely regret any inconveniences that you have experienced regarding your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no open recalls or owner notification programs pertaining to the fire on the 2001 Ford Windstar. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Jeff Schwagle
Consumer Affairs



Action Detail

VIN: 2FMZA51401B [REDACTED]	Year: 2001	Model: WINDSTAR	Case: 548502637
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 2001-02-10	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: SAWGRASS FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04908	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 120000 MI	Comm Type: PHONE		
Action Date: 09/20/2007	Action Time: 15:14:09:863	Action Data: No	
Analyst Name: HEATHER TERRY (HTERRY2)	Analyst: HTERRY2		

COMMENTS: CUSTOMER SAID: <><>STATES THE SENSOR UNDER THE BRAKE FLUID BURNT <><>STATES HE LIVES IN FLORIDA BUT HAS THE VEH IN NEW JERSEY NOW <><>STATES THE FIRE HAPPENED ON AUG 17TH <><>STATES NO FIRE REPORT <><>STATES IT WAS A SMALL FIRE AND HE PUT IT OUT HIMSELF<><>CUST WANTS FORD TO PAY FOR THE REPAIRS <><>STATES HE TOOK VEH TO A MECHANIC AND HE SAYS THERE IS A KNOWN PROBLEM WITH THESE VEH AND ADVISED CUST TO CALL FORD MOTOR COMPANY <><>STATES THAT IN THE ENGINE IN THE BACK NEAR FIREWALL IS WHERE THE FIRE STARTED <>STATES HE SMELT SOMETHING BURNING AND HE WENT TO PUT AIR IN TIRE AND NOTICED THE FIRE <><><><>STATES HE HAS NOT WORKED WITH INSURANCE COMPANY, STATES VEH WAS RUNNING WHEN IT CAUGHT FIRE <><><>VEH IS REPAIRABLE<><>DEALER SAID: SAWGRASS FORD 14501 WEST SUNRISE BLVD SUNRISE, FL 33323 TEL: (954) 851-9000 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

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Customer Info

Customer: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] FL 33322 -4921
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
S4-MIAMI	24-ORLANDO	B	A01	04908	F24009

Dealer Name: SAWGRASS FORD
Dealer Address: 14501 WEST SUNRISE BLVD
 SUNRISE FL 33323
Dealer Main Phone: 954-851-9000

Position	Employee Name
DEALER/PARTNER	PETER J MENTEN
DEALER/PARTNER	DAVID M MENTEN
GENERAL MANAGER	DALE MARINELLI
GENERAL MANAGER	SCOTT S NICOLAS
PARTS MANAGER	TIM STEELE
SALES MANAGER	PAUL GARAFOLO
SALES MANAGER	ALEXANDER MEDINA
SALES MANAGER	WALT K STERN
SALES MANAGER	DALLAS L CAMERON
SALES MANAGER	BRADLEY L BARTO
SALES MANAGER	JAMES D EVERLY
SALES MANAGER	ERICK NUNEZ
SERVICE MANAGER	MICHAEL J KUBIC

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ESP / Recall Information

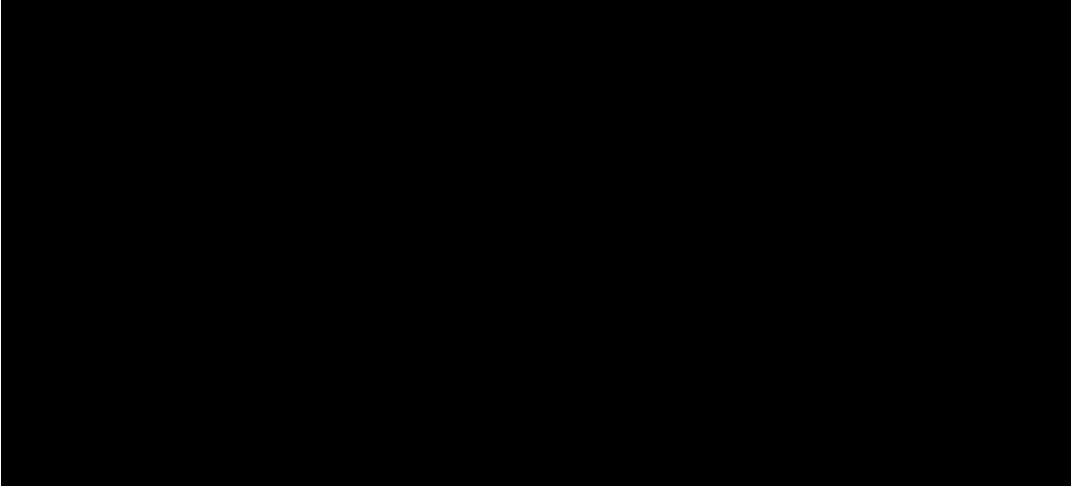
VIN: 2FMZA51401B [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2002-08-27	20528USAF13046
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-08-27	20528USAF13046
01T01	SPECIAL SVC INSTRUCTION	SPECIAL SERVICE INSTRUCTION-AX4N TRANSAXLE TRANSMISSION-COVERAGE THROUGH NEW VEHICLE WARRA	CLOSE - EXPIRED		
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-08-27	20528USAF13046



!

2007-03-02 07:46

billmce

8584859961 >>

EsyncMailfax P 1/1

CIV-110

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name and Address): [REDACTED]		TELEPHONE NO.: [REDACTED]	FOR COURT USE ONLY
LAW OFFICES OF WILLIAM R. MCGEE 16855 W. BERNARDO DRIVE, SUITE 380 SAN DIEGO, CA 92127 SBN: 201715			CONFORMED COPY OF ORIGINAL FILED Los Angeles Superior Court FEB 20 2007 John A. Clarke, Executive Officer/Clerk By H. Carrillo, Deputy
ATTORNEY FOR (Name): PLAINTIFF Insert name of court and name of judicial district and branch court, if any: SUPERIOR COURT OF CA, COUNTY OF LOS ANGELES 111 NORTH HILL STREET, LOS ANGELES, CA 90012			
PLAINTIFF/PETITIONER: DANNY ALVARADO DEFENDANT/RESPONDENT: FORD MOTOR COMPANY			
REQUEST FOR DISMISSAL <input type="checkbox"/> Personal Injury, Property Damage, or Wrongful Death <input type="checkbox"/> Motor Vehicle <input type="checkbox"/> Other <input type="checkbox"/> Family Law <input type="checkbox"/> Eminent Domain <input checked="" type="checkbox"/> Other (specify): VEHICLE LEMON LAW		CASE NUMBER: BC363876	
- A conformed copy will not be returned by the clerk unless a method of return is provided with the document. -			

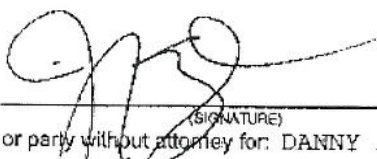
1. TO THE CLERK: Please dismiss this action as follows:
- a. (1) With prejudice (2) Without prejudice
- b. (1) Complaint (2) Petition
 (3) Cross-complaint filed by (name):
 (4) Cross-complaint filed by (name):
 (5) Entire action of all parties and all causes of action
 (6) Other (specify):*

on (date):
on (date):

Date: 2/15/07

JENNIFER A. SACCUZZO

(TYPE OR PRINT NAME OF ATTORNEY PARTY WITHOUT ATTORNEY)

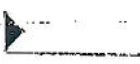

 (SIGNATURE)
 Attorney or party without attorney for: DANNY ALVARADO

* If dismissal requested is of specified parties only or of specified causes of action only, or of specified cross-complaints only, so state and identify the parties, causes of action, or cross-complaints to be dismissed.

Plaintiff/Petitioner Defendant/Respondent
 Cross-complainant

2. TO THE CLERK: Consent to the above dismissal is hereby given.**
 Date:

(TYPE OR PRINT NAME OF ATTORNEY PARTY WITHOUT ATTORNEY)


 (SIGNATURE)
 Attorney or party without attorney for:
 Plaintiff/Petitioner Defendant/Respondent
 Cross-complainant

** If a cross-complaint or Response (Family Law) seeking affirmative relief is on file, the attorney for cross-complainant (respondent) must sign this consent if required by Code of Civil Procedure section 53.1(f) or (j).

(To be completed by clerk)

3. Dismissal entered as requested on (date): **FEB 20 2007**
4. Dismissal entered on (date): as to only (name):
5. Dismissal not entered as requested for the following reasons (specify):
6. a. Attorney or party without attorney notified on (date): **FEB 20 2007**
 b. Attorney or party without attorney not notified. Filing party failed to provide
 a copy to conform means to return conformed copy

Date: **FEB 20 2007** **JOHN A. CLARKE, CLERK** Clerk, by **Hugo Carrillo** Deputy

TIME RECEIVED
Fri, 2 Mar 2007 10:23:17 -0500

REMOTE CSID
billmcge

DURATION
34

PAGES
1

STATUS
Received

2007-03-02 07:22

billmcge

8584859961 >>

EsyncMailfax P 1/1

The Law Offices of
William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

March 2, 2007

VIA FAX ONLY: (866)629-3804

Ford Motor Company
Ford Customer Affairs
P.O. Box 6248
MD# 3NE-B
Dearborn, MI 48126-4207

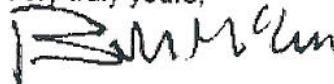
Attn: Tanya Roquemore

Re: [REDACTED]

Dear Tanya:

This is to confirm that our client has accepted the repurchase terms as set forth in the Refund Worksheet which you faxed to our office on March 2, 2007, with the addition of \$850 additional attorneys fees as agreed (\$3,350 total). It is my understanding that you will request the settlement check(s) forthwith and that our client will be contacted by the dealership directly to exchange the subject vehicle for their refund check; that the check for the attorney's fees will be sent directly to our office. Thank you for your prompt and courteous attention to our client's claim.

Very truly yours,



WILLIAM R. McGEE

GENERAL

Affiliation: Litigation Prevention
Ready for Transmission: Yes
Last Update: 01/24/2007

Request: Refund
Transmitted: Yes
Transmit Date: 01/24/2007 03:02:39 PM

REQUESTER

Name: ROQUEMORE, TANYA
CDS/PROFS ID: TROQUEMO
Supervisor's CDS/PROFS ID: KKELLER2

Title: LEGAL ANALYST
Supervisor's Title: TEAM LEADER

VEHICLE

VIN: 1FTRX1255 6F [REDACTED]
Mileage: 11,914
Purchase Date: 11/30/2005
Type: Car/Light Truck
Obtained As: New Vehicle
Ownership: Privately Owned/Leased

Description: '06 F150 4x2 SuperCab StyleSide
Odometer Replaced: No

CUSTOMER

Name: [REDACTED]
Address: [REDACTED]
City, State: S. EL MONTE, CA
Zip: [REDACTED]
Home Phone: [REDACTED]

Work Phone: [REDACTED]

DEALERSHIP

Processing Dealer: MIDWAY FORD
Contact Name: TUNDE ADENIJI
Phone: (213)385-1411
Present Vehicle Location: CUSTOMER'S POSSESSION

Sales Code: 71011
Contact Title: USED CAR MANAGER

REPAIR HISTORY

Symptom Code	Symptom Description	No. of Repair Attempts
404536	FUEL SYSTEM-FUEL SYSTEM ATTACHMENT PUMP ASSEMBLY (ASY)	1
404533	FUEL SYSTEM-FUEL SYSTEM ATTACHMENT FUEL RAIL/REGULATOR	1
497231	ENGINE NOISE-NOISE ENGINE (UPPER) INJECTOR	2

LOYALTY TOOLS

FCSD Technical Hotline:
FSE Tech Assist:
Plant Vehicle Team:

Yes
No
No

UPLOAD REASONS

Primary Reason:
Rationale:
CQISNumber:
Compliance Date:
Overnight Delivery:
Vehicle Disposition:

Number of Repair Attempts
Pre-Litigation (Legal Analysts only)

Auction

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
01/24/2007

Request:
Transmitted:
Transmit Date:

Refund
Yes
01/24/2007 03:02:39 PM

PROFILE

Requester Name:
VIN:
Purchase Date:
Vehicle Type:
Customer Name:
Processing Dealer:

ROQUEMORE, TANYA
1FTRX1255 6F
11/30/2005
Car/Light Truck
ALVARADO, DANNY
MIDWAY FORD

Mileage:

11,914

TRANSACTION TYPE

RAV Transaction Type:
Lender Name:
Phone:

Financed Purchase
WELLS FARGO
(888)346-4357

Account Number:

105248223

MILEAGE CHARGE CALCULATION

Mileage Charge Type:
Mileage Charge State:
Lemon Law Formula:
No Accrued Mileage Charge:

Charge Stated Mileage Charge
California
(\$33,387 * (6,547 Mi / 120,000 Mi))
No

Mileage at 1st Repair:
Purchase Price:
Mileage Charge Amount:
Amount To Charge Customer:
Waived Mileage Charge Amount:

6,547
\$ 33,387
\$ 1,822
\$ 1,822
\$ 0

AFTER MARKET ITEM(S)

Item Listing

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses: \$ 341.00
Attorney Fees: \$ 2,500.00
Check Mailed To Attorney: Yes
Attorney Name: THE LAW OFFICES OF WILLIAM MCGEE
Address: 16855 WEST BERNARDO DRIVE
SUITE 380
SAN DIEGO , CA
City, State: 92127
Zip:

Description: DMV FEES

NEGATIVE EQUITY

Negative Equity Type:

COMMENTS

Additional Comments:

***** TIN 330875803 ***** NOTE: OGC TO PAY \$800.00 FOR CASE FILING FEES PER CAROL ROOSE.

Requires Approval:
Approver CBS/PROFS ID:

Yes
KKELLER2

Approver Title:

TEAM LEADER

TIME RECEIVED
Fri, 2 Mar 2007 08:50:58 -0500

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REFUND WORKSHEET (With Interest)

Page : 1
RAVINR44

Customer name: [REDACTED]

VIN: 1FTRX1255 6F [REDACTED]

Lien/Lease Information Lienholder: <u>WF AUTO FINANCE</u> Address: <u>711 W. BROADWAY ROAD</u> <u>TEMPE AZ 85282</u> Phone: <u>(888)346-4357</u> Account Number: [REDACTED] Payment Amount: <u>\$544.49</u> # of Payments: x <u>13</u> Extra paid by customer: + <u>\$544.44</u> Total(\$) of payments made: <u>\$7,622.81 (a)</u> Lienholder payoff: <u>\$27,356.42 (d)</u> Good Until: <u>03/12/07</u>		Aftermarket Items/Misc. Purchase Charges (See Page 2 for details) Total: <u>\$341.00 (c)</u>	
		Misc. Deduction (See Page 2 for details) Total: <u>\$600.00 (e)</u>	
		Other Expenses (See Page 2 for details) Total: <u>\$0.00 (f)</u>	
		Negative Equity Determination Trade-in value as reflected on Buyer's Order: <u>\$12,250.00</u> Trade-in Payoff: <u>\$16,700.00</u> Negative Equity: <u>\$4,450.00</u>	
Refund Calculation Total(\$) of payments made: <u>\$7,622.81 (a)</u> Down Payment(includes trade-in): + <u>\$10,001.00</u> Less Rebate: - <u>\$1.00</u> Less Negative Equity: - <u>\$4,450.00</u> Aftermarket Items/Misc. Purchase Charges: + <u>\$341.00 (c)</u> Less Misc. Deduction: - <u>\$600.00 (e)</u> Less Mileage Charge: $(\$33,387 * (6,547 \text{ Mi} / 120,000 \text{ Mi})) = \1821.5 - <u>\$1,821.58</u> Mileage Waived: (formula used) + <u>\$0.00</u> DMV Fees owed to State: DMV Fees Amount: - <u>\$0.00</u> Other Expenses: + <u>\$0.00 (f)</u> Refund to Customer: = <u>\$11,092.23</u> Lienholder payoff: + <u>\$27,356.42 (d)</u> Attorney Fees: + <u>\$2,500.00</u> Total Payout: = <u>\$40,948.65</u>			
NOTE: Items appearing on the buyer's order, such as taxes, fees and Ford ESP'S (if any) are included in the amount financed and are therefore reflected in the payoff and payments made. These items are inherently refunded proportionately to the customer and the lienholder as their interests appear.			
THIS BREAKDOWN INCLUDES A FORD ESP OF: <u>\$0.00</u>			
Refund Breakdown Calculated by: DMARTIN3			

DM
3/2/07

TIME RECEIVED
Fri, 2 Mar 2007 08:50:58 -0500

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136

PAGES
3

STATUS
Received

03/01/2007 02:08 PM

REFUND WORKSHEET (With Interest)

Page : 2
RAVINR44

Customer name: XXXXXXXXXX

VIN: 1FTRX1255 6FA00728

SECTION 2:Aftermarket Items/Misc.Purchase Charges	
1) REG.(06-07)	<u>\$341.00</u> ✓
Total:	<u>\$341.00</u> (c) ✓

SECTION 3:Misc. Deduction	
1) GAP	<u>\$600.00</u> ✓
Total:	<u>\$600.00</u> (e) ✓

SECTION 4:Other Expenses	
Total:	<u>\$0.00</u> (f) ✓

ePay

PRINT PRINT

Payee Detail

Payee	14 Ford
Payee Full Name	Wells Fargo Financial
Address On File	PO Box 13460 Philadelphia PA 19101-3460 (888) 346-4357
Name on Account	[REDACTED]
Account Number	*8223

Payee Activity

Send On Date

START END

Send On	Deliver By	Pay From	Amount	Status	Last Send Date	Ref #
08/10/2006	08/17/2006	Checking	\$544.49	Sent		534
07/13/2006	07/20/2006	Checking	\$544.49	Sent		515
06/08/2006	06/15/2006	Checking	\$544.49	Sent		483
05/04/2006	05/11/2006	Checking	\$544.49	Sent		460
04/06/2006	04/13/2006	Checking	\$544.49	Sent		435

Your account's Deposits are insured by FDIC



National Credit Union Administration, U.S. Department of Agriculture

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Dealer Number

Contract Number

R.O.S. Number

Stock Number

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) [REDACTED] SOUTH EL MONTE CA [REDACTED] LOS ANGELES	Creditor/Seller (Name and Address) MIDWAY FORD SALES 200 N VERMONT AVE LOS ANGELES CA 90004
---	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor/Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2006	FORD TRUCK F-150 SERIES	100	1FTFX12566F [REDACTED]	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
6.99 %	\$ 7350.19 (a)	\$ 31853.89	\$ 39203.28 (a)	\$ 44754.28 (a)

(a) means an estimate

STATEMENT OF INSURANCE
NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

Term	Premium
\$ N/A Ded. Comp., Fire & Theft	Max. \$ N/A
\$ N/A Ded. Collision	Max. \$ N/A
Body Injury \$ N/A Limits	Max. \$ N/A
Property Damage \$ N/A Limits	Max. \$ N/A
Medical	Max. \$ N/A
Total Vehicle Insurance Premiums	\$ N/A

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of		
One Payment of		
71 Payments	\$ 544.99	Monthly, Beginning 11/16/2006
N/A Payments	N/A	Monthly, Beginning N/A
One Final Payment	\$ 544.99	

Late Charge: A payment is not received in full within 10 days after it is due, you will pay a late charge of 6% of the part of the payment that is late.
Prepayment: If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest: You are giving a security interest in the vehicle being purchased.
Additional Information: See the contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, balloon finance charges, and security interest.

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.
You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X: N/A
Co-Buyer X: [REDACTED]
Seller X: [REDACTED]

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories: \$ 33807.65 (A) 23587.65

1. Cash Price Vehicle: \$ 33807.65

2. Cash Price Accessories: \$ N/A

2. Other (Variable):
Describe: N/A \$ N/A

B. Document Preparation Fee (not a governmental fee): \$ 45.00 (B) 45.00

C. Seng Fee Paid to Seller: \$ N/A (C)

D. Sales Tax (on taxable items in A+B+C): \$ 2774.65 (D) 2774.65

E. Optional DMV Electronic Filing Fee: \$ 28.00 (E) 28.00

F. (Optional) Service Contract: \$ N/A (F)

G. (Optional) Service Contract: \$ N/A (G)

H. Prior Credit or Lease Balance paid by Seller to: N/A \$ N/A (H)

(see downpayment and trade-in calculation)

I. (Optional) Gap Contract (to whom paid) BYVA Gap: \$ 600.00 (I) 600.00

J. Other (to whom paid): \$ N/A (J)

Total Cash Price (A through J): \$ 37032.34 (I)

Amount Paid to Finance Company (A through J): \$ 37032.34 (I)

A. License Fees: ESTIMATED \$ 209.00 (A) 209.00

B. Registration/Transfer/Taxing Fees: \$ N/A (B)

C. California Tire Fees: \$ 87.00 (C) 87.00

D. Other: N/A \$ N/A (D)

E. Other: N/A \$ N/A (E)

Total Official Fees (A through E): \$ 296.00 (I)

Amount Paid to Finance Company (A through E): \$ 296.00 (I)

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Term: _____ Exp. _____ Premium _____

Credit Life: N/A Max. \$ N/A
Credit Disability: N/A Max. \$ N/A

Total Credit Insurance Premiums: \$ N/A (B)

Insurance Company Name: _____

Home Office Address: _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday; (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date; (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE

307.95

E. Upfront Cash Electronic Filing Fee \$ 28.00 (E)

F. (Optional) Service Contract \$ N/A (F)

G. (Optional) Service Contract \$ N/A (G)

H. Prior Credit or Lease Balance paid by Seller to \$ N/A (H)

(see downpayment and trade-in calculation)

I. (Optional) Gap Contract (to whom paid) \$ N/A (I)

J. Other (to whom paid) \$ N/A (J)

For 37035.30

Total Cash Price (A through J) \$ 37035.30 (1)

Amount Paid to Public Entities

A. License Fees ESTIMATED \$ 0.00 (A)

B. Registration/Transfer/Tiling Fees \$ N/A (B)

C. California Title Fees \$ 8.75 (C)

D. Other \$ N/A (D)

E. Other \$ N/A (E)

Total Official Fees (A through E) \$ 8.75 (2)

Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column A & B)

F. Safety Certification or Exemption Fee Paid to State \$ N/A (F)

G. Subtotal (1 through 4) \$ 37044.05 (5)

6. Total Downpayment \$ 12250.00 (6)

A. Agreed Trade-In Value Yr 2003 Make Jeep Model WRANGLER Odor 47654 VIN 1J4FA9583R301043 \$ 12250.00 (A)

B. Less Prior Credit or Lease Balance \$ 16200.00 (B)

C. Not Trade-In (A less B) (indicate if a negative number) \$ 4450.00 (C)

D. Deigned Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other \$ N/A (F)

G. Cash \$ 1000.00 (G)

Total Downpayment (C through G) \$ 5450.00 (6)

(If negative, enter zero in line B and enter the amount less than zero as a positive number on line 11) Above)

7. Amount Financed (5 less 6) \$ 31594.05 (7)

*Seller may keep part of these amounts.

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above; your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday; (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date; (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to Total Disabilities Not Covered in your policy for details).** Do you want to buy the credit insurance.

Date N/A Buyer Signature N/A Age _____

Date N/A Co-Buyer Signature N/A Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides. It is a part of this contract.

Term 72 Mos **WANTS GAP** Name of Gap Contract _____

You want _____

Buyer X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following description(s) for the vehicle shown below for the charge(s) shown in item 1, F, and/or 1, G above.

1, F Company N/A

Term N/A Mos or N/A Miles

1, G Company N/A

Term N/A Mos or N/A Miles

Buyer X _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

X _____ Buyer Sign

X _____ Co-Buyer Sign

SELLER ASSIGNED LOAN

BUYER MAY BE REQUIRED TO REASSUME LIABILITY FOR THE LOAN AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable In N/A

Installments of \$ N/A \$ N/A

from this loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us, unless the following box is checked:

Name of autobroker receiving fee, if applicable: N/A

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution.

Buyer X _____ Co-Buyer X _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year.

SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE COVERAGE PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER AND CO-BUYER UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

Srs X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 8.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 8.B as "Prior Credit or Lease Balance," you must pay Seller the difference to you.

Buyer X _____ Co-Buyer X _____

7. Amount Financed (5 less 6) \$ 31,883.09 (7)
*Seller may keep part of these amounts.

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO MAKE PAYMENTS FOR THE LOAN. BUYER WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount \$: N/A Finance Charge \$: N/A
Total \$: N/A Payable in: N/A
Installments of \$: N/A \$: N/A
from this Loan is shown in Item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:
N/A

You want to purchase the vehicle described in this contract. Name of Buyer: [Redacted]
Buyer X: [Redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the vehicle described in this contract with the following company (ies) for the price(s) shown below for the charge(s) shown in Item 1.F and/or 1.G above.

1.F Company: N/A
Term: N/A Mos. or N/A Miles
1.G Company: N/A
Term: N/A Mos. or N/A Miles
Buyer X: [Redacted]

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution are waived.

Buyer X: [Redacted] Co-Buyer X: [Redacted]

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and the Seller. Any change to this contract must be in writing and signed by both parties. No oral changes.

X: [Redacted]
X: [Redacted]
Co-Buyer Signs

OPTION: You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before Year: N/A
SELLER'S INITIALS: [Redacted]

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD. IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

Representations of Buyer. Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true, valid amount on the vehicle traded in. If the payoff amount is more than the amount shown above in Item 6.B as "Prior Credit and Lease Balance," select the excess on demand. If the payoff amount is less than the amount shown above in Item 6.B as "Prior Credit and Lease Balance," select the difference to you.

Buyer X: [Redacted] Co-Buyer X: [Redacted]

Notice to Buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it directly with the Seller. If you are unable to resolve the complaint, you may file a complaint with the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the price may not change. This contract is not valid unless you agree to writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice.

Buyer Signature X: [Redacted] Co-Buyer Signature X: [Redacted]

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

NO COOLING OFF PERIOD
This contract does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had selected a different vehicle. After you sign below, you may only cancel this contract for a legal cause, such as fraud.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED IN COPY WHEN YOU SIGNED IT.

Buyer Signature X: [Redacted] Date: 11/30/2006
Co-Buyer and Other Owners: [Redacted] Date: 11/30/2006
Other Owner Signature X: [Redacted] Address: [Redacted]

GUARANTY
To indicate to us that you are selling the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it in full. Each Guarantor agrees to be liable even if the Buyer is not. (1) sign the Guarantor's name on the back of this contract. (2) give a full or partial release to any other Guarantor. (3) release any co-obligor. (4) accept for loan the Buyer's total amount owing, or (5) otherwise reach a settlement relating to this contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor X: [Redacted] Address: N/A
Guarantor X: [Redacted] Address: [Redacted] Date: 11/30/2006

TIME RECEIVED
Mon, 8 Jan 2007 16:43:05 -0500

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2007-01-08 14:40

billmcge

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EsyncMailfax P 3/3

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



REGISTRATION CARD VALID FROM: 11/30/2006 TO: 11/30/2007

MAKE	YR MODEL	YR 1ST SOLD	VEH CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
FORD	2006	2005	JV	32P	31	[REDACTED]
BODY TYPE MODEL	MP	NO	AK	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
4C	G	MY	2	D	04942	1FTRX12556F [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED	
COMMERCIAL	11/27/06	19	11/27/06	8	G5485021	
REGISTERED OWNER					PR EXP DATE: 11/30/2006	
[REDACTED]					AMOUNT PAID	\$ 341.00

AMOUNT DUE	AMOUNT RECVD
\$ 341.00	CASH :
	CHECK : 341.00
	CRDT :

S EL MONTE
CA

LIENHOLDER
WELLS FARGO FNCL ACPT
PO BX 250

ESSINGTON
PA 19029

H05 591 H6 0034100 0033 CS H05 112706 31 8A09626 728

TIME RECEIVED

Tue, 9 Jan 2007 16:20:50 -0500

REMOTE CSID

billmcge

DURATION

57

PAGES

2

STATUS

Received

2007-01-09 14:17

billmcge

8584859961 >>

EsyncMailfax P 1/2

*The Law Offices of
William R. McGee*

*Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961*

E-mail: LemonAtty@aol.com

January 9, 2007

VIA FAX ONLY: (866)629-3804

Ford Motor Company
Ford Customer Affairs
P.O. Box 6248
MD# 3NE-B
Dearborn, Mi 48126-4207

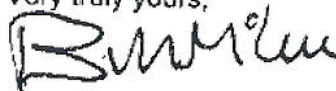
Attn: Tanya Roquemore

Re: [REDACTED]

Dear Tanya:

Thank you for your recent correspondence and Ford Motor Company's alternative refund/replacement offers stated therein, which I have discussed with our client(s). After due consideration, ***our client(s) has elected to proceed with a refund.*** We have agreed to legal fees/costs of suit in the sum of \$3,300. Also, enclosed is the current registration which should be included in the refund. Kindly forward the Refund Worksheet to my office at your earliest convenience. As always, thank you for your prompt and courteous attention to my client's claim.

