



Sent Via U.S. Mail

May 6, 2008

[REDACTED]
Glasford, IL [REDACTED]

RE: 2001 Windstar
VIN: 2FMZA52441E [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 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

*mailed
6/25/07
word automatically
changes the date*

Action Detail

VIN: 2FMZA52441E [REDACTED]	Year: 2001	Model: WINDSTAR	Case: 1587191727
Name: MS [REDACTED]	Owner Status: Subsequent	WSD: 2001-05-01	
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	Dealer: UFTRING FORD, INC.	
Origin Desc: OGC - CLAIMS		P & A Code: 03819	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 123000 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 06/25/2007	Action Time: 11:45:42:960	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL LETTER.

Ford Confidential

Action Detail

VIN: 2FMZA52441E [REDACTED]	Year: 2001	Model: WINDSTAR	Case: 1587191727
Name: MS [REDACTED]	Owner Status: Subsequent	WSD: 2001-05-01	
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	Dealer: UFTRING FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03819	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO OGC - FIRE			
Odometer: 123000 MI	Comm Type: PHONE		
Action Date: 06/22/2007	Action Time: 18:43:19:073	Action Data: No	
Analyst Name: HAGINS JANICE	Analyst: JHAGINS		

COMMENTS: CUSTOMER SAID: 1. MY VEH CAUGHT FIRE IN MY DRIVEWAY 6/19/07- THIS WAS CAUSED BY THE CRUISE CONTROL DEACTIVATION SWITCH- MY VEH WAS NOT ON THE RECALL LIST BUT EXHIBITS THE SAME SYMPTOMS- THE FIRE WAS LOCATED BY THE ABS SYSTEM WHICH CAUSED FLUID TO LEAK ONTO THE WIRING HARNESS- I HAVE NOT CONTACTED FIRE DEPT- THE ONLY DAMAGE WAS CRUISE CONTROL DEACTIVATION SWITCH, ABS SYSTEM, AND WIRING HARNESS- THE TOTAL IN DAMAGES \$2197.50 PLUS TAX- MY INSURANCE WAS NOTIFIED BUT THEY CLOSED THE CASE IMMEDIATELY BECAUSE THEY FELT IT WAS A MECHANICAL DEFECT- THE VEH WAS NOT RUNNING WHEN THE FIRE OCCURRED- I AM SEEKING FMC REPAIR THE VEH AT THEIR COST.- I WILL SEND A GLOBAL E-MAIL TO CATERPILLAR EMPLOYEES TO INFORM THEM OF THIS AS WELL AS THE MEDIA, PARTICULARLY CNN. - MY LAST TWO VEHICLES WERE FORD AND MY WHOLE FAMILY ARE FORD CUST'S- I WILL NEVER BUY ANOTHER FORD AGAIN IF THIS ISSUE IS NOT RESOLVED DEALER SAID: -UFTRING FORD, INC. 500 FAIRLANE DRIVE EAST PEORIA, IL 61611 TEL: (800) 723-2723- SPOKE TO S/M ERIC - TOLD ME WHAT CAUSED THE FIRE TO IGNITE; - THE FIRE WAS LOCATED BY THE ABS SYSTEM WHICH CAUSED FLUID TO LEAK ONTO THE WIRING HARNESS SRC 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.-OBC TO DLR SPOKE TO ERIC S/M- THE CRUISE PRESSURE SWITCH LEAKED AND WENT DOWN THE WIRING HARNESS WHERE IT STARTED TO CAUSE HIGH RESISTANCE AND SHORTED OUT THE ABS MODULE- CUST REQUESTED TO SPEAK WITH SUP AND SPOKE WITH LCCR RON WHO INFORMED HER THIS WILL BE FORWARDED TO CONSUMER AFFAIRS

Ford Confidential

Action Detail

VIN: 2FMZA52441B [REDACTED]	Year: 2001	Model: WINDSTAR	Case: 1587191727
Name: MS [REDACTED]	Owner Status: Subsequent	WSD: 2001-05-01	
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	Dealer: UFTRING FORD, INC.	
Origin Desc: OGC - CLAIMS		P & A Code: 03819	
Action Desc: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER			
Odometer: 123000 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 06/25/2007	Action Time: 11:45:26:957	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL LETTER.

Ford Confidential

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 - INSPECT	2001-07-31	08153USAF41346
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-09-28	08153USAF41346
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	2002-04-26	08153USAF41346



TIME RECEIVED
May 23, 2008 8:02:12 AM EDT

REMOTE CSID
9196531117

DURATION
91 PAGES
3

STATUS
Received

05/22/2008 20:05 9196531117

CROSSROADS SVC

PAGE 01/03

CROSSROADS FORD SERVICE CENTER

PHONE: (919)460-5620
FAX: (919)460-5623



DATE: 5/23/08

TO: Maria Aguilera

FAX: 1-313-323-1601 ^{Phone} 1-877-893-6390 ^{Fax}

FROM: Chris Skelton

COMMENTS: This is the estimate for
[REDACTED] Windstar.
Thanks, Chris Skelton

Pages including cover: 3

TIME RECEIVED
May 23, 2008 8:02:12 AM EDT

REMOTE CSID
9196531117

DURATION
91

PAGES
3

STATUS
Received

05/22/2008 20:05 9196531117

CROSSROADS SVC

PAGE 02/03

The Reynolds and Reynolds Company TO CRDCh: www.myrcsource.com; 1-800-344-6000; fax 1-800-631-8000

FRALZ

Mark Aguilera
Fax # 877-893-6340
313-323-1601



994

E-mail -

460-5810 Fax

Gary

lower case

OPERATION	OPERATION DESCRIPTION	MO./MI	TOTAL
FOZ807K	25,000 MILE SERVICE	MI	0.40

RECOMMENDED SERVICES

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/05/07	507229	60069	735	184	C	01FOZ	RECOMMEND MAINTENANC
08/16/05	435214	37706	102	607	I	06FOZ-ALIGN4	4 WHEEL ALIGNMENT
08/10/05	434339	37706	28	286	I	84FOZ	SUPPLEMENTAL WORK
05/10/02	262071	9073	128	204	W	02FOZ 91FOZ51 52FOZ	OIL & FILTER CHANGE EMISSION INSPECTION CAMBALIGN

SERVICE SALESPERSON NO. 451 MARK WILLIAM WOMACK

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.
2FMZAS1431E	01 FORD TRUCK / WINDSTAR / 2 DOOR WAGON	T500179A	
APBX NC	144741	37737	04/16/08
	FOZZ Y	76,000	75,000

04/17/08 03:42pm
PRIORITY 1
ADVISOR: CHRIS SKELTON
LABOR INSTRUCTIONS: X

DEDUCTIBLE 150.00
POLICY # 1 A81 258 561540
ELECTRICAL SYSTEM
CIS ABS LIGHT IS ON, OIL LIGHT FLASHING, SPEEDO INOP,
ODOMETER INOP ALL AT ONCE AND SMELLED WIRING BURNING.

70

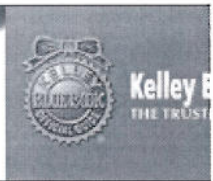


Se

advertisement

CAN WE AVERT A DEEP IMPACT?
 Are penny-pinching risks exposing humankind to a planetary catastrophe?

How about now?
 Find the right car at the right price.
[Shop now.](#)



2001 Ford Windstar Limited Minivan
 BLUE BOOK® TRADE-IN VALUE



Condition	Value
Excellent	\$7,150
✓ Good (Selected)	\$6,610
Fair	\$5,675

Local Listings:

- View Ford Windstar
- Search all Classifieds in 27539

Sell Your Van/Minivan

Average Consumer Rating (240 Reviews)

[Read Reviews](#)

☆☆☆☆☆ 3.7 out of 5

[Review This Vehicle](#)

Vehicle Highlights

Mileage: 75,000
Engine: V6 3.8 Liter
Transmission: Automatic
Drivetrain: FWD

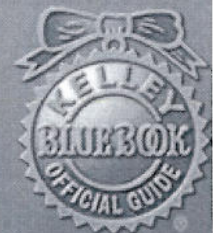
Selected Equipment

Standard

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

advertisement

Going new car shopping? Take along someone you trust.



Kelley Blue Book
 THE TRUSTED RESOURCE

[Close Window](#)

[REDACTED]
Apex, NC [REDACTED]

May 09, 2008

Maria Aguilera
Ford Motor Company
Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

RE: 2001 Windstar
VIN: 2FMZA51431E [REDACTED]
Case: 797343407

Dear Ms. Aguilera:

In response to your requests for documents regarding the fire that occurred to our 2001 Ford Windstar I am providing the following documents:

1. A copy of your letter in response to our contact with the Ford Customer Relationship Center.
2. A copy of Crossroads Ford Service Advisor Chris Skelton's service quote sheet explaining the cause of the damage to our Windstar and the quote to repair the damage. Mr. Skelton advised "The cruise deactivation switch leaked brake fluid and shorted out the ABS module and caused enough fire to melt the harness and connector for the ABS module." In my telephone conversation with Mr. Skelton after receiving the repair quote he added "The leaking cruise control deactivation switch is a known fire hazard. The National Highway Transportation Safety Board and Ford have already recalled other Ford products with this same problem."
3. A copy if Mr. Skelton's business card.
4. You requested a copy of the vehicle title. We do not hold the title to the van. I am enclosing a copy of our monthly loan payment information to Ford Credit.
5. I am enclosing a copy of the van's 2008 North Carolina Vehicle Registration. The van has been my wife's daily transportation. Current mileage is approximately 75,000 miles.

6. I am enclosing a copy of the current North Carolina Vehicle Safety and Emission Inspection. The van was in daily use with no "Check Engine", "Brakes", "ABS" or "O/D Off" dash lights turned on.

- 7 – 11. Photographs provided by Crossroads Ford show evidence of the failure of the cruise control deactivation switch and the subsequent vehicle equipment damage.
 7. This photograph of the engine bay area under the master cylinder and cruise control deactivation switch shows the saturation of brake fluid from the leaking switch.
 8. This photograph shows detail of the moist and grimy brake fluid-saturated wiring harness connector and ABS module wiring harness.
 9. This photograph shows a close-up detail of the wiring harness saturated by brake fluid leaking from the cruise control deactivation switch.
 10. This photograph from underneath the cruise control deactivation switch shows brake fluid and grime on the switch.
 11. This photograph provides detail of the melted ABS wiring harness connector and the scorched and shorted ABS module. Note that enough fire occurred to blacken the floor pan in several places and scorch the rear air conditioner lines.

12. I am providing this document from the Ford Motor Company website. It includes an update on previously recalled Ford vehicles for the same leaking cruise control deactivation switch problem that has happened to our 2001 Windstar. This update acknowledges that the electrical circuit to the cruise control deactivation switch is always energized and that as a result a leaking switch constitutes a fire hazard.

13. I am providing pages from a website I found after "googling" "Windstar Fires". A 2002 Ford Windstar owner, Scott Malinowski, created a website documenting an ABS brake dash light issue that 1999-2003 Windstar owners might encounter. His summary and the list of symptoms of "Problem #1" are exactly what happened to our 2001 Windstar.

We drove the Windstar to and from our church (a distance of approximately sixteen miles) on Sunday April 13th. The van remained parked in our driveway until the following morning. That morning my wife was to drive our two daughters to school. Within 1.5 miles from leaving the house the dash brake light came on, the ABS dash light came on, the speedometer and odometer stopped working, the O/D Off dash light started flashing and a sulfurous smell was obvious.

Mr. Malinowski's website photographs of his Windstar's burned ABS module harness is nearly identical to our photograph.

14. Another Google search for "Windstar Fires" led me to www.automotiveforums.com. I have provided a copy of a warning to Windstar owners about the hazards of a leaking cruise control deactivation switch that a Windstars owners group has pinned to the top of the Windstar forum since March 07, 2007.
15. A search within the website and Windstar forum referenced in 14 led me to a thread including discussion of the "brake pressure switch problem" ("cruise control deactivation switch") dating from February 20, 2007 through July 14, 2007. I am including a copy of this thread.
16. I am providing a copy of the Dr. Antony Anderson website. He is an Electrical Engineering Consultant and Electrical Expert Witness in the United Kingdom and North America. These website pages document his expertise and credibility.
17. Dr. Antony Anderson provides diagrams and a technical discussion of how a typical cruise control deactivation switch is assembled and how it works.
18. This copy of a page from the Ford Motorcraft Switch catalog illustrates the similar appearance between the previously recalled model cruise control deactivation switch #SW-5945 (1993-2003 full-sized Ford trucks and vans) and three commonly used other models from 1992 through 1993 including the model installed on the 2001 Windstar (#SW-5948).

Dr. Antony Anderson's previous technical commentary indicates that these similarly-appearing cruise control deactivation switches are constructed nearly identically.

19. The Schmidt and Clark law firm website notes Ford Motor Company has recalled over 6.7 million vehicles with defective or faulty cruise control deactivation switches. They add that, unfortunately, over 9.3 million additional vehicles with a similar defective switch have not yet been subject to recall.

Schmidt and Clark note that the film barrier between the fluids portion of the cruise control deactivation switch and the electrical portion of the cruise control deactivation switch have a tendency to corrode and fail allowing brake fluid to seep into the electrical portion of the switch.

Schmidt and Clark note that the 2001 Windstar is on the non-recalled vehicle list.

20. I have provided a copy of pages from Switchfires.com, a website sponsored by Lief Cabraser Heimann & Bernstein LLP. These pages document Ford Motor Company's cruise control switch recall. They detail the Ford recall and NHTSA press releases

and explain the cruise control deactivation switch's failure attributing it to a breakdown of the film barrier allowing brake fluid to leak into the electrical switch.

21. Switchfires.com documents national media accounts of cruise control switch failures and subsequent NHTSA and Ford Motor Company responses.
22. Switchfires.com releases the NHTSA consumer advisory for Ford Lincoln Mercury owners of fire hazards involving faulty cruise control deactivation switches in recalled vehicles that have not been repaired.

They note that the cruise control deactivation switches that have been linked to fires are the same or similar to the model on the 2001 Windstar.

I wish I had known about the safety and hazard issue of the leaking cruise control deactivation switch before it became apparent on our Windstar. You can see that I researched this issue on the internet after being informed by the Crossroads Ford Service Advisor what happened. There is plenty of recognition and awareness of this problem on the internet and in the media to be found if you become aware of and research the problem. Unfortunately, a Windstar owner would have no reason to be aware of the problem until after it was too late since no recall has occurred.

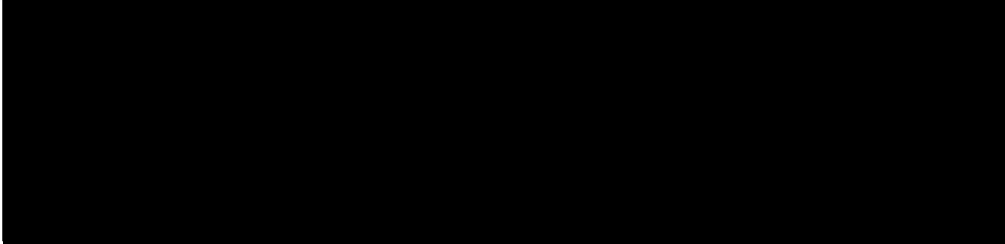
This dangerous problem has occurred, and has the potential to occur, to lots of other Ford Motor Company vehicles besides the truck models that have been recalled. It is well documented that other Windstar owners beside us have had a cruise control deactivation switch fire. I have filed a complaint with the National Highway Transportation Safety Administration in the hope that they will choose to investigate this failure-prone switch. Ford Motor Company should take it upon itself to initiate a recall for all vehicles that are equipped with a similar switch. You should be proactively reaching out to your customers in concern for their safety. We were fortunate that the fire damage was limited to the ABS wiring harness and module (as far as can be determined by Crossroad Ford's initial inspection) and did not destroy the Windstar or threaten my wife and children.

We request that Ford Motor Company pay for all costs required to return our Windstar to its regular use and service. These costs are understood to include the Service Quote that Crossroads Ford has provided, the replacement of any unseen damage attributable to the cruise control deactivation switch failure and subsequent fire that may be discovered during the repair process and the loan payment for the length of time that our vehicle is out of service beginning April 14, 2008 until its return to us. The cost of the daily loss of use of the Windstar may be calculated by dividing the monthly loan payment (provided in the documentation) by thirty (30) days per month. This calculates as \$8.13 per day.

We also request Ford Motor Company provide a rental vehicle for our use similar in size and passenger load to our Windstar from the time that the claim is approved until the repaired van is returned to us.

We additionally request that the payment for all repair costs be made directly to Crossroads Ford, 1660 Piney Plains Road Cary, NC 27518, and that the settlement for loss of use of the vehicle be made payable to Gary R. and Carolyn P. Churchill, 8600 Lawdraker Road Apex, NC 27539.

Respectfully submitted,





Office of the General Counsel

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

April 22, 2008

[REDACTED]
APEX, NC [REDACTED]

RE: 2001 WINDSTAR

VIN: 2FMZA51431B [REDACTED]

Case: 797343407

Dear Ms. [REDACTED]:

This letter is in response to your contact with the Ford Customer Relationship Center regarding fire to the above-mentioned vehicle. In order to begin evaluation of your claim we need the following documents:

- A copy of the police and/or fire report
- A copy of the vehicle title (both sides) and registration
- Pictures of the vehicle showing the damaged areas (both sides of the vehicle, the entire engine and drivers side of the engine, the front of the vehicle with the hood open and closed)
- A copy of this letter

You may e-mail the above documents to Lprev@ford.com, please put my name in the subject. If you do not have access to e-mail you may also mail the documents to the address listed on this letter. **We will be unable to provide assistance if you have settled this matter with your insurance carrier or if you no longer own the vehicle.**

Should you not send all of the requested information and materials within 30 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.**

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.

We appreciate the opportunity to review this matter.

Respectfully yours,

Maria Aguilera,
Legal Analyst-Product Claims

2



1660 Piney Plains Road Cary, North Carolina 27511 Telephone 460-5620 www.crossroadsford.com

SERVICE QUOTE SHEET

CUST [redacted] R.O.# 548879 DATE 4/16/08
VEHICLE 2FM2A51431B [redacted] ENG. SIZE 3.8 CALIBRATION
AXLE CODE TRANS Auto TRIM CODE

Table with 6 columns: PART NAME, PART NUMBER, PRICE, LABOR HRS., LABOR PRICE, TOTAL PRICE. Rows include ABS Module, Wiring harness, Cruise deactivation Switch, Labor time, Tax, Disposal, and a total of 2268.94.

CARY

The cruise deactivation switch leaked brake fluid and shorted out the abs module and caused enough fire to melt the harness + connector for the abs module. I can be reached at 919-653-1115.

Thanks, [redacted]

P.S. I have your phone.

TOTAL LABOR

SHOP CHARGES

TOTAL ESTIMATE 2268.94
TIME/DATE CUSTOMER WAS NOTIFIED

APPROVED
DECLINED

CROSSROADS
FORD



CHRIS SKELTON
SERVICE ADVISOR

Direct Line: 919-653-1115
Fax: 919-460-5623
Main Line: 919 460-5620

1660 Piney Plains Rd.
Cary, NC 27518

3

4

Ford Credit Information

Address:

[Redacted]
APEX, NC [Redacted]

Home Phone:

[Redacted]

My Vehicle Information:

2001 FORD WINST
VIN 2FMZA51431E [Redacted]
Account: [Redacted]

My Monthly Payment Information

Your last payment of \$267.81 was received on 04/25/2008

As of 05/06/2008 the total amount past due is \$243.81 and is comprised of the following:

Past Due Payment Amount	\$243.81
Late Charges Due	\$0.00
Other Fees Due	\$0.00
Total Past Due Amount	\$243.81

Please note, the Total Past Due Amount does not include the amount of your next scheduled payment.

Your next scheduled payment of \$255.81 is due on 05/29/2008

My Account Information

Annual Percentage Rate: 13.25%
Original Term in Months: 60
Payments Remaining: 29

Please mail all payments to:

FORD CREDIT
PO BOX 220564
PITTSBURGH PA 15257-2564

My Payoff Information:

If Received By: 05/16/2008 Pay This Amount: \$6,475.75

STATE OF NORTH CAROLINA
REGISTRATION CARD

NC LIC NUMBER	EQUIP #	VALID THRU	GROSS WT
2FMZA51431E		12/15/2008	
VEHICLE ID #	TITLE #		
2FMZA51431E			
MAKE/SERIES	STOCK #	TOTAL FEE	
FORD		33.00	
SHIPPING WEIGHT	YEAR	VEHICLE BRAND	
	VN 2001 G		
CLASSIFICATION	CUSTOMER ID # OWNER 1	CUSTOMER ID # OWNER 2	COUNTY
PRIVATE/PASS VEH			WAKE

NC DIVISION OF MOTOR VEHICLES
RECEIPT OF FEES PAID

GARY [REDACTED]
License 28.00
RTA/GTP 5.00
2001 FORD VN
2FMZA51431E
107 12/28/2007

TOTAL 33.00 CHCK

LO2 - LIBERTY MUTUAL INSURANCE CO.



2FMZA51431E

5

STATE OF NORTH CAROLINA
VEHICLE INSPECTION RECEIPT/STATEMENT

6

SAFETY AND EMISSIONS (OBDII)

Sticker Class: IM
Sticker Number: AB927113
Date: 08/30/2007

* APPROVAL *

Inspection Fee \$23.75
Sticker Fee \$6.25
Window Tinting Fee \$0.00
Total Fees \$30.00

Make: FORD
Year: 2001
Body Style: MINIVAN
VIN: 2FMZA51431B
County: WAKE
Sticker Expiration Month/Year: 08 / 2008
TIN: 10091308372

Vehicle Type: Light Duty
Plate Number:
Odometer Reading: 65892
Number of Cylinders: 6
Type of Fuel: GASOLINE
Previous Odometer:
Motor Vehicle Dealer Number:

Safety Equipment

Headlights PASS
Parking Lights PASS
Tail Lights PASS
Beam Indicator Light/Switch PASS
License Plate Light PASS
Stop Light PASS
Directional Signals PASS
Horn PASS
Windshield Wipers PASS
Rear View Mirrors PASS
Foot Brake PASS
Emergency Brake PASS
Steering Mechanism PASS
Tires PASS
Exhaust System PASS
Clearance Lights N/A
Reflectors N/A
Window Tinting 23.75 N/A

Tampering Inspection

Catalytic Converter PASS
Air Injection System N/A
PCV Valve PASS
Unleaded Gas Restrictor PASS
Exhaust Gas Recirculation PASS
Thermostatic Air Control N/A
Fuel Evaporative Control PASS
Oxygen Sensor PASS
Gasoline Tank Cap PASS

* OBDII Test Results *
* PASS *
* MIL Bulb Working Pass *
* Connector Damage Pass *
* Communications Established Pass *
* MIL Commanded-On Pass *
* Engine RPM at Reading 900 *

Station Number: 31307
Inspection Class: Emissions

Analyzer Number: EZ214355 Ver. 0702
Receipt/Statement Number: 2660
Waiver Number:

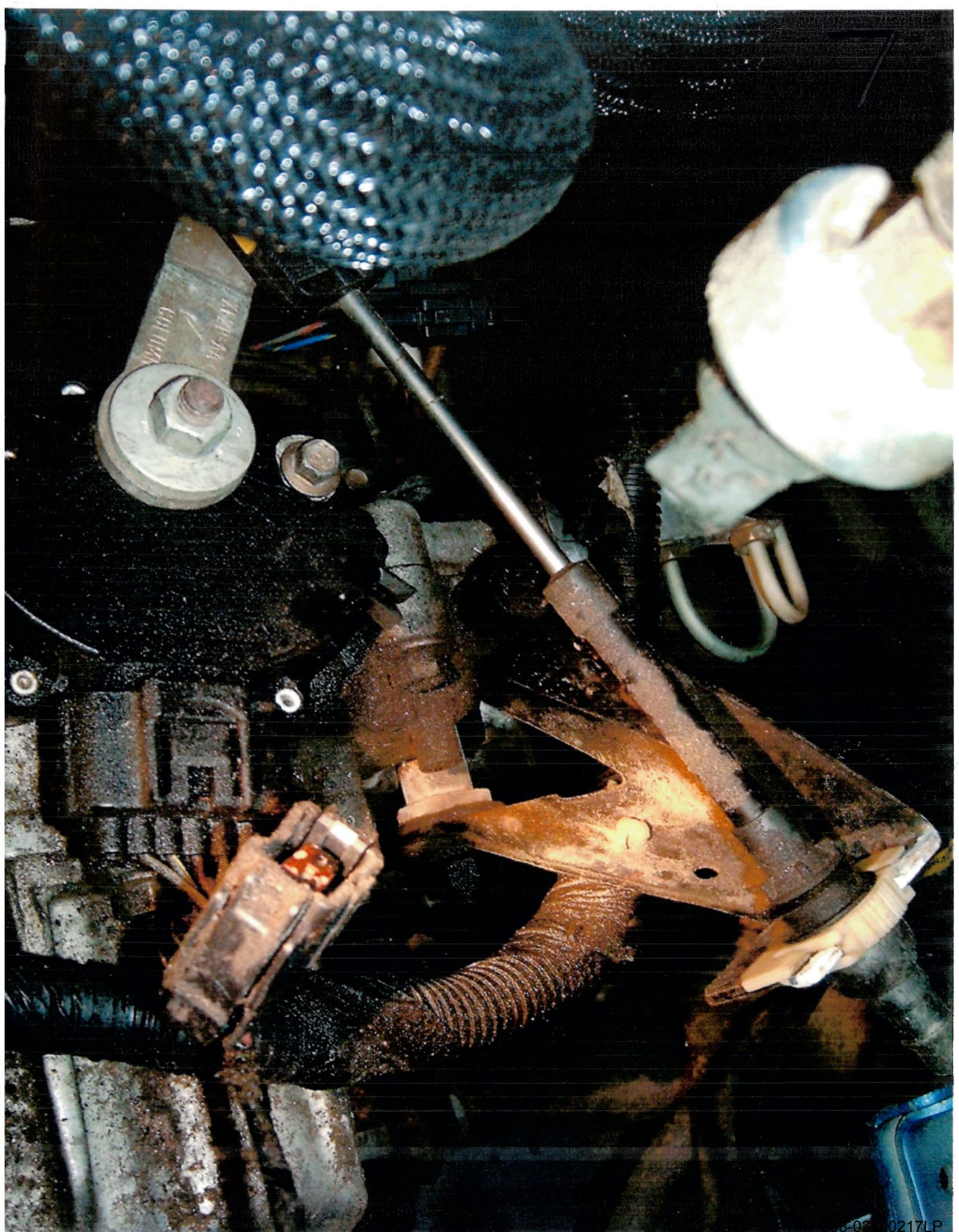
Inspector-Mechanic W Stephens
WILBUR STEPHENS

Owner's Repair Authorization _____

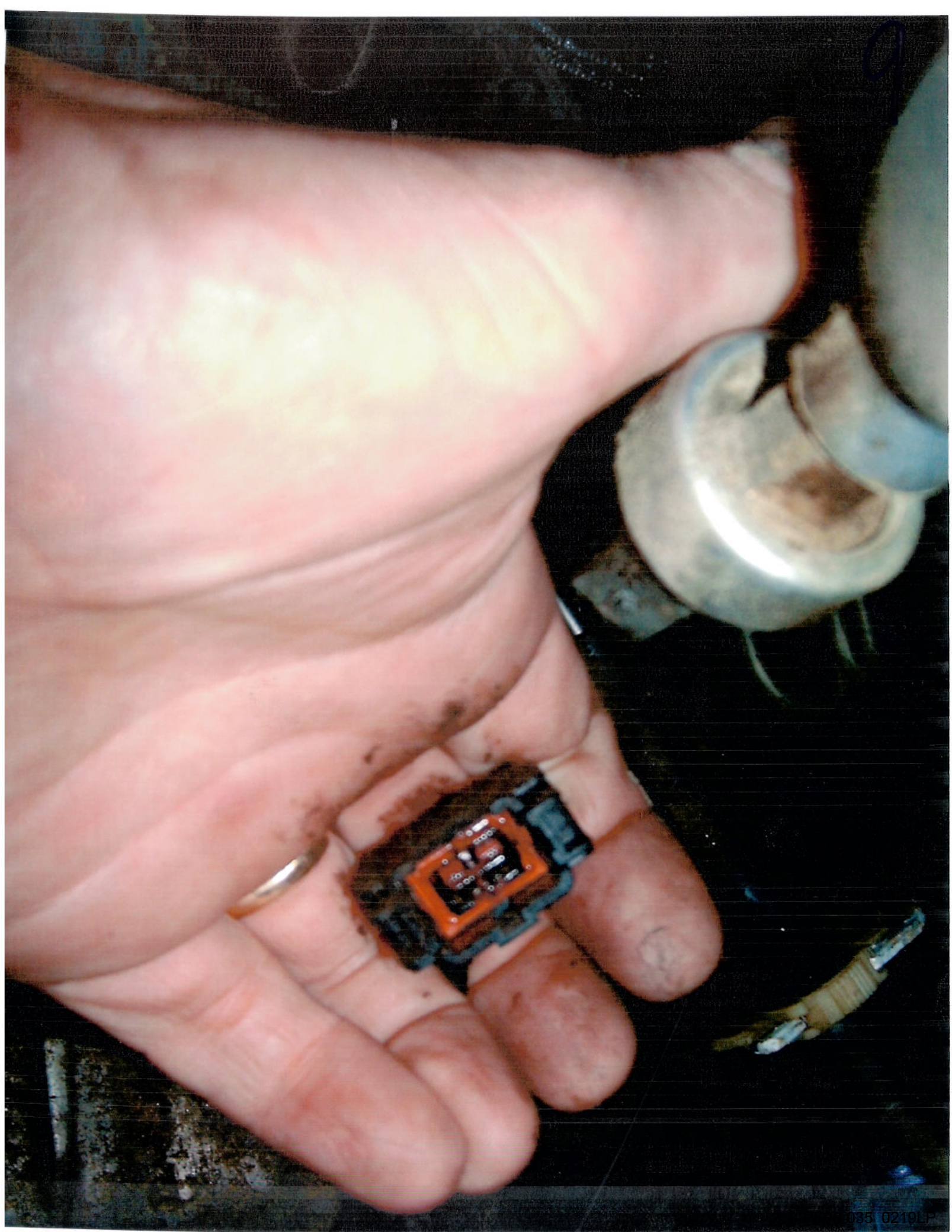
RETAIN THIS COPY FOR YOUR RECORDS

- Division of Air Quality = \$0.65
- Telecommunication = \$1.75
- Emissions Program = \$3.00
- Highway Fund = \$0.50
- Volunteer Rescue/EMS = \$0.18
- Rescue Squad Referral = \$0.12
- Inspection Station = \$0.00(min) - \$23.75(max)

Total Inspection Fee \$6.25 (min) - \$30.00







10





04L Y1M731 17-37 12/19/00

5 T.1 4375

1F2-

1F

12

Update: Voluntary Recall Involving Speed Control Deactivation System

Update: April 28, 2008

Cars:

- Parts for the Speed Control System recall are available for passenger cars. Affected customers should contact their dealer to schedule a service appointment to have final repairs completed.

Trucks:

- Parts for the Speed Control System recall are currently available in limited quantities. Truck vehicle owners will be notified by mail when parts are available to service their vehicles. All truck vehicle owners are expected to be notified by early June, 2008.

Ford is conducting a voluntary safety recall involving speed control deactivation switch systems in 9.6 million vehicles.

- The service action involves the installation of a fused wiring harness into the speed control electrical circuit, or the replacement of the deactivation system if it is found to be leaking. This is a quick repair, and will be performed on vehicles built between 1992 and 2004.
- Ford dealers will provide this service to all affected vehicles at no charge to the customers. Owners of all affected vehicles will be notified by mail.

Questions and Answers:**Q. Is this a safety recall?**

A. Yes, this is a Ford-initiated voluntary safety recall.

Q. Which vehicles are involved in this recall?

A. This recall includes the following vehicles*:

Trucks:

1997-2002 Expedition
 1998-2002 Navigator
 2002-2003 Blackwood
 1993-1996 Bronco
 2000-2003 Excursion (built prior to 11/4/02)
 1992-2003 Econoline E-150/250/350
 1996-2003 Econoline E450
 2002-2003 Econoline E550
 1998-2002 Ranger
 1998-2001 Explorer/Mountaineer
 2001-2002 Explorer Sport (2 door) & Sport Trac
 2003-2004 F-150 Lightning
 1993-2003 F-Series (Under 8500 lb. GVW)
 1993-2003 F-Series (over 8500 lb. GVW) – all plants except Cuautitlan
 1994-2003 F-Series (over 8500 lb. GVW) – Cuautitlan built only prior to 1/7/03
 1995-2002 F-53 Motorhome

Cars:

1992-1998 Town Car
 1992-1998 Crown Victoria
 1992-1998 Grand Marquis
 1993-1998 Mark VIII
 1993-1995 Taurus SHO (automatic transmission)
 1994 Capri

*equipped with speed control. Diesel engine equipped vehicles are excluded from recall

Q. What is the reason for the recall?

A. Ford is voluntarily recalling a number of vehicles equipped with speed control to repair the system in order to address the possibility of a fire. Our investigation has found that if brake fluid leaks through the speed control deactivation system into the speed control system electrical components, those components may corrode. Together with other conditions, this could lead to overheating, and possibly, a fire at the switch. This condition may occur either when the vehicle is parked or when it is being operated, even if the speed control is not in use. While a very small number of vehicles will be affected by this condition, Ford is voluntarily taking action to address this risk.

Q. What will the dealer do to my vehicle?

A. For affected trucks, at no charge to the owner, Ford will install a fused jumper harness between the speed control deactivation switch and the speed control mechanism. This jumper harness acts as a circuit breaker, eliminating the electrical current at the switch if the switch becomes shorted. For the newly added population of affected cars, at no charge to the owner, dealers will perform an interim repair to disable the Speed Control System until the time when the part necessary to complete the repair becomes available.

A.

Cars:

- Parts for the Speed Control System recall are available for passenger cars. Affected customers should contact their dealer to schedule a service appointment to have final repairs completed.

Trucks:

- Parts for the Speed Control System recall are currently available in limited quantities. Truck vehicle owners will be notified by mail when parts are available to service their vehicles. All truck vehicle owners are expected to be notified by early June, 2008.

Q. So customers will not be able to use their Speed Control System until the modification is performed?

A. Correct. Although some customer may regard the inability to use their Speed Control System as an inconvenience, we believe this action is in the best interest of our customers' safety.

Q. Can customers avoid overheating the switch by not using the Speed Control System

A. No. Because the electrical circuit to the Speed Control Deactivation Switch is always energized, not using the Speed Control System will not reduce the potential for overheating the switch.

Q. My vehicle is part of the recall, but I can't get it in right away. What should I do until I can get it into the dealer.

A. The potential for fire is small. However, owners who are concerned should park their vehicle outside until the repair is completed. Ultimately, the best action for customers is to have their dealer perform the repair as soon as possible.

Q. Why didn't you include these vehicles in last year's recall?

A. Investigation of underhood fires is complex because fires can occur for a variety of reasons, including improper vehicle modification (such as aftermarket accessories), arson, prior accident damage, lack of maintenance, or a faulty repair. Often, evidence as to the cause and origin of the fire is lost as a result of damage from the fire, or efforts to extinguish it. Because the number of fires reported in this latest vehicle population is low, it took continued investigation and analyses to identify the various factors that would increase the susceptibility for a switch leak and a potential fire in this latest population of vehicles.

Q. My vehicle and model year is listed in the recall, but it has a diesel engine. Why isn't it included in this recall?

A. Vehicles equipped with diesel engines have different system conditions.

Q. My vehicle and model year is listed in the recall, but it has a branded or salvaged title. Can I get the recall performed?

A. Affected title branded and salvaged vehicles are eligible for this recall.

Q. How can you be sure that vehicles outside of the recall won't or don't have the same concern?

A. Ford has thoroughly investigated the potential for switch-related fires in other models and model years in cooperation with the National Highway Traffic Safety Administration. The other vehicles are not affected by the same factors that are found in the recall population.

Q. My vehicle is not a part of this recall, but it has the same system. Is it safe to park my car in the garage?

A. Yes.

Q. Are there any early warning signs or symptoms I would notice that would indicate a problem?

A. If the system malfunctions, a customer may notice vehicle symptoms such as; the speed control may become inoperable, the vehicle may not shift out of park, the rear brake lamps may not work, brake fluid may leak at the switch, the battery may drain or go dead, the ABS warning light may flash or a fuse in the system may open.

