

PE08-035

FORD

7/30/2008

APPENDIX D

PART 3 OF 4



Sent Via U.S. Mail

November 21, 2005

[REDACTED]
Rochester, NY [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA5144TB [REDACTED]

Dear Ms. [REDACTED]:

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 fires on your 1996 Windstar. We regret that we are unable to be of assistance in this matter. 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 contacting us.

Respectfully yours,

Val Sanders
Consumer Affairs

Customer Info

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

Ford Confidential

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
2FMDA5144TB[REDACTED]	1996 WINDSTAR Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
 1FAPP9193KW[REDACTED]	1989 ESCORT No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	No Oasis No Warranty History

Ford Confidential

OASIS RESULT:**2FMDA5144TB** [REDACTED]See bottom of the OASIS result for
contact ID11/21/2005
09:54:46

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

VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1996 WINDSTAR

BODY STYLE

WAGON STDLN 4X2

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

662SR11A

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

10/31/1996

BUILD DATE

09/09/1996

SALE MILEAGE**CUDL MESSAGES**

THIS VEHICLE HAS A CLOSED CUDL CONTACT

THIS VEHICLE HAS AN OPEN CUDL CONTACT

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

ELIGIBLE FOR CALIFORNIA EMISSIONS WARRANTY

OUTSTANDING FIELD SERVICE ACTIONS

01M03

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

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMDA5144TB [REDACTED]

Report Applies to Country Code: USA

ESP / Recall Information

VIN: 2FMDA5144TB [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 - REPAIRED	2001-10-08	00583USAF44129
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 2FMDA5144TE [REDACTED]
 Model Year: 1996
 Veh Type: T
 Inv. Dealer: 00616

(Related Claims)

Veh Line: T/A3 - WINDSTAR (WIN88/WIN126) [95-03] 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 V
 Body Cab Style: T/WB - EXTENDED WAGON Transmission: T/DT - 4 SPD AUTO TRAN
 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: 09-SEP-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 144123 - *
 Country: USA - ##### Selling Dlr St/Prov: NY
 Buyer St/Prov: NY

Arrival Date: 11-SEP-1996 Red Carpet Lease: *
 Sale Date: 31-OCT-1996 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 31-OCT-1996 Modified Vehicle: *
 Orig Warranty Date: 31-OCT-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 A51TBC67718121 7PN PH2 16J3835 5H E 24L15N33 N 3 M93 5 2B2 44H123 G3 DK HS3 H 5 4
 2FMD4R1 N 472R 4LNY N M 61

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	8H	GVW Class Code:	D
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [N/A]	Mirror(Psngr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MD	Paint:	PNDCA - PUMICE 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:	662SR11A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspns Tandem Axle:	
Color(Trim):	000SG - WILLOW	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/C - T/C
ESP Coverage(Miles): * Emission Cert Type: C
ESP Coverage(Time): * Emission Decal Suffix: PPS
ESP Plan Year: * Engine Family: TFM3828G1EK
ESP Signature Date:

Standard Claims List For Model Year 1996

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)		
2FMDA5144TB	T/A3	*	T/WB	*	T/A	AS	T/D	T/LM	09-SEP-1996	31-OCT-1996	144123	USA	0	6J08	011404	*	5422404	*	B05	01	17
AWS Claim Key: 3435969 Trx Code: 2 Labor Hrs: 0.5																					
Dir Cd-Sub Cd: 00616 - * Name: ROCHESTER AUTO COLLECTION Ph: 716-3521200 St:NY Ctry Cd: NA Repr Date:23-SEP-1996 Doc #:131277A																					
Cust Comments: CK SLIDING DOOR INSIDE HANDLE COMING LOOSE OFF																					
Tech Comments: R & I DOOR PANEL TO REPLACE BOLT FOR LATCH HANDLE																					
2FMDA5144TB	T/A3	*	T/WB	*	T/A	AS	T/D	T/LM	09-SEP-1996	31-OCT-1996	144123	USA	5	6E01	000000	F58Z	1664481	A	N59	02	5862
AWS Claim Key: 6671154 Trx Code: 1 Labor Hrs: 0.5																					
Dir Cd-Sub Cd: 00616 - * Name: ROCHESTER AUTO COLLECTION Ph: 716-3521200 St:NY Ctry Cd: NA Repr Date:19-MAR-1997 Doc #:146223A																					
Cust Comments: ARMREST SQUEAKS																					
Tech Comments: M1 TIME TO REPLACE ARMREST AND BRACKET																					
2FMDA5144TB	T/A3	*	T/WB	*	T/A	AS	T/D	T/LM	09-SEP-1996	31-OCT-1996	144123	USA	11	6E01	011002	F58Z	16632A22	A	S03	33	15502
AWS Claim Key: 9804828 Trx Code: E84 Labor Hrs: 1																					
Dir Cd-Sub Cd: 00616 - * Name: ROCHESTER AUTO COLLECTION Ph: 716-3521200 St:NY Ctry Cd: NA Repr Date:09-SEP-1997 Doc #:161069A																					
Cust Comments: REPLACE LT SEAT LOWER FOAM PAD-PAD IS LOOSE CAUSING MATERIALS TO GATHER																					
Tech Comments: R&I LEFT FRONT LOWER SEAT REPLACE FOAM PAD RECOVER. F																					
2FMDA5144TB	T/A3	*	T/WB	*	T/A	AS	T/D	T/LM	09-SEP-1996	31-OCT-1996	144123	USA	12	5V01	0603XX	*	1102	*	N17	14	15504
AWS Claim Key: 9766737 Trx Code: E84 Labor Hrs: 2.4																					
Dir Cd-Sub Cd: 00616 - * Name: ROCHESTER AUTO COLLECTION Ph: 716-3521200 St:NY Ctry Cd: NA Repr Date:10-OCT-1997 Doc #:163747A																					
Cust Comments: CK FRONT BRAKES INTERMITENTLY GRIND																					
Tech Comments: MACHINE FRONT ROTORS, ADJUST REAR SHOES																					

2FMDA5144TR	T/A3	*	T/WB	*	T/A	AS	T/D/T	T/LM	09-SEP-1996	31-OCT-1996	144123	USA	14	5V03 060302	F3OY 2221	A	N17 69	19923	
AWS Claim Key:		10583427		Trx Code:		E84		Labor Hrs:		3.8									
Dir Cd-Sub Cd:	00616 - *		Name:		ROCHESTER AUTO COLLECTION		Ph:	716-3521200		St:	NY	Ctry Cd:	NA	USA Reg Cd:	NA	Repr Date:	09-DEC-1997	Doc #:	168470A
Cust Comments:	CUST. REPORTS LOUD INCONSISTANT GRINDING FROM BRAKS, SOUNDS LIKE ITS COMING FROM FRONT BRAKES.																		
Tech Comments:	REPLACE FRONT PADS AND ROTORS, OVERHAUL FRONT CALIPERS, MACHINE REAR ROTORS																		
2FMDA5144TR	T/A3	*	T/WB	*	T/A	AS	T/D/T	T/LM	09-SEP-1996	31-OCT-1996	144123	USA	16	5Y01 0602XX	* 1126	*	N17 49	22544	
AWS Claim Key:		11453648		Trx Code:		E84		Labor Hrs:		1.1									
Dir Cd-Sub Cd:	00616 - *		Name:		ROCHESTER AUTO COLLECTION		Ph:	716-3521200		St:	NY	Ctry Cd:	NA	USA Reg Cd:	NA	Repr Date:	19-FEB-1998	Doc #:	173840A
Cust Comments:	GRIND NOISE IN REAR BRAKES AFTER CAR SITS MOSTLY R,REAR AFTER CAR SITS A WHILE																		
Tech Comments:	CLEAN AND ADJUST REAR BRAKES																		
2FMDA5144TR	T/A3	*	T/WB	*	T/A	AS	T/D/T	T/LM	09-SEP-1996	31-OCT-1996	144123	USA	16	2G04 031401	* 12A650	*	L66 07	22544	
AWS Claim Key:		11453649		Trx Code:		S07		Labor Hrs:		0.5									
Dir Cd-Sub Cd:	00616 - *		Name:		ROCHESTER AUTO COLLECTION		Ph:	716-3521200		St:	NY	Ctry Cd:	NA	USA Reg Cd:	NA	Repr Date:	19-FEB-1998	Doc #:	173840B
Cust Comments:	CK STRONG SULPHER SMELL																		
Tech Comments:	REPROGRAM PCM																		
2FMDA5144TR	T/A3	*	T/WB	*	T/A	AS	T/D/T	T/LM	09-SEP-1996	31-OCT-1996	144123	USA	24	5V01 0603XX	* 1102	*	N17 14	33544	
AWS Claim Key:		16564271		Trx Code:		E84		Labor Hrs:		2.7									
Dir Cd-Sub Cd:	00616 - *		Name:		ROCHESTER AUTO COLLECTION		Ph:	716-3521200		St:	NY	Ctry Cd:	NA	USA Reg Cd:	NA	Repr Date:	13-OCT-1998	Doc #:	193357A
Cust Comments:	CK ALL BRAKES CK FOR GRIND NOISE																		
Tech Comments:	MACHINE FRONT ROTORS AND REAR DRUMS																		
2FMDA5144TR	T/A3	*	T/WB	*	T/A	AS	T/D/T	T/LM	09-SEP-1996	31-OCT-1996	144123	USA	24	4C01 090101	F78Z 5202	AA	F33 07	33544	
AWS Claim Key:		16564272		Trx Code:		E84		Labor Hrs:		0.2									
Dir Cd-Sub Cd:	00616 - *		Name:		ROCHESTER AUTO COLLECTION		Ph:	716-3521200		St:	NY	Ctry Cd:	NA	USA Reg Cd:	NA	Repr Date:	13-OCT-1998	Doc #:	193357C
Cust Comments:	CK EXHAUST STAINS ON REAR OF VAN																		
Tech Comments:	INSTALL TAILPIPE EXTENSION																		
										09-SEP- 31-OCT-									

2FMIDA5144TE	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	1996	1996	144123	USA	26	5Y03	060202	E9SZ	2261	B	N17	41	36819	
AWS Claim Key: 17297224 Trx Code: P05 Labor Hrs: 1.1																						
Dir Cd-Sub Cd: 00576 - * Name: ROCHESTER AUTO COLLECTION Ph: 716-5864415 St:NY Ctry Cd: USA Reg Cd: NA Repr Date:15-DEC-1998 Doc #:26985801																						
Cust Comments: ?LOUD SQUEL FORM RIGHT SIDE BRAKE DURING ROLLING STOP, CANT TELL IF FRONT OR BACK																						
Tech Comments: 1 ROAD TEST VERIFIED CONCERN, REMOVED 4 WHEELS AND INSPECTED BRAKES. FOUND FROZEN RIGHT REAR WHEEL CYLINDER. REPLACED																						
2FMIDA5144TE	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	1996	1996	144123	USA	52	5Y03	060202	E9SZ	2261	B	H20	01	71027	
AWS Claim Key: 20481546 Trx Code: SPW Labor Hrs: 0																						
Dir Cd-Sub Cd: 03335 - * Name: ROCHESTER AUTO COLLECTION Ph: *-* St:NY Ctry Cd: USA Reg Cd: NA Repr Date:17-JAN-2001 Doc #:46908204																						
Cust Comments: SPW DEFECTIVE WHEEL CYLINDER, SAME VISIT																						
Tech Comments: DEFECTIVE PART OUT OF BOX DEFECTIVE PART OUT OF BOX E																						
2FMIDA5144TE	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	1996	1996	144123	USA	61	5G01	*	*	*	*	*	*	*	78888
AWS Claim Key: 21134247 Trx Code: 01M03 Labor Hrs: 1.7																						
Dir Cd-Sub Cd: 00583 - * Name: BROCKPORT FORD Ph: 585-6378134 St:NY Ctry Cd: USA Reg Cd: NA Repr Date:08-OCT-2001 Doc #:074131A																						
Cust Comments: PROGRAM 01M03																						
Tech Comments: PERFORM PROGRAM 01M03																						

VEHICLE DETAIL

VIN: 2FMDA5144TB [REDACTED] Engine: 3.8L OHV EFI NA V6 GAS
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO AX4S A
 Model: WINDSTAR Paint Code/Color: PUMICE C/C
 Year: 1996 Calibration: 662SR11A
 Pay Load: Max Towing Weight:
 GVWR: 05260 Axle Ratio:
 WheelBase: 121 Warranty Start Date: 10/31/1996
 GCWR: Vehicle Build Date: 9/9/1996
 PEP Code: 472R

Selling Dealers Name: VISION FORD
 Selling Dealers P & A Code: 08462 Selling Dealers Sales Code: F44123
 Selling Dealers Main Phone: 585-352-1200 Selling Dealers Service Phone: 585-352-1200

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 A 5 1 T B [REDACTED] 1 2 1 7 P N P H 2 1 6 J 3 8 3 5 5 H E 2 4 L 1 5 N 3 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 3 M 9 3 5 2 B 2 4 4 H 1 2 3 G 3 DK HS 3 H 5 4 2
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M D 4 R 1 N 4 7 2 R 4 L N Y N M
 1 2 3 4 5 6 7 8 9 160

Ford Confidential

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
GL-GREAT LAKES	44-PITTSBURGH	N	E3	07662	F44023

Dealer Name: CORTESE FORD, LLC
Dealer Address: 2500 WEST HENRIETTA ROAD
 ROCHESTER NY 14623
Dealer Main Phone: 585-475-1211

Position	Employee Name
CUST RELATIONS MGR	MARIE A BIANCHI
DEALER/PARTNER	JOHN CORTESE
PARTS MANAGER	DONALD J HEELON
SALES MANAGER	MICHAEL J MAIO
SALES MANAGER	RONALD A CHRISTIANO
SERVICE MANAGER	DAVID ROBINSON
SERVICE MANAGER	TOM BROWNYARD

Ford Confidential



Sent Via U.S. Mail

October 4, 2006

[REDACTED]
Cleveland, TN [REDACTED]

RE: 1999 Windstar
VIN: 2FMZA5248XB [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 1999 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: 2FMZA5248XB [REDACTED]	Year: 1999	Model: WINDSTAR	Case: 1442751274
Name: MR [REDACTED]	Owner Status: Original	WSD: 1999-07-15	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: LARRY HILLFORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 09916	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 90506 MI	Comm Type: PHONE		
Action Date: 10/03/2006	Action Time: 15:04:12:943	Action Data: No	
Analyst Name: HOWARD CAMESHA	Analyst: CHOWAR37		

COMMENTS: CUSTOMER SAID: DATE FIRE OCCUR: 9/30/06-FIRE ORIGINATED UNDERHOOD-VEH IS CURRENTLY IN CUST POSSESSION-NO FIRE REPORT FILED-NO DAMAGE TO ANYTHING OTHER THAN UNDERHOOD ITEMS-CUST DID NOT FILE WITH INSURANCE BECAUSE THE DEDUCTIBLE IS \$250 AND NOTHING WOULD BE PAID FOR REPAIR LESS THAN THAT-VEH IS REPAIRABLE AND HAS BEEN REPAIRED-VEH WAS RUNNING WHEN FIRE STARTED-CUST IS SEEKING REIMBURSEMENT FOR THE COST OF THE REPAIR-CUST SAYS HE WAS DRIVING DOWN THE ROAD AND NOTICED A LOT OF SMOKE COMING FROM UNDER THE HOOD-CUST PULLED OVER AND LIFTED HOOD AND SAW FLAMES-CUST WAS ABLE TO PUT FIRE OUT-CUST CONTACTED INSURANCE CO BUT NO CLAIM WAS FILED BECAUSE REPAIR COST WAS LESS THAN HIS DEDUCTIBLE AND NOTHING WOULD HAVE BEEN PAID IF HE HAD FILED A CLAIM-CUST TOOK VEH TO DLRSHIP -DLRSHIP ADVISED CUST THAT FIRE ORIGINATED IN SPEED DEACTIVATION SWITCH DUE TO FLUID LEAKING -CUST HAD VEH REPAIRED FOR ABOUT \$200- CUST WAS TOLD ABOUT SOME VEH HAVING A RECALL FOR THIS BY THE DLRSHIP AND TO KEEP THE RECEIPT IN CASE A RECALL CAME ON HIS VEH-CUST DOES NOT THINK THAT HE SHOULD HAVE HAD TO PAY FOR THIS REPAIR IF FORD KNOWS THEY HAVE A PROBLEM WITH THIS SWITCH-CUST WANTS HIS MONEY REIMBURSEDDEALER SAID: LARRY HILL FORD, INC.2496 SOUTH LEE HIGHWAY CLEVELAND, TN 37311TEL: (423) 472-5454-SAID THAT IT IS DUE TO BRAKE FLUID LEAKING ON THE SPEED DEACTIVATION SWITCHCRC 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 ABOVE-ALSO ADVISED CUST THAT AS IT IS A DIFFERENT DEPT I CANNOT SAY WHAT WILL BE IN THE NOTIFICATION

Ford Confidential

Customer Info

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

Ford Confidential

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
2FMZA5248XB	1999 WINDSTAR Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
SALTL1241YA	2000 DISCOVERY No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
 1ZVCT20A5P5	1993 PROBE No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis No Warranty History

Ford Confidential

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	09916	F21426

Dealer Name: LARRY HILLFORD, INC.
Dealer Address: 2496 SOUTH LEE HIGHWAY
 CLEVELAND TN 373117340
Dealer Main Phone: 423-472-5454

Position	Employee Name
CUST RELATIONS MGR	Sandy L Summerall
DEALER/PARTNER	Larry Hill
PARTS MANAGER	TIMMY S BAILEY
SALES MANAGER	MIKE LEFLER
SALES MANAGER	duke f ankney
SALES MANAGER	DAVIS SUMMERS
SERVICE MANAGER	CLYDE M SHEETS
SERVICE MANAGER	ROBERT K JONES

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5248XE [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	2000-10-23	02785USAF21426
00S42	SAFETY RECALL	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION	CLOSE - REPAIRED	2001-02-26	02785USAF21426
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2000-10-23	02785USAF21426
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-09-18	02785USAF21426
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-09-18	02785USAF21426
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - REPAIRED	1999-06-14	02785USAF21426

OASIS RESULT:

10/04/2006
09:40:20

2FMZA5248XB [REDACTED]

© Copyright 2002-2006 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

9LMABEFA

GENERAL WARRANTY INFORMATION

WARRANTY START DATE

07/15/1999

BUILD DATE

02/23/1999

SALE MILEAGE

00005

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 **2FMZA5248XB** [REDACTED]

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



Action Detail

VIN: 2FMDA5141SE [REDACTED]	Year: 1995	Model: WINDSTAR	Case: 1552370541
Name: MS [REDACTED]	Owner Status: Subsequent	WSD: 1994-08-24	
Symptom Desc: SERVICE BRAKE LEAKS FLUID		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: COLONIAL FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 03034	
Action Desc: FINAL CASE DISPOSITION			
Odometer: 1 MI	Comm Type: OTHER		
Action Date: 08/11/2004	Action Time: 09:46:46:233	Action Data: No	
Analyst Name: SMITH,ERIKA (E.L.)	Analyst: ESMITH68		

COMMENTS: PER CUST COMMENTS, INCIDENT HAPPENED IN 11/03. IN ADDITION, CUST NO LONGER OWNS VEH. LPA SENT RESPONSE.