Very truly yours,



WILLIAM R. McGEE

Enclosure

TIME RECEIVED
Mon, 8 Jan 2007 16:43:05 -0500

REMOTE CSID
billmcge

DURATION
70

PAGES
3

STATUS
Received

2007-01-08 14:39

billmcge

8584859961 >>

EsyncMailfax P 1/3

The Law Offices of
William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

January 8, 2007

VIA FAX ONLY: (866)629-3804
Ford Motor Company
Ford Customer Affairs
P.O. Box 6248
MD# 3NE-B
Dearborn, MI 48126-4207

Attn: Tanya Roquemore

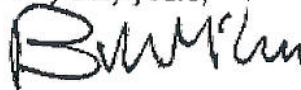
Re: 

Dear Tanya:

Thank you for your recent correspondence and Ford Motor Company's alternative refund/replacement offers stated therein. Be advised that a lawsuit has been filed in this matter, as a result of which our fees/costs of suit are in the sum of \$3,300. However, we are willing to dismiss the lawsuit and settle the claim with payment of fees/costs in the above amount. Pursuant thereto, enclosed is the Authorization you requested, as well as the current registration which should be included in the refund. Please advise me if this is acceptable. If so, kindly forward the Refund Worksheet to my office at your earliest convenience. As always, thank you for your prompt and courteous attention to my client's claim.

*Extra
\$3,300*

Very truly yours,



WILLIAM R. MCGEE

Enclosures

Dealer Information

FCSD Region Sales Region Sales Zone Market P&A Code Sales Code
 CA-CALIFORNIA 71-LOS ANGELES I C3 05488 F71011

Dealer Name: MIDWAY FORD SALES
 Dealer Address: 200 N VERMONT AVE
 LOS ANGELES CA 90004
 Dealer Main Phone: 213-385-1411

Position	Employee Name
GENERAL MANAGER	BRET HANKEY
PARTS MANAGER	HIMANSU PATEL
PARTS & SERVICE DIRECTOR	RICARDO COTWRIGHT II
SALES MANAGER	Grace M Viray
SALES MANAGER	SCOTT FILIPPI
SALES MANAGER	SAL RAMIREZ
SALES MANAGER	RAUL ESPINOZA

Service Hours 7AM - 11PM MON - FRI, 8AM - 3PM SAT

Directions

Trained

Additional Information

Y
Tunde Alexi - CAR MANAGER

Ford Confidential

Fin
left v-message
for call back

TIME RECEIVED
Tue, 9 Jan 2007 16:20:50 -0500

REMOTE CSID
billmcge

DURATION
57

PAGES
2

STATUS
Received

2007-01-09 14:17

billmcge

8584859961 >>

EsyncMailfax P 2/2

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WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



REGISTRATION CARD VALID FROM: 11/30/2006 TO: 11/30/2007

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
FORD	2006	2005	JV	32P	31	[REDACTED]
BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
4C	G	MY	2	D	04942	1FTRX12556F [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RCVD	PIC	STICKER ISSUED	PR EXP DATE: 11/30/2006
COMMERCIAL	11/27/06	19	11/27/06	8	G5485021	
REGISTERED OWNER	[REDACTED]				AMOUNT PAID	\$ 341.00

AMOUNT DUE	AMOUNT RCVD
\$ 341.00	CASH :
	CHCK : 341.00
	CRDT :

S EL MONTE
CA

LIENHOLDER
WELLS FARGO FNCL ACPT
PO BX 250

ESSINGTON
PA 19029

H05 591 H6 0034100 0033 CS H05 112706 31 8A09626 728

Server Name : AWS Production- Claims loaded through 30-NOV-2006

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-DEC-2006
Note: All Costs are in US Dollars Server Name: AWS Production- Claims loaded through 30-NOV-2006

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD		
IFTRX12556F	F6	F6	F	T/BD	T/AM	T/B	AF	T/B7	T/WX	22-09-05	30-11-05	171011	USA	7	*	*	*	*	SXX	SXX	V00	*	*		
AWS Claim Key:		1139133		Doc #:		90059102		Trx Code:		3		Labor Hrs:		323-8386920		St: CA		USA		25.28		Material Cost: 0		Total Cost: 25.28	
Dir Cd-Sub Cd:		03250-*		Name:		FORD OF MONTEBELLO		Ph:		323-8386920		St: CA		USA		Reg Cd:		NA		Repr Date:		15-JUN-2006		DIST(Mile):6547	

Cust Comments: RECALL CAMPAIGN 06C11.CLUSTER RECALIBRATION
Tech Comments: AS PER FORD MOTOR COMPANY NOTIFICATION PROGRAM IC

IFTRX12556F	F6	F6	F	T/BD	T/AM	T/B	AF	T/B7	T/WX	22-09-05	30-11-05	171011	USA	7	*	*	*	*	SXX	SXX	V00	*	*		
AWS Claim Key:		1148180		Doc #:		90059103		Trx Code:		5		Labor Hrs:		323-8386920		St: CA		USA		42.14		Material Cost: 32.37		Total Cost: 74.51	
Dir Cd-Sub Cd:		03250-*		Name:		FORD OF MONTEBELLO		Ph:		323-8386920		St: CA		USA		Reg Cd:		NA		Repr Date:		15-JUN-2006		DIST(Mile):6547	

Cust Comments: RECALL CAMPAIGN 05S40.WIPER MOTOR INSPECTION.
Tech Comments: AS PER FORD MOTOR COMPANY NOTIFICATION CK AND REPLACE COVER

IFTRX12556F	F6	F6	F	T/BD	T/AM	T/B	AF	T/B7	T/WX	22-09-05	30-11-05	171011	USA	7	2G04	*	DIAG	*	S11	S11	V52	D03	82		
AWS Claim Key:		1148179		Doc #:		90059104		Trx Code:		7		Labor Hrs:		323-8386920		St: CA		USA		58.99		Material Cost: 0		Total Cost: 58.99	
Dir Cd-Sub Cd:		03250-*		Name:		FORD OF MONTEBELLO		Ph:		323-8386920		St: CA		USA		Reg Cd:		NA		Repr Date:		15-JUN-2006		DIST(Mile):6547	

Cust Comments: CUST STATES AT ONE TIME,CUST CRANKED VEHICLE AND FELT LIKE FUEL SYSTEM WAS FLOODED,DID NOT HAVE POWER TO START.CK ADV
Tech Comments: EEC TEST CODE 11 HOOK UP NGS AND MONITOR ROAD TEST OK RAN OASIS ID #412 523 636 NO SSM OR TSB FOUND.

IFTRX12556F	F6	F6	F	T/BD	T/AM	T/B	AF	T/B7	T/WX	22-09-05	30-11-05	171011	USA	7	6J01	*	5421813	*	S06	S06	V07	L06	33		
AWS Claim Key:		1139132		Doc #:		90059106		Trx Code:		2		Labor Hrs:		323-8386920		St: CA		USA		58.99		Material Cost: 0		Total Cost: 58.99	
Dir Cd-Sub Cd:		03250-*		Name:		FORD OF MONTEBELLO		Ph:		323-8386920		St: CA		USA		Reg Cd:		NA		Repr Date:		15-JUN-2006		DIST(Mile):6547	

Cust Comments: WHEN KEY IS PUT INTO DOOR LOCK CYLINDER,KEY MOVES FREELY AND WILL NOT UNLOCK DOOR.CK AND ADVISE.
Tech Comments: CK REMOVE DRIVERS DOOR PANEL INSPECT REMOVE DOOR LATCH TO REMOVE ROD SRAITEN ROD AND REINSTALL RETEST OK

NPT
MOSHAFT

Doc
look

IFTRX12556F [REDACTED] F6 T/F6 F T/BD T/AM T/B AF T/B7 T/WX 22-09-05 30-11-05 171011 USA 8 2E06 6L3Z 9H307 C S11 S11 V52 D02 42
 AWS Claim Key: 1458467 Doc #: 90285401 Trx Code: S07 Labor Hrs: 3.7 Labor Cost: 284.28 Material Cost: 284.28 Total Cost: 596.08
 Dir Cd-Sub Cd: 03250-* Name: FORD OF MONTEBELLO Ph: 323-8386920 St: CA USA Reg Cd: NA Repr Date: 24-JUL-2006 DIST(Mile): 7870
 Cust Comments: NO CRANK NO START AFTER RECALL WAS PERFORMED 06C11
 Tech Comments: FAILED FUEL PUMP AND STICKING SWITCH. USED THE WDS TO SELF TEST AND PINPOINT TEST. FOUND DTC P1235 PERFORMED A FUEL PRESSURE TEST AND FOUND PRESSURE AT 5 PSI. ALSO FOUND FUEL CUT OFF SWITCH STICKING AT TIMES. LOWERED FUEL TANK ASSY. AND REPLACED FUEL PUMP ASSY. INCLUDING FUEL FILTER AND FUEL CUT OFF SWITCH. REROD TESTED, OK.

*Fuel Pump
FMS.*

IFTRX12556F [REDACTED] F6 T/F6 F T/BD T/AM T/B AF T/B7 T/WX 22-09-05 30-11-05 171011 USA 10 2G01 6L3Z 12A650 BMB S11 S11 V52 D21 42
 AWS Claim Key: 1796269 Doc #: 90497801 Trx Code: S07 Labor Hrs: 3.9 Labor Cost: 897.17 Material Cost: 1225.83
 Dir Cd-Sub Cd: 03250-* Name: FORD OF MONTEBELLO Ph: 323-8386920 St: CA USA Reg Cd: NA Repr Date: 28-AUG-2006 DIST(Mile): 8213
 Cust Comments: CUSTOMER STATES VEHICLE STALLED TWICE ON FREE WAY WHILE DRIVING IN AM VEHICLE WONT START CRANKS NO START
 Tech Comments: FAILED MODULE. USED THE WDS TO SELF TEST AND MONITOR PIDS. VERIFIED CONCERN, FOUND AT TIMES VEHICLE WOULD CRANK NO START AND ALSO WOULD STALL AT CRUISE. RAN OASIS AND CALLED HOTLINE REPORT #61FC1008 (SHANE), FOUND THAT FUEL PRESSURE WOULD DROP TO 0PSI AT TIMES. SERVICE PART WARRANTY FUEL PUMP ASSY. AND FILTER, REPLACED FUEL PRESSURE REGULATOR DUE TO O RING

*Fuel Pressure
FMS*

IFTRX12556F [REDACTED] F6 T/F6 F T/BD T/AM T/B AF T/B7 T/WX 22-09-05 30-11-05 171011 USA 10 6Y20 * MISC * SXX SXX V00 A9* 82
 AWS Claim Key: 1878700 Doc #: 90497802 Trx Code: P01 Labor Hrs: 0 Labor Cost: 0 Material Cost: 0 Total Cost: 560.09
 Dir Cd-Sub Cd: 03250-* Name: FORD OF MONTEBELLO Ph: 323-8386920 St: CA USA Reg Cd: NA Repr Date: 28-AUG-2006 DIST(Mile): 8213
 Cust Comments: SERVICE LOANER

*Injector
FMS*

IFTRX12556F [REDACTED] F6 T/F6 F T/BD T/AM T/B AF T/B7 T/WX 22-09-05 30-11-05 171011 USA 13 2E03 5C3Z 9F593 DC S11 S11 V29 E29 42
 AWS Claim Key: 2323401 Doc #: 91027701 Trx Code: S07 Labor Hrs: 3.3 Labor Cost: 40.42 Material Cost: 40.42 Total Cost: 318.52
 Dir Cd-Sub Cd: 03250-* Name: FORD OF MONTEBELLO Ph: 323-8386920 St: CA USA Reg Cd: NA Repr Date: 28-NOV-2006 DIST(Mile): 11914
 Cust Comments: CHECK ADVISE ENG LIGHT FLASHES MAKES THUMPING NOISE ON ACCEL
 Tech Comments: EEC TEST P0302 PINPOINT TEST FUEL35T040 IGNITION TEST RANDOM MISS AT #2 CYLINDER NGS DCL LONG TRIM 3% MAF. 82V INJECTOR FAULT NO REPLACED #2 INJECTOR NGS MONITOR ALL PIDS NORMAL RETEST. PASS

Any comments? You can contact



Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
CA-CALIFORNIA	71-LOS ANGELES	N	D2	03250	F71007

Dealer Name: FORD OF MONTEBELLO
Dealer Address: 2747 VIA CAMPO
 MONTEBELLO CA 90640
Dealer Main Phone: 323-838-6920

Position	Employee Name
CUST RELATIONS MGR	erica morales
GENERAL MANAGER	JAMES B ROSS
SALES MANAGER	JONIVAN D VALLES
SALES MANAGER	HERBERT VALIENTE
SALES MANAGER	ARMANDO GONZALEZ
SALES MANAGER	FRANCISCO J SANDOVAL
SALES MANAGER	MARTIN R rosas
SALES MANAGER	JAMES JR ROSS
SERVICE MANAGER	MIKE ZERMINO

Service Hours 7:00 A.M. TO 6:00 P.M.

Directions

Trained Y

Additional Information LSG ENROLLED VMX-# 301-8454

Ford Confidential

*Left message
for S.M.
12/21/04*

Roquemoire, Tanya (T.)

From: Roquemoire, Tanya (T.)
Sent: Tuesday, January 09, 2007 8:28 AM
To: Roose, Carol (C.A.)
Cc: Roquemoire, Tanya (T.)
Subject: RE: [REDACTED] Case no: 414660416

Carol

I received a response from the attorney. It states that they are willing to dismiss the lawsuit if Ford pays for fees/costs which are in the amount of \$3,300. Normally we pay \$2,500 in attorney fees, and the cost comes to \$800.00. I will speak with Kris Keller about the extra cost. I need to find out what the customer wants refund/replacement.

From: Roose, Carol (C.A.)
Sent: Monday, January 08, 2007 11:56 AM
To: Roquemoire, Tanya (T.)
Subject: RE: [REDACTED] Case no: 414660416

will you let me know if plaintiff accepts? Thanks!

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.

Carol A. Roose

Legal Assistant, Consumer Warranty Litigation
(313) 248-7704
Fax: (313) 322-1450

3 Parklane Boulevard
Parklane Towers West
Suite 1500
Dearborn, Michigan 48126

From: Roquemoire, Tanya (T.)
Sent: Monday, January 08, 2007 11:51 AM
To: Roose, Carol (C.A.)
Subject: RE: [REDACTED] Case no: 414660416

Carol

I have not rec'd a response to the offer as of yet. Yes attorney fees are included in the offer.

From: Roose, Carol (C.A.)
Sent: Monday, January 08, 2007 9:49 AM
To: Roquemoire, Tanya (T.)
Subject: [REDACTED] Case no: 414660416

Good Morning: OGC received the lawsuit in this matter on Jan 2 and I just received it on Friday. I see from CuDL that a R/R offer was made on Jan 2. Were attny fees offered as well? Have you heard anything? If plaintiff will work with LP for the R/R, but the fees are not satisfactory to plaintiff attny, let me know, and we could probably do something about the fees.

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.

Carol A. Roose

Legal Assistant, Consumer Warranty Litigation

(313) 248-7704

Fax: (313) 322-1450

3 Parklane Boulevard

Parklane Towers West

Suite 1500

Dearborn, Michigan 48126

REGISTRATION VALID FROM
COML 11/30/2005 TO 11/30/2006 31 [REDACTED] TYPE LICENSE NUMBER

VEHICLE IDENTIFICATION NUMBER

1FTRX12554F [REDACTED]

BODY TYPE MODEL

4C

DATE ISSUED

01/29/2006

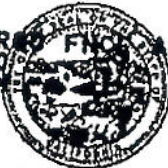
CYLS.	DATE FIRST SOLD	CLASS	MAKE	Yr	Yr. Model
00	00/00/2005	JV	FORD	0000	2006
TYPE VPK	MP	AX	WC	LN	ADUM/Q/OGW
\$1P	G	2	D	04942	TOTAL FEES PAID
					\$434
					1900 4

REGISTERED
OWNER

[REDACTED]
S EL MONTE CA [REDACTED]

LIENHOLDER

WELLS FARGO FNC ACPT
PO BX 250
ESSINGTON
PA



STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CA
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

Roquemore, Tanya (T.)

From: Keller, Kristian (P.)
Sent: Tuesday, January 02, 2007 8:59 AM
To: Roquemore, Tanya (T.)
Subject: RE: [REDACTED]/414660416

Approved.

From: Roquemore, Tanya (T.)
Sent: Thursday, December 28, 2006 8:00 AM
To: Keller, Kristian (P.)
Cc: Roquemore, Tanya (T.)
Subject: [REDACTED]/414660416

Kris

Please review for possible refund/replacement.

2006 F-150
4 Repairs (1npf - 3 eng)
Current Mileage 11,914 (meets presumption)
California Case/McGee

*Tanya Roquemore
Litigation Prevention
West Region
Telephone: 313/845-5539
E-Fax: 866/629-3804*



FORD OF MONTEBELLO

"Quality Cars and Quality Care"

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
7:00 A.M. to 8:00 P.M.
SATURDAYS
8:00 A.M. to 5:00 P.M.
CLOSED SUNDAY

2747 VIA CAMPO
MONTEBELLO, CA 90640
(888) 554-3673 • (323) 838-6920

BAR# AC204521 EPA# CAL000182089

CUSTOMER NO. 63981	ACK# JOAN	TAG NO. 961	2697	DATE 06/16/06	POCS900591
	LABOR RATE	6,547	SALES TAX	BLACK/	STOCK NO.
SOUTH EL MONTE, CA	YEAR MAKE / MODEL	06/FORD TRUCK/F150/4 DOOR		DELIVERY DATE	DELIVERY MILES
	VIN	1FTRX12556F		CALLING UNIT NO.	PRODUCTION DATE
	F.T.E. NO.	H.Q. NO.		R 06/15/06	
COMMENTS					

LABOR CHARGES

CUST STATES A ONE-LINE CUST. CRANKED VEHICLE AND FEEL LIKE FUEL SYSTEM WAS FLOODED. DID NOT HAVE POWER TO START. OK. ADV. EEC TEST CODES IN HOOK UP LINGS AND MONITOR ROAD TEST OK. RAN OASIS #14412, #231636, NO SS FOR 158. ROAD.

LABOR TOTAL

5 CHARGES

PERFORMED WALK AROUND INSPECTION, TURNED ON YOUR VEHICLE LIGHTS, INSPECTED YOUR VEHICLE, HOOD, AND VISUALLY INSPECTED YOUR BELT, HOSES, TIGHTS, TIRES, BATTERY, WE ALSO CHECKED FOR ANY SAFETY CONCERNS. NOTE: NOT RESPONSIBLE FOR ANY VEHICLE DAMAGE ON PREMISES.

LABOR TOTAL

6 CHARGES

WHEN KEYS PLUG INTO DOOR LOCK CYLINDER, KEYS WILL NOT UNLOCK DOOR. CC AND LAISE. LOCK REVERSE DRIVERS DOOR PANEL. INSPECT SERVICE TYP TO REMOVE DOOR SWAY BAR ROD AIR. REINSTALL PROTECTORS.

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$250.00. TECHNICIAN CERTIFICATION

Ford of Montebello EPA# 000182089



FORD OF MONTEBELLO

"Quality Cars and Quality Care"

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
7:00 A.M. to 8:00 P.M.
SATURDAYS
8:00 A.M. to 5:00 P.M.
CLOSED SUNDAY

2747 VIA CAMPO
MONTEBELLO, CA 90840
(888) 554-3673 • (323) 838-6920

BAR# AC204521 EPA# CAL000182089

CUSTOMER NO. 63981	NAME JUAN	AGE NO. 961	DATE 06/16/06	INVOICE NO. FOCS900591
LABOR RATE	UNITS	SALES TAX	6,547	BLACK/
YEAR MAKE / MODEL 06/FORD TRUCK/F150/4 DOOR	DELIVERY DATE	DEPOSIT MILES		
VEHICLE NO. 1FTRX12556F	SELLING DEALER NO.	PRODUCTION DATE		
R.T.E. NO.	P.O. NO.	R. DATE 06/15/06		
COMMENTS				

FORD OF MONTEBELLO APPRECIATES YOUR BUSINESS.
IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR SERVICE ADVISOR.
ASK ABOUT OUR NEW MONDAY AND WEDNESDAY EXTENDED HOURS!
BAR# AC204521 EPA# CAL000182089
SERVICE HR'S MON-FRI 7:00 AM TO 7:00 PM
SATURDAY 7:00 AM TO 5:00 PM
MONDAY AND WEDNESDAY NIGHTS OPEN UNTIL 8:00 PM

TOTAL LABOR \$ 15.25
TOTAL PARTS \$ 16.44
TOTAL SALES TAX \$ 0.00
TOTAL G.S.T. \$ 0.00
TOTAL MISC CHG \$ 1.25
TOTAL MISC DIS \$ 11.74
TOTAL TAX \$ 1.36
TOTAL INVOICE \$ 22.56

Ford and Remolds EQUIPMENT GROUP © 2006

ENCLOSURE INVOICE 10-31



FORD OF MONTEBELLO

"Quality Cars and Quality Care"

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
7:00 A.M. to 8:00 P.M.
SATURDAYS
8:00 A.M. to 5:00 P.M.
CLOSED SUNDAY

2747 VIA CAMPO
MONTEBELLO, CA 90640
(888) 554-3673 • (323) 838-6920

BAR# AC204521 EPA# CAL000182089

CUSTOMER NO. 63981	BRAND RAMON	011	PLANT NO 8385	INVOICE DATE 08/02/06	INVOICE NO. FOC5902854
	LABOR RATE		RELEASE 7,870	COLOR BLACK/	STOCK NO.
SOUTH EL MONTE, CA	VEH MAKE / MODEL 06/FORD TRUCK/F150/4 DOOR			INVENTORY DATE	DELIVERY MILE
	VEH VIN NO. 1FTRX12556F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		A.C. NO.	R 07/24/06	
	COMMENTS				

LABOR CHARGES

NO CRANK NO START AFTER RECALL WAS PERFORMED.

FAILED FUEL PUMP AND STICKING SWITCH.

USED THE WDS TO SELF TEST AND PINDIN TEST. FOUND DTC P235.

PERFORMED A FUEL PRESSURE TEST AND FOUND PRESSURE AT 5 PSI.

ALSO FOUND FUEL CUT OFF SWITCH STICKING AT TIMES. LOOSENED FUEL TANK ASSY AND REPLACED FUEL PUMP ASSY INCLUDING FUEL FILTER AND FUEL CUT OFF SWITCH. ROAD TESTED OK.

DESCRIPTION

SWITCH ASSY

WARRANTY

FR9219155

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FORD OF MONTEBELLO

"Quality Cars and Quality Care"

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAYS
8:00 A.M. to 5:00 P.M.
CLOSED SUNDAY

2747 VIA CAMPO
MONTEBELLO, CA 90640
(888) 554-3673 • (323) 838-6920

BAR# AC204521 EPA# CAL000182089

CUSTOMER NO. 63981	NAME RAMON	AGE NO. 0112	SALES NO. 8385	INVOICE DATE 08/02/06	INVOICE NO. FOCS902854
LABOR RATE [REDACTED]	SALES TAX [REDACTED]	FINANCE 7,870	COLOR BLACK/	STOCK NO.	
YEAR MAKE / MODEL 06/FORD TRUCK/F150/4 DOOR	DELIVERY DATE	DELIVERY MILES			
VEHICLE ID NO. 1FTRX12556F	SELLING DEALER NO.	PRODUCTION DATE			
R.T.E. NO.	P.O. NO.	R. DATE 07/24/06			
DOCUMENTS					

FORD OF MONTEBELLO APPRECIATES YOUR BUSINESS.
IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR SERVICE ADVISOR.
ASK ABOUT OUR NEW MONDAY AND WEDNESDAY EXTENDED HOURS!
BASE AC204521 EPA# CAL000182089
SERVICE HRS MON-FRI 7:00 AM TO 7:00 PM
SATURDAY 7:00 AM TO 5:00 PM
MONDAY AND WEDNESDAY NIGHTS OPEN UNTIL 8:30 PM

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL GLOSS 0.00
TOTAL MISC CHG 0.00
TOTAL MISC DISS 0.00
TOTAL TAXES 0.00
TOTAL INVOICE 0.00

OK TO RELEASE VEHICLE

DUPLICATE TO INVOICE

PAGE 2 OF 2

NOV-09-2006 05:40 PM

PE08-035 0051LP



FORD OF MONTEBELLO

"Quality Cars and Quality Care"

SERVICE AND PARTS OPEN
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAYS
8:00 A.M. to 5:00 P.M.
CLOSED SUNDAY

2747 VIA CAMPO
MONTEBELLO, CA 90640
(888) 554-3673 • (323) 838-6920

BAR# AC204621 EPA# CAL000182089

CUSTOMER NO.	63981	NAME	RAMON	AGE NO.	0117	4163	DATE	09/19/06	INVOICE NO.	F06S904978
LABOR RATE		RELEASE	8,213	COLOR	BLACK/	STOCK NO.				
YEAR MAKE / MODEL	06/FORD TRUCK/F150/4 DOOR	DELIVERY DATE		DELIVERY MILE						
VEHICLE ID	1 F T R X 1 2 5 5 6 F	SELLING DEALER NO.		PRODUCTION DATE						
P.T.E. NO.		R.O. NO.		R	08/28/06					
COMMENT										

JOB CHARGES

LABOR

CUSTOMER STATES VEHICLE STALLED TWICE ON FREEWAY WHILE DRIVING IN AN VEHICLE NON-START CRANKING START FAILED MODULE USED THE MDS TO SELF TEST AND MONITOR. FIDS VERIFIED CONCERN. FOUND AT TIMES VEHICLE WOULD CRANK NO START AND ALSO WOULD STALL AT CRUISE. RAN OASIS AND CALLED HOTLINE REPORT # 6761008 (SHANE). FOUND THAT FUEL PRESSURE WOULD DROP TO OPSI AT TIMES. SERVICE PART WARRANTY. FUEL PUMP AND FILTER. REPLACED FUEL PRESSURE REGULATOR. DUE TO LEAKING LEAKING. REPLACED FUEL PUMP MODULE DUE TO NO GROUND SIGNAL GOING TO THE TRANSMITTER. WITH CHECKED WIRING RESISTANCE FROM FUEL PUMP MODULE TO PUMP. CHECKED WIRING FROM PCH TO PUMP MODULE. OK. CHECKED CONNECTOR PINS AT 63137 AND 2213. REPLACED PCM MODULE AND RECONFIGURED WITH MDS. REPROGRAMMED BATS VEH. AND REQUESTED SOX.

PARTS

QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	503796756	SENSOR, FUEL		
1	5167300770	COMPASS		
1	023739200	SENDER AND PUMP		
1	F897-0155	GALLERY		
1	617711255	MODULE, FUEL		

SYMBOLS

COMMENTS

CUSTOMER STATES DENIED CLAIM FROM LAST VISIT.