Q. Can a customer disconnect the Speed Control Deactivation System connector?

A. No. To ensure that the correct connector is disconnected, a dealership technician should perform this service.

Q. Is the Speed Control Deactivation system located on the steering wheel?

A. No. The Speed Control Deactivation System is typically mounted to the brake master cylinder under the hood. On some of the earlier built vehicles, the Speed Control Deactivation System was mounted to a junction block or brake proportioning valve located below the master cylinder on or near the frame rail.

Q. I lost my vehicle in a fire and it is one of the vehicles included in the recall. Will I be reimbursed for damages?

A. Customers should work with their insurance company to address these concerns.



13

Domain Names from \$8.95/yr & lower

Hosting Email & More Free!
#1 Overall Best Registrar!

Turbo Charged Web Hosting!

Plans from \$3.95/mo! Free setup & Email
FREE live 24/7 Live Support!

Build your Web site now!
Includes FREE Hosting & Email
Complete creative packages



This page is hosted free, courtesy of GoDaddy.com®

Copyright © 2008 GoDaddy.com, Inc. All Rights Reserved.

Visit GoDaddy.com for the best values on: [Domain names](#), [Web host](#)



1999-2003

Ford Windstar Brake, ABS Brake, Cruise Control, and Speedometer/Odometer Electrical Problems

The ideas and suggestions on this page are in no way the opinion of Ford, Ford Motor Company, or any Employee of Ford. The suggestions are offered free and without warranty and are implemented at your own risk.

This page is dedicated to the safety of those that own a Ford Windstar model years 1999 - 2003 (and possibly others). Many owners of these popular vans have encountered any of the following problems. Ford has NOT taken action to solve these critical problems yet. Thru this page and your complaints to the NHTSA.GOV we the owners of Windstars can force Ford into a voluntary recall situation.

From the News Desk:

5/6/08 - Major increase in site volume for April! March was 6765 hits, April 12,326!

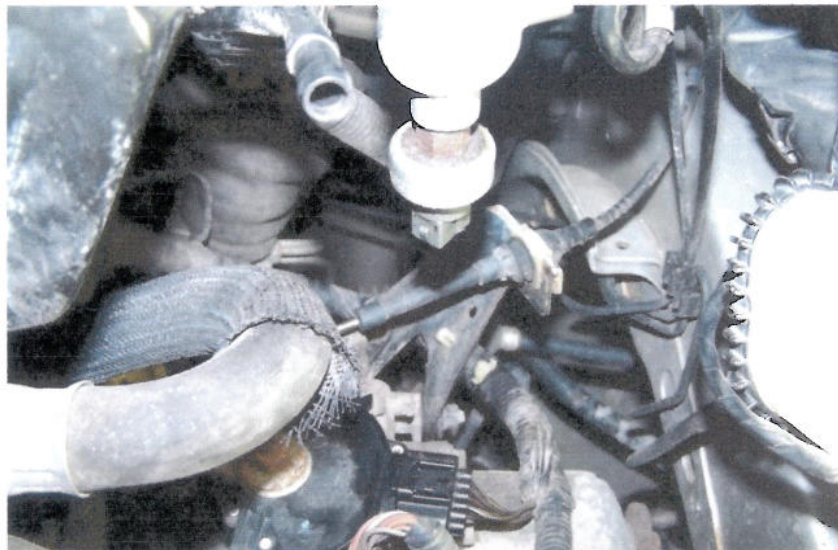
5/7/08- It appears the NHTSA is starting an investigation into the Deactivation switch leaking a causing fires! This is certainly good news and I'm sure will save lives. If you have a old deactivation switch that leaked, please do not throw it away, we may need to collect a few! I can be reached at scott (at) fordwindstarrecall (dot) info.

The List of Problems you might encounter

- Brake Light (Red) (Problem # 1 or Problem # 2)
- 15 amp Fuse #10 blowing out (Problem # 1)
- Fire or Smoke coming from under the van ABS ECM area while off. (Problem # 1)
- Melted ABS ECM wiring connector. (Problem # 1)
- Speedometer and Odometer Stop Working. (Problem # 1)
- Cruise control will not activate or deactivates without warning. (Problem # 1)
- ABS brake light (yellow) (Problem # 2)
- Ford Trouble code c1185. (Problem # 2)
- Brakes turn on squeel without warning. (Problem # 2)

Problem #1 (Skip to Problem #2)

The Brake Pressure Differential Deactivation Switch (2B264) located under the Master Cylinder (Behind the Air Filter) over time develops a leak. This causes a short and a fuse trip, fuse #10. This leak causes brake fluid to wick down two wires to the ABS brake module (2C219). The fluid accumulates on the power connectors for the ABS brake system which are powered by fuses 101 and 102 and are both 40 amp. The fluid attracts moisture, road salt and leads to a fire when the fluid and moisture act as conductor between the hot leads and ground. This switch has been the subject of other Ford Recalls, just not the Windstar van yet. Below is a picture of the switch in question. Notice the fluid that leaked on the part below it. This switch will cause cruise control problems, speedometer, odometer and ABS brake system problems.



The leaky switch at worst causes a fire at the point where it connects to the ABS ECM module. A picture of a connector that was subject to such a fire is located below. Notice the fluid all over the wires, and the melted copper wire and plastic harness cover.

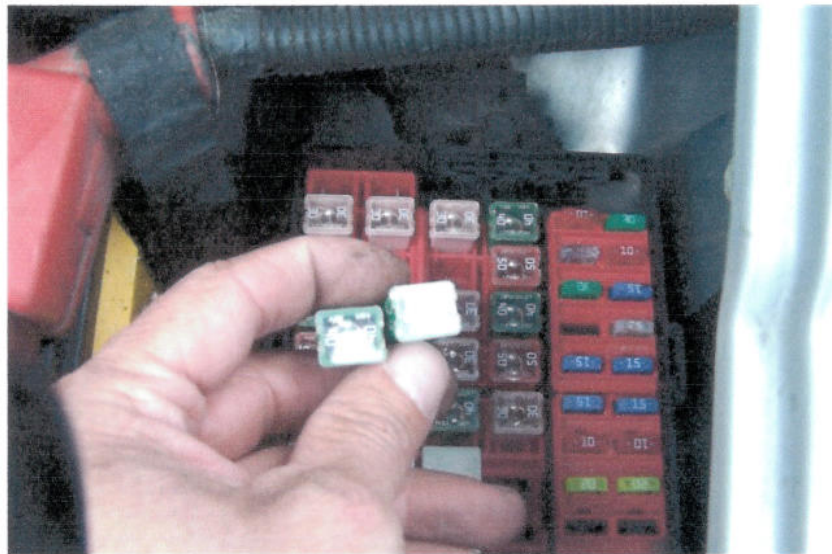


What you need to do

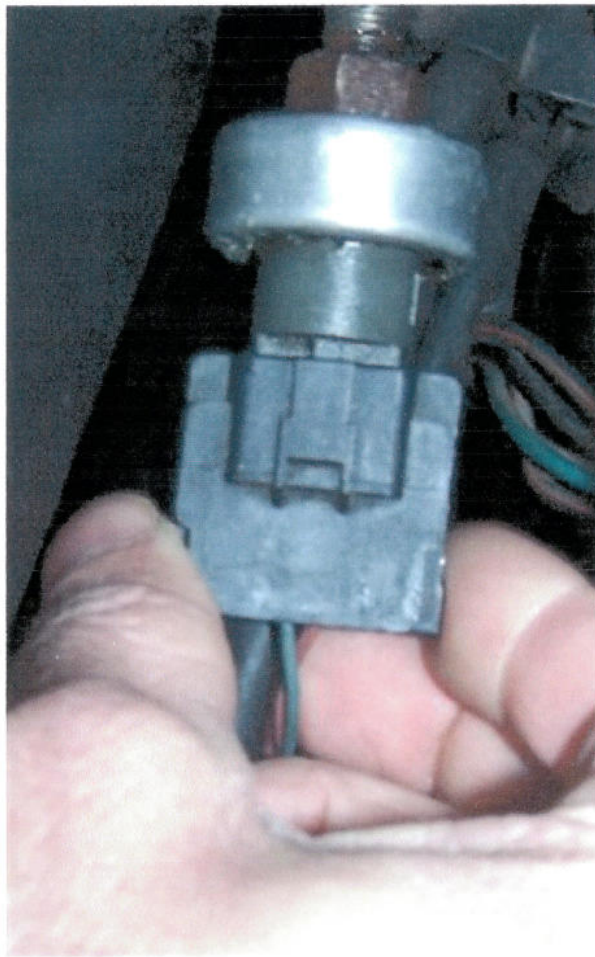
- Report your issue to the NHTSA.GOV. (National Highway Transportation Safety Administration). Use [this link](#). or call 1-800-327-4326.
- Get under your van and look for the connector directly under the drivers seat and above a cover. Look for a sticker that says Ford Kelsey-Hayes on it. Look for the wires. If it looks like the one below (see the leaked fluid where the wires are?) take action. First by reporting your issue above to the [NHTSA](#). Then bring your vehicle to a TRUSTED mechanic or a Ford Dealership, you will pay to fix the problem but save your receipts, in case of a future recall. OR take the action below.



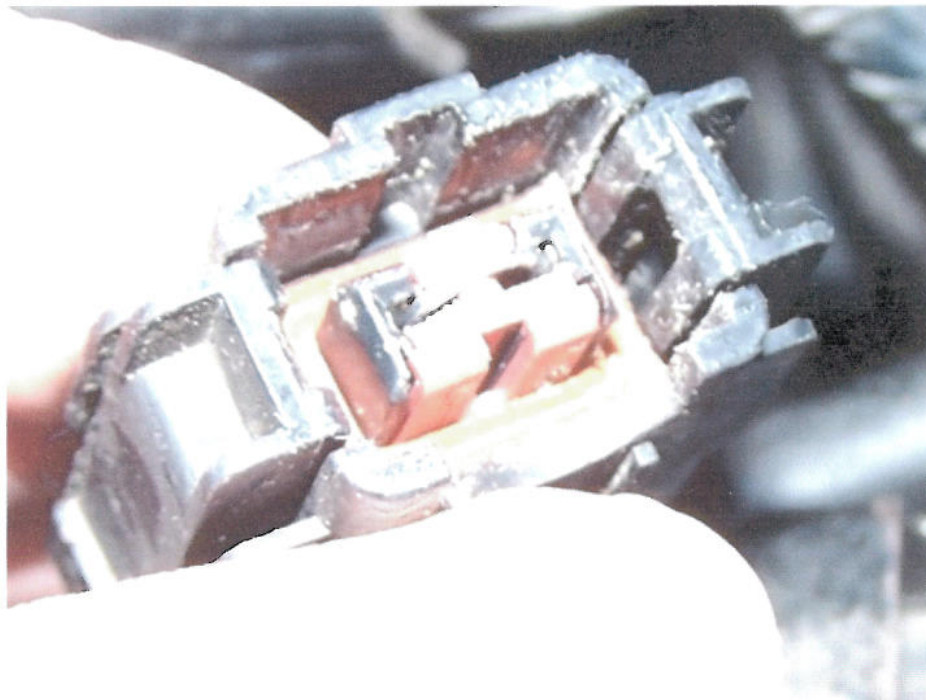
- Remove the two 40A fuses 101 and 102 located next to the battery under the hood. (See below). This will disable your ABS Brake System, and turn on the two brake lights on the dashboard.



- Inspect and Remove the connector from the Brake Pressure Deactivation Switch. If there is leaked fluid remove the two fuses above. Remove this connector by locating the master cylinder under the hood of the car behind the big air hose on the right side.. There is are two wires extending from a connector attached to the bottom of the master cylinder. Pinch the two small ends of the connector and pull down.



- Install a jumper in the connector (like a small piece of paper clip) tape it up well with electrical tape and secure the connector somewhere.



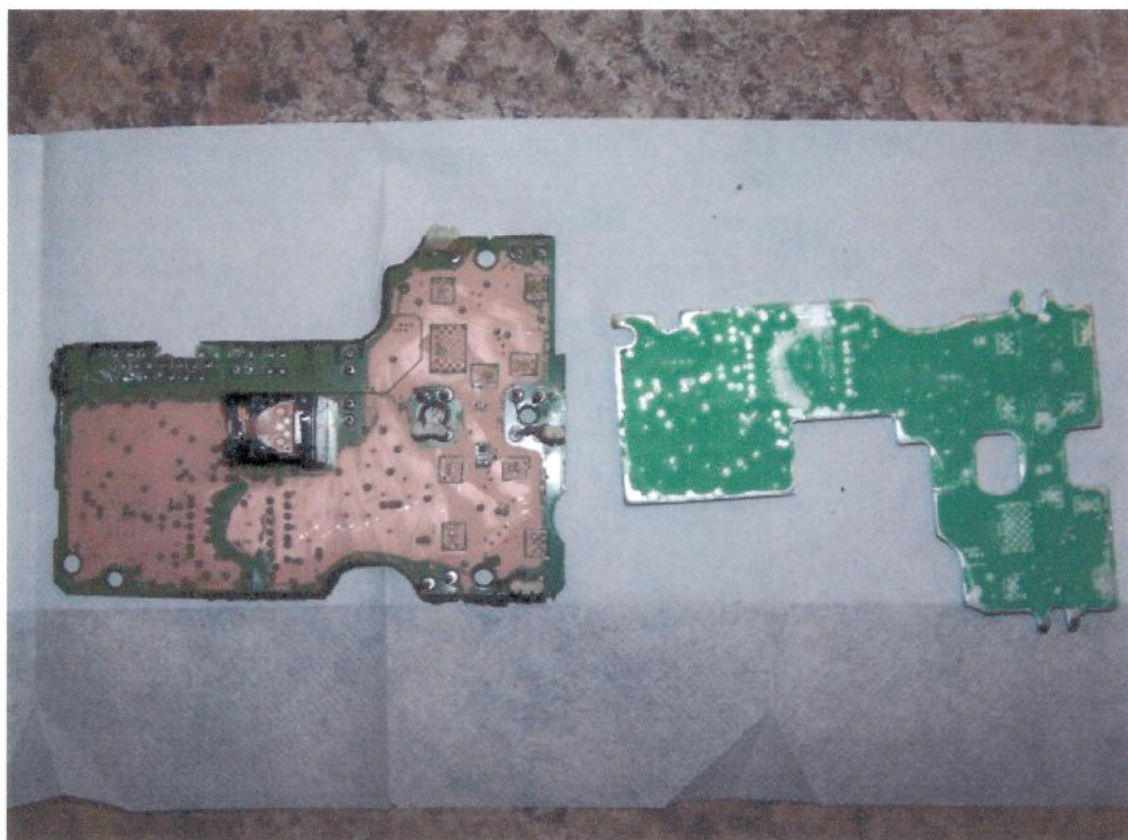
The above will deactivate your ABS system and prevent the leaked fluid from mixing with the two 40 amp ABS circuits which leads to fire. It will also by installing the jumper wire as described allow the cruise control to still work. You may need to replace fuse #10 if it broke, that will reactivate your cruise, speedometer and odometer. Failure to do the above steps before replacing fuse #10 could result in a catastrophic fire.

Problem #2 - ABS ECM Failure - ABS Brake Light.

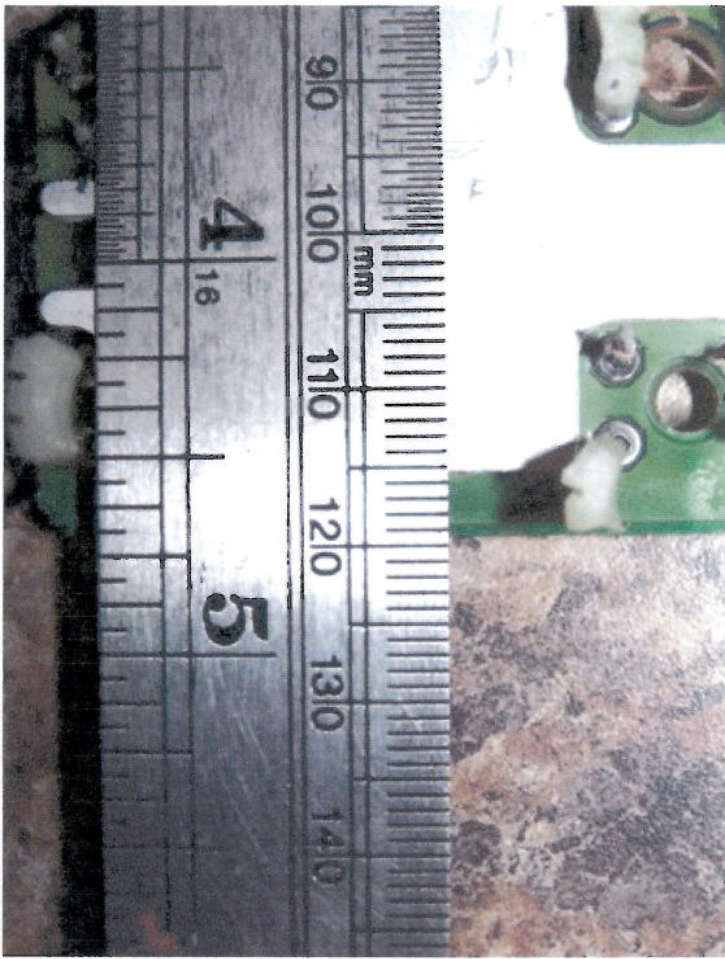
The issue of the the ABS brake light is critical in that the ABS brake system does not function as designed by Ford. The issue is caused by HEAT in the ABS (Anti-Lock Brake System) ECM (Electronic Control Module) (2C219) module causing expansion of a large aluminum plate (heat sink) in the ECM which is attached to the ECM main circuit board at all points. The expansion occurs when the unit gets warm especially in the summer months and causes intermittent electrical connection in the unit because the fragile board is being stretched and malformed. The code most commonly scanned by professional mechanics is code c1185. Seen by us owners as a Yellow ABS Brake Light.



The picture below indicates how well attached/glued the aluminum board was the to circuit board. So well, that when removed the top layer of the board came with it.



Below are two pictures the one of the left was a measurement of the board after it was in my freezer all night (same as your car parked outside in the winter), the one on the right was after I heated the board. There is at least a .25 mm difference in length! Obviously when this aluminum plate it attached to the board the way it is it will expand the board too. Making for BAD connections on the board when HOT.





Here is an excel snip-it to prove the expansion issue. a 4-1/2 Aluminum plate with 250 degrees of temp difference will expand .312108 mm! That is alot with a fragile circuit board!

Input Data			
$L_o = \text{length (ft)}$		0.333	
$\alpha = \text{linear expansion coefficient (in./in.degF)}$	1.23E-05	12.3x10-6 for Aluminum	
$\delta t = \text{temperature difference (° F)}$		250	
Calculated Data			in mm
$\delta l = \text{thermal expansion (inches)}$	0.0123	0.312108	
T(degC) = 5/9[T(degF) - 32]			
1 in (inch) = 25.4 mm			
1 ft (foot) = 0.3048 m			

What to DO

REPORT the problem to the [NHTSA.GOV](http://www.nhtsa.gov)

There are two solutions.

- Replace the ECM unit and wait for it to happen again at your expense, so save your receipts. Always buy Ford parts if there is a chance you will be reimbursed. Also a Ford dealership may be the way to go here.
- Deactivate the ECM high power by removing fuses 101 and 102 so that the ABS is always off and not intermittent. And wait for Ford to listen to us thru your report to the [NHTSA.GOV](http://www.nhtsa.gov)

Buying Parts?

The best OEM part prices found were at [ford-parts.com](http://www.ford-parts.com). It was taken over by Titus-Will, here is a link to the parts. Please remove the ones you do not need.

1995/2003 : SW-6351 SWITCH (2B264) - Brake Pressure Deactivation Switch

NO TRACTION CONTROL

1999/2000 : XF2Z-2C219-AB - ECM Control Module

2001/2003 : 2F2Z-2C219-BA - ECM Control Module

TRACTION CONTROL

1999/2000 : XF2Z-2C219-BA - ECM Control Module w/Traction Control

2001/2005 : 2F2Z-2C219-CA - ECM Control Module w/Traction Control

[Buy Parts Here](#)

Discussion

Feel inclined to discuss the issue? Have a question. Go to <http://www.2carpros.com/forum/5-vt49767.html>.

[A Picture is worth 1000 words, in this case 60,000 words.](#)

This page was generated by 2002 Ford Windstar owner Scott Malinowski, he can be reached at [scott \(at\) fordwindstarrecall \(dot\) info](mailto:scott@fordwindstarrecall.info)



Handwritten blue number '14' in the top right corner.

Search | Forums | Gallery | Articles | Helper | GT-R World | AF 350Z | IgorSushko.com | Corporate



Search button

Web AF

Hate ads? Become a subscriber and watch them disappear. Instantly.

Automotive Forums > Ford > Windstar - Just to be extra safe, please check your Brake Pressure Switch

User Name, Password, Remember Me?, Log in

Register, FAQ, Member Map, Calendar, Surveys/Quiz, Arcade

Ford Edge advertisement: 'Expand Your Horizons with Edge's available Panoramic Vista Roof' with a car image and 'LEARN MORE' button.

Digg submit button

Closed, Show Printable Version, Email this Page, Subscribe to this Thread

Ads by Google, ABS Bleeding, Brake Bleed, Automotive Oil, Brake Fluid

Thread Tools

03-07-2007, 04:09 PM

#1

wiswind, AF Enthusiast, AF Moderator

Join Date: Sep 2004, Posts: 2,051

Just to be extra safe, please check your Brake Pressure Switch

The brake pressure switch is located on the bottom of the brake master cylinder. It is easy to find, as it has electrical wires going to it. If it is even slightly damp with brake fluid, it would be a good idea to REPLACE it.

There have been a few, not many, posts about this switch causing an engine compartment fire.

The switch fails by leaking brake fluid into the electrical contacts, and on out where you can see it.

FORD has issued a recall on some vehicles for this switch, but not on the Windstar as of this posting.

One common symptom is no cruise control, as this switch is used to disengage the cruise control when the brake pedal is pushed.

The replacement switch can be purchased at your FORD dealership's parts department, and is cheap, and super easy to replace. I have pictures of the replacement process posted in my pictures. In my case, I did not need to add any brake fluid, but bought it just in case.

1996 3.8L Windstar
Link to my pictures, intended as an aid, not a replacement for, a good repair manual.
http://community.webshots.com/album/201931518cScpNK

Swingline advertisement: 'Your choice could win you \$1,000 in Swingline products! WHAT KIND OF STAPLER ARE YOU?'



AF Assistant

These Ads Open in New Window

Brake How-To Articles

Our In-Depth Articles Teach You How To Repair and Maintain Your Brakes.
www.AdvanceAutoParts.com

Ask A Ford Mechanic

8 Ford Mechanics Are Online! Ask A Question, Get An Answer ASAP
Ford.JustAnswer.com

Brake Fluid Service Equip

Equip, Adapters & Parts to flush refill & bleed brakes in 10 minutes
www.ebsproducts.biz

Brake Maintenance & Care

Emergency Brake Repair & Services Diagnosis - Fluid Service - & More!
WagnerTireAndAuto.com



Ads by Google

Ads by Google

New Engraving Machine

An easy-to-operate rotary machine to customize your gifts & products.

www.gravograph.com



Automotive Forums > Ford > Windstar - **Just to be extra safe, please check your Brake Pressure Switch**

User Name Remember Me?
Password

[Register](#)

[FAQ](#)

[Member Map](#)

[Calendar](#)

[Surveys/Quiz](#)

[Arcade](#)

[« Previous Thread](#) | [Next Thread »](#)

Posting Rules

You **may not** post new threads
You **may not** post replies
You **may not** post attachments
You **may not** edit your posts

vB code is **On**
Smilies are **On**
[IMG] code is **On**
HTML code is **Off**

All times are GMT -5. The time now is 05:27 PM.



[Community Participation Guidelines](#) | [How to use your User Control Panel](#)

-- Traditional

[Contact Us](#) - [Automotive Forums .com](#) - [Car Forums](#) - [Privacy Statement](#) - [Top](#) |

Powered by: vBulletin | Copyright Jelsoft Enterprises Ltd.
© 2000-2008 AutomotiveForums.com | [Privacy Statement](#)

15



Google

Search

Web AF

Register and join 500,000 others FREE?!
CLICK HERE in discussing anything automotive



Automotive Forums .com Car Chat > Ford > Windstar > 1999 Ford Windstar (Brake Pressure Switch)

PDA

View Full Version : 1999 Ford Windstar (Brake Pressure Switch)



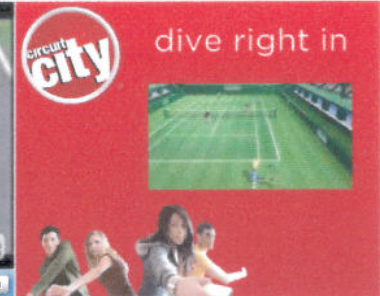
1999 Ford Windstar (Brake Pressure Switch)

Factory Ford Diagrams
82-07 Ford Online Factory Diagrams & Repair Information
From ALLDATA
www.ALLDATA.com

Fuses
Your Single Source for Fuses and other Electrical
Accessories
www.fuseparts.com

Ask A Ford Mechanic Now
8 Ford Certified Mechanics Are Online Now! Get Your
Answer ASAP
Ford.JustAnswer.com

Brake Master Cylinder
Everything to do with Master Cylinder items.
Yahoo.com



AvalonJohn

02-20-2007, 02:24 PM

I've read a couple other posts on this forum and figured that my problem (number 10 fuse keeps blowing) may be related to a faulty brake pressure switch. I have two problems however. First, I don't know what it looks like; 2) I don't know the part number (Ford) or Motorcraft replacement part number is. Can anyone help? It's a 1999 Ford Windstar LX with a 3.8 liter engine.

Thanks in advance,

AvalonJohn

12Ounce

02-20-2007, 02:27 PM

(I answered your other post)

The brake pressure switch connects to the front-bottom of the master cylinder ... and has a elect connector. Your parts counter man will easily identify the part.

AvalonJohn

02-20-2007, 02:31 PM

12Oz,

Got your reply.

Thank you,

AvalonJohn

Freakzilla69

02-20-2007, 03:50 PM

Please let us know if you find the brake pressure sensor for sale individually.

My local dealer told me the only way they sell it is with the reservoir and my local Autozone or Advanced don't sell it or the reservoir at all.

busboy4

02-20-2007, 04:49 PM

Please let us know if you find the brake pressure sensor for sale individually.

My local dealer told me the only way they sell it is with the reservoir and my local Autozone or Advanced don't sell it or the reservoir at all.

You might unscrew it from the reservoir and call in with the part number as read off of the part - you can also key it into y2kford.com and see the list price. This has been a troublesome part on many Fords and the subject of several recalls on various models. I would respectfully guess you were given erroneous information i.e. that it cannot be purchased as a stand alone part. I have purchased two of them for different year 'stars - '96 & '98 for around \$25.

Regards

12Ounce

02-20-2007, 04:53 PM

You can see the switch if you look around these AutoZone pages:

http://www.autozone.com/servlet/UiBroker?ForwardPage=/az/cds/en_us/0900823d/80/1d/3f/6e/0900823d801d3f6e.jsp

clip on the sketch and enlarge to see the switch (item #8). The switch gets a mention on the "cruise control" pages under "chassis electrical".

Freakzilla69

02-20-2007, 05:04 PM

You might unscrew it from the reservoir and call in with the Ford part number as read off of the part - you can also key it into y2kford.com and see the list price. This has been a troublesome part on many Fords and the subject of several recalls on various models. I would respectfully guess you were given erroneous information i.e. that it cannot be purchased as a stand alone part. I have purchased two of them for different year 'stars - '96 & '98 for around \$25.

Regards

That's good news, did you get them from a dealer or a parts store?

<p>wiswind</p> <p>I got mine from my local FORD dealership. It was for my '96 and came as a "kit". The kit included the switch, and a short wire harness, as the new switch had a different connector on it. The wire harness plugged into the switch, and the other end connected to the connector on the vehicle.</p> <p>I posted pictures in the pictures that the link in my signature will take you to.</p> <p>It was a super easy repair.</p> <p>To see if this is the cause of your blowing the fuse, just unplug the electrical connection from the switch and see if the new fuse holds. With the switch disconnected, you will have NO cruise control. If the fuse holds, then you know that the switch caused the problem. If it still blows.....then you will have to keep looking. However, if that switch is even damp with brake fluid.....I would replace it.</p> <p>You will not hurt anything by doing the disconnect test. I have read that the PCM monitors the status of that switch for powertrain control (other than just the cruise control), so you will want to have it working on the long term.</p>	02-20-2007, 05:53 PM
<p>AvalonJohn</p> <p>Everyone,</p> <p>Thanks for your help. I'm going to give it a try this weekend. I'll let you know how it all works out.</p> <p>AvalonJohn</p>	02-21-2007, 09:06 AM
<p>AvalonJohn</p> <p>Freakzilla69,</p> <p>Got a "Brake Kit" which is just the Brake Pressure Deactivation Switch which screws onto the bottom of the master cylinder reservoir. Part number is Motorcraft AS6351 (XW7Z9F924BA alternate part #). It cost me \$ 14.72, plus shipping (Total \$ 21.20).</p> <p>I found it at rockauto.com</p> <p>AvalonJohn</p>	02-22-2007, 01:07 PM
<p>Freakzilla69</p> <p>Freakzilla69,</p> <p>Got a "Brake Kit" which is just the Brake Pressure Deactivation Switch which screws onto the bottom of the master cylinder reservoir. Part number is Motorcraft AS6351 (XW7Z9F924BA alternate part #). It cost me \$ 14.72, plus shipping (Total \$ 21.20).</p> <p>I found it at rockauto.com</p> <p>AvalonJohn</p> <p>Great!</p> <p>I see... cruise control... in my future, WOOHOO!</p>	02-22-2007, 02:07 PM
<p>wintonboy</p> <p>My buddy recently lost his 96 Windstar to an engine compartment fire. The fire was traced back to the brake switch that kicks off the cruise control. Apparently the switch leaks brake fluid into it and the electric contacts light it off. Ford recalled their F-series trucks to fix a similar problem, and our local parts store guy says the switch is the same on both the F's and the 'stars.</p> <p>I intend to replace my switch as soon as the weather warms up enough that it does not cost me a fortune to heat my shop.</p>	02-26-2007, 04:50 PM
<p>120ounce</p> <p>VOLKSWAGON RECALLS 800,000 VEHICLES TO FIX BRAKE SWITCHES</p> <p>... Gee! Why don't they just deny they have a problem and "stick it to the customer" like Ford does Windstar owners.</p> <p>Oh! VW wants to KEEP their customers!</p>	02-26-2007, 06:22 PM
<p>AvalonJohn</p> <p>Everyone,</p> <p>Thanks for your help. It was the Brake Pressure Switch. It took me about 15 minutes to replace it. The number 10 fuse now holds and I got my Cruise Control back as well. The old switch was really leaking and electrical connection (below) on the switch was soaked. Less than 1/2 of the brake fluid remained in the reservoir when I replaced the switch this weekend. I checked the fluid level on Feb 13 and it was full. Suprised Ford hasn't recalled all of these. THEY ARE DEFINITELY FAULTY !!! Don't know if they've been sued over a loss of brakes due to this? If not, just a matter of time.</p> <p>AvalonJohn</p>	03-05-2007, 11:24 AM
<p>Headbolt</p> <p>"Ford said its review found that brake fluid could leak through the cruise control's deactivation switch into the system's electrical components, leading to corrosion. That could produce a buildup of electrical current that could cause overheating and a fire.</p> <p>To fix the problem, dealers install a fused wiring harness to the cruise control deactivation switch to prevent the risk of fire if the switch leaked. Ford officials said about 45% of the vehicles under the previous recalls have been repaired."</p> <p>The above is a quote from a USA Today story. Would seem that just replacing the switch doesn't do away with the fire risk. Am I right?</p>	03-08-2007, 03:36 AM
<p>joebagley</p> <p>I also have a problem with the cruise control on my '98 Windstar. When it is turned on and you press the set button the green CRUISE light will come on for about 1/2 sec. then go off. It will do this every time you press the set button. I have checked all the fuses and they are OK. The Brake Pressure Switch is clean and dry. The tranny has been rebuilt (cruise control would not work before Tranny was rebuilt). It runs well on the expressway and shift gears smoothly. I took it to a local repair shop and they ran test on the TRS. They told me that there was current to what he called the Clock Spring in the steering column, but had no current returning back to the TRS. Is the true I have never heard of a Clock Spring. The Windstar has 177K miles.</p> <p>I finally replaced the BPS and now I have CRUISE CONTROL again.</p> <p>Joe</p>	03-13-2007, 08:30 AM
<p>lapin_windstar</p>	03-16-2007, 10:38 AM

hi everyone

I have a 95 Windstar and had a question about the Brake Pressure Switch. After reading Windstar's warning/suggestion at the top of the page, I went to look at mine.

It's always been unplugged! I guess that explains why I never had cruise control. I got the Windstar about a year ago, and judging by the toasted ABS and absence of receipts, I'd say maintenance had been pretty minimal.

Leaving aside the suggested fix (which I will probably do), my question is as follows: is there any reason why the previous owner would have *deliberately* unplugged the BPS, so that me plugging it back in will cause some other problem to reoccur/flare up again

Tangentially, I think Ford is acting pretty poorly in not fixing this problem (or at least providing the harness free) - after all, it's not just ugly/uncomfortable design, it's actually a design/construction fault! I don't expect to be buying another Ford (built in Nth America, at least) for a long while, unfortunately for Michigan...

AvalonJohn

03-16-2007, 11:50 AM

lapin,

I can think of a couple reasons why the previous owner disconnected the switch. The first being the potential of fire. There have been one or two engine fires due to these leaking switches placed on [Ford vehicles](#). Secondly, many times when these switches fail the number 10 (10amp) fuse shorts and blows. If you leave the switch connected, and replace the fuse, it will continue to blow. When this happens you loose your speedometer, odometer, heat control, and that annoying [ABS light](#) stays on. Also, if you hadn't lost your cruise control prior to the fuse blowing you would now because it's connected to the number 10 fuse. So, having said all that, they must have realized that in order to have everything connected to the number 10 fuse, except CC, they had to disconnect the switch.

AvalonJohn

lapin_windstar

03-20-2007, 09:25 AM

Ohhh, that makes sense, thank you.

OK, well I think I am going to try reconnecting it. It seems like at worst, the fuse will blow, and I can just replace it and disconnect the BPS again. If the fuse doesn't blow, then I can leave it connected, and get the [replacement part](#) to fix the fire risk.

Thanks everyone!

terence123cars

03-21-2007, 01:19 PM

Hi everyone: I lost my Cruise Control a couple of months ago and found in this forum that the Brake Pressure Switch was linked to this problem. I checked the switch, which is mounted just under the Master Cylinder and sure enough it was really soaked with brake fluid. So, I bought a new unit. As mentioned in the Thread, there is a new, "Fused [Wiring Harness](#)" that comes with the replacement part. I changed the switch in about five minutes and that cured the cruise control problem. I took a moment and opened up the old switch and found that there is a circular contact that moves when the brake pressure is applied and there are two other fixed contacts that carry the current through the switch. One of these contacts had completely burned away with all of the brake fluid that had soaked the inside of the switch unit. Hope this helps.

lapin_windstar

04-20-2007, 10:14 AM

I have a 95 (note to self: never buy a model in the first year of production again).

Does anyone know if the "[brake repair kit](#)" is the same for all years? I'm just about to order it from fordparts.com using part number XW7Z-9F924-BA, but I'm not sure about compatibility. I'm using that part number because that was the one that was printed on Wiswind's photo.

wiswind

04-20-2007, 08:02 PM

I think that they give you the option to enter your VIN when you order.

I have found that part numbers can change.....as when they make any change to the part....the part number changes.

So to be safe, I would order what is listed for your vehicle.

In fact....the part is cheap enough, that it might be worth just going to your [local FORD dealer](#) to get.....and they will have the correct number on their system. I replaced mine several years ago.

lapin_windstar

04-23-2007, 12:33 PM

Thanks, Wiswind, sounds like a good suggestion. I've never been in an actual [Ford showroom](#) before so it'll be an interesting experience...

lapin_windstar

06-22-2007, 09:16 AM

Just for anyone's interest: the kit I ordered above *does* fit the 1995 Windstar, and it's a very easy fix. It literally took five minutes. Unscrew the old one, screw in the new one, plug it into the harness.