Consumer Affairs

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

August 11, 2004

[REDACTED]

Plymouth, MA [REDACTED]

RE: 1995 Windstar
VIN: 2FMDA5141SB [REDACTED]

Dear Ms. [REDACTED]:

This letter is in response to your concerns 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,

Erika Smith
Consumer Affairs



Customer Info

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

Action Detail

VIN: 2FMDA5141SE	Year: 1995	Model: WINDSTAR	Case: 1552370541
Name: MS	Owner Status: Subsequent	WSD: 1994-08-24	
Symptom Desc: SERVICE BRAKE LEAKS FLUID		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: COLONIAL FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03034	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 1 MI	Comm Type: PHONE		
Action Date: 08/09/2004	Action Time: 15:38:37:643	Action Data: Yes	
Analyst Name: WATSON GLORIA	Analyst: GWATSO31		

COMMENTS: CUSTOMER SAID: = WOULD LIKE TO RE-OPEN A CONTACT TO LEGAL DEPT =-CUST IS STILL WAITING FOR REPLY FROM LEGAL DEPT REGARDING THE VEH THAT WAS BURNT IN NOV 2003= FIRE DEPARTMENT STATED THAT THE BRAKE LINE LEAK CAUSED THE FIRE =HEARD THAT LEGAL HAD DENIED FIRST CLAIM STATING THAT THIS WAS NOT A FORD CONCERN =LEGAL DID NOT BOTHER TO SEND HER A LETTER ADVISING HER = RECENTLY CUST RECIEVED A RECALL FOR THE BRAKE LINE LEAKING IN JULY OF 2004 = THIS STATED THAT THERE WAS A PROBLEM WITH BRAKE LINE LEAKING =BRAKE RECALL LINE WAS CORRODED AND IT LEAK OUT AND CAUSE THE FIRE THAT DISTROYED THE FIRE - CUST NO LONGER OWN THIS VEH= VEH WAS DIAGNOSED AS A BRAKE LINE CORROSION THAT LEAKED BY COLONIAL FORD =DLR DID NOT CONFIRM THAT THIS WAS THE CAUSE OF THE FIREDEALER SAID: COLONIAL FORD -147 SAMOSET STREETPLYMOUTH, MA 02360DISTANCE: 4.50 MILES TEL: (508) 746-3400CRC 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.

ESP / Recall Information

VIN: 2FMDA5141SB [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00M09	CUST SAT PGM - MULTI REPAIR	3.8L ENGINE HEAD GASKETS - ADDITIONAL COVERAGE FOR 7 YEARS OR 100,000 MILES, WHICHEVER	OPEN - REPAIRED	2001-02-26	08888USAF11032
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	OPEN - LAUNCHED		
94S98	SAFETY RECALL	INSTRUMENT PANEL WIRING	CLOSE - REPAIRED	1995-02-09	08990USAF11197
94S99	SAFETY RECALL	POWER DISTRIBUTION BOX TERMINALS	CLOSE - REPAIRED	1995-02-09	08990USAF11197
97S88	SAFETY RECALL	HOOD SEPARATION	CLOSE - REPAIRED	1998-08-03	09130USAF11067
98M01	CUST SAT PGM - MULTI REPAIR	3.8L ENGINE HEAD GASKET - ADDITIONAL COVERAGE	CLOSE - EXPIRED		

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
11-BOSTON	11-BOSTON	G	B2	03034	F11647

Dealer Name: COLONIAL FORD, INC.
Dealer Address: 147 SAMOSET STREET
 PLYMOUTH MA 02360

Dealer Main Phone: 508-746-3400 **Dealer Service Phone:** 508-746-3400

Position	Employee Name
DEALER/PARTNER	Lawrence M Gordon
GENERAL MANAGER	ART REILLY
PARTS MANAGER	DANA A NEVENS
SALES MANAGER	SHANE CONROY
SALES MANAGER	SCOTT M RATEY
SERVICE MANAGER	RICHARD P JAMIESON

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2FMDA5141SE [REDACTED] Vch Line: T/A3 - WINDSTAR (WN88/MN126) [95-03] Body Shell: *
 Model Year: 1995 Market Derived: * - [N/A] Navis Eng Serial No: L
 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: 08990 Body Cab Style: - EXTENDED WAGON Transmission: T/DL - 4 SPD AUTO TRANS NAAO AXODE
 Vehicle Status Code: 800 Version/Series: * - [N/A]
 Trace Eng Serial No: [REDACTED]
 NA
 Trace Trans Serial No: [REDACTED]
 NA

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 16-MAR-1994

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 111010 - *
 Country: USA - ##### Selling Dir S/Prov: MA
 Buyer S/Prov: MA
 Arrival Date: 06-APR-1994 Red Carpet Lease: *
 Sale Date: 24-AUG-1994 Fleet/Retail/Co. Lease: F
 Warranty Start Date: 24-AUG-1994 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 05-APR-1994 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 A51SBA12815121 7P CH5A07C96018 UL E L14 33 AN 3 YK93 5 BJ J11296 G0 AXD HP3 5 42

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER
 Alternator Amp Rating: RH
 Audio Disk: * - [N/A]
 Axle Ratio: * - [N/A]
 Axle Type: * - [N/A]
 Battery Amp Rating: HA
 Brake Code: * - [N/A]
 Brake Code(Service): * - [N/A]
 Calibration Code: 462JR10A
 Color(Accent): * - [N/A]
 Color(Trim): 000DA -
 Delivery Type: C
 Driveshaft Code: D
 Front Seat: * - [N/A]
 Fuel Type: * - [N/A]
 GVM Class Code: D
 Instrumentation: * - [N/A]
 Mirror(Driver Side): AD - DRIVER POWER MIRROR
 Mirror(Pasngr Side): AD - PASS POWER CONVEX MIRROR
 Paint: PNCXB - LT SANTA FE C/C
 Power Antenna: * - [N/A]
 Radio: AG - ELETR AM/FM/STRO/CSTE/CLOCK
 Sound System: * - [N/A]
 Suspns Tandem Axle:
 Tire Manufacturer: AJ -
 Tire Brand: * -
 Tire Size: D3GQJ - P205/70R15 BSW
 Traction Control: * - [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: LCA
 ESP Plan Year: * Engine Family: SFM3828GFEA
 ESP Signature Date:

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 11-AUG-2004
 Note: All Costs are in US Dollars Server Name: AWS Adhoc

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						
2FMDA5141SBA12	7785	Doc #:	966031	Trx Code:	94B47	Labor Hrs:	1.3	Material Cost:	15.53	Total Cost:	84.42	Dir Cd-Sub Cd:	08990*	Name:	QUIRK FORD, INC.	Ph:	617-7700070	St:	MA	City:	USA	Reg Cd:	NA	Repr Date:	21-MAY-1994	DIST(Mile):	12
2FMDA5141SBA1	746029	Doc #:	187151	Trx Code:	94S98	Labor Hrs:	.5	Material Cost:	22.9	Total Cost:	50.19	Dir Cd-Sub Cd:	08990*	Name:	QUIRK FORD, INC.	Ph:	617-7700070	St:	MA	City:	USA	Reg Cd:	NA	Repr Date:	09-FEB-1995	DIST(Mile):	5915
2FMDA5141SBA1	746030	Doc #:	187152	Trx Code:	94S99	Labor Hrs:	.3	Material Cost:	0	Total Cost:	21.83	Dir Cd-Sub Cd:	08990*	Name:	QUIRK FORD, INC.	Ph:	617-7700070	St:	MA	City:	USA	Reg Cd:	NA	Repr Date:	09-FEB-1995	DIST(Mile):	5915
2FMDA5141SBA1	11226312	Doc #:	074150A	Trx Code:	E84	Labor Hrs:	.6	Material Cost:	1.53	Total Cost:	38.48	Dir Cd-Sub Cd:	09130*	Name:	JACK MADDEN FORD SALES INC	Ph:	781-7624200	St:	MA	City:	USA	Reg Cd:	NA	Repr Date:	01-AUG-1996	DIST(Mile):	21596
2FMDA5141SBA1	12562723	Doc #:	077993B	Trx Code:	E83	Labor Hrs:	1.5	Material Cost:	39.27	Total Cost:	145.84	Dir Cd-Sub Cd:	09130*	Name:	JACK MADDEN FORD SALES INC	Ph:	781-7624200	St:	MA	City:	USA	Reg Cd:	NA	Repr Date:	09-OCT-1996	DIST(Mile):	24505



CASE NUMBER
1424911767

(14)

CUSTOMER NAME



LP ANALYST
Marcel Miclea

CDSID
MMICLEA

TYPE
New Closed Case File



Ford Customer Service Division

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

Sent Via U.S. Mail

June 27, 2007

[REDACTED]
Greenville, SC [REDACTED]

RE: 1997 Windstar
VIN: 2FMDA5145VB [REDACTED]

Dear Mr. [REDACTED]:

This is in response to your letter of June 16, 2007.

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.

Respectfully yours,

A handwritten signature in cursive script that reads "Marcel Miclea".

Marcel Miclea
Consumer Affairs



LP
A

[REDACTED]
Greenville, SC [REDACTED]
June 16, 2007

Ford Motor Company
P. O. Box 6248
Dearborn, MI 48126

7

Dear Sir/Madam,

I am writing to relay to you an unpleasant experience I recently had with my 1997 Windstar van. As I backed from my garage, which is attached to my house, my van caught fire. I was fortunate as I was able to extinguish it promptly and only had damage to the connector where the fire started. This connector is attached to the sending unit under the brake fluid reservoir. It is my understanding this was addressed as a re-call concern on some models of Ford vehicles, but not all even though they all shared the same part with the same possibility of failure. The local Ford dealer's service person checked my vin number and said there was no re-call on it.

I also own a 1998 Windstar and have replaced the sending unit on it also as it was the same part.

It is hard to understand why a company such as Ford would rather risk injury and property damage than re-call and replace a \$25.00 part, or at least notify customers they need to replace the part. I think the least you should do is reimburse me for these parts and the \$10.00 labor charges.

As I plan for the future replacement of these vans, this experience will be considered.

Awaiting your reply,
Sincerely,

[REDACTED]

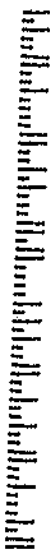


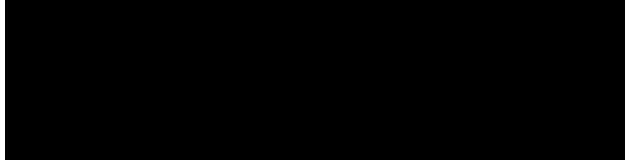
*Ford Motor Company
P. O. Box 6248
Dearborn, MI 48126*

UPSTATE PROD. 206
2ND CLASS PERMIT NO. 1111
GREENVILLE, SC



48126248





STANDARD CLAIMS LIST

AWS Online Report

Run Date: 22-OCT-2004

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

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
2FMDA5145SBB8		T/A3	*	T/WB	*	T/A	AS	T/DL	T/LM	22-09-94	10-03-95	147592	USA	36	*	*	SXX	V00	*	*
AWS Claim Key:		19229575	Doc #:	05819201	Trx Code:		97S88	Labor Hrs:	4	Labor Cost:		18.02	Material Cost:	0	Total Cost:	27.53				
Dir Cd-Sub Cd:	02102-*	Name:	BILL MARINE FORD, INC.			Ph:	937-3823858	St:	OH	Ctry Cd:	USA	Reg Cd:	USA	NA	Repr Date:	18-FEB-1998	DIST	(Mile):	42792	
2FMDA5145SBB8		T/A3	*	T/WB	*	T/A	AS	T/DL	T/LM	22-09-94	10-03-95	147592	USA	89	*	*	SXX	V00	*	*
AWS Claim Key:		26289296	Doc #:	01634005	Trx Code:		02S36	Labor Hrs:	2	Labor Cost:		10.16	Material Cost:	0	Total Cost:	15.24				
Dir Cd-Sub Cd:	02102-*	Name:	BILL MARINE FORD, INC.			Ph:	937-3823858	St:	OH	Ctry Cd:	USA	Reg Cd:	USA	NA	Repr Date:	18-JUN-2002	DIST	(Mile):	75152	

Any comments? You can contact



webmaster

All Action Details for Issue

[Print](#)

VIN: 2FMDA5145SE [REDACTED] Year: 1995 Model: WINDSTAR Case: 1563372944
 Name: MS [REDACTED] Owner Status: Subsequent WSD: 1995-03-10
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01909 WALT SWEENEY-WEST HILLS FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 141000 MI Comm Type: PHONE
 Analyst Name: DONALDS RICK Analyst: RDONAL13
 Action Date: 10/20/2004 Action Time: 17.27.31.027 Action Data: Yes

Comments CUSTOMER SAID: - THE VEH CAUGHT ON FIRE THE DAY BEFORE YESTERDAY OCT.18/04- WAS DRIVING DOWN THE STREET WHEN HER VEH STARTED SMOKING AND SHE PULLED INTO A GAS STATION.- THEY ADVISED HER TO GO ACROSS THE ROAD TO AN AUTOPARTS STORE.- SHE DID THIS AND ONBE OF THE WORKERS OPENED THE HOOD AND JUST THEN THE WIRES TO THE MASTER CLYINDER IGNITED.- HE THEN PUT OUT FIRE WITH.- THERE WAS FIRE DEPT INVOLVED.- HAS NOT CONTACTED HER INSURANCE COMPANY.- CUST FEELS THAT THIS IS A MANUFACTURERS DEFECT AND THEREFORE FORD SHOULD BE RESPONSIBLE.DEALER SAID: - NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

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

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01909 WALT SWEENEY-WEST HILLS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 141000 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 10/22/2004 Action Time: 12.17.07.311 Action Data: Yes

Comments LEFT MSG FOR CUSTOMER ADVISING CASE RCV'D IN CA DEPT... FOLLOW-UP CORRESPONDENCE WILL BE SENT VIA MAIL REGARDING FINAL DECISION.

Data Element Name	Data Value
----- CONTACT PERSON	----- .

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 01909 WALT SWEENEY-WEST HILLS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 141000 MI Comm Type: MAIL
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 10/22/2004 Action Time: 16.51.36.875 Action Data: No

Comments NO RELATED RECALLS, VEHICLE BEYOND WARRANTY. SENT CUSTOMER "BEYOND WARRANTY - REFER TO INSURANCE CARRIER" LETTER.

Copy

Sent Via U.S. Mail

October 22, 2004

[REDACTED]
Cincinnati, OH [REDACTED]

Re: 1995 Ford Windstar
VIN: 2FMDA5145SB [REDACTED]

Dear Ms. [REDACTED]

Thank you for contacting Ford regarding your vehicle concern.

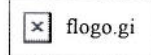
We sincerely regret the circumstances you described. Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. However, a situation such as this is normally handled by your insurance carrier. We suggest that 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 have documented your concerns regarding your vehicle. If you feel there are issues remaining, with regards your vehicle, please see your Ford dealer. Unfortunately, we are unable to offer you assistance, beyond the warranty period, with the cost of any repairs.

We appreciate the opportunity to review your concern.

Sincerely,

Rochelle Graham
Consumer Affairs

**REGIONAL RECALL
99R33**
**Regional Recall 99R33: Certain 1995 Model Year
Windstar Vehicles Located Outside The Region
Affected by Safety Recall 99S33 - Fuel Tank
Mounting Modification**


February, 2000

To:
All Ford and Lincoln Mercury Dealers

Subject:
Regional Recall 99R33: Certain 1995 Model Year Windstar Vehicles Located Outside The Region Affected by Safety Recall 99S33 - Fuel Tank Mounting Modification

Reference:

Safety Recall 99S33 affects all 1995 model year Windstar vehicles registered in Federalized Territories, Non-Federalized Territories and affected Windstar vehicles presently registered in the following states:

Alabama	Georgia	Mississippi	Texas
Arizona	Florida	Louisiana	South Carolina
Arkansas	Hawaii	Oklahoma	

and the following counties in California and Nevada:

California: Riverside, San Bernadino, Orange, Ventura, Santa Barbara, San Luis Obispo, San Diego, Imperial, Kern, and Los Angeles counties

Nevada: Clark County

REASON FOR THIS NOTICE

Ford is sending letters to owners of vehicles that are currently located outside of Safety Recall 99S33 population. The purpose of the letter is to notify these owners that they may have the same service performed under program 99R33, free of charge, if they anticipate moving to, or operating their vehicle for an extended period of time in any of the states, territories, or counties listed above. See Attachment IV for Regional Recall handling details.

REASON FOR SAFETY RECALL 99S33

On the affected vehicles (those registered in the above identified states, territories and counties), the fuel tank may crack at the mid-strap location on the 25-gallon fuel tank (front strap on the 20-gallon fuel tank) with extended vehicle operation at high ambient temperatures. The fuel tank may leak as a result of the cracking. Fuel leakage in the presence of an ignition source could potentially cause a fire.

SERVICE ACTION FOR 99R33

** Veh. registered in OH **

At no charge to owners who anticipate moving to, or operating their vehicle for an extended period of time in any of the states, territories or counties listed above, dealers will install a revised fuel tank strap and a specially designed fuel tank brace. This repair is designed to eliminate the potential for fuel tank stress cracks on the affected vehicles. In the rare case where the fuel tank is already stress cracked and leaking fuel, the fuel tank will be replaced with a new fuel tank at no charge to the owner

Attachments**Attachment I**

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III

- Technical Information

Attachment IV

- Regional Recall Information
 - New Recall Program Code Announcement - Regional Recall ("R") Programs
 - Revised Administration Procedure for Regional Recalls

QUESTIONS

Claims Information 1-800-423-8851

Other Recall Questions 1-800-325-5621

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

ESP / Recall Information

VIN: 2FMDA5145SB [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00M09	CUST SAT PGM - MULTI REPAIR	3.8L ENGINE HEAD GASKETS - ADDITIONAL COVERAGE FOR 7 YEARS OR 100,000 MILES, WHICHEVER	CLOSE - EXPIRED		
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	2002-06-18	02102USAF47592
97S88	SAFETY RECALL	HOOD SEPARATION	CLOSE - REPAIRED	1998-02-18	02102USAF47592
98M01	CUST SAT PGM - MULTI REPAIR	3.8L ENGINE HEAD GASKET - ADDITIONAL COVERAGE	CLOSE - EXPIRED		
99R33	REGIONAL (USA)	FUEL TANK MOUNTING	OPEN - LAUNCHED		

VIN FSA Details

VIN: 2FMDA5145SB [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: CAN

FSA Details

00000351	3.8L ENGINE HEAD GASKETS - ADDITIONAL COVERAGE FOR 7 YEARS OR 100,000 MILES, WHICHEVER
00000454	FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS
00000518	RIGHT FRONT BRAKE FLUID LINE
00001182	HOOD SEPARATION
00001317	FUEL TANK MOUNTING

Vehicle Details

Model Year:	1995	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	22-Sep-1994
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	10-Mar-1995
Vehicle Type Description:	TRUCK	Sale Date:	10-Mar-1995
VDM Vehicle Status:	800	Engine Tag Code:	4K542AA
Emissions:			

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

Current Owner

Business Name:	BILL MARINE FORD INC		
Owner Name:			
Address 1:	1182 W MAIN ST # 130		
Address 2:			
Address 3:			
Address 4:			
City:	WILMINGTON		
State/Province:	Ohio	Phone #:	
ZIP/Postal Code:	45177 2017	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	30-Jun-2000	Vendor Applied Date:	
Vendor Match Code Description:	1-BOTH NAME AND ADDRESS MATCH		
N&A Source:	POLK	GCamp Applied Date:	19-Apr-2002
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-

Company Car:

Original Owner

Business Name:

Owner Name: [REDACTED]

Address 1: [REDACTED]

Address 2:

Address 3:

Address 4:

City: WILMINGTON

State/Province: Ohio Phone #: [REDACTED]

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

Country: UNITED STATES

Owner Effective Date: 16-Mar-1995 Vendor Applied Date:

N&A Source: NAVIS GCamp Applied Date: 24-Aug-1995

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	02102	USA	F47592		Bill Marine Ford, Inc.
Ship-To	02102	USA	F47592		Bill Marine Ford, Inc.
Stocking	02102	USA	F47592		Bill Marine Ford, Inc.
Selling	02102	USA	F47592		Bill Marine Ford, Inc.