Kempali and Peralta's PERFORMANCE CREDIT CARD



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CLOSED SUNDAY

2747 VIA CAMPO
MONTEBELLO, CA 90640
(888) 554-3673 • (323) 838-6920

BAR# AC204521 EPA# CAL000182089

CUSTOMER NO. 63981	NAME RAMON	PLATE NO. 011	REG NO. 4163	DATE 09/19/06	INVENTORY # F0C5904978
ADDRESS [REDACTED]	ADDRESS [REDACTED]	LEASAGE 8,213	COOR BLACK/	STOCK NO.	
SOUTH EL MONTE, CA [REDACTED]	YEAR MAKE / MODEL 06/FORD TRUCK/F150/4 DOOR	DELIVERY DATE	DELIVERY MILES		
	VEHICLE ID. I F T R X 1 2 5 5 6 F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE		
	F.T.E. NO.	R.O. NO.	R 08/28/06		
	COLUMBIA				

TOTALS:

FORD OF MONTEBELLO APPRECIATES YOUR BUSINESS. IF YOU HAVE ANY QUESTIONS, PLEASE SEE YOUR SERVICE ADVISOR. ASK ABOUT OUR NEW MONDAY AND WEDNESDAY EXTENDED HOURS!
 BAR# AC204521 EPA# CAL000182089
 SERVICE HRS. MON-FRI 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 6:00 PM
 MONDAY AND WEDNESDAY NIGHTS OPEN UNTIL 8:30 PM

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL FEES	0.00
TOTAL MISC. CHG.	0.00
TOTAL MISC. DISC.	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

ON TO KEEP BASE

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CUSTOMER
RELATIONSHIP
CENTER

2006 NOV 22 A 10: 55

*The Law Offices of
William R. McGee*

*Bernardo Executive Center
16855 West Bernardo Drive, Su.380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9961*

E-mail: Experts4u@aol.com

November 13, 2006

Ford Motor Company
Consumer Affairs – Litigation Prevention Department
PO Box 6248, MD 3NE-B
Dearborn, MI 48126-4207

Re: [REDACTED]
2006 Ford F150
VIN: 1FTRX12556F [REDACTED]

Dear Gentlemen:

Please be advised that this law firm has been retained by [REDACTED] to enforce his legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[REDACTED] was understandably excited and proud about his new 2006 Ford F150, feeling that he had made a quality choice for his driving enjoyment and needs. (A copy of the purchase contract is enclosed for your reference.) Mr. [REDACTED] anticipation and excitement, however, have turned to disappointment and frustration due to numerous unsuccessful repair attempts which have substantially impaired the vehicle to him. This is not what Mr. [REDACTED] was promised nor bargained-for when he purchased his new 2006 Ford F150.

The subject vehicle has suffered from serious defects and nonconformities to warranty, including, but not limited to: four (4) separate repair attempts for no-start with engine stalling, all in less than 8,300 miles and 11 months of use. (The repair documentation in our client's possession is enclosed for your review and consideration.)

[REDACTED] has understandably lost his confidence with this problematic vehicle. As Ford Motor Company is aware, Mr. [REDACTED] is not required to live with this problematic vehicle and is herein demanding his entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer shall be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer shall make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law states that "a reasonable number of repair attempts" has been exceeded if, during the first 18,000 miles of use or 18 months of ownership, either: there have been four or more repair attempts for the same nonconformity; the vehicle has been in the shop 30 days or more; or, two repair attempts for the same nonconformity which may result in serious bodily injury or death. Our client's vehicle falls well within this standard.

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .

(c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .

(d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to

CUSTOMER
RELATIONSHIP
CENTER

2006 NOV 22 A 10: 55

The Law Offices of
William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su.380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9961
E-mail: Experts4u@aol.com

November 13, 2006

Ford Motor Company
Consumer Affairs – Litigation Prevention Department
PO Box 6248, MD 3NE-B
Dearborn, MI 48126-4207

Re: [REDACTED]
2006 Ford F150
VIN: 1FTRX12556F [REDACTED]

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PE08-035 0056LP

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(c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .

(d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to

have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code §1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that Ford Motor Company is obligated to make restitution to Danny Alvarado for the "lemon" which was sold to him. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

██████████ is willing to litigate this matter, however, he would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in Ford Motor Company's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

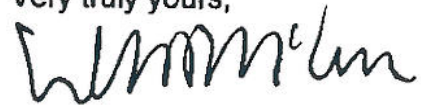
At this time, ██████████ is willing to return the subject vehicle to Ford Motor Company and settle this matter for a repurchase of the subject vehicle, including restitution in the following amount:

Down payment	\$10,000.00
Monthly payments (12 including 12/14/06)	6,533.88
2006/2007 registration fee	TBD
Less use of 6,547 miles	(1,832.45)
Attorney's fees	<u>2,500.00</u>
SUBTOTAL: \$17,201.43	

In addition, it will be required that Ford Motor Company satisfy the outstanding balance owing to the lien holder of the subject vehicle, Wells Fargo. Please give this demand the serious consideration it deserves. If I do not hear from you by December 13, 2006, I shall assume that Ford Motor Company is denying its obligations under the law and Danny Alvarado will be left with no choice but to initiate legal proceedings.

Thank you for your prompt attention to this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read 'W. McGee', written in a cursive style.

WILLIAM R. MCGEE

Enclosures

cc: 

All Action Details for Issue

[Print](#)

VIN: 1FTRX12556F [REDACTED] Year: 2006 Model: F-SERIES Case: 414660416
 Name: [REDACTED] Owner Status: Original WSD: 2005-11-30
 Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: INVESTIGATION

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Dealer: 03250 FORD OF MONTEBELLO
 Odometer: 1 MI Comm Type: INBOUND CUSTOMER MAIL
 Analyst Name: PAWELEK, EILEEN (E.M.) Analyst: EPAWELEK
 Action Date: 11/28/2006 Action Time: 11.47.43.833 Action Data: Yes

Comments *****ATTORNEY DEMAND*****ATTORNEY ALLEGES REPAIRS TO ENGINE.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	WILLIAM MCGEE
ATTORNEY NAME	WILLIAM MCGEE
ATTORNEY PHONE NUMBER	8584859332
ANALYST ID	TROQUEMO

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 03250 FORD OF MONTEBELLO
 Odometer: 1 MI Comm Type: INBOUND CUSTOMER MAIL
 Analyst Name: ROQUEMORE (TROQUEMO),TANYA Analyst: TROQUEMO
 Action Date: 11/29/2006 Action Time: 11.25.36.991 Action Data: No
 Comments FAX ACK.

Action: INFORMATIONAL CALL/FAX Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 03250 FORD OF MONTEBELLO
 Odometer: 1 MI Comm Type: INBOUND CUSTOMER MAIL
 Analyst Name: ROQUEMORE (TROQUEMO),TANYA Analyst: TROQUEMO
 Action Date: 11/29/2006 Action Time: 11.26.35.271 Action Data: No
 Comments E-MAIL TO ZM.

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Customer Info

Customer: [REDACTED]
Address: [REDACTED] SOUTH EL MONTE CA [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: [REDACTED]

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Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FTRX12556F [REDACTED]	2006	F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			

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VEHICLE DETAIL

VIN: 1FTRX12556F [REDACTED]	Engine: MOD 5.4L-3V SOHC GAS/ESSEX
Make: FORD	Transmission: 4 SP AT 4R75E LIVONIA A
Model: F-SERIES	Paint Code/Color: EBONY SOLID C/C
Year: 2006	Calibration: 6F613M0A
Pay Load:	Max Towing Weight:
GVWR: 06650	Axle Ratio:
WheelBase: 145	Warranty Start Date: 11/30/2005
GCWR:	Vehicle Build Date: 9/22/2005
PEP Code: 508A	

Selling Dealers Name: MIDWAY FORD SALES
 Selling Dealers P & A Code: 05488 Selling Dealers Sales Code: F71011
 Selling Dealers Main Phone: 213-385-1411 Selling Dealers Service Phone: 213-385-1411

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
X 1 2 6 F [REDACTED] 1 4 5 3 9 H H 2 2 1 4 G 6 1 7 5 D G E 2 5 Q B 6 C 2 1
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
1 N 5 H H 3 B 5 A A H H 2 A S 7 1 C 0 8 8 R 9 2 V U A A D B P A 4 5 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F T R 5 8 D 5 0 8 A 7 5 Q C A
1 2 3 4 5 6 7 8 9 160

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Server Name : AWS Production- Claims loaded through 30-NOV-2006

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTRX12556F [REDACTED] Veh Line: T/F6 - P221/P397/P415 [04-07] Body Shell: *
 Model Year: 2006 Market Derived: F - FORD Navis Eng Serial No: 009052632632
 Veh Type: T Drive Code: T/B - 2 WHL L/H REAR DRIVE Engine: T/WX - MOD 5.4L-3V SOHC GAS/ESSEX
 Inv. Dealer: * Body Cab Style: - SUPER SINGLE CAB (SUPER CAB) Transmission: T/B7 - 4 SP A/T 4R75E LIVONIA
 Vehicle Status Code: 800 Version/Series: T/AM - 150 SERIES
 Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8
 E173A 2009052632632 6G 692 AA
 Trace Trans Serial No:
 A4321 180905FEW00220276L3P 7000 DA

BUILD INFORMATION:

Region: NA - #####
 Country: USA - #####
 Plant: AF - DEARBORN PLANT BUILD
 Prod Date: 22-SEP-2005

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171011 - *
 Country: USA - ##### Selling Dir SU/Prov: CA
 Buyer SU/Prov: *
 Arrival Date: 28-NOV-2005 Red Carpet Lease: *
 Sale Date: 30-NOV-2005 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 30-NOV-2005 Modified Vehicle: * Vehicle Count Flag: Y
 Orig Warranty Date: 30-NOV-2005 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 X126FA0072814539BH 2 2 14G6175 DG E 25QB6C21 1N5HH 3B5AA HH2 AS 71C088R92V UA A DBPA4 51
 FTR5 8 D 508A 75QCA

INSTALLED OPTION INFORMATION:

Air Conditioning: T/C - ATC AIR CONDITIONER GVW Code:

Alternator Amp Rating: 4B
 Audio Disk: * - [N/A]
 Axle Ratio: EGAJB - 3.73 FINAL DRIVE RATIO
 Axle Type: EGIAC - LIMITED SLIP REAR AXLE
 Battery Amp Rating: EL
 Brake Code: * - [N/A]
 Brake Code(Service): * - [N/A]
 Calibration Code: 6F613M0A
 Color(Accent): * - [N/A]
 Color(Trim): 000ZH - EBONY
 Delivery Type: 0
 Driveshaft Code: D
 Front Seat: T/D - SEAT-CAPTAIN CHAIR-DRV/PASS
 Fuel Type: AF - UNLEADED FUEL CAPABILITY Wheel Base:

GVW Class Code: R
 Instrumentation: * - [N/A]
 Mirror(Driver Side): BA - DRIVER POWER/HEATED MIRROR
 Mirror(Psng Side): BA - PASS POWER/HEATED CONVEX MIRR
 Paint: PNUAA - EBONY SOLID C/C
 Power Antenna: * - [N/A]
 Radio: B1 - AM/FM STRO/CD CHANGER/CLK/MP3
 Sound System: * - [N/A]
 Suspn Tandem Axle:
 Tire Manufacturer: AK - Pirelli
 Tire Brand: FAF498 - Scorpion Zero M+S 112V
 Tire Size: D31BD - P275/45R22 A/S BSW V-RATED
 Traction Control: AE - BRK/ENG INTV-ANTI-SPIN TRA BRK

TIRE DOT INFORMATION:

LF: JRFAF4983205 RF: JRFAF4983205
 LR: JRFAF4983205 RR: JRFAF4983205
 LI: * RI: *
 SPARE: B7B9F67X3005 DOT Plant Manufacturer: JR -

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: DGAAE - DGAAE
 ESP Coverage(Miles): * Emission Cert Type: 5
 ESP Coverage(Time): * Emission Decal Suffix: NRZ
 ESP Plan Year: * Engine Family: 6FMXT054R17
 ESP Signature Date:

Any comments? You can contact



webmaster

2487



All Action Details for Issue

Print

VIN: 2FMZA51492B [REDACTED] Year: 2002 Model: WINDSTAR Case: 1616431228
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2002-01-30
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone:
 Reason Desc: LEGAL - FIRE CLAIM Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE Origin Desc: OGC - CLAIMS - FD
 Dealer: 06913 CRATER LAKE FORD LLC
 Odometer: 82000 MI Comm Type: INBOUND FAX-OTHER
 Analyst Name: PICKET SYLVIA Analyst: SPICKET5
 Action Date: 05/02/2008 Action Time: 10.05.56.743 Action Data: Yes

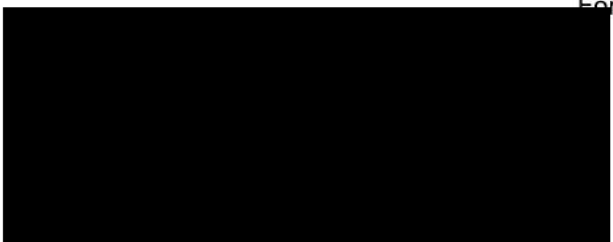
Comments *****PRODUCT CLAIM*****DATE RECEIVED: 5/2/08. CONTACT: CUSTOMER ALLEGES CONCERN AS VEHICLE CAUGHT FIRE ON 4/30/08 UNDER DRIVER'S SIDE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	BSHUMAN

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER Origin Desc: OGC - CLAIMS
 Dealer: 06913 CRATER LAKE FORD LLC
 Odometer: 82000 MI Comm Type: OUTBOUND CUSTOMER MAIL
 Analyst Name: SHUMAN (BSHUMAN),BETH Analyst: BSHUMAN
 Action Date: 05/02/2008 Action Time: 10.37.45.557 Action Data: No

Comments LPA ACK

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*3371.23
warranty rates*

part of recall

Might B repairable

Customer Info

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

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
W5-SEATTLE	72-SAN FRANCISCO	F	A06	06913	F72407

Dealer Name: CRATER LAKE FORD LLC
Dealer Address: 2611 BIDDLE ROAD
 MEDFORD OR 97504
Dealer Main Phone: 541-770-3600

Position	Employee Name
DEALER/PARTNER	DON G KNUDSEN
PARTS MANAGER	RON WOFFORD
SALES MANAGER	BRYANT S RUTHERFORD
SALES MANAGER	DANIEL C CESARO
SALES MANAGER	TED BOZENSKI
SALES MANAGER	GAYLORD W BUCK
SERVICE MANAGER	JAMES T STADTFELD

Ford Confidential

Butler in Ashland

730-530
Jeff Davis
541 482 2521 x320

ESP / Recall Information

VIN: 2FMZA51492B [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
03C05	SAFETY COMPLIANCE	LOWER SEAT-TO-FLOOR LATCHES	CLOSE - REPAIRED	2004-03-30	07810USAF72407

- ABS module - 2800 -



Se

advertisement

2002 Ford Windstar SEL Minivan

BLUE BOOK® TRADE-IN VALUE



Condition	Value
Excellent	\$6,825
✓ Good (Selected)	\$6,280
Fair	\$5,325

advertisement

Click Here To View Our Specials

LEARN MORE

www.landmarkford.com

advertisement

Local Listings:

- View Ford Windstar
- Search all Classifieds in 97524

Sell Your Van/Minivan

Average Consumer Rating (246 Reviews)

[Read Reviews](#)

☆☆☆☆☆ 3.7 out of 5

[Review This Vehicle](#)

Vehicle Highlights

Mileage: 82,000
Engine: V6 3.8 Liter
Transmission: Automatic
Drivetrain: FWD

Selected Equipment

Standard

7 Passenger	Cruise Control	Dual Power Seats
Air Conditioning	AM/FM Stereo	Quad Seating
Rear Air	Cassette	Roof Rack
Power Steering	Single Compact Disc	Privacy Glass
Power Windows	Dual Front Air Bags	Alloy Wheels

Close Window
 Power Door Locks
 Tilt Wheel

ABS (4-Wheel)
 Leather

Blue Book Trade-In Value

Trade-in Value is what consumers can expect to receive from a dealer for a trade-in vehicle assuming an accurate appraisal of condition. This value will likely be less than the Private Party Value because the reselling dealer incurs the cost of safety inspections, reconditioning and other costs of doing business.

Vehicle Condition Ratings

Excellent



\$6,825

- Looks new, is in excellent mechanical condition and needs no reconditioning.
- Never had any paint or body work and is free of rust.
- Clean title history and will pass a smog and safety inspection.
- Engine compartment is clean, with no fluid leaks and is free of any wear or visible defects.
- Complete and verifiable service records.

Less than 5% of all used vehicles fall into this category.

✓ Good (Selected)



\$6,280

- Free of any major defects.
- Clean title history, the paint, body, and interior have only minor (if any) blemishes, and there are no major mechanical problems.
- Little or no rust on this vehicle.
- Tires match and have substantial tread wear left.
- A "good" vehicle will need some reconditioning to be sold at retail.

Most consumer owned vehicles fall into this category.

Fair



\$5,325

- Some mechanical or cosmetic defects and needs servicing but is still in reasonable running condition.
- Clean title history, the paint, body and/or interior need work performed by a professional.
- Tires may need to be replaced.
- There may be some repairable rust damage.

Poor



N/A

- Severe mechanical and/or cosmetic defects and is in poor running condition.
- May have problems that cannot be readily fixed such as a damaged frame or a rusted-through body.
- Branded title (salvage, flood, etc.) or unsubstantiated mileage.

Kelley Blue Book does not attempt to report a value on a "poor" vehicle because the value of these vehicles varies greatly. A vehicle in poor condition may require an independent appraisal to determine its value.

* Oregon 5/30/2008



TIME RECEIVED
May 22, 2008 4:00:16 PM EDT

REMOTE CSID

DURATION
151

PAGES
2

STATUS
Received

p. 2

T# [Redacted]
B# [Redacted]

Identification Number 1FTRX17L51N [Redacted]	Year 2001	Make FORD	Model	Body PK	WT-L-BHP 4259	Vessel Regis. No.	Title Number 83996926
---	--------------	--------------	-------	------------	------------------	-------------------	--------------------------

Registered Owner

[Redacted]

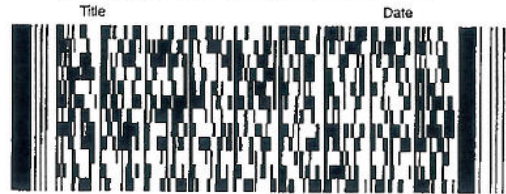
Date of Issue
05/22/2008

Lien Release
Interest in the above described vehicle is hereby released

By _____

Mail To:

[Redacted]



STATE OF FLORIDA

LIEN SATISFACTION

CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.29(2)(b), FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL.

Identification Number 1FTRX17L51N [Redacted]	Year 2001	Make FORD	Model	Body PK	WT-L-BHP 4259	Vessel Regis. No.	[Redacted]
Prev State FL	Color RED	Primary Brand	Secondary Brand	No of Brands	Use PRIVATE	Prev Issue Date 09/14/2007	
Odometer Status or Vessel Manufacturer's OH use 96,492 MILES 10/03/2007 ACTUAL				Hull Material	Prop	Date of Issue 05/22/2008	

Registered Owner

[Redacted]

Lien Release
Interest in the above described vehicle is hereby released

By _____

Title _____ Date _____



1st Lienholder
NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Carl A. Ford
Carl A. Ford
Director

Control Number

[Redacted]

Electra Theodoridis-Bustle
Electra Theodoridis-Bustle
Executive Director

1 / 28 70179784

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)

ODOMETER CERTIFICATION: Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment. This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser: _____ Address: _____

I/We state that this 5 or 6 digit odometer now reads _____ (no tenths) Selling Price: _____ Date Sold: _____
miles, date read _____ and to the best of my knowledge that it REFLECTS THE ACTUAL MILEAGE of the vehicle described herein, unless one of the odometer statement blocks is checked.
CAUTION: DO NOT CHECK BOX IF ACTUAL MILEAGE 1. I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage IN EXCESS OF ITS MECHANICAL LIMITS.
 2. I hereby certify that the odometer reading IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Purchaser: _____	Printed Name of Purchaser: _____
Signature of Co-Purchaser: _____	Printed Name of Co-Purchaser: _____
Signature of Seller: _____	Printed Name of Seller: _____
Signature of Co-Seller: _____	Printed Name of Co-Seller: _____

(When Applicable) Selling Dealer License Number: _____ Tax No.: _____ Tax Collected: \$ _____
Auction Name: _____ License Number: _____

VOID IF ALTERED

fourlane Plaza South
Suite 500
330 Town Center Dr
Dbr MI 48126



Beth Shuman
Legal Analyst
Office of the General Counsel

ecu portion
14 290
brake module
wire harness
new kit
brake pressure
switch
fuse
jumper harness

Ford Motor Company
Claims Department
P.O. Box 70
Dearborn, MI 48121-0070

May 2, 2008

[REDACTED]
EAGLE POINT, OR [REDACTED]

RE: 2002 Windstar
VIN: 2FMZA51492B [REDACTED]
Case: 1616431228

Dear Mr. [REDACTED]

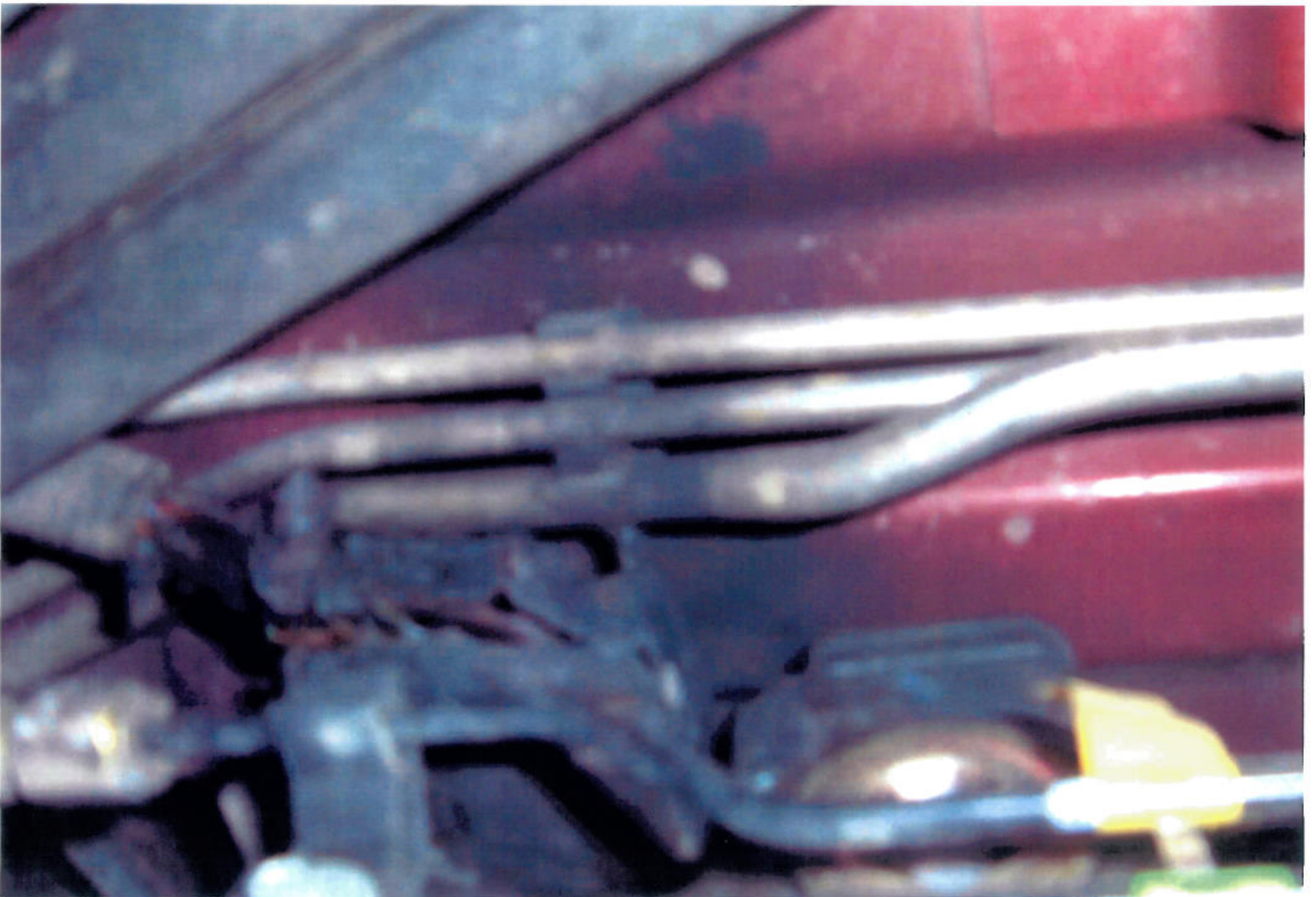
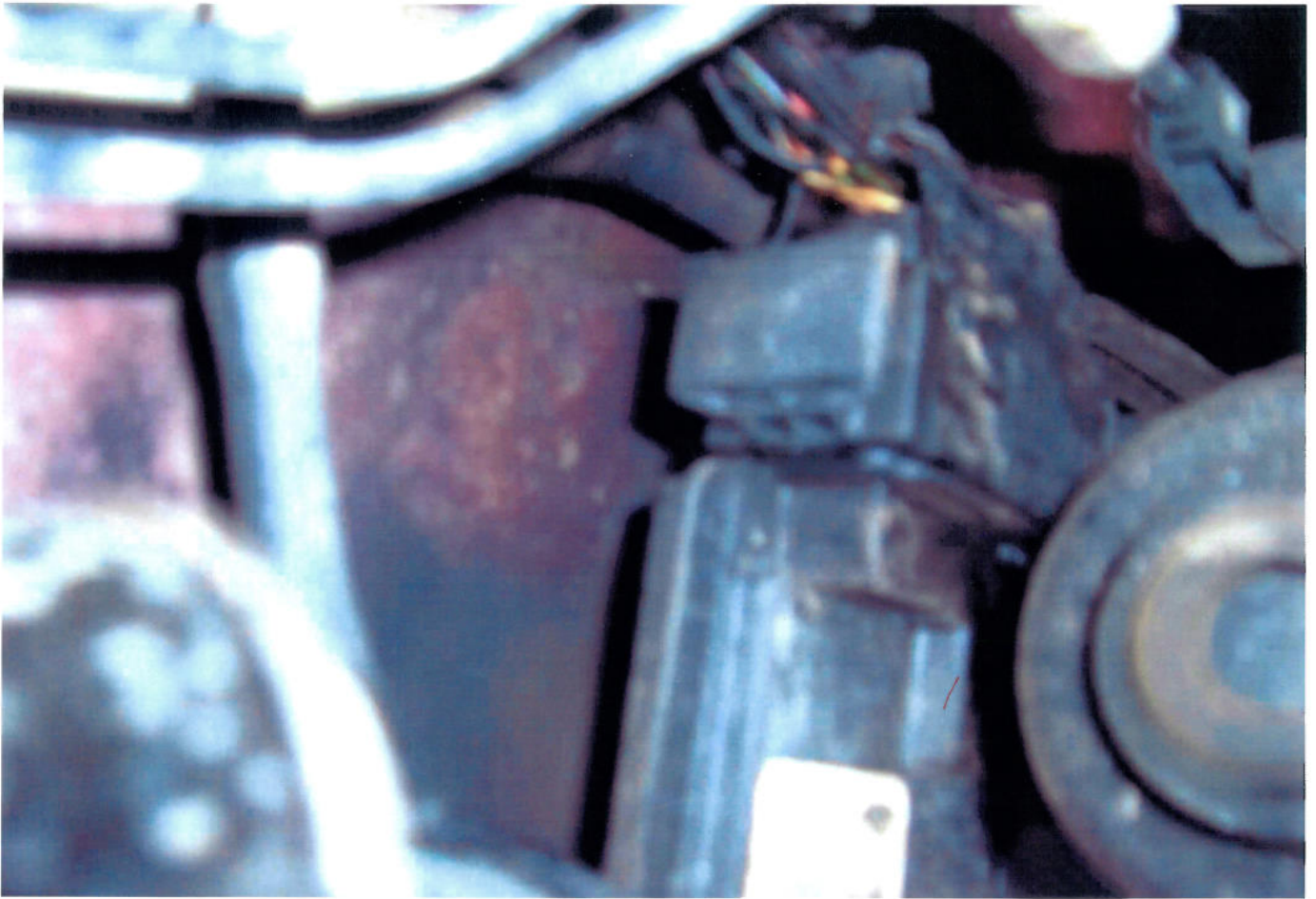
In order to begin evaluation of your claim, your vehicle must be delivered to your local Ford or Lincoln-Mercury dealership. The cost associated with the delivery to and timely removal from your local dealership is your responsibility. Once delivered, have the Service Manager contact me before any work is done, at (313) 323-2072 to advise me the vehicle is at the dealership.