I now have cruise control back and my gas tank readings are accurate again!

fordparts.com was great, too - they delivered in two days from time of order, and I'm at the other end of the US from them.

jeaton

07-14-2007, 12:45 PM

Many thanks guys for contributing to this thread!!! Replacing the Brake Pressure Switch as is referred to in this post, but referred to as the Cruise Control Disable Switch by the Ford Parts Dept. fixed the problem with the cruise control not working. I bought the Brake Repair Kit - Ford Part #XW7Z9G652BA (at a premium) from the local dealer. It was a snap to fix... 10-15 minutes.

Jon

Related Links

Ask A Ford Mechanic
8 Ford Mechanics Are Online! Ask A Question, Get An Answer ASAP

[FordJustAnswer.com](#)

Brake Master Cylinder

Looking for Brake Master Cylinder? Find exactly what you want today.

[shopping.yahoo.com](#)

Ford Truck Cruise Control

Huge Selection & Free Shipping on Ford Truck Cruise Controls

[www.JCAutoSpec.com/Ford-Trucks](#)

Discovery Brake Parts

Boosters, calipers, cylinders Order online. Shipped overnight.

[RoverlandParts.com](#)

1996 Ford Windstar

Car Reviews, Pricing, Road-Tests 1996 Ford at Edmunds.com

[www.edmunds.com/used](#)

Fuse Ford

700+ Fuses at Great Prices Shop, Compare and Save at Pronto.

[Fuse.Pronto.com](#)

Brakes & Suspension

Round Rock Auto Specialist - Expert at Brakes and Suspension.

[www.JCAutoSpec.com](#)

Ford Recall Attorney

Have problems with your Ford? free consultations: 1-800-856-6405

[www.EnnisLaw.com](#)

Ads by Google

Ads by Google


Ads by Google

Participate in thousands of discussions at [AutomotiveForums.com](#)! Registration is absolutely free.

Google Web AF

Associate of Arts in Business Administration with concentrations in:

Business	Information Systems
Criminal Justice Administration	Medical Coding and Billing
Healthcare Administration	Visual Communication

 AMERICAN INTERCONTINENTAL UNIVERSITY
Supporting Your Success

[Request Info](#)

16

Google Machine Translations: [Français](#) [Deutsch](#)

[SiteMap](#)

[Electrical Failure Investigations](#)

[Previous Innovative Projects](#)

[Internet + Example Sites](#)

[European Commission](#)

[CV - Full](#)

[Published Papers & Articles](#)

[Links](#)

[Contact](#)

Dr Antony Anderson C.Eng FIEE

Electrical Engineering Consultant and Electrical Expert Witness (UK and North America) experienced in carrying out electrical machine failure investigations and in managing Industrial R & D and Business Process Improvement projects.



- an electrical consultant and electrical expert witness:
 - investigates and reports on causes of **electrical system & machine failures** including alleged **automobile cruise control malfunction**.
 - offers ideas and solutions that improve design/ manufacturing processes;



www.expertsearch.co.uk

An electrical consultant who is a Member of the Society of Expert Witnesses and a Registered Expert with the European Commission on Integration in Manufacture. Fluent in German and French and also speaks some Spanish.



Extensive experience investigating Electrical Machine Failures

Antony Anderson has a wide range of industrial, managerial and electrical engineering experience including :

- Electrical consultant and Electrical Expert Witness (UK, USA, France)
- Electrical machine and control failure investigations/expert witness
- Management of industrial contract R&D projects
- Management of Industrial IT-related systems improvement
- Electrical machine design, control and instrumentation
- Technical expert for the European Commission DG III (Integration in Manufacturing Programme)
- Internet : Strategy & effective application

● Qualifications :

- B.Sc. (1st Class Hons) Applied Science Electrical University of St Andrews, [Queens College Dundee](#) (1962).
- Ph.D. Electrical Engineering University of St Andrews, Queens College, Dundee (1966)



Innovation : 9000 RPM test rig for rotating telemetry power source used standard off the shelf components in a novel way

● Membership of Professional Institutions :



*Transient torque-speed curve
for an induction motor*

- Fellow of the [Institution of Electrical Engineers](#).
- Fellow of the [Institute of Diagnostic Engineers](#)
- Member of the [Society of Expert Witnesses](#)

● **Languages :**

- Fluent in French and German, some knowledge of Spanish

● **Other interests and experience :**

- Regular contributor to the New Scientist
- Member [Royal Institution](#)
- Honorary Member [Institute of Art and Law](#)
- Past Chairman NE Centre IEE, Past Chairman IEE [Archives](#) Committee, Past Chairman IEE History of Technology Group S7.



*Axially laminated reluctance rotor
UK patent : uses strip-wound
core elements for rotor
magnetic circuit*

● **Antony Anderson works as an independent electrical consultant and also works in association with the following organisations :**

- [Cambashi Ltd](#), Cambridge (Engineering-related IT)
- Ryton Associates (working for the European Commission)
- The [SPEED Electrical Machines Laboratory](#), University of Glasgow
- [Power + Energy Associates](#), Morpeth Northumberland, UK

[Home](#)

[Electrical Failure
Investigations](#)

[Previous
Innovative Projects](#)

[Internet +
Example Sites](#)

[European
Commission](#)

[CV - Full](#)

[Published Papers
& Articles](#)

[Links](#)

[Contact](#)



Antony Anderson

[Capability statement on electrical problem solving and failure investigations](#)

[Translate](#)

**Contact : Dr Antony Anderson,
Electrical Consultant and Expert Witness
Newcastle upon Tyne, UK.**

Tel & Fax : + 44 191 2854577 e-mail : antony.anderson@onyxnet.co.uk

Click this ExpertSearch link for a [satellite picture and map](#) showing where I live

[Please view/sign my Visitors Book](#)
[Scroll down visitors book to entry box]

See also: [Visitors Book Archive 2000-2007](#)

[I am listed on Chartered Consultant](#)

[Privacy statement](#)



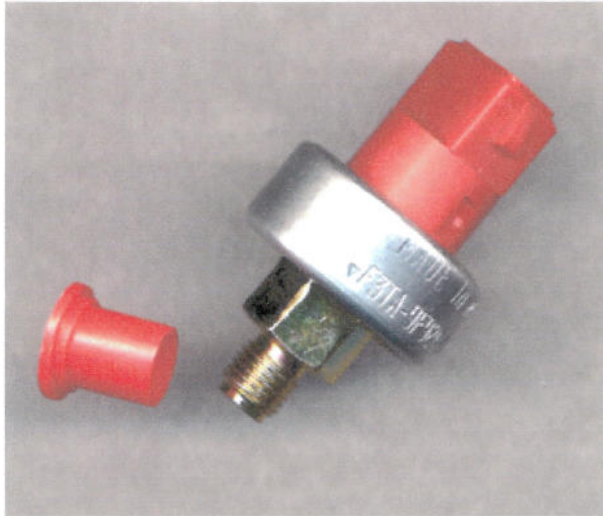
[Submit your website to 40 search engines for FREE!](#)

This page updated 17th January, October 8th and December 10th 2002, February 11th 2003, April 28th 2003, March 11 2005, August 10th 2005, Sept 10th 2005



[Cruise Links Page](#)

Typical Cruise Control Pressure Deactivation Switch



© Antony Anderson 2005

Cruise Brake Pressure Deactivation Switch showing threaded connection to Brake Master Cylinder and aluminium clamping ring that hold switch and pressure sensing element together.

Pressure Switch Patent
[US Patent 4,469, 923 September 4 1984](#)



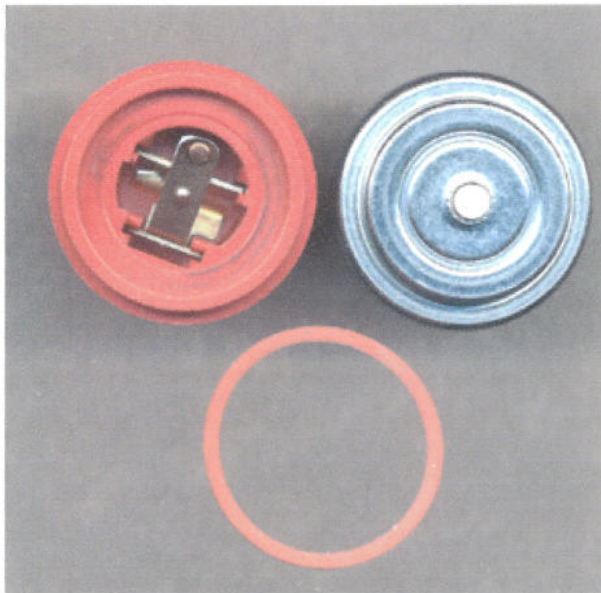
© Antony Anderson 2005

Cruise Brake Pressure Deactivation switch, (partially disassembled)

- Electrical switching Element (Inside red plastic housing)
- Elastomeric sealing ring
- Pressure sensing element

The three parts are held together by an aluminum clamping ring that can be seen in the left hand picture

Cruise Brake Pressure Deactivation Switch



© Antony Anderson 2005

(partially disassembled)

Clockwise from top left:

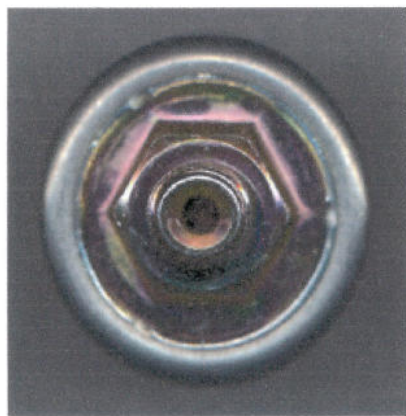
- Electrical switching element (switch is normally held closed by ceramic pin in pressure sensing element)
- Pressure sensing element (with central ceramic pin that acts on switch element: when pressure increases, pin withdraws into pressure sensor housing allowing switch contact to open)
- Elastomeric sealing ring

Note that the pressure sensor element has a circular fulcrum such that as the pressure rises the outer annulus of the pressure diaphragm moves outward and the inner annulus moves inwards so that the ceramic pin, rather counter-intuitively, moves inwards



© Antony Anderson 2005

See [US Patent 5,932,857](#) for details of Kapton film used for diaphragm



© Antony Anderson 2005

End view of Pressure Sensing Element showing how (5) is spun over edge of (7) to hold the sub-assembly together

into the housing allowing the switch to snap open.

Pressure sensing element disassembled

(Counting 11 parts clockwise, from top left, 1 to 11.)

Parts 1 to 5 assemble as follows: plastic disc(2) fits into (1). Steel convex disc (3) goes on top of (2) and fits into (1). (1-3) fit into underside of housing (5). ceramic pin (4) fits into hole in (5) and rests against convex surface of (4). Other end of pin (4) exerts pressure on switch to close it during normal operation. When pressure rises pin (4) retracts into housing (5) and opens switch.

Part (6) houses elastomer ring (7). Steel annulus (8) has a Kapton square (9) placed upon it as shown. Kapton squares (10) and (11) are placed on (9) to form a three layer diaphragm.

Parts (1-5) are turned over so that raised centre of (1) is facing. Steel annulus (8) is placed on top of parts (1-5) so that raised centre of (1) protrudes through the hole and comes in contact with diaphragm (9). Parts (6) combined with (7) are turned over so that diaphragm (9-11) is clamped between (6+7) and steel annulus (8). Rim of housing (5) is spun over edge of (7) to hold sub-assembly together as a single unit.

NHTSA Report EA05005

Video Reports on Ford Switch fires

Video statement from the Ford Motor Company

<http://www.ford.com/en/innovation/safety/cruiseControl.htm>

Click2Houston.com: Investigators See Link Between Ford Fires, Climate

Hot, Humid Weather Could Be Reason For More Fires In South

POSTED: 8:35 am CDT April 20, 2005

<http://www.click2houston.com/news/4397049/detail.html>

WESH.COM Home Burns Down After F-150 Catches Fire

Owner Says She Knew About Recall But Hadn't Fixed It Yet

◇ POSTED: 7:14 pm EDT April 26, 2005, UPDATED: 6:09 am EDT April 27, 2005





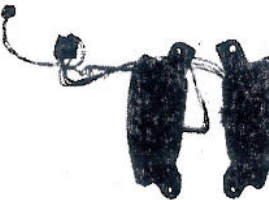




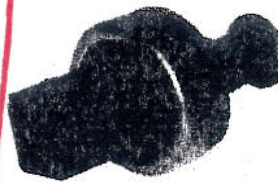


<http://www.wesh.com/news/4419420/detail.html>

[More videos on this website]

[Google News on Switch Fires](#)

Photographs © Antony Anderson March 2005

10

MAKE	YEAR	MAKE	YEAR	MAKE	YEAR	MAKE	YEAR
SPEED CONTROL ACTUATOR SWITCH		SPEED CONTROL DEACTIVATOR SWITCH		SPEED CONTROL DEACTIVATOR SWITCH		SPEED CONTROL DEACTIVATOR SWITCH	
							
SW-5941 Replaces: 1F5Z-9C888AB TRUCKS MERCURY TRUCK Voyager 2003-01		SW-5944 Replaces: F3DZ-9F924AA PASSENGER CARS FORD Taurus 1995-93		SW-5946 Replaces: F50Y-9F924AA PASSENGER CARS LINCOLN Continental 1997-95		SW-5949 Replaces: F6DZ-9F924AA PASSENGER CARS FORD Taurus 1997-96 MERCURY Sable 1997-96	
SPEED CONTROL ACTUATOR SWITCH		SPEED CONTROL DEACTIVATOR SWITCH		SPEED CONTROL DEACTIVATOR SWITCH		SPEED CONTROL DEACTIVATOR SWITCH	
							
SW-5942 Replaces: 1L2Z-9C888AB TRUCKS FORD TRUCK Expedition 2003 Explorer 2003-02 MERCURY TRUCK Mountaineer 2003-02		SW-5945 Replaces: F3TZ-9F924BB TRUCKS FORD TRUCK 2003-02 Bronco 1996-93 Club Wagon 2002 E Series 2003-92 E Super Duty 2002 E-150 Econoline 2003-92 E-250 Econoline 2003-92 E-350 Econoline 2003-92 E-450 Econoline 2001 Econoline 2002 Expedition 2003-97 Explorer 2003-95 Explorer (Super Duty) 2002 F Series 2003-02 F-150 Pickup 2003-93 F-250 Pickup 2003-93 F-250 Super Duty Pickup 2003-99 F-250SD, F-350SD 2002 F-350 Pickup 1997-93 F-350 Super Duty Pickup 2003-99 F59 Stripped Chassis 1997-93 Ranger 2003-93 LINCOLN TRUCK Blackwood 2003-02 Navigator 2003-98		SW-5947 Replaces: F5RZ-9F924AA PASSENGER CARS FORD Contour 2000-95 Focus 2003-00 MERCURY Cougar 2002-99 Mystique 2000-95 TRUCKS FORD TRUCK Aerostar 1997		SW-5950 Replaces: F6LZ-9F924AB PASSENGER CARS LINCOLN Mark VII 1998-96	
SPEED CONTROL DEACTIVATOR SWITCH		SPEED CONTROL DEACTIVATOR SWITCH		SPEED CONTROL DEACTIVATOR SWITCH		SPEED CONTROL DEACTIVATOR SWITCH	
							
SW-5943 Replaces: F2AZ-9F924AA PASSENGER CARS FORD 1997-93 Crown Victoria 1997-93 MERCURY 1997-93 Grand Marquis 1997-93 Sable 1999-98		SW-5948 Replaces: F58Z-9F924AA TRUCKS FORD TRUCK Windstar 2003-95		SW-5951 Replaces: F6SZ-9F924AA PASSENGER CARS FORD Thunderbird 1997-96 MERCURY Cougar 1997-96		SW-5952 Replaces: F6SZ-9F924BA PASSENGER CARS FORD Thunderbird 1997-96 MERCURY Cougar 1997-96	

FOR REFERENCE PURPOSES ONLY - CHECK VEHICLE APPLICATION LISTING FOR SPECIFIC MOTORCRAFT PART NUMBER

19



SCHMIDT & CLARK
A NATIONAL LAW FIRM

Ford Cruise Control Switch Fires

[Send to Friend](#) | [Bookmark](#) | [Live Chat](#)



Ford Motor Company has recalled over 6.7 million vehicles due to defective or faulty cruise control switches.

Unfortunately, there are still over 9.3 million vehicles on the road that have not been subject to recall but have the same or similar defective cruise control switch.

The National Highway Traffic and Safety Administration (NHTSA) has reported receiving 1,472 complaints connected to the cruise control defect, including 559 vehicle fires. Of the 559 vehicle fires, 253 of them were in “unrecalled models”.

Currently, there are approximately 13 wrongful death lawsuits filed within the United States but we expect that number to increase as more vehicle fires occur or are reported.

If you own a Ford vehicle that caught fire and suffered (i) severe personal injury, (ii) wrongful death, or (iii) substantial property damage/loss, you should [contact us](#) immediately. You may be entitled to compensation and we can help.

Understanding the Cruise Control Switch

Within the Ford cruise control system is the “speed control deactivation switch”, also know as the “brake pressure switch”. The brake pressure switch shuts off the cruise control when the driver steps on the brakes.

The switch is attached to the brake master cylinder on one end and wired to the cruise control system on the other. The switch is separated from the brake master cylinder by a thin film barrier.

The switch was designed to always be “powered on” or “hot”, even while the vehicle is turned off and the keys have been taken out of the ignition.

What is the Problem?

The only thing separating the electrical powered cruise control switch from the brake master cylinders

flammable fluid is the thin barrier. Furthermore, investigators have noticed that the film barrier has a tendency to corrode overtime.

The problem in lies with the cruise control switch's close proximity to flammable fluids and the fact that Ford designed the switch to always be "powered on" or "hot", even while the vehicle is turned off and the keys have been taken out of the ignition.

Therefore, the vehicle fires generally occur when the film barrier separating the switch and the brake master cylinder corrodes and cracks allowing the brake fluid from to seep into the electrical side of the switch.

Recalled Vehicle List

If you own any of the vehicles listed below, you should take it in to a Ford dealership to have the cruise control switch disconnected or replaced for free.

- 1996-2002 E-450 van
- 1994-1996 Econoline van
- 2000-2002 Excursion
- 1997-2002 Expedition
- 1998 Explorer
- 1994-1996 Bronco
- 1994-2002 F150
- 1994-2002 F250
- 1994-2002 F350
- 1994-2002 F450
- 1994-2002 F550
- 2001 F-Series SuperCrew
- 2002 Lincoln Blackwood
- 1998-2002 Lincoln Navigator
- 1998 Mercury Mountaineer

Non-Recalled Vehicle List

There are still over 9.3 million vehicles on the road that have not been subject to recall but have the same or similar defective cruise control switch. If you own any of the vehicles listed below, you should take it in to a Ford dealership to have the cruise control switch disconnected or replaced at your cost.

- 1992-1993 Crown Victoria
- 1997-2002 Econoline
- 1995-2002 Explorer without IVD
- 2002 Explorer Sport/Sport Trac
- 1994-1998 Lincoln Mark VII/VIII
- 1992-1993 Lincoln Town Car
- 1993-1995 Mercury Sable
- 1992-1993 Mercury Grand Marquis
- 1995-2002 Ranger
- 1993-1995 Taurus
- 1993-1995 Taurus SHO 2.3 L
- 1994-2002 Windstar

Signs of a Problem

The following signs could indicate that you have a problem with your cruise-control switch:

- cruise control is not working properly;
- brake fluid is leaking around the switch;
- fuses are blown near the switch; or
- the fuse for the speed control cannot be opened.

Do I have a Ford Cruise Control Switch Fire Lawsuit?

The Products Liability Litigation Group at our law firm is an experienced team of trial lawyers that focus exclusively on the representation of plaintiffs in product liability lawsuits. We are handling individual litigation nationwide and currently accepting new cruise control switch fire cases in all 50 states.

Attention Attorneys: We do not publish prior verdict/settlements. If you are an attorney and would like to refer us a case or for us to send you a profile of prior award judgments or average referral fees, please visit the [attorney referral](#) section of our website.

Free Confidential Case Evaluation

Toll Free 24 hrs/day (866) 588-0600

 Secure 128-bit SSL Encrypted **Email Communication** - [Click Here](#).

 Secure 1024-bit SSL Encrypted **Live Chat Communication** - [Click Here](#).

* = *Required Field*

Title

First Name *

Last Name *

Email Address *

Phone Number *

Cell Phone

Street Address

Apartment/Suite

City

State

Zip Code

Please Describe Your Case

Other Comments

Ford Cruise Control Switch Fire News (National)

Toll Free
24 hrs/day
(866) 588-0600

- [Home](#)
- [About the Firm](#)
- [Drug Side Effects](#)
- [Medical Devices](#)
- [Medical Malpractice](#)
- [Personal Injury](#)
- [Pollutants & Toxic Tort](#)
- [Product Liability](#)
- [Food Poisoning](#)
- [Diseases](#)
- [Contact Us](#)





**Law
Dragon**
500
*Leading Plaintiff's
Lawyers in America*

Toll Free 24 hrs/day (866) 588-0600

Schmidt & Clark | A National Law Firm
1001 Pennsylvania Avenue NW
6th Floor South
Washington D.C. 20004

Schmidt & Clark | Dallas
2911 Turtle Creek Blvd
Suite 1400
Dallas, Texas 75219

2007 © Schmidt & Clark | A National Law Firm | All Rights Reserved | [Terms of Use & Privacy Statement](#) | [Site Map](#)



SwitchFires.com

HOME RECALL INFO NEWS ARTICLES INVESTIGATIONS RESOURCES

What is the Ford Fire Recall?

Since 1999, the Ford Motor Company has recalled over 10.4 million Ford, Lincoln and Mercury cars, SUVs and pickup trucks due to faulty cruise control switches, which can corrode overtime and catch fire. The National Highway Traffic and Safety Administration's (NHTSA) has reported receiving 1,472 complaints connected to the defect, including 65 fires.

The number of Ford fires reported to NHTSA is believed to be far less than the number that have occurred. The national law firm of Lief Cabraser Heimann & Bernstein, the sponsor of this website, has received over 325 complaints of fires in Ford vehicles linked to the speed control deactivation system. [To learn more about the Ford Fire Recall, click here.](#)

Important Notice on the Fire Risks in Fords

*** NHTSA Press Release on Ford Cruise Control Switch Dangers:** On February 27, 2008, the National Highway Traffic and Safety Administration issued a press release alerting owners and dealers of fire hazards in unrepaired Ford cruise control switches

*** Ford Issued Additional Recall Of Vehicles:** On August 3, 2007, Ford recalled an additional 3.6 million Ford trucks, cars and SUVs from due to the faulty cruise control switch issue. An additional 177,000 vehicles in Mexico, Canada and Europe were covered by this recall.

*** Millions of Recalled Ford Vehicles Remain On The Road:** In August 2006, a Ford spokesperson stated that only about 40% of the vehicles, or almost 3.3 million Fords, covered under the earlier Ford Fire recalls have yet to be fixed.

*** Millions of Ford Vehicles With The Same Or Similar Defective Switch Have Not Been Recalled:** Ford's recall is under inclusive and many persons have reported fires in vehicles not included in the recall. Last year CNN reported that a Ford document it obtained showed that the same or similar switch was installed in a total of 16 million Ford vehicles. A list of these vehicles is printed in the box at the right side of this page.

The Ford Switch Defect Explained

The Ford Speed Control Deactivation Switch, also known as a "brake pressure switch," costs about \$21. The switch shuts off the cruise control when the driver firmly steps on the brakes. The switch is located under the hood of the vehicle and is attached to the brake master cylinder on one end and wired to the cruise control on the other. This position places it above

VEHICLE LIST

Based on information from NHTSA and Ford, and as reported in the media, the cruise control switches that have been linked to fires are the same or similar to those on many vehicles manufactured by Ford (or sold under the Lincoln or Mercury brand names).

RECALLED VEHICLES

- **Cars**
 - 1992-1997 Ford Crown Victoria
 - 1992-1997 Lincoln Town Car
 - 1992-1997 Mercury Grand Marquis
 - 1993 Ford Taurus SHO
 - 1993-1998 Lincoln Mark VIII
 - 1994 Mercury Capri
- **SUVs**
 - 1993-1996 Ford Bronco
 - 1997-2002 Ford Expedition
 - 1998-2001 Ford Explorer
 - 1998-2001 Mercury Mountaineer
 - 1998-2002 Lincoln Navigator
 - 2000-2003 Ford Excursion
 - 2001-2002 Ford Explorer Sport
 - 2001-2002 Ford Explorer Sport Trac
- **Pickup Trucks**
 - 1993-2003 Ford F-150
 - 1993-2003 Ford F-250
 - 1993-2003 Ford F-350
 - 1993-2003 Ford F-450
 - 1993-2003 Ford F-550
 - 1993-2002 F-Super Duty
 - 2001 F-Series Super Crew
 - 2002-2003 Lincoln Blackwood
 - 2003-2004 Ford F-150 Lightning
- **Vans**
 - 1992-1993, 1997-2002 E150-350
 - 1994-1996 Ford Econoline
 - 1996-2002 Ford E-450
- **RVs and Motorhomes**
 - 1995-2002 Ford F53 Motor Home

VEHICLES WITH THE SAME OR SIMILAR SWITCHES

- **Cars**
 - 1998 Mercury Grand Marquis
 - 1993 Lincoln Mark VII

flammable reservoirs of brake fluid.

On most of its models, Ford designed the switch to be powered -- or "hot" -- at all times, even when the vehicle is off and the key is removed from the ignition.

Inside the switch, a thin film barrier separates brake fluid from the switch's electrical components.

Investigators say fires can break out under certain conditions, such as when the film cracks and brake fluid from the master cylinder seeps into the electrical side of the switch. This can cause a fire, even when the engine had been turned off and, in some cases, idle for days.

The following signs could indicate that you have a problem with your cruise-control switch: cruise control is not working properly; brake fluid is leaking around the switch; fuses are blown near the switch; or the fuse for the speed control cannot be opened.

What To Do If Your Vehicle Has Caught Fire

If you experienced a vehicle fire, you should contact your insurance company and preserve the physical evidence needed to establish your claim. You should also report your vehicle fire to the United States National Highway Traffic Safety Administration (NHTSA), so that NHTSA receives notice of the incident.

To report a fire incident with any vehicle, visit the website at <http://www.nhtsa.dot.gov/> or <http://www-odi.nhtsa.dot.gov/ivoq/> or call 1-888-DASH-2-DOT. By U.S. mail, contact the NHTSA at:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street, SW
Washington, DC 20590

Vehicle owners who wish to obtain more information about the recall should contact Ford at 1-800-392-3673.

What To Do If You Were Injured In A Ford Vehicle Fire Or Suffered A Substantial Property Loss

Owners of the Ford vehicles who lost their vehicle due to fire and suffered additional significant property damage (such as the destruction of their house) or were injured in the fire are welcome to [contact an attorney at Lief Cabraser](#) experienced in handling fire recall claims against Ford. There is no charge or obligation for our review of your case.

You may also contact us by telephone toll free at 1-866-313-1973 and request to speak to Ford fire recall attorney Mark Chalos. We will also investigate vehicles made by other manufacturers that caught fire and led to an injury or significant property damage.

If your claim does not fit the above requirements, such as the vehicle was destroyed but no further damage occurred, we can not represent. We advise you to contact other lawyers and/or consider filing claims on your own. Guides to suing on your own (also known as *In Pro Per*) may be available at your local courthouse and/or local law library and are also for sale by Nolo Press at www.nolo.com.

1993-1995 Ford Sable

- **SUVs**
1992-1997 Mercury Mountaineer
- **Pickup Trucks**
1998-2002 Ford Ranger
- **Vans**
1992-1993, 1997-2002 Ford Econoline
1994-2002 Ford Windstar

To learn more about the Ford Fire Recall, [click here.](#)

CONTACT INFORMATION

- **National Highway Traffic Safety Administration (NHTSA)**
To report a vehicle fire incident
Phone: (888) 327-4236
Web: www.nhtsa.gov
Mail: U.S. Department of Transportation
NHTSA
Office of Defects Investigation
NSA-10.01 400 7th Street, SW
Washington, DC 20590
- **Ford Motor Company:**
Phone: (800) 392-3673
Web: for recall information, visit [Ford's Recall Information Page](#)
- **Lieff Cabraser Heimann & Bernstein, LLP:**
Phone: (800) 541-7358
Web: for information regarding your legal rights and our law firm, visit our website, www.vehicle-injuries.com

Switchfires.com is sponsored by the national law firm of Lieff Cabraser Heimann & Bernstein, LLP
Read our Attorney Advertising Disclaimer



Ford Cruise Control Switch Fires - Summary of News

April 13, 2008

New York Times, "Huge Recall, but Many Cars Unfixed"

A faulty Ford cruise control switch has been blamed for 1,500 fires. In Lithonia, Ga., a neighbor photographed a Ford F-150 going up in flames along with a nearby garage.



[Photographs courtesy of Lieff, Cabraser, Heimann & Bernstein, LLP]

AFTER six recalls to correct problems with millions of Ford Motor Company cruise-control switches blamed for almost 1,500 fires, the National Highway Traffic Safety Administration took an unusual step. In February, it issued a consumer advisory urging owners whose vehicles had not yet been fixed to have the switches disconnected immediately.

"Vehicles are continuing to catch fire and buildings are continuing to catch fire because the remedy hasn't been effected yet," Rae Tyson, a spokesman for the safety agency, said. "This is a defect that could possibly have dire consequences, and we wanted to do what we could to try to make people more aware of the need to get vehicles back to the dealer quickly -- if not for the permanent remedy, at least for a short-term remedy."

The recalls -- which included what the government called a recall of a recall -- began in 1999. They covered some 10 million Ford, Lincoln and Mercury vehicles from 1992-2004, a record number recalled for a single problem.

Ford had already set the record for the largest recall, which also involved a potential fire hazard. That was for 7.9 million vehicles with ignition switch problems. The agency's February advisory concerned a cruise-control deactivation switch that could develop a short circuit. Regulators say that could cause a vehicle to catch fire even while it is parked and the ignition is off. The switch's function is to cut off the cruise control when the driver taps the brakes.

VEHICLE LIST

Based on information from NHTSA and Ford, and as reported in the media, the cruise control switches that have been linked to fires are the same or similar to those on many vehicles manufactured by Ford (or sold under the Lincoln or Mercury brand names).

RECALLED VEHICLES

- **Cars**
 - 1992-1997 Ford Crown Victoria
 - 1992-1997 Lincoln Town Car
 - 1992-1997 Mercury Grand Marquis
 - 1993 Ford Taurus SHO
 - 1993-1998 Lincoln Mark VIII
 - 1994 Mercury Capri
- **SUVs**
 - 1993-1996 Ford Bronco
 - 1997-2002 Ford Expedition
 - 1998-2001 Ford Explorer
 - 1998-2001 Mercury Mountaineer
 - 1998-2002 Lincoln Navigator
 - 2000-2003 Ford Excursion
 - 2001-2002 Ford Explorer Sport
 - 2001-2002 Ford Explorer Sport Trac
- **Pickup Trucks**
 - 1993-2003 Ford F-150
 - 1993-2003 Ford F-250
 - 1993-2003 Ford F-350
 - 1993-2003 Ford F-450
 - 1993-2003 Ford F-550
 - 1993-2002 F-Super Duty
 - 2001 F-Series Super Crew
 - 2002-2003 Lincoln Blackwood
 - 2003-2004 Ford F-150 Lightning
- **Vans**
 - 1992-1993, 1997-2002 E150-350
 - 1994-1996 Ford Econoline
 - 1996-2002 Ford E-450
- **RVs and Motorhomes**
 - 1995-2002 Ford F53 Motor Home

VEHICLES WITH THE SAME OR SIMILAR SWITCHES

- **Cars**
 - 1998 Mercury Grand Marquis
 - 1993 Lincoln Mark VII
 - 1993-1995 Ford Sable

The safety administration says it can connect 65 fires to switch failures, but the problem could be far greater: the agency received 1,472 complaints or allegations of engine compartment fires related to the switches before the investigation was closed in August 2006. Because investigators were often unable to contact owners, not enough data could be collected to make a final determination on many complaints. The agency also received 60 more fire complaints since the inquiry ended. The agency has not linked switch failures to any deaths, but at least three wrongful death suits have been filed against Ford.

[Learn more about Ford vehicle fires](#) and the rights of people injured by car, SUV, van and truck fires.

August 3, 2007

MSNBC.com, "Ford recalls 3.6 million vehicles over switch; Cruise control in more than a dozen models from '92 to '04 linked to fires"

Ford Motor Co. said Friday it is recalling 3.6 million passenger cars, trucks, sport utility vehicles and vans to address concerns about a cruise control switch that has led to previous recalls based on reports of fires. Ford said the recall covered more than a dozen vehicle models built from 1992-2004. The company said it was responding to concerns from owners about the safety of their cars and questions about the speed control deactivation switch in the vehicles that is powered at all times.

The Dearborn, Mich.-based automaker previously had recalled nearly 6 million vehicles beginning in January 2005 because of engine fires linked to the cruise control systems in trucks, SUVs and vans. "Customers remain concerned about the long-term durability of the speed control system and about the safety of their vehicles," said Ford spokesman Dan Jarvis.

He said the automaker had received "a few reports of fires" in Ford Crown Victoria passenger cars prior to the recall. He did not have a precise number. The recall involves the following vehicles: 1998-2002 Ford Ranger, 1992-1997 Lincoln Town Car, 1992-1997 Ford Crown Victoria, 1992-1997 Mercury Grand Marquis, 1993-1998 Lincoln Mark VIII, 1993-1995 Taurus SHO, 1999-2001 Ford Explorer and Mercury Mountaineer.

Also covered are the 2001-2002 Ford Explorer Sport, 2001-2002 Ford Explorer Sport Trac, 1992-1993 E150-350 vans, 1997-2002 E150-350 vans, 1993 Ford F-Series pickups, 1993 Ford Bronco, 1994 Mercury Capri, 2003-2004 Ford F-150 Lightning, and 1995-2002 Ford F53 motor homes. An additional 177,000 vehicles in Canada, Mexico and Europe are covered by the recall. It was Ford's sixth recall, involving a total of more than 10.4 million vehicles, conducted since 1999 because of problems with the speed control system, according to the National Highway Traffic Safety Administration. The nation's largest single recall involved 7.9 million Ford vehicles in 1996 to replace an ignition switch.

March 6, 2007

- **SUVs**
1992-1997 Mercury Mountaineer
- **Pickup Trucks**
1998-2002 Ford Ranger
- **Vans**
1992-1993, 1997-2002 Ford Econoline
1994-2002 Ford Windstar

To learn more about the Ford Fire Recall, [click here.](#)

CONTACT INFORMATION

- **National Highway Traffic Safety Administration (NHTSA)**
To report a vehicle fire incident
Phone: (888) 327-4236
Web: www.nhtsa.gov
Mail: U.S. Department of Transportation
NHTSA
Office of Defects Investigation
NSA-10.01 400 7th Street, SW
Washington, DC 20590
- **Ford Motor Company:**
Phone: (800) 392-3673
Web: for recall information, visit [Ford's Recall Information Page](#)
- **Lieff Cabraser Heimann & Bernstein, LLP:**
Phone: (800) 541-7358
Web: for information regarding your legal rights and our law firm, visit our website, www.vehicle-injuries.com

Detroit News, "Texan's death rekindles Ford switch issue; Family of retiree files suit blaming component linked with engine fires"

Al Gavegan Sr.'s death in a house fire last summer left family and friends in San Antonio searching for answers -- and they say the evidence leads straight to Ford Motor Co. and a faulty electrical switch.

The retired government contractor was well-known as the guy who operated the time clock at high school football games and taught kids with special needs. On birthdays, he asked friends to forgo gifts in favor of teddy bears he could donate to sick children at a local hospital. Hundreds attended his funeral after the 76-year-old died Aug. 14 in a blaze that started when a late-night fire spread from his 1994 Mercury Marquis parked in his attached garage, investigators found.

A police report listed the fire's probable cause as "an electrical malfunction in the engine compartment of the vehicle." Gavegan's family soon discovered that his Grand Marquis was one of 16 million Ford vehicles built with an electrical switch that has been linked to nearly 550 fires and about 1,500 complaints.

Since 1999, Ford has recalled 6.85 million vehicles with the switches, making it one of the largest auto safety recalls in U.S. history. On Monday, Ford again expanded the recall of vehicles with the speed control switches in question. The latest recall included 155,000 2003 model SUVs and pickup trucks. But millions of vehicles with the switch, including Gavegan's Grand Marquis, have not been recalled.

Despite five recalls and an exhaustive federal safety investigation, Ford has been unable to put an end to switch issue. Ford faces more than 20 lawsuits around the country -- including a wrongful death lawsuit to be filed today by the Gavegan family in Bexar County Court in Texas.