FSA Details

VIN: 2FMDA5145SBB52804

Local FSA: 00M09 - 3.8L ENGINE HEAD GASKETS- ADDITIONAL COVERAGE FOR 7 YEARS OR 100,000 MILES, WHICHEVER

Global FSA: 00000351

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

+ 0 - TARGET SEGMENT
- EE - KITCODE EE

Supplement Code:
00- Original

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
02102	USA	F47592		Bill Marine Ford, Inc.

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	01-May-2003
Display Eligibility	N	01-May-2003
Original Mail Eligibility	N	08-Mar-2000
Follow up Mail	N	01-May-2003

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

Description	Release Date
MAILED - ORIGINAL NOTIFICATION	08-Mar-2000

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

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - EXPIRED	Close	01-May-2003	
OPEN - LAUNCHED	Open	08-Mar-2000	
Confirmed		21-Feb-2000	

VIN FSA Mail History	
Local FSA:00M09-!3.8L ENGINE HEAD GASKETS- AD...	Global FSA:00000351
Release:	OOWNER LETTER
Release Date:	08-Mar-2000
Mail Date:	13-Mar-2000 to 16-Mar-2000
Restricted Address:	No
Address:	[REDACTED] WILMINGTON,OH [REDACTED],UNITED STATES
Resp. Dealer:	02102USAF47592
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	19-Oct-1999
Note:	

VIN: 2FMDA5145SBB52804	
Local FSA: 01M03 - FRONT SPRINGS- ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS	Global FSA: 00000454

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
02102	USA	F47592		Bill Marine Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	06-Jun-2001	
Display Eligibility	Y	06-Jun-2001	
Original Mail Eligibility	N	20-Jun-2001	
Follow up Mail	Y	20-Jun-2001	

VIN/FSA Vehicle Condition


Code	Vehicle Condition	Begin Date	End Date	Source					
Description		Release Date							
MAILED - ORIGINAL NOTIFICATION		20-Jun-2001							
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		20-Jun-2001					
Confirmed				06-Jun-2001					
VIN FSA Mail History					↗				
Local FSA:01M03-!FRONT SPRINGS- ADDITIONAL CO...					Global FSA:00000454				
Release:		OOWNER LETTER							
Release Date:		20-Jun-2001							
Mail Date:		06-Aug-2001 to 14-Sep-2001							
Restricted Address:		No							
Address:		<div style="background-color: black; width: 150px; height: 1.2em; margin-bottom: 2px;"></div> WILMINGTON,OH <div style="background-color: black; width: 100px; height: 1.2em; display: inline-block;"></div> UNITED STATES							
Resp. Dealer:		02102USAF47592-							
Fleet Acct:									
Fleet Mgmt Loc:									
N&A Source:		POLK							
Owner Effective Date:		19-Oct-1999							
Note:									

VIN: 2FMDA5145SBB52804	
Local FSA: 02S36 - RIGHT FRONT BRAKE FLUID LINE	Global FSA: 00000518

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
02102	USA	F47592		Bill Marine Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	20-Jun-2002	
Display Eligibility	N	20-Jun-2002	
Original Mail Eligibility	N	19-Apr-2002	
Follow up Mail	N	20-Jun-2002	

VIN/FSA Vehicle Condition							
Code	Vehicle Condition	Begin Date	End Date	Source			
Description			Release Date				
MAILED - ORIGINAL NOTIFICATION			19-Apr-2002				
Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	20-Jun-2002	18-Jun-2002	UNITED STATES	02102USAF47592	016340	B	0.00 GACES
VIN/FSA Vehicle Status							
Description	Reason	Date					
CLOSE - REPAIRED	Close	20-Jun-2002					
OPEN - LAUNCHED	Open	19-Apr-2002					
Confirmed		19-Apr-2002					
VIN FSA Mail History 							
Local FSA:02S36-!RIGHT FRONT BRAKE FLUID LINE			Global FSA:00000518				
Release: OOWNER LETTER Release Date: 19-Apr-2002 Mail Date: 10-May-2002 to 24-May-2002 Restricted Address: No Address: BILL MARINE FORD INC, 1182 W MAIN ST # 130 WILMINGTON,OH 45177 2017,UNITED STATES Resp. Dealer: 02102USAF47592- Fleet Acct: Fleet Mgmt Loc: N&A Source: POLK Owner Effective Date: 30-Jun-2000 Note:							

VIN: 2FMDA5145SB XXXXXXXXXX		
Local FSA: 97S88 - HOOD SEPARATION		Global FSA: 00001182

Hub: FORD NORTH AMERICA		Country: UNITED STATES		
Segment / VIN Group(s):		Supplement Code:		
+ 0 - TARGET SEGMENT - AA - KITCODE AA		00- Original		
Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
02102	USA	F47592		Bill Marine Ford, Inc.
Eligibility Indicators				
Type	Indicator	Updated		
Repair Eligibility	N	27-Feb-1998		

Display Eligibility	N	27-Feb-1998
Original Mail Eligibility	N	03-Nov-1997
Follow up Mail	N	27-Feb-1998

VIN/FSA Vehicle Condition

Code	Vehicle Condition	Begin Date	End Date	Source
	Description		Release Date	
	MAILED - FOLLOW-UP NOTIFICATION		08-Jan-1998	
	MAILED - ORIGINAL NOTIFICATION		03-Nov-1997	

Repair

Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	27-Feb-1998	18-Feb-1998	UNITED STATES	02102USAF47592	058192	C	0.00 GACES

VIN/FSA Vehicle Status

Description	Reason	Date
CLOSE - REPAIRED	Close	27-Feb-1998
OPEN - LAUNCHED	Open	03-Nov-1997
Confirmed		17-Oct-1997

VIN FSA Mail History

Local FSA:97S88-!HOOD SEPARATION Global FSA:00001182

Release: OOWNER LETTER
 Release Date: 03-Nov-1997
 Mail Date: 10-Nov-1997 to 14-Nov-1997
 Restricted Address: No
 Address: [REDACTED]
 WILMINGTON,OH
 [REDACTED], UNITED STATES
 Resp. Dealer: 02102USAF47592-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: NAVIS
 Owner Effective Date: 16-Mar-1995
 Note:

Local FSA:97S88-!HOOD SEPARATION Global FSA:00001182

Release: FPOSTCARD
 Release Date: 08-Jan-1998
 Mail Date: 14-Jan-1998 to 23-Jan-1998
 Restricted Address: No
 Address: [REDACTED]
 WILMINGTON,OH
 [REDACTED], UNITED STATES
 Resp. Dealer: 02102USAF47592-
 Fleet Acct:
 Fleet Mgmt Loc:

N&A Source: NAVIS
 Owner Effective Date: 16-Mar-1995
 Note:

VIN: 2FMDA5145SB [REDACTED]
 Local FSA: 99R33 - FUEL TANK MOUNTING Global FSA: 00001317

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
02102	USA	F47592		Bill Marine Ford, Inc.

Eligibility Indicators

Type	Indicator	Updated
Repair Eligibility	Y	08-Dec-1999
Display Eligibility	Y	08-Dec-1999
Original Mail Eligibility	N	07-Feb-2000
Follow up Mail	Y	07-Feb-2000

VIN/FSA Vehicle Condition

Code	Vehicle Condition	Begin Date	End Date	Source

Description

Release Date

MAILED - ORIGINAL NOTIFICATION 07-Feb-2000

Repair

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

VIN/FSA Vehicle Status

Description	Reason	Date
OPEN - LAUNCHED	Open	07-Feb-2000
Confirmed		08-Dec-1999

VIN FSA Mail History

Local FSA:99R33-!FUEL TANK MOUNTING Global FSA:00001317

Release: OOWNER LETTER
 Release Date: 07-Feb-2000
 Mail Date: 17-Feb-2000 to 18-Feb-2000
 Restricted Address: No
 Address: [REDACTED]
 WILMINGTON,OH
 [REDACTED],UNITED STATES
 Resp. Dealer: 02102USAF47592-
 Fleet Acct:

Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	19-Oct-1999
Note:	

FSA Counts

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
CUST SAT PGM - MULTI REPAIR	1	2	3
REGIONAL (USA)	1	0	1
SAFETY RECALL	0	2	2
Total	2	4	6

Copyright ©2002 Ford Motor Company. All rights reserved.

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED]

Address: [REDACTED] CINCINNATI OH [REDACTED]

Country: USA Language: EN

Cell Phone: [REDACTED] Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	B	A2	01909	F47005

Dealer Name:	WALT SWEENEY-WEST HILLS FORD		
Dealer Address:	5400 GLENWAY AVENUE CINCINNATI OH 45238		
Dealer Main Phone:	513-922-4500	Dealer Service Phone:	513-922-4500

Position	Employee Name
DEALER/PARTNER	WALTER J SWEENEY
PARTS MANAGER	JERRY M MEECE
PARTS & SERVICE DIRECTOR	BRUCE T BRISSIE
SALES MANAGER	WILLIAM WESLEY
SALES MANAGER	MICHAEL P WILKINS
SALES MANAGER	TIMOTHY W SWEENEY
SALES MANAGER	KEITH MAINES
SERVICE MANAGER	MATTHEW P VOLLRATH

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
2FMDA5145SB[REDACTED]	1995	WINDSTAR	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
		Open Issues Exist			

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 2FMDA5145SB [REDACTED]
 Model Year: 1995
 Veh Type: T
 Inv. Dealer: 02102

(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/DL - 4 SPD AUTO TRANS NAAO AXODE
 Version/Series: * - [N/A]

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 22-SEP-1994

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147592 - *
 Country: USA - ##### Selling Dir St/Prov: OH
 Buyer St/Prov: OH
 Arrival Date: 07-OCT-1994 Red Carpet Lease: *
 Sale Date: 10-MAR-1995 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 10-MAR-1995 Modified Vehicle: *
 Orig Warranty Date: 10-MAR-1995 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 A51SBB52804121 7P CH2 03K4413 UH T L14 71 N 3 M93 DJ 47B592 G3 WH H63 4 8 5 4
 2FMD524 472A 94L 124 M 61

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:
Alternator Amp Rating: RH	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: HB	Paint: PNEWH - ULTRA RED SOLID 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: 462JR11A	Sound System: * - [N/A]
Color(Accent): * - [N/A]	Suspn Tandem Axle:
Color(Trim): 000YD -	Tire Brand: CH - GOODYEAR/MICHELIN
Delivery Type: 0	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:	LCA
ESP Plan Year:	* Engine Family:	SFM3828GFEA
ESP Signature Date:		

OASIS RESULT
2FMDA5145SB [REDACTED]See bottom of the OASIS result for
contact ID10/22/2004
11:11:12

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

▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1995 WINDSTAR

BODY STYLE

WAGON STDLN 4X2

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

14

ENGINE CALIBRATION

462JR11A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

03/10/1995

BUILD DATE

09/22/1994

SALE MILEAGE**▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

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

THIS VEHICLE HAD A CUDL 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

99R33

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

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 2FMDA5145SE [REDACTED]



Caller Information - 5K2CO001

Caller Name (Last, First): [REDACTED] **Title:** DIAGNOSTIC SPECIALIST
Email: [REDACTED] **Pref. Language:** ENGLISH
Caller Type: NEW CALL
Dealer (Geo/Mkt, Sub, P&A): USA,,05875 Randall Ford Inc
Dealer Phone: (479) 452-1311
FIN Code: **FIN Name:**
Address: **Phone:**
City : **State:**
Zip: **P.O. Box :**

OASIS Information - 5K2CO001
 OASIS **WAS NOT** CONTACTED IN THE LAST 5 DAYS

Vehicle Information - 5K2CO001

VIN : 2FMDA57471B [REDACTED] **Odometer :** 65643 Miles
Vehicle : 2001 WINSTR, SE, SPORT, WAGON **Build Date :** 09/13/2000
Delivering Dealer :
R.O/Claim Number : **Claim Date :**
Wrnty St. Date : 06/29/2001 **Body Conversion :**
Vehicle Weight : 5560 LB
Engine : 3.8L EFI FWD **Build Date :**
Build Shift : **Plant :**
Exchange : N **Serial Number :** L
Calibration : 1A31AS0 A **Part Nbr :** 1K 542 AA
Transmission : 4F50N 4 SPEED **Build Date :**
Build Shift : **Plant :**
Exchange : N **Serial Nbr. :**
Model Nbr. : 1A31AS0 **Part Nbr :**
Axle : 3.56 FWD TRANSAXLE **Build Date :**
Build Shift : **Plant :**
Exchange : N **Serial Number :**
Axle Id Tag : **LH/RH Drive :**
Emission :

Component	Family Code	Feature Code	Family Description	Feature Description
Tire Vendor				
Front Tire	D3J	TC	TIRES-16 INCH	P225/60R-16 BSW-PERFORMANCE
Rear Tire				
Exterior Paint	PNM	LT	BLUE EXTERIOR PAINT FAMILY	LIGHT SAPPHIRE BLUE

Concern Information - 5K2CO001

Symptom Code: 704900-UKN SRC FIRE/SMOKE N/L FIRE/SMOKE Other
Additional Symptom:
EO:
EC:
EB:
EB:
Symptom Verified: **Intermittent :**
Comeback: **MIL On :**
Tow In: **Quits on Road :**
Self Test Run: **Outside Temp. :**
Causal Condition: **Restart :**
How When Code: **Computed Timing :**
Base Timing: **Grid Location :**
CCC: **WCC :**
Difficulty To Diagnose: **Level of Assistance :**
of Like Concerns: 0000 **Repair**
Responsible Activity : **Effectiveness % :**
Engineering Severity : **Customer Severity % :**
Road Test : **Test Stand :**
Repair Attempts : **Repair Prior :**
Causal Factor :

Routing Code :
Component Feature : -
8D Required :
8D Closed Date :

Component Location :
Quality Alert # :
8D Number :

Concern Description - 5K2CO001

OWNER 11/28/2005 09:33AM KE'NISHA DUNLAP MSS - FCSD - LITIGATION PREV
CUSTOMER ALLEGES AN UNDERHOOD FIRE.

TECH/C 11/28/2005 09:33AM KE'NISHA DUNLAP MSS - FCSD - LITIGATION PREV
EAA INSPECTOR, LARRY GRUMMER, STATED THAT REPAIRS HAD BEEN MADE PRIOR
TO HIS INSPECTION. HE CONFIRMED THAT WIRING REPAIRS WERE PERFORMED AND
THE CRUISE CONTROL/BRAKE SWITCH WAS REPLACED ON THE BRAKE MASTER
CYLINDER IN THE AREA OF THE ALLEGED FIRE. THE IGNITION SOURCE WAS AN
ELECTRICAL SHORT IN THE CRUISE CONTROL BRAKE SWITCH CIRCUIT (BASED ON
REPAIR ORDER AND EVIDENCE OF RECENT REPAIRS PERFORMED ON THE VEHICLE).

Potential Safety/Emission:

Serviceability Concern :

Contact Information - 5K2CO001

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

First Name :
Email :
First Name :
Email :

Customer Last Name :
Home Phone :
Email :
City :



Customer Information - 5K2CO001

First Name :
Work Phone :
Country :
State :

TOMMY

Finalize Call - 5K2CO001

Reason for call :

Addl. Explanation :

Requester: KDUNLAP
PRINT REPORT
Server: ECCWS196B

Ford Proprietary, Private

28-Nov-2005
Retention: None

Ford Motor Company
Preliminary Vehicle Inspection Report

Ford File Number 1346013135

CUSTOMER & VEHICLE INFORMATION

Year 2001	Make Ford	Model Windstar	VIN 2FMDA57471E [REDACTED]	
Owner Name [REDACTED]			Address [REDACTED]	
City Greenwood	State AR	Zip [REDACTED]	Home Telephone [REDACTED]	Business Telephone NA
Driver Name [REDACTED]			Address same	
City same	State same	Zip same	Home Telephone same	Business Telephone NA
Attorney Name (<input type="checkbox"/> Claimant not represented)			Address	
City	State	Zip Code	Telephone	
Inspection Location 716 Forest Glen, Greenwood, AR		Inspection Date 11/27/2005	Current Mileage 16151,61413.10 7	
Date of Incident 11/09/2005		Time of Incident 1:00: AM <input type="checkbox"/> PM x	Repair Estimate (Attach Written, If avail.) \$203.78	
Inspected By Larry Grummer		Organization EAA	Telephone 405-691-3320	
Inspectors Signature			Date 11/26/2005	

SECTION A INSPECTION SUMMARY

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

Vehicle had been repaired prior to inspection. Confirm electrical wiring repaired at cruise control/brake switch circuit and cruise control/brake switch replaced located on the brake master cylinder.

CUSTOMER & VEHICLE INFORMATION

SECTION B INTERVIEW - VEHICLE HISTORY

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

Mr. and Mrs. [REDACTED]

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

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

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

Transmission overdrive does not operate.

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

Wiring and cruise control switch replaced on 11/11/2005. R&R Automotive. Brakes and brake fluid replaced a few months ago, does not recall name of repair facility..

CUSTOMER & VEHICLE INFORMATION

SECTION C INTERVIEW - INCIDENT DETAILS

If the vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer _____ (lbs) Load description (What was being transported):

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

Barbara Jones, license # 920545381, 5'2" , 145lbs. No medical conditions or medications.

Drive Length this trip: Hrs. 3 Minutes _____ Length of trip in miles: 11 miles
Estimated vehicle speed: 5 MPH Source of estimate: Mrs. Jones Posted speed: 25 MPH

Exact incident location: (Provide the highway name or route number, nearest cross street, and the direction the vehicle was traveling.)
104 Blackfoot Cir, Greenwood, AR. 72936

Weather conditions and visibility:
Clear

Approx. ambient temperature 70°F. Any physical visual obstructions? (Signs, Trees, Bushes)
No obstruction

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

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

Other, Please Describe: _____

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

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

Other, Please Describe: _____

CUSTOMER & VEHICLE INFORMATION

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

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

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

Electrical systems operation (normal/other?):
 Normal

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident (if unknown, enter "U"):

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

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

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

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where?
 No

Describe any unusual odors or smoke (from where, color, intensity, etc.):
 Noticed smoke from under hood area.