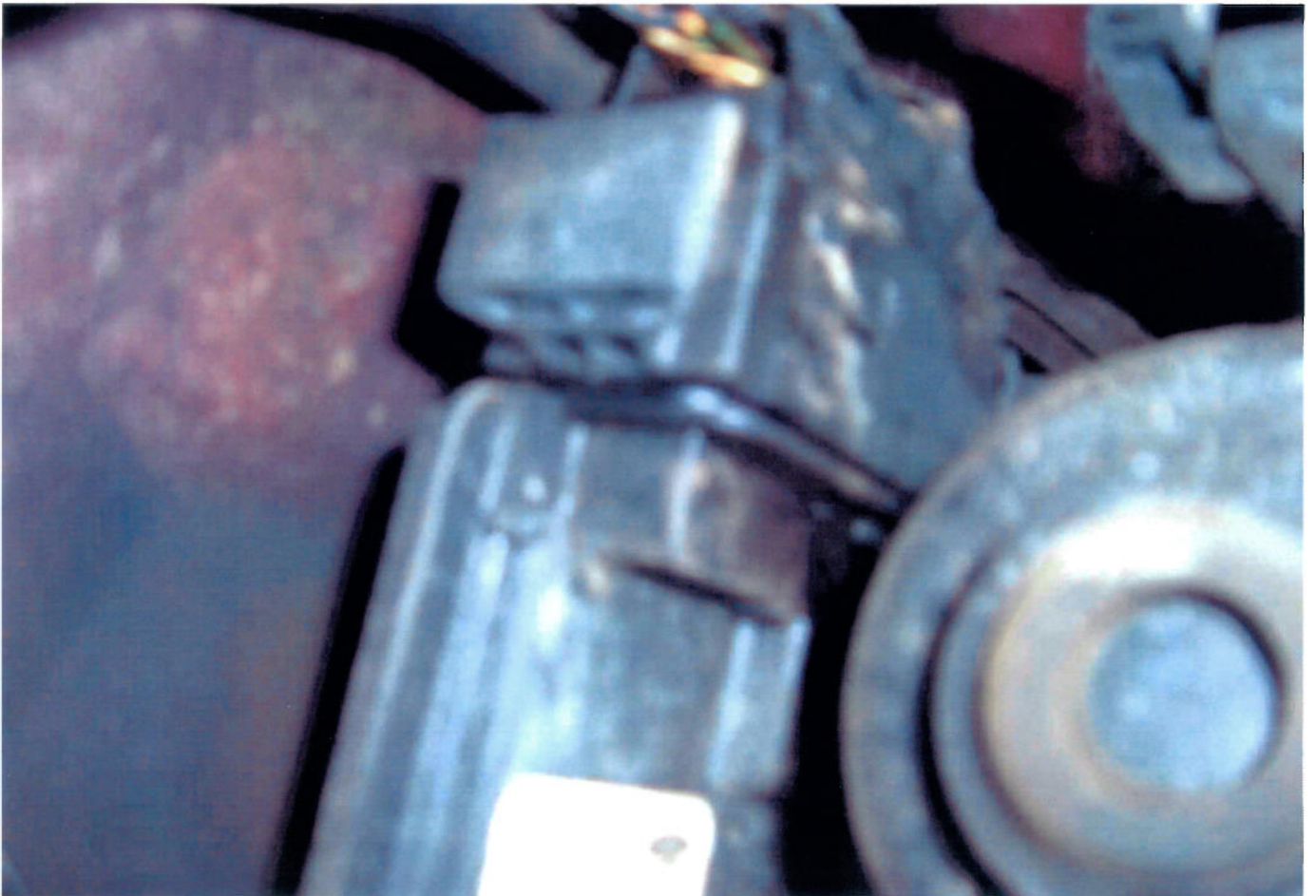
Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial, should litigation ensue from this informal claim. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

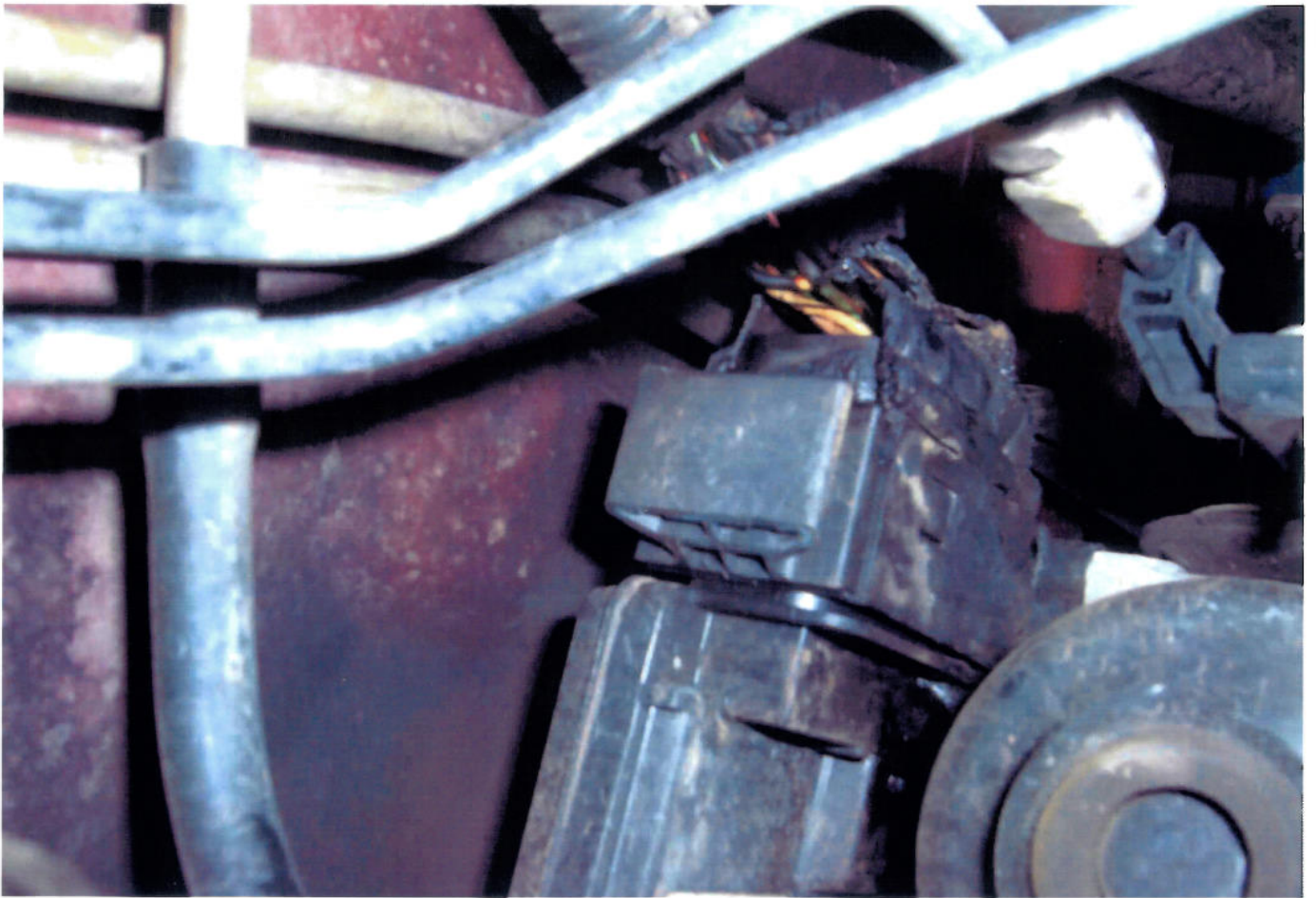
Thank you for your prompt attention to this matter.

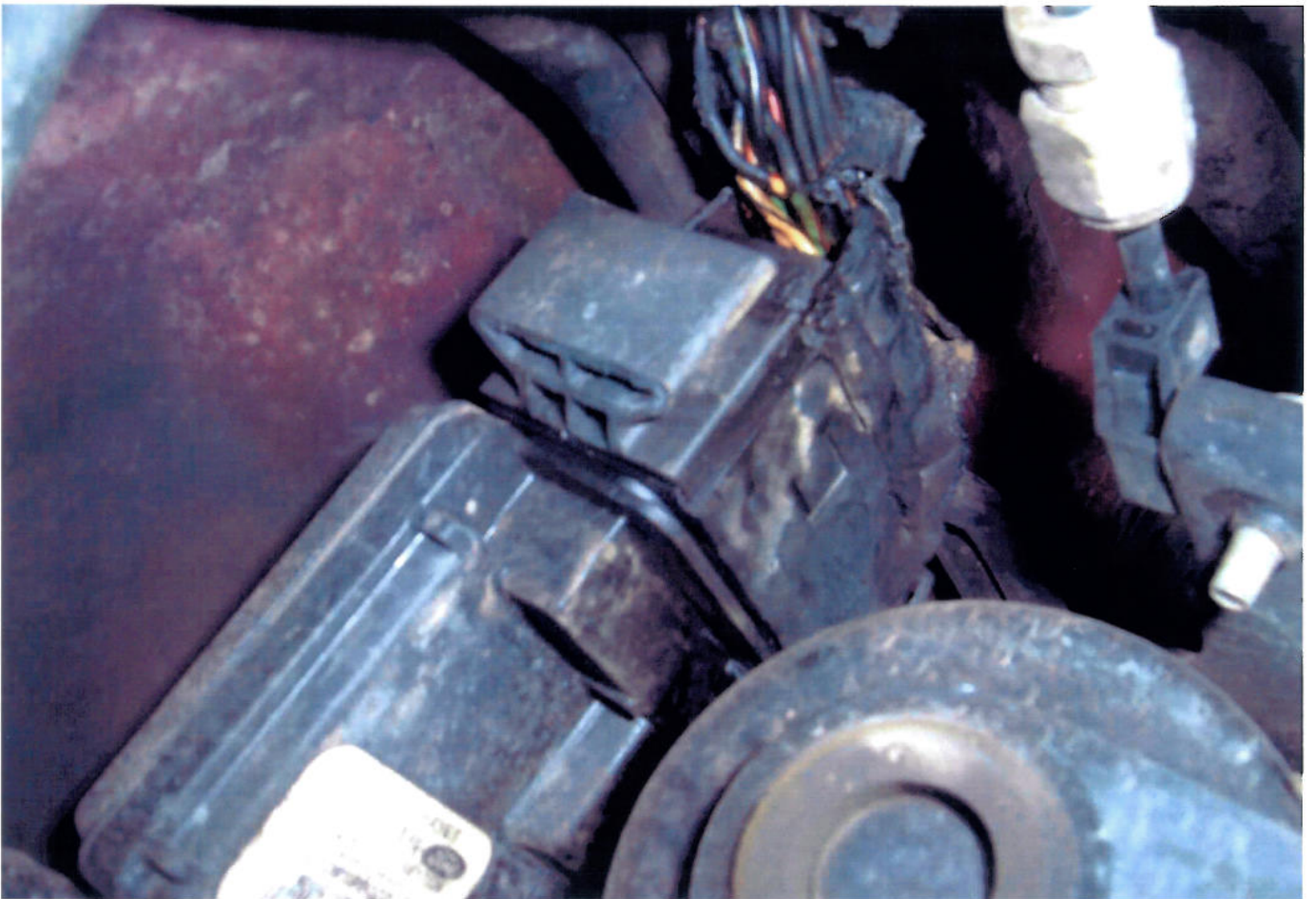
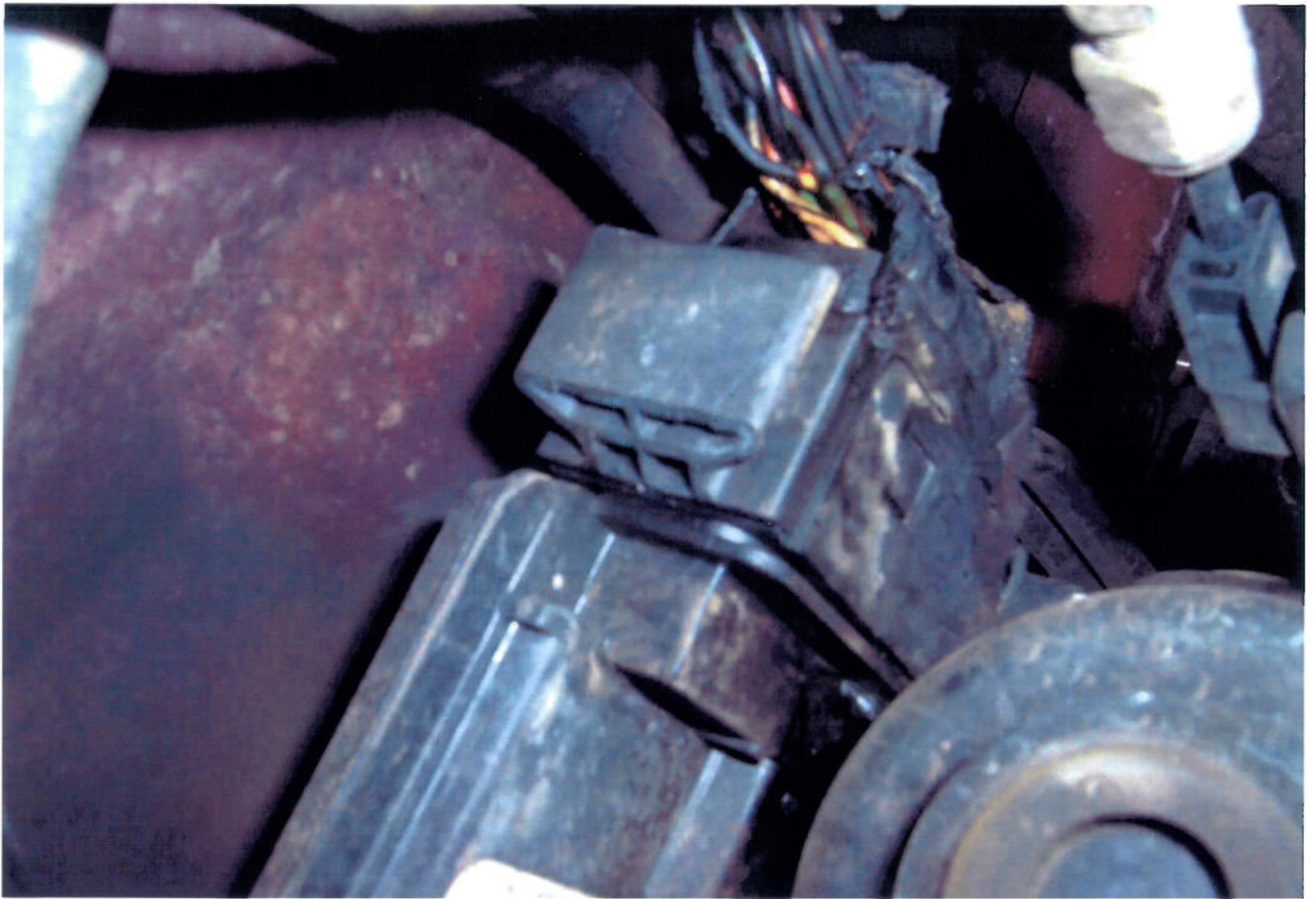
Respectfully yours,

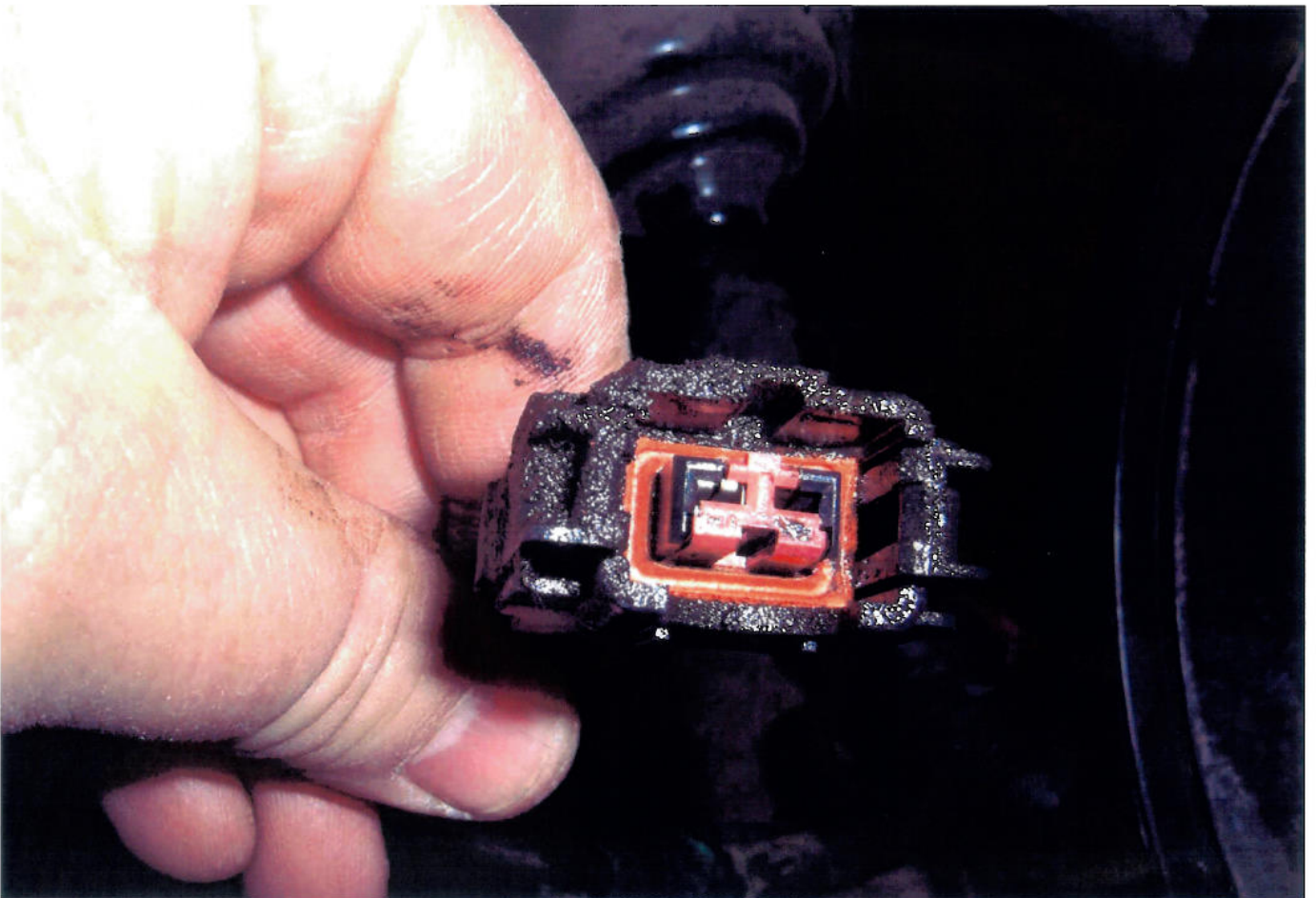
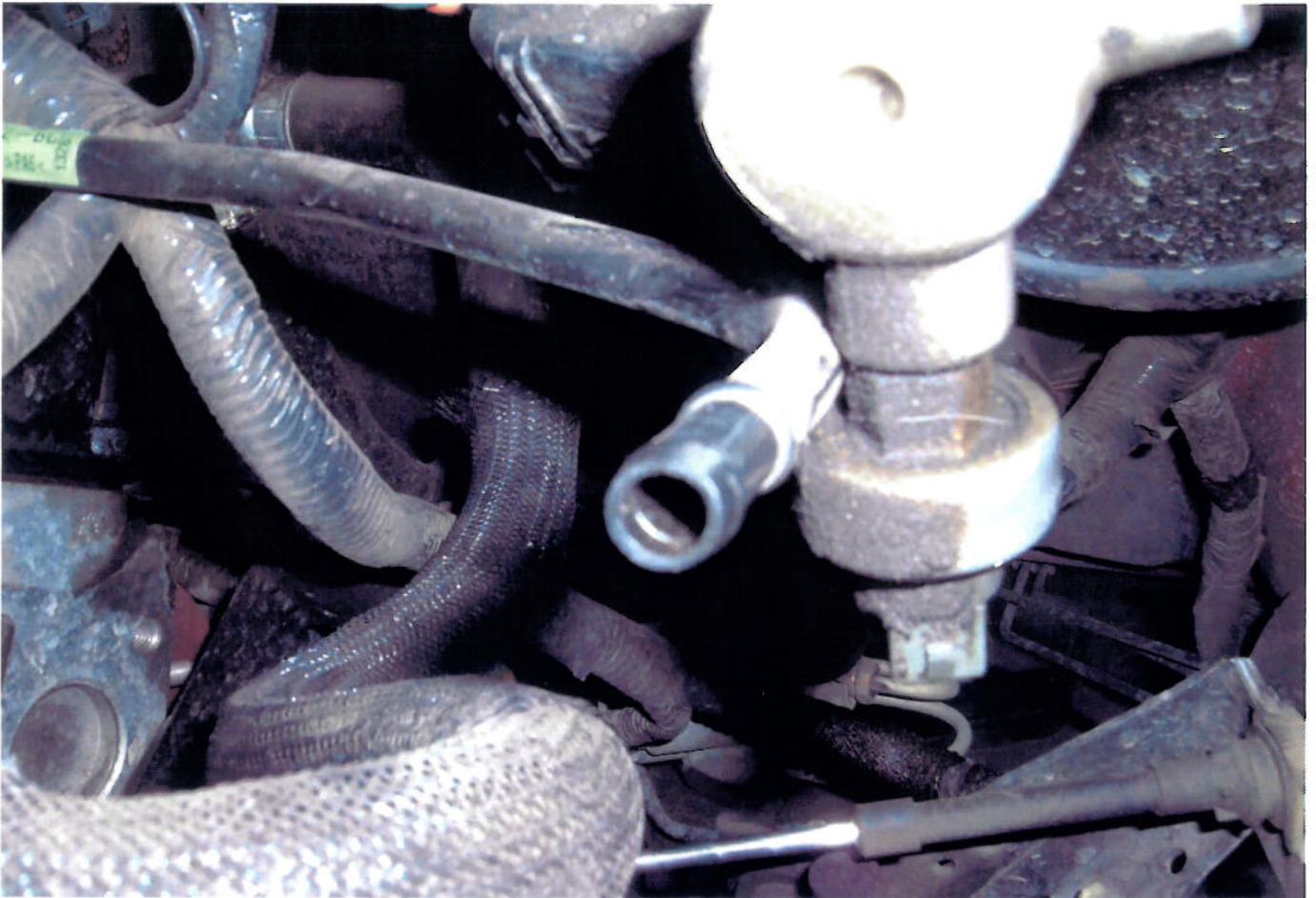
Beth Shuman
Legal Analyst- OGC Product Litigation

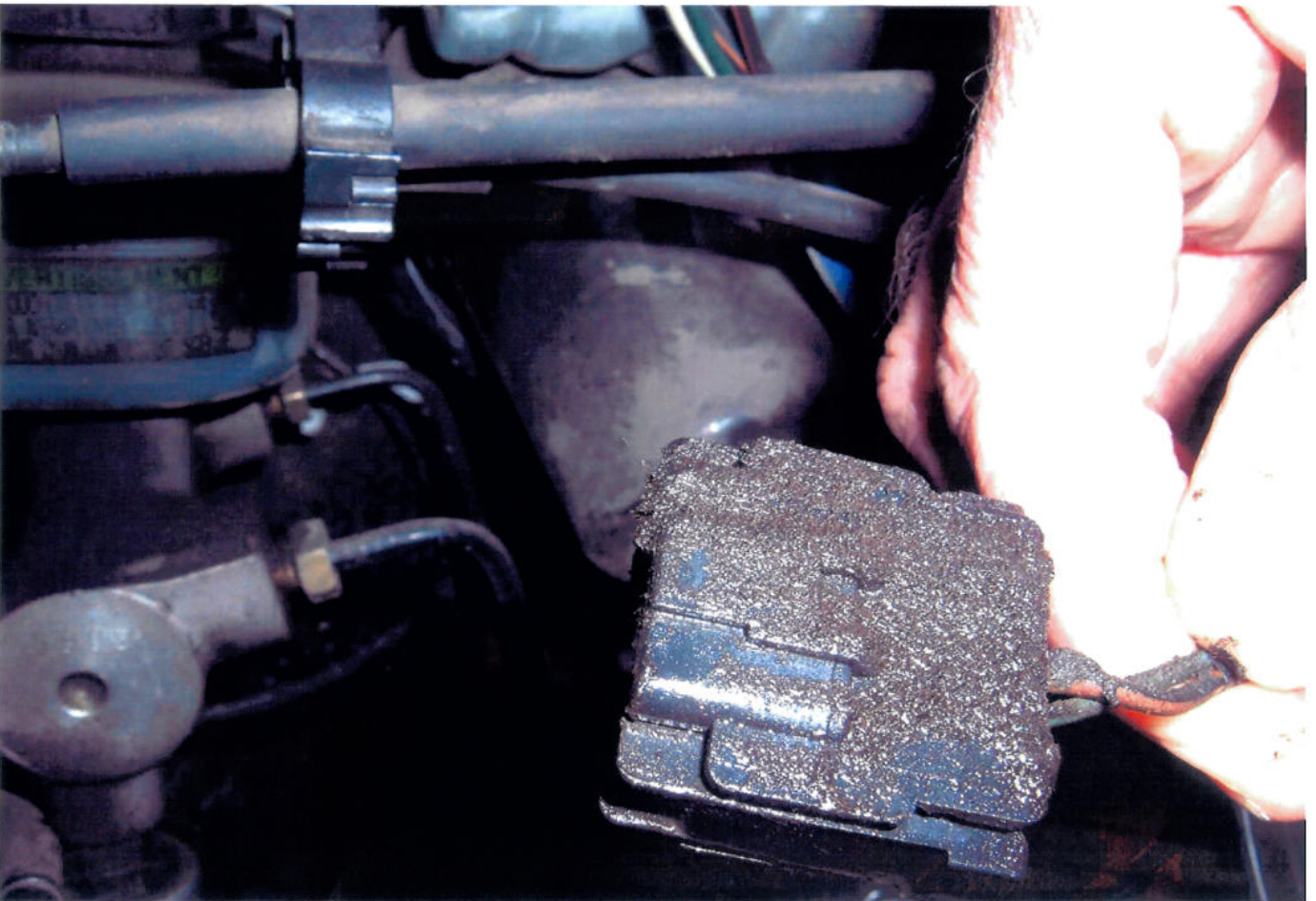
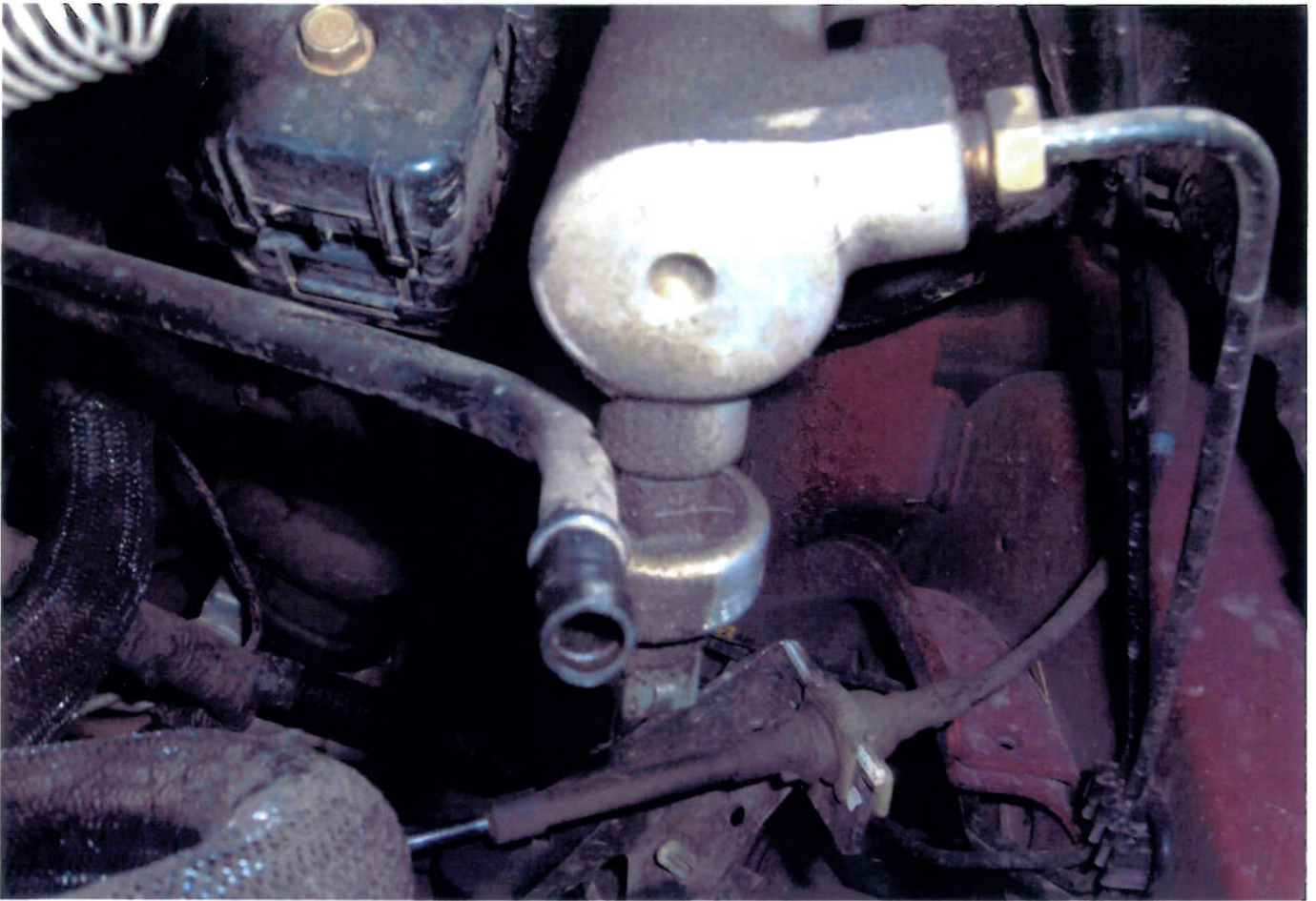














mtuneff@ford.com

VIN FSA Details

* Confidential *

VIN: 2FMZA51492B [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: CAN

FSA Details

00000511	TUBE-MOUNTED EGR PRESSURE SENSOR (9J460) - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000 MILES NOTE: SEE DEALER BULLETIN 02M01 FOR 2002 2.0L (ZETEC) FOCUS VEHICLES EQUIPPED WITH A DASH MOUNTED EGR PRESSURE SENSOR
00000543	LOWER SEAT-TO-FLOOR LATCHES