Ford said its decision not to recall all 16 million vehicles with the switches is based on a National Highway Traffic Safety Administration investigation and its own research that show only certain vehicles with the switches are at risk of catching fire. Ford, which initially denied that the switches were defective, says an "interaction" between faulty switches and their placement in certain vehicles is to blame, not the switches alone.

The switch is used to deactivate a vehicle's cruise control when a driver taps a brake pedal. Most of the suits allege fires began well after the vehicles were turned off.

Ford stopped using the \$21 Texas Instruments switch in 2002 after a decade of use. In 1999, the company recalled the 1992 and 1993 Mercury Grand Marquis models to replace the switch, but not the 1994 model that Gavegan drove. Ford says a specific batch of switches were to blame.

[Mark Chalos](#), a Nashville lawyer representing the Gavegan family, contends there was no significant engineering difference between the 1993 and 1994 Grand Marquis. "These companies have known for years about the fire dangers of these switches. They have chosen not to recall affected vehicles," Chalos said Monday.

The Gavegans' suit also names Texas Instruments Inc. The company sold the division that made the switches in 2006 to Sensata Technologies. Of the 6.85 million

vehicles recalled, Ford has fixed 45 percent.

A key reason the switches are a fire hazard is that they have electricity running through them after vehicles are shut off. The fix dealers install is a fused wiring harness to prevent a fire from starting.

August 3, 2006

***San Francisco Chronicle*, "Ford Issues Recall, Sees 2Q Loss"**

Ford Motor Co., already reeling from business setbacks, recalled 1.2 million trucks, sport utility vehicles and vans Thursday amid concerns about potential engine fires. Ford said the recall was tied to the speed control deactivation switch system, which could corrode over time, overheat and ignite. It builds upon one of the largest recalls in U.S. history.

The recall involves vehicles fueled by gasoline or natural gas and equipped with speed control, including the 1994-2002 F-250, F-350, F-450 and F-550 F-Super Duty trucks, 2000-2002 Excursion SUVs, 1994-1996 Econoline vans and 1996-2002 E-450 vans, and 1998 Explorers and Mountaineers. The recall does not involve similar vehicles fueled by diesel.

The National Highway Traffic Safety Administration said Thursday it closed a nearly two-year investigation into the cause of the fires. The agency has received 1,472 complaints connected to the problems, including 65 reports of fires. NHTSA said there have been no confirmed deaths or injuries, but lawsuits have been filed over three deaths in Iowa, Georgia and Arkansas, allegedly connected to vehicle fires.

Owners of the newly recalled vehicles will receive notices in the mail in a week and dealers will install a fused wiring harness. Customers can contact Ford at 1-888-222-2751.

August 15, 2005

***WFMY News (Greensboro, NC)*, "Ford Trucks Catch Fire, Not Attention; Laura Voos saved the house but not the truck"**

Owners of thousands of Ford light trucks have a bigger concern than high fuel prices, their vehicles could catch fire. Even though they've been warned and offered a repair, CBS News reports that some of the owners are not doing anything about it.

Laura Voos says her Ford pickup was parked and locked last week when it suddenly burst into flames in her Texas driveway.

"It was already getting the eaves on the garage when I came out," said Voos of the fire.

She managed to save the house but not the truck, which is now a burned mass of metal. More than 400 Ford vehicles have caught fire since 2000 and at least three people have died.

Ford identified the culprit in some of the fires as the cruise control switch. In February, they began recalling 800,000 pickups, Expeditions and Navigators.

The big question for federal safety investigators is whether millions more Ford vehicles that used similar

switches all the way up until 2003 should also be recalled.

A Ford test video, turned over as evidence for a lawsuit, shows how a switch can catch fire. But Ford says it's still not sure what's behind the problem with the recalled switches.

Replacing the switch in recalled vehicles is fairly easy. But to complicate matters, federal investigators say the switches might be only part of the problem.

Meantime, less than half of affected owners have had their switch replaced, even though Ford has sent several recall letters, approved by the government.

The former head of federal highway safety, Joan Claybrook, says Ford's recall letters don't sound urgent enough. She used to require much stronger wording.

"It should have in the title and as a headline on the letter itself: safety recall, recall notice, high risk, or danger," Claybrook said.

Ford says that kind of language might scare consumers too much. But the absence of such wording might be why Laura Voos didn't feel the need to rush down and get her truck fixed when she got a recall reminder, just a week before the fire.

July 23, 2005

The New York Times, "A Wider Inquiry on Fires in Ford Trucks"

As Ford Motor faces numerous lawsuits and tries to determine why hundreds of its trucks have burst into flames, federal authorities have widened their investigation into whether a faulty cruise control switch is causing the fires.

The families of two people killed in fires that the families say erupted from the trucks have sued Ford, and a third family is expected to file a wrongful-death suit next week. The National Highway Traffic Safety Administration has also stepped up pressure on Ford, expanding its investigation to include more than 3.7 million Lincoln Navigators, Ford Expeditions and F-150 pickup trucks, the nation's best-selling vehicle.

The investigation centers on a switch in the trucks that disables the cruise control when the driver steps on the brake pedal. The safety administration is investigating the possibility that flammable hydraulic fluid is somehow leaking into the electrical component of the switch and sparking the fires.

The agency has received reports of 512 fires across the country that may be tied to the switches. Lawyers representing the families of three people who died in fires linked to the trucks say the switches are to blame.

In addition, property damage lawsuits have been filed in several states where houses have burned to the ground, with residents blaming truck fires in adjacent garages. However, questions remain about exactly how the fires erupt.

July 17, 2005

The Detroit News, "Safety Agency Widens Investigation; NHTSA awaits Ford's internal report into the questionable part, which is in 16 million"

vehicles"

With reports of vehicle fires mounting, Ford Motor Co. is racing to meet a mid-August deadline to provide federal investigators with details of its analysis of faulty cruise-control deactivation switches.

More than 500 fires have been reported to the National Highway Traffic Safety Administration in Ford F-150 pickups, and Ford Expedition and Lincoln Navigator SUVs.

In January, Ford announced it was recalling more than 700,000 pickups and SUVs to disconnect switches in the engine compartment that could overheat and cause fires. In March, NHTSA opened a broader investigation into 3.7 million additional vehicles with potentially the same problem.

A NHTSA spokesman said this week that the agency is deeply involved in its investigation of the switches, but is awaiting Ford's internal data on switch failures.

"We sent Ford a very detailed information request, which they have until mid-August to respond to," said NHTSA spokesman Rae Tyson.

As many as 16 million Ford vehicles have switches similar to those in the recalled pickups and SUVs. But NHTSA has yet to make public its analysis of other vehicles, and doesn't expect to do so soon.

July 17, 2005

The Detroit News, "Danger Under the Hood; A little girl dies; attention turns to a faulty Ford part; More than 500 fires reported in pickups, SUVs; probe centers on cruise-control switch"

The noise woke Tanika Washington just before dawn, a sound like heavy raindrops beating on the roof.

But when she sat up in bed, she realized it was the crackling of fire.

"I think something's burning," she said to her husband, Juan. "I think the house is on fire."

And when Juan opened their bedroom door, a wall of fire was on the other side, raging through the hallway of their split-level home. In the minutes that followed, the house in northern Georgia burned to the ground, and four members of the Washington family escaped with their lives.

But Blake Washington, the couple's 4-year-old daughter, died in her bed in the blaze on New Year's Day 2004, the victim of what baffled local investigators said was a fire of undetermined origin.

Nobody suspected that clues may have existed in the smoldering remains of the family's 2001 Ford F-150 pickup until a federal investigation of Ford vehicle fires became public earlier this year.

With millions of Ford pickups and SUVs now under scrutiny for dangerous fires, the Washington case may prove to be a tragic example of the consequences of a hidden automotive defect.

On Friday, the Washington family filed a wrongful death suit in a Georgia state court against Ford Motor Co., alleging that a defective cruise-control deactivation switch in the F-150 caused the fire that killed Blake.

"We expect to prove that the physical evidence is

consistent with the fire originating in the Ford," said [Mark Chalos](#) of the law firm Lief Cabraser Heimann & Bernstein in Nashville, Tenn. For Blake Washington's parents, the lawsuit is all about getting to the truth behind the tragedy that changed their lives forever. "We lost a child and nothing's going to bring her back, no amount of money," said Tanika Washington. "I want somebody to give a damn that we lost our baby."

To read the full article on the *Detroit News* website, [click here](#).

July 26, 2005

Click2Houston.com, "NHTSA Requests More Documents In Ford Fire Investigation"

The federal government is ordering the Ford Motor Co. to hand over more information in the ongoing probe into fires happening in certain trucks and sport utility vehicles. The development comes as the Local 2 Troubleshooter investigation into the fires prompts action from a member of Congress, the station reported Friday.

"It's important that we get to the bottom of this," U.S. Rep. Ted Poe said.

The Houston-area congressman is looking for answers. After watching the Local 2 Troubleshooters investigations into fires happening in Ford F-150s, Expeditions and Lincoln Navigators across Houston and nationwide, Poe personally called the Ford Motor Company.

"Texas is the No. 1 market for these vehicles in the entire United States. So, the casual starting of these fires has got to cease," he said.

Poe's call to Ford comes as the National Highway Traffic Safety Administration recently sent a letter to the carmaker asking for volumes of information regarding not only the speed control deactivation switch blamed for causing the fires, but information on the entire cruise control system and manufacturing process.

The letter from NHTSA is also now asking for information on Ford Rangers, Explorers, Broncos and Econoline vehicles.

All of those vehicles are equipped with speed control deactivation switches.

June 27, 2005

CNN News, "Ford Document: Millions of vehicles have fire risk part"

Early this year, Laura Hernandez nudged her husband, Nestor Oyola, as he slept in their Kissimmee home and asked him to put the Ford Expedition he had bought her the day before into the garage.

Oyola moved the Expedition and they went to sleep. At 5 the next morning, half an hour after her husband had driven his SUV to work, Hernandez was awakened by barking from Chakuil, their Chihuahua mix.

"He saved our lives," said Hernandez, who smelled smoke and roused her 15-year-old daughter, Rotsenmary.

A fire investigator, hired by their auto insurance company, said the blaze was caused by a cruise-control

deactivation switch in the SUV -- a type of switch that Ford installed in millions of its vehicles from 1992 until 2003.

Several fire investigators hired by major insurance companies and auto engineers consulted by CNN say the switch is causing some Ford vehicles to ignite.

The \$20.57 switch shuts off the cruise control when the driver firmly steps on the brakes. The switch is located under the hood of the vehicle and is attached to the brake master cylinder on one end and wired to the cruise control on the other.

Ford has already recalled more than 1 million vehicles in two separate recalls to replace the switch.

The first recall was in May 1999, affecting 279,000 Crown Victorias, Grand Marquises and Town Cars for model years 1992 and 1993. The second, issued in January 2005, affected 792,000 vehicles, including model year 2001 F-Series SuperCrews and 2000 Expeditions, Navigators and F-150 pickups.

But a Ford document obtained by CNN shows the same or similar switch was installed in a total of 16 million vehicles, far beyond what was recalled.

But, in a recall notice to owners of 2000 F-150s, Expeditions, Navigators and 2001 F-150 SuperCrews, the company seemed less equivocal about the switch. The "switch may overheat, smoke or burn which could result in an underhood fire," it said. "This condition may occur either when the vehicle is parked or when it is being operated, even if the speed control is not in use."

The company stopped using the switch altogether as of the 2004 year model, and is now using a new design.

June 16, 2005

***BizJournals.com*, "Lawsuit blames TI, Ford in woman's death"**

A lawsuit filed by the family of an Iowa woman who died in a fire last month claims Ford Motor Co. and Texas Instruments Inc. are guilty of negligence.

The lawsuit claims that the death of Darletta Mohlis, who died from injuries from a fire in her home May 2, was the result of the failure of a cruise control deactivation switch inside her 1996 F-150 truck that was made by Texas Instruments.

The suit, filed in a Harris County District Court, also names Wilmington, Del.-based E.I. DuPont de Nemours and Co., which made the Kapton and Teflon coatings used in the switch.

According to the suit, Dallas-based TI and Ford were aware of more than 200 previous incidents in which engine-compartment fires resulted from speed control deactivation switch failures, but limited a recall to certain model-year vehicles to save money.

Ford, in a statement to the *Dallas Business Journal*, said remnants of the switch were found at the scene by National Highway Traffic Safety Administration and Ford investigators and the switch was ruled out as the fire's cause.

Ford said the evidence suggests the fire started elsewhere in the garage and spread to the truck and the home.

The company said it extends its condolences to the

Mohlis family and continues to cooperate with NHTSA on its investigation of the incident.

TI spokeswoman Sharon Hampton said Texas Instruments would have supplied the switch in that vehicle but the switch is just one component in the cruise control deactivation switch system.

"We don't believe there's a safety defect with the switch," she said.

March 23, 2005

The Associated Press, "U.S. Agency to Probe Ford Pickups, SUVs"

Federal regulators said Wednesday they are investigating more than 3.7 million Ford Motor Co. pickups and sport utility vehicles because of a defect in a cruise control switch that already has led to a recall.

The National Highway Traffic Safety Administration said it would examine Ford F-150 pickups from the 1995-1999 and 2001-2002 model years, and Ford Expeditions and Lincoln Navigators from the 1997-1999 and 2001-2002 model years.

Agency officials said they have received 218 complaints of engine fires from the cruise control switch in those models. No injuries or fatalities have been reported.

The investigation of the popular vehicles does not include the 2000 model years of the trucks and SUVs, which was covered by recall in January of nearly 800,000 vehicles.

Ford said the cruise control switch could short circuit and cause an engine compartment fire when the vehicle is parked or driven, even if cruise control is not in use.

"We'll continue to cooperate with the agency until the matter is closed," Ford spokeswoman Kristen Kinley said.

The auto safety agency often conducts investigations after getting complaints from consumers or spotting trends in warranty claims. Investigations can lead to vehicle recalls.

January 28, 2005

San Francisco Chronicle, "Ford recalls nearly 800,000 pickups and SUVs because of fire risk"

Ford Motor Co. is recalling nearly 800,000 pickups and sport utility vehicles because the cruise control switch could short circuit and cause a fire under the hood, the automaker said.

In an interview Friday from Deltona, Fla., broadcast on NBC's "Today" show, F-150 owner Bob Garcia described how flames engulfed his truck at his home while the ignition was turned off. The intense fire also damaged his garage.

"It caught on fire inside the garage all by itself," Garcia said. "No key in it." During the interview, NBC showed a videotape dated last month that showed the damage from the blaze.

Ford will notify owners of the recall in February, and dealers will deactivate the cruise control switch for free.

Once the company has an adequate supply of replacement switches, it will send another letter notifying owners that they can get their switches replaced. Ford said cruise control will be disabled once the switch is deactivated.

Switchfires.com is sponsored by the national law firm of Lieff Cabraser Heimann & Bernstein, LLP
Read our Attorney Advertising Disclaimer



SwitchFires.com

HOME RECALL INFO NEWS ARTICLES INVESTIGATIONS RESOURCES

For Immediate Release

Consumer Advisory: NHTSA Warns Ford, Lincoln and Mercury Owners of Fire Hazards Involving Faulty Cruise Control Switches in Recalled Vehicles That Have Not Been Repaired

Owners of Recalled Vehicles are Urged to Bring Vehicles to Dealers Immediately to Disconnect Faulty Switches

The National Highway Traffic Safety Administration today urged owners of certain unrepaired Ford, Lincoln and Mercury SUVs, pickup trucks, vans, and certain passenger cars that contain a safety defect to bring their vehicles to dealer repair shops immediately to have the cruise control switch disconnected. Many dealers will perform this as a "drive through" service so owners do not have to leave their vehicles at the dealership or schedule an appointment in advance.

Failure to have the switch disconnected could lead to a vehicle fire at any time, whether or not the key is in the ignition, and whether or not owners use the cruise control system. The safety agency said the fire danger is present regardless of the age of the vehicle, and could even occur while the vehicle is parked and unattended. Several dwelling fires have been attributed to the problem.

NHTSA said it is issuing the consumer advisory due to concerns that many owners have yet to respond to multiple safety defect recall notifications involving approximately 9.6 million registered vehicles. It said that approximately five million vehicles have been repaired so far, leaving some five million passenger cars and light trucks with the faulty switches intact, and in danger of catching fire.

Ford and NHTSA urged all owners of recalled vehicles that have not been repaired to bring their vehicles to dealers as soon as possible to have the faulty switches disconnected, as an interim safety measure. Ford is in the process of re-notifying owners of the SUVs and other light trucks concerning the importance of having the switch disconnected.

This interim fix will eliminate the risk of fire while affected Ford and Mercury owners are waiting for final repairs from the company, NHTSA said.

The involved vehicles are:

1. 1993 - 2004 F150
2. 1993 - 1999 F250 (gasoline engine)
3. 1993 - 1996 Bronco
4. 1994 - 1996 Econoline
5. 1997 - 2002 Ford Expedition
6. 1998 - 2002 Lincoln Navigator
7. 1998 - 2002 Ford Ranger
8. 1992 - 1998 Ford Crown Victoria, Mercury Grand Marquis and Lincoln Town Car
9. 1993 - 1998 Lincoln Mark VIII

VEHICLE LIST

Based on information from NHTSA and Ford, and as reported in the media, the cruise control switches that have been linked to fires are the same or similar to those on many vehicles manufactured by Ford (or sold under the Lincoln or Mercury brand names).

RECALLED VEHICLES

- **Cars**
 - 1992-1997 Ford Crown Victoria
 - 1992-1997 Lincoln Town Car
 - 1992-1997 Mercury Grand Marquis
 - 1993 Ford Taurus SHO
 - 1993-1998 Lincoln Mark VIII
 - 1994 Mercury Capri
- **SUVs**
 - 1993-1996 Ford Bronco
 - 1997-2002 Ford Expedition
 - 1998-2001 Ford Explorer
 - 1998-2001 Mercury Mountaineer
 - 1998-2002 Lincoln Navigator
 - 2000-2003 Ford Excursion
 - 2001-2002 Ford Explorer Sport
 - 2001-2002 Ford Explorer Sport Trac
- **Pickup Trucks**
 - 1993-2003 Ford F-150
 - 1993-2003 Ford F-250
 - 1993-2003 Ford F-350
 - 1993-2003 Ford F-450
 - 1993-2003 Ford F-550
 - 1993-2002 F-Super Duty
 - 2001 F-Series Super Crew
 - 2002-2003 Lincoln Blackwood
 - 2003-2004 Ford F-150 Lightning
- **Vans**
 - 1992-1993, 1997-2002 E150-350
 - 1994-1996 Ford Econoline
 - 1996-2002 Ford E-450
- **RVs and Motorhomes**
 - 1995-2002 Ford F53 Motor Home

VEHICLES WITH THE SAME OR SIMILAR SWITCHES

- **Cars**
 - 1998 Mercury Grand Marquis
 - 1993 Lincoln Mark VII

10. 1993 – 1995 Ford Taurus SHO with automatic transmission
11. 1994 – Mercury Capri
12. 1998 – 2001 Ford Explorer and Mercury Mountaineer
13. 2001 – 2002 Ford Explorer Sport and Explorer Sport Trac
14. 1992 – 1993 and 1997 – 2003 Ford E-150-350 gasoline or natural gas vehicles
15. 2002 – E-550 gasoline engine vehicles
16. 1996 – 2003 E-450 gasoline or natural gas vehicles
17. 1994 – 2002 F-250 through F-550 super Duty trucks (gasoline engine)
18. 2000 – 2002 Ford Excursion (gasoline engine)
19. 2003 – F250 – F550 Super Duty, Ford Excursion
20. 1995 – 2002 Ford F53 Motor home chassis
21. 2002 – 2003 Lincoln Blackwood

Consumers with questions should contact their local Ford/Lincoln/Mercury dealer, or call 888-222-2751. Additional information is available by [clicking here](#).

- 1993-1995 Ford Sable
- **SUVs**
1992-1997 Mercury Mountaineer
 - **Pickup Trucks**
1998-2002 Ford Ranger
 - **Vans**
1992-1993, 1997-2002 Ford Econoline
1994-2002 Ford Windstar
- To learn more about the Ford Fire Recall, [click here](#).**

CONTACT INFORMATION

- **National Highway Traffic Safety Administration (NHTSA)**
To report a vehicle fire incident
Phone: (888) 327-4236
Web: www.nhtsa.gov
Mail: U.S. Department of Transportation
NHTSA
Office of Defects Investigation
NSA-10.01 400 7th Street, SW
Washington, DC 20590
- **Ford Motor Company:**
Phone: (800) 392-3673
Web: for recall information, visit [Ford's Recall Information Page](#)
- **Lieff Cabraser Heimann & Bernstein, LLP:**
Phone: (800) 541-7358
Web: for information regarding your legal rights and our law firm, visit our website, www.vehicle-injuries.com

Switchfires.com is sponsored by the national law firm of Lieff Cabraser Heimann & Bernstein, LLP
Read our Attorney Advertising Disclaimer

mania
797343407

BEGINNING OF CONTACT
04/17/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.05

REGION: S2 CHARLOTTE	OGC ISSUE	CASE NBR: 0797343407
VIN: 2FMZA51431B	ZONE: A03	OPENED: 04/16/2008
	ENGINE: 4	VEH TYPE: T
		CLOSED: 04/16/2008

LAST NAME:		FIRST NAME: G	STATUS: CLOSED
TITLE:		MI: R	
ADDRESS:			
CITY: APEX		STATE: NC	ZIP:
HOME PHONE:			
MODEL YEAR: 2001	MODEL: WINDSTAR LX 4X2 3-DR WAGON		
MILEAGE: 75000			
DEALER NAME: CROSSROADS FORD, IN	SALES CODE: F21026	P & A: 00998	
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE			
SYMPTOMS: 704345 FIRE/SMOKE SCORCHED/BURNT UNDERHOOD			

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 792 - CONTACT ADVANCED TO OGC - FIRE
DOCUMENT: ANALYST: RMILL377 ROBERT MILLER (RMILL377)

DATE: 04/16/2008 TIME: 16.14.03 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: -CUST STATES SHE HAS A VEH THAT IS CURRENTLY UNDER INVESTIGATION ON NHTSA-THERE WAS A CATASTROPHIC FAILURE OF THE BRAKE PRESSURE DIFFERENTIAL DEACTIVATION SWITCH -THIS IS CAUSED ABOUT 2500 IN DAMAGE-CUST STATES THE DLRSHIP TOLD HER SHE NEEDED SOMEONE TO AUTHORIZE THE REPAIR-CUST STATES SHE WILL ALSO NEED COVERAGE OF A RENTAL WHILE THE VEH IS BEING REPAIRED-ODOMETER WAS WIPED OUT WHEN THE DAMAGE OCCURED AND CURRENT MILEAGE CANNOT BE VERIFIED-VEH WAS BROUGHT TO DLRSHIP THIS MORNING-THE DAMAGE OCCURED EITHER ON SUNDAY OR MONDAY-THE LEAKAGE FROM THIS SWITCH LEAKED ONTO THE ABS SYSTEM WIRING HARNESS CATCHING IT ON FIRE MELTING THE HARNESS AND ABS CONTROL MODULE-NO FIRE REPORT WAS FILED NO VISIBLE FLAMES OR SMOKE IN VEH-NO DAMAGES TO ANYTHING OTHER THAN THE VEH-NO CLAIM WAS FILED WITH INSURANCE COMPANY-VEH IS REPAIRABLE BY DRSHPS ESTIMATEION AT A COST OF \$2500 NOT INCLUDING A RENTAL VEH-THE VEH WAS NOT RUNNING AT TIME OF FIRE-CUST IS SEEKING REPAIR OF THE VEH AS WELL AS A RENTAL VEH UNTIL REPAIRS ARE COMPLETEDDEALER SAID: CROSSROADS FORD, INC.2333 WALNUT STREET CARY, NC 27511TEL:(919) 467-1881CRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OFFICE OF THE GENERAL COUNSELL 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.GEORGE CHURCHILL8600 LAWDRAKER ROAD APEX, NORTH CAROLINA 27539919-757-9562

All Action Details for Issue

Print

VIN: 2FMZA51431B [REDACTED] Year: 2001 Model: WINDSTAR Case: 797343407
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-06-29
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - FIRE CLAIM Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE
 Dealer: 00998 CROSSROADSFORD, INC. Origin Desc: OGC - CLAIMS - FD
 Odometer: 1 MI Comm Type: INBOUND EMAIL-OTHER
 Analyst Name: PICKET SYLVIA Analyst: SPICKET5
 Action Date: 04/17/2008 Action Time: 09.53.10.003 Action Data: Yes

Comments *****PRODUCT CLAIM*****DATE RECEIVED: 4/17/08. CONTACT: CUSTOMER ALLEGES CONCERN AS VEHICLE VEHICLE CAUGHT FIRE MELTING THE HARNESS AND ABS CONTROL MODULE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	MAGUILE8

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 00998 CROSSROADSFORD, INC. Origin Desc: OGC - CLAIMS
 Odometer: 1 MI Comm Type: OUTBOUND CUSTOMER MAIL
 Analyst Name: AGUILERA, MARIA Analyst: MAGUILE8
 Action Date: 04/18/2008 Action Time: 11.48.03.039 Action Data: No

Comments ACK

Ford Confidential

Customer Info

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

Ford Confidential

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
S2-CHARLOTTE	21-ATLANTA	M	A03	00998	F21026

Dealer Name: CROSSROADSFORD, INC.
Dealer Address: 2333 WALNUT STREET
 CARY NC 27511
Dealer Main Phone: 919-467-1881 / 919-653-1107 Gary Gardner

Position	Employee Name
DEALER/PARTNER	GLENN A BOYD
GENERAL MANAGER	CHRISTOPHER A CADY
PARTS MANAGER	STEVE ALBRECHT
SALES MANAGER	DAVID C CANNON
SALES MANAGER	ERIC R KAPLAN
SALES MANAGER	GLENN A BOYD JR.
SERVICE MANAGER	CHRISTOPHER B ZINK
SERVICE MANAGER	MICHAEL L INNERARITY

Service Hours 7:30AM - 9:00PM M-F, SAT 8:00AM - 1:00PM

Directions

Trained Y

Additional Information .

Ford Confidential

ESP / Recall Information

VIN: 2FMZA51431B [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	2001-07-24	00998USAF21126
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-05-10	00998USAF21126
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	2002-05-10	00998USAF21126

OASIS RESULT:

2FMZA51431B [REDACTED]

04/21/2008
12:21:39
FCXWS447

© Copyright 2002-2008 Ford Motor Company. All rights reserved.

▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 WINDSTAR	BODY STYLE LX 3 / 4 DOOR WAGON	ENGINE 3.8L EFI
TRANSMISSION 4F50N AUTO TRANSAXLE	AXLE CODE 15	ENGINE CALIBRATION 1A31AS0A

▶ WARNING MESSAGES

CUDL - VIN MAY BE ASSOCIATED WITH AN OA ACCOUNT. SEE OA TRACKER FOR DETAILS
CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT
CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

▶ ARN MESSAGES

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 06/29/2001	BUILD DATE 01/12/2001	SALE MILEAGE 00009
--	---------------------------------	------------------------------

▶ OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA51431B [REDACTED]

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

VIN FSA Details

* Confidential *

VIN: 2FMZA51431B [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: CAN

FSA Details

00000481	SEAT BELT BUCKLE
00000485	WIPER MOTOR GEAR COVER
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
00000515	ELECTRICAL CONNECTOR/SEALER SKIP

Vehicle Details

Model Year:	2001	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	12-Jan-2001
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	29-Jun-2001
Vehicle Type Description:	TRUCK	Sale Date:	29-Jun-2001
VDM Vehicle Status:	800	Engine Tag Code:	1K542AA
Emissions:			

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: APEX
 State/Province: North Carolina Phone #:
 ZIP/Postal Code: [REDACTED] E-Mail:
 Country: UNITED STATES

Owner Effective Date: 13-Aug-2002 Vendor Applied Date:
 Vendor Match Code Description: 4-NEITHER NAME OR ADDRESS MATC

N&A Source: POLK GCamp Applied Date: 06-Jan-2003
 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:	APEX	
State/Province:	North Carolina	Phone #:
ZIP/Postal Code:	[REDACTED]	E-Mail:
Country:	UNITED STATES	

Owner Effective Date:	29-Jun-2001	Vendor Applied Date:	
Vendor Match Code Description:	-		
N&A Source:	NAVIS	GCamp Applied Date:	09-Aug-2001
Mail Status:	Active	Mail Suppression Date:	

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

Historical Owner

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

Owner Effective Date:	01-Jan-2001	Vendor Applied Date:	
Vendor Match Code Description:	-		
N&A Source:	NAVIS	GCamp Applied Date:	20-Jun-2001
Mail Status:	Active	Mail Suppression Date:	

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

Original Owner

Business Name:		
Owner Name:	[REDACTED]	
Address 1:	[REDACTED]	
Address 2:		

Address 3:
 Address 4:
 City: APEX
 State/Province: North Carolina Phone #:
 ZIP/Postal Code: ████████ E-Mail:
 Country: UNITED STATES

Owner Effective Date: 02-Jul-2001 Vendor Applied Date:
 N&A Source: NAVIS GCamp Applied Date: 04-Feb-2002
 Mail Status: Active Mail Suppression Date:
 Fleet Code: Fleet Name:
 Fleet Status: Fleet Mgmt Code: -
 Company Car:

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	00998	USA	F21026		Crossroads Ford, Inc.
Ship-To	00998	USA	F21026		Crossroads Ford, Inc.
Stocking	00998	USA	F21026		Crossroads Ford, Inc.
Selling	00998	USA	F21026		Crossroads Ford, Inc.

FSA Details	
VIN: 2FMZA51431BB16002	
Local FSA: 01S21 - SEAT BELT BUCKLE	Global FSA: 00000481

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):
 + 0 - TARGET SEGMENT
 - AA - KITCODE AA
 + 1 - FOLLOWUP
 - AA - COMPLETE VOLUME

Supplement Code:
 A -

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
00998	USA	F21026		Crossroads Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	26-Jul-2001	
Display Eligibility	N	26-Jul-2001	
Original Mail Eligibility	N	13-Jul-2001	
Follow up Mail	N	26-Jul-2001	

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

Description	Release Date
MAILED - ORIGINAL NOTIFICATION	13-Jul-2001

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

CLOSE - INSPECT 26-Jul-2001 24-Jul-2001 UNITED STATES 00998USAF21126 222086 A 0.00 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - INSPECT	Close	26-Jul-2001	
OPEN - LAUNCHED	Open	13-Jul-2001	
Confirmed		05-Jul-2001	

VIN FSA Mail History	
Local FSA:01S21-!SEAT BELT BUCKLE	Global FSA:00000481
Release:	OOWNER LETTER
Release Date:	13-Jul-2001
Mail Date:	25-Jul-2001 to 27-Jul-2001
Restricted Address:	No
Address:	275021360 UNITED STATES
Resp. Dealer:	00998USAF21026-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	NAVIS
Owner Effective Date:	01-Jan-2001
Note:	

VIN: 2FMZA51431B
 Local FSA: 01S25 - WIPER MOTOR GEAR COVER Global FSA: 00000485

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
00998	USA	F21026		Crossroads Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	14-May-2002	
Display Eligibility	N	14-May-2002	
Original Mail Eligibility	N	22-Aug-2001	
Follow up Mail	N	14-May-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

Status	System Date	Repair Date	Country	Repair		Option/Labor Code	Cost Source
				Dealer Code	Claim #		
CLOSE - REPAIRED	14-May-2002	10-May-2002	UNITED STATES	00998USAF21126	262071	B	0.00 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	14-May-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] APEX,NC [REDACTED],UNITED STATES
Resp. Dealer:	00998USAF21026-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	NAVIS
Owner Effective Date:	29-Jun-2001
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] APEX,NC [REDACTED],UNITED STATES
Resp. Dealer:	00998USAF21026-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	NAVIS
Owner Effective Date:	29-Jun-2001
Note:	

VIN: 2FMZA51431B [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 - AA -	00- Original

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
00998	USA	F21026		Crossroads Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	04-Dec-2002	
Display Eligibility	Y	04-Dec-2002	
Original Mail Eligibility	N	11-Jan-2003	
Follow up Mail	Y	11-Jan-2003	

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

Description	Release Date
MAILED - ORIGINAL NOTIFICATION	11-Jan-2003

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	11-Jan-2003	
Confirmed		04-Dec-2002	

VIN FSA Mail History	
Local FSA:02M01- x TUBE-MOUNTED EGR PRESSURE SEN...	Global FSA:00000511
Release:	OOWNER LETTER
Release Date:	11-Jan-2003
Mail Date:	15-Jan-2003 to 25-Jan-2003
Restricted Address:	No
Address:	<div style="background-color: black; width: 150px; height: 15px; margin-bottom: 5px;"></div> APEX,NC <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> 1360,UNITED STATES
Resp. Dealer:	00998USAF21026-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	13-Aug-2002
Note:	

VIN: 2FMZA51431B <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div>
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
00998	USA	F21026	Description
Crossroads Ford, Inc.			
Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	14-May-2002	
Display Eligibility	N	14-May-2002	
Original Mail Eligibility	N	22-Mar-2002	
Follow up Mail	N	14-May-2002	
VIN/FSA Vehicle Condition			
Code	Vehicle Condition	Begin Date	End Date
Description		Release Date	
MAILED - ORIGINAL NOTIFICATION		22-Mar-2002	
Repair			
Status	System Date	Repair Date	Country
CLOSE - REPAIRED	14-May-2002	10-May-2002	UNITED STATES
		Dealer Code	Claim #
		00998USAF21126	262071
		Option/Labor Code	Cost Source
		B	0.00 GACES
VIN/FSA Vehicle Status			
Description		Reason	Date
CLOSE - REPAIRED		Close	14-May-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] APEX,NC [REDACTED] UNITED STATES	
Resp. Dealer:		00998USAF21026-	
Fleet Acct:			
Fleet Mgmt Loc:			
N&A Source:		NAVIS	
Owner Effective Date:		02-Jul-2001	
Note:			

FSA Counts

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
CUST SAT PGM - MULTI REPAIR	1	0	1
NOT APPROVED	0	1	1
SAFETY RECALL	0	3	3
Total	1	4	5

Copyright ©2002 Ford Motor Company. All rights reserved.



VIN FSA Details

VIN FSA Details
* Confidential *
VIN:2FMZA50421B
FSA Status:Launched
Brand:FORD
Manufacturing Country:CAN

FSA Details

00000481 SEAT BELT BUCKLE
00000485 WIPER MOTOR GEAR COVER
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
00000515 ELECTRICAL CONNECTOR/SEALER SKIP

Vehicle Details

Model Year:2001 Assembly Plant:OAKVILLE PLANT BUILD
Vehicle Line:WINDSTAR (WIN88/WIN126) Production Date:20-Feb-2001
Body Style Description:EXTENDED WAGON Warranty Start
Date:20-Mar-2001
Vehicle Type Description:TRUCK Sale Date:20-Mar-2001
VDM Vehicle Status:800 Engine Tag Code:1K542AA
Emissions:

Vehicle Conditions

Code Vehicle Condition Begin Date End Date Source

Owner Details

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

Owner Effective Date:13-Apr-2004 Vendor Applied Date:13-Apr-2004
Vendor Match Code
Description:-

N&A Source:WASFLEETGCamp Applied Date:20-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:
Address 1:
Address 2:
Address 3:

c\clarkson_gcamp-Nov_29_2007-10_20_05.txt

Address 4:
City:BOYNE FALLS
State/Province:Michigan Phone #:
ZIP/Postal Code: E-Mail:
Country:UNITED STATES

Owner Effective Date:04-Apr-2003 Vendor Applied Date:
Vendor Match Code
Description:-

N&A Source:FLEET GCamp Applied Date:04-Apr-2003
Mail Status:ActiveMail Suppression Date:

Fleet Code:RC999 Fleet Name:RED CARPET LEASING
Fleet Status:YFleet Mgmt:9999-RED CARPET LEASING
Company Car:NO
Historical Owner

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

Owner Effective Date:04-Jan-2002 Vendor Applied Date:
Vendor Match Code
Description:-

N&A Source:WASFLEETGCamp Applied Date:04-Jan-2002
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:BOYNE FALLS
State/Province:Michigan Phone #:
ZIP/Postal Code: E-Mail:
Country:UNITED STATES

Owner Effective Date:03-Aug-2001 Vendor Applied Date:
Vendor Match Code
Description:-

N&A Source:FLEET GCamp Applied Date:03-Aug-2001
Mail Status:ActiveMail Suppression Date:

Fleet Code:RC999 Fleet Name:RED CARPET LEASING
Fleet Status:YFleet Mgmt:9999-RED CARPET LEASING
Company Car:NO
Historical Owner

Business Name:
Owner Name:

clarkson_gcamp-Nov_29_2007-10_20_05.txt

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

Owner Effective Date:06-Apr-2001 Vendor Applied Date:
Vendor Match Code
Description:-

N&A Source:FLEET GCamp Applied Date:06-Apr-2001
Mail Status:ActiveMail Suppression Date:

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

P&A CodeGEO SalesSales CodeSub CodeDescription
Ordering09668USAF48644Grand Traverse Auto Company
Ship-To09668USAF48644Grand Traverse Auto Company
Stocking09668USAF48644Grand Traverse Auto Company
Selling09668USAF48644Grand Traverse Auto Company
FSA Details
VIN: 2FMZA50421BB35237
Local FSA: 01S21 - SEAT BELT BUCKLE Global FSA: 00000481

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):Supplement Code:
+ 0 - TARGET SEGMENT
- AA - KITCODE AA
+ 1 - FOLLOWUP
- AA - COMPLETE VOLUME
A -

Responsible Dealer
P&A CodeGEO SalesSales CodeSub CodeDescription
04776USAF47316Graham Ford, Inc.