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

Measure and record the driver's seat positioned during the incident? (Measure distance from brake pedal rest position to front of seat): 28inches.

CUSTOMER & VEHICLE INFORMATION

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

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

SECTION D DAMAGE TO OTHER VEHICLE OR PROPERTY

Vehicle(s)

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

If yes, list the Year, Make and Model _____

Owner name and address _____

Driver name and address _____

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

Describe damage _____

Property

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

Owner of property _____

Address/Location of property _____

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

Describe the nature and extent of damage (including measurements)

CUSTOMER & VEHICLE INFORMATION

SECTION E DRIVER DESCRIPTION OF THE INCIDENT

Provide a signed and dated statement written by the driver. If one is not available, provide the driver's description of the incident as provided to you: (Mr. Smith states...)

Mr. Jones stated that his wife was on her mail route delivering mail when she noticed smoke coming from the left rear area of the engine compartment. Mrs. Jones stopped the vehicle, got out, opened the hood and noticed smoke in the area of the master cylinder. Moments later the smoke stopped and the fire extinguished itself.

SECTION F POLICE / FIRE INCIDENT REPORT

***Police** Report Filed: (Y/N) Report Number _____ Copy Attached (Y/N)
Municipality/Agency and Location _____

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

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

SECTION G RECALL CAMPAIGNS

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

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

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

CUSTOMER & VEHICLE INFORMATION

SECTION H VEHICLE SYSTEM INSPECTION REPORT

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

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

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

(Check all that apply)

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

() indicates the number of pages in the report

SECTION I PHOTOGRAPHS

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

How many photographs were taken? 9 By whom? Larry Grummer

To whom were these photographs supplied? Ke'Nisha Dunlap

SECTION J INCIDENT SITE INSPECTION

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

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

Ford Motor Company
Preliminary Vehicle Inspection Report

Ford File Number 1346013135

FIRE

SECTION A PHOTOGRAPHIC EVIDENCE

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

The vehicle inspection documents physical evidence via color photographs and written observations. By recording your observation in the following section, you will be following a methodical inspection approach.

Take color photographs of the following and enter your observations on the form:

A. Exterior

- Right and left side
- Front and rear
- Hood, outer and inner panels
- Deck lid, outer and inner panels
- Roof
- Vehicle Identification Number (VIN)

B. Interior

- Door trim panels
- Instrument panel and odometer
- Under dash area (wiring and/or after-market installations)
- Ashtray area
- Carpet
- Seats
- Rear window area (after-market installations)

C. Under hood

- Engine
- Transmission and cooler line connections
- Radiator, hoses and clamps
- Power steering reservoir, hoses and clamps
- Fluid reservoirs
- Fuel system, lines, hoses and clamps
- Fuel vapor management system (canister, lines, fuel cap)
- Battery, cables, power distribution, wiring

FIRE

D. Under body

- Exhaust (impact damage, improper clearance, catalytic converter discoloration or residue on pipes)
- Engine (oil leaks or impact damage)
- Transmission/transaxle, cooler lines and connections
- Fuel tank and inlet pipe

Provide clear and close up photographs of the component alleged to have been the source of the fire.

Comments and observations:

Vehicle had been repaired prior to inspection. No fire damage present. Customer alleges the cruise control/brake switch mounted on the master cylinder shorted resulting in an electrical underhood fire. Confirm wiring repairs performed on cruise control circuit and cruise control/brake switch replaced on brake master cylinder.

SECTION B DRIVER OBSERVATIONS AT THE BEGINNING OF THE FIRE

Was the vehicle occupied at the time of the fire? Yes No
 Time when fire became evident to owner/driver 13:00 Hours Min.
 (Use 24 hour clock Example: 2:27 PM =14:27)
 How long had the vehicle been driven? 3 Hours Min.
 If the vehicle was parked, how long? Hours Min.

If the vehicle was **occupied** at the time of the fire, obtain the following information:
 Ambient air temperature at the time of the incident was 70°F.

Driver Observation	Description
Any electrical accessories not operating properly?	No
Any instrument panel warning lamps illuminated or gages not in normal range?	No
Any unusual odors?	No
Any unusual sounds?	No
Any fluid leaks evident prior to the event?	No
Any smoke, sparks or flames evident?	Smoke from engine compartment noticed.

FIRE

Was anyone using smoking materials at the time of the event? Yes No
 If yes, what seat location was the person smoking seated? _____

What did the driver do when the fire became evident? Pulled over, shut engine off. Fire extinguished on it's own.

SECTION C VEHICLE INSPECTION

List the physical location where the inspection was conducted.
 716 Forest Glen, Greenwood, AR. 72936

List the name, title and company affiliation of anyone who was present during your inspection. (Obtain and attach a business card if possible).
 [REDACTED] EAA, [REDACTED] /Owner/Driver

Identify the damaged areas

Exterior: (Check all that apply)

Panel	Location	Damage
Hood	<input type="checkbox"/> Outer Panel <input type="checkbox"/> Inner Panel	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Front fenders	<input type="checkbox"/> Right <input type="checkbox"/> Left	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Front doors	<input type="checkbox"/> Right <input type="checkbox"/> Left	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Rear Doors	<input type="checkbox"/> Right <input type="checkbox"/> Left	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Quarter Panels	<input type="checkbox"/> Right <input type="checkbox"/> Left	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Deck Lid	<input type="checkbox"/> Outer Panel <input type="checkbox"/> Inner Panel	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Bumpers	<input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke

Interior (Check all that apply)

Panel	Location	Damage
Dash	<input type="checkbox"/> Right <input type="checkbox"/> Center <input type="checkbox"/> Left	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Headliner	<input type="checkbox"/> Right <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Front door trim	<input type="checkbox"/> Right <input type="checkbox"/> Left	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Rear Door trim	<input type="checkbox"/> Right <input type="checkbox"/> Left	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Quarter Panels	<input type="checkbox"/> Right <input type="checkbox"/> Left	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Carpet	<input type="checkbox"/> Right <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke
Seats	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> Third	<input type="checkbox"/> Burned <input type="checkbox"/> Melted <input type="checkbox"/> Smoke

FIRE

Glass (check all that apply)

Glass:	Location	Damage		
<input type="checkbox"/>	Windshield	<input type="checkbox"/> Burned	<input type="checkbox"/> Melted	<input type="checkbox"/> Smoke
<input type="checkbox"/>	Back light	<input type="checkbox"/> Burned	<input type="checkbox"/> Melted	<input type="checkbox"/> Smoke
<input type="checkbox"/> Front door	<input type="checkbox"/> Right	<input type="checkbox"/> Burned	<input type="checkbox"/> Melted	<input type="checkbox"/> Smoke
	<input type="checkbox"/> Left	<input type="checkbox"/> Burned	<input type="checkbox"/> Melted	<input type="checkbox"/> Smoke
<input type="checkbox"/> Rear door	<input type="checkbox"/> Right	<input type="checkbox"/> Burned	<input type="checkbox"/> Melted	<input type="checkbox"/> Smoke
	<input type="checkbox"/> Left	<input type="checkbox"/> Burned	<input type="checkbox"/> Melted	<input type="checkbox"/> Smoke
<input type="checkbox"/> Other	<input type="checkbox"/> Other (list)	<input type="checkbox"/> Burned	<input type="checkbox"/> Melted	<input type="checkbox"/> Smoke

Electrical

Are there any fuses open, missing or incorrect rating? (List circuit number and fuse rating)

No

Is there any after-market equipment installation involved?

No

Wiring condition at the point of origin? (cut, spliced, penetrated, etc.)

Repaired

Describe the color of any bare copper wires.

NA

Are there any wire strands fused together? Where?

No

Is there any evidence of wire ends beaded or balls of melted wire? Describe:

No

Is there any evidence of arcing? Describe:

No

Fluids

Engine oil level		<input checked="" type="checkbox"/> Full	<input type="checkbox"/> < Full	<input type="checkbox"/> Empty
Transmission oil level	<input type="checkbox"/> >Full	<input checked="" type="checkbox"/> Full <input type="checkbox"/>	<input type="checkbox"/> < Full	<input type="checkbox"/> Empty
Power Steering level		<input checked="" type="checkbox"/> Full	<input type="checkbox"/> < Full	<input type="checkbox"/> Empty
Brake Fluid level		<input checked="" type="checkbox"/> Full	<input type="checkbox"/> < Max.	<input type="checkbox"/> Empty
Anti-Freeze level		<input checked="" type="checkbox"/> Full	<input type="checkbox"/> < Full	<input type="checkbox"/> Empty
Windshield washer fluid level		<input checked="" type="checkbox"/> Full	<input type="checkbox"/> < Full	<input type="checkbox"/> Empty

>=Above

<=Below

Note if any fluid container was burned by the fire causing loss of fluid.

FIRE

Fuel

Are there any fuel leaks evident? (Lines, hoses, clamps, connections, Carburetor, Fuel injection rails, nozzles and O-Rings.) If yes, describe:

No

Describe the condition of fuel supply and return lines.

Good condition.

Describe the condition of fuel tank, filler neck, filler cap and gauge assembly.

Good condition.

Exhaust System / Underbody

Routing and clearance of catalytic converter, muffler(s) and pipes.

Routing and clearance correct.

Is there any evidence of fluid residue on the exhaust system?

No

Is there any discoloration or swelling of the catalytic converter?

No

Is there any evidence of fluid residue on floor pan, driveline, or suspension?

No

SECTION D RESULTS OF THE VEHICLE INSPECTION
--

Apparent location of fire **origin**. (Do not speculate. If your observations clearly indicate the point of origin, describe what you saw that leads you to believe this is the point of origin. (Example: Left side of transmission)

If the origin cannot be determined, indicate "Origin is undetermined".

Repairs have been made. Confirm wiring repairs performed and cruise control/brake switch replaced on brake master cylinder in area of alleged fire.

Apparent **ignition source** of the fire. (Do not speculate. If your observations clearly indicate the ignition source, describe what you saw that leads you to believe this to be the ignition source. Example: (Hot surface ignition on exhaust system supported by fluid witness marks on the pipe.) If the source cannot be determined, indicate "Source is undetermined".

Electrical short in cruise control/brake switch/circuit (based on repair order and evidence of recent repairs performed on vehicle).

Apparent **cause** of the fire. Do not speculate or offer any conclusion. If your inspection has located a condition that would have caused the fire to begin, you should describe your observations. (Example: Transmission outlet cooler line fitting loose at the transmission). If the cause cannot be determined, indicate "Cause is undetermined".

Electrical short in cruise control/brake switch/circuit (based on repair order and evidence of recent repairs performed on vehicle).