Vehicle Details

Model Year:	2002	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	15-Jan-2002
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	30-Jan-2002
Vehicle Type Description:	TRUCK	Sale Date:	30-Jan-2002
VDM Vehicle Status:	800	Engine Tag Code:	1K542BA
Emissions:	2		

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details**Current Owner**

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

Owner Effective Date: 07-Oct-2003 Vendor Applied Date: 20-Jan-2004
 Vendor Match Code Description: 1-BOTH NAME AND ADDRESS MATCH

N&A Source: POLK GCamp Applied Date: 16-Apr-2004
 Mail Status: Active Mail Suppression Date:

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

Historical Owner

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

Owner Effective Date: 04-Feb-2003 Vendor Applied Date:
 Vendor Match Code Description: 4-NEITHER NAME OR ADDRESS MATC
 N&A Source: POLK GCamp Applied Date: 30-Oct-2003
 Mail Status: Active Mail Suppression Date:

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

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	09170	USA	F71227		Santa Monica Ford
Ship-To	45185	USA	F88204		Budget RAC - S. San Francisco
Stocking	09170	USA	F71227		Santa Monica Ford
Selling	09170	USA	F71227		Santa Monica Ford

FSA Details

VIN: 2FMZA51492E [REDACTED]

Local FSA: 02M01 - 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 **Global FSA: 00000511**

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): **Supplement Code:**
 + 0 - TARGET SEGMENT 04-SUPP TO ADD 02 AND 03 MYS TO PROGRAM
 - SS - W*

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
06913	USA	F72407		Crater Lake Ford LLC

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	14-Apr-2004	
Display Eligibility	Y	19-Apr-2004	
Original Mail Eligibility	N	22-Apr-2004	
Follow up Mail	Y	22-Apr-2004	

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

Description	Release Date
-------------	--------------

RELEASED TO APPROPRIATE SOURCE - ORIGINA	22-Apr-2004
EXTERNAL NAME AND ADDRESS APPLIED	16-Apr-2004

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

VIN/FSA Vehicle Status			
Description	Reason	Date	
OPEN - LAUNCHED	Open	19-Apr-2004	
Confirmed		14-Apr-2004	

VIN FSA Mail History	
Local FSA:02M01- x TUBE-MOUNTED EGR PRESSURE SEN...	Global FSA:00000511
Release:	OOWNER LETTER
Release Date:	22-Apr-2004
Mail Date:	03-May-2004 to 17-May-2004
Restricted Address:	No
Address:	[REDACTED] WHITE CITY,OR [REDACTED] UNITED STATES
Resp. Dealer:	09170USAF71227-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	07-Oct-2003
Note:	

VIN: 2FMZA51492B [REDACTED]	
Local FSA: 03C05 - LOWER SEAT-TO-FLOOR LATCHES	Global FSA: 00000543

Hub: FORD NORTH AMERICA Country: UNITED STATES	
Segment / VIN Group(s):	Supplement Code:
+ 0 - TARGET SEGMENT	
- AA - KITCODE AA	
+ 1 - FOLLOW-UP MAILING	00- Original
- ** - VIN GROUP DESCRIPTION FOR **	

Responsible Dealer			
P&A Code	GEO Sales	Sales Code	Sub Code
06913	USA	F72407	
Description: Crater Lake Ford LLC			

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	22-Jun-2004
Display Eligibility	N	22-Jun-2004
Original Mail Eligibility	N	22-Jun-2004
Follow up Mail	N	22-Jun-2004

VIN/FSA Vehicle Condition

Code	Vehicle Condition	Begin Date	End Date	Source			
Description		Release Date					
RELEASED TO APPROPRIATE SOURCE - FOLLOW-MAILED - ORIGINAL NOTIFICATION		28-May-2004					
MAILED - ORIGINAL NOTIFICATION		18-Nov-2003					
MAILED - ORIGINAL NOTIFICATION		31-Oct-2003					
Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	22-Jun-2004	30-Mar-2004	UNITED STATES	07810USAF72407	341613	C	81.19 GACES
VIN/FSA Vehicle Status							
Description	Reason	Date					
CLOSE - REPAIRED	Close	22-Jun-2004					
OPEN - LAUNCHED	Open	18-Nov-2003					
Confirmed		28-Oct-2003					
VIN FSA Mail History							
Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHES				Global FSA:00000543			
Release:		POWNER LETTER					
Release Date:		31-Oct-2003					
Mail Date:							
Restricted Address:		No					
Address:		[REDACTED]					
		WHITE CITY,OR					
		[REDACTED] UNITED STATES					
Resp. Dealer:		07810USAF72407-					
Fleet Acct:							
Fleet Mgmt Loc:							
N&A Source:		POLK					
Owner Effective Date:		04-Feb-2003					
Note:							
Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHES				Global FSA:00000543			
Release:		OOWNER LETTER					
Release Date:		18-Nov-2003					
Mail Date:		21-Nov-2003 to 25-Nov-2003					
Restricted Address:		No					
Address:		[REDACTED]					
		WHITE CITY,OR					
		[REDACTED] UNITED STATES					
Resp. Dealer:		07810USAF72407-					
Fleet Acct:							
Fleet Mgmt Loc:							
N&A Source:		POLK					
Owner Effective Date:		04-Feb-2003					
Note:							

Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHES	Global FSA:00000543
Release:	FPOSTCARD
Release Date:	28-May-2004
Mail Date:	16-Jul-2004 to 16-Jul-2004
Restricted Address:	No
Address:	[REDACTED] WHITE CITY,OR [REDACTED] UNITED STATES
Resp. Dealer:	07810USAF72407-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	07-Oct-2003
Note:	

FSA Counts			
FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
CUST SAT PGM - MULTI REPAIR	1	0	1
SAFETY COMPLIANCE	0	1	1
Total	1	1	2

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Both
1616431228

BEGINNING OF CONTACT
05/02/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

09.16.52

REGION: W5 SEATTLE	OGC ISSUE	CASE NBR: 1616431228
ACCT: 2FMZA51492B	ZONE: A06	OPENED: 05/01/2008
	ENGINE: 4	VEH TYPE: T
		CLOSED: 05/01/2008

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]			MI:	W
ADDRESS:	[REDACTED]				
CITY:	EAGLE POINT	STATE:	OR	ZIP:	[REDACTED]
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	WINDSTAR LX 4X2 3-DR WAGON		
MILEAGE:	82000				
DEALER NAME:	CRATER LAKE FORD LL	SALES CODE:	F72407	P & A:	06913
REASON CODE:	0792 LEGAL - ACCIDENT / FIRE				
SYMPTOMS:	704147 FIRE/SMOKE VISIBLE FLAME UNDER VEHICLE				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 792 - CONTACT ADVANCED TO OGC - FIRE
DOCUMENT: ANALYST: MSMIT987 MARJON SMITH (MSMIT987)

DATE: 05/01/2008 TIME: 17.27.56 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: -DATE OF FIRE WAS 04/30/2008-FIRE STARTED UNDERNEATH DRIVER'S SIDE . IN THE MIDDLE OF THE CAR, FUEL FILTER IS 2 INCHES AWAY FROM THE AREA WHERE THE FIRE STARTED-VEH IS IN THE DRIVEWAY RIGHT NOW-NO FIRE REPORT WAS FILLED, FIRE DEPARTMENT WAS NOT INVOLVED-NO OTHER DAMAGES THAN THE VEH-CUSTOMER HAS NOT BEEN IN TOUCH WITH INSURANCE COMPANY YET-CUSTOMER THINKS VEH IS REPAIRABLE-VEH WAS SMOKING IN PARKING LOT OF STORE AT FIRST WHILE VEH WAS NOT RUNNING-VEH WAS PULLED OUT OF GARAGE AND VEH WAS PARKED IN DRIVE AND VEH STARTED TO SMOKE AGAIN AND CUST LOOKED UNDER THE VEH AND SAW VISIBLE FLAMES-CUSTOMER FEELS FORD IS RESPONSIBLE FROM THE PROBLEM WITH HIS VEH AND WANTS SOMETHING DONE ABOUT IT-FEELS FORD SHOULD TAKE CARE OF REPAIR COSTSDEALER SAID: CRATER LAKE FORD LINCOLN MERCURY2611 BIDDLE ROAD MEDFORD, OR 97504TEL:(541) 773-3673CRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OFFICE OF THE GENERAL COUNSEL. YOU WILL RECEIVE WRITTEN NOTIFICATION WITHIN 10 BUSINESS DAYS WHICH YOU WILL NEED TO RESPOND TO IN WRITING ***NOTE TO CSR: PLEASE REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.-CRC VERIFIED CUST INFO AND THE INFO IN THE SYSTEM IS THE CORRECT INFO... EXTRA...-VEH WAS PARKED IN PARKING LOT OF A STORE AND HAD STARTED SMOKING REALLY BAD-CUST WAS NOTIFIED ABOUT THIS BECAUSE THE STORE MADE AN ANNOUNCEMENT OF A VEH SMOKING OUTSIDE-CUSTOMER THOUGHT THERE WAS A PLASTIC BAG WRAPPED AROUND THE EXHAUST-CUSTOMER SAW WHERE SMOKING WAS COMING FROM AND IT WAS COMING FROM UNDERNEATH THE LEFT SIDE JUST UNDER DRIVER'S SIDE-ABS BRAKE SYSTEM STARTED SMOKING AND PIGTAIL HAS MELTED-CUSTOMER WENT ONLINE ON THE NHTSA WEBSITE AND READ THAT THERE ARE MORE VEHICLES THAT HAVE SAME PROBLEM-AFTER READING THIS INFORMATION CUSTOMER TOOK VEH OUT OF GARAGE AND PARKED THE VEH, VEH STARTED SMOKING AGAIN AND VEH HAD ACTUALLY CAUGHT ON FIRE-CUSTOMER MANAGED TO GET IT OUT WITH GARDEN HOSE-CALLED DLRSHIP BUT HAVE NOT HEARD ANYTHING BACK YET-WENT ONLINE AGAIN TODAY AND FOUND CRC NUMBER

CONSUMER AFFAIRS

05/02/2008 FAXOGIN



Sent Via U.S. Mail

June 20, 2005

[REDACTED]

Kansas City, MO [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA5146TB [REDACTED]

Dear Mr. [REDACTED]:

This is in response to your communication with Ford Motor Company regarding your concerns.

We sincerely regret any inconveniences that you have experienced with your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no open recalls or owner notification programs pertaining to the fire involving your 1996 Windstar. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs

Action Detail

VIN: 2FMDA5146TE [REDACTED] Year: 1996 Model: WINDSTAR Case: 548801675
Name: [REDACTED] Owner Status: Subsequent WSD: 1996-05-30
Symptom Desc: FIRE/SMOKE SMOKE PASSENGER AREA Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: MARCUS ALLEN'S BROADWAY FORD, INC.
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 02840
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY
Odometer: 138000 MI Comm Type: MAIL
Action Date: 06/20/2005 Action Time: 14:28:06:693 Action Data: No
Analyst Name: FONSECA, LOURDES NEARON (L.C.) Analyst: LFONSECA

COMMENTS: LPA WILL SEND DENIAL, NO OPEN RECALLS, BEYOND WARRANTY.

10 W. 42nd St
Kansas City Mo
64111-1944

KC

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
53-KANSAS CITY	53-KANSAS CITY	A	A1	02840	F53005

Dealer Name:	MARCUS ALLEN'S BROADWAY FORD, INC.		
Dealer Address:	3401 BROADWAY KANSAS CITY MO 64111		
Dealer Main Phone:	F16-753-4915	Dealer Service Phone:	816-753-7230

Position	Employee Name
DEALER/PARTNER	PAUL H SPERRY
DEALER/PARTNER	MARCUS ALLEN
PARTS MANAGER	JASON KNIFONG
PARTS & SERVICE DIRECTOR	KENNETH N STALLMAN, JR.
SALES MANAGER	RYAN T SPERRY
SALES MANAGER	DAVID K ZUERCHER
SALES MANAGER	MERL DESMARTEAU
SALES MANAGER	JOSEPH F RUTH

OASIS RESULT:

2FMDA5146TE [REDACTED]

See bottom of the OASIS result for
contact ID06/20/2005
14:27:18

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

1996 WINDSTAR

BODY STYLE

WAGON STDLN 4X2

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

662SR10A

 **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

05/30/1996

BUILD DATE

05/15/1996

SALE MILEAGE **cudl_message**

THIS VEHICLE HAS AN OPEN CUDL CONTACT

THIS VEHICLE HAS A CLOSED CUDL CONTACT

 **WARNING MESSAGES**LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
ELIGIBLE FOR CALIFORNIA EMISSIONS WARRANTY **OUTSTANDING FIELD SERVICE ACTIONS**

01M03

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO
DEALER LETTER FOR PROGRAM COVERAGE FRONT SPRINGS - ADDITIONAL COVERAGE TO 10
YEARS FROM WARRANTY START DATE REGARDLESS OF MILEAGE **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMDA5146TE [REDACTED]

ESP / Recall Information

VIN: 2FMDA5146TB [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
01M03	CUST SAT PGM - MULTI REPAIR	FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS	OPEN - LAUNCHED		
02S36	SAFETY RECALL	RIGHT FRONT BRAKE FLUID LINE	CLOSE - REPAIRED	2003-04-23	05240USAF53872
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		

Action Detail

VIN: 2FMDA5146TB [REDACTED] Year: 1996 Model: WINDSTAR Case: 548801675
 Name: [REDACTED] Owner Status: Subsequent WSD: 1996-05-30
 Symptom Desc: FIRE/SMOKE SMOKE PASSENGER AREA Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: MARCUS ALLEN'S BROADWAY FORD, INC.
 Origin Desc: US CONCERN CASE BASE P & A Code: 02840
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 138000 MI Comm Type: PHONE
 Action Date: 06/16/2005 Action Time: 15:12:48:937 Action Data: No
 Analyst Name: PAUL REHANA Analyst: PREHANA

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: - VEH CAUGHT ON FIRE AND MECHANIC TRACED ROOT TO CRUISE CONTROL DEACTIVATION SWITCH- HAS HEARD OF RELATED RECALL THROUGH MEDIA* DATE OF FIRE WAS 06/14/05* CURRENT LOCATION IS AT USED CAR DLR THAT OWNS IT* FIRE REPORT WAS NOT FILED* DID NOT FILE WITH INSURANCE* VEH IS REPAIRABLE* VEH WAS RUNNING WHEN THIS OCCURRED- SEEKING NEXT STEPS REG FURTHER INVESTIGATIONDEALER SAID: MARCUS ALLEN'S BROADWAY FORD INC. 3401 BROADWAYKANSAS CITY, MO 64111TEL: (816) 753-4915CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.



CASE NUMBER
622783347

CUSTOMER NAME



LP ANALYST
MARCIE KLEMMER

CDSID
MKLEMMER

TYPE
New Closed Case File

ESP / Recall Information

VIN: 2FMDA52471B [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2001 NEW 60/100,000 EXTRACARE W/ROADSIDE ASSIST.
 Selling Dealer: CASA FORD LINCOLN MERCURY
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2006-12-27
 Expiration Miles: 100,000
 Plan Year: 2001
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2001-08-06	20455USAF52210
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2003-07-31	20455USAF52210
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - REPAIRED	2006-03-30	20455USAF52210
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2003-07-31	20455USAF52210
03C05	SAFETY COMPLIANCE	LOWER SEAT-TO-FLOOR LATCHES	CLOSE - REPAIRED	2003-12-20	20455USAF52210

OASIS RESULT:**2FMDA52471B** [REDACTED]12/03/2007
09:06:45
FCXWS447

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 **VEHICLE INFORMATION**

VEHICLE DESCRIPTION 2001 WINDSTAR	BODY STYLE 4 DR WAGON SE	ENGINE 3.8L EFI
TRANSMISSION 4F50N AUTO TRANSAXLE	AXLE CODE 15	ENGINE CALIBRATION 1A31AS0A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT
CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

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

WARRANTY START DATE 12/27/2001	BUILD DATE 03/09/2001	SALE MILEAGE 00015
--	---------------------------------	------------------------------

 **OUTSTANDING FIELD SERVICE ACTIONS**

02M01

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

 **EXTENDED COVERAGES**

0707 - EXPIRED
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: ERIC MAULE
OPTIONS:
EXPIRATION DATE: 12/27/2006
DISTANCE: 100,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 20455
ESP CONTRACT START DATE: 12/27/2001

 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMDA52471B [REDACTED]

Report Applies to Country Code: USA

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
C1-DALLAS	52-DALLAS	O	A04	20455	F52210

Dealer Name: CASA FORD LINCOLN MERCURY
Dealer Address: 5815 MONTANA AVE
 EL PASO TX 79925
Dealer Main Phone: 915-779-2272

Position	Employee Name
DEALER/PARTNER	CLAY LOWENFEILD
DEALER/PARTNER	WALLACE M LOWENFIELD
PARTS MANAGER	GILBERT PADILLA
SALES MANAGER	JUSTIN M LOWENFIELD
SALES MANAGER	VICTOR L VALENZUELA
SALES MANAGER	MARIO VILLALBA
SALES MANAGER	GERARDO GANDARILLA
SALES MANAGER	CHRISTOPHER W PALMER
SALES MANAGER	ANTONIO AGUILAR
SALES MANAGER	ROBERT VITELA
SALES MANAGER	TIM COLTHARP
SALES MANAGER	WILLIAM J WAUTLET
SALES MANAGER	OSCAR HERNANDEZ
SALES MANAGER	JOSE A BERUMEN
SERVICE MANAGER	TONY B KRAHMER
SERVICE MANAGER	ANDREW T CONROY

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Action Detail

VIN: 2FMDA52471E [REDACTED] Year: 2001 Model: WINDSTAR Case: 622783347
 Name: MISS [REDACTED] Owner Status: Subsequent WSD: 2001-12-27
 Symptom Desc: SERVICE BRAKE INDICATOR Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: CASA FORD LINCOLN MERCURY
 Origin Desc: US CONCERN CASE BASE P & A Code: 20455
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 88882 MI Comm Type: PHONE
 Action Date: 11/30/2007 Action Time: 17:17:58:437 Action Data: No
 Analyst Name: MICHELLE MCCLELLAN (MMCCL16) Analyst: MMCCL16

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: FIRE1. DATE 11/21/20072. IN MOTOR3. CURRENT LOCATION AT HOME4. NO REPORT5. NO DAMAGES- FIRE WAS LOCALIZED TO BRAKE SENSOR6. NO INSURANCE CLAIM7. WAS DRIVING WHEN VEH BEGAN TO SMOKEWAS ABLE TO DRIVE HOME8. CUST SEEKING RECALL INFORMATION FOR REPAIRS-CUST FEELS PART IS DEFECTIVEDEALER SAID: CASA FORD LINCOLN MERCURY5815 MONTANA EL PASO, TX 79925TEL:(915) 779-2272-SA NO WARRANTYCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.-VEH IS CURRENTLY BEING DRIVEN EVERY DAY-VEH HAS NOT BEEN REPAIRED-CUST INFORMATION HAS BEEN VERIFIED [REDACTED]

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Customer Info

Customer: [REDACTED] Primary Phone [REDACTED]
Address: [REDACTED] EL PASO TX 79904 [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

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Ford Customer Service Division

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

Sent Via U.S. Mail

December 6, 2007

[REDACTED]
El Paso, TX [REDACTED]

RE: 2001 Windstar
VIN: 2FMDA52471B [REDACTED]

Dear Ms [REDACTED]

This is in response to your phone call to our Ford Customer Relationship Center regarding your concerns. We apologize for the delay in our response.

We sincerely regret any inconveniences that you have experienced with your vehicle. However, our review indicates that there are no open recalls or owner notification programs pertaining to your vehicle concern. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Marcie Klemmer
Consumer Affairs





Sent Via U.S. Mail

October 24, 2006

[REDACTED]
Crystal River, FL [REDACTED]

RE: 2001 Windstar
VIN: 2FMZA52441B [REDACTED]

Dear Ms [REDACTED]:

This is in response to your phone call to our Ford Customer Relationship Center regarding your concerns. We apologize for the delay in our response.

We sincerely regret any inconveniences that you have experienced with your vehicle. However, our review indicates that there are no open recalls or owner notification programs pertaining to the fire you described involving your 2001 Windstar. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

L. Nearon
Consumer Affairs

Action Detail

VIN: 2FMZA52441B [REDACTED]	Year: 2001	Model: WINDSTAR	Case: 569542404
Name: MRS [REDACTED]	Owner Status: Subsequent	WSD: 2001-05-31	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: GULF COASTFORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04735	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 60000 MI	Comm Type: PHONE		
Action Date: 10/23/2006	Action Time: 11:58:14:837	Action Data: No	
Analyst Name: KRISTIN RADIGAN (KRADIGAN)	Analyst: KRADIGAN		

COMMENTS: CUSTOMER SAID: -VEH CAUGHT ON FIRE YESTERDAY 10/22/2006-FIRE STARTED UNDER THE HOOD OF THE VEH -VEH IS CURRENTLY AT LARRY'S AUTO SHOP-FIRE REPORT WAS FILED WITH CRYSTAL RIVER FD-NO OTHER DAMAGES EXCEPT THE ROAD-CLAIM WAS NOT FILED WITH INSURANCE CO-VEH IS REPAIRABLE -VEH WAS RUNNING WHEN THE FIRE STARTED -WANTS TO GET THE VEH FIXEDDEALER SAID: -NONE-GULF COAST FORD, INC. -2440 N.W. HIGHWAY 19 -CRYSTAL RIVER, FL 34428- TEL: (352) 795-7371CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.---ADVISED TO ABOVE

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Customer Info

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

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
FL-FLORIDA	24-ORLANDO	G	C2	04735	F24546

Dealer Name:	GULF COASTFORD INC
Dealer Address:	2440 NW HIGHWAY 19 CRYSTAL RIVER FL 34428
Dealer Main Phone:	352-795-7371

Position	Employee Name
GENERAL MANAGER	MICHAEL D PAONESSA
PARTS MANAGER	LAWRENCE P REYNARD
SALES MANAGER	JAMES M PRESTON
SALES MANAGER	DONALD G STEFFLER
SERVICE MANAGER	ROBERTA L GRUBB

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ESP / Recall Information

VIN: 2FMZA52441B [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - REPAIRED	2002-01-09	01200USAF24427
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-01-09	01200USAF24427
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-09-18	01200USAF24427
03C05	SAFETY COMPLIANCE	LOWER SEAT-TO-FLOOR LATCHES	CLOSE - REPAIRED	2004-03-03	04735USAF24546

OASIS RESULT:10/24/2006
12:13:29

2FMZA52441B [REDACTED]

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 WINDSTAR	BODY STYLE 4 DR WAGON SE	ENGINE 3.8L EFI
TRANSMISSION 4F50N AUTO TRANSAXLE	AXLE CODE 15	ENGINE CALIBRATION 1A31NC0A

WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT
CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

ARN MESSAGES**GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 05/31/2001	BUILD DATE 05/02/2001	SALE MILEAGE
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OUTSTANDING FIELD SERVICE ACTIONS

02M01

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

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

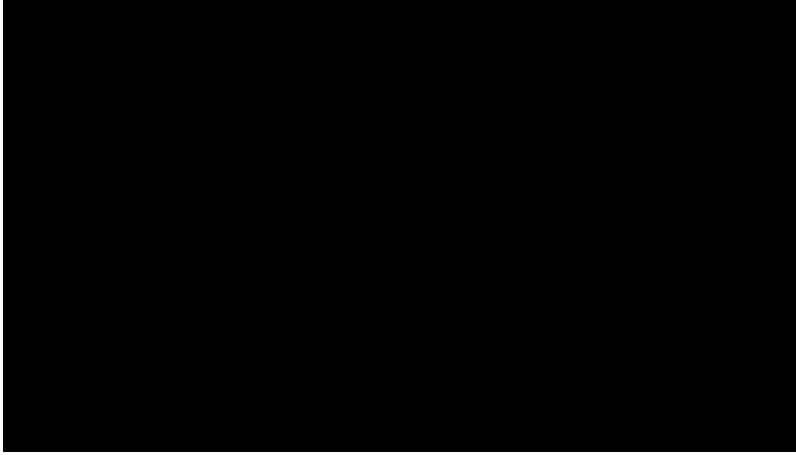
REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA52441B [REDACTED]

Report Applies to Country Code: [USA](#)



Sent Via U.S. Mail

May 6, 2008

[REDACTED]
Canton, MI [REDACTED]

RE: 2002 Windstar
VIN: 2FMZA52442B [REDACTED]
Case #: 428182227

Dear Ms [REDACTED]

This is in response to your phone call to our Ford Customer Relationship Center regarding your concerns. We apologize for the delay in our response.