Eligibility Indicators
TypeIndicatorUpdated
Repair EligibilityN01-Feb-2002
Display EligibilityN01-Feb-2002
Original Mail EligibilityN13-Jul-2001
Follow up MailN01-Feb-2002

VIN/FSA Vehicle Condition
CodeVehicle ConditionBegin DateEnd DateSource

DescriptionRelease Date
MAILED - FOLLOW-UP NOTIFICATION 05-Sep-2001
MAILED - ORIGINAL NOTIFICATION 13-Jul-2001

clarkson_gcamp-Nov_29_2007-10_20_05.txt
Repair
StatusSystem DateRepair DateCountryDealer CodeClaim
#Option/Labor CodeCostSource
CLOSE - INSPECT 01-Feb-200229-Jan-2002UNITED STATES
09762USAF48638 004285A 0.00GACES

VIN/FSA Vehicle Status
DescriptionReasonDate
CLOSE - INSPECTClose01-Feb-2002
OPEN - LAUNCHEDOpen13-Jul-2001
Confirmed 05-Jul-2001

VIN FSA Mail History

Local FSA:01S21-!SEAT BELT BUCKLEGlobal FSA:00000481
Release:OOWNER LETTER
Release Date:13-Jul-2001
Mail Date:25-Jul-2001 to 27-Jul-2001
Restricted Address: No
Address: [REDACTED]
BOYNE FALLS,MI
[REDACTED],UNITED STATES
Resp. Dealer:09668USAF48644-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:FLEET
Owner Effective Date:06-Apr-2001
Note:

Local FSA:01S21-!SEAT BELT BUCKLEGlobal FSA:00000481
Release:FPOSTCARD
Release Date:05-Sep-2001
Mail Date:17-Sep-2001 to 24-Sep-2001
Restricted Address: No
Address: [REDACTED]
BOYNE FALLS,MI
[REDACTED],UNITED STATES
Resp. Dealer:09668USAF48644-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:FLEET
Owner Effective Date:03-Aug-2001
Note:

VIN: 2FMZA50421E [REDACTED]
Local FSA: 01S25 - WIPER MOTOR GEAR COVER Global FSA: 00000485

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

clarkson_gcamp-Nov_29_2007-10_20_05.txt

Responsible Dealer
P&A CodeGEO SalesSales CodeSub CodeDescription
04776USAF47316Graham Ford, Inc.

Eligibility Indicators
TypeIndicatorUpdated
Repair EligibilityN01-Feb-2002
Display EligibilityN01-Feb-2002
Original Mail EligibilityN22-Aug-2001
Follow up MailN01-Feb-2002

VIN/FSA Vehicle Condition
CodeVehicle ConditionBegin DateEnd DateSource

DescriptionRelease Date
MAILED - FOLLOW-UP NOTIFICATION 08-Nov-2001
MAILED - ORIGINAL NOTIFICATION 22-Aug-2001

Repair
StatusSystem DateRepair DateCountryDealer CodeClaim
#Option/Labor CodeCostSource
CLOSE - REPAIRED 01-Feb-200229-Jan-2002UNITED STATES
09762USAF48638 004285B 0.00GACES

VIN/FSA Vehicle Status
DescriptionReasonDate
CLOSE - REPAIREDClose01-Feb-2002
OPEN - LAUNCHEDOpen22-Aug-2001
Confirmed 09-Aug-2001

VIN FSA Mail History

Local FSA:01S25-!WIPER MOTOR GEAR COVERGlobal
FSA:00000485
Release:OOWNER LETTER
Release Date:22-Aug-2001
Mail Date:29-Aug-2001 to 01-Sep-2001
Restricted Address: No
Address: [REDACTED]
[REDACTED]
BOYNE FALLS,MI
[REDACTED],UNITED STATES
Resp. Dealer:09668USAF48644-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:FLEET
Owner Effective Date:03-Aug-2001
Note:

Local FSA:01S25-!WIPER MOTOR GEAR COVERGlobal
FSA:00000485
Release:FPOSTCARD
Release Date:08-Nov-2001
Mail Date:23-Nov-2001 to 27-Nov-2001
Restricted Address: No
Address: [REDACTED],
[REDACTED]
BOYNE FALLS,MI

clarkson_gcamp-Nov_29_2007-10_20_05.txt

██████████, UNITED STATES
Resp. Dealer: 09668USAF48644-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source: FLEET
Owner Effective Date: 03-Aug-2001
Note:

VIN: 2FMZA50421E ██████████
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
- AA -
00- Original

Responsible Dealer
P&A Code GEO Sales Sales Code Sub Code Description
04776USAF47316 Graham Ford, Inc.

Eligibility Indicators
Type Indicator Updated
Repair Eligibility Y04-Dec-2002
Display Eligibility Y04-Dec-2002
Original Mail Eligibility N22-Apr-2004
Follow up Mail Y22-Apr-2004

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

Description Release Date
MAILED - ORIGINAL NOTIFICATION 11-Jan-2003

Repair
Status System Date Repair Date Country Dealer Code Claim
#Option/Labor Code Cost Source
OPEN - REPAIRED 22-Apr-2004 14-Apr-2004 UNITED STATES
04776USAF47316 034432C 70.90 GACES

VIN/FSA Vehicle Status
Description Reason Date
OPEN - REPAIRED Open 22-Apr-2004
OPEN - LAUNCHED Open 11-Jan-2003
Confirmed 04-Dec-2002

VIN FSA Mail History

Local FSA: 02M01 - TUBE-MOUNTED EGR PRESSURE SEN... Global

clarkson_gcamp-Nov_29_2007-10_20_05.txt
FSA:00000511

Release:OWNER LETTER
Release Date:11-Jan-2003
Mail Date:15-Jan-2003 to 25-Jan-2003
Restricted [REDACTED]
Address: [REDACTED]
[REDACTED]
BOYNE FALLS,MI
[REDACTED],UNITED STATES
Resp. Dealer:09668USAF48644-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:WASFLEET
Owner Effective Date:04-Jan-2002
Note:

VIN: 2FMZA50421E [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 CodeGEO SalesSales CodeSub CodeDescription
04776USAF47316Graham Ford, Inc.

Eligibility Indicators
TypeIndicatorUpdated
Repair EligibilityN17-Apr-2002
Display EligibilityN17-Apr-2002
Original Mail EligibilityN22-Mar-2002
Follow up MailN17-Apr-2002

VIN/FSA Vehicle Condition
CodeVehicle ConditionBegin DateEnd DateSource

DescriptionRelease Date
MAILED - ORIGINAL NOTIFICATION 22-Mar-2002

Repair
StatusSystem DateRepair DateCountryDealer CodeClaim
#Option/Labor CodeCostSource
CLOSE - REPAIRED 17-Apr-200216-Apr-2002UNITED STATES
09762USAF48638 004363C 0.00GACES

VIN/FSA Vehicle Status

clarkson_gcamp-Nov_29_2007-10_20_05.txt
DescriptionReasonDate
CLOSE - REPAIREDClose17-Apr-2002
OPEN - LAUNCHEDOpen22-Mar-2002
Confirmed 28-Feb-2002

VIN FSA Mail History

Local FSA:02S33-!ELECTRICAL CONNECTOR/SEALER SKIPGlobal
FSA:00000515
Release:OOWNER LETTER
Release Date:22-Mar-2002
Mail Date:05-Apr-2002 to 05-Apr-2002
Restricted Address: No
Address: [REDACTED]
[REDACTED]
BOYNE FALLS,MI
[REDACTED],UNITED STATES
Resp. Dealer:09668USAF48644-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:WASFLEET
Owner Effective Date:04-Jan-2002
Note:

FSA Counts

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
CUST SAT PGM - MULTI REPAIR	101		
NOT APPROVED	011		
SAFETY RECALL	033		
Total	145		

Copyright ©2002 Ford Motor Company. All rights reserved.

Sent Via U.S. Mail

November 29, 2007

MR. [REDACTED]
[REDACTED]
PERU, IN [REDACTED]

Re: 2001 Windstar
Vin: 2FMZA50421B [REDACTED]

Dear Mr. [REDACTED]:

Your phone call dated November 28, 2007 was forwarded to Consumer Affairs for review.

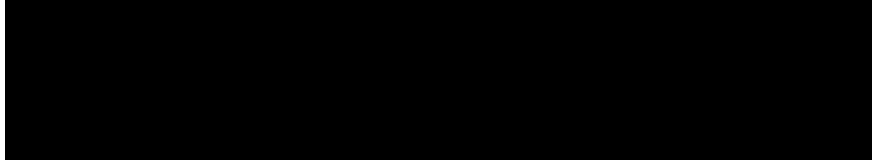
We sincerely regret the circumstances you described. Customer satisfaction is a primary objective of the Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining customer confidence in us after the purchase.

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, that we are unable to assist you as 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



Sent Via U.S. Mail

May 6, 2008

*Mailed 7/25/07
Word automatically
changes the date*

[REDACTED]
Somerdale, NJ [REDACTED]

RE: 2000 Windstar
VIN: 2FMDA524XYB [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 2000 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: 2FMDA524XYB [REDACTED]	Year: 2000	Model: WINDSTAR	Case: 1610732057
Name: MS [REDACTED]	Owner Status: Subsequent	WSD: 2000-03-10	
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: ECHELON FORD INC	
Origin Desc: OGC - CLAIMS		P & A Code: 01266	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 76536 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 07/25/2007	Action Time: 10:43:08:217	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL LETTER.

Ford Confidential

Action List

Date	Origin	Description
07/24/07	CACI38	ADVISE CUST INFORMATION WILL BE SENT TO OGC - FIRE
07/25/07	CALGL	SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
07/25/07	CALGL	DENY ASSISTANCE - BEYOND WARRANTY

Ford Confidential

ESP / Recall Information

VIN: 2FMDA524XYB [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
00S42	SAFETY RECALL	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION	CLOSE - REPAIRED	2001-05-18	03840USAF13081
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2001-05-18	03840USAF13081
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-09-11	03840USAF13081
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-09-11	03840USAF13081
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-08-07	03840USAF13081

Action Detail

VIN: 2FMDA524XYB [REDACTED] Year: 2000 Model: WINDSTAR Case: 1610732057
 Name: MS [REDACTED] Owner Status: Subsequent WSD: 2000-03-10
 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: ECHELON FORD INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 01266
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO OGC - FIRE
 Odometer: 76536 MI Comm Type: PHONE
 Action Date: 07/24/2007 Action Time: 16:57:53:627 Action Data: No
 Analyst Name: RUSSELL, KENYA Analyst: KRUSSE27

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ED		CLAY	8563463124	SPOUSE

COMMENTS: CUSTOMER SAID: -CUST STATES THE VEH CAUGHT ON FIRE JULY 23, 2007-THE FIRE STARTED UNDER THE HOOD-CUST CURRENTLY HAS THE VEH-THERE WAS NO FIRE REPORT FILED-CUST SAID THERE WAS SMOKE COMING FROM THE VEH, WIRES WERE MELTED AND BURNED-IT SEEMED TO BE LOCATED WHERE THE CRUISE CONTROL IS-CUST WAS ADVISED BY HIS MECHANIC THAT THERE IS A CRUISE CONTROL RECALL-NO DAMAGE TO ANYTHING OTHER THAN THE VEH.-CUST HAS NOT FILED A CLAIM WITH INSURANCE COMPANY-CUST IS SEEKING FOR VEH REPAIRED-IT IS A MINOR SITUATION-CUST STATES THE VEH WAS RUNNING, CUST WAS INSIDE THE VEH -CUST SAW MASSIVE SMOKE COMING FROM UNDER THE HOOD, AND THEN TOOK VEH RIGHT AWAY TO HIS MECHANIC-CUST WOULD LIKE TO KNOW IF FORD IS GOING TO PAY FOR THE REPAIRS.DEALER SAID: ECHELON FORD INC#4 S WHITE HORSE STRATFORD, NJ 08084TEL:(856) 627-8400CRC 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.

Ford Confidential



eccdb2b

SALES CONTRACT # 41416128

AWS Online Report

2000 Ford Taurus
Year of Manufacture: 1999

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC PREF	BASE SUFF	VRT	VFG	CCC	CD	
	A3	T/A3	* 02544951	T/WB	*	T/A	AS E83	T/DT	T/LM	10-09-96	23-10-96	148066	USA	21 *	7T03 F38Z	2C204 A	S10	V21	H19	46	
AWS Claim Key:	15075947	Doc #:	02544951					Labor Hrs:		1.1			46.53	Material Cost:	34.96	Total Cost:	81.49				
Dir Cd-Sub Cd:	02860-*	Name:	MARK MOATS FORD INC				Ph:	419-7845444		St: OH	Qty Cd:	USA	Reg Cd:	NA	Repr Date:	23-JUN-1998	DIST				(Mile): 35341

Cust Comments: ABS LIGHT STAYS ON
Tech Comments: SHORTED OUT ANTI LOCK BRAKE SYSTEM DIAGNOSIS

Any comments? You can contact



webmaster

Action Details for Issue

VIN: 2FMDA5143TB [REDACTED] Year: 1996 Model: WINDSTAR Case: 1446691073
 Name: MS [REDACTED] Owner Status: Subsequent WSD: 1996-10-23
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 08254 KEN GARFF FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 117000 MI Comm Type: PHONE
 Analyst Name: BENIMADHU RAMDYALL Analyst: PBENIMAD
 Action Date: 03/16/2004 Action Time: 19.23.33.652 Action Data: Yes

Comments CUSTOMER SAID: - CUST HAS A QUESTION ABOUT HER VEH SHE HAD A FIRE UNDER THE HOOD. THE ABS SENCER WAS COMING ON FOR CRUISE CONTROL ALSO THERE IS A LEAK IN VEH. CUST LOOKED INTO ISSUE ON THE INTERNET AND CONCERS WERE THE SAME LIKE HERE SO SHE FEELS ITS A FACTORY DEFECT. THERE WAS NO POLICE REPORT NO INSURANCE CLAIM. CUST VEH HAS NOT BEEN FIXED AT THIS TIME BUT BOUGHT THE PART. THIS HAPPEN YESTERDAY AT A STORE CUST WAS SMELLING A BURN SMELL AND SEEN THAT IT WAS COMING OUT FROM CUST VEH AND THERE WAS SMOKE COMING OUT OF HOOD AFTER LIFTING HOOD THERE WAS FLAMES NEAR BRAKES CUST USED ONE WATER BOTTEL 25 OUNCES. CUST WOULD LIKE TO CLAIM THIS AS A FACTORY DEFECT. DEALER SAID: -NOT BEEN TO DLRCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name	Data Value
----- FIRE/ACCIDENT	----- F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 08254 KEN GARFF FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 117000 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 03/18/2004 Action Time: 16.52.37.052 Action Data: Yes

Comments CONTACTED CUSTOMER REGARDING VEHICLE CONCERN... ADVISED NO RELATED RECALLS/REPAIR HISTORY. REFERRED CUSTOMER TO INSURANCE CARRIER.

Data Element Name	Data Value
----- CONTACT PERSON	----- AUBRI CLEMENTS

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY
 Dealer: 08254 KEN GARFF FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 117000 MI Comm Type: MAIL
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 03/22/2004 Action Time: 16.16.26.108 Action Data: No

Comments NO RELATED RECALLS/REPAIR HISTORY. SENT CUSTOMER "REFER TO INSURANCE CARRIER" LETTER.

Copy

Sent Via U.S. Mail

March 22, 2004

[REDACTED]

Provo, UT [REDACTED]

Re: 1996 Ford Windstar
VIN: 2FMDA5143TE [REDACTED]

Dear Ms. [REDACTED]:

Thank you for contacting us regarding your 1996 Ford Windstar.

We sincerely regret the circumstances you described. Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied.

As we discussed March 18, 2004, a situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,



Rochelle Graham
Consumer Affairs

ESP / Recall Information

VIN: 2FMDA5143TB [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		
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		

Customer Info

Customer: MS [REDACTED] Primary Phone: [REDACTED]
Address: [REDACTED] UT 84606
Country: USA ST. Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

** Cust. advised veh. only has liability...*

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
56-DENVER	56-DENVER	C	D1	08254	F56557

Dealer Name:	KEN GARFF FORD		
Dealer Address:	597 EAST 1000 SOUTH AMERICAN FORK UT 84003		
Dealer Main Phone:	801-763-6800	Dealer Service Phone:	801-763-6800

Position	Employee Name
DEALER/PARTNER	JOHN K GARFF
DEALER/PARTNER	Matthew B Garff
PARTS MANAGER	ROBERT D WILKINS
PARTS MANAGER	MARK J SMITH
SALES MANAGER	TERRY D BUCK
SALES MANAGER	KEVIN CROFT
SALES MANAGER	CURTIS J SAMPSON
SERVICE MANAGER	MONTY BULLOCK

VIN
2FMDA5143TE [REDACTED]

Year Model
1996 WINDSTAR
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History

fcdb214

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 2FMDA5143TB [REDACTED]
 Model Year: 1996
 Veh Type: T
 Inv. Dealer: 02860

(Related Claims)

Veh Line: T/A3 - WINDSTAR (WIN88/WIN126) [9503] Eng Serial No: L
 Market Derived: * - [N/A] Body Shell: *
 Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LM - 3.8L OHV EFI NA V6 GAS
 Body Cab Style: T/WB - EXTENDED WAGON Transmission: T/DT - 4 SPD AUTO TRANS NAAO AX4S
 Version/Series: * - [N/A]

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 10-SEP-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148066 - *
 Country: USA - ##### Selling Dlr St/Prov: OH
 Buyer St/Prov: OH
 Arrival Date: 18-SEP-1996 Red Carpet Lease: 1
 Sale Date: 23-OCT-1996 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 23-OCT-1996 Modified Vehicle: *
 Orig Warranty Date: 26-OCT-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 A51TBC55687121 7PN RK2 02J8525 OG E4 4L15 71 N 3 M83 5 2D2 48F066 L3 PSTS SJ63P4 QM5 4
 2FMD370 477A 94LOH N T 61

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:
Alternator Amp Rating: 8H	GVW Class Code: D
Audio Disk: AC - AUDIO DISC CHANGER PLAYER	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: AT - ELETR PREM AM/FM STRO/CSTE/CLK
Calibration Code: 662JR11A	Sound System: * - [N/A]
Color(Accent): PNZJF - SILVER FROST C/C	Suspn Tandem Axle:
Color(Trim): 000YD -	Tire Brand: CH - GOODYEAR/MICHELIN
Delivery Type: R	Tire Size: D3GSE - P215/70R15 BSW -STYLE 1
Driveshaft Code: D	Traction Control: * - [N/A]
Front Seat: * - [N/A]	Wheel Base:
Fuel Type: * - [N/A]	

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	PFS
ESP Plan Year:	* Engine Family:	TFM3828GF EK
ESP Signature Date:		

OASIS RESULT:

03/18/2004

2FMDA5143TB

16:38:16

© Copyright 2002-3 Ford Motor Company. All rights reserved.

VEHICLE INFORMATION

VEHICLE DESCRIPTION
1996 WINDSTAR
TRANSMISSION
AX4S 4 SPD TRANSAXLE

BODY STYLE
WAGON STDLN 4X2
AXLE CODE
15

ENGINE
3.8L EFI

ENGINE CALIBRATION
662JR11A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE
10/23/1996

BUILD DATE
09/10/1996

SALE MILEAGE

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

NO PROPER (DIP) (E-C) CONTACT

NO PROPER (DIP) (E-C) CONTACT CLOSED

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

END OF OASIS REPORT FOR 2FMDA5143TBC55687





Beth Shuman
Legal Analyst
Office of the General Counsel

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

June 13, 2008

[REDACTED]
HIGHLAND, CA [REDACTED]

RE: 2001 Windstar
VIN: 2FMZA51431B [REDACTED]
Case: 644721465

Dear Mr. [REDACTED]:

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 on your Windstar. We will still be able to look into your Windstar vehicle fire, although it will be on a goodwill basis.

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 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,

A handwritten signature in blue ink that reads "Beth Shuman".

Beth Shuman
Legal Analyst- OGC Product Litigation

Bob

644721465

BEGINNING OF CONTACT
06/11/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.03

REGION: W1 LOS ANGELES	OGC ISSUE	CASE NBR: 0644721465
VIN: 2FMZA51431B [REDACTED]	ZONE: A08	OPENED: 06/10/2008
	ENGINE: 4	VEH TYPE: T
		CLOSED: 06/10/2008

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: MR		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: HIGHLAND	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: WINDSTAR LX 4X2 3-DR WAGON	
MILEAGE: 140000		
DEALER NAME: MOSS BROS. FORD	SALES CODE: F71150	P & A: 04356
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE		
SYMPTOMS: 704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 792 - CONTACT ADVANCED TO OGC - FIRE
 DOCUMENT: ANALYST: JSHEIR1 SHEIR JAYMIE

DATE: 06/10/2008 TIME: 18.14.07 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: 1.VEH CAUGHT ON FIRE 11/18/07-FIRE ORIGINATED UNDER THE HOOD-VEH IS DRIVEWAY-NO FIRE REPORT FILED-SMALL FIRE-NO DAMAGES TO ANYTHING OR ANYONE-VEH STILL DRIVABLE-NO INSURANCE CLAIM FILED-CUST WAS STARTING THE VEH WHEN IT CAUGHT ON FIRE THEN SHE TURNED IT OFF REAL QUICK AND PUT THE FIRE OUT HERSELF-WANTS VEH REPAIRED CORRECTLY-HAD INDEPENDENT MECHANIC DISCONNECTED THE CRUISE SWITCH-CRUISE CONTROL NO LONGER WORKS-REIMBURSEMENT FOR THE COST OF GETTING THE CRUISE CONTROL FIXED DEALER SAID: NONE CRC 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 ADVISED CUST THAT RECALLS ARE VIN SPECIFIC DIDN'T SEE RECALL ON FILE MOSS BROS. FORD 1900 WEST VALLEY BOULEVARD COLTON, CA 92324 TEL:(888) 445-9599

Customer Info

Customer: MR [REDACTED]

Address [REDACTED] CA [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

Ford Confidential

ESP / Recall Information

VIN: 2FMZA51431E [REDACTED]

Contract: 1 of 3

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

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

Status: Expire
Expiration Date: 2006-05-23
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:

Contract: 2 of 3

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

Purchaser: SCOTT COVIC
Plan Type: USA 2004 USED 12/12,000 BASECARE W/ROADSIDE ASSISTANCE
Selling Dealer: SUNRISE FORD
Deductible: 200
Rental: 28
Towing Allowance:

Status: Expire
Expiration Date: 2005-08-27
Expiration Miles: 74,318
Plan Year: 2004
Purchase Type: N
Options: \$200,DED.

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

Cancel Date:
Refund Percent:
Dealer Credited:

Process Date:
Dealer Received Date:

Contract: 3 of 3

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

Purchaser: SCOTT COVIC
Plan Type: USA 2005 USED 12/12,000 BASECARE W/ROADSIDE ASSISTANCE
Selling Dealer: SUNRISE FORD
Deductible: 200
Rental: 28
Towing Allowance:

Status: Expire
Expiration Date: 2006-11-25
Expiration Miles: 74,636
Plan Year: 2005
Purchase Type: N
Options: \$200,DED.

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

Cancel Date:
Refund Percent:
Dealer Credited:

Process Date:
Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00L12	LABEL/LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2001-10-03	07923USAF71043
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-10-03	07923USAF71043
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-10-03	07923USAF71043

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	2002-04-29	07923USAF71043

Update This Information In Stars

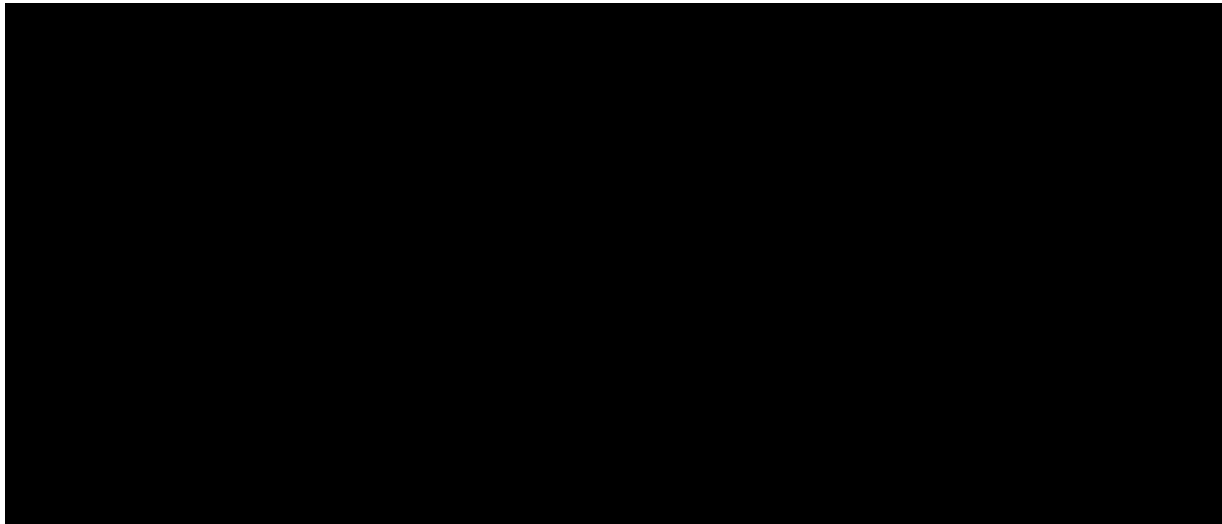
Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
W1-LOS ANGELES	71-LOS ANGELES	Q	A08	04356	F71150

Dealer Name: MOSS BROS.FORD
Dealer Address: 1900 WEST VALLEY BOULEVARD
 COLTON CA 92324
Dealer Main Phone: 909-825-1212

Position	Employee Name
CUST RELATIONS MGR	MAYRA L MAGANA
DEALER/PARTNER	GLENN MOSS
PARTS MANAGER	DALE G MELVEY
PARTS & SERVICE DIRECTOR	MIKE P DAWE
SALES MANAGER	HANS TERKELSEN
SALES MANAGER	GEORGE G MEREDITH
SALES MANAGER	BARNABE S LERMA
SALES MANAGER	SCOTT D OAKS
SALES MANAGER	KEN WADDELL
SALES MANAGER	MICHAEL PETITE
SALES MANAGER	NATHAN HOFFMAN
SERVICE MANAGER	LYNN A SNODGRASS

Ford Confidential



!

All Action Details for Issue

[Print](#)

VIN: 2FMZA50441B [REDACTED] Year: 2001 Model: WINDSTAR Case: 515923425
 Name: MRS [REDACTED] Owner Status: Subsequent WSD: 2001-01-15
 Symptom Desc: HRN/SPD CNTRL SPEED CONTROL 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: 04452 CLASSIC FORD LINCOLN MERCURY Origin Desc: US CONCERN CASE BASE
 Odometer: 100000 MI Comm Type: PHONE
 Analyst Name: VINSON SOMMER Analyst: SVINSON5
 Action Date: 12/08/2005 Action Time: 14.19.49.198 Action Data: No

Comments CUSTOMER SAID: -VEH CAUGHT FIRE -DLR SAID IT WAS SPEED CONTROL VEH IS AT DLR .-CAUGHT FIRE ON DEC 2005-CUSTOMER HUNG UP BEFORE ASSIGNING A DEALER PICK DEALER CLOSEST TO HOME-VEH WAS AT HOME TIME OF FIREDEALER SAID: CLASSIC FORD LINCOLN MERCURY1698 BOOKER DAIRY ROADSMITHFIELD, NC 275774844TEL: (919) 934-6500FAX: (919) 934-2524CRC 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.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 04452 CLASSIC FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 100000 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 Action Date: 12/15/2005 Action Time: 16.28.21.308 Action Data: No

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

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 04452 CLASSIC FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 100000 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 Action Date: 12/15/2005 Action Time: 16.28.54.297 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

Ford Confidential



Consumer Affairs

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

December 15, 2005

Sent Via U.S. Mail

[REDACTED]
Selma, NC [REDACTED]

RE: 2001 Ford Windstar
VIN: 2FMZA50441B [REDACTED]

Dear Mrs. [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



All Action Details for Issue

July

Print

VIN: 2FMZA50441B [REDACTED] Year: 2001 Model: WINDSTAR Case: 515923425
 Name: MRS [REDACTED] Owner Status: Subsequent WSD: 2001-01-15
 Symptom Desc: HRN/SPD CNTRL SPEED CONTROL Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 04452 CLASSIC FORD LINCOLN MERCURY Origin Desc: US CONCERN CASE BASE
 Odometer: 100000 MI Comm Type: PHONE
 Analyst Name: VINSON SOMMER Analyst: SVINSON5
 Action Date: 12/08/2005 Action Time: 14.19.49.198 Action Data: No

Comments CUSTOMER SAID: -VEH CAUGHT FIRE -DLR SAID IT WAS SPEED CONTROL VEH IS AT DLR .-CAUGHT FIRE ON DEC 2005-CUSTOMER HUNG UP BEFORE ASSIGNING A DEALER PICK DEALER CLOSEST TO HOME-VEH WAS AT HOME TIME OF FIRE DEALER SAID: CLASSIC FORD LINCOLN MERCURY 1698 BOOKER DAIRY ROADSMITHFIELD, NC 275774844 TEL: (919) 934-6500 FAX: (919) 934-2524 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.

Ford Confidential

Customer Info

Customer: MRS [REDACTED]

Address [REDACTED] SELMA NC [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

Ford Confidential

ESP / Recall Information

VIN: 2FMZA50441B [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		
00S26	SAFETY RECALL	RESTRAINT CONTROL MODULE	CLOSE - REPAIRED	2005-05-16	04452USAL26677
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2005-05-16	04452USAL26677
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2005-05-16	04452USAL26677
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	2005-05-16	04452USAL26677

Print Page Click Here

OASIS RESULT:

2FMZA50441B [REDACTED]

See bottom of the OASIS result for contact ID

12/15/2005
11:33:26

© Copyright 2002-3 Ford Motor Company. All rights reserved.

VEHICLE INFORMATION

VEHICLE DESCRIPTION

2001 WINDSTAR

BODY STYLE

WAGON STDLN 4X2

ENGINE

3.8L EFI

TRANSMISSION

4F50N AUTO TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

1A31AS0A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE

01/15/2001

BUILD DATE

08/15/2000

SALE MILEAGE

00009

ARN MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:

FOR MIL ISSUE WITH DTC P0171/P0174 USE PARTS & PROCEDURES IN TSB..... 03-16-01

CUDL MESSAGES

THIS VEHICLE HAS AN OPEN CUDL CONTACT

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

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

05/16/2005

DEALER: Classic Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 020265

ODOMETER: 091570M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1F2Z 14B321CB	AIR BAG DIAGNOSTIC M	001	00S26C		

CONDITION CODE 42 00S26 REPLACE RESTRAINT CONTROL MODULE

05/16/2005

DEALER: Classic Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 020265

ODOMETER: 091570M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	01S21A		

CONDITION CODE 42 01S21 INSPECT (NO BUCKLE REPLACEMENTS)

05/16/2005

DEALER: Classic Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 020265

ODOMETER: 091570M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1F2Z 17D532CA	COVER-WIPER MOTOR GE	001	01S25B		

CONDITION CODE 42 01S25 REPLACE WIPER MOTOR GEAR COVER

05/16/2005

DEALER: Classic Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 020265

ODOMETER: 091570M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2F2Z 114B34AA	KIT-TRLRCON WRING	001	02S33B		

CONDITION CODE 42 02S33 INSPECT FOR CORROSION-DAMAGE AND INST ALL BUTYL PATCH AND SEALER

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA50441B [REDACTED]

Report Applies to Country Code: USA

Dealer Information

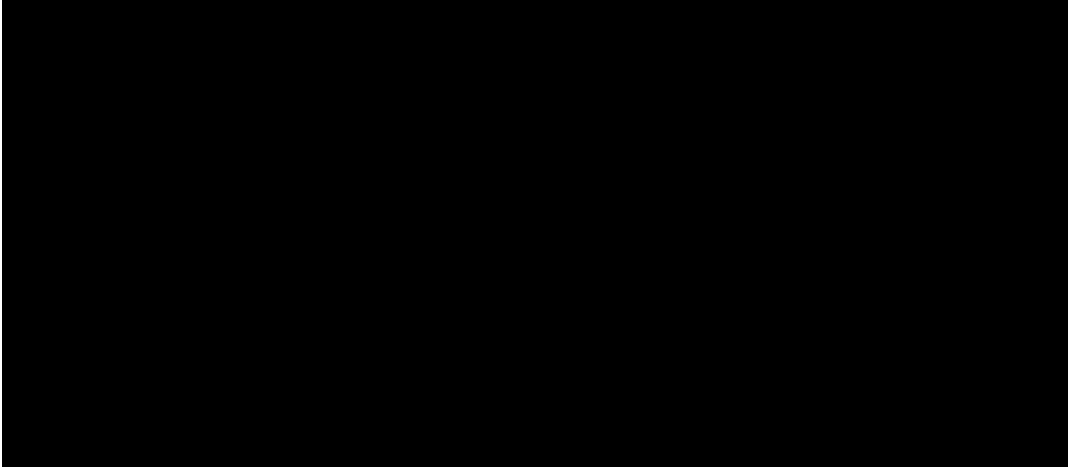
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SE-SOUTHEAST	21-ATLANTA	U	E3	04452	F21614

Dealer Name: CLASSIC FORD LINCOLN MERCURY
Dealer Address: 1698 BOOKER DAIRY ROAD
 SMITHFIELD NC 275774844
Dealer Main Phone: 919-034-6500

Position	Employee Name
DEALER/PARTNER	damien mills
PARTS MANAGER	WILLIAM F BURGESS JR
PARTS & SERVICE DIRECTOR	ANDY A GODWIN
SALES MANAGER	Stan Lovejoy
SERVICE MANAGER	JULIAN BAKER

Service Hours 8:00 AM TO 5:00 PM
Directions
Trained Y
Additional Information FAX NUMBER - 919-934-2524

Ford Confidential



Denial

no FSA
outside warranty

Action Detail

VIN: 2FMDA5141VE [REDACTED] Year: 1997 Model: WINDSTAR Case: 445482076
 Name: MS [REDACTED] Owner Status: Subsequent WSD: 1997-01-13
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: SUNCOAST FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 09167
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 146000 MI Comm Type: PHONE
 Action Date: 07/26/2006 Action Time: 12:22:27:400 Action Data: No
 Analyst Name: COSTA (LCOSTA21), LOUIS Analyst: LCOSTA21

COMMENTS: CUSTOMER SAID: - CUST VEH CAUGHT ON FIRE ON 7/22- FIRE ORIGINATED UNDER THE HOOD POSSIBLY IN THE ABS BRAKE SWITCH- VEH WILL RUN BUT THERE ARE NO DASHBOARD LIGHTS AND INDICATORS ALL STAY ON- VEH IS CURRENTLY AT CUST HOME- CUST WAS AT CAMPGROUND AND PULLED INTO STATION AND SMELLED ELECTRICAL SMOKE INSIDE VEH AND RANGER PUT OUT THE FIRE THAT WAS VISIBLE COMING FROM UNDER THE HOOD- NO FIRE REPORT FILED WITH FIRE DEPT- CUST HAS NOT FILED CLAIM WITH INSURANCE COMPANY- VEH WAS RUNNING WHEN FIRE STARTED DEALER SAID: - NONE 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.- ADVISED CUST OF NO OPEN RECALLS ON VEH AND EDUCATED CUST ON HOW RECALLS ARE ENACTED

Ford Confidential

- VEH fire
- outta warranty
- No recalls
- no inj

Denial / Follow up = insurance

Customer Info

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

Ford Confidential

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
2FMDA5141VE [REDACTED]	1997 WINDSTAR Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History

Ford Confidential

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
FL-FLORIDA	24-ORLANDO	C	C3	09167	F24544

Dealer Name: SUNCOAST FORD
Dealer Address: 10715 US HIGHWAY 19
 PORT RICHEY FL 34668
Dealer Main Phone: 727-868-9545

Position	Employee Name
DEALER/PARTNER	joe scarbrough
PARTS MANAGER	JASON M KING
PARTS & SERVICE DIRECTOR	DENNIS TOWNSEND
SALES MANAGER	DAVID V BRIDGES
SALES MANAGER	SANDY KNIGHT
SALES MANAGER	MICHAEL KEEGAN
SALES MANAGER	JACK RIVERS
SALES MANAGER	CHRISTOPHER M LYNCH
SALES MANAGER	KENNETH R GILLIAM
SERVICE MANAGER	JAMES L BAKER

Ford Confidential

ESP / Recall Information

VIN: 2FMDA5141VB [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		
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		
04L23	LABEL/LITERATURE PROGRAM	CUSTOMER MAINTENANCE REMINDER - ALUMINUM WHEEL LUG NUT TORQUE	CLOSE - FORCE COMPLE		

OASIS RESULT:07/27/2006
08:33:06**2FMDA5141VB** [REDACTED]

© Copyright 2002-2006 Ford Motor Company. All rights reserved.