Ford Motor Company
Preliminary Vehicle Inspection Report

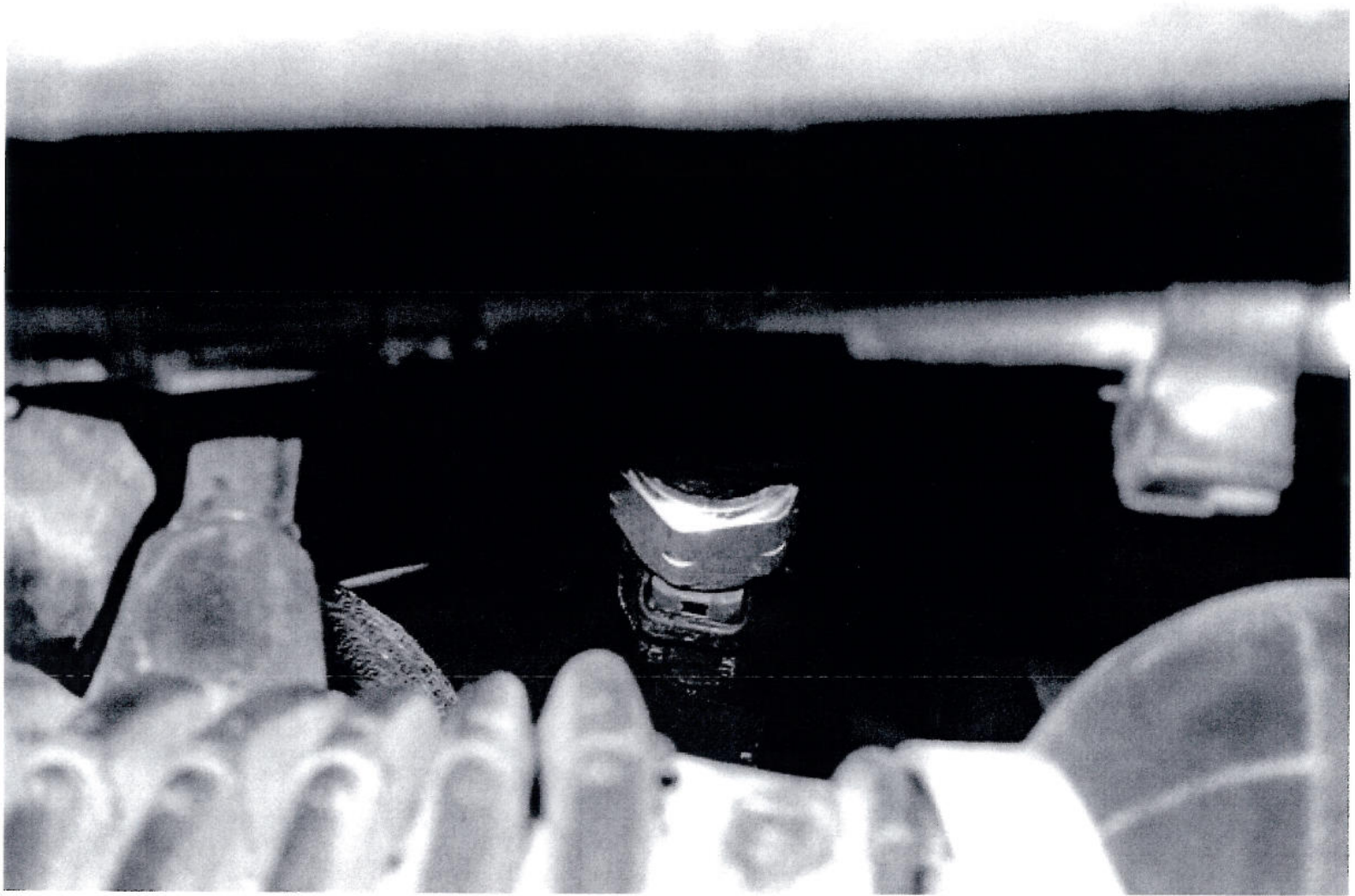
Ford File Number 1346013135

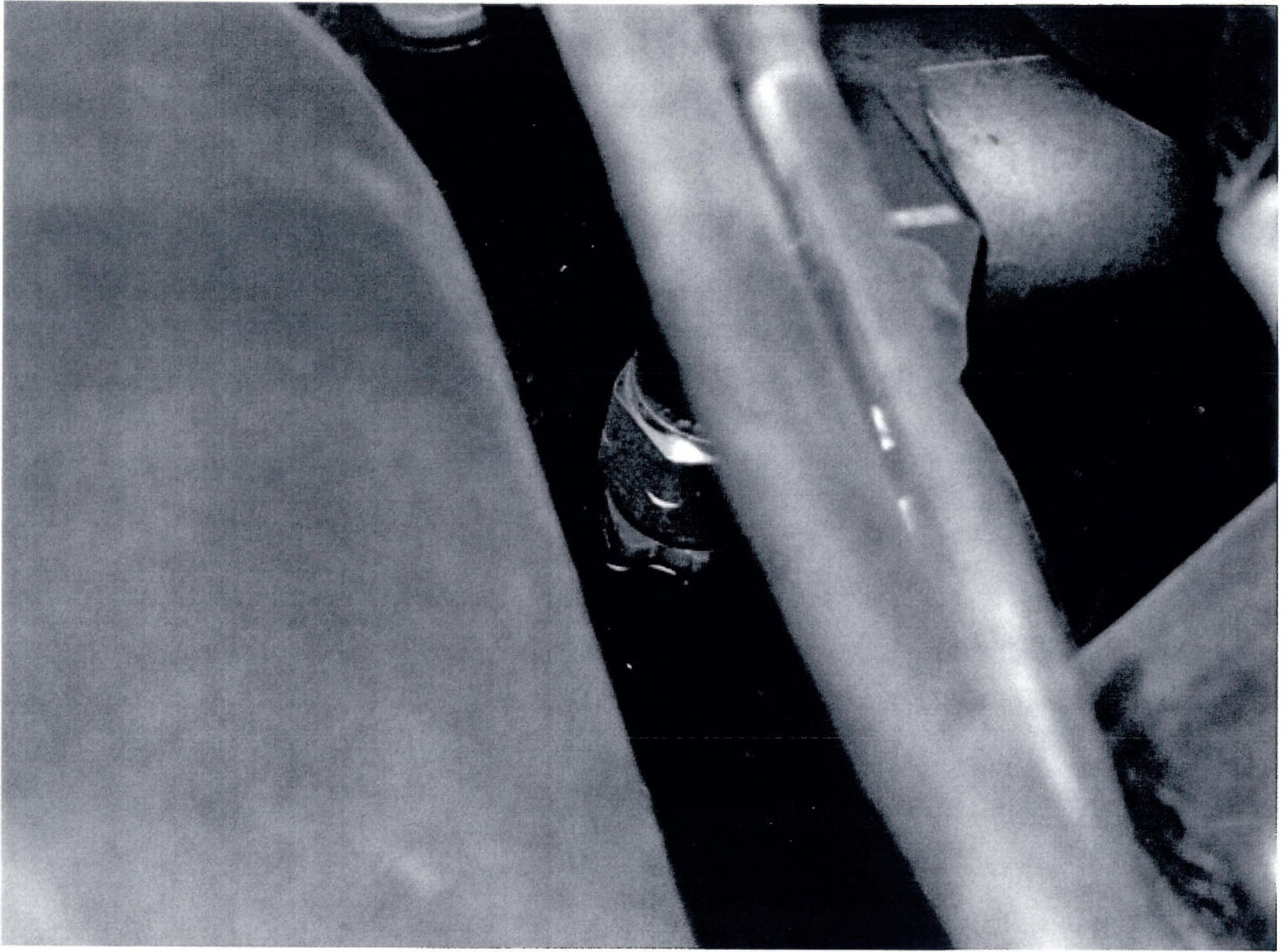
PHOTOGRAPH DESCRIPTION SHEET

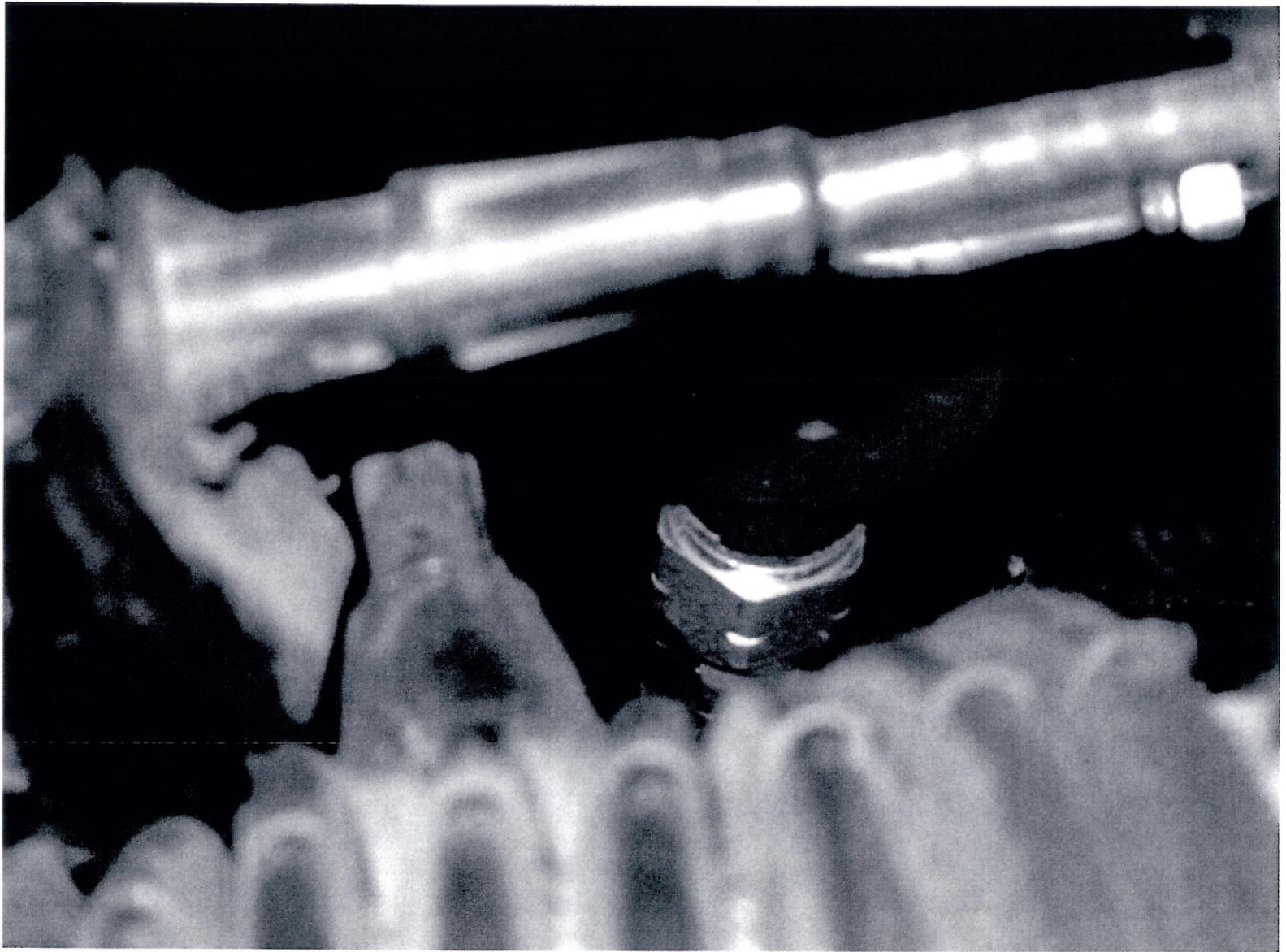
Please provide a brief description of the reason for each photograph. Photos should be sent in a zip file in .jpeg format.

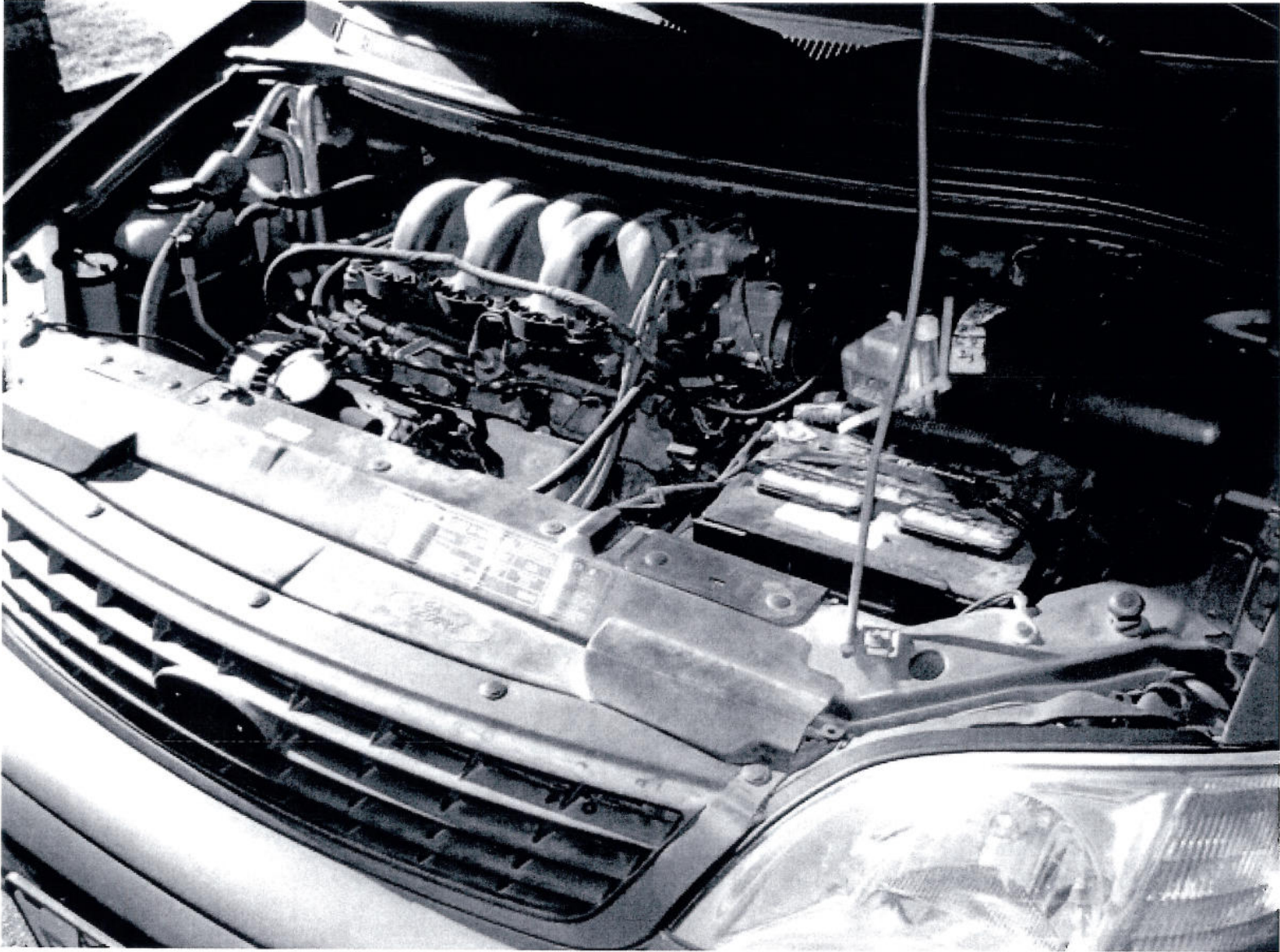
Digital Photos:

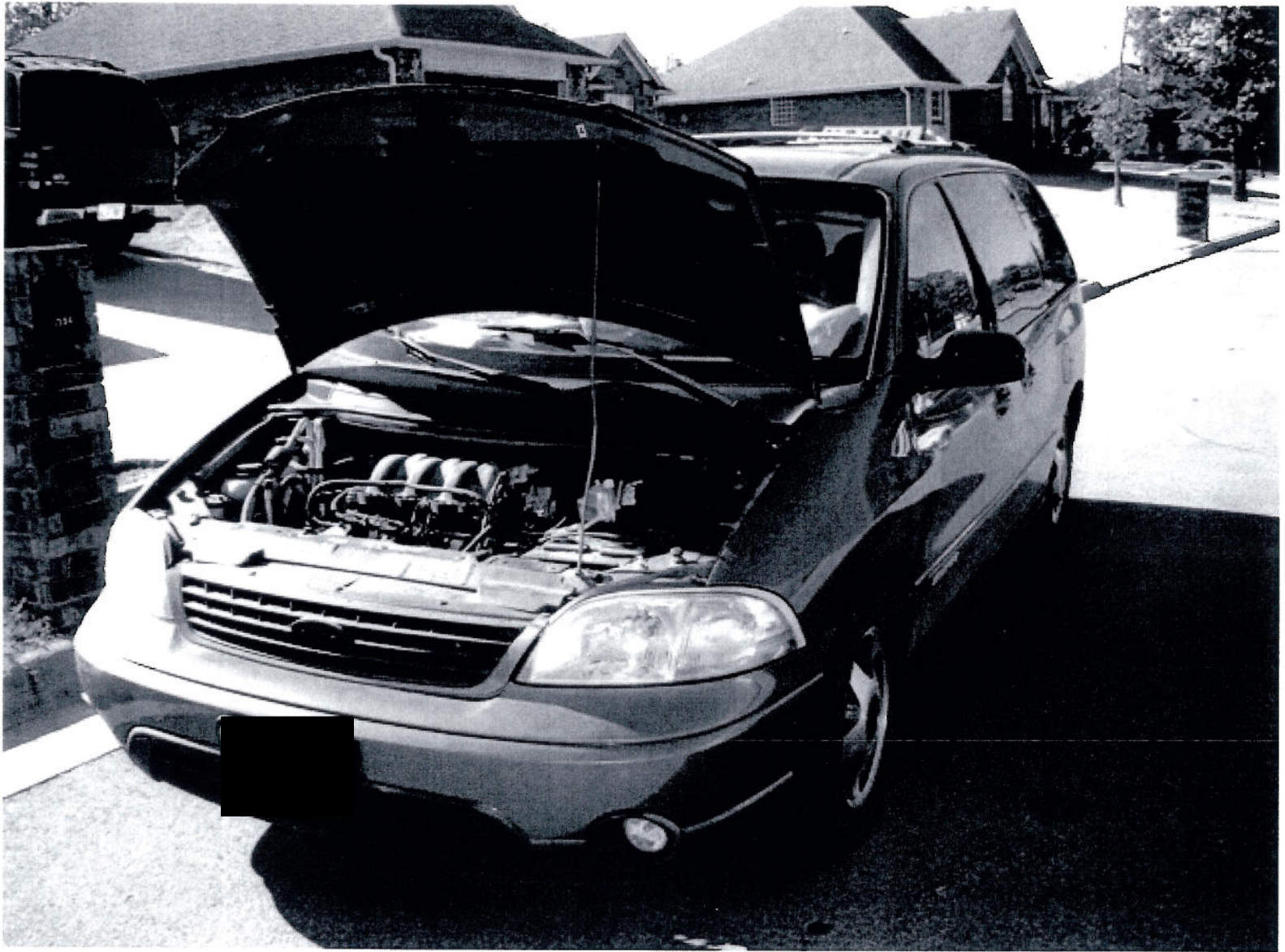
Photo No.	Description
0	Rear of vehicle
1	License plate
2	VIN
3	Dash
4	Front of vehicle
5	Engine compartment
6	Cruise control/brake switch
7	Cruise control/brake switch
8	Cruise control/brake switch
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	
31	
32	
33	
34	
35	
36	
37	

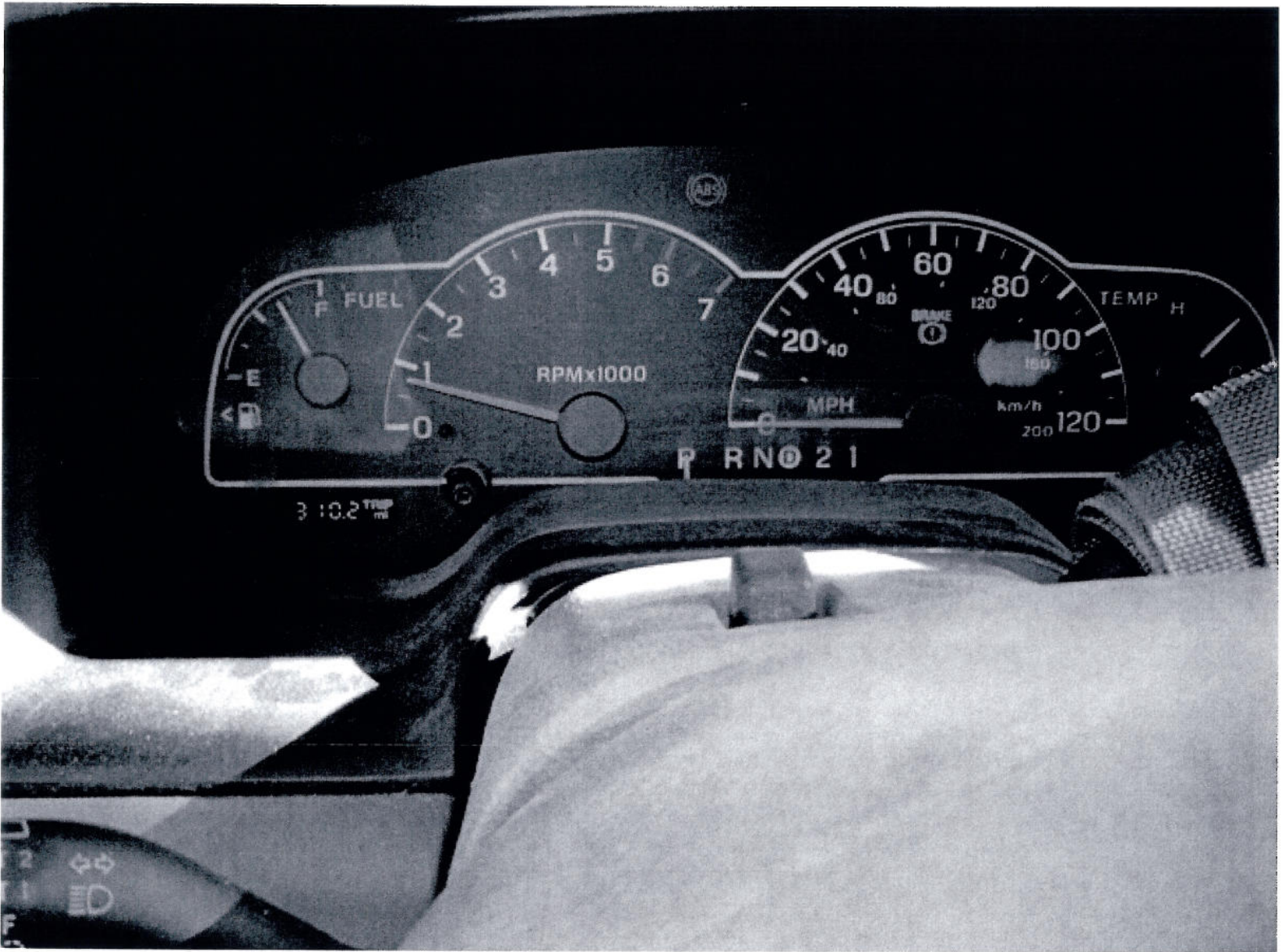
















All Action Details for Issue

[Print](#)

VIN: 2FMDA57471E [REDACTED] Year: 2001 Model: WINDSTAR Case: 1346013135
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2001-06-29
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 05875 RANDALL FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: VASSAL PERSIS Analyst: PVASSAL1
 Action Date: 11/09/2005 Action Time: 09.36.40.505 Action Data: No

Comments CUSTOMER SAID: - VEH CAUGHT ON FIRE 11/9/05- FIRE ORIGINATED FROM UNDER THE HOOD OF THE VEH - FIRE DEPT WAS NOT CONTACTED- INSURANCE COMPANY HAS BEEN CONTACTED - VEH HAS NOT BEEN INSPECTED BY THE DLRSHIP HOWEVER IT HAS BEEN INSPECTED BY AN INDEPENDENT AND WAS ADVISED THAT THE FIRE WAS DUE TO THE CRUISE CONTROL - VEH IS REPAIRABLE 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.

Action: MAKE OUTBOUND CALL TO OTHER
 Dealer: 05875 RANDALL FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 50000 MI Comm Type: EMAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 11/23/2005 Action Time: 10.49.24.202 Action Data: Yes

Comments LPA CONTACTED EAA.

Data Element Name	Data Value
CONTACT PERSON	EAA

Action: REQUEST FOR VEHICLE INSPECTION - EAA
 Dealer: 05875 RANDALL FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 50000 MI Comm Type: EMAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 11/23/2005 Action Time: 10.49.45.802 Action Data: No

Comments LPA REQUESTED AN EAA INSPECTION PER SAFETY OFFICE REQUEST.

Action: RECEIVE VEHICLE INSPECTION BACK
 Dealer: 05875 RANDALL FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP

Action Date: 11/28/2005 **Action Time:** 09.35.16.705 **Action Data:** Yes

Comments EAA INSPECTOR, LARRY GRUMMER, STATED THAT REPAIRS HAD BEEN MADE PRIOR TO HIS INSPECTION. HE CONFIRMED THAT WIRING REPAIRS WERE PERFORMED AND THE CRUISE CONTROL/BRAKE SWITCH WAS REPLACED ON THE BRAKE MASTER CYLINDER IN THE AREA OF THE ALLEGED FIRE. THE IGNITION SOURCE WAS AN ELECTRICAL SHORT IN THE CRUISE CONTROL BRAKE SWITCH CIRCUIT (BASED ON REPAIR ORDER AND EVIDENCE OF RECENT REPAIRS PERFORMED ON THE VEHICLE). CQIS REPORT NO. 5K2CO001.

Data Element Name	Data Value
FSE	NO
DEALER	NO

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW
Dealer: 05875 RANDALL FORD INC **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 50000 MI **Comm Type:** PHONE
Analyst Name: DUNLAP, KENISHA **Analyst:** KDUNLAP
Action Date: 11/28/2005 **Action Time:** 09.36.56.813 **Action Data:** No

Comments REPAIRS HAVE ALREADY BEEN COMPLETED. IN ADDITION, CUSTOMER'S VEHICLE IS BEYOND WARRANTY, THERE ARE NO OPEN RECALLS, AND NO RELATED REPAIR HISTORY. NOTHING FURTHER.