We sincerely regret any inconveniences that you have experienced with your vehicle. However, our review indicates that there are no open recalls or owner notification programs pertaining to the fire involving your 2002 Windstar. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

L. Nearon
Consumer Affairs

*mailed
8/13/07
word automatically
changes the date*

Action Detail

VIN: 2FMZA52442B [REDACTED]	Year: 2002	Model: WINDSTAR	Case: 428182227
Name: [REDACTED]	Owner Status: Original	WSD: 2002-08-30	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: JACK DEMMER FORD, INC.	
Origin Desc: OGC - CLAIMS		P & A Code: 02771	
Action Desc: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER			
Odometer: 1 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 08/13/2007	Action Time: 11:05:35:277	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA W/SEND DENIAL LTR.

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Action Detail

VIN: 2FMZA52442E [REDACTED]	Year: 2002	Model: WINDSTAR	Case: 428182227
Name: [REDACTED]	Owner Status: Original	WSD: 2002-08-30	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: JACK DEMMER FORD, INC.	
Origin Desc: OGC - CLAIMS		P & A Code: 02771	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 1 MI	Comm Type: MAIL TRANSFER		
Action Date: 08/13/2007	Action Time: 11:05:52:730	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA W/SEND DENIAL LTR.

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ESP / Recall Information

VIN: 2FMZA52442E [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
03C05	SAFETY COMPLIANCE	LOWER SEAT-TO-FLOOR LATCHES	CLOSE - REPAIRED	2003-12-29	02771USAF48016

Action Detail

VIN: 2FMZA52442B [REDACTED]	Year: 2002	Model: WINDSTAR	Case: 428182227
Name: [REDACTED]	Owner Status: Original	WSD: 2002-08-30	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: JACK DEMMER FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 02771	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO OGC - FIRE			
Odometer: 1 MI	Comm Type: PHONE		
Action Date: 08/10/2007	Action Time: 12:16:44:227	Action Data: No	
Analyst Name: OLSON ERIC	Analyst: EOLSON15		

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: -OCCURRED JULY 21ST-WAS TOLD IT WAS THE CRUISE CONTROL MODULE-HIS WIFE IS DRIVING IT-NO FIRE REPORT-DID NOT CONTACT INSURANCE-THE VEH HAS BEEN REPAIRED-IT WAS RUNNING -WOULD LIKE THIS TO BE KNOWN AND BE REIMBURSED-HAD A PROBLEM WHERE THE CRUISE CONTROL WAS NOT WORKING-TRIED THE CRUISE CONTROL AND IT WORKED-STARTED THE VEH SAW WHITE SMOKE COMING FROM BENEATH THE HOOD FOUND UNDERNEATH THE BRAKE FLUID RESERVOIR APPEARED TO BE MOIST-THREE TO FOUR DAYS BEFORE HAD A FUSE FAIL CRUISE AND ODOMETER DID NOT WORK-TOOK IT TO A CHEVY DLR-THE FUSE BLEW AGAIN THIS TIME-WENT TO A FIRESTONE DLR THEY CONCLUDED THAT IF THE FUSE HAD STILL BEEN GOOD IT WOULD HAVE CONTINUED-HAD SMOKE COMING FROM UNDER THE HOOD-HAD TO PAY 135 DOLLARS TO REPLACE THE PART-FIRESTONE SAID IT WAS A RECALL ITEM-DID NOT SEE ANY FLAMES-THINKS IT WAS BECAUSE THE FLUID WAS GETTING ONTO THE PART-DEALER SAID: -SAID IT WAS NOT A RECALL ITEM-JACK DEMMER FORD, INC. 37300 MICHIGAN AVENUE WAYNE, MI 48184 TEL: (734) 721-2600 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

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==>

VIN: 2FMDA5147VB [REDACTED] Year: 1997 Model: WINDSTAR
 Name: MR [REDACTED]
 Trmt: Case: 768840852
 Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
 Comm Type: PH PHONE Odometer Reading: 93506
 Dealer: 08764 PENNYRILE FORD-LINCO Odometer Type: MI
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDER Document Number: _____
 Reason Desc: LEGAL - ACCIDENT / FIRE Legal Issue Type: -
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: _____
 Action Desc: DENY ASSISTANCE - REFER TO INS CAN Award Code: _____
 Comments: LPA SPOKE WITH CUSTOMER, VEHICLE CAUGHT ON FIRE, THE CUSTOME
 R PUT IT OUT. VEHICLE IS IN THE DRIVEWAY. LPA WILL FORWARD _____
 INSURANCE LETTER. _____

F1=Help F2=ActionList F5=Add F6=DealerInfo
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL33

Ford Motor Company

Consumer Affairs

COPY

Sent Via U.S. Mail

August 20, 2002

[REDACTED]

Oak Grove, KY [REDACTED]

RE: 1997 Windstar

VIN: 2FMDA5147VB [REDACTED]

Dear Mr. [REDACTED]:

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

We appreciate the opportunity to review your request.

Sincerely,

COPY
Lourdes Fonseca-Nearon
Consumer Affairs



==>

VIN: 2FMDA5147VB [REDACTED] Year: 1997 Model: WINDSTAR
WSD: 03/18/97 Build Date: 11/05/96

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
-	01M03	O	COIL SPRINGS	RELEASED FOR MAILING	06/20/01	123073
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC
	99S17	S	BRK FLD LABEL	FORCED COMPLETION	04/12/00	AUTOC

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

LPREL331

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2FMDA5147VE [REDACTED]	Veh Line: T/A3 - WINDSTAR (WIN88/WIN126) [95-03]	Eng Serial No: L
Model Year: 1997	Market Derived: * - [N/A]	Body Shell: *
Veh Type: T	Drive Code: T/A - 2 WHL L/H FRONT DRIVE	Engine: T/LM - 3.8L OHV EFI NA
Inv. Dealer: 01267	Body Cab Style: T/WB - EXTENDED WAGON	Transmission: T/DT - 4 SPD AUTO TRA
	Version/Series: * - [N/A]	

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 05-NOV-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121777 - *
 Country: USA - ##### Selling Dlr St/Prov: NC
 Buyer St/Prov: NC

Arrival Date: 12-NOV-1996 Red Carpet Lease: *
 Sale Date: 18-MAR-1997 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 18-MAR-1997 Modified Vehicle: *
 Orig Warranty Date: 18-MAR-1997 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

A51VBC96469121 7P PQ2 28K1009 HJ E 4L15 71 N 3 M93 5 2D2 21M777 G3 PS SLP3 4 8 5 42

FMD7L7 S 472S 4LNCE N M 41

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	8H	GVW Class Code:	D
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [N/A]	Mirror(Psngr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MD	Paint:	PNPEC - PACIFIC GREEN C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTE/CLOCK
Calibration Code:	662JR11A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	* - [N/A]
Color(Trim):	000DA -	Tire Manufacturer:	CH -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	D	Tire Size:	D3GSE - P215/70R15 BSW - STYLE 1
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	T/T - 112" (MM) WHEELBASE

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	SBC
ESP Plan Year:	* Engine Family:	VFM3828GF EK
ESP Signature Date:		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-11-2002

Note: All Costs are in U.S. Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	ITS QRT	WCC PREF	BASE	SUFF	VRT	VFG	CCC	CD						
2FMDA5147V1	A3	T/A3	*	T/WB	*	Trx Code:	AS	T/DT	T/LM	05-11-96	18-03-97	121777	USA	1	Q10	6B01	*	16279D46	*	S01	V31	B01	34				
AWS Claim Key:		1470947		Doc #: 035182A		Trx Code:		Labor Hrs:		0		Labor Cost:		0		Total Cost:		237		Reg Cd:		NA		Repr Date: 20-MAR-1997		DIST(Mile): 120	
Dlr Cd-Sub Cd:		01267-*		Name: SANFORD FORD LINCOLN MERCURY, INC.		Ph:		St: NC		Ctry Cd:		USA															

Cust Comments: CHECK DENT ON PASSENGER SIDE NEAR ROOF
 Tech Comments: OSL TO REPAIR OUTWARD DING IN RIGHT SIDE PANEL

2FMDA5147V1	A3	T/A3	*	T/WB	*	Trx Code:	AS	T/DT	T/LM	05-11-96	18-03-97	121777	USA	22	Q65	7T03	*	ASKID	*	S10	V21	H19	42								
AWS Claim Key:		14301645		Doc #: 013314A		Trx Code:		Labor Hrs:		1.3		Labor Cost:		73.84		Material Cost:		5.85		Total Cost:		79.69		Reg Cd:		NA		Repr Date: 15-DEC-1998		DIST(Mile): 27857	
Dlr Cd-Sub Cd:		05616-*		Name: JENKINS AND WYNNE FORD LINCOLN MERCURY		Ph:		St: TN		Ctry Cd:		USA																			

Cust Comments: VEHICLES ABS LIGHT ON
 Tech Comments: ABS DIAG REPAIRED SHORT TO GROUND

2FMDA5147V1	A3	T/A3	*	T/WB	*	Trx Code:	AS	T/DT	T/LM	05-11-96	18-03-97	121777	USA	22	Q35	7N01	F58Z	1623394	A	S06	V09	G07	42								
AWS Claim Key:		14246803		Doc #: 013314C		Trx Code:		Labor Hrs:		.7		Labor Cost:		39.76		Material Cost:		111.38		Total Cost:		151.14		Reg Cd:		NA		Repr Date: 15-DEC-1998		DIST(Mile): 27857	
Dlr Cd-Sub Cd:		05616-*		Name: JENKINS AND WYNNE FORD LINCOLN MERCURY		Ph:		St: TN		Ctry Cd:		USA																			

Cust Comments: PASSENGER SIDE FRONT POWER WINDOW INOP STICKS
 Tech Comments: REPLACE POWER WINDOW MOTOR

2FMDA5147V1	A3	T/A3	*	T/WB	*	Trx Code:	AS	T/DT	T/LM	05-11-96	18-03-97	121777	USA	23	Q35	7N01	F58Z	14529	K	S06	V09	G07	42								
AWS Claim Key:		14575389		Doc #: 014380A		Trx Code:		Labor Hrs:		.3		Labor Cost:		17.04		Material Cost:		22.58		Total Cost:		39.62		Reg Cd:		NA		Repr Date: 08-JAN-1999		DIST(Mile): 28523	
Dlr Cd-Sub Cd:		05616-*		Name: JENKINS AND WYNNE FORD LINCOLN MERCURY		Ph:		St: TN		Ctry Cd:		USA																			

Cust Comments: SOP SWITCH ASSY 33
 Tech Comments: REPLACE PWINDOW SWITCH

2FMDA5147V1	A3	T/A3	*	T/WB	*	Trx Code:	AS	T/DT	T/LM	05-11-96	18-03-97	121777	USA	26	Q41	7C01	XF1Z	14018	AA	S09	V77	L25	42								
AWS Claim Key:		16114368		Doc #: 018900A		Trx Code:		Labor Hrs:		1		Labor Cost:		56.8		Material Cost:		5.7		Total Cost:		62.5		Reg Cd:		NA		Repr Date: 07-APR-1999		DIST(Mile): 30938	
Dlr Cd-Sub Cd:		05616-*		Name: JENKINS AND WYNNE FORD LINCOLN MERCURY		Ph:		St: TN		Ctry Cd:		USA																			

Cust Comments: INTERIOR DOME LIGHT STAYS ON ALL THE TIME, IS IN NOW
 Tech Comments: DIAG REPLACE DS DOOR SWITCH

Any comments? You can contact



webmaster

Memphis

==>

VIN: 2FMDA5147VB [REDACTED] Year: 1997 Model: WINDSTAR
 Owner Status: SUBSEQUENT WSD: 03/18/97
 Name: MR [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 768840852 Day Ph: [REDACTED]
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Dealer: PENNYRILE FORD-LINCOLN-MERCURY
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: PH PHONE Odometer Reading: 93506 MI
 Analyst: NDOCKERY NICOLE DOCKERY Document Number:
 Action Date: 08/19/02 Action Data: Y Action Time: 09:34:49 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Comments: CUSTOMER SAYS: **FIRE** **08/19/2002 APPROX>>>6AM ***FIR
 E DEPT NOT CALLED- **INNSURANCE NOT CALLED YET -BELEIVE IT
 IS AN ELECTRICAL FIRE -DRIVING TO WORK VEH STARTED TO SMOKE
 I STOPPED & UNDERHOOD WAS ON FIRE, VISIBLE SMOKE & FLAMES
 -I DISCONNECTED THE BATTERY & FIRE STOPPED -FIRE STARTED FR
 OM BRAKE SENSOR AREA -THE SOCKET IS MELTED INTO LITTLE BALL

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL33

*- injuries - 7 no
 - cust put the fire out
 - location of veh - in driveway*



4-4-08



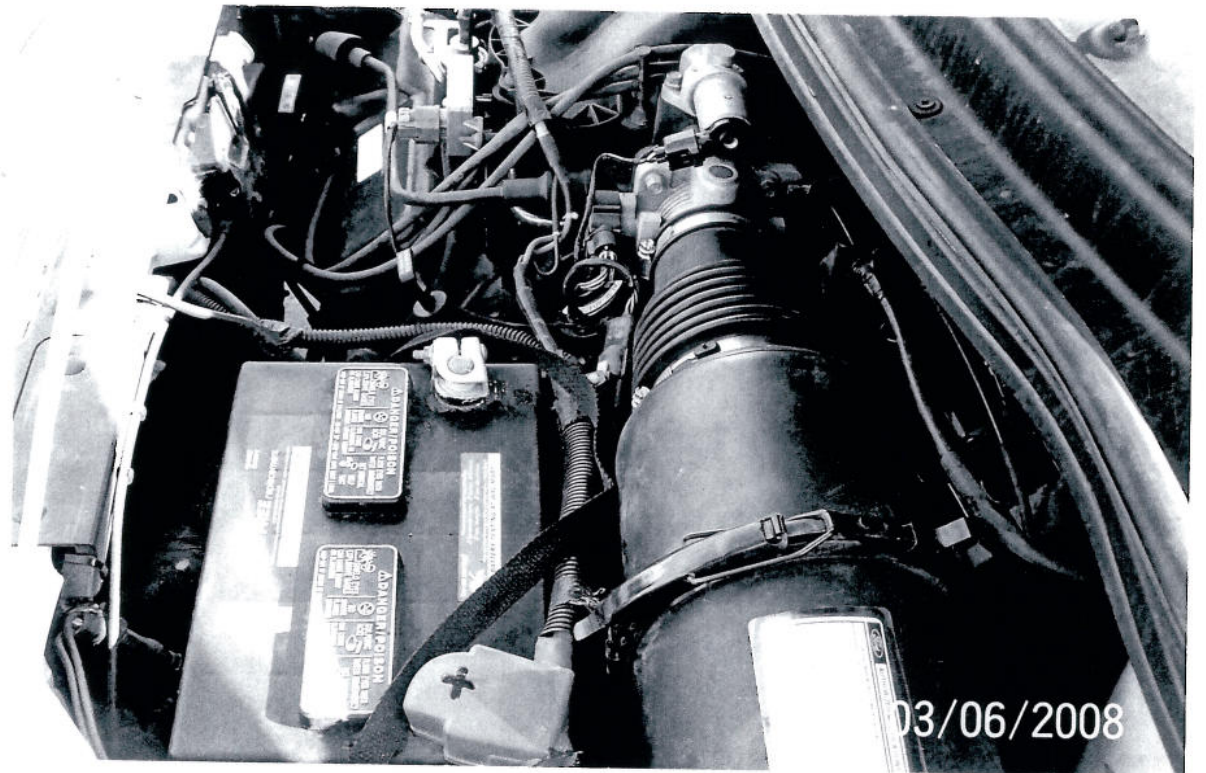
1621990428

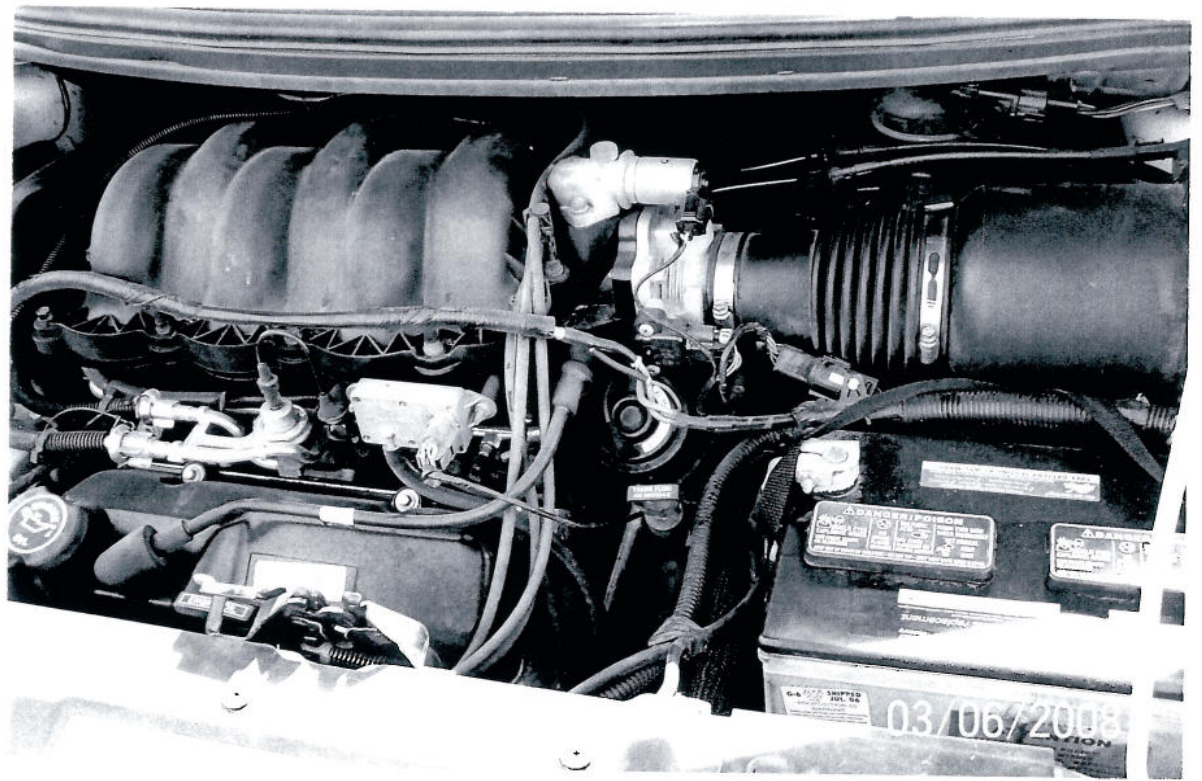
DM1ACEGA *** Ford ACES II Prior Approval Log Screen *** 2008/04/04 14:40:12
=> Aprvl Cd: J01VS Field Cd: _____ Log Status: A A=Approve P=Paid
Remarks Type: C D=Dealer C=Confidential D=Deny C=Close H=Hld
P&A Code: 05765 USA Dlr: Burchett Ford Lincoln Mercury
RO Nbr: 029373 Rpr Seq: 1 Pgm Code: _____ Rpr Date: 2008/04/01
VIN: 2FMZA5248YB [REDACTED] 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: 0000271.21 Labor Hrs: _____ 00064.76 = _____ Labor %: _____
NADA/Max Amt: _____ Misc Expn: _____ = _____ Misc %: _____
Remain Amt: 0000271.21 Loan Days: _____ = _____
REPAIRS RELATED TO THE 05S28 RECALL.

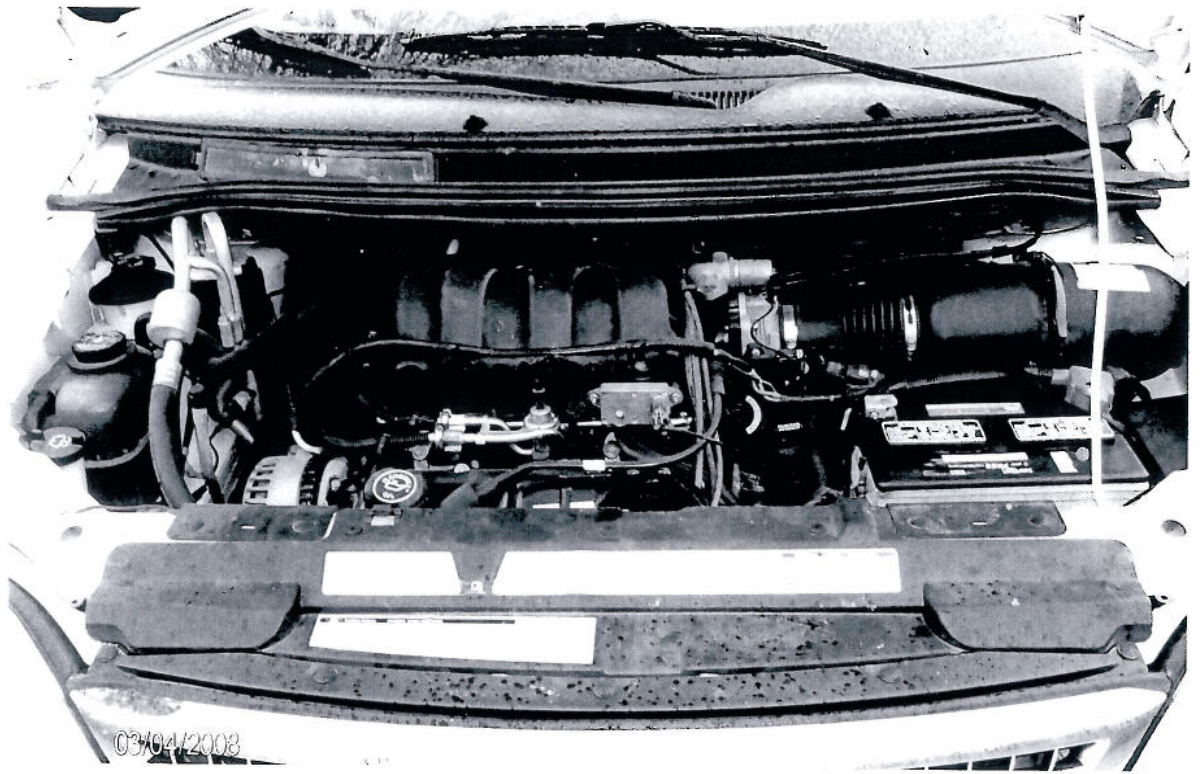
Insp Rqst Date: _____ Dlr Contact: _____ Phone: _____
Customer Name: _____ Model Year: _____ Model: _____
Last Date Paid: _____ Claim Pmt Amt: _____ WSI: _____ Market Code: USA
Creator: C. SIMONDS Date: 2008/04/04 Time: 14:40:12
F1=Help F2=ESPS Contract F3=End F4=AWA Scale F5=History F6=Repair Detail
F7=Prev F8=Next F9=Panel F10=Scroll Rmks F12=Return
5112: ADD SUCCESSFUL LPRELAA

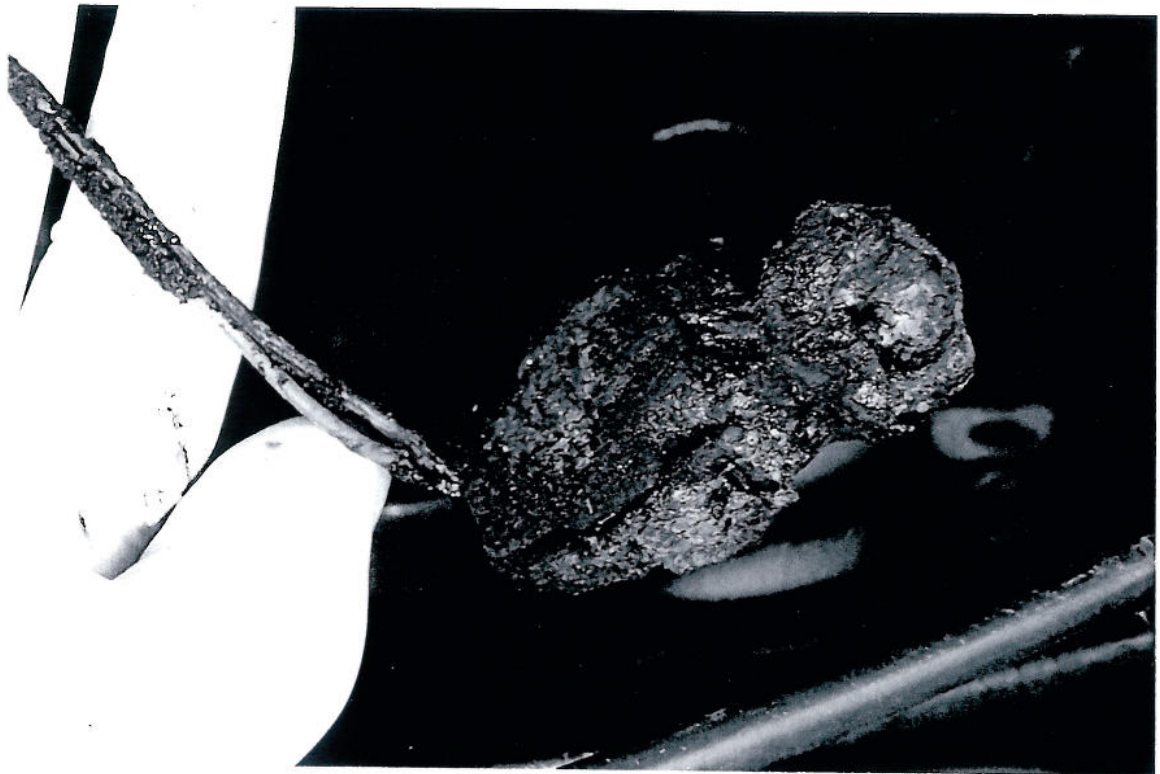
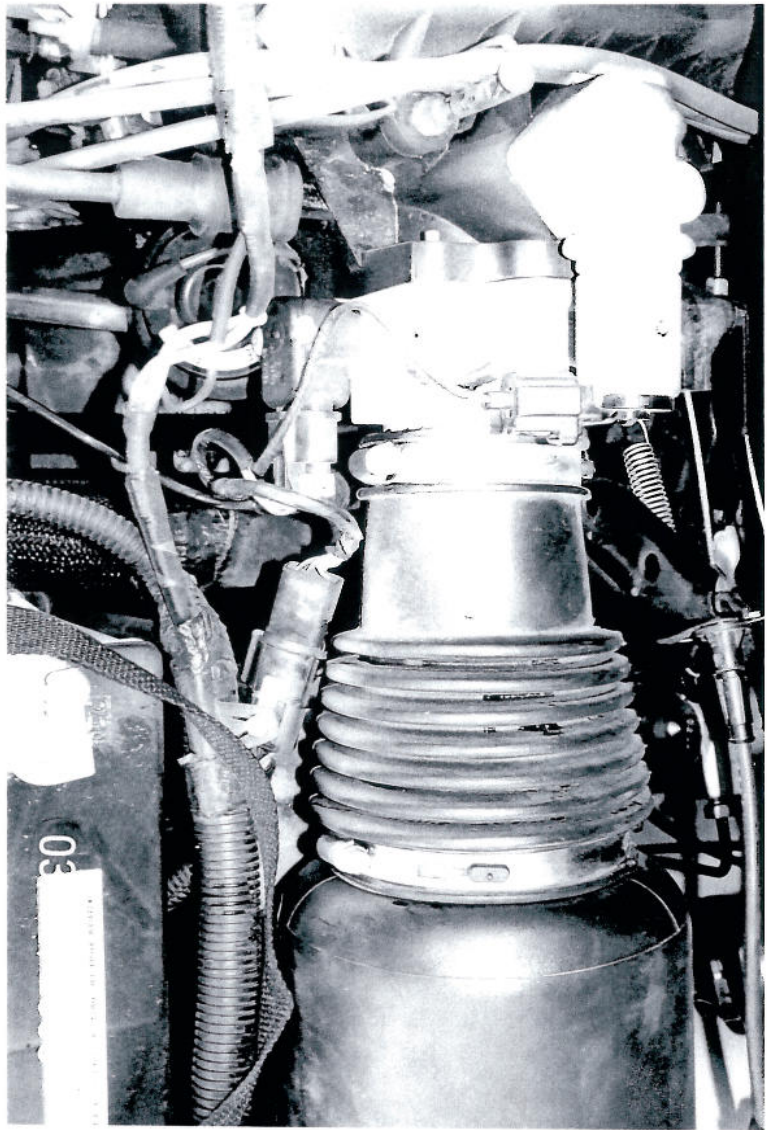
[REDACTED]
@Case # 1621990428

Case 1621990428
Handled by: Carmen
Simonds
closed 4/4/08













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2000 Ford Windstar SE Minivan

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Condition <small><WHAT'S THIS?></small>	Value
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Good	\$2,960
Fair	\$2,275

1,480.00

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Windstar

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Van/Minivan

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| 2008 Chrysler Town & Country | 2008 Dodge Caravan Grand |
| 2008 Kia Sedona | 2008 Nissan Quest |
| 2008 Mazda MAZDA5 | 2008 Hyundai Entourage |
| 2008 Chevrolet Uplander | 2007 Dodge Caravan |

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Select Model...