 **VEHICLE INFORMATION**

VEHICLE DESCRIPTION 1997 WINDSTAR	BODY STYLE WAGON STDLN 4X2	ENGINE 3.8L EFI
TRANSMISSION AX4S 4 SPD TRANSAXLE	AXLE CODE 15	ENGINE CALIBRATION 662JR11A

 **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 01/13/1997	BUILD DATE 10/30/1996	SALE MILEAGE
--	---------------------------------	---------------------

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

 **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

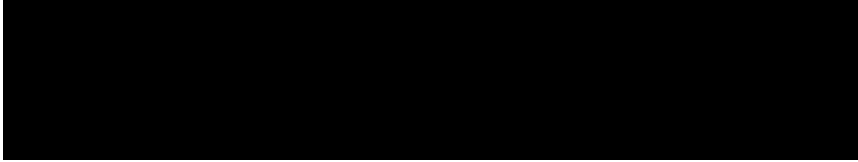
 **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMDA5141VB [REDACTED]

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



Standard Claims List For Model Year 1999

[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)	
2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	01-FEB-1999	19-APR-1999	171054	USA	5	3A06	070101	F6DZ	7A191	A	L72	D8	5769	
AWS Claim Key:		3822111	Trx Code:		2	Labor Hrs:		1.7														
Dir Cd-Sub Cd:		03244 - *	Name:		NATIONAL CITY FORD			Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		21-AUG-1999	Doc #:			505182A
Cust Comments:		CK TRANSMISSION PAN HAS DRIPS OF FLUID COMING OFF AND HITTING GROUND CUSTOMER STATES.																				
Tech Comments:		PERFORMED TRANSMISSION FLUID LEAK INSPECTION REMOVED AND REPLACED THE TRANSMISSION PAN GASKET FINAL TEST O.K..																				
2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	01-FEB-1999	19-APR-1999	171054	USA	5	5K08	000201	*	17080	*	N41	33	5769	
AWS Claim Key:		3822112	Trx Code:		2	Labor Hrs:		0.2														
Dir Cd-Sub Cd:		03244 - *	Name:		NATIONAL CITY FORD			Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		21-AUG-1999	Doc #:			505182B
Cust Comments:		CK PLASTIC TRIM PIECE OVER RIGHT SHOULDER RESTRAINT FOR MIDDLE BENCH SEAT RATTLES OVER BUMPS AND SEEM LOOSE CUSTOMER STATES.																				
Tech Comments:		PERFORMED ROAD TEST VERYIFIED RATTLE NOISE CONCERN, RE INSTALLED VEHICLES TIRE JACK WHICH WAS LOOSE FINAL TEST O.K..																				
2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	01-FEB-1999	19-APR-1999	171054	USA	5	*	*	*	*	*	*	*	5769	
AWS Claim Key:		3822113	Trx Code:		99S17	Labor Hrs:		0.3														
Dir Cd-Sub Cd:		03244 - *	Name:		NATIONAL CITY FORD			Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		21-AUG-1999	Doc #:			505182C
Cust Comments:		99S17 INSTALLATION OF BRAKE FLUID LEVEL																				
Tech Comments:		PERFORMED RECALL #99S17.. INSTALLED BRAKE FLUID WARNING LABEL..																				
2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	01-FEB-1999	19-APR-1999	171054	USA	5	3A06	070101	F2DZ	7F401	A	L72	D8	6150	
AWS Claim Key:		4193568	Trx Code:		2	Labor Hrs:		8.3														
Dir Cd-Sub Cd:		03244 - *	Name:		NATIONAL CITY FORD			Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		02-SEP-1999	Doc #:			505887A
Cust Comments:		THE VEHLCE IS LEAKING TRANSMISSION FLUID PLEASE CHECK AND ADVISE																				
Tech Comments:		PERFORMED TRANSMISSION LEAK DIAG. REPLACED LEAKING TORQUE CONVEROTR SEAL AND REPLACED PAN GASKET. CHECKED PULLY THAT APPEAR TO BE CRACKED FOUND PULLY TO HAVE A MARKING LINE WHICH WAS NOT A CRACK																				
2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	01-FEB-1999	19-APR-1999	171054	USA	5	5G05	040001	*	FRONT	*	H26	W6	6539	
AWS Claim Key:		4193569	Trx Code:		2	Labor Hrs:		0.7														
Dir Cd-Sub Cd:		03244 - *	Name:		NATIONAL CITY FORD			Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		09-SEP-1999	Doc #:			506224A
Cust Comments:		THE VEHLCE WILL PULL TO THE RIGHT WHILE DRIVING AND THE STEERING WHEEL IS NOT CENTERED PLEASE CHECK AND ADV ISE																				
Tech Comments:		CK AND CORRECT CAMBER, CASTER AND TOE IN																				

01-FEB- 19-APR-

PE08-035 0338LP

2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	1999	1999	171054	USA	19	3A13	*	*	*	*	*	*	25227
AWS Claim Key:	12390508	Trx Code:	00B51	Labor Hrs:	1																
Dir Cd-Sub Cd:	03244 - *	Name:	NATIONAL CITY FORD	Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	25-OCT-2000	Doc #:	532007A						
Cust Comments:	REAR LUBE TUBE AND BRACKET RECALL																				
Tech Comments:	TECHNICIAN PERFORMED REAR LUBE AND BRACKET RECALL PER RECALL INSTRUCTIONS.																				
2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	01-FEB-1999	19-APR-1999	171054	USA	19	3A11	070300	*	7003	*	P59	82	25227
AWS Claim Key:	12390509	Trx Code:	E84	Labor Hrs:	1.2																
Dir Cd-Sub Cd:	03244 - *	Name:	NATIONAL CITY FORD	Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	25-OCT-2000	Doc #:	532007B						
Cust Comments:	ON RIGHT TURNS WHEN RELEASING GAS CAR SEEMS TO JERK																				
Tech Comments:	TECHNICIAN PERFORMED EEC V TEST KOEO AND KOER SYSTEM PASSED. TR TEST, ELECTRONIC PRESSURE TEST. REPROGRAMED PROCESSOR, ROAD TEST.																				
2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	01-FEB-1999	19-APR-1999	171054	USA	19	6C06	010507	*	1631012	*	N51	07	25227
AWS Claim Key:	12390510	Trx Code:	E84	Labor Hrs:	0.6																
Dir Cd-Sub Cd:	03244 - *	Name:	NATIONAL CITY FORD	Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	25-OCT-2000	Doc #:	532007C						
Cust Comments:	LEFT REAR SHOCK SQUEEKS																				
Tech Comments:	TECHNICIAN CHECKED REAR SHOCKS AND SUSPENSION. ALL OPERATIONS NORMAL AT THIS TIME. ON TEST DRIVE TECH NOTED SQUEAK AND ADJUSTED INTERIOR TRIM , ROAD TEST O.K.																				
2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	01-FEB-1999	19-APR-1999	171054	USA	31	*	*	*	*	*	*	*	44377
AWS Claim Key:	18828671	Trx Code:	01S25	Labor Hrs:	0.7																
Dir Cd-Sub Cd:	03244 - *	Name:	NATIONAL CITY FORD	Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	19-OCT-2001	Doc #:	559906A						
Cust Comments:	REPLACE WIPER MOTOR GEAR COVER PER RECALL																				
Tech Comments:	REPLACE WIPER MOTOR COVER																				
2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	01-FEB-1999	19-APR-1999	171054	USA	43	1C03	0310XX	XR3Z	6079	AA	N11	D8	63965
AWS Claim Key:	21721978	Trx Code:	P05	Labor Hrs:	9.2																
Dir Cd-Sub Cd:	03244 - *	Name:	NATIONAL CITY FORD	Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-OCT-2002	Doc #:	587408A						
Cust Comments:	NOISE FROM ENGINE AUTH FOR R&R CYLINDER HEAD TO INSPECT																				
Tech Comments:	PERFORM COMPRESSION TEST AND CYLINDER HEAD LEAK TEST, REMOVE BOTH CYLINDER HEADS TO CLEAN PISTONS,COMBUSTION CHAMBERS. REASSEMBLE , PRESSURE TEST																				
2FMZA5141XB	T/A3	F	T/WB	*	T/A	AS	T/DT	T/LM	01-FEB-1999	19-APR-1999	171054	USA	69	3A11	070100	XF2Z	7V000	BARM	G29	42	96758
AWS Claim Key:	23499564	Trx Code:	SPW	Labor Hrs:	7.4																
Dir Cd-Sub Cd:	09149 - *	Name:	PERRY FORD OF NATIONAL CITY	Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	24-NOV-2004	Doc #:	10470001						
Cust Comments:	CUSTOMER STATES O D LIGHT FLASHES AT FREEWAY SPEEDS.ADVISE																				
Tech Comments:	DIAG TRANS, EEC TEST FOUND CODE P0741, DISSASSEMBLE TRANS AND INSPECT TURBINE SEALS, TCC SOLENOID, STATOR, AND FOUND NOTHING. INSPECTED TRANS COMPLETELY AND DID NOT FIND ANYTHING. FORD REP INSPECTED TRANS AND DECIDED TO INSTALL NEW TRANS IN VEH. INSTALLED TRANS, FLUSHED COOLER LINES, AND INSTALLED FILTER. ROAD TESTED FOR 159 MILES ALL SYSTEMS PASS.																				

ESP / Recall Information

VIN: 2FMZA5141XE [REDACTED]

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 - REPAIRED	2000-10-25	03244USAF71082
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - EXPIRED		
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-10-19	03244USAF71082
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - REPAIRED	1999-08-21	03244USAF71082

VIN FSA Details	
* Confidential *	
VIN:	2FMZA5141XB [REDACTED]
FSA Status:	Launched
Brand:	FORD
Manufacturing Country:	CAN

FSA Details	
00000485	WIPER MOTOR GEAR COVER

Vehicle Details			
Model Year:	1999	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	01-Feb-1999
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	19-Apr-1999
Vehicle Type Description:	TRUCK	Sale Date:	19-Apr-1999
VDM Vehicle Status:	800	Engine Tag Code:	9K542BA
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:	[REDACTED]		
Address 4:	[REDACTED]		
City:	SPRING VALLEY	Phone #:	
State/Province:	California	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	20-Apr-1999	Vendor Applied Date:	
Vendor Match Code Description:	1-BOTH NAME AND ADDRESS MATCH		
N&A Source:	NAVIS	GCamp Applied Date:	04-Jun-1999
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			
Original Owner			
Business Name:	[REDACTED]		
Owner Name:	[REDACTED]		
Address 1:	[REDACTED]		
Address 2:	[REDACTED]		

Address 3:			
Address 4:			
City:	SPRING VALLEY		
State/Province:	California	Phone #:	
ZIP/Postal Code:		E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	20-Apr-1999	Vendor Applied Date:	
N&A Source:	NAVIS	GCamp Applied Date:	04-Jun-1999
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	00751	USA	F71054		David Wilson's Ford of Orange
Ship-To	00751	USA	F71054		David Wilson's Ford of Orange
Stocking	00751	USA	F71054		David Wilson's Ford of Orange
Selling	00751	USA	F71054		David Wilson's Ford of Orange
FSA Details					
VIN: 2FMZA5141XBB16735					
Local FSA: 01S25 - WIPER MOTOR GEAR COVER			Global FSA: 00000485		

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
05466	USA	F71080		Drew Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	31-Oct-2001	
Display Eligibility	N	31-Oct-2001	
Original Mail Eligibility	N	22-Aug-2001	
Follow up Mail	N	31-Oct-2001	

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

Description	Release Date
MAILED - ORIGINAL NOTIFICATION	22-Aug-2001

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	31-Oct-2001	19-Oct-2001	UNITED STATES	03244USAF71082	559906	B	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date

CLOSE - REPAIRED	Close	31-Oct-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: [REDACTED]
 SPRING VALLEY,CA
 [REDACTED], UNITED STATES
 Resp. Dealer: 05466USAF71080-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: NAVIS
 Owner Effective Date: 20-Apr-1999
 Note:

FSA Counts

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
CUSTOMER SAT/OWNER NOTIF PGM	0	1	1
SAFETY RECALL	0	2	2
SPECIAL SVC INSTRUCTION	0	1	1
Total	0	4	4

Copyright ©2002 Ford Motor Company. All rights reserved.



Office of the General Counsel
Product Claims

Ford Motor Company
PO Box 70
Dearborn, MI 48121-0070

February 19, 2008

[REDACTED]
Spring Valley, CA [REDACTED]

RE: 1999 Windstar
VIN: 2FMZA5141XB [REDACTED]
Case: 1608470428

Dear Mr. & Mrs. [REDACTED]:

This letter is in response to your contact with the Ford Customer Relationship Center dated 2/11/2008 regarding fire to the above-mentioned vehicle.

We have not received a callback from the voicemail left for you last week asking you to call so more information can be obtained regarding your claim.

In order to evaluate your claim we need the following information:

- Photos of the vehicle showing the damaged areas
- Copy of the title and registration
- Copy of the fire/police report
- Current location of the vehicle

You can fax or mail these documents to me. You may also email the photos to me at LPREV@ford.com, but please note that my name must appear in the subject line, and your name and case number must appear in the email along with any attachments. SIZELIMIT for incoming email is 10MB/piece. If you no longer own the vehicle or an insurance company has settled a claim for this loss, we are unable to proceed with an investigation. If we do not receive this information in a timely manner, we will assume you that you no longer wish to pursue your claim. Please call me if you have any questions.

Thank you for the opportunity to review this concern.

Respectfully yours,

Steve Bardell
Product Claims
313-845-5627 fax 866-782-3280

Action Detail

*Not in
14 25528
Talk to Michelle*

VIN: 2FMZA5141XB [REDACTED] Year: 1999 Model: WINDSTAR Case: 1608470428
 Name: MS [REDACTED] Owner Status: Original WSD: 1999-04-19
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: PERRY FORD OF NATIONAL CITY
 Origin Desc: US CONCERN CASE BASE P & A Code: 09149
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 140000 MI Comm Type: PHONE
 Action Date: 02/11/2008 Action Time: 16:54:07:857 Action Data: No
 Analyst Name: PATRICIA CRAWFORD (PCRAWF14) Analyst: PCRAWF14

COMMENTS: CUSTOMER SAID: *****CALLER/WRITER INFODARRY DIOKNO6196704881-THE CRUISE CONTROL SWITCH CAUGHT ON FIRE-CUST STATED THAT THE VEH CAUGHT ON FIRE LAST WEEK-CUST STATED THAT THE FIRE ORIGINATED FROM THE CRUISE CONTROL SWITCH-CUST STATED THAT IT DIDN'T BURN ANYTHING ELSE BUT THE SWITCH-VEH IS LOCATED IN SAN DIEGO AT THE CUST JOB-CUST DIDN'T FILE A REPORT WITH THE FIRE DEPT-THERE WERE NO DAMAGES TO THE VEH-CUST DIDNT CONTACT HIS INSURANCE COMPANY-CUST IS REPAIRABLE.-CUST IS CALLING TO FIND OUT IF A RECALL ON THE VEH-CUST IS NOT ALLEGING THAT FORD CAUSE THE FIRE OF THE VEH OR ANYTHING HE JUST WANTED TO KNOW ABOUT THE RECALL DEALER SAID: PERRY FORD OF NATIONAL CITY 2050 NATIONAL CITY BLVD. NATIONAL CITY, CA 91950 TEL:(619) 477-2711 FAX:(619) 477-7939-NONE-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.-ADVISE NO OPEN RECALL ON VEH-ADVISE CUST OF THE ABOVE -VERIFY ALL CONTACT INFO FOR CUST.

Ford Confidential

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]
Address:	[REDACTED]	SPRING VALLEY	CA [REDACTED]
Country:	USA	Language:	
Cell Phone:		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
W1-LOS ANGELES	71-LOS ANGELES	S	A02	09149	F71082

Dealer Name: PERRY FORDOF NATIONAL CITY
Dealer Address: 2050 NATIONAL CITY BLVD.
 NATIONAL CITY CA 91950
Dealer Main Phone: 619-477-2711

Position	Employee Name
DEALER/PARTNER	PERRY FALK
GENERAL MANAGER	GREG MILLER
GENERAL MANAGER	JOHN R HAM
PARTS MANAGER	ROBERT PARKER
PARTS & SERVICE DIRECTOR	JAMES E WOLLESON
SALES MANAGER	ISRAEL C MORA
SALES MANAGER	MARIO LOPEZ
SALES MANAGER	MICHAEL S WILLIAMS
SALES MANAGER	EDMUND HOOPER
SALES MANAGER	DANIEL D BUTRON
SERVICE MANAGER	JOSH LOGAN

Ford Confidential

OASIS RESULT:**2FMZA5141XB** [REDACTED]02/12/2008
09:32:55
FCXWS446

© Copyright 2002-2007 Ford Motor Company. All rights reserved.

▶ 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 9LMABDFA

▶ 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 04/19/1999	BUILD DATE 02/01/1999	SALE MILEAGE 00001
--	---------------------------------	------------------------------

▶ OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA5141XB [REDACTED]

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





Ford Customer Service Division

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

Sent Via U.S. Mail

February 14, 2007

[REDACTED]

Kosciusko, MS [REDACTED]

RE: 2001 Windstar [REDACTED]
VIN: 2FMZA51451B [REDACTED]

Dear Mrs. [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 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: 2FMZA51451B [REDACTED]	Year: 2001	Model: WINDSTAR	Case: 1421110447
Name: MRS [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: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: KIRK AUTO COMPANY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 06086	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 190000 MI	Comm Type: PHONE		
Action Date: 02/13/2007	Action Time: 11:41:36:743	Action Data: No	
Analyst Name: ALICE CORTES (ACORTES3)	Analyst: ACORTES3		

COMMENTS: CUSTOMER SAID: --WANTS TO SPEAK WITH SOMEONE HIGHER UP--HAS PROBLEM WITH SPEED CONTROL--SAYS HE GOT A LETTER ABOUT RECALL FOR A DIFFERENT PART--CLAIMS HE JUST GOT IT TODAY--SAYS HE MOVES AROUND ALOT--CLAIMS VEH CAUGHT FIRE A YEAR AGO--WAS AT A DLR LAST WEEK--CLAIMS HE WAS THE OLD PART--NO FIRE DEPT CALLED--CUSTOMER PUT FIRE OUT ON HIS OWN--NO POLICE CALLED--NO INJURIES --NO PROPERTY DAMAGE--NO INSURANCE FILED--BEST NUMBER FOR MR DOTY IS 6622301846DEALER SAID: HAMMETT MOTOR COMPANY16041 N JACKSON ST DURANT, MS 39063TEL:(662) 653-3141CRC 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.

Ford Confidential

Customer Info

Customer: [REDACTED] e: [REDACTED]
Address: [REDACTED] MS 39090 -6122
Country: USA Language: EN
Cell Phone: 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
MS-MID SOUTH	23-MEMPHIS	E	A2	06086	F23485

Dealer Name:	KIRK AUTO COMPANY
Dealer Address:	3000 GATEWAY GRENADA MS 38901
Dealer Main Phone:	662-226-3632

Position	Employee Name
CUST RELATIONS MGR	HERB PARKS
DEALER/PARTNER	SCOTT KIRK
DEALER/PARTNER	J S KIRK
DEALER/PARTNER	CANNON KIRK
GENERAL MANAGER	JAMES H CARPENTER
PARTS MANAGER	JIMMY O PATE
SALES MANAGER	STEVE G WOODS
SERVICE MANAGER	DAVID R PYRON

Ford Confidential

ESP / Recall Information

VIN: 2FMZA51451B [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	2001-08-04	45255USAF88071
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-10-28	45255USAF88071
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	2002-05-07	46060USAF88243
03C05	SAFETY COMPLIANCE	LOWER SEAT-TO-FLOOR LATCHES	OPEN - LAUNCHED		

OASIS RESULT:**2FMZA51451B** [REDACTED]02/14/2007
09:43:34
FCXWS45

© Copyright 2002-2006 Ford Motor Company. All rights reserved.

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

2001 WINDSTAR

BODY STYLE

LX 3 / 4 DOOR WAGON

ENGINE

3.8L EFI

TRANSMISSION

4F50N AUTO TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

1A31AS0A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

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

03/31/2001

BUILD DATE

03/15/2001

SALE MILEAGE **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

03C05

LOWER SEAT-TO-FLOOR LATCHES

 **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 **2FMZA51451B** [REDACTED]Report Applies to Country Code: [USA](#)





LT

Consumer Affairs

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

Sent Via U.S. Mail

August 15, 2006

[Redacted]

Dayton, TN [Redacted]

6 AUG 25 PM 12:53

CONSUMER AFFAIRS
SECTION

Re: 2000 Windstar
VIN: 2FMZA5149YB [Redacted]

Dear Ms. [Redacted]

This is in response to your contact with Ford Customer Relationship Center dated August 14, 2006.

We sincerely regret any inconveniences that you have experienced with your vehicle. However, our review indicates that there are no open recalls pertaining to the fire on your vehicle. Unfortunately, we are unable to offer assistance beyond the warranty period.

Thank you for contacting us

Respectfully yours,

Marcel Miclea
Consumer Affairs

In 1983 the first new vehicle I ever owned was an 83 Ranger 4x4. Since that time I have owned 6 other Ford Trucks or Vans. I currently drive a 2000 F-150 aside from this Windstar. Your letter has made my next vehicle purchase much easier. IT WON'T BE A FORD

[Redacted]
Dryden TN
[Redacted]

2006 AUG 25 A 8:48
CUSTOMER
RELATIONSHIP
CENTER

Marcel Miled
Consumer Affairs
Regent Court Bldg.
PO Box 6248 MD3NE-B
Dearborn MI



CHATTANOOGA
TN 374 3 L
22 AUG 2006 PM

48/26
48415184

Sent Via U.S. Mail

August 15, 2006

[REDACTED]
Dayton, TN [REDACTED]

Re: 2000 Windstar
VIN: 2FMZA5149YB [REDACTED]

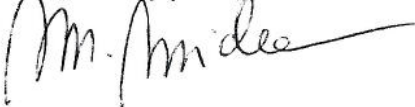
Dear Ms. [REDACTED]

This is in response to your contact with Ford Customer Relationship Center dated August 14, 2006.

We sincerely regret any inconveniences that you have experienced with your vehicle. However, our review indicates that there are no open recalls pertaining to the fire on your vehicle. Unfortunately, we are unable to offer assistance beyond the warranty period.

Thank you for contacting us

Respectfully yours,



Marcel Miclea
Consumer Affairs

Action Detail

VIN: 2FMZA5149YB [REDACTED] Year: 2000 Model: WINDSTAR Case: 1535352196
 Name: MS [REDACTED] Owner Status: Subsequent WSD: 1999-10-12
 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: MARSHAL MIZE FORD INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 00387
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 130000 MI Comm Type: PHONE
 Action Date: 08/14/2006 Action Time: 12:04:30:790 Action Data: No
 Analyst Name: JOSHUA AUSTIN (JAUSTI32) Analyst: JAUSTI32

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]	W	[REDACTED]	[REDACTED]	FRIEND

COMMENTS: CUSTOMER SAID: **THE VEH CAUGHT ON FIRE ON 8/9/06.**THE FIRE ORIGINATED WHERE THE SPEED CONTROL SWITCH CONNECTS TO THE MASTER CYLINDER.**THE VEH IS CURRENTLY BEING DRIVEN.**THERE WAS NOT A FIRE REPORT FILED WITH A FIRE DEPT. BECUASE IT WAS ISOLATED.**THE VEH WAS THE ONLY THING THAT WAS DAMAGED IN REGARDS TO THE CONCERNS.**THE CUST HAS NOT AS OF YET CONTACTED THEIR INSURANCE COMPANY.**THE VEH IS DEFINITELY REPAIRABLE AS THE VEH IS CURRENTLY BEING DRIVEN**THE VEH WAS ACTUALLY RUNNING AT THE TIME OF THE FIRE.**WANTS TO KNOW WHAT FMC WOULD DO WITH REGARDS TO THIS CONCERNS.DEALER SAID: **THEY STATED THAT THE CUST WOULD NEED TO CONTACT US.MARSHAL MIZE FORD, INC.5348 HWY 153 CHATTANOOGA, TN 37343TEL: (423) 875-2023CRC 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.****CRC ADVISED*****OF THE ABOVE SMARTSCRIPT.*THAT THE INFORMATION WOULD BE FORWARDED TO CONSUMER AFFAIRS.*THAT CONSUMER AFFAIRS WOULD CONTACT HER IN WRITING IN 7-10 BUSINESS DAYS WITH HER NEXT STEPS.

Ford Confidential

Customer Info

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

Ford Confidential

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
2FMZA5149YB [REDACTED]	2000 WINDSTAR Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History

Ford Confidential



Facsimile Cover Sheet

Fax Number: (216) 621-6006

To: G. Brad Riffe

From: Vincent D. Kirksey

Location: Ford Motor Company, Consumer Affairs

Address: 16800 Executive Plaza Drive, MD#3NE-B,
Suite 339; Dearborn, MI 48126-4207

Fax number: (313) 845-5668

Date: 08/15/2006

Number of Pages 2 (including the cover)

Re: Maryann Soltis

2005 Ford Taurus

VIN#-1FAFP53255A [REDACTED]

Additional Comments:

[REDACTED]

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SE-SOUTHEAST	21-ATLANTA	F	A3	00387	F21201

Dealer Name: MARSHAL MIZE FORD INC
Dealer Address: 5348 HIGHWAY 153
 CHATTANOOGA TN 373434951
Dealer Main Phone: 423-875-2023

Position	Employee Name
DEALER/PARTNER	LEWIS J DYER
DEALER/PARTNER	MARSHAL D MIZE
GENERAL MANAGER	TODD DYER
PARTS MANAGER	TOM OXFORD
PARTS MANAGER	ALAN P PRICE
SALES MANAGER	KENNETH A JANISH
SALES MANAGER	JAMES P DYER
SALES MANAGER	THAD NARRAMORE
SALES MANAGER	RICHARD T MADDOX
SALES MANAGER	MARTIN L VON SCHAAF
SALES MANAGER	RICK STARNES
SERVICE MANAGER	MITCHELL KERNEA

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5149YB [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00S42	SAFETY RECALL	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION	CLOSE - REPAIRED	2001-02-21	02785USAF21426
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	OPEN - LAUNCHED		
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-05-17	00408USAF21428
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2002-05-17	00408USAF21428
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-05-17	00408USAF21428

OASIS RESULT

2FMZA5149YB [REDACTED]

08/15/2006
09:16:44

© Copyright 2002-2006 Ford Motor Company. All rights reserved.

 **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

9LMABEHA

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

10/12/1999

BUILD DATE

09/23/1999

SALE MILEAGE **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

 **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA5149YB [REDACTED]

Report Applies to Country Code: USA



Sent Via U.S. Mail

May 6, 2008

*Mailed
5/18/07
Word automatically
changed the date*

[REDACTED]
Rochester, NY [REDACTED]

RE: 2001 Windstar
VIN: 2FMZA51401B [REDACTED]

Dear Mr. [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 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: 2FMZA51401B [REDACTED]	Year: 2001	Model: WINDSTAR	Case: 533521377
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 2001-04-02	
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: VISION FORD	
Origin Desc: OGC - CLAIMS		P & A Code: 08462	
Action Desc: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER			
Odometer: 76000 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 05/18/2007	Action Time: 14:49:16:567	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

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

Ford Confidential

Action Detail

VIN: 2FMZA51401E [REDACTED]	Year: 2001	Model: WINDSTAR	Case: 533521377
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 2001-04-02	
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: VISION FORD	
Origin Desc: OGC - CLAIMS		P & A Code: 08462	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY	Comm Type: OUTBOUND CUSTOMER MAIL		
Odometer: 76000 MI	Action Time: 14:49:31:977	Action Data: No	
Action Date: 05/18/2007	Analyst: LFONSECA		
Analyst Name: FONSECA, LOURDES NEARON (L.C.)			

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

Ford Confidential

Action Detail

VIN: 2FMZA51401B [REDACTED]	Year: 2001	Model: WINDSTAR	Case: 533521377
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 2001-04-02	
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: VISION FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 08462	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO OGC - FIRE			
Odometer: 76000 MI	Comm Type: PHONE		
Action Date: 05/17/2007	Action Time: 14:49:12:893	Action Data: No	
Analyst Name: HEATHER TERRY (HTERRY2)	Analyst: HTERRY2		

COMMENTS: CUSTOMER SAID: <><>STATES TWO WEEKS AGO THE ABS SWITCH CAUGHT ON FIRE AND IT MELTED THE WIRE HARNESS ON THE VEH <><>CUST SEEKING FORD TO PAY FOR REPAIR \$1100 FOR REPAIR <><><>STATES THE FIRE HAPPENED ON 4/21/07 <><>STATES THE VEH HAS NOT BEEN DIAGNOSED AT FORD DLR <><>VEH WAS RUNNING WHEN IT CAUGHT FIRE AND VEH IS REPAIRABLE <><>STATES HIS WIFE SAW SMOKE BUT NO FIRE UNDER THE HOOD <><>STATES THE SMOKE WAS COMING INTO THE PASSENGER COMPARTMENT <><>FIRE DEPT WAS NOT CALLED OUT<><>STATES HAS NOT FILED CLAIMS WITH INSURANCE COMPANY <><><>CUST WISHES TO BE CONTACTED AT 585-281-5439<><>CUST STATES THEY DID PURCHASE THE PART FROM THE DLR AND THEN HAD AN INDEPENDENT REPLACE THE PART BUT IT DID NOT RESOLVE THE ISSUE SO HE WOULD LIKE TO SEE IF FORD COULD REPAIR IT <><><>DEALER SAID: VISION FORD4545 RIDGE ROAD ROCHESTER, NY 14626TEL:(585) 352-1200<><>STATES THE DLR TOLD HIM NO RECALL ON THE VEH <><>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.

Ford Confidential

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
00L12	LABEL/LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
00S53	SAFETY RECALL	FRONT CRASH SENSORS	CLOSE - INSPECT	2001-02-02	02887USAF13557
01S20	SAFETY RECALL	DRIVER FLOOR MAT	CLOSE - REPAIRED	2001-07-23	02887USAF13557
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2001-07-23	02887USAF13557
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-10-12	02887USAF13557
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-10-12	02887USAF13557
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	2002-04-19	02887USAF13557



Ford Motor Company

Consumer Affairs

Sent via U.S. Mail

December 3, 2002

[REDACTED]
Clayton, OH [REDACTED]

Re: 1996 Windstar
VIN: 2FMDA5144TB [REDACTED]

Dear Ms. [REDACTED]

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

Thank you for the opportunity to review this concern.

Respectfully yours,

COPY
Lakesia Turner
Consumer Affairs



==>

VIN: 2FMDA5144TB [REDACTED] Year: 1996 Model: WINDSTAR
Name: MS [REDACTED]
Trmt: Case: 1611953312
Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
Comm Type: PH PHONE Odometer Reading: 79000
Dealer: 01988 EASTGATE FORD INC Odometer Type: MI
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL Document Number: _____
Reason Desc: LEGAL - ACCIDENT / FIRE Legal Issue Type: -
Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: _____
Action Desc: FINAL CASE DISPOSITION CAN Award Code: _____
Comments: ***LPA IS DENYING CUSTOMER'S REQUEST FOR ASSISTANCE. CUSTOME
R'S VEHICLE IS OUT OF WARRANTY PERIMETERS. CUSTOMER HAS NO
OPEN FSA'S OR RECALLS ON VEHICLE RELATING TO THIS CONCERN. L
PA SENT THE CUSTOMER A CLOSING LETTER DATED 12/03/02. _____

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL87

==>

VIN: _____ CASE: 1611953312 HOME PHONE: _____
 LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
-	CLAYTON	OH		USA	

F1=Help F2=VehicleList F4=UpdCustInfo F5=AddCustIssue
 F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE

LPREL87

==>

Name: [REDACTED]
 Address: [REDACTED] Home Phone: [REDACTED]
 Address: [REDACTED] Day Phone: [REDACTED]
 City: CLAYTON State/Prov: OH
 Zip/Postal: [REDACTED] Country: USA

A	VIN/ C Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
-	-----	----	-----	-----
	2FMDA5144TBC57500 SUBSEQUENT	1996	WINDSTAR	Individual Rtl

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
 F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
 NO MORE RECORDS AVAILABLE LPREL87

==>

VIN: 2FMDA5144TE [REDACTED] Year: 1996 Model: WINDSTAR
Contract: 1 of 1 Status: EXPIRED

-----Purchase Details-----

Purchaser: [REDACTED]
Expiration Date: 09/30/02
Expiration Miles: 60000
Plan Type: USA 1996 NEW 72/60,000 PREMIUMCARE
Plan Year: 1996
Selling Dealer: 02007
Rental: 25
Deductible: 50
Towing Allowance: 50
Purchase Type:
Options:

-----Cancellation Details-----

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

F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return

RECORD FOUND

LPREL87

==>

VIN: 2FMDA5144TB [REDACTED] Year: 1996 Model: WINDSTAR
WSD: 09/30/96 Build Date: 09/03/96

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
-	01M03	O	SPRINGS	RELEASED FOR MAILING	06/20/01	147202
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC
	99S17	S	BRK FLD LABL	FORCED COMPLETION	04/12/00	AUTOC

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

LPREL87

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2FMDA5144TB [REDACTED] Vch Line: T/A3 - WINDSTAR (WIN88/WIN126) [95-03] Eng Serial No: L
 Model Year: 1996 Market Derived: *- [N/A] Body Shell: *
 Vch Type: T Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LM - 3.8L OHV EFI NA V6 GAS
 Inv. Dealer: 02007 Body Cab Style: T/WB - EXTENDED WAGON Transmission: T/DT - 4 SPD AUTO TRANS NAAO AX4S
 Vehicle Status Code: Y Version/Series: *- [N/A]

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 03-SEP-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147202 - *
 Country: USA - ##### Selling Dir St/Prov: OH
 Buyer St/Prov: OH
 Arrival Date: 10-SEP-1996 Red Carpet Lease: *
 Sale Date: 30-SEP-1996 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 30-SEP-1996 Modified Vehicle: * Vehicle Count Flag: Y
 Orig Warranty Date: 30-SEP-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 A51TBC57500121 7FN PR2 02J3807 UG D 4L15N71 N 3 M23 5 2D2 47C202 G3 SH HP3 4 H 5 42
 FMD4R0 N 472A 94LOH N M 41

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	D
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:	PNSGC - MEDIUM WILLOW MET. C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	* - [N/A]
Calibration Code:	662JR11A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
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:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

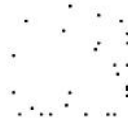
LI: * RI: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	T/B - T/B
ESP Coverage(Miles):	060	Emission Cert Type:	F
ESP Coverage(Time):	072	Emission Decal Suffix:	PFS
ESP Plan Year:	1996	Engine Family:	TFM3828GFKEK
ESP Signature Date:	30-SEP-1996		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 06-DEC-2002

Note: All Costs are in US Dollars

VIN 2FMDA5144TR A3 WERS VL T/A3 * T/WB * T/A * T/WB * MKT DER CAB SERIES VER DRIVE TYPE PLANT CD TRANS CD ENG COD T/LM PROD DATE WARR DATE SELLING DEALER TIS QRT WCC PREF BASE SUFF VRT VFG CCC CD
 04500101 Doc #: 04500101 Trx Code: E84 AS T/D T/LM 03-09-96 30-09-96 147202 USA 14 * 5G02 * 3082 * S05 V39 N51 33
AWS Claim Key: 10255384 Doc #: 04500101 Trx Code: E84 AS T/D T/LM 03-09-96 30-09-96 147202 USA 14 * 5G02 * 3082 * S05 V39 N51 33
Dir Cd-Sub Cd: 02007-* Name: STENGERS FORD Ph: 937-4343673 St: OH Ctry Cd: USA Labor Cost: 0 Total Cost: 39.75
Cust Comments: NOISE COMMING OUT OF PASSENGER REAR WHEEL, CUSTOMER THINKS A SHOCK.
Tech Comments: TEST DROVE FOR NOISE-CHECKED AND TIGHTENED ALL REAR SUSPENSION-TEST DROVE-OK

VIN 2FMDA5144TR A3 T/A3 * T/WB * T/A * T/WB * MKT DER CAB SERIES VER DRIVE TYPE PLANT CD TRANS CD ENG COD T/LM PROD DATE WARR DATE SELLING DEALER TIS QRT WCC PREF BASE SUFF VRT VFG CCC CD
 04732501 Doc #: 04732501 Trx Code: E84 AS T/D T/LM 03-09-96 30-09-96 147202 USA 16 * 5V01 * 1102 * S10 V21 N17 14
AWS Claim Key: 10990079 Doc #: 04732501 Trx Code: E84 AS T/D T/LM 03-09-96 30-09-96 147202 USA 16 * 5V01 * 1102 * S10 V21 N17 14
Dir Cd-Sub Cd: 02007-* Name: STENGERS FORD Ph: 937-4343673 St: OH Ctry Cd: USA Labor Cost: 0 Total Cost: 107.9
Cust Comments: FEEL POPPING NOISE WHEN APPLYING BRAKES--FEELS LIKE DRIVERS SIDE
Tech Comments: ROAD TESTED AND CHECKED ROTOR RUNOUT-MACHINED FRONT ROTORS ON VAN

VIN 2FMDA5144TR A3 T/A3 * T/WB * T/A * T/WB * MKT DER CAB SERIES VER DRIVE TYPE PLANT CD TRANS CD ENG COD T/LM PROD DATE WARR DATE SELLING DEALER TIS QRT WCC PREF BASE SUFF VRT VFG CCC CD
 05005401 Doc #: 05005401 Trx Code: E84 AS T/D T/LM 03-09-96 30-09-96 147202 USA 19 * 5U01 * 5005 * S05 V39 N50 33
AWS Claim Key: 13646038 Doc #: 05005401 Trx Code: E84 AS T/D T/LM 03-09-96 30-09-96 147202 USA 19 * 5U01 * 5005 * S05 V39 N50 33
Dir Cd-Sub Cd: 02007-* Name: STENGERS FORD Ph: 937-4343673 St: OH Ctry Cd: USA Labor Cost: 0 Total Cost: 56.79
Cust Comments: SEE RICK SNELL - CHECK FOR POPPING NOISE WHEN PULLING AWAY FROM A STOP - SEE RICK - N50
Tech Comments: X ROAD TESTED,CHECKED AND TIGHTENED ALL FRONT SUSPENSION-FOUND SUBFRAME MOUNTS LOOSE.