Ford Confidential

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED]
Address: [REDACTED] GREENWOOD AR 72936 [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

Ford Confidential

ESP / Recall Information

VIN: 2FMDA57471B [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		
01S20	SAFETY RECALL	DRIVER FLOOR MAT	CLOSE - REPAIRED	2002-08-02	05875USAF23562
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2001-09-07	05875USAF23562
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-09-07	05875USAF23562
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-09-07	05875USAF23562
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	2002-07-19	05875USAF23562

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 2FMDA57471B [REDACTED]
 Model Year: 2001
 Veh Type: T
 Inv. Dealer: 05875

(Related Claims)

Veh Line: T/A3 - WINDSTAR (WIN88/WIN126) [95-03] Eng Serial No: L
 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
 Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LM - 3.8L OHV EFI NA V6 C
 Body Cab Style: T/WB -EXTENDED WAGON Transmission: T/DX - 4 SPD AUTO TR NAAC
 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: 13-SEP-2000

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 123562 - *
 Country: USA - ##### Selling Dlr St/Prov: AR
 Buyer St/Prov: AR

Arrival Date: 15-DEC-2000 Red Carpet Lease: *
 Sale Date: 29-JUN-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 29-JUN-2001 Modified Vehicle: *
 Orig Warranty Date: 29-JUN-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 A571BA032041213 4 YL2 07H6001 FF E4 KN15 41 S 4K 5 7 E 23B562 2 LV 2 H2 R4 H 4
 2FMD7 4 694NAR YM A1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	D
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAHI - 3.56 FNL DRV RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Psngr Side):	* - [N/A]
Battery Amp Rating:	MK	Paint:	PNMLT - LIGHT SAPPHIRE BLUE
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BE - ELETR PREM STRO/CSTE/DISC/CLK
Calibration Code:	1A31AS0A	Sound System:	AB -PREMIUM SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspnd Tandem Axle:	
Color(Trim):	000ZV - MED GRAPHITE	Tire Brand:	AJ - MICHELIN
Delivery Type:	0	Tire Size:	D3JTC - P225/60R-16 BSW-PERFORMANCE
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/H - SEAT-INDIVIDUAL H/B DRV/PASS	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: 5
 ESP Coverage(Time): * Emission Decal Suffix: HKB
 ESP Plan Year: * Engine Family: 1FMXT0382J5
 ESP Signature Date:

Standard Claims List For Model Year 2001

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)		
2FMDA57471B	T/A3	T/F	T/WB	*	T/A	AS	T/DX	T/LM	13-SEP-2000	29-JUN-2001	123562	USA	0	6Y20	000001	*	MISC	*	A9*	82	31
AWS Claim Key: 787346 Trx Code: P01 Labor Hrs: 0.3																					
Dir Cd-Sub Cd: 05875 - * Name: RANDALL FORD INC Ph: 479-4521311 St:AR Ctry Cd: USA Reg Cd: NA Repr Date:05-FEB-2001 Doc #:02351951																					
Cust Comments: VAN HAS THREE MICHELIN AND ONE UNIROYAL																					
Tech Comments: REPLACED ONE TIRE, DELIVERED TO DEALER WITH 3 MICHELIN TIRES AND 1 UNIROYAL TIRE REPLACED MISMATCHED TIRE																					
2FMDA57471B	T/A3	T/F	T/WB	*	T/A	AS	T/DX	T/LM	13-SEP-2000	29-JUN-2001	123562	USA	3	*	*	*	*	*	*	3369	
AWS Claim Key: 3526096 Trx Code: 01S26 Labor Hrs: 0.7																					
Dir Cd-Sub Cd: 05875 - * Name: RANDALL FORD INC Ph: 479-4521311 St:AR Ctry Cd: USA Reg Cd: NA Repr Date:07-SEP-2001 Doc #:03561251																					
Cust Comments: RECALL 01S26 AUXILIARY BLOWER MOTOR																					
Tech Comments: INSTALL BLOWER JUMER HARNESS																					
2FMDA57471B	T/A3	T/F	T/WB	*	T/A	AS	T/DX	T/LM	13-SEP-2000	29-JUN-2001	123562	USA	3	*	*	*	*	*	*	3369	
AWS Claim Key: 3526097 Trx Code: 01S25 Labor Hrs: 0.7																					
Dir Cd-Sub Cd: 05875 - * Name: RANDALL FORD INC Ph: 479-4521311 St:AR Ctry Cd: USA Reg Cd: NA Repr Date:07-SEP-2001 Doc #:03561252																					
Cust Comments: RECALL 01S25 WIPER MOTOR COVER																					
Tech Comments: RPLC WIPER MOTOR GEAR COVER PER 01S25																					
2FMDA57471B	T/A3	T/F	T/WB	*	T/A	AS	T/DX	T/LM	13-SEP-2000	29-JUN-2001	123562	USA	3	*	*	*	*	*	*	3369	
AWS Claim Key: 3526098 Trx Code: 01S21 Labor Hrs: 0.3																					
Dir Cd-Sub Cd: 05875 - * Name: RANDALL FORD INC Ph: 479-4521311 St:AR Ctry Cd: USA Reg Cd: NA Repr Date:07-SEP-2001 Doc #:03561253																					
Cust Comments: 01S21 RECALL SEAT BELT																					
Tech Comments: TEST SEAT BELT BUCKLES PER 01S21, PASSED																					

2FMDA57471B	T/A3	T/WB	*	T/A	AS	T/DX	T/LM	13-SEP-2000	29-JUN-2001	123562	USA	13	*	*	*	*	*	18986		
AWS Claim Key:		9806177	Trx Code:		02S33	Labor Hrs:		1.2												
Dir Cd-Sub Cd:	05875 - *	Name:		RANDALL FORD INC		Ph:	479-4521311	St:	AR	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	19-JUL-2002	Doc #:	05121352			
Cust Comments:		DO RECALL 02S33																		
Tech Comments:		REPAIR CONNECTOR AND SEAL SEAM. PER RECALL ON NON TRAILER TOW VEHICLE.																		
2FMDA57471B	T/A3	T/WB	*	T/A	AS	T/DX	T/LM	13-SEP-2000	29-JUN-2001	123562	USA	13	7C01	170503	XFZZ	14018	AD	A85	69	18986
AWS Claim Key:		9806178	Trx Code:		E83	Labor Hrs:		0.4												
Dir Cd-Sub Cd:	05875 - *	Name:		RANDALL FORD INC		Ph:	479-4521311	St:	AR	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	19-JUL-2002	Doc #:	05121353			
Cust Comments:		CK FOR DOOR AJAR LIGHT ON DASH STAYS ON																		
Tech Comments:		FOUND DOOR AJAR SWITCH STICKING. REPLACED AND RECHECKED OK																		
2FMDA57471B	T/A3	T/WB	*	T/A	AS	T/DX	T/LM	13-SEP-2000	29-JUN-2001	123562	USA	14	*	*	*	*	*	*	19000	
AWS Claim Key:		10059254	Trx Code:		01S20	Labor Hrs:		0.3												
Dir Cd-Sub Cd:	05875 - *	Name:		RANDALL FORD INC		Ph:	479-4521311	St:	AR	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	02-AUG-2002	Doc #:	05196051			
Cust Comments:		DO RECALL 01S20																		
Tech Comments:		REPLACE FRONT FLOOR MATS AS PER RECALL.																		
2FMDA57471B	T/A3	T/WB	*	T/A	AS	T/DX	T/LM	13-SEP-2000	29-JUN-2001	123562	USA	20	5S11	100101	2FZZ	9A064	AA	E29	42	27557
AWS Claim Key:		12652567	Trx Code:		E84	Labor Hrs:		2.7												
Dir Cd-Sub Cd:	05875 - *	Name:		RANDALL FORD INC		Ph:	479-4521311	St:	AR	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	22-JAN-2003	Doc #:	05920751			
Cust Comments:		CHECK ENGINE LIGHT STAYS ON SOLID, BUT SEEMS TO RUN NORMAL																		
Tech Comments:		ROAD TEST; RAN EEC TEST; MONITORED PIDS; ROAD TEST; RAN FUEL PRESS TEST; PINPOINT TEST FOR CODE P0442; RAN EVAP TEST; PER TSB 02 20 07, INSTALL CLAMP ON THE OVER PRESSURE RELIEF PORTION OF THE FUEL TANK FILL LIMI VENT VALVE; RETESTED, OK																		

VEHICLE DETAIL

VIN: 2FMDA57471B [REDACTED] Engine: 3.8L OHV EFI NA V6 GAS
 Make: FORD Transmission: 4 SPD AUTO TR NAAO AX4N/4F50NA
 Model: WINDSTAR Paint Code/Color: LIGHT SAPPHIRE BLUE
 Year: 2001 Calibration: 1A31AS0A
 Pay Load: Max Towing Weight:
 GVWR: 05560 Axle Ratio:
 WheelBase: 121 Warranty Start Date: 6/29/2001
 GCWR: Vehicle Build Date: 9/13/2000
 PEP Code:

Selling Dealers Name: RANDALL FORD INC
 Selling Dealers P & A Code: 05875 Selling Dealers Sales Code: F23562
 Selling Dealers Main Phone: 479-452-1311 Selling Dealers Service Phone: 000-000-0000

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 A 5 7 1 B [REDACTED] 1 2 1 3 4 Y L 2 0 7 H 6 0 0 1 F F E 4 K N 1 5 4 1
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 S 4 K 5 7 E 2 3 B 5 6 2 2 L V 2 H 2 R 4 H 4 2
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M D 7 4 6 9 4 N A R Y M
 1 2 3 4 5 6 7 8 9 160

Ford Confidential

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
MS-MID SOUTH	23-MEMPHIS	K	B4	05875	F23562

Dealer Name: RANDALL FORD INC
Dealer Address: 5500 ROGERS AVE
 FORT SMITH AR 72903
Dealer Main Phone: 479-452-1311

Position	Employee Name
DEALER/PARTNER	JOSEPH B RANDALL
PARTS MANAGER	JOHN R GALLIMORE
PARTS & SERVICE DIRECTOR	TONY W MOSS
SALES MANAGER	WILLIAM A FLEECE
SALES MANAGER	JOHN R CLYMA
SALES MANAGER	JERRY WEBB

Service Hours 7:30 - 5:30 MON - FRI
Directions
Trained Y
Additional Information LSG ENROLLED FAX# 501-452-8920

Ford Confidential



Coeman
1537370928

BEGINNING OF CONTACT
04/02/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.06

REGION: C1 DALLAS	OGC ISSUE	CASE NBR: 1537370928
VIN: 2FMZA5141YB	ZONE: A07	OPENED: 04/01/2008
	ENGINE: 4	VEH TYPE: T
		CLOSED: 04/01/2008

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	NORMAN	STATE:	OK	ZIP:	
HOME PHONE:					
MODEL YEAR:	2000	MODEL:	WINDSTAR LX 4X2 3-DR WAGON		
MILEAGE:	80000				
DEALER NAME:	REYNOLDS FORD, INC.	SALES CODE:	F52209	P & A:	06950
REASON CODE:	0792 LEGAL - ACCIDENT / FIRE				
SYMPTOMS:	704145 FIRE/SMOKE VISIBLE FLAME UNDERHOOD				

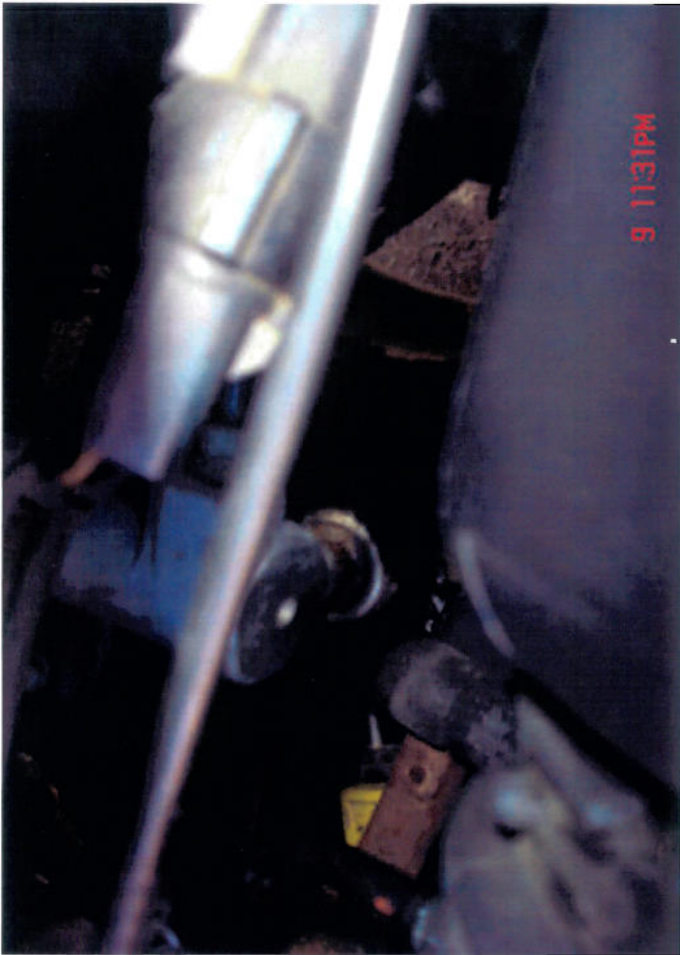
ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 792 - CONTACT ADVANCED TO OGC - FIRE
 DOCUMENT: ANALYST: MPENCE2 MICHAEL PENCE (MPENCE2)

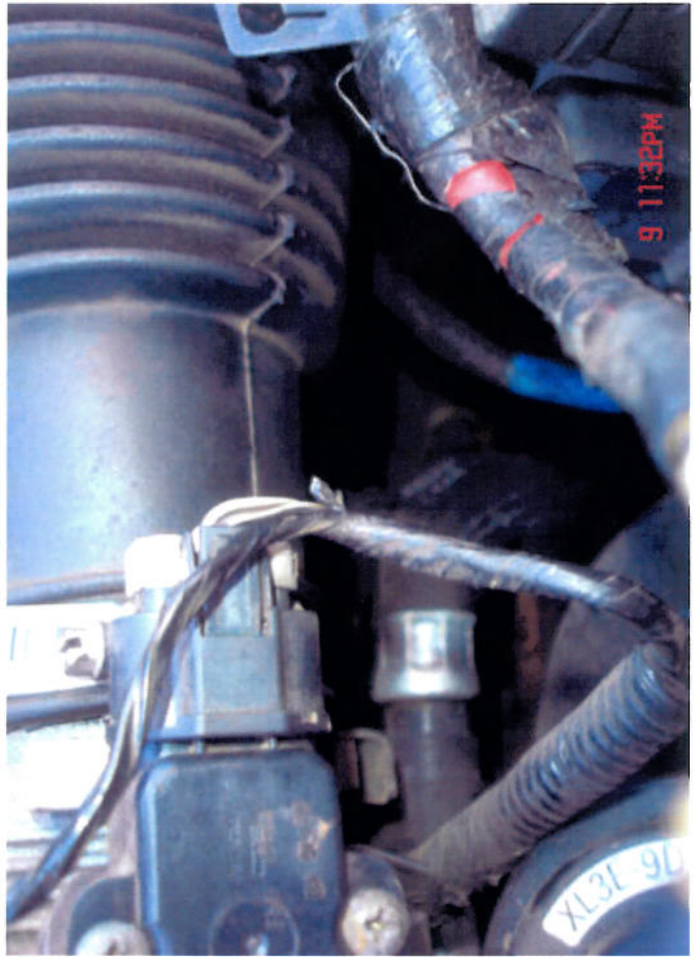
DATE: 04/01/2008 TIME: 15.13.57 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: -WINDSTAR CAUGHT ON FIRE WHILE DRIVING-TOOK VEH TO MECHANIC, AND HAD VEH REPAIRED. AND THEY MENTIONED CRUISE CONTROL RECALL ON THE SWITCH-THAT WAS THE PART THAT CAUSED THE FIRE+DATE THE VEHICLE CAUGHT ON FIRE - 3/29/08+WHERE THE FIRE ORIGINATED IN THE VEHICLE - SMOKE FROM UNDER THE HOOD+CURRENT LOCATION OF THE VEHICLE - AT THE INDEPENDENT MECHANIC+WHETHER OR NOT THERE WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT - NO. CUSTOMER Poured WATER ON IT HIMSELF+IF A FIRE REPORT WAS FILED, WHAT THE FINDINGS WERE+THE FIRE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED+IF THERE WERE DAMAGES TO ANYTHING OTHER THAN THE VEHICLE - NO+WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THE IR INSURANCE COMPANY - NOT YET+IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM+WHETHER OR NOT THE VEHICLE IS REPAIRABLE - IT IS REPAIRABLE. +NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE)+WHETHER OR NOT THE VEHICLE WAS RUNNING WHEN THE FIRE STARTED - WHILE DRIVING SPECIFICALLY +WHAT THE CUSTOMER IS SEEKING - SEEKING NEXT STEPS FOR HELP
 DEALER SAID: REYNOLDS FORD 825 NORTH INTERSTATE DRIVE NORMAN, OK 73069 TEL: (800) 863-9868
 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.

Vehicle Repaired

Chinda Kehao 1537870928







Action Detail

VIN: 2FMZA5140YE [REDACTED] Year: 2000 Model: WINDSTAR Case: 1613390792
 Name: MRS [REDACTED] Owner Status: Subsequent WSD: 2000-02-27
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: BENSON FORD-MERCURY INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 00892
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 95500 MI Comm Type: PHONE
 Action Date: 07/10/2006 Action Time: 11:59:04:977 Action Data: No
 Analyst Name: WATSON JAHNEE Analyst: JWATS101

COMMENTS: CUSTOMER SAID: -BRAKE FLUID LEAKED OUT OF HER VEH.-HER VEH WASN'T ON THE LIST FOR THE RECALL BUT HER VEH DID THE SAME THING THE RECALL STATED.-HER VEH CAUGHT ON FIRE UNDER THE HOOD.-VEH CAUGHT ON FIRE 7/5/06.-THE FIRE ORIGINATED UNDER THE HOOD.-THE VEH IS CURRENTLY AT AN INDEPENDENT.-NO THERE WAS NOT A FIRE REPORT FILED BECAUSE SHE WAS ABLE TO PUT OUT THE FIRE.-DID NOT FILE A CLAIM WITH HER INSURANCE COMPANY.-THINKS THE VEH IS REPAIRABLE.-YES THE VEH WAS RUNNING WHEN THE 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.