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Vehicle Highlights

Mileage: 130,000
Engine: V6 3.8 Liter
Transmission: Automatic
Drivetrain: FWD

Selected Equipment

Change Equipment

Standard

- | | | |
|---------------------|---------------------|---------------|
| Second Sliding Door | Power Door Locks | ABS (4-Wheel) |
| 7 Passenger | Tilt Wheel | Quad Seating |
| Air Conditioning | Cruise Control | Roof Rack |
| Rear Air | AM/FM Stereo | Privacy Glass |
| Power Steering | Cassette | Alloy Wheels |
| Power Windows | Dual Front Air Bags | |

Blue Book Trade-In Value

Trade-in Value is what consumers can expect to receive from a dealer for a trade-in vehicle assuming an accurate appraisal of condition. This value will likely be less than the Private Party Value because the reselling dealer incurs the cost of safety inspections, reconditioning and other costs of doing business.

Vehicle Condition Ratings

[Check Vehicle Title History](#)

Excellent



\$3,350

- Looks new, is in excellent mechanical condition and needs no reconditioning.
- Never had any paint or body work and is free of rust.
- Clean title history and will pass a smog and safety inspection.
- Engine compartment is clean, with no fluid leaks and is free of any wear or visible defects.
- Complete and verifiable service records.

Less than 5% of all used vehicles fall into this category.

Good



\$2,960

- Free of any major defects.
- Clean title history, the paints, body, and interior have only minor (if any) blemishes, and there are no major mechanical problems.
- Little or no rust on this vehicle.
- Tires match and have substantial tread wear left.
- A "good" vehicle will need some reconditioning to be sold at retail.

Most consumer owned vehicles fall into this category.

Fair



\$2,275

- Some mechanical or cosmetic defects and needs servicing but is still in reasonable running condition.
- Clean title history, the paint, body and/or interior need work performed by a professional.
- Tires may need to be replaced.
- There may be some repairable rust damage.

Poor



N/A

- Severe mechanical and/or cosmetic defects and is in poor running condition.
- May have problems that cannot be readily fixed such as a damaged frame or a rusted-through body.
- Branded title (salvage, flood, etc.) or unsubstantiated mileage.

Kelley Blue Book does not attempt to report a value on a "poor" vehicle because the value of these vehicles varies greatly. A vehicle in poor condition may require an independent appraisal to determine its value.

* Tennessee 3/26/2008

Accurate Condition Appraisal Accurately Change Condition
appraising the
condition of a vehicle is an important aspect in determining its Blue Book
value. Taking our 16 question condition quiz will ensure you know the
correct condition rating.

NEXT STEPS:

Get Pricing on New Vehicles
Sell Your Van/Minivan

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Ford Office of General Counsel
Consumer Litigation
3 Parklane Boulevard
Parklane Towers West, Ste 1500
Dearborn, MI 48126

Phone: 313-845-4912
Fax: 888-226-3688

**Ford Motor Company
Litigation Prevention**

FAX COVER

To: Service Manager/ Paul Tubbs From: Carmen Simonds
Fax: 615 444-8250 Date: April 2, 2008
Phone: 615 449-4207 Pages: 4
Re: [REDACTED] CC:
VIN: 2FMZA5248YE [REDACTED]

Urgent For Review Please Comment Please Reply Please Recycle

SM:

Please have the customer review and sign these two documents and fax back.

When we receive them signed, then **that is your authorization** to do repairs per your estimate.

When repairs are complete, provide me:

- The RO number
- Line number
- Total dollar amount
- RO begin date
- Your P/A code

Please include the customer's towing charge in the amount, if there is one.

Our payment is made with a P53 code that we'll give you upon completion.
Thanks.

Office of the General Counsel
Litigation Prevention

Ford Motor Company
P.O. Box 70
Dearborn, MI 48126-2568

April 2, 2008

[REDACTED]

Mount Juliet, TN [REDACTED]

RE: 2000 Winstar
VIN: 2FMZA5248YB [REDACTED]
Case: 1621990428


Dear Mr. [REDACTED]

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Accordingly, in the interest of customer satisfaction, we are willing to provide goodwill repair in the amount of \$271.21.

To formally accept this offer, please sign and return this verification by way of fax at (888) 226-3688 within ten (10) business days of the receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-4912.

(X) _____

Respectfully yours,


Carmen Simonds
Legal Analyst

TIME RECEIVED
Tue, 1 Apr 2008 15:29:52 -0400

REMOTE CSID

DURATION
108

PAGES
1

STATUS
Received



BURCHETT FORD - LINCOLN - MERCURY, Inc.



LINCOLN MERCURY

1673 West Main Street
LEBANON, TENNESSEE 37087
Phone: (615) 444-8221

Parts: (615) 449-4207 Parts Toll Free: (800) 291-8221

CUSTOMER NO. 32203	ADVISOR RAYMOND PORTER 8272	TAG NO. 300	INVOICE DATE 04/01/08	INVOICE NO. FOC529373
LABOR RATE		LICENSE NO.	MILEAGE 134,880	COLOR WHITE/
LEBANON, TN		YEAR / MAKE / MODEL	00 / FORD TRUCK / WINDSTAR / 2 DOOR WAGON	DELIVERY DATE
VEHICLE I.D. NO.		2 F M Z A 5 2 4 8 Y B		SELLING DEALER NO.
R.T.E. NO.		R.O. NO.	R.O. DATE 03/31/08	
BUSINESS PHONE		COMMENTS		

LABOR & PARTS
 JOB # 1 12FOZ DRIVEABILITY TEST 2 HOURS 1.50 TECH(S) 8239 117.00
 // TOW IN // CUSTOMER STATES HAD FIRE UNDER HOOD !!!
 PLEASE ADVISE !!
 NEEDED TO REPAIR WIRING AND REPLACE CRUISE DEACTIVATION
 SWITCH RETEST ALL SYSTEMS WORKING

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	XW7Z-9F924-BA	KIT - BRAKE RE	31.51	31.51	31.51
JOB # 1	1	PM-1-C	FLUID - BRAKE	5.98	5.98	5.98
JOB # 1 TOTAL PARTS						37.49
JOB # 1 TOTAL LABOR & PARTS						154.49

JOB # 2 00FOZZ99P MULTI-POINT INSP 2 HOURS 0.00 TECH(S) 8239 0.00
 MULTI POINT INSP
 PERFORM MULTI-POINT INSPECTION

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

SUBLET	PO#	VEND. INV#	INV. DATE	DESCRIPTION	PRICE
JOB # 1	99463	050627	03/31/08	TOWING	93.75
TOTAL & SUBLET					93.75

TOTALS
 TIRES . TIRES . TIRES . TIRES . TIRES . TIRES . TIRES . TIRES .
 WE NOW HAVE A GREAT SELECTION OF NAME BRAND TIRES
 AT LOW LOW PRICES SO NOW YOU DON'T HAVE TO GO
 ANYWHERE BUT BURCHETT FOR ALL YOUR SERVICE NEEDS
 YOU CAN TRUST BURCHETT TO KEEP YOU GOING
 WE APPRECIATE YOUR BUSINESS
 GOT A PROBLEM NEED ASST STANGER CALL JOHN TUBBS
 OUR SERVICE DIRECTOR 444-8221
 90 DAY WARRANTY FOR ALL WARRANTY PARTS INSTALLED

TOTAL LABOR	117.00
TOTAL PARTS	37.49
TOTAL SUBLET	93.75
TOTAL TAX	22.97
TOTAL INVOICE \$	271.21

[] CASH [] CHECK# [] CHARGE
 [] M/C [] VISA [] AMEX [] DISCOVER

CUSTOMER SIGNATURE

Reynolds and Reynolds BRANTRIVE C030078 Q 3/04

Action Detail

*As of 2/11/08
7:16:38
Present in Nashville*



VIN: 2FMZA5248YB [REDACTED] Year: 2000 Model: WINDSTAR Case: 1621990428
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2000-04-27
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: BURCHETT FORD LINCOLN MERCURY
 Origin Desc: US CONCERN CASE BASE P & A Code: 05765
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 130000 MI Comm Type: PHONE
 Action Date: 02/11/2008 Action Time: 17:16:38:283 Action Data: No
 Analyst Name: KEVIN EBY (KEBY) Analyst: KEBY

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: - VEH CAUGHT ON FIRE TODAY 2/11/08- NO INJURIES- FIRE ORIGINATED UNDER HOOD NEAR WHERE BRAKE FLUID IS PUT IN VEH- CUST COULD SMELL BRAKE FLUID BEFORE VEH CAUGHT ON FIRE- CUST WAS HAVING A BRAKE FLUID LEAK CONCERN ON VEH- THIS CONCERN STARTED ABOUT 4 OR 5 MONTHS AGO- CUST NEVER TOOK VEH TO A F/L/M DLR FOR THIS CONCERN- CUST DID CALL A DLR TODAY- CURRENT LOCATION OF VEH IS CUST ADDRESS- CUST DID NOT CALL FORE DEPT THEIR SON PUT OUT THE FIRE- NO OTHER STRUCTURAL DAMAGE JUST CUST VEH- CUST DID NOT FILE A CLAIM WITH INS CO- VEH IS REPAIRABLE PER CUST- VEH WAS RUNNING WHEN FIRE STARTED- CUST IS SEEKING VEH TO BE FIXED BUT AT FORDS EXPENSE DEALER SAID: BURCHETT FORD LINCOLN MERCURY 1673 WEST MAIN STREET LEBANON, TN 37087 TEL: (615) 444-8221- DLR SAID VEH IS NOT ON THE SPEED CONTROL RECALL 05S28CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.----- CCR VERIFIED CUST CONTACT INFORMATION- 1005 CLEARVIEW DR MOUNT JULIET, TN 37122

Ford Confidential

Customer Info

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

Ford Confidential

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
C3-MEMPHIS	23-MEMPHIS	D	A04	05765	F23147

Dealer Name: BURCHETT FORD LINCOLN MERCURY
Dealer Address: 1673 WEST MAIN STREET
 LEBANON TN 37087
Dealer Main Phone: 615-444-8221

Position	Employee Name
GENERAL MANAGER	JAMES S WEBB
PARTS MANAGER	ANTHONY TANNER
SALES MANAGER	WENDELL PEWITT
SALES MANAGER	THOMAS W SHORTER
SERVICE MANAGER	PAUL TUBBS

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5248YB [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2002 USED 36/36,000 BASECARE W/ROADSIDE ASSISTANCE
 Selling Dealer: FORD OF TULSA
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2006-02-27
 Expiration Miles: 77,024
 Plan Year: 2002
 Purchase Type: N
 Options:

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

Cancel Date: Process Date:
 Refund Percent: Dealer Received Date:
 Dealer Credited:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2001-12-11	04229USAF48050
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-12-11	04229USAF48050
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-12-11	04229USAF48050
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-09-05	04229USAF48050

OASIS RESULT:**2FMZA5248YB** [REDACTED]02/12/2008
09:03:01
FCXWS447

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 **VEHICLE INFORMATION**

VEHICLE DESCRIPTION 2000 WINDSTAR	BODY STYLE 4 DR WAGON SE	ENGINE 3.8L EFI
TRANSMISSION AX4S 4 SPD TRANSAXLE	AXLE CODE 15	ENGINE CALIBRATION 0A31BS0A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

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

WARRANTY START DATE 04/27/2000	BUILD DATE 03/23/2000	SALE MILEAGE
--	---------------------------------	---------------------

 **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES**

0738 - EXPIRED
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: RUBEN HERNANDEZ
OPTIONS:
EXPIRATION DATE: 02/27/2006
DISTANCE: 77,024
RENTAL: 28 UP TO 10 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 02895
ESP CONTRACT START DATE: 02/27/2003

 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)END OF OASIS REPORT FOR **2FMZA5248YB** [REDACTED]Report Applies to Country Code: [USA](#)



Office of the General Counsel
Litigation Prevention

Ford Motor Company
P O Box 70
Dearborn, MI 48121-0070

February 20, 2008

[REDACTED]
Mount Juliet, TN [REDACTED]

RE: 2000 Windstar
VIN: 2FMZA5248YB [REDACTED]
Case #: 1621990428

Dear Mr. [REDACTED]

This is in response to your phone call to the Ford Customer Relationship Center regarding your vehicle claim.

In order to begin evaluation of your claim we need the following documents:

- A copy of this letter
- A copy of the police report and fire report
- A copy of the title
- Pictures of the vehicle:
 1. The whole engine
 2. Drivers side of the engine
 3. Front of the vehicle
 4. Left side and right side of vehicle

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

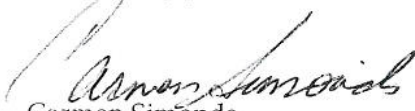
Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Should you decide to pursue a claim against Ford Motor Company, please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Please call me at 313-845-4912 if you have any questions between the hours of 8am and 4:30pm Monday through Friday Eastern time.

Respectfully yours,



Carmen Simonds
Legal Analyst

March 6, 2008

There was no fire or police report
because we got the fire out by
our self

Thanks



1 2 3 4



Office of the General Counsel
Litigation Prevention

Ford Motor Company
P O Box 70
Dearborn, MI 48121-0070

February 20, 2008

[REDACTED]

Mount Juliet, TN [REDACTED]

RE: 2000 Windstar
VIN: 2FMZA5248YE [REDACTED]
Case #: 1621990428

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Please call me at 313-845-4912 if you have any questions between the hours of 8am and 4:30pm Monday through Friday Eastern time.

Respectfully yours,


Carmen Simonds
Legal Analyst



Office of the General Counsel
Litigation Prevention

Ford Motor Company
P O Box 70
Dearborn, MI 48121-0070

February 13, 2008

[REDACTED]
Mount Juliet, TN [REDACTED]

RE: 2000 Windstar
VIN: 2FMZA5248YB [REDACTED]
Case #: 1621990428

Dear Mr. [REDACTED]

This is in response to your phone call to the Ford Customer Relationship Center regarding your vehicle claim.

In order to begin evaluation of your claim we need the following documents:

- A copy of this letter
- A copy of the police report and fire report
- A copy of the title
- Pictures of the vehicle:
 1. The whole engine
 2. Drivers side of the engine
 3. Front of the vehicle
 4. Left side and right side of vehicle

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

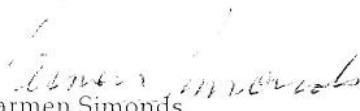
Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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Please call me at 313-845-4912 if you have any questions between the hours of 8am and 4:30pm Monday through Friday Eastern time.

Respectfully yours,


Carmen Simonds
Legal Analyst

CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	MODEL	BODY TYPE	TITLE NUMBER
2FMZA5248YB [REDACTED]	2000	FORD	WIN	SV	[REDACTED]

NEW USED DEMO	PREVIOUS TITLE NO	PREV STATE	SALES OR USE TAX	CO	ODOMETER
X	[REDACTED]	TN OK	\$537.09	95	106879

DATE TITLE ISSUED	06-01-2007	REMARKS
DATE VEHICLE ACQUIRED	05-31-2006	ACTUAL MILEAGE

[REDACTED]
 MT JULIET TN [REDACTED]

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER TENNESSEE CODE ANNOTATED, 55-3-101, TITLE TO THE MOTOR VEHICLE DESCRIBED ABOVE IS VESTED IN THE OWNER'S NAME HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE.



THE ORIGINAL DOCUMENT HAS A WHITE REFLECTIVE WATERMARK ON THE BACK. HOLD AT AN ANGLE TO SEE THE MARK.

STATE OF TENNESSEE

VIN FSA Details	
* Confidential *	
VIN:	2FMZA5248YB [REDACTED]
FSA Status:	Launched
Brand:	FORD
Manufacturing Country:	CAN

FSA Details

00000485	WIPER MOTOR GEAR COVER
00000486	AUXILIARY REAR A/C BLOWER WIRING
00000515	ELECTRICAL CONNECTOR/SEALER SKIP

Vehicle Details

Model Year:	2000	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	23-Mar-2000
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	27-Apr-2000
Vehicle Type Description:	TRUCK	Sale Date:	27-Apr-2000
VDM Vehicle Status:	800	Engine Tag Code:	OK542AA
Emissions:			

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

Current Owner

Business Name:	REGISTRANT UNKNOWN		
Owner Name:			
Address 1:			
Address 2:			
Address 3:			
Address 4:			
City:			
State/Province:		Phone #:	
ZIP/Postal Code:		E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	16-Jan-2003	Vendor Applied Date:	
Vendor Match Code Description:	-		
N&A Source:	UVIS	GCamp Applied Date:	21-Jan-2003
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			
Historical Owner			

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

Owner Effective Date: 23-Aug-2001 Vendor Applied Date:
 Vendor Match Code Description: -
 N&A Source: RENKIM GCamp Applied Date: 31-Aug-2001
 Mail Status: Active Mail Suppression Date:

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

Historical Owner

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

Owner Effective Date: 06-Oct-2000 Vendor Applied Date:
 Vendor Match Code Description: -
 N&A Source: FLEET GCamp Applied Date: 06-Oct-2000
 Mail Status: Active Mail Suppression Date:

Fleet Code: RC999 Fleet Name: RED CARPET LEASING
 Fleet Status: Y Fleet Mgmt: 9999-RED CARPET LEASING
 Company Car: NO

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	04229	USA	F48050		Suburban Ford of Waterford, LLC
Ship-To	04229	USA	F48050		Suburban Ford of Waterford, LLC
Stocking	04229	USA	F48050		Suburban Ford of Waterford, LLC
Selling	04229	USA	F48050		Suburban Ford of Waterford, LLC
FSA Details					
VIN: 2FMZA5248YBC03936					
Local FSA: 01S25 - WIPER MOTOR GEAR COVER			Global FSA: 00000485		

Hub: FORD NORTH AMERICA Country: UNITED STATES							
Segment / VIN Group(s): + 0 - TARGET SEGMENT - BB - KITCODE BB	Supplement Code: 00- Original						
Responsible Dealer							
P&A Code 04229	GEO Sales USA	Sales Code F48050	Sub Code	Description Suburban Ford of Waterford, LLC			
Eligibility Indicators							
Type	Indicator	Updated					
Repair Eligibility	N	14-Dec-2001					
Display Eligibility	N	14-Dec-2001					
Original Mail Eligibility	N	22-Aug-2001					
Follow up Mail	N	14-Dec-2001					
VIN/FSA Vehicle Condition							
Code	Vehicle Condition	Begin Date	End Date	Source			
Description				Release Date			
MAILED - FOLLOW-UP NOTIFICATION				08-Nov-2001			
MAILED - ORIGINAL NOTIFICATION				22-Aug-2001			
Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	14-Dec-2001	11-Dec-2001	UNITED STATES	04229USAF48050	010860	B	0.00 GACES
VIN/FSA Vehicle Status							
Description			Reason	Date			
CLOSE - REPAIRED			Close	14-Dec-2001			
OPEN - LAUNCHED			Open	22-Aug-2001			
Confirmed				09-Aug-2001			
VIN FSA Mail History							
Local FSA:01S25-!WIPER MOTOR GEAR COVER				Global FSA:00000485			
Release:				OOWNER LETTER			
Release Date:				22-Aug-2001			
Mail Date:				29-Aug-2001 to 01-Sep-2001			
Restricted Address:				No			
Address:				<div style="background-color: black; width: 150px; height: 20px; margin-bottom: 5px;"></div> WEST BLOOMFIELD,MI <div style="background-color: black; width: 50px; height: 10px; display: inline-block;"></div> UNITED STATES			
Resp. Dealer:				04229USAF48050-			
Fleet Acct:				RC999 RED CARPET LEASING			
Fleet Mgmt Loc:				9999RED CARPET LEASING			
N&A Source:				FLEET			
Owner Effective Date:				06-Oct-2000			
Note:							

Local FSA:01S25-!WIPER MOTOR GEAR COVER Global FSA:00000485

Release: FPOSTCARD
 Release Date: 08-Nov-2001
 Mail Date: 23-Nov-2001 to 27-Nov-2001
 Restricted Address: No
 Address: [REDACTED]
 WEST BLOOMFIELD,MI
 [REDACTED] UNITED STATES

Resp. Dealer: 04229USAF48050-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: RENKIM
 Owner Effective Date: 23-Aug-2001
 Note:

VIN: 2FMZA5248YBC03936

Local FSA: 01S26 - AUXILIARY REAR A/C BLOWER WIRING Global FSA: 00000486

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): **Supplement Code:**

+ 0 - TARGET SEGMENT 00- Original
 - AA - KITCODE AA

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
04229	USA	F48050		Suburban Ford of Waterford, LLC

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	14-Dec-2001	
Display Eligibility	N	14-Dec-2001	
Original Mail Eligibility	N	22-Aug-2001	
Follow up Mail	N	14-Dec-2001	

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source
	Description		Release Date	
	MAILED - FOLLOW-UP NOTIFICATION		05-Oct-2001	
	MAILED - ORIGINAL NOTIFICATION		22-Aug-2001	

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	14-Dec-2001	11-Dec-2001	UNITED STATES	04229USAF48050	010860	B	0.00 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	14-Dec-2001	
OPEN - LAUNCHED	Open	22-Aug-2001	

Confirmed

08-Aug-2001

VIN FSA Mail History

Local FSA:01S26-!AUXILIARY REAR A/C BLOWER WIRING

Global FSA:00000486

Release: OOWNER LETTER
 Release Date: 22-Aug-2001
 Mail Date: 29-Aug-2001 to 01-Sep-2001
 Restricted Address: No
 Address: [REDACTED]
 WEST BLOOMFIELD,MI
 [REDACTED], UNITED STATES
 Resp. Dealer: 04229USAF48050-
 Fleet Acct: RC999 RED CARPET LEASING
 Fleet Mgmt Loc: 9999RED CARPET LEASING
 N&A Source: FLEET
 Owner Effective Date: 06-Oct-2000
 Note:

Local FSA:01S26-!AUXILIARY REAR A/C BLOWER WIRING

Global FSA:00000486

Release: FPOSTCARD
 Release Date: 05-Oct-2001
 Mail Date: 17-Oct-2001 to 17-Oct-2001
 Restricted Address: No
 Address: [REDACTED]
 WEST BLOOMFIELD,MI
 [REDACTED], UNITED STATES
 Resp. Dealer: 04229USAF48050-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: RENKIM
 Owner Effective Date: 23-Aug-2001
 Note:

VIN: 2FMZA5248YBC03936

Local FSA: 02S33 - ELECTRICAL CONNECTOR/SEALER SKIP

Global FSA: 00000515

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

- + 0 - TARGET SEGMENT
- AA - KITCODE AA
- + 1 - FOLLOW UP MAILING
- ** - VIN GROUP DESCRIPTION FOR **

00- Original

Responsible Dealer

P&A Code	GEO Sales	Sales Code	Sub Code	Description
04229	USA	F48050		Suburban Ford of Waterford, LLC

Eligibility Indicators

Type	Indicator	Updated
Repair Eligibility	N	10-Sep-2002
Display Eligibility	N	10-Sep-2002
Original Mail Eligibility	N	22-Mar-2002
Follow up Mail	N	10-Sep-2002

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

Description	Release Date
MAILED - FOLLOW-UP NOTIFICATION	05-Aug-2002
MAILED - ORIGINAL NOTIFICATION	22-Mar-2002

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	10-Sep-2002	05-Sep-2002	UNITED STATES	04229USAF48050	331598	C	0.00 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	10-Sep-2002	
OPEN - LAUNCHED	Open	22-Mar-2002	
Confirmed		28-Feb-2002	

VIN FSA Mail History

Local FSA:02S33-!ELECTRICAL CONNECTOR/SEALER SKIP Global FSA:00000515

Release: OOWNER LETTER
 Release Date: 22-Mar-2002
 Mail Date: 05-Apr-2002 to 05-Apr-2002
 Restricted Address: No
 Address: [REDACTED]
 WEST BLOOMFIELD,MI
 [REDACTED] UNITED STATES
 Resp. Dealer: 04229USAF48050-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: RENKIM
 Owner Effective Date: 23-Aug-2001
 Note:

Local FSA:02S33-!ELECTRICAL CONNECTOR/SEALER SKIP Global FSA:00000515

Release: FPOSTCARD
 Release Date: 05-Aug-2002
 Mail Date: 15-Aug-2002 to 15-Aug-2002
 Restricted Address: No
 Address: [REDACTED]
 WEST BLOOMFIELD,MI
 [REDACTED] UNITED STATES
 Resp. Dealer: 04229USAF48050-

Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	RENKIM
Owner Effective Date:	23-Aug-2001
Note:	

FSA Counts			
------------	--	--	--

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total	
SAFETY RECALL	0	3	3	3
SPECIAL SVC INSTRUCTION	0	1	1	1
Total	0	4	4	4

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23

CASE NUMBER
371143237

CUSTOMER NAME



LP ANALYST
MARIA AGUILERA

CDSID
MAGUILE8

TYPE
New Closed Case File

Action Detail

0552 B
for mu

VIN: 2FMZA5344YB [REDACTED] Year: 2000 Model: WINDSTAR Case: 371143237
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-08-08
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: MTN. VIEW FORD LINCOLN MERCURY
 Origin Desc: US CONCERN CASE BASE P & A Code: 00389
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 105000 MI Comm Type: PHONE
 Action Date: 11/19/2007 Action Time: 10:18:33:637 Action Data: No
 Analyst Name: MENDEZ PAULA Analyst: PMENDEZ5

COMMENTS: CUSTOMER SAID: 1. SPEEDOMETER DIED, WENT TO ZERO=HAPPENED 11/16=FIRST TIME HAPPENED 2. FRONT A/C VENTS STOPPED WORKING =HAPPENED 11/16=FIRST TIME HAPPENED 3. TRIPDOMETER STOPPED WORKING=HAPPENED 11/16=FIRST TIME HAPPENED =COMPUTER STATED FUEL ERROR=OWNERS MANUAL STATED A FUSE WAS BLOWN=CUST INSTALLED A FUSE, AS SOON AS VEH STARTED FUSE BLOWN AGAIN=AFTER CUST RETURNED FROM TRIP, INSTALLED ANOTHER FUSE=VEH CAUGHT FIRE, NO VISIBLE FLAMES, CUST SMELLED ELECTRICAL BURNING SMELL=CUST DISCONNECTED WIRE, IT WAS COVERED IN BRAKE FLUID=NO BURNT WIRES=ORIGINATED FROM UNDERNEATH THE HOOD=VEH WITH CUST=NO FIRE REPORT FILED=NO DAMAGE DONE TO THE VEH OR ANYTHING ELSE=CUST HAS NOT FILED AN INSURANCE CLAIM=VEH IS REPAIRABLE=VEH WAS RUNNING WHEN IT STARTED SMOKING =CUST DOES NOT FEEL SAFE IN VEH=CUST WANTS VEH REPAIRED UNDER THE RECALL
 DEALER SAID: MTN. VIEW FORD LINCOLN MERCURY 301 E. 20TH ST. CHATTANOOGA, TN 37408 TEL: (423) 756-1331=CUST SPOKE WITH GARY=\$200 REPAIR BECAUSE OF NO RECALL
 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. [REDACTED] ROSSVILLE, GA HOME #: [REDACTED] WORK CELL: [REDACTED] (DAYTIME)=FOLLOWED SS PATH AS PER OPERATIONS MANAGER, SCOTT CLARK

Ford Confidential

ask
stamp
by [unclear]
Class in [unclear]
[unclear]

Customer Info

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

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
S1-ATLANTA	21-ATLANTA	D	A01	00389	F21203

Dealer Name: MTN. VIEW FORD LINCOLN MERCURY
Dealer Address: 301 E. 20TH ST.
 CHATTANOOGA TN 374082797
Dealer Main Phone: 423-756-1331

Position	Employee Name
DEALER/PARTNER	T C WATSON
DEALER/PARTNER	CARLA W CAWOOD
DEALER/PARTNER	DAVID WATSON
GENERAL MANAGER	MICHAEL S THORNTON
GENERAL MANAGER	ANDY WATSON
PARTS MANAGER	A. J Russell Jr
PARTS & SERVICE DIRECTOR	MILTON E GUIN
SALES MANAGER	Gary K Hughes
SALES MANAGER	DOUGLAS CAWOOD
SALES MANAGER	RICK STARNES
SALES MANAGER	JAMIE PARKS

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5344YB [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]

Plan Type: USA 2001 NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSIST.