VIN 2FMDA5144TR A3 T/A3 * T/WB * T/A * T/WB * MKT DER CAB SERIES VER DRIVE TYPE PLANT CD TRANS CD ENG COD T/LM PROD DATE WARR DATE SELLING DEALER TIS QRT WCC PREF BASE SUFF VRT VFG CCC CD
 05439501 Doc #: 05439501 Trx Code: E84 AS T/D T/LM 03-09-96 30-09-96 147202 USA 22 * 5U02 F68Z 5C148 AA S10 V87 N58 42
AWS Claim Key: 15380463 Doc #: 05439501 Trx Code: E84 AS T/D T/LM 03-09-96 30-09-96 147202 USA 22 * 5U02 F68Z 5C148 AA S10 V87 N58 42
Dir Cd-Sub Cd: 02007-* Name: STENGERS FORD Ph: 937-4343673 St: OH Ctry Cd: USA Labor Cost: 25.56 Total Cost: 60.28
Cust Comments: THUMPING NOISE IN FRONT END SEE REPAIR FROM 3 98 WHICH TOOK CARE OF PROBLEM FOR SEVERAL MONTHS
Tech Comments: H21 EXCESSIVE FREE PLAY WANDERH23 SENSITIVE DOES NOT RETURN TO STRAIGHT AHEAD REPLACED SUBFRAME INSULATORS

Any comments? You can contact



webmaster

==>

DEALER: F47214 EASTGATE FORD INC
Address: 3415 EAST PATTERSON ROAD P&A Code: 01988
City: BEAVERCREEK Sales Region: 47 CINCINNATI
State/Prov: OH ZIP/Postal: 45430 Sales Zone: C
Country: USA Trained: Y FCSD Region: 47 CINCINNATI
Dlr Phone: 937 429 1300 Market: B2
Svc Phone: 937 429 2400 Market Area:
Svc Hours: 7:00 AM - 5:00 PM M-F FAX 937 429 4691
Directions:

A

C POSITION	Employee Name
GENERAL MANAGER	SNELLING, JOHN L
PARTS MANAGER	COGAN, THOMAS
SALES MANAGER	MONROE, SPENCER J
SERVICE MANAGER	DEVOE, MARCUS B

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL87

==>

VIN: 2FMDA5144TB [REDACTED] Year: 1996 Model: WINDSTAR
 Owner Status: SUBSEQUENT WSD: 09/30/96
 Name: MS [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 1611953312 Day Ph:
 Symptom Desc: HRN/SPD CNTRL SPEED CONTROL
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Dealer: EASTGATE FORD INC
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: PH PHONE Odometer Reading: 79000 MI
 Analyst: APILLAI ANITHA PILLAI Document Number:
 Action Date: 11/27/02 Action Data: Y Action Time: 16:59:03 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Comments: CUSTOMER SAYS: = FIRE WAS CAUSED IN THE VEH = SPEED CONTR
 OL PROCESS SWITCH ON THE MASTER CYLINDER, CUST FEELS IT WAS
 FAULTY =11/22, FROM THE MASTER CYLINDER = VEH IS FIXED THI
 S MORNING = CUST ALLEGING FORD RESPONSIBLE FOR THE FIRE DUE
 TO THE DEFECTIVE SPEED CONTROL SWITCH = FIRE REPORT WAS NO
 T FILED, SHE WAS ABLE TO PUT IT OUT HERSELF = HAS CONTACTED

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

LPREL87

==>

VIN: 2FMDA5144TB [REDACTED] Year: 1996 Model: WINDSTAR
Owner Status: SUBSEQUENT WSD: 09/30/96
Name: MS [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1611953312 Day Ph:
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: EASTGATE FORD INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 79000 MI
Analyst: APILLAI ANITHA PILLAI Document Number:
Action Date: 11/27/02 Action Data: Y Action Time: 16:59:03 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: T FILED, SHE WAS ABLE TO PUT IT OUT HERSELF = HAS CONTACTED
THE INSURANCE COMPANY = HAS NOT GIVEN ANY DECISION PER CU
STOMER, DEALER SAYS: = NONE CAC ADVISED: - I WILL FORWAR
D 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 INCIDEN

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

LPREL87

==>

VIN: 2FMDA5144TE [REDACTED] Year: 1996 Model: WINDSTAR
 Owner Status: SUBSEQUENT WSD: 09/30/96
 Name: MS [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 1611953312 Day Ph:
 Symptom Desc: HRN/SPD CNTRL SPEED CONTROL
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Dealer: EASTGATE FORD INC
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: PH PHONE Odometer Reading: 79000 MI
 Analyst: APILLAI ANITHA PILLAI Document Number:
 Action Date: 11/27/02 Action Data: Y Action Time: 16:59:03 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Comments: PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

 ***** = ADVISED THE CUST ABOUT THE ABOVE INFO INF
 ERENCE CASE ID: 5349

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 NO MORE COMMENTS AVAILABLE

LPREL87

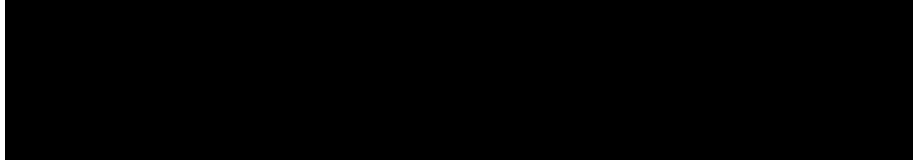
==>

VIN: 2FMDA5144TB [REDACTED] Year: 1996 Model: WINDSTAR
WSD: 09/30/96 Build Date: 09/03/96

A	-----Campaign-----			Status	Dealer	
C	Number	Type	Description	Status	Date	Code
-	01M03	O	SPRINGS	RELEASED FOR MAILING	06/20/01	147202
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC
	99S17	S	BRK FLD LABL	FORCED COMPLETION	04/12/00	AUTOC

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

LPREL87



Sent Via U.S. Mail

November 16, 2006

[REDACTED]
Annapolis, MD [REDACTED]

RE: 2000 Windstar
VIN: 2FMZA504XYB [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 2000 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: 2FMZA504XYB [REDACTED] Year: 2000 Model: WINDSTAR Case: 409083196
 Name: MRS [REDACTED] Owner Status: Subsequent WSD: 2000-05-05
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: KOONS FORD OF ANNAPOLIS INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 00089
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 134000 MI Comm Type: PHONE
 Action Date: 11/15/2006 Action Time: 11:21:39:677 Action Data: No
 Analyst Name: SIZEMORE CHRISTOPHER Analyst: CSIZEMO8

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: _VEH CAUGHT ON FIRE NOV. 5TH OR 6TH_FIRE ORIGINATED UNDER THE HOOD, SENSOR THAT IS ATTACHED TO THE BRAKE FLUID COMPONENT CAUGHT ON FIRE. SPEED CONTROL SENSOR_VEH IS AT CUST HOME NOW_NO FIRE REPORT WAS FILED, CUST WAS ABLE TO PUT FIRE OUT HIMSELF._NO DAMAGES TO ANYTHING OTHER THAN THE VEH_CUST HAS NOT CONTACTED INSURANCE COMPANY_CUST BELIEVES VEH IS REPAIRABLE_VEH WAS RUNNING WHEN FIRE STARTED_CUST SEEKING FOR FMC TO REPAIR VEH. ONLY DAMAGE IS BURNED SENSOR, AND LOST BRAKE FLUID.DEALER SAID: KOONS FORD OF ANNAPOLIS INC.2540 RIVA ROAD ANNAPOLIS, MD 21401TEL: (888) 339-8452CRC 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._ADVISE CUST OF ABOVE.

Ford Confidential

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
2FMZA504XYB [REDACTED]	2000 WINDSTAR Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History

Ford Confidential

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
MA-MID ATLANTIC	27-WASHINGTON	C	D1	00089	F27418

Dealer Name: KOONS FORDOF ANNAPOLIS INC
Dealer Address: 2540 RIVA ROAD
 ANNAPOLIS MD 21401
Dealer Main Phone: 410-224-2100

Position	Employee Name
DEALER/PARTNER	JOSEPH R KOONS, SR.
GENERAL MANAGER	PATRICK K SHUEY SR.
PARTS MANAGER	RICHARD T GAVIN
PARTS MANAGER	DAVID W HOWELL
PARTS & SERVICE DIRECTOR	duane e scardina
SALES MANAGER	CHARLES C DOVE
SALES MANAGER	EARL L MOSBY
SALES MANAGER	ANDRES S ZAVALA
SALES MANAGER	WILLIAM R ROGERS
SALES MANAGER	CHRISTOPHER S BROCK
SERVICE MANAGER	ANTHONY G MONK

Ford Confidential

ESP / Recall Information

VIN: 2FMZA504XYB [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00S11	SAFETY RECALL	UNDERBODY FUEL LINE	CLOSE - REPAIRED	2002-07-02	03840USAF13081
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	OPEN - LAUNCHED		
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-07-02	03840USAF13081
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-07-02	03840USAF13081

OASIS RESULT:**2FMZA504XYB** [REDACTED]11/16/2006
09:59:34

© Copyright 2002-2006 Ford Motor Company. All rights reserved.

▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 2000 WINDSTAR	BODY STYLE WAGON STDLN 4X2	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 05/05/2000	BUILD DATE 04/19/2000	SALE MILEAGE
--	---------------------------------	---------------------

▶ OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

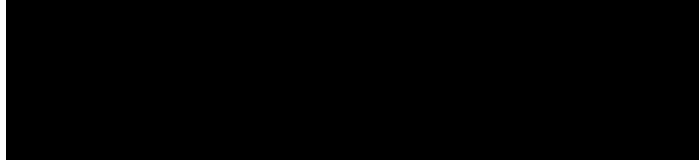
▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)END OF OASIS REPORT FOR **2FMZA504XYB** [REDACTED]Report Applies to Country Code: [USA](#)



CSIMONDI

4-28-08



Office of the General Counsel
Litigation Prevention

Ford Motor Company
3 Parklane Blvd. Suite 1500 W
Dearborn, MI 48126-2568

Sent via U.S. Mail

February 11, 2008

[REDACTED]
Chafee, MO [REDACTED]

RE: 2000 Windstar
VIN: 2FMVA5144YE [REDACTED]
Case #: 692360378

Dear Ms. [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

Action Detail

107
05/28
11:23 AM
TCHAMB27



VIN: 2FMVA5144YB [REDACTED] Year: 2000 Model: WINDSTAR Case: 692360378
 Name: [REDACTED] Owner Status: Subsequent WSD: 1999-09-28
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: FORD GROVES
 Origin Desc: US CONCERN CASE BASE P & A Code: 08029
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 150000 MI Comm Type: PHONE
 Action Date: 02/06/2008 Action Time: 19:13:56:950 Action Data: No
 Analyst Name: TIFFANI CHAMBERS (TCHAMB27) Analyst: TCHAMB27

COMMENTS: CUSTOMER SAID: -CUST CALLING TO FIND OUT IF VEH HAD ANY RECALLS-CUST STATES VEH CAUGHT FIRE- THE FIRE HAPPENED OCT. 2007-FIRE ORIGINATED ON THE CRUISE CONTROL PIECE THAT HOOKS TO THE MASTER CYLINDER-THE VEH WAS RUNNING WHEN THE FIRE STARTED-CUST SMELLED SMOKE COMING FROM THE HOOD-CUST THEN PULLED OVER AND OPENED THE HOOD AND SAW FLAMES-VEH IS CURRENTLY WITH CUST-THERE WAS NO FIRE REPORT FILED-THERE WERE NO OTHER DAMAGES-THE VEH IS REPAIRABLE-CUST HAS CONTACTED THE DLRSH, AND IS WAITING FOR THEM TO GET BACK WITH HIM ABOUT HOW MUCH THE COST OF REPAIR IS-CUST JUST HAS TO BUY A PLUG AND THE MASTER CYLINDER PIECE-CUST HAS NOT FILED A CLAIM WITH HIS INSURANCE COMPANY-CUST WAS ONLY SEEKING TO FIND OUT IF HIS VEH HAD ANY RECALLS ON IT FOR THIS CONCERN-ALSO MASTER CYLINDER KEEPS LEAKING BRAKE FLUIDDEALER SAID: FORD GROVES1501 N KINGSHIGHWAY CAPE GIRARDEAU, MO 63701TEL:(573) 335-2600CRC 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.

Ford Confidential

Customer Info

Customer: [REDACTED] Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] MO [REDACTED]
Country: USA Language: EN
Cell Phone: 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	C	A03	08029	F23215

Dealer Name: FORD GROVES
Dealer Address: 1501 N KINGSHIGHWAY
 CAPE GIRARDEAU MO 63701
Dealer Main Phone: 573-335-5572

Position	Employee Name
CUST RELATIONS MGR	Becky Randol
DEALER/PARTNER	Robert G Neff
PARTS MANAGER	Doug McMillian
SALES MANAGER	LARRY L KEHL
SALES MANAGER	Gregory Campbell
SERVICE MANAGER	CW Horton

Ford Confidential

ESP / Recall Information

VIN: 2FMVA5144YB [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

OASIS RESULT:

2FMVA5144YB [REDACTED]

02/07/2008
08:47:42
FCXWS447

© Copyright 2002-2007 Ford Motor Company. All rights reserved.

 **Errors**

WARNING WARNING WARNING
YOU ENTERED: 2FMVA5144YB [REDACTED] THIS VIN IS NOT FOUND
VIN FOUND: 2FMZA5144YB [REDACTED]
VERIFY VIN ON VEHICLE AND TRY AGAIN
WARNING WARNING WARNING

 **ARN MESSAGES**

END OF OASIS REPORT FOR **2FMVA5144YB** [REDACTED]

Report Applies to Country Code: USA

VIN FSA Details

* Confidential *

VIN: 2FMZA5144YB [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: CAN

FSA Details

00000397	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION
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:	18-Aug-1999
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	28-Sep-1999
Vehicle Type Description:	TRUCK	Sale Date:	28-Sep-1999
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: [REDACTED]
 Owner Name: [REDACTED]
 Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3: [REDACTED]
 Address 4: [REDACTED]
 City: PARAGOULD
 State/Province: Arkansas
 ZIP/Postal Code: [REDACTED]
 Country: UNITED STATES
 Phone #: [REDACTED]
 E-Mail: [REDACTED]

Owner Effective Date: 10-Nov-2004 Vendor Applied Date: 17-Nov-2004
 Vendor Match Code Description: 2-NAME MATCHES, ADDRESS DOES N

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:
 Address 1:
 Address 2:
 Address 3:
 Address 4:
 City: PARAGOULD
 State/Province: Arkansas Phone #:
 ZIP/Postal Code: E-Mail:
 Country: UNITED STATES

Owner Effective Date: 23-Oct-2003 Vendor Applied Date: 04-Nov-2003
 Vendor Match Code Description: 1-BOTH NAME AND ADDRESS MATCH
 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:
 Address 1:
 Address 2:
 Address 3:
 Address 4:
 City: PARAGOULD
 State/Province: Arkansas Phone #:
 ZIP/Postal Code: 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: 11-Sep-2003
 Mail Status: Active Mail Suppression Date:

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

Historical Owner

Business Name: ECHOLS KAREN □AI-195N-QB92
 Owner Name:
 Address 1: P.O. BOX 537932
 Address 2:
 Address 3:
 Address 4:

City:	LIVONIA		
State/Province:	Michigan	Phone #:	
ZIP/Postal Code:	48153	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	02-Nov-2001	Vendor Applied Date:	
Vendor Match Code Description:	-		
N&A Source:	WASFLEET	GCamp Applied Date:	02-Nov-2001
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt:	-
Company Car:			
Historical Owner			
Business Name:			
Owner Name:	[REDACTED]		
Address 1:	[REDACTED]		
Address 2:			
Address 3:			
Address 4:			
City:	CRESTON		
State/Province:	Ohio	Phone #:	
ZIP/Postal Code:	[REDACTED]	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	06-Apr-2000	Vendor Applied Date:	
Vendor Match Code Description:	-		
N&A Source:	POLK	GCamp Applied Date:	16-Nov-2000
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	02295	USA	F44210		Fred Martin Ford, Inc.
Ship-To	03274	USA	F44071		Wadsworth Ford Sales, Inc.
Stocking	03274	USA	F44071		Wadsworth Ford Sales, Inc.
Selling	03274	USA	F44071		Wadsworth Ford Sales, Inc.

FSA Details	
VIN: 2FMZA5144YB [REDACTED]	
Local FSA: 00S42 - FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION	Global FSA: 00000397

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

P&A Code		Responsible Dealer		Description
GEO Sales	Sales Code	Sub Code		
05134	USA	F23606		Glen Sain Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	30-Aug-2001	
Display Eligibility	N	30-Aug-2001	
Original Mail Eligibility	N	08-Jan-2001	
Follow up Mail	N	30-Aug-2001	

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

Description	Release Date
MAILED - FOLLOW-UP NOTIFICATION	19-Jun-2001
MAILED - FOLLOW-UP NOTIFICATION	09-Mar-2001
MAILED - ORIGINAL NOTIFICATION	08-Jan-2001

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	30-Aug-2001	27-Aug-2001	UNITED STATES	03274USAF44071	043349	B	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	30-Aug-2001
OPEN - LAUNCHED	Open	08-Jan-2001
Confirmed		03-Nov-2000

VIN FSA Mail History

Local FSA:00S42-!FRONT ELECTRONIC MODULE (FEM)... Global FSA:00000397

Release: OOWNER LETTER
 Release Date: 08-Jan-2001
 Mail Date: 24-Jan-2001 to 24-Jan-2001
 Restricted Address: No
 Address: [REDACTED]
 CRESTON,OH
 [REDACTED] UNITED STATES

Resp. Dealer: 03274USAF44071-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Apr-2000
 Note:

Local FSA:00S42-!FRONT ELECTRONIC MODULE (FEM)... Global FSA:00000397

Release: FPOSTCARD
 Release Date: 09-Mar-2001
 Mail Date: 02-Apr-2001 to 02-Apr-2001

Restricted Address: No
 Address: [REDACTED]
 CRESTON,OH
 [REDACTED] 9749,UNITED STATES
 Resp. Dealer: 03274USAF44071-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Apr-2000
 Note:

Local FSA:00S42-!FRONT ELECTRONIC MODULE (FEM)... Global FSA:00000397

Release: FOWNER LETTER
 Release Date: 19-Jun-2001
 Mail Date: 25-Jun-2001 to 27-Jun-2001
 Restricted Address: No
 Address: [REDACTED]
 CRESTON,OH
 [REDACTED] UNITED STATES
 Resp. Dealer: 03274USAF44071-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Apr-2000
 Note:

VIN: 2FMZA5144YB [REDACTED]

Local FSA: 01S25 - WIPER MOTOR GEAR COVER

Global FSA: 0000485

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGET SEGMENT
 - BB - KITCODE BB

00- Original

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
05134	USA	F23606		Glen Sain Ford, Inc.

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	30-Aug-2001
Display Eligibility	N	30-Aug-2001
Original Mail Eligibility	N	22-Aug-2001
Follow up Mail	N	30-Aug-2001

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

Description	Release Date
MAILED - ORIGINAL NOTIFICATION	22-Aug-2001

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	30-Aug-2001	27-Aug-2001	UNITED STATES	03274USAF44071	043349	B	0.00 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	30-Aug-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:	[REDACTED] CRESTON,OH [REDACTED] UNITED STATES
Resp. Dealer:	03274USAF44071-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	06-Apr-2000
Note:	

VIN: 2FMZA5144YB [REDACTED] Local FSA: 01S26 - AUXILIARY REAR A/C BLOWER WIRING	Global FSA: 00000486
--	-----------------------------

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
05134	USA	F23606		Glen Sain Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	30-Aug-2001	
Display Eligibility	N	30-Aug-2001	
Original Mail Eligibility	N	22-Aug-2001	
Follow up Mail	N	30-Aug-2001	

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

Description	Release Date
MAILED - ORIGINAL NOTIFICATION	22-Aug-2001

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	30-Aug-2001	27-Aug-2001	UNITED STATES	03274USAF44071	043349	B	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	30-Aug-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] CRESTON,OH [REDACTED],UNITED STATES
Resp. Dealer:	03274USAF44071-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	06-Apr-2000
Note:	

VIN: 2FMZA5144YE [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
05134	USA	F23606	
Description: Glen Sain Ford, Inc.			

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	30-Mar-2005
Display Eligibility	N	30-Mar-2005

Original Mail Eligibility	N	30-Mar-2005
Follow up Mail	N	30-Mar-2005

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	
	MAILED - FOLLOW-UP NOTIFICATION		28-May-2004	
	MAILED - FOLLOW-UP NOTIFICATION		28-May-2004	
	MAILED - ORIGINAL NOTIFICATION		15-Sep-2003	
			05-Aug-2002	
			22-Mar-2002	

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	30-Mar-2005	28-Mar-2005	UNITED STATES	08029USAL22033	139220	B	62.92 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	30-Mar-2005	
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] LIVONIA,MI [REDACTED] UNITED STATES
Resp. Dealer:	03003USAF48032-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	WASFLEET
Owner Effective Date:	02-Nov-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] LIVONIA,MI

Resp. Dealer: 48153,UNITED STATES
 Fleet Acct: 03003USAF48032-
 Fleet Mgmt Loc:
 N&A Source: WASFLEET
 Owner Effective Date: 02-Nov-2001
 Note:

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

Global FSA:00000515

Release: FOWNER LETTER
 Release Date: 15-Sep-2003
 Mail Date: 25-Sep-2003 to 25-Sep-2003
 Restricted Address: No
 Address: [REDACTED]
 PARAGOULD,AR
 [REDACTED] UNITED STATES
 Resp. Dealer: 06009USAF23606-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 04-Feb-2003
 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]
 PARAGOULD,AR
 [REDACTED] UNITED STATES
 Resp. Dealer: 06009USAF23606-
 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

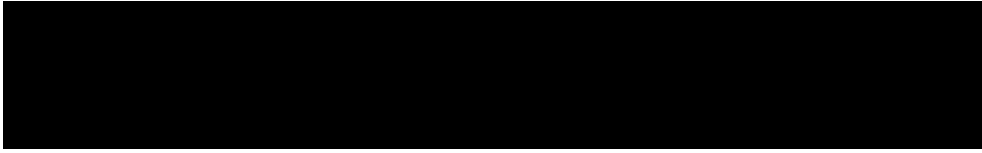
Release: FOWNER LETTER
 Release Date: 20-Jan-2005
 Mail Date: 03-Feb-2005 to 03-Feb-2005
 Restricted Address: No
 Address: [REDACTED]
 PARAGOULD,AR
 [REDACTED] UNITED STATES
 Resp. Dealer: 06009USAF23606-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK

Owner Effective Date: 10-Nov-2004
Note:

FSA Counts

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total	
SAFETY RECALL	0	4	4	4
SPECIAL SVC INSTRUCTION	0	1	1	1
Total	0	5	5	5

Copyright ©2002 Ford Motor Company. All rights reserved.



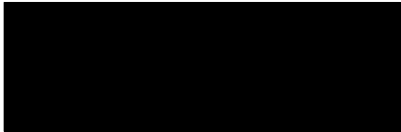


Consumer Affairs

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

June 3, 2005

Sent Via U.S. Mail



Houston, TX

RE: 2000 Windstar
VIN: 2FMZA5141YB

Dear Ms

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

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

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

We appreciate the opportunity to review your request.

Respectfully yours,

Wannetta Hill
Consumer Affairs



Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	C	B2	04473	F52024

Dealer Name:	CHAMPION FORD GULF FREEWAY	
Dealer Address:	12227 GULF FREEWAY HOUSTON TX 770349998	
Dealer Main Phone:	713-371-4000	Dealer Service Phone: 713-371-4200

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

Service Hours	7AM-6PM M-F *****
Directions	
Trained	Y
Additional Information	LSG ENROLLED TOWING: 713-481 6835 SEND DEALER CORRESPONDE

Customer Info

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

Action Detail

[Print Action Detail](#)

VIN: 2FMZA5141YB [REDACTED] Year: 2000 Model: WINDSTAR Case: 1493371535
 Name: [REDACTED] Owner Status: Subsequent WSD: 2000-10-02
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: CHAMPION FORD GULF FREEWAY
 Origin Desc: US CONCERN CASE BASE P & A Code: 04473
 Odometer: 1 MI Comm Type: PHONE
 Action Date: 06/02/2005 Action Time: 13:42:16:777 Action Data: No
 Analyst Name: LAM MICHELLE Analyst: MLAM6

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: - USED CAR DLRSHIP CALLING.- THEY PURCHASED VEHICLE AT AUCTION.- THE ODOMETER WAS BROKEN SO THEY'RE UNSURE OF MILEAGE.- LAST NIGHT VEHICLE CAUGHT ON FIRE.- SMOKE CAME FROM UNDER THE HOOD WHEN VEHICLE WAS PARKED.- MECHANIC CAUGHT IT ON TIME TO STOP ANY SERIOUS DAMAGE.- DAMAGE WAS DONE TO VEHICLE ITSELF AND ONE OF THEIR SCANNERS.- HASN'T CONTACTED INSURANCE COMPANY YET.- NO FIRE REPORT WAS FILED.- VEHICLE HASN'T BEEN TO DLRSHIP YET.- CUST FEELS THIS WAS CAUSED BY RECALLED CRUISE CONTROL SWITCH.- SEEKING TO FILE A CLAIM WITH FMC.- WANTS CALLBACK BETWEEN 8:00 AM TO 5:00 PM.DEALER SAID: - CHAMPION FORD GULF FREEWAY12227 GULF FREEWAYHOUSTON, TX 77034-9998TEL: (713) 371-4000FAX: (713) 371-4933CRC 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.

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

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

OASIS RESULT:**2FMZA5141YB** [REDACTED]See bottom of the OASIS result for
contact ID06/03/2005
10:13:40

© Copyright 2002-3 Ford Motor Company. All rights reserved.

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

0A31BS0A

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

10/02/2000

BUILD DATE

03/07/2000

SALE MILEAGE

00116

arn_message**ATTENTION TECHNICIANS AND SERVICE MANAGERS:**FOR MIL ISSUE WITH DTC P0171/P0174 USE PARTS & PROCEDURES IN TSB..... [03-16-01](#)**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

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 2FMZA5141YB [REDACTED]

ESP / Recall Information

VIN: 2FMZA5141YB [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	OPEN - LAUNCHED		
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-09-14	04532USAF52792
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-09-14	04532USAF52792
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-12-09	04532USAF52792

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2FMZA5141YBE [REDACTED] Veh Line: T/A3 - WINDSTAR (WINS88/WINI26) [95-03] Eng Serial No: L
 Model Year: 2000 Market Derived: * - [N/A] Body Shell: *
 Veh Type: T Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: TLM - 3.8L OHV EFI NA V6 GAS
 Inv. Dealer: 02408 Body Cab Style: T/WB - EXTENDED WAGON Transmission: T/D-T - 4 SPD AUTO TRANS NAAO AX4S
 Version/Series: * - [N/A]

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 07-MAR-2000

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 152757 - *
 Country: USA - ##### Selling Dir St/Prov: TX
 Buyer St/Prov: TX
 Arrival Date: 20-MAR-2000 Red Carpet Lease: *
 Sale Date: 02-OCT-2000 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 02-OCT-2000 Modified Vehicle: *
 Orig Warranty Date: 02-OCT-2000 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
 A51YBB909791213 P4 YL2 28B1329 8B E L15 71 N 3 M93 5 5F E 52M092 0 FS 2 HH3E4 8 4
 2FMZ1 6 94LTX M 41

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER GVW Code:
 Alternator Amp Rating: CT GVW Class Code: Z
 Audio Disk: AC - AUDIO DISC CHANGER PLAYER Instrumentation: * - [N/A]
 Axle Ratio: EGAHT - 3.56 FNL DRV RATIO Mirror(Driver Side): AD - DRIVER POWER MIRROR
 Axle Type: EGJAB - NON-LIMITED SLIP REAR AXLE Mirror(Pengr Side): AD - PASS POWER CONVEX MIRROR
 Battery Amp Rating: MK Paint: PNPCH - SPRUCE GREEN
 Brake Code: * - [N/A] Power Antenna: AC - WINDOW RADIO ANTENNA

Brake Code(Service): *-[N/A]
 Calibration Code: 0A31BS0A
 Color(Accent): *-[N/A]
 Color(Trim): *-[N/A]
 Delivery Type: 0
 Driveshaft Code: D
 Front Seat: *-[N/A]
 Fuel Type: *-[N/A]

Radio: AG - ELETR AM/FM/STRO/CSTE/CLOCK
 *-[N/A]
 Sound System:
 Suspn Tandem Axle:
 Tire Brand: CF - GENERAL/GOODYEAR
 Tire Size: D3GSE - P215/70R15 BSW - STYLE 1
 Traction Control: *-[N/A]
 Wheel Base:

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B
 ESP Coverage(Miles): * Emission Cert Type: F
 ESP Coverage(Time): * Emission Decal Suffix: GFF
 ESP Plan Year: * Engine Family: YFMXT0382FF
 ESP Signature Date:

Standard Claims List For Model Year 2000

VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRK CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF BASE	SUFF	CCC	CD	DIST (Miles)	
2FMZA5141YB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-2000	02-OCT-2000	152757	USA	0	6109	011401	E5TZ	11582	A	B66	38 12
AWS Claim Key: 935851 Trx Code: MVC Labor Hrs: 0																				
Dir Cd-Sub Cd: 02408 - * Name: DAVID SELF FORD, INC. Ph: 409-2969600 St:TX Ctry Cd: USA Reg Cd: NA Repr Date:23-MAR-2000 Doc #:00933401																				
Cust Comments: CK MISMATCHED BODY SIDE MOULDING.																				
Tech Comments: RIGHT SIDE DOOR MOULDING CAME AND CHROME AND LEFT DOOR MOULDING CAME AS PAINTED NOT CHROME. REPLACED FRONT AND REAR OUTER DOOR MOULDING TO CHROME.																				
2FMZA5141YB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-2000	02-OCT-2000	152757	USA	0	6N01	010805	XP2Z	1725533	AAG	B66	38 12
AWS Claim Key: 1027130 Trx Code: MVC Labor Hrs: 0.5																				
Dir Cd-Sub Cd: 02408 - * Name: DAVID SELF FORD, INC. Ph: 409-2969600 St:TX Ctry Cd: USA Reg Cd: NA Repr Date:18-APR-2000 Doc #:00956901																				
Cust Comments: CK MISMATCHED BODY SIDE MOULDING																				
Tech Comments: RIGHT SIDE DOOR MOULDING CAME AS CHROME AND LEFT DOOR OUTER MOULDING CAME AS PAINTED NOT CHROME. REPLACED LEFT FRONT AND REAR DOOR MOULDING TO CHROME. REFER TO FIRST TICKET 9394 AS PER WARRANTY ASSISTANCE.																				
2FMZA5141YB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-2000	02-OCT-2000	152757	USA	12	*	*	*	*	*	*	30365
AWS Claim Key: 11112597 Trx Code: 01S26 Labor Hrs: 0.7																				
Dir Cd-Sub Cd: 04532 - * Name: PHILPOTT FORD Ph: 409-7271451 St:TX Ctry Cd: USA Reg Cd: NA Repr Date:14-SEP-2001 Doc #:158304B																				
Cust Comments: RECALL 01S26																				
Tech Comments: INSTALL JUMPER HARNESS AS PER RECALL 01S26																				
2FMZA5141YB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-2000	02-OCT-2000	152757	USA	12	*	*	*	*	*	*	30365
AWS Claim Key: 11112598 Trx Code: 01S25 Labor Hrs: 0.7																				
Dir Cd-Sub Cd: 04532 - * Name: PHILPOTT FORD Ph: 409-7271451 St:TX Ctry Cd: USA Reg Cd: NA Repr Date:14-SEP-2001 Doc #:158304C																				
Cust Comments: RECALL 01S25																				

Tech Comments: REPLACE WIPER MOTOR GEAR COVER AS PER RECALL 01S25

2FMZA5141Y1B	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	07-02-OCT-2000	MAR-2000	152757	USA	27	*	*	*	*	*	64601
--------------	------	---	------	---	-----	----	------	------	----------------	----------	--------	-----	----	---	---	---	---	---	-------

AWS Claim Key:	18988783	Trx Code:	02S33	Labor Hrs:	1.2
----------------	----------	-----------	-------	------------	-----

Dir Cd-Sub Cd:	04532 - *	Name:	PHILPOTT FORD	Ph:	409-7271451	St:	TX	Chy Cd:	USA	Reg Cd:	NA	Repr Date:	09-DEC-2002	Doc #:	216677D
----------------	-----------	-------	---------------	-----	-------------	-----	----	---------	-----	---------	----	------------	-------------	--------	---------

Cust Comments:	CS RECALL 02S33
----------------	-----------------

Tech Comments:	INSPECT FOR CORROSION DAMAGE. REPAIR CONNECTOR. INSTALL BUTYL PATCH AND SEALER PER 02S33 RECALL
----------------	---



Sent Via U.S. Mail

May 6, 2008

*Mailed 5-14-07
WORD automatically
changes the date*

[REDACTED]
Fletcher, NC [REDACTED]

RE: 2000 Windstar
VIN: 2FMZA5245YB [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 2000 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: 2FMZA5245YB [REDACTED]	Year: 2000	Model: WINDSTAR	Case: 335741317
Name: [REDACTED]	Owner Status: Original	WSD: 2000-02-26	
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL ATTACHMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: MAC EASLERFORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 00981	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO OGC - FIRE			
Odometer: 110000 MI	Comm Type: PHONE		
Action Date: 05/11/2007	Action Time: 09:19:34:397	Action Data: No	
Analyst Name: ROBERT SLEZAK (RSLEZAK2)	Analyst: RSLEZAK2		

COMMENTS: CUSTOMER SAID: ==HAD AN UNDERHOOD FIRE==FUZE HAS BEEN BLOWING==JUST HAD STARTED UP AND WAS SMOKING, CAUGHT FIRE GOING SVS BAY AT IND.DEALER SAID: ==MAC EASLER FORD, INC.601 DUNCAN HILL ROAD HENDERSONVILLE, NC 28792CRC 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:=====CUST RESEARCHED OUT PAST ISSUES OF SP CNTRL FIRES ON OTHER MODELS=====SEEKING TO HAVE ISSUE COVERED UNDER RECALL NOTICES==OBC TO DLRSHPMAC EASLER FORD, INC.601 DUNCAN HILL ROAD HENDERSONVILLE, NC 28792TEL:(828) 693-4281==CONSULTATION WITH SM JERRY EXPLAINING CUST EDUCATION ON THIS MATTER==HE AGREES THAT IT WAS IN SPEED CONTROL BUT HE AND CCR ALSO AGREE VEH IS OUT OF AWA GUIDELINES, SO NO ASST ALLOWABLE AT THIS TIME DUE TO THESE GUIDELINES==CCR RTRND TO CUST ADVISING TO RETAIN RECIEPTS OF REPAIR BIL FOR POSSIBLE REIMBURSEMNET IN FUTURE DUE TO INVESTIGATORY OUTCOME.==CUST SATISFIED TO HAVE VEH REPAIRED AND AWAIT OUT COME OF INVESTIGATION==CUST CONTACTING INS CO ON THIS VEH FIRE

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5245YB [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2000 36/45,000 WTY EXT. & RENTALCARE (WTY REPAIRS)
 Selling Dealer: LONG-LEWISFORD
 Deductible:
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2003-02-26
 Expiration Miles: 45,000
 Plan Year: 2000
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

Number	Type	Description	Status	Status Date	Dealer Code
00S42	SAFETY RECALL	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION	CLOSE - REPAIRED	2001-04-23	00225USAF21041
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2001-04-23	00225USAF21041
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-09-28	00225USAF21041
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-09-28	00225USAF21041
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-04-19	00225USAF21041

Action Detail

VIN: 2FMZA5245YB [REDACTED]	Year: 2000	Model: WINDSTAR	Case: 335741317
Name: [REDACTED]	Owner Status: Original	WSD: 2000-02-26	
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL ATTACHMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Pho [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: MAC EASLERFORD, INC.	
Origin Desc: OGC - CLAIMS		P & A Code: 00981	
Action Desc: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER			
Odometer: 110000 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 05/14/2007	Action Time: 13:07:35:497	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL LETTER.