Ford Confidential

Customer Info

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

Ford Confidential

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SE-SOUTHEAST	21-ATLANTA	M	B1	00892	F21792

Dealer Name: BENSON FORD-MERCURY INC
Dealer Address: 4701 CALHOUN MEMORIAL HIGHWAY
 EASLEY SC 29640
Dealer Main Phone: 864-855-5383

Position	Employee Name
DEALER/PARTNER	James H Benson Jr
GENERAL MANAGER	DAVID L CROW
PARTS MANAGER	greg gibson
PARTS & SERVICE DIRECTOR	THOMAS E HUNT
SALES MANAGER	DAVID B KRISTIANSEN
SALES MANAGER	BILLY E ANDERS
SALES MANAGER	BILL ROSS
SALES MANAGER	Jeffrey M Smith

Service Hours 7:30 AM - 6:00 PM
Directions
Trained Y
Additional Information FORD/MERCURY DUAL; LSG ENROLLED

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5140YB [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2002 NEW 72/100,000 POWERTRAINCARE W/ROADSIDE ASST
 Selling Dealer:
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2006-02-27
 Expiration Miles: 100,000
 Plan Year: 2002
 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
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2000-09-22	00892USAF21792
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-09-05	00892USAF21792
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2002-03-20	00892USAF21792
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-07-10	00892USAF21792

OASIS RESULT:07/11/2006
10:00:16

2FMZA5140YB [REDACTED]

© 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 02/27/2000	BUILD DATE 02/11/2000	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**

0757 - EXPIRED
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: SHONDRA KINKELA
OPTIONS:
EXPIRATION DATE: 02/27/2006
DISTANCE: 100,000
RENTAL: 28 UP TO 10 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 48362
ESP CONTRACT START DATE: 02/27/2000

 **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA5140YB [REDACTED]
Report Applies to Country Code: [USA](#)



ESP / Recall Information

VIN: 2FMZA51461E [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		
01S20	SAFETY RECALL	DRIVER FLOOR MAT	CLOSE - REPAIRED	2001-08-07	04910USAF24553
01S21	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2001-07-31	04910USAF24553
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-09-22	04910USAF24553
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-09-22	04910USAF24553
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	2002-04-13	04910USAF24553

Standard Claims List For Model Year 2001

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)
2FMZA51461E	T/A3	F	T/WB	*	T/A	AS	T/DX	T/LM	20-08- NOV- MAY- 2000 2001	124553	USA	0	*	*	*	*	*	*	*	*	3
AWS Claim Key: 444167 Trx Code: TDB Labor Hrs: 6																					
Dir Cd-Sub Cd: 04910 - * Name: COOK-WHITEHEAD FORD, INC. Ph: 850-7840400 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 14-DEC-2000 Doc #: 12717001																					
Cust Comments: CUSTOMER STATES COWL VENT PANEL BROKEN																					
Tech Comments: REPAIR AS PER ESTIMATE																					
2FMZA51461E	T/A3	F	T/WB	*	T/A	AS	T/DX	T/LM	20-08- NOV- MAY- 2000 2001	124553	USA	0	6H19	011103	*	1021410	*	L15	01	14	
AWS Claim Key: 566147 Trx Code: 1 Labor Hrs: 2.5																					
Dir Cd-Sub Cd: 04910 - * Name: COOK-WHITEHEAD FORD, INC. Ph: 850-7840400 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 16-JAN-2001 Doc #: 12888001																					
Cust Comments: CUSTOMER STATES CANNOT OPEN REAR DRIVERS DOOR PLEASE CHECK																					
Tech Comments: R&I SLIDING DOOR PANEL, R&I LATCH, REPLACE CLIP ON LOCK ROD NO LABOR OPS FOUND																					
2FMZA51461E	T/A3	F	T/WB	*	T/A	AS	T/DX	T/LM	20-08- NOV- MAY- 2000 2001	124553	USA	2	7H01	120301	F7DZ	19703	GB	C05	D8	5050	
AWS Claim Key: 2248379 Trx Code: 1 Labor Hrs: 5.7																					
Dir Cd-Sub Cd: 04910 - * Name: COOK-WHITEHEAD FORD, INC. Ph: 850-7840400 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 05-JUL-2001 Doc #: 13928601																					
Cust Comments: CUSTOMER STATES AC NOT COOLING																					
Tech Comments: PERF TST AC SYS,EVAP LCK TST,REPL COMPRESSOR ASSEM,FLUSH SYS REPL ORINGS,OIFICE,EVC AND RCHRG																					
2FMZA51461E	T/A3	F	T/WB	*	T/A	AS	T/DX	T/LM	20-08- NOV- MAY- 2000 2001	124553	USA	3	*	*	*	*	*	*	*	*	6953
AWS Claim Key: 2664703 Trx Code: 01S21 Labor Hrs: 0.3																					
Dir Cd-Sub Cd: 04910 - * Name: COOK-WHITEHEAD FORD, INC. Ph: 850-7840400 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 31-JUL-2001 Doc #: 14093401																					
Cust Comments: CUSTOMER STATES PERFORM OPEN RECALL CUSTOMER STATES PERFORM01S21																					
Tech Comments: PERFORMED RECALL 01S21A,SEAT BELT BUCKET INSPECT																					
2FMZA51461E	T/A3	F	T/WB	*	T/A	AS	T/DX	T/LM	20-08- NOV- MAY- 2000 2001	124553	USA	4	*	*	*	*	*	*	*	*	8050
AWS Claim Key: 2845284 Trx Code: 01S20 Labor Hrs: 0.3																					
Dir Cd-Sub Cd: 04910 - * Name: COOK-WHITEHEAD FORD, INC. Ph: 850-7840400 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 07-AUG-2001 Doc #: 14139001																					
Cust Comments: CUSTOMER STATES PERFORM RECALL 01M03 PARTS HRE																					
Tech Comments: 1 REPLACE FRONT MATS PER RECALL R&R FLOOR MATS																					
2FMZA51461E	T/A3	F	T/WB	*	T/A	AS	T/DX	T/LM	20-08- NOV- MAY- 2000 2001	124553	USA	5	7H01	120301	*	19703	*	C02	82	9319	
AWS Claim Key: 3554513 Trx Code: 1 Labor Hrs: 0.6																					
Dir Cd-Sub Cd: 04910 - * Name: COOK-WHITEHEAD FORD, INC. Ph: 850-7840400 St: FL Ctry Cd: USA Reg Cd: NA Repr Date: 05-SEP-2001 Doc #: 14315003																					
Cust Comments: CUSTOMER STATES ON NORMAL AC NOT COOLING LIKE IT SHOULD NORMALLY RUNS ON MAX																					
Tech Comments: PERF TST AC SYS,CK OK,OPERATING AS DESIGNED, NEED TO OPERATE IN MAX (RECIRCULATE) POSITION																					

2FMZA51461E	T/A3	F	T/WB *	T/A	AS	T/DX	T/LM	NOV-2000	MAY-2001	124553	USA	5	*	*	*	*	*	*	9879
AWS Claim Key: 3888444 Trx Code: 01S25 Labor Hrs: 0.7																			
Dir Cd-Sub Cd:		04910 - *	Name: COOK-WHITEHEAD FORD, INC.		Ph: 850-7840400	St: FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 22-SEP-2001		Doc #: 14441001						
Cust Comments: CUSTOMER STATES PERFORM OPEN RECALL																			
Tech Comments: PERFORMED RECALL WIPER MOTOR GEAR COVER																			
2FMZA51461E	T/A3	F	T/WB *	T/A	AS	T/DX	T/LM	NOV-2000	MAY-2001	124553	USA	5	*	*	*	*	*	*	9879
AWS Claim Key: 3888443 Trx Code: 01S26 Labor Hrs: 0.7																			
Dir Cd-Sub Cd:		04910 - *	Name: COOK-WHITEHEAD FORD, INC.		Ph: 850-7840400	St: FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 22-SEP-2001		Doc #: 14441002						
Cust Comments: CUSTOMER STATES PERFORM RECALL 01S26																			
Tech Comments: INSTALL JUMPER HARNESS INSTALL JUMPER HARNESS 01S26B .7 FOR RECALL																			
2FMZA51461E	T/A3	F	T/WB *	T/A	AS	T/DX	T/LM	NOV-2000	MAY-2001	124553	USA	12	*	*	*	*	*	*	17134
AWS Claim Key: 7980717 Trx Code: 02S33 Labor Hrs: 0.7																			
Dir Cd-Sub Cd:		04910 - *	Name: COOK-WHITEHEAD FORD, INC.		Ph: 850-7840400	St: FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 13-APR-2002		Doc #: 15676201						
Cust Comments: CUSTOMER STATES PERFORM RECALL 02S33																			
Tech Comments: 1 INSPECTED FOR CORROSION IN PLUG SEALED PLUG AND SEALED BODY FLOOD																			

Sent Via U.S. Mail

May 11, 2007

[REDACTED]
[REDACTED]
Hueytown, AL [REDACTED]

RE: 2001 Windstar
VIN: 2FMZA51461B [REDACTED]

Dear Mr. [REDACTED]

This is in response to your contact with the Ford Customer Relationship Center.

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

However, 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.

Thank you for contacting us

Respectfully yours,

Marcel Miclea
Consumer Affairs

OASIS RESULT:**2FMZA51461B**

05/11/2007

12:27:18

FCXWS446

© 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 A CLOSED CUDL CONTACT

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

05/08/2001

BUILD DATE

11/20/2000

SALE MILEAGE

04957

 **OUTSTANDING FIELD SERVICE ACTIONS**02M01

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

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA51461B

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



Sent Via U.S. Mail

June 28, 2005

[REDACTED]
New Florence, MO [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA5147TB [REDACTED]

Dear Ms. [REDACTED]:

This is in response to your phone call to our Ford Customer Relationship Center on June 27, 2005 regarding your concerns.

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 the 1996 Windstar. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs

Action Detail

VIN: 2FMDA5147TE [REDACTED]	Year: 1996	Model: WINDSTAR	Case: 568881785
Name: MS [REDACTED]	Owner Status: Subsequent	WSD: 1996-02-22	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: ZEISER FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 03251	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 133000 MI	Comm Type: MAIL		
Action Date: 06/28/2005	Action Time: 13:17:48:080	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA W/SEND DENIAL LTR, VEHICLE BEYOND WARRANTY, NO OPEN RECALLS.

Customer Info

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

ESP / Recall Information

VIN: 2FMDA5147TB [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
01M03	CUST SAT PGM - MULTI REPAIR	FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS	OPEN - LAUNCHED		
02S36	SAFETY RECALL	RIGHT FRONT BRAKE FLUID LINE	CLOSE - REPAIRED	2003-07-23	09596USAF53344
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		

OASIS RESULT:

2FMDA5147TB [REDACTED]

See bottom of the OASIS result for
contact ID

06/28/2005
10:51:25

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

VEHICLE INFORMATION

VEHICLE DESCRIPTION

1996 WINDSTAR

BODY STYLE

WAGON STDLN 4X2

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

662JR10A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE

02/22/1996

BUILD DATE

01/31/1996

SALE MILEAGE

cudl_message

THIS VEHICLE HAS AN OPEN CUDL CONTACT

THIS VEHICLE HAS A CLOSED CUDL CONTACT

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

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 2FMDA5147TB [REDACTED]

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	53-KANSAS CITY	G	B7	03251	F53344

Dealer Name:	ZEISER FORD				
Dealer Address:	1029 ARMORY ROAD WARRENTON MO 63383				
Dealer Main Phone:	314-456-4305	Dealer Service Phone:	000-000-0000		

Position	Employee Name
DEALER/PARTNER	David G Zeiser
GENERAL MANAGER	DAVID J MILLER
PARTS & SERVICE DIRECTOR	DOUGLAS K HOLLANDSWORTH
SALES MANAGER	Gloria J Miller

Action Detail

VIN: 2FMDA5147TB [REDACTED]	Year: 1996	Model: WINDSTAR	Case: 568881785
Name: MS [REDACTED]	Owner Status: Subsequent	WSD: 1996-02-22	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: ZEISER FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03251	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 133000 MI	Comm Type: PHONE		
Action Date: 06/27/2005	Action Time: 15:48:06:047	Action Data: No	
Analyst Name: STEPHEN YOUNG	Analyst: SYOUNG60		

COMMENTS: CUSTOMER SAID: - CUST IS CALLING RE A SPEED CONTROL PROBLEM- THE SPEED CONTROL SWITCH CAUGHT ON FIRE- THE CUST LOOKED UNDER THE HOOD- THERE WAS WHITE SMOKE AND THE SWITCH HAD MELTED- THE BRAKE FLUID IS LEAKING- THE DASH LIGHTS HAD GONE OUT ALSO DEALER SAID: - THE S/A DAVE TOLD THE CUST TO CALL THE CRC AND ADVISE THE FIRECRC 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.



Sent Via U.S. Mail

October 16, 2006

[REDACTED]
Bullhead City, AZ [REDACTED]

RE: 1999 Windstar
VIN: 2FMZA5144XB [REDACTED]

Dear Mr. [REDACTED]:

This is in response to your contact with the Ford Customer Relationship Center.

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

However, 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.

Thank you for contacting us

Respectfully yours,



Marcel Miclea
Consumer Affairs

Action Detail

VEH fire

VIN: 2FMZA5144XE [REDACTED] Year: 1999 Model: WINDSTAR Case: 1644652836
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 1999-06-11
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: COLORADO RIVER FORD LINCOLN MERCURY OF KINGMA
 Origin Desc: US CONCERN CASE BASE P & A Code: 01599
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 70135 MI Comm Type: PHONE
 Action Date: 10/10/2006 Action Time: 17:54:23:987 Action Data: No
 Analyst Name: WILLIAMS DEON Analyst: DWILL637

COMMENTS: CUSTOMER SAID: SWITCH LEAKED ONTO THE HARNESS-CUST STATES THAT THE BREAK FLUID LEAKED ONTO THE MAIN ELECTRICAL HARNESS AND CAUSED THE 47 DIFFERENT ELECTRICAL SENSORS TO GET DAMAGED AND FRIED-VEH IS IN THE SHOP-VEH HAS BEEN INTO THE SHOP SINCE SEPTEMBER 19TH BUT FOR ONLY A WEEK=CUST STATES THAT HE TTKO THE VEH OUT TO SEE IF HE COULD GET THE REPAIR CHEAPER-CUST STATES THAT HE TOOK THE VEH BACK TO THE SHOP 2 WEEKS AGO-CUST STATES THAT ALL TOGETHER THE VEH HAS BEEN IN THE SHOP FOR 3 WEEKS-CUST STATES THAT THE SHOULD NOT HAVE TO PAY FOR THE REPAIRSTATES THAT THE VEH DID CATCH ON FIRE AT THE DLRSHP-CUST IS CALLING FOR FINANCIAL ASSISTANCEDEALER SAID: NONECRC ADVISED: -OBC TO DLR-S/A=JEFF==>\$2500.00 DOLLAR REPAIR-STATED THAT THE VEH CAUGHT ON FIRE ON 9/15/06--VEH WAS IN THE SHOP FOR THE LEAKAGE OF THE BREAK FLUID RIGHT OUT OF THE DEACTIVATION SWITCH-STATES THAT THERE WAS A RECALL 05S28 BUT DOES NOT APPLY TO THE 99 WINDSTAR-STATES THAT IT IS THE SAME PART NUMBER AND SAME HARNESS-CONTACTED FORD ENGINEERING AND FORD HOTLINE BUT THEY WOULD NOT PUT IT UNDER THE UMBRELLA-OUTSIDE OF P05 ASSISTANCE AND THAT THE VEH HAS NO APPLICABLE WARRANTIES-VEH IS OUT BY TIME FOR A P07 - 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 THE ABOVE

Ford Confidential

9.13.06 - w/c concern, window, ABS light
 has replaced
 deactivation fuse - harness short
 burnt harness

estimate

re diagnosis 2,423 + tax
 just \$4,533 + tax

high total

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]
Address:	[REDACTED]	BULLHEAD CITY	AZ [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
2FMZA5144XB [REDACTED]	1999 WINDSTAR Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
 1FMDA31U7MZ [REDACTED]	1991 AEROSTAR No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	No Oasis No Warranty History

Ford Confidential

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
CA-CALIFORNIA	71-LOS ANGELES	K	F1	01599	F71468

Dealer Name: COLORADO RIVER FORD LINCOLN MERCURY OF KINGMA
Dealer Address: 3601STOCKTON HILL ROAD
 KINGMAN AZ 86401
Dealer Main Phone: 928-757-3131

Position	Employee Name
CUST RELATIONS MGR	bonnie moore
DEALER/PARTNER	roy bell
DEALER/PARTNER	BUFORD B WILEY, II
GENERAL MANAGER	robert valdes
GENERAL MANAGER	RICHARD R JOHNSON
PARTS MANAGER	MICHAEL M SWANSON
SALES MANAGER	STEVEN G RENNER
SALES MANAGER	MIKE MORRIS
SERVICE MANAGER	BRENT AHERN
SERVICE MANAGER	IVIN E TURNER

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5144XB [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]

Plan Type: USA 1999 NEW 48/36,000 BASECARE

Selling Dealer: COLORADO RIVER FORD LINCOLN MERCURY OF KINGMA

Deductible: 100

Rental: 28

Towing Allowance: 50

Status: Expire

Expiration Date: 2003-06-11

Expiration Miles: 36,000

Plan Year: 1999

Purchase Type: N

Options: \$100,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
00B51	CUSTOMER SAT/OWNER NOTIF PGM	REAR LUBE TUBE AND BRACKET	CLOSE - REPAIRED	2001-09-25	01599USAF71668
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	OPEN - LAUNCHED		
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-09-25	01599USAF71668
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-09-25	01599USAF71668
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		

OASIS RESULT:10/11/2006
08:52:20**2FMZA5144XB** [REDACTED]

© Copyright 2002-2006 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

 **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 06/11/1999	BUILD DATE 01/20/1999	SALE MILEAGE 00068
--	---------------------------------	------------------------------

 **WARNING MESSAGES**

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

 **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES**

0777 - EXPIRED
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: LEROY SANDY
OPTIONS:
EXPIRATION DATE: 06/11/2003
DISTANCE: 36,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 50 USD
CONTRACT SOLD BY: USA 01599
ESP CONTRACT START DATE: 06/11/1999

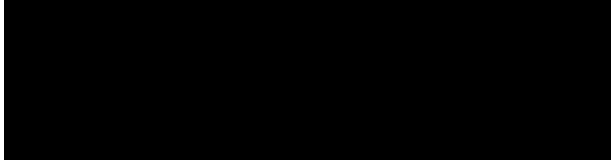
 **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR **2FMZA5144XB** [REDACTED]

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



Sent via U.S. Mail

September 8, 2005

[REDACTED]
Tipp City, Ohio [REDACTED]

RE: 1995 Windstar
VIN: 2FMDA 5145SB [REDACTED]

Dear Mr. [REDACTED]:

This letter is in response to your correspondence regarding your 1995 Windstar 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. We regret not being able to assist you further; our review indicates that the previous determination is appropriate. Therefore, we will not make any adjustments or revisions to our earlier decision.

Thank you for the opportunity to consider your request.

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs

Action Detail

VIN: 2FMDA5145SB [REDACTED]	Year: 1995	Model: WINDSTAR	Case: 448082435
Name: MR [REDACTED]	Owner Status: Subsequent	WSD:	
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: TROY FORD INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 02005	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 128000 MI	Comm Type: MAIL		
Action Date: 09/14/2005	Action Time: 10:38:43:267	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL, PREVIOUS RESPONSE WAS APPROPRIATE.