Selling Dealer: MTN. VIEW FORD LINCOLN MERCURY

Deductible: 50

Rental: 28

Towing Allowance:

Status: Expire

Expiration Date: 2005-08-08

Expiration Miles: 75,000

Plan Year: 2001

Purchase Type: N

Options:

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

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2001-01-12	00389USAF21203
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-11-01	00389USAF21203
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-11-01	00389USAF21203
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-06-24	00389USAF21203

OASIS RESULT:**2FMZA5344YB** [REDACTED]11/20/2007
07:54:42
FCXWS447

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

2000 WINDSTAR

BODY STYLE

SEL 4 DOOR WAGON

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

0A31BS0A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

 **ARN MESSAGES** **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

08/08/2000

BUILD DATE

07/31/2000

SALE MILEAGE

00012

 **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES****0711 - EXPIRED****STANDARD DEDUCTIBLE:** 50 USD**OWNER NAME:** ERNEST BROOM**OPTIONS:****EXPIRATION DATE:** 08/08/2005**DISTANCE:** 75,000**RENTAL:** 28 UP TO 5 DAYS**TOWING:** 0 USD**CONTRACT SOLD BY:** USA 00389

ESP CONTRACT START DATE: 08/08/2000

 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)END OF OASIS REPORT FOR **2FMZA5344YB** [REDACTED]Report Applies to Country Code: [USA](#)



Sent Via U.S. Mail

September 28, 2006

[REDACTED]
Orlando, FL [REDACTED]

RE: 1999 Windstar
VIN: 2FMZA5141XB [REDACTED]

Dear Ms. [REDACTED]:

This is in response to your phone call to our Ford Customer Relationship Center regarding your concerns. We apologize for the delay in our response.

We sincerely regret any inconveniences that you have experienced with your vehicle. However, our review indicates that there are no open recalls or owner notification programs pertaining to the fire involving your vehicle. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

L. Nearon
Consumer Affairs

Action Detail

VIN: 2FMZA5141XB [REDACTED]	Year: 1999	Model: WINDSTAR Case: 380702706
Name: MRS [REDACTED]	Owner Status: Subsequent	WSD: 1998-12-02
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: TROPICAL FORD INC
Origin Desc: US CONCERN CASE BASE		P & A Code: 04924
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE	Comm Type: PHONE	
Odometer: 140000 MI	Action Time: 10:34:29:340	Action Data: No
Action Date: 09/27/2006	Analyst: KKNICKER	
Analyst Name: KATHARINE KNICKERBOCKER (KKNICKER)		

COMMENTS: CUSTOMER SAID: --- 09-24-06 VEH CAUGHT FIRE WHILE DRIVING--- VISIBLE FLAME FROM UNDER THE HOOD--- VEH WAS TOWED HOME--- FIRE DEPARTMENT WAS NOT CONTACTED--- VEH IS CURRENTLY AT CUST HOME--- CUST HAS NOT CONTACTED INSURANCE COMPANY--- CUST WOULD LIKE THE VEH REPAIRED--- THIS IS THE SAME SPEED CONTROL PROBLEM AS ON THE FORD TRUCKS, AND CUST DOES NOT UNDERSTAND WHY THIS IS NOT RECALLED DEALER SAID: --- NONE --- COURTESY FORD AN AUTONATION USA COMPANY 4911 WAYSIDE DRIVE SANFORD, FL 32771 TEL: (407) 328-6000 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.

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Customer Info

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

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Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
2FMZA5141XB	1999	WINDSTAR	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
		Open Issues Exist			

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
FL-FLORIDA	24-ORLANDO	D	C4	04924	F24063

Dealer Name: TROPICAL FORD INC
Dealer Address: 9900 S ORANGE BLOSSOM TRAIL
 ORLANDO FL 32837
Dealer Main Phone: 407-851-3800

Position	Employee Name
DEALER/PARTNER	HAMILTON W MASSEY
GENERAL MANAGER	MANNY MESSEGUER
PARTS MANAGER	THOMAS G WRAIGHT
PARTS MANAGER	BRYAN C LANGENDERFER
SALES MANAGER	PIERRE N ELKHOURY
SALES MANAGER	JACK E GRACE
SALES MANAGER	Ramon Grana
SERVICE MANAGER	JON BOYLES
SERVICE MANAGER	ROLAND T SAVOY

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ESP / Recall Information

VIN: 2FMZA5141XB

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00B51	CUSTOMER SAT/OWNER NOTIF PGM	REAR LUBE TUBE AND BRACKET	CLOSE - EXPIRED		
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	OPEN - LAUNCHED		
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-02-26	04799USAF24479
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2002-02-26	04799USAF24479
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		

OASIS RESULT:

09/28/2006
08:51:20

2FMZA5141XB [REDACTED]

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION

1999 WINDSTAR

BODY STYLE

WAGON STDLN 4X2

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

9LMABEFA

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE

12/02/1998

BUILD DATE

10/30/1998

SALE MILEAGE

▶ WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

▶ OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR **2FMZA5141XB [REDACTED]**

Report Applies to Country Code: USA



ok

CASE NUMBER
523821217

36

CUSTOMER NAME

████████████████████

LP ANALYST
Marcie Klemmer

CDSID
MKLEMMER

TYPE
New Closed Case File

All Action Details for Issue

Print

VIN: 2FMDA5141YB [REDACTED] Year: 2000 Model: WINDSTAR Case: 523821217
 Name: MRS [REDACTED] Owner Status: Subsequent WSD: 2000-06-27
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Dealer: 05403 MILLS FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: HULYA WILLIAMS (HWILL173) Analyst: HWILL173
 Action Date: 05/01/2007 Action Time: 14.33.02.825 Action Data: No

Comments CUSTOMER SAID: (CUST UNAWARE OF MILEAGE ON VEH)-VEH BURNT AND BLEW UP TODAY (5/1/07)-FIRE ORIGINATED IN THE ENG-DOESN'T KNOW WHERE VEH IS, IT WAS TOWED BY FIRE DEPT-WAS A FIRE REPORT FILED-REPORT NUMBER IS 005939-FILED IN ORANGE COUNTY-THERE WERE DAMAGES TO: CAMERA, CELL PHONE, DAUGHTER'S TOYS, CUST PURSE, ABOUT \$2500 IN THE PURSE-HAS FILED A CLAIM WITH INSURANCE COMPANY-HAS NO IDEA ON STATUS OF CLAIM-VEH IS NOT REPAIRABLE, IT BLEW UP-VEH WAS NOT RUNNING WHEN FIRE STARTED-THINKS THIS IS DUE TO A RECALL REGARDING ELECTRICAL CONNECTOR, HOWEVER CUST WAS NOT NOTIFIED OF RECALL - HAS NO IDEA WHAT SHE'S SEEKING, WHATEVER FORD CAN DO-IF THIS WAS A MANUFACTURER'S FAULT THE VEH WAS WORTH \$6820, AS PER KELLY BLUE BOOKDEALER SAID: NONECRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN CONTACT WITHIN 10 BUSINESS DAYS.

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
 Dealer: 05403 MILLS FORD Origin Desc: MANUAL - PHONE CSR
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: HULYA WILLIAMS (HWILL173) Analyst: HWILL173
 Action Date: 05/01/2007 Action Time: 14.34.07.710 Action Data: No

Comments CUSTOMER SAID: ***CONTINUED FROM CUST SAYS***-CUST RECEIVED CONCUSSION, AND A BURN ON HER ARMDEALER SAID: -NONECRC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED FOR UPDATING CUSTOMER INFORMATION ONLY. DO NOT USE FOR DOCUMENTING ANY OTHER ISSUES.)

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- VEH fire
 - ~~02533~~ Delta warranty
 - 02533 open
 - 10 injuries

Customer Info

Customer: MRS [REDACTED]
Address: [REDACTED] GARDEN GROVE CA [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

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Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
2FMDA5141YB[REDACTED]	2000	WINDSTAR	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History

Open Issues Exist

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
W1-LOS ANGELES	71-LOS ANGELES	T	A05	05403	F71062

Dealer Name:	MILLS FORD
Dealer Address:	1600 WEST LINCOLN ANAHEIM CA 92801
Dealer Main Phone:	714-776-1330

Position	Employee Name
DEALER/PARTNER	RONALD J MILLS
PARTS MANAGER	LARS S LARSON
SALES MANAGER	Craig Moore
SALES MANAGER	VERDUN R MC INNIS
SALES MANAGER	DARYLE G UHRICH
SERVICE MANAGER	RUDY BENAVIDEZ

Service Hours

7:00 A.M. - 6:00 P.M. (M-F)

Directions

Trained

Y

Additional Information

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ESP / Recall Information

VIN: 2FMDA5141YB [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2002-03-07	20589USAF13584
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-03-07	20589USAF13584
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2002-03-07	20589USAF13584
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	OPEN - LAUNCHED		

Standard Claims List For Model Year 2000

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC CPSC_6	PREF BASE	SUFF	CCC	CD	DIST (Miles)		
2FMDA5141YB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	09-MAR-2000	27-JUN-2000	113583	USA	21	5N01	110301	IFZ2	3A130	AA	N58	69	19222
AWS Claim Key: 14973911 Trx Code: E84 Labor Hrs: 1																					
Dir Cd-Sub Cd: 20589 - * Name: LARSON FORD, INC. Ph: 732-3638100 Str: NJ USA Reg Cd: NA Repr Date: 07-MAR-2002 Doc #: 025977A																					
Cust Comments: CUST STATES THE VEHICLE POWER STEERING IS NOISEY CHECK NAD ADVISE																					
Tech Comments: ROAD TESTED TO CONFIRM. INSPECTED STEERING AND REPLACED LEFT AND RIGHT OUTER TIE ROD ENDS FOR BINDING. ROAD TEST.																					
2FMDA5141YB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	09-MAR-2000	27-JUN-2000	113583	USA	21	2G05	031405	*	RECAL	*	A85	42	19222
AWS Claim Key: 14973912 Trx Code: E84 Labor Hrs: 0.4																					
Dir Cd-Sub Cd: 20589 - * Name: LARSON FORD, INC. Ph: 732-3638100 Str: NJ USA Reg Cd: NA Repr Date: 07-MAR-2002 Doc #: 025977C																					
Cust Comments: RECALL 00T07 PCM REPROGRAM																					
Tech Comments: PROGRAMMED PCM AS PER FORD MOTOR PROGRAM 00T07.																					
2FMDA5141YB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	09-MAR-2000	27-JUN-2000	113583	USA	21	*	*	*	*	*	*	*	19222
AWS Claim Key: 14973913 Trx Code: 01S25 Labor Hrs: 0.7																					
Dir Cd-Sub Cd: 20589 - * Name: LARSON FORD, INC. Ph: 732-3638100 Str: NJ USA Reg Cd: NA Repr Date: 07-MAR-2002 Doc #: 025977D																					
Cust Comments: RECALL 01S25 WIPER MOTORGEAR COVER																					
Tech Comments: PERFORMED RECALL 01S25 AS PER FORD MOTOR COMPANY																					
2FMDA5141YB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	09-MAR-2000	27-JUN-2000	113583	USA	21	*	*	*	*	*	*	*	19222
AWS Claim Key: 14973914 Trx Code: 01S26 Labor Hrs: 0.7																					
Dir Cd-Sub Cd: 20589 - * Name: LARSON FORD, INC. Ph: 732-3638100 Str: NJ USA Reg Cd: NA Repr Date: 07-MAR-2002 Doc #: 025977E																					
Cust Comments: RECALL 01S26 AUXILIARY REAR A C BLOWER																					
Tech Comments: PERFORMED RECALL 01S26 AS PER FORD MOTOR COMPANY																					

VIN FSA Details

* Confidential *

VIN: 2FMDA5141YB [REDACTED]
 SA Status: Launched
 Brand: FORD
 Manufacturing Country: CAN

FSA Details

00000419	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION
00000485	WIPER MOTOR GEAR COVER
00000486	AUXILIARY REAR A/C BLOWER WIRING
00000515	ELECTRICAL CONNECTOR/SEALER SKIP

Vehicle Details

Model Year:	2000	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	09-Mar-2000
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	27-Jun-2000
Vehicle Type Description:	TRUCK	Sale Date:	27-Jun-2000
VDM Vehicle Status:	800	Engine Tag Code:	0K542AA
Emissions:	2		

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

Current Owner

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

Owner Effective Date: 01-Sep-2004 Vendor Applied Date: 07-Aug-2004
 Vendor Match Code Description: 4-NEITHER NAME OR ADDRESS MATC

N&A Source: POLK GCamp Applied Date: 20-Jan-2005
 Mail Status: Active Mail Suppression Date:

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

Historical Owner

Business Name:
 Owner Name: [REDACTED]

Address 1: [REDACTED] RD
 Address 2: [REDACTED]
 Address 3:
 Address 4:
 City: [REDACTED] LANCASTER
 State/Province: Pennsylvania Phone # :
 ZIP/Postal Code: [REDACTED] E-Mail:
 Country: UNITED STATES

Owner Effective Date: 23-Oct-2003 Vendor Applied Date: 04-Nov-2003
 Vendor Match Code Description: 4-NEITHER NAME OR ADDRESS MATC
 N&A Source: POLK GCamp Applied Date: 28-May-2004
 Mail Status: Active Mail Suppression Date:

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

Historical Owner

Business Name:
 Owner Name: REGISTRANT UNKNOWN
 Address 1:
 Address 2:
 Address 3:
 Address 4:
 City:
 Country Sub Division: Phone # :
 ZIP/Postal Code: E-Mail:
 Country: UNITED STATES

Owner Effective Date: 20-Aug-2003 Vendor Applied Date:
 Vendor Match Code Description: 5-NOT ON POLK, NCOA_FORD:NO
 N&A Source: WASFLEET GCamp Applied Date: 26-Aug-2003
 Mail Status: Active Mail Suppression Date:

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

Historical Owner

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

Owner Effective Date: 23-Aug-2001 Vendor Applied Date:

Vendor Match Code Description: -

N&A Source: RENKIM GCamp Applied Date: 31-Aug-2001

Mail Status: Active Mail Suppression Date:

Fleet Code: Fleet Name:

Fleet Status: Fleet Mgmt: -

Company Car:

Historical Owner

Business Name: [REDACTED]

Owner Name: [REDACTED]

Address 1: [REDACTED]

Address 2: [REDACTED]

Address 3: [REDACTED]

Address 4: [REDACTED]

City: LAKEWOOD

State/Province: New Jersey Phone #:

ZIP/Postal Code: [REDACTED] E-Mail:

Country: UNITED STATES

Owner Effective Date: 06-Oct-2000 Vendor Applied Date:

Vendor Match Code Description: -

N&A Source: FLEET GCamp Applied Date: 06-Oct-2000

Mail Status: Active Mail Suppression Date:

Fleet Code: RC999 Fleet Name: RED CARPET LEASING

Fleet Status: Y Fleet Mgmt: 9999-RED CARPET LEASING

Company Car: NO

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	03628	USA	F13583		Point Pleasant Ford, Inc.
Ship-To	03628	USA	F13583		Point Pleasant Ford, Inc.
Stocking	03628	USA	F13583		Point Pleasant Ford, Inc.
Selling	03628	USA	F13583		Point Pleasant Ford, Inc.

FSA Details

VIN: 2FMDA5141YBB90006

Local FSA: 00T07 - PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION Global FSA: 00000419

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): Supplement Code:

+ 0 - TARGET SEGMENT 00- Original

- AA - KITCODE AA

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
03628	USA	F13583		Point Pleasant Ford, Inc.

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	08-Mar-2002
Display Eligibility	N	08-Mar-2002
Original Mail Eligibility	N	08-Mar-2002

Follow up Mail		N		08-Mar-2002			
VIN/FSA Vehicle Condition							
Code	Vehicle Condition	Begin Date	End Date	Source			
Description				Release Date			
Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	08-Mar-2002	07-Mar-2002	UNITED STATES	20589USAF13584	025977	B	0.00 GACES
VIN/FSA Vehicle Status							
Description			Reason	Date			
CLOSE - REPAIRED			Close	08-Mar-2002			
Confirmed				06-Sep-2000			
VIN FSA Mail History							

VIN: 2FMDA5141YBB90006	
Local FSA: 01S25 - WIPER MOTOR GEAR COVER	Global FSA: 00000485

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
03628	USA	F13583		Point Pleasant Ford, Inc.

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	08-Mar-2002
Display Eligibility	N	08-Mar-2002
Original Mail Eligibility	N	22-Aug-2001
Follow up Mail	N	08-Mar-2002

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source
Description			Release Date	
MAILED - FOLLOW-UP NOTIFICATION			08-Nov-2001	
MAILED - ORIGINAL NOTIFICATION			22-Aug-2001	

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	08-Mar-2002	07-Mar-2002	UNITED STATES	20589USAF13584	025977	B	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	08-Mar-2002
OPEN - LAUNCHED	Open	22-Aug-2001
Confirmed		09-Aug-2001

VIN FSA Mail History



Local FSA:01S25-!WIPER MOTOR GEAR COVER Global FSA:00000485

Release: OOWNER LETTER
 Release Date: 22-Aug-2001
 Mail Date: 29-Aug-2001 to 01-Sep-2001
 Restricted Address: No
 Address: [REDACTED]
 LAKEWOOD,NJ
 [REDACTED] UNITED STATES
 Resp. Dealer: 03628USAF13583-
 Fleet Acct: RC999 RED CARPET LEASING
 Fleet Mgmt Loc: 9999RED CARPET LEASING
 N&A Source: FLEET
 Owner Effective Date: 06-Oct-2000
 Note:

Local FSA:01S25-!WIPER MOTOR GEAR COVER Global FSA:00000485

Release: FPOSTCARD
 Release Date: 08-Nov-2001
 Mail Date: 23-Nov-2001 to 27-Nov-2001
 Restricted Address: No
 Address: [REDACTED]
 LAKEWOOD,NJ
 [REDACTED] 4540,UNITED STATES
 Resp. Dealer: 03628USAF13583-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: RENKIM
 Owner Effective Date: 23-Aug-2001
 Note:

VIN: 2FMDA5141YBB90006

Local FSA: 01S26 - AUXILIARY REAR A/C BLOWER WIRING

Global FSA: 00000486

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGET SEGMENT
 - AA - KITCODE AA

00- Original

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
03628	USA	F13583		Point Pleasant Ford, Inc.

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	08-Mar-2002
Display Eligibility	N	08-Mar-2002
Original Mail Eligibility	N	22-Aug-2001
Follow up Mail	N	08-Mar-2002

VIN/FSA Vehicle Condition

Code	Vehicle Condition	Begin Date	End Date	Source
Description				Release Date
MAILED - FOLLOW-UP NOTIFICATION			05-Oct-2001	
MAILED - ORIGINAL NOTIFICATION			22-Aug-2001	

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	08-Mar-2002	07-Mar-2002	UNITED STATES	20589USAF13584	025977	B	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	08-Mar-2002
OPEN - LAUNCHED	Open	22-Aug-2001
Confirmed		08-Aug-2001

VIN FSA Mail History	
Local FSA:01S26-!AUXILIARY REAR A/C BLOWER WIRING	Global FSA:00000486
Release: OOWNER LETTER Release Date: 22-Aug-2001 Mail Date: 29-Aug-2001 to 01-Sep-2001 Restricted Address: No Address: [REDACTED] LAKEWOOD,NJ [REDACTED] UNITED STATES Resp. Dealer: 03628USAF13583- Fleet Acct: RC999 RED CARPET LEASING Fleet Mgmt Loc: 9999RED CARPET LEASING N&A Source: FLEET Owner Effective Date: 06-Oct-2000 Note:	
Local FSA:01S26-!AUXILIARY REAR A/C BLOWER WIRING	Global FSA:00000486
Release: FPOSTCARD Release Date: 05-Oct-2001 Mail Date: 17-Oct-2001 to 17-Oct-2001 Restricted Address: No Address: [REDACTED] LAKEWOOD,NJ [REDACTED] 4540,UNITED STATES Resp. Dealer: 03628USAF13583- Fleet Acct: Fleet Mgmt Loc: N&A Source: RENKIM Owner Effective Date: 23-Aug-2001 Note:	

VIN: 2FMDA5141YB [REDACTED] Local FSA: 02S33 - ELECTRICAL CONNECTOR/SEALER SKIP	Global FSA: 00000515
--	-----------------------------

Hub: FORD NORTH AMERICA Country: UNITED STATES	
Segment / VIN Group(s):	Supplement Code:
+ 0 - TARGET SEGMENT - AA - KITCODE AA + 1 - FOLLOW UP MAILING - ** - VIN GROUP DESCRIPTION FOR **	00- Original

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
03628	USA	F13583		Point Pleasant Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	28-Feb-2002	
Display Eligibility	Y	28-Feb-2002	
Original Mail Eligibility	N	22-Mar-2002	
Follow up Mail	Y	18-Feb-2003	

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

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED	20-Jan-2005
RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED	19-Jan-2005
RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED	28-May-2004
RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED	28-May-2004
MAILED - FOLLOW-UP NOTIFICATION	18-Feb-2003
MAILED - FOLLOW-UP NOTIFICATION	05-Aug-2002
MAILED - ORIGINAL NOTIFICATION	22-Mar-2002

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

VIN/FSA Vehicle Status		
Description	Reason	Date
OPEN - LAUNCHED	Open	22-Mar-2002
Confirmed		28-Feb-2002

VIN FSA Mail History	
Local FSA:02S33-IELECTRICAL CONNECTOR/SEALER SKIP	Global FSA:00000515
Release:	OOWNER LETTER
Release Date:	22-Mar-2002
Mail Date:	05-Apr-2002 to 05-Apr-2002
Restricted Address:	No
Address:	[REDACTED]
	LAKWOOD,NJ
	[REDACTED]4540,UNITED STATES
Resp. Dealer:	03628USAF13583-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	RENKIM
Owner Effective Date:	23-Aug-2001
Note:	

Local FSA:02S33-!ELECTRICAL CONNECTOR/SEALER SKIP Global FSA:00000515

Release: FPOSTCARD
 Release Date: 05-Aug-2002
 Mail Date: 15-Aug-2002 to 15-Aug-2002
 Restricted Address: No
 Address: [REDACTED]
 LAKEWOOD,NJ
 [REDACTED] 4540,UNITED STATES
 Resp. Dealer: 03628USAF13583-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: RENKIM
 Owner Effective Date: 23-Aug-2001
 Note:

Local FSA:02S33-!ELECTRICAL CONNECTOR/SEALER SKIP Global FSA:00000515

Release: FOWNER LETTER
 Release Date: 18-Feb-2003
 Mail Date: 25-Feb-2003 to 25-Feb-2003
 Restricted Address: No
 Address: [REDACTED]
 LAKEWOOD,NJ
 [REDACTED] 4540,UNITED STATES
 Resp. Dealer: 03628USAF13583-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: RENKIM
 Owner Effective Date: 23-Aug-2001
 Note:

Local FSA:02S33-!ELECTRICAL CONNECTOR/SEALER SKIP Global FSA:00000515

Release: FOWNER LETTER
 Release Date: 28-May-2004
 Mail Date: 22-Jun-2004 to 22-Jun-2004
 Restricted Address: No
 Address: [REDACTED]
 LANCASTER,PA
 [REDACTED] 1532,UNITED STATES
 Resp. Dealer: 03628USAF13583-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 23-Oct-2003
 Note:

Local FSA:02S33-!ELECTRICAL CONNECTOR/SEALER SKIP Global FSA:00000515

Release: FOWNER LETTER
 Release Date: 20-Jan-2005
 Mail Date: 03-Feb-2005 to 03-Feb-2005
 Restricted Address: No
 Address: SARGENT,ENETTA
 2150 E BROADWAY RD APT 2025

	PHOENIX,AZ
	85040 2559,UNITED STATES
Resp. Dealer:	03628USAF13583-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	01-Sep-2004
Note:	

FSA Counts

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
SAFETY RECALL	1	2	3
SPECIAL SVC INSTRUCTION	0	1	1
Total	1	3	4

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OASIS RESULT:**2FMDA5141YB** [REDACTED]05/02/2007
09:04:24
FCXWS447

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2000 WINDSTAR

BODY STYLE

LX 3 / 4 DOOR WAGON

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

0A31AS0A

▶ WARNING MESSAGES

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

▶ ARN MESSAGES**▶ GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

06/27/2000

BUILD DATE

03/09/2000

SALE MILEAGE

00005

▶ OUTSTANDING FIELD SERVICE ACTIONS

02S33

ELECTRICAL CONNECTOR/SEALER SKIP

▶ 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 **2FMDA5141YB** [REDACTED]Report Applies to Country Code: [USA](#)

COPY SENT



Ford Customer Service Division

May 2, 2007

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

[Redacted]
Garden Grove, CA [Redacted]

RE: 2000 WINDSTAR
VIN: 2FMDA5141YE [Redacted]

Dear Ms. [Redacted]

We have been advised of your pursuit of damages due to an accident in which your vehicle was involved. In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

1. Please provide a copy of each of the following documents and check the box indicating that each item is attached:
 - A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
 - Medical records for each person alleged injured from all treating physicians/facilities
 - Medical bills for each person alleged injured from all treating physicians/facilities.
 - Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
 - Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
 - Repair estimate or repair order

OR

- Total loss worksheet with copies of draft payments
 - Complete service history for vehicle including tune ups and oil changes.
2. For each person alleged injured provide the following: (If there are additional names continue on back.)

Name: _____

Name: _____

Address: _____

Address: _____

Spouse's Name: _____

Spouse's Name: _____

DOB: _____

DOB: _____

Occupation: _____

Occupation: _____

Injury: _____

Injury: _____



3. Please specify what you believe is defective, if anything, with your vehicle.

4. Has the alleged defective vehicle/part been repaired or replaced? Yes No

5. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).

6. Has an insurance company been advised of this incident? Yes No
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

7. What are you seeking from Ford Motor Company in this matter?

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Should you decide to pursue a claim against Ford Motor Company, please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Respectfully yours,

T. Rodgers
Consumer Affairs