Ford Confidential

Action Detail

VIN: 2FMZA5245YB [REDACTED]	Year: 2000	Model: WINDSTAR	Case: 335741317
Name: [REDACTED]	Owner Status: Original	WSD: 2000-02-26	
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL ATTACHMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: MAC EASLERFORD, INC.	
Origin Desc: OGC - CLAIMS		P & A Code: 00981	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 110000 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 05/14/2007	Action Time: 13:07:52:137	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL LETTER.

Ford Confidential



Action Detail

VIN: 2FMDA5140TB [REDACTED]	Year: 1996	Model: WINDSTAR	Case: 1735831870
Name: MR [REDACTED]	Owner Status: Original	WSD: 1996-08-31	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: GARNET FORD INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 01373	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 100000 MI	Comm Type: OTHER		
Action Date: 06/10/2003	Action Time: 15:39:23:007	Action Data: No	
Analyst Name: PACE, GENNIFER (G.)	Analyst: GPACE5		

COMMENTS: CASE CLOSED ON 6/10/03. CUSTOMER'S INSURANCE COMPANY INVOLVED. LPA ADVISED CUSTOMER TO CONTINUE TO WORK WITH INSURANCE COMPANY AND EXPLAINED THE SUBROGATION PROCESS.

Copy

Sent Via US Mail

June 10, 2003

[REDACTED]
Thornton, PA [REDACTED]

Re: 1996 Ford Windstar
VIN: 2FMDA5140TB [REDACTED]

Dear Mr. [REDACTED]:

Thank you for contacting us regarding the above-mentioned vehicle.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Gennifer Pace
Consumer Affairs

Action Detail

VIN: 2FMDA5140TB [REDACTED] Year: 1996 Model: WINDSTAR Case: 1735831870
 Name: MR [REDACTED] Owner Status: Original WSD: 1996-08-31
 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: GARNET FORD INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 01373
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 100000 MI Comm Type: PHONE
 Action Date: 06/09/2003 Action Time: 09:36:38:640 Action Data: Yes
 Analyst Name: TESHIA CADOGAN Analyst: TCADOGAN

610 591-595

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAYS: -CUST STATES THE VEH BURST INTO FLAMES -FIRE ORIGINATED FROM THE AREA OF THE MASTER CYLINDER IN THE ENGINE COMPARTMENT...UNDERHOOD FIRE -NO INJURIES -VEH CAUGHT ON FIRE WHILE PARKED IN A PARKING LOT 06/07/2003 -FIRE OCCURRED GIANT FOOD STORE AT ROUTE 202, WEST CHESTER, PA -VEH IS CURRENTLY AT AN INDEPENDENT -FIRE DEPARTMENT WAS CONTACTED AND THEY TOOK HALF AN HOUR TO PUT THE FIRE OUT -UNSURE OF WHAT THE FIRE DEPARTMENT FINDINGS ARE...REPORT WAS FILED...DOES NOT HAVE THE REPORT NUMBER -FIRE DEPARTMENT IS LOCATED IN WEST CHESTER OR WEST TOWN GOSHEN -BEFORE THE FIRE OCCURRED THE BRAKE PEDAL WAS CLOSER TO THE FLOOR THAN USUALLY...BRAKE CONCERN OCCURRED TEN TO FIFTEEN MILKES BEFORE THE FIRE OCCURRED -INSURANCE COMPANY HAS BEEN CONTACTED AND CLAIM HAS BEEN FILED...CLAIM NUMBER PD8303650424-0...UNSURE OF STATUS OF THE CLAIM -VEH IS NOT REPAIRABLE -CUST BELIEVES THERE WAS A DEFECT THAT CAUSED THE FIRE PER CUSTOMER, DEALER SAYS: -NONE GARNET FORD INC. ROUTES 1 AND 202 CHADDS FORD, PA 19317 TEL: (610) 358-5600 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Fire Occurred on 6/7/03
No Injuries Reported
Vehicle was parked in a store parking lot.
Brake pedal went down further than normal while driving.
Rainy Weather Condition
Smoke coming from Underneath hood - Engine Concern
Ins. Co. Involved - Comprehensive Coverage
Vehicle Total Loss.
Salvage Yard - Vehicle located
Rpt. # 66P503000582
W. Town Police Dept. (Goshen)
Liberty Township

Customer Info

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

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
2FMDA5140TB [REDACTED]	1996	WINDSTAR	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
		Open Issues Exist			

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	A	B1	01373	F16027

Dealer Name:	GARNET FORD INC				
Dealer Address:	1610 WILMINGTON WEST CHESTER P CHADDS FORD PA 19317				
Dealer Main Phone:	610-358-5600	Dealer Service Phone:	610-358-5600		

Position	Employee Name
DEALER/PARTNER	BRUCE HENDRIXSON
DEALER/PARTNER	BRADLEY HENDRIXSON
PARTS MANAGER	ROBERT MIGNONE
SALES MANAGER	CURTIS B WETZEL
SALES MANAGER	EDWARD MYERS
SALES MANAGER	CHRISTOPHER T MARCHIANI
SERVICE MANAGER	IRA J BURGIS

Service Hours 7 AM - 9 PM MON-THUR FRI-7A.M.-6P.M. SAT 8A.M.-12

Directions

Trained Y

Additional Information

ESP / Recall Information

VIN: 2FMDA5140TB [REDACTED]

No ESP Information for this VIN

-----Recall Information-----						
-----Campaign-----						
Number	Type	Description	Status	Status Date	Dealer Code	
01M03	O	SPRINGS	RELEASED FOR MAILING	2001-06-20	F16406	
96L12	L	PASS AIR BAG	FORCED COMPLETION	1998-01-22	AUTOC	
99S17	S	BRK FLD LABL	FORCED COMPLETION	2000-04-12	AUTOC	

**SAFETY RECALL
99S17****Demonstration/Delivery Hold: Certain 1996-
1999 Windstar Vehicles - Installation of
Brake Fluid Warning Labels**

June, 1999

To:

All Ford and Lincoln-Mercury Dealers

Subject:

Demonstration/Delivery Hold: Safety Recall 99S17 - Certain 1996-1999 Windstar Vehicles - Installation of Brake Fluid Warning Labels

AFFECTED VEHICLES

Certain 1996-1999 Windstar vehicles built at the Oakville Assembly Plant from Job #1, 1996 through May 31, 1999.

REASON FOR RECALL

Federal Motor Vehicle Safety Standard (FMVSS) No. 135 specifies that the brake fluid warning statement must be located so as to be visible by direct view. On the affected vehicles the embossed brake warning statement is located on top of the brake fluid reservoir filler cap and on the side of the reservoir body. Although the brake warning statement is located on the reservoir, it is not entirely visible by direct view.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, the dealer must install both an English version and French version of the brake fluid warning label to the front of the brake fluid reservoir as shown in Attachment III. For vehicles that have already been sold, brake fluid warning labels and affixing instructions will be mailed to the owners. Vehicle owners will be advised that if they prefer, they may have the label installed by their dealer.

QUESTIONS?

Claims Information 1-800-423-8851

Other Recall Questions 1-800-325-5621

Attachments**Attachment I**

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III

- Technical Information



ATTACHMENT I
Safety Recall 99S17

**DEMONSTRATION/DELIVERY HOLD: Certain 1996-1999 Windstar Vehicles -
Installation of Brake Fluid Warning Labels****OASIS**

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

PLEASE NOTE

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

PROMPTLY CORRECT

Promptly correct affected vehicles on the enclosed list and other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

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

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
 - Refer to ACESII Manual for claims preparation and submission information.
-

ATTACHMENT II
Safety Recall 99S17

**DEMONSTRATION/DELIVERY HOLD: Certain 1996-1999 Windstar Vehicles -
Installation of Brake Fluid Warning Labels****LABOR ALLOWANCES**

Operation Description	Labor Allowances	Labor Operation
Install Both Brake Fluid Warning Labels	0.3 Hrs.	99S17B
Administrative Allowance	0.1 Hrs.	Misc. Expense Code "ADMIN"

PARTS REQUIREMENTS

Label Ordering Information

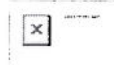
Brake fluid warning labels, cleaning pads and installation instructions will be mailed to vehicle owners. In addition, the owners will be advised that if they prefer, they may have dealership personnel install the label at no charge. Labels, cleaning pads and instructions for vehicles not reported as sold will be direct shipped to the dealer. If the customer no longer has the labels, call the Recall Hotline at 1-800-325-5621. When calling this number to order labels and instructions, be prepared to give the Recall Number 99S17.

ATTACHMENT III Safety Recall 99S17

LABEL INSTALLATION



TYPICAL MASTER CYLINDER RESERVOIR LOCATION



June, 1999

Serial Number: 12345678901234567 99S17

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that certain 1996-1999 Windstar vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 135, "Hydraulic Brake Systems".

NON-COMPLIANCE

Federal Motor Vehicle Safety Standard (FMVSS) No. 135 specifies that the brake fluid warning statement must be located so as to be visible by direct view. On the affected vehicles the embossed brake warning statement is located on top of the brake fluid reservoir filler cap and on the side of the reservoir body. Although the brake warning statement is located on the reservoir, it is not entirely visible by direct view.

WHAT YOU SHOULD DO

Please affix the enclosed brake warning labels following the instructions on the following page. A cleaning

pad has been included for your convenience. Or, if you prefer, your dealer will affix the labels for you at no charge.

HOW LONG WILL IT TAKE AT THE DEALER?

If you prefer that the dealer affix the labels, the time needed for this service is less than one hour. However, due to service scheduling issues, your dealer may need your Windstar for a longer period of time. Please call your dealer for a service date.

CALL YOUR DEALER

If you decide that you would like your dealer to attach the labels, ask for a service date and take this letter, the labels and cleaning pad with you to the dealership.

CHANGED ADDRESS OR SOLD THE WINDSTAR?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the Windstar.

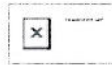
If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built Windstar.

LABEL INSTALLATION



TYPICAL MASTER CYLINDER RESERVOIR LOCATION



SAFETY RECALL 99S17

CPR © 1999 FORD MOTOR COMPANY
Published By: Recall/Service Programs Department
Ford Customer Service Division

**SAFETY RECALL
99S17**

Dealer Letter

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III

- Technical Information

Customer Notification Letter

Standard Claims List For Model Year 1996

Note: All Costs are in US Dollars

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)												
T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	07-JUN-1996	31-AUG-1996	121717	USA	17	7T03 060900 *	ASKID *	H19 82 23826												
AWS Claim Key:		10927486		Trx Code:		E83		Labor Hrs:		.8		Labor Cost:		49.17		Total Cost:		49.17									
Dir Cd-Sub Cd:		08651-*		Name:		KORUM FORD INC		Ph:		206-8528270		St:		WA		Ctry Cd:		NA		Repr Date:		14-JAN-1998		Doc #:		18658701	
Cust Comments: CUSTOMER REPORTS A B S LIGHT COMES ON INTERMITT.																											
Tech Comments: TEST DRIVE LIGHT NEVER CAME ON; CHECK FOR CODES NONE FOUND. R&R ALL WHEELS CHECK FOR FLUID LEAK FOUND MASTER CYLINDER DOWN, NO LEAK FOUND. CHECK BRAKES 30% ON FRONT, 60% ON REAR																											
T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	07-JUN-1996	31-AUG-1996	121717	USA	25	7X02 000000	F58Z 14C715 A	S15 42 32382												
AWS Claim Key:		16011306		Trx Code:		E83		Labor Hrs:		.9		Labor Cost:		56.36		Material Cost:		38.33		Total Cost:		94.69					
Dir Cd-Sub Cd:		08651-*		Name:		KORUM FORD INC		Ph:		206-8528270		St:		WA		Ctry Cd:		NA		Repr Date:		02-SEP-1998		Doc #:		20511301	
Cust Comments: DRIVERS SIDE SEAT POWER LUMBAR IN INOP.																											
Tech Comments: SWITCH IS BAD. REMVD SEAT TO ACCESS. TSTD LUMBAR AND SWITCH. INSTALLED NEW LUMBAR SWITCH AND REINSTALLED SEAT. RECHKD OK NOW.																											

Any comments?

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 2FMDA5140TB [REDACTED] **Veh Line:** T/A3 - WINDSTAR (WIN88/WIN126) [95-03] **Body Shell:** * **Navis Eng Serial No:** L
Model Year: 1996 **Market Derived:** * - [N/A] **Engine:** T/LM - 3.8L OHV EFI NA V6 GAS
Veh Type: T **Drive Code:** T/A - 2 WHL L/H FRONT DRIVE **Transmission:** T/DT - 4 SPD AUTO TRANS NAAO AX4S
Inv. Dealer: 05892 **Body Cab Style:** - EXTENDED WAGON
Vehicle Status Code: 800 **Version/Series:** * - [N/A]

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - ##### **Selling Dealer:** 121717 - * **Plant:** AS - OAKVILLE PLANT BUILD
Country: USA - ##### **Selling Dir St/Prov:** AL **Prod Date:** 07-JUN-1996
Buyer St/Prov: AL

SALE INFORMATION:

Region: NA - ##### **Selling Dealer:** 121717 - *
Country: USA - ##### **Selling Dir St/Prov:** AL **Buyer St/Prov:** AL
Arrival Date: 19-JUN-1996 **Red Carpet Lease:** *
Sale Date: 31-AUG-1996 **Fleet/Retail/Co. Lease:** R
Warranty Start Date: 31-AUG-1996 **Modified Vehicle:** * **Vehicle Count Flag:** N
Orig Warranty Date: 31-AUG-1996 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

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

A51TB97781121 7PN RK2 03F4088 KE E 4L15 71 N 3 M63 5 2D2 21C717 L2 SH SUP3 4 Q 5 42
EMD070 S 477A 4LAL N M 61

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	D
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:	PNSGC - MEDIUM WILLOW MET. C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STRO/CSTE/CLK
Calibration Code:	662JR10A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
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:	

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:	PFS
ESP Plan Year:	* Engine Family:	TFM3828GFEK
ESP Signature Date:		

Any comments?



CASE NUMBER
456220658

CUSTOMER NAME



Date Closed
05/06/08

LP ANALYST
Beth Shuman

CDSID
Bshuman

TYPE
New Closed Case File



Beth Shuman
Legal Analyst
Office of the General Counsel

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

March 7, 2008

[REDACTED]
HILLIARD, OH [REDACTED]

RE: 1998 Windstar
VIN: 2FMZA5149WB [REDACTED]
Case: 456220658

Dear Mrs. [REDACTED]

This letter is in response to your contact with the Ford Customer Relationship Center regarding fire to the above-mentioned vehicle.

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

- A copy of the police and/or fire report
- A copy of the vehicle title and registration
- Pictures of the vehicle showing the damaged areas (both sides of the vehicle, the entire engine whole engine shots, and the front of the vehicle with the hood open and closed)
- A copy of this letter

You may e-mail the above documents to Lprev@ford.com, please put my name in the subject. If you do not have access to e-mail you may also mail the documents to the address listed on this letter. We will be unable to provide assistance if you have settled this matter with your insurance carrier or if you no longer own the vehicle.

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.

We appreciate the opportunity to review this matter.

Respectfully yours,

Beth Shuman
Legal Analyst- OGC Product Litigation

Action Detail

VIN: 2FMZA5149WE [REDACTED] Year: 1998 Model: WINDSTAR Case: 456220658
 Name: MRS [REDACTED] Owner Status: Subsequent WSD: 1998-06-05
 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: JIM KEIM FORD, INC.
 Origin Desc: US CONCERN CASE BASE P & A Code: 01470
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 180000 MI Comm Type: PHONE
 Action Date: 03/05/2008 Action Time: 12:40:21:307 Action Data: No
 Analyst Name: ASHLEY SPARACINO (ASPARACI) Analyst: ASPARACI

COMMENTS: CUSTOMER SAID: ~VEH CAUGHT ON FIRE ~CUST FOUND A RECALL ON LINE FOR THE SPEED CONTROL AND WANTS TO KNOW IF IT HAS ANYTHING TO DO WITH THAT~CAUGHT FIRE MARCH 1ST 08 ~THE FIRE ORIGINATED UNDER THE HOOD BEHIND THE ALTINATOR~CURRENTLY THE VEH IS IN FRONT OF HOUSE~THERE WAS FIRE REPORT FILED~FIRE REPORT FINDINGS WAS IT WAS AN ELECTRICAL PROBLEM ~REPORT WAS FILED IN COLUMBUS OHIO~THERE WAS NOT ANY DAMAGES TO ANYTHING OTHER THEN VEH ~CUST HAS NOT FILED A CLAIM WITH INSURANCE YET~SAID NOT SURE IF THE VEH IS REPAIRABLE HAS NLT HAD ANYONE LOOK AT IT YET~VEH WAS RUNNING WHEN FIRE STARTED~CUST SEEKING IF THERE IS A RECALL OR ANYTHING ON THE VEHDEALER SAID: JIM KEIM FORD, INC.5575 KEIM CIRCLE COLUMBUS, OH 43228TEL:(800) 644-3580CRC 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.~ADVISED CUST ABOVE INFORMATION ~ADVISED CUST THAT THERE ARE NO RECALLS ON THE VEH ~ADVISED CUST TO DLR

Ford Confidential

Customer Info

Customer: MRS [REDACTED]
Address: [REDACTED] HILLIARD OH [REDACTED]
Country: USA Language: EN
Cell Phone: 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
G3-CINCINNATI	47-CINCINNATI	F	A06	01470	F47030

Dealer Name: JIM KEIM FORD, INC.
Dealer Address: 5575 KEIM CIRCLE
 COLUMBUS OH 432287329
Dealer Main Phone: 614-888-3333

Position	Employee Name
DEALER/PARTNER	JIM (JAMES) R KEIM
GENERAL MANAGER	DEE (LOUIS) D PELLISSIER III
PARTS MANAGER	JEFFERY A POE
SALES MANAGER	DINO P DAURELIO
SALES MANAGER	MICHAEL BONANNO
SALES MANAGER	MATTHEW J BONANNO
SALES MANAGER	MICHAEL E ALLMAN
SERVICE MANAGER	PETER M PLAGMAN

Ford Confidential

OASIS RESULT:**2FMZA5149WB** [REDACTED]03/06/2008
12:46:13
FCXWS447

© Copyright 2002-2007 Ford Motor Company. All rights reserved.

VEHICLE INFORMATION

VEHICLE DESCRIPTION 1998 WINDSTAR	BODY STYLE WAGON STDLN 4X2	ENGINE 3.8L EFI
TRANSMISSION AX4S 4 SPD TRANSAXLE	AXLE CODE 15	ENGINE CALIBRATION 862PR18A

WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT
ELIGIBLE FOR CALIFORNIA EMISSIONS WARRANTY

ARN MESSAGES**GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 06/05/1998	BUILD DATE 05/06/1998	SALE MILEAGE
--	---------------------------------	---------------------

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

WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)END OF OASIS REPORT FOR **2FMZA5149WB** [REDACTED]Report Applies to Country Code: USA



Customer Info

Customer: MR [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] RD INDEPENDENCE KY 41051 -9549
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: [REDACTED]

Ford Confidential

Action Detail

VIN: 2FMDA514XTE [REDACTED] Year: 1996 Model: WINDSTAR Print Action Detail
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 1996-07-29 Case: 400462975
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: AIRPORT FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 01992
 Odometer: 110000 MI Comm Type: PHONE
 Action Date: 10/24/2005 Action Time: 11:07:24:597 Action Data: No
 Analyst Name: FERRARO KRISTINA Analyst: KFERRARO

COMMENTS: CUSTOMER SAID: *** FIRE ***- DATE: 10/17/2005 AROUND 11AM- LOCATION: SAM'S CLUB (FLORENCE, KY)- STARTED UP VEH AND IT WAS MAKING A LOUD FUNNY NOISE- DROVE VEH HOME AND TURNED OFF VEH. NOISE STOPPED RIGHT AWAY- CAN SEE EVIDENCE OF THE FIRE UNDER THE HOOD BY THE AIR FILTER BUT CUST DIDN'T SEE FIRE- ALL WIRING IS BURNT UP BUT VEH IS REPAIRABLE- NO POLICE OR FIRE REPORT FILED- INSURANCE COMPANY HAS NOT BEEN CONTACTED- NO INJURIES- CUST ALLEGING THE SPEED CONTROL AND LEAKING BRAKE FLUID CAUSED THE WIRING TO BURN UP- SEEKING FORD TO INVESTIGATE AND WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS FOR THIS CONCERNDEALER SAID: AIRPORT FORD8001 BURLINGTON PARKFLORENCE, KY 41042CRC 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.

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

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

ESP / Recall Information

VIN: 2FMDA514XTB [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	2002-06-11	01992USAF47011
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2FMDA514XTB [REDACTED] Vch Line: T/A3 - WINDSTAR (WIN88/WIN126) [95-03] Eng Serial No: L
 Model Year: 1996 Market Derived: * - [N/A] Body Shell: *
 Vch Type: T Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LM - 3.8L OHV EFI NA V6 GAS
 Inv. Dealer: 01298 Body Cab Style: T/WB -EXTENDED WAGON Transmission: T/DT - 4 SPD AUTO TRANS NAAO AX4S
 Version/Series: * - [N/A]

Trace Eng Serial No: 1-----2-----3-----4-----5-----6-----7-----8

NA
Trace Trans Serial No:
NA

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 14-MAY-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 116505 .*
 Country: USA - ##### Selling Dir St/Prov: PA
 Buyer St/Prov: PA
 Arrival Date: 30-MAY-1996 Red Carpet Lease: *
 Sale Date: 29-JUL-1996 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 29-JUL-1996 Modified Vehicle: *
 Orig Warranty Date: 29-JUL-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

A51TB84505121 7PN PH2 13E5084 TD B4 4L15N33 N 3 M93 5 2B2 16F505 G1 LA H63 4 Q 5 4
 2FMDXR8 N 472A 94LPA N M 61

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER GVW Code: D
 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(Psng'r Side): AD - PASS POWER CONVEX MIRROR
 Battery Amp Rating: MD Paint: PNLAA - MED ROYAL BLUE 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: 662JR10A Sound System: *-[N/A]
 Color(Accent): *-[N/A] Susp'n Tandem Axle:
 Color(Trim): 000YD - MED OPAL Tire Brand: AJ - MICHELIN
 Delivery Type: 0 Tire Size: D3GQJ - P205/70R15 BSW
 Driveshaft Code: D Traction Control: *-[N/A]
 Front Seat: *-[N/A] Wheel Base:
 Fuel Type: *-[N/A]

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B
 ESP Coverage(Miles): * Emission Cert Type: F
 ESP Coverage(Time): * Emission Decal Suffix: PFS
 ESP Plan Year: * Engine Family: TFM3828CFEK
 ESP Signature Date:

Standard Claims List For Model Year 1996

Detailed Vehicle Specification

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)							
2FMDA514XTB								14-MAY-1996	29-JUL-1996	116505	USA	0	5K02 040403	F58Z 1130	B	B65 39 11							
AWS Claim Key:		2570878		Trx Code:		2		Labor Hrs:		0.3													
Dir Cd-Sub Cd:		01298 - *		Name:		WOLF MOTOR COMPANY		Ph:		717-2994331		St:PA		Ctry Cd:		USA Reg Cd:		NA		Repr Date:29-JUL-1996		Doc #:052935B	
Tech Comments:		HUB CAP MISSING																					
Tech Comments:		PLACED NEW HUB CAP ON																					
2FMDA514XTB								14-MAY-1996	29-JUL-1996	116505	USA	3	3A11 070100	* 7003	*	A99 08 3978							
AWS Claim Key:		5379263		Trx Code:		1		Labor Hrs:		1.3													
Dir Cd-Sub Cd:		01298 - *		Name:		WOLF MOTOR COMPANY		Ph:		717-2994331		St:PA		Ctry Cd:		USA Reg Cd:		NA		Repr Date:18-OCT-1996		Doc #:057805A	
Tech Comments:		TRANSMISSION WILL NOT UPSHIFT AT TIMES DOWNSHIFTSAT WILL																					
Tech Comments:		ROAD TEST CK LINE PRESS EEC TEST NEEDS TR SENSOR																					
2FMDA514XTB								14-MAY-1996	29-JUL-1996	116505	USA	6	3Y11 070100	F5DZ 7E293	BA	P67 42 7598							
AWS Claim Key:		5599193		Trx Code:		S07		Labor Hrs:		1.5													
Dir Cd-Sub Cd:		01298 - *		Name:		WOLF MOTOR COMPANY		Ph:		717-2994331		St:PA		Ctry Cd:		USA Reg Cd:		NA		Repr Date:14-JAN-1997		Doc #:062443A	
Tech Comments:		CUST STATES TRANS WILL NOT UPSHIFT AT TIMES																					
Tech Comments:		ROAD TEST TEST SYS REPLACE TR SENSOR																					
2FMDA514XTB								14-MAY-1996	29-JUL-1996	116505	USA	12	5V01 060301	* 1102	*	H05 14 15376							
AWS Claim Key:		8553307		Trx Code:		E84		Labor Hrs:		1.9													
Dir Cd-Sub Cd:		01298 - *		Name:		WOLF MOTOR COMPANY		Ph:		717-2994331		St:PA		Ctry Cd:		USA Reg Cd:		NA		Repr Date:15-JUL-1997		Doc #:071878A	
Tech Comments:		CUST STATES THE ABS LIGHT FLASHES ON-OFF FOR ABOUT A WEEK AND HALF, YESTERDAY THE PARKING																					
Tech Comments:		ROAD TEST CK ROTOR RUNOUT AND REPLACE FRT BRAKE PADS AND MACHINE FRT ROTORS ROAD TEST																					

2FMDA514XTB84505	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	14-MAY-1996	29-JUL-1996	116505	USA	16	6H01	*	F58Z	16222A00	A	N40	01	20787
AWS Claim Key:	10093467	Trx Code:	E84	Labor Hrs:	0.6																
Dir Cd-Sub Cd:	01298	- *	Name:	WOLF MOTOR COMPANY	Ph:	717-2994331	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	06-NOV-1997	Doc #:	077661A					
Cust Comments:	CUSTOMER STATES SOMETHING LOOSE IN LEFT DOOR																				
Tech Comments:	R I DOOR TRIM PANEL AND REPLACE WINDOW RUN																				
2FMDA514XTB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	14-MAY-1996	29-JUL-1996	116505	USA	16	7F23	011603	F58Z	17618	B	W03	D1	20787
AWS Claim Key:	10093468	Trx Code:	E83	Labor Hrs:	1																
Dir Cd-Sub Cd:	01298	- *	Name:	WOLF MOTOR COMPANY	Ph:	717-2994331	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	06-NOV-1997	Doc #:	077661B					
Cust Comments:	INSTALL WATER BOTTLE AND RETAINERS																				
Tech Comments:	REPLACE WASHER BOTTLE TRANSFER PUMP																				
2FMDA514XTB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	14-MAY-1996	29-JUL-1996	116505	USA	21	7S11	1801XX	E9FZ	14489	B	P01	X1	28954
AWS Claim Key:	13881320	Trx Code:	E83	Labor Hrs:	0.5																
Dir Cd-Sub Cd:	00068	- *	Name:	BOB BELL FORD	Ph:	410-7663600	St:	MD	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-APR-1998	Doc #:	166141B					
Cust Comments:	WILL NOT SHIFT OUT OF PARK																				
Tech Comments:	28954 CK SHIFT INTERLOCK WIRING AND BRAKE LIGHT SWITCH AND REPLACE CONNECTOR ON BK LT SWITCH IT WAS BROKEN OFF																				
2FMDA514XTB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	14-MAY-1996	29-JUL-1996	116505	USA	21	5Y03	060202	E9SZ	2261	B	H15	D1	28954
AWS Claim Key:	13881321	Trx Code:	E84	Labor Hrs:	1.5																
Dir Cd-Sub Cd:	00068	- *	Name:	BOB BELL FORD	Ph:	410-7663600	St:	MD	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-APR-1998	Doc #:	166141C					
Cust Comments:	WHEEL CYLINDER ARE LEAKING																				
Tech Comments:	28956 REPLACE WHEEL CYLINDERS ON REAR WERE LEAKING																				
2FMDA514XTB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	14-MAY-1996	29-JUL-1996	116505	USA	72	*	*	*	*	*	*	*	99954
AWS Claim Key:	21434810	Trx Code:	02S36	Labor Hrs:	0.7																
Dir Cd-Sub Cd:	01992	- *	Name:	AIRPORT FORD	Ph:	859-3714750	St:	KY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	11-JUN-2002	Doc #:	02227403					
Cust Comments:	RECALL 02S36																				
Tech Comments:	RECALL 02S36 COMPLETED																				

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
MW-MIDWEST	47-CINCINNATI	A	F2	01992	F47011

Dealer Name: AIRPORT FORD
Dealer Address: 8001 BURLNTN PKE
 FLORENCE KY 41042
Dealer Main Phone: 859-371-4750

Position	Employee Name
DEALER/PARTNER	ALBERT HACKMAN
PARTS MANAGER	GUY OLLIER
SALES MANAGER	THOMAS A BRINKER
SALES MANAGER	ARTHUR HACKMAN
SERVICE MANAGER	THOMAS J MILTIN

Service Hours 8 AM - 5:30 PM M-F, 7:30-3:30 SAT
Directions
Trained Y
Additional Information TOWING-REES HARDY 859-781-1165

Ford Confidential



Sent Via U.S. Mail

November 14, 2006

[REDACTED]
Richfield, MN [REDACTED]

RE: 2000 Windstar
VIN: 2FMDA5340YB [REDACTED]

Dear Mr. [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 2000 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: 2FMDA5340YB [REDACTED]	Year: 2000	Model: WINDSTAR	Case: 461163176
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 1999-12-28	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: FREEWAY FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 09420	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 113000 MI	Comm Type: PHONE		
Action Date: 11/13/2006	Action Time: 12:48:25:913	Action Data: No	
Analyst Name: TRUAX HEATHER	Analyst: HTRUAX1		

COMMENTS: CUSTOMER SAID: -VEH CAUGHT FIRE ON 11/7/2006-FIRE ORGNATED AT THE SPEED CONTROL SWITCH-CURRENT LOCATION OF THE VEH IS AT FREEWAY FORD-THERE WAS NO FIRE REPORT FILED-CUST WAS ABLE TO BLOW THE FIRE OUT BEFORE THE FIRE INCREASED IN SIZE-CUST HAS NOT FILED A CLAIM WITH THEIR INSURANCE COMPANY-THE VEH IS REPAIRABLE, CUST IS ABLE TO DRIVE VEH-THE ONLY THING IN THE VEH THAT IS NOT WORKING IS THE ACTUAL SPEED CONTROL SWITCH-VEH WAS RUNNING AT THE OF THE FIRE-THERE WERE NO INJURIES AND NO STRUCTURAL DAMAGE DONE DUE TO THIS-CUST NOT SURE WHY THIS HAPPENED SINCE HIS VEH IS NOT INVOLVED IN RECALL 05S28-CUST CALLED SEEKING FOR FMC TO REPAIR THE SPEED CONTROL SWITCH UNDER WARRANTYDEALER SAID: FREEWAY FORD9700 LYNDAL AVE SOUTH MINNEAPOLIS, MN 55420TEL: (952) 888-9481CRC 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 CUST THAT IF HE PAID TO HAVE THE VEH REPAIRED TO INFORM CONSUMER AFFAIRS OF THIS FOR POSSIBLE REIMBURSEMENT-ADVISED CUST OF THE ABOVE*****-AFTER RECIEVING RESOLUTION, CUST STATED THAT HE NEEDED THE VEH FIXED ASAP SINCE THE VEH IS LEAKING BRAKE FLUID AND THE CUST NEEDS TO DRIVE THE VEH-CUST STATED HE WOULD REPAIR THE VEH THEN SEEK REIMBURSEMENT

Ford Confidential

Customer Info

Customer: MR [REDACTED] ne [REDACTED]
Address: [REDACTED] MN 55423 -3948
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

Ford Confidential

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
2FMDA5340YB[REDACTED]	2000	WINDSTAR	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History

Open Issues Exist

Ford Confidential

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
CE-CENTRAL	58-TWIN CITIES	B	D1	09420	F58005

Dealer Name: FREEWAY FORD
Dealer Address: 9700 LYNDAL AVE SOUTH
 MINNEAPOLIS MN 55420
Dealer Main Phone: 952-888-9481

Position	Employee Name
GENERAL MANAGER	THOMAS A RABIOLA
PARTS MANAGER	DAVID VANKEMPEN
SALES MANAGER	Barry P McDaniels
SALES MANAGER	Taher M Alyamany
SALES MANAGER	CARRIE A ROSENDAHL
SALES MANAGER	DOUG A KIMBREL
SERVICE MANAGER	TOM BARTEN

Ford Confidential

ESP / Recall Information

VIN: 2FMDA5340YB [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00S42	SAFETY RECALL	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION	CLOSE - REPAIRED	2002-03-04	B2552CANC B2552
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2000-11-07	A2039CANCA2039
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-03-04	B2552CANC B2552
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-04-25	B2369CANC B2369

OASIS RESULT:11/14/2006
09:13:38**2FMDA5340YE** [REDACTED]

© Copyright 2002-2006 Ford Motor Company. All rights reserved.

 **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 9LMABEHA

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT
 VERIFY VIN/WARRANTY COVERAGE
 VEHICLE SOLD IN CANADA
 SERVICE INFO MAY BE UNAVAILABLE

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

WARRANTY START DATE 12/28/1999	BUILD DATE 10/19/1999	SALE MILEAGE 00015
--	---------------------------------	------------------------------

 **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 2FMDA5340YB [REDACTED]

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