Ford Confidential

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]
Address:	[REDACTED]	TIPP CITY	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
47-CINCINNATI	47-CINCINNATI	C	B2	02005	F47567

Dealer Name: TROY FORD INC
Dealer Address: 3230 SOUTH COUNTY ROAD
 TROY OH 45373
Dealer Main Phone: 937-339-2687

Position	Employee Name
DEALER/PARTNER	JAMES A TAYLOR
PARTS MANAGER	DOUG MOORE
PARTS & SERVICE DIRECTOR	GREGORY L TAYLOR
SALES MANAGER	DAVID WARREN
SALES MANAGER	DAVID L SCHILLER
SALES MANAGER	DINO QUAFISI
SERVICE MANAGER	ROY B MILLER

Ford Confidential

**OASIS RESULT:
2FMDA5145SB [REDACTED]**See bottom of the OASIS result for
contact ID09/14/2005
11:57:01

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

 **Errors**VIN OUTSIDE OF SUPPORTED 10 MODEL YEAR RANGE
ALL APPLICABLE FSAS WILL DISPLAY **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

99R33

NOTE: VEHICLES IN CERTAIN GEOGRAPHICAL REGIONS MAY NOT NEED REPAIR; SERVICE THE VEHICLE IF IT HAS THE SAME CONCERN OR CONDITION AS AFFECTED VEHICLES OR OPERATED IN THE AFFECTED REGIONS (REFER TO BULLETIN) . . FUEL TANK MOUNTING

 **EXTENDED COVERAGES****0779 - EXPIRED****STANDARD DEDUCTIBLE: 50 USD****OWNER NAME: TERRY SMITH****OPTIONS:****EXPIRATION DATE: 07/08/2001****DISTANCE: 75,000****RENTAL: 28 UP TO 5 DAYS****TOWING: 50 USD****CONTRACT SOLD BY: USA 01962**

ESP CONTRACT START DATE: 07/08/1995

END OF OASIS REPORT FOR 2FMDA5145SB [REDACTED]

Report Applies to Country Code: USA

ESP / Recall Information

VIN: 2FMDA5145SB

Contract: 1 of 1

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

Purchaser:
 Plan Type: USA 1998 NEW 72/75,000 BASECARE
 Selling Dealer: BOB TATONEFORD INC
 Deductible: 50
 Rental: 28
 Towing Allowance: 50

Status: Expire
 Expiration Date: 2001-07-08
 Expiration Miles: 75,000
 Plan Year: 1998
 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
00M09	CUST SAT PGM - MULTI REPAIR	3.8L ENGINE HEAD GASKETS - ADDITIONAL COVERAGE FOR 7 YEARS OR 100,000 MILES, WHICHEVER	OPEN - REPAIRED	2001-11-21	01988USAF47214
01M03	CUST SAT PGM - MULTI REPAIR	FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS	OPEN - REPAIRED	2001-07-05	02095USAF47215
02S36	SAFETY RECALL	RIGHT FRONT BRAKE FLUID LINE	CLOSE - REPAIRED	2002-10-18	01988USAF47214
97S88	SAFETY RECALL	HOOD SEPARATION	CLOSE - REPAIRED	1999-03-03	01962USAF47210
98M01	CUST SAT PGM - MULTI REPAIR	3.8L ENGINE HEAD GASKET - ADDITIONAL COVERAGE	OPEN - REPAIRED	1999-11-09	01988USAF47214
99R33	REGIONAL (USA)	FUEL TANK MOUNTING	OPEN - LAUNCHED		

Action Detail

VIN: 2FMDA5145SB [REDACTED]	Year: 1995	Model: WINDSTAR	Case: 448082435
Name: MR [REDACTED]	Owner Status: Subsequent	WSD:	
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: TROY FORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 02005	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 128000 MI	Comm Type: PHONE		
Action Date: 09/08/2005	Action Time: 11:51:46:727	Action Data: No	
Analyst Name: CAROL DSOUZA	Analyst: CDSOUZA1		

COMMENTS: CUSTOMER SAID: -THE VEH CAUGHT ON FIRE ON AUGUST 30TH 2005-THE CONSUMER AFFAIRS SENT A LETTER TO THE CUST STATING THAT THEY CANNOT DO ANYTHING-CUST IS NOT SETTling FOR THIS -CUST WILL CONTACT HIS LAWYER-THIS IS THE SAME SWITCH THAT FORD HAS PUT ON ALL THE VEH-CUST HAS PAID \$200 FOR THE REPAIR AND THE TOW -CUST SEEKING HIS \$200 BACK FOR THE TOW BILL AND THE SWITCH -CUST STATES THAT HIS MECHANIC ADVISED HIM THAT THIS IS THE SPEED CONTROL SWITCH THAT HAS OVERHEATED AND THE WIRING HARNESS CAUGHT ON FIRE DUE TO THIS-THIS IS A SAFETY HAZZARD-CUST GRANDKIDS WERE IN THE VEH AND WERE TERRIFIED -CUST HAS RECEIPTS FOR THE MONEY HE SPENTDEALER SAID: -NONETROY FORD INC.3230 S. CO. ROAD 25ATROY, OH 45373TEL: (937) 339-2687CRC 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.-ADV CUST AS BELOW***LPA WILL MAIL CUSTOMER LETTER ADVISING THAT FMC IS UNABLE TO OFFER ANY ASSISTANCE. ***NOTE, THERE ARE NO ACTIVE RELATED RECALLS AND VEHICLE IS OUTSIDE OF B TO B WARRANTY***-CUST WAS ADAMANT THAT THIS SHOULD BE SENT TO THE CONSUMER AFFAIRS AGAIN DUE TO THE RECALL ON THE NEWS - HENCE, SENT IT AGAIN

Ford Confidential



March 8, 2007

██████████
████████████████████
New York, NY ██████████

RE: 2000 WINDSTAR
VIN: 2FMZA514XYE ██████████

Dear Mr. ██████████

Thank you for contacting us.

We are sorry for your inconvenience, but are pleased that your dealer was able to resolve the matter. Should you experience problems with your vehicle in the future, we are certain your dealer will welcome the opportunity to assist you again.

For assistance beyond that provided by your dealer, you may also wish to contact our Customer Assistance Center by writing to the above address or by calling our toll-free number, 1-800-392-3673 (FORD). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. We will be happy to help you.

We need to know what customers think about our products and service. Thank you for sharing your experience with us.

Sincerely,

T. Rodgers
Consumer Affairs

Keller, Kristian (P.)

From: dcpform@ford.com
 Sent: Monday, March 05, 2007 11:09 AM
 To: Ordcalp, F (F.)
 Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Markets

Dealership Name: MANHATTAN FORD
 Requesting Dealer: MANHATTAN FORD
 Contact Person: [REDACTED]
 Telephone: [REDACTED]
 Email Address: [REDACTED]
 PA Code: [REDACTED]
 Region: NY
 City: NY
 Dealer State: NY
 Fax Number: 212.549.2260
 WSD: 02/08/2000
 Vehicle Year: 2000
 Vehicle Model: WINDSTAR
 Vehicle VIN: 2FMZA514XYB [REDACTED]
 Mileage: 75969
 Customer Name: [REDACTED]
 Street Address: [REDACTED]
 City: NY
 State: New York
 Zip Code: [REDACTED]
 Home Phone: [REDACTED]
 Work Phone: [REDACTED]
 Customer Region: 13 - New York
 Incident Involves: Fire
 Date of Incident: 03/02/2007
 County in which incident occurred: NEW YORK
 Is Alleging Defect: Yes
 Alleging defect detail: FIRE FROM BRAKE SWITCH ON MASTER CYL. VEH NOT INVOLVED UNDER CURRENT RECALL FOR SAME ISSUE.
 Police Report Filed: No
 Insurance Company Contacted: N
 Coach Builder State: AK - Alaska
 Resolution Sought Detail: CUSTOMER SEEKING REPAIRS BE COVERED SINCE THERE IS AN EXISTING RECALL FOR THIS ISSUE ON MULTIPLE OTHER FORD VEHICLES.
 Comments: CALLED RECALL HOTLINE AND THEY ARE NOT WILLING TO ASSIST, VEHICLE IS OUT OF OUR PARAMETERS FOR AWA AS WELL AS FOR THE FORD REP. WE ARE CONCERED CUSTOMER AT ONE POINT WILL END UP RECEIVING A LETTER FOR A RECALL AND THEN HAVE A LEGAL ISSUE.

3/5/2007

PE08-035 0607LP



All Action Details for Issue

denial

Print

VIN: 2FMZA5142XB [REDACTED] Year: 1999 Model: WINDSTAR Case: 426903185
 Name: MRS [REDACTED] Owner Status: Subsequent WSD: 1999-06-02
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 01026 CRESCENT FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 64000 MI Comm Type: PHONE
 Analyst Name: BROOKS FAITHLYN Analyst: FBROOKS5
 Action Date: 11/14/2005 Action Time: 11.51.28.032 Action Data: No

Comments CUSTOMER SAID: - VEH CAUGHT ON FIRE THIS MORNING;- STARTED LOSING BRAKE FLUID FEW WEEKS AGO;- LAST WEEK , VEH STARTED BLOWING FUSES;- THIS MORNING, CHECK ENGINE LIGHT CAME ON;- TOOK VEH TO A LOCAL GARAGE FOR DIAGNOSTIC;- WHILE STANDING THERE WITH MECHANIC, THEY NOTICED SMOKE WAS COMING FROM UNDER HOOD;- BRAKE PRESSURE SWITCH FROM CYLINDER IS BURNT UP;- THEY PUT FIRE OUT;- VEH IS CURRENTLY AT GARAGE;- HAVE NOT CONTACTED FIRE DEPT;- HAVE NOT CONTACTED INSURANCE COMPANY;- DO BELIEVE IS REPAIRABLE;- VEH WASN'T RUNNING WHEN IT CAUGHT ON FIRE, FIRE STARTED 5 MINUTES AFTER IT STOPPED RUNNING;- MECHANIC STATES THIS CONNECTED TO CRUISE CONTROL;- VERY CONCERN, BECAUSE VEH IS USE TO CARRY HER DIS-ABLE SON;DEALER SAID: NONECRC 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.- CLOSET DLR ASSIGNED, SINCE CUST DOESN'T USE A FORD DLR;

Ford Confidential

Send denial

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SE-SOUTHEAST	21-ATLANTA	B	F4	01691	F21111

Dealer Name: LONG-LEWISFORD OF THE SHOALS
Dealer Address: 2800 WOODWARD AVE
 MUSCLE SHOALS AL 35661
Dealer Main Phone: 256-386-7800

Position	Employee Name
CUST RELATIONS MGR	PATRICIA J LANE
DEALER/PARTNER	TODD C OUELLETTE
PARTS MANAGER	PERRY L IVY, JR.
SALES MANAGER	DAVID A NOLES
SALES MANAGER	EDWARD A BLACKBURN
SALES MANAGER	DONALD DANLEY
SALES MANAGER	CHRISTOPHER L CANTRELL
SALES MANAGER	GORDON D COBB
SALES MANAGER	BRYAN T COOK
SALES MANAGER	CHRIS JAMES
SALES MANAGER	David Balazsy
SALES MANAGER	ERIC S WARE
SERVICE MANAGER	MICHAEL FOWLER
SERVICE MANAGER	RANDY JOHNSON

Service Hours 7:30 - 5:30 M-F FAX#: 205 381-0079

Directions

Trained Y

Additional Information LSG ENROLLED TOWING#205-383-1015

Ford Confidential

Customer Info

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

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5142XB [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2001 NEW 60/75,000 EXTRACARE W/ROADSIDE ASSISTANCE
 Selling Dealer:
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2004-06-02
 Expiration Miles: 75,000
 Plan Year: 2001
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00B51	CUSTOMER SAT/OWNER NOTIF PGM	REAR LUBE TUBE AND BRACKET	CLOSE - REPAIRED	2000-12-04	B1456
00S42	SAFETY RECALL	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION	CLOSE - REPAIRED	2005-11-18	00986USAF21746
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2000-12-04	B1456
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2005-11-18	00986USAF21746
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2005-11-18	00986USAF21746
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		

Print Page Click Here

OASIS RESULT:**2FMZA5142XB**

See bottom of the OASIS result for
contact ID

12/08/2005
11:09:36

© Copyright 2002-3 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

9LMABEHA

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE

06/02/1999

BUILD DATE

05/05/1999

SALE MILEAGE

▶ **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

THIS VEHICLE HAS A CLOSED CUDL CONTACT

▶ **WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VERIFY VIN/WARRANTY COVERAGE

VEHICLE SOLD IN CANADA

SERVICE INFO MAY BE UNAVAILABLE

▶ **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

▶ **EXTENDED COVERAGES**

0707 - EXPIRED

STANDARD DEDUCTIBLE: 50 USD

OWNER NAME: WILSON WILSON CARTER

OPTIONS:

EXPIRATION DATE: 06/02/2004

DISTANCE: 75,000

RENTAL: 28 UP TO 5 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 01070

ESP CONTRACT START DATE: 06/02/1999

▶ **REPAIR HISTORY**

11/18/2005

DEALER: Thomasville Ford, Inc.

WARRANTY CLAIM NUMBER: 094509

ODOMETER: 065014M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	00S42B		

1 PERFORM RECALL 00S42

11/18/2005

DEALER: Thomasville Ford, Inc.

WARRANTY CLAIM NUMBER: 094509

ODOMETER: 065014M

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

1 PERFORM RECALL 01S25

11/18/2005

DEALER: Thomasville Ford, Inc.

WARRANTY CLAIM NUMBER: 094509

ODOMETER: 065014M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1F2Z 19949BA	WIRING ASY A/C B/M F	001	01S26B		

1 PERFORM RECALL 01S26

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA5142XB

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

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SE-SOUTHEAST	21-ATLANTA	R	E2	01026	F21718

Dealer Name:	CRESCENT FORD, INC.
Dealer Address:	100 OLD WINSTON RD HIGH POINT NC 272652839
Dealer Main Phone:	336-869-2181

Position	Employee Name
DEALER/PARTNER	CLINTON M BERTSCHI
DEALER/PARTNER	CLINTON O BERTSCHI
PARTS MANAGER	TOMMY D CLAPP
SALES MANAGER	PATRICK L GRAVER
SALES MANAGER	SAMUEL L MCCULLOCK
SALES MANAGER	CHARLES F CAMPBELL JR.
SALES MANAGER	DONALD R NICHOLS
SALES MANAGER	ROBERT B NORDSTROM
SALES MANAGER	ANTHONY O BERTSCHI
SALES MANAGER	JEREMY P BERTSCHI
SERVICE MANAGER	CHARLES R MONROE

Service Hours	7:30 TO 5:30 M-F
Directions	
Trained	Y
Additional Information	LSG ENROLLED

Ford Confidential





dealer will be taking pictures no inspection ~~connected~~ scheduled

Fonseca, Lourdes (L.C.)


From: Keller, Kristian (P.)
Sent: Wednesday, January 18, 2006 12:3
To: Fonseca, Lourdes (L.C.)
Subject: FW: 2001 windstar fire damage

Lourdes:

Please put this email/photos in the case file, the

-----Original Message-----

From: Kwiatkowski, Mike (M.P.)
Sent: Wednesday, January 18, 2006 12:32 PM
To: Keller, Kristian (P.)
Subject: FW: 2001 windstar fire damage

Krist,
FYI-Photos from dealer regarding Marshburn. VIN 2FMZA51441B  MORS
0433203535

Minor repair needed (switch, trans range sensor and their associated connectors).
Per the service writer: he was told by the customer the event happened while driving. The MORS report notes the event happened while parked.
As of yesterday, the customer has not decided to repair vehicle. It is still at the dealer.

Regards,
Michael P. Kwiatkowski
Automotive Safety Office - FPS 5012
Phone & Fax: (313) 32-24519

-----Original Message-----

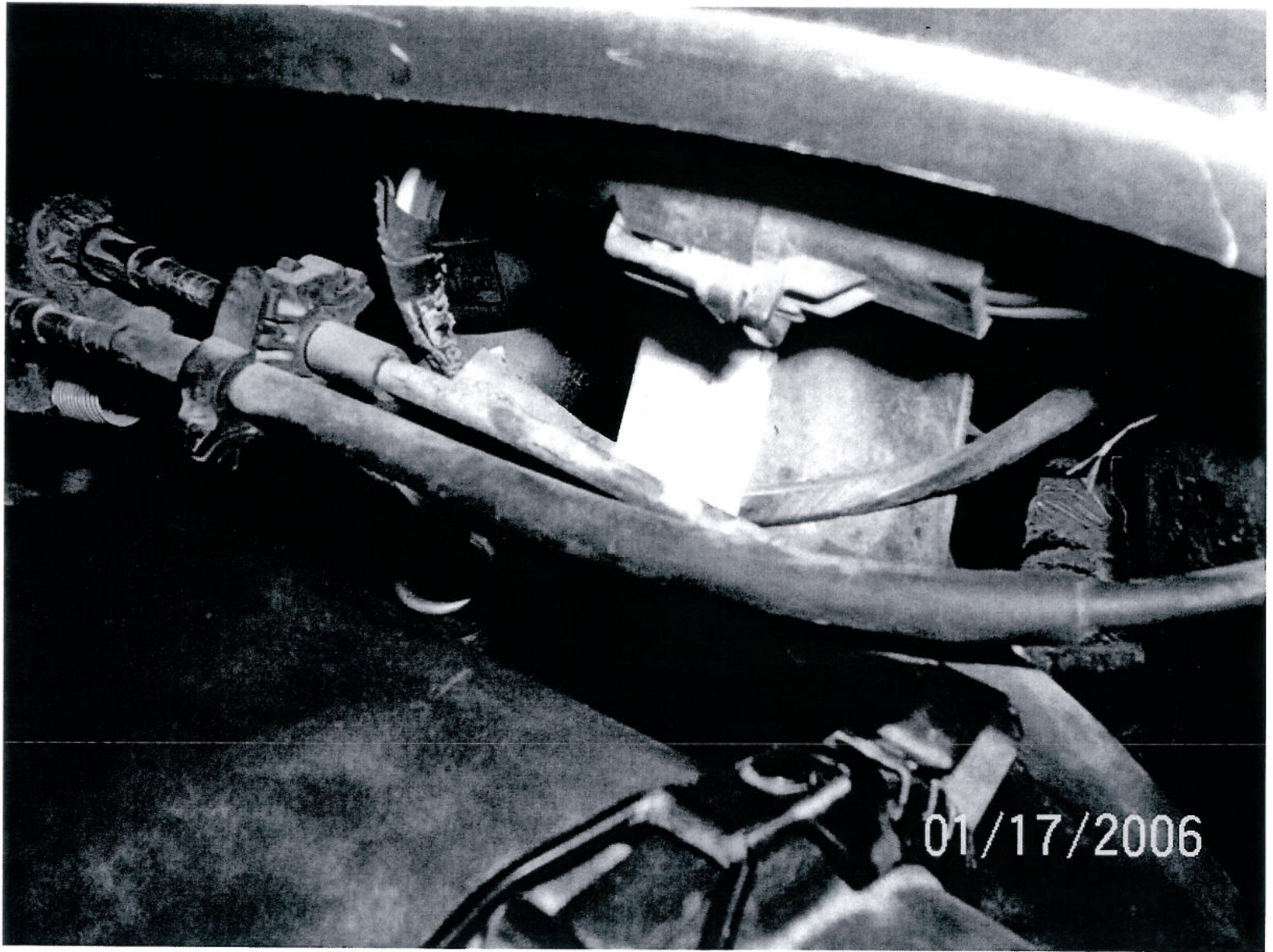
From: mike stewart [mailto:mstew8188@yahoo.com]
Sent: Tuesday, January 17, 2006 5:32 PM
To: Kwiatkowski, Mike (M.P.)
Subject: 2001 windstar fire damage

*ETA
Inspection
was suspended
talk to
Robyn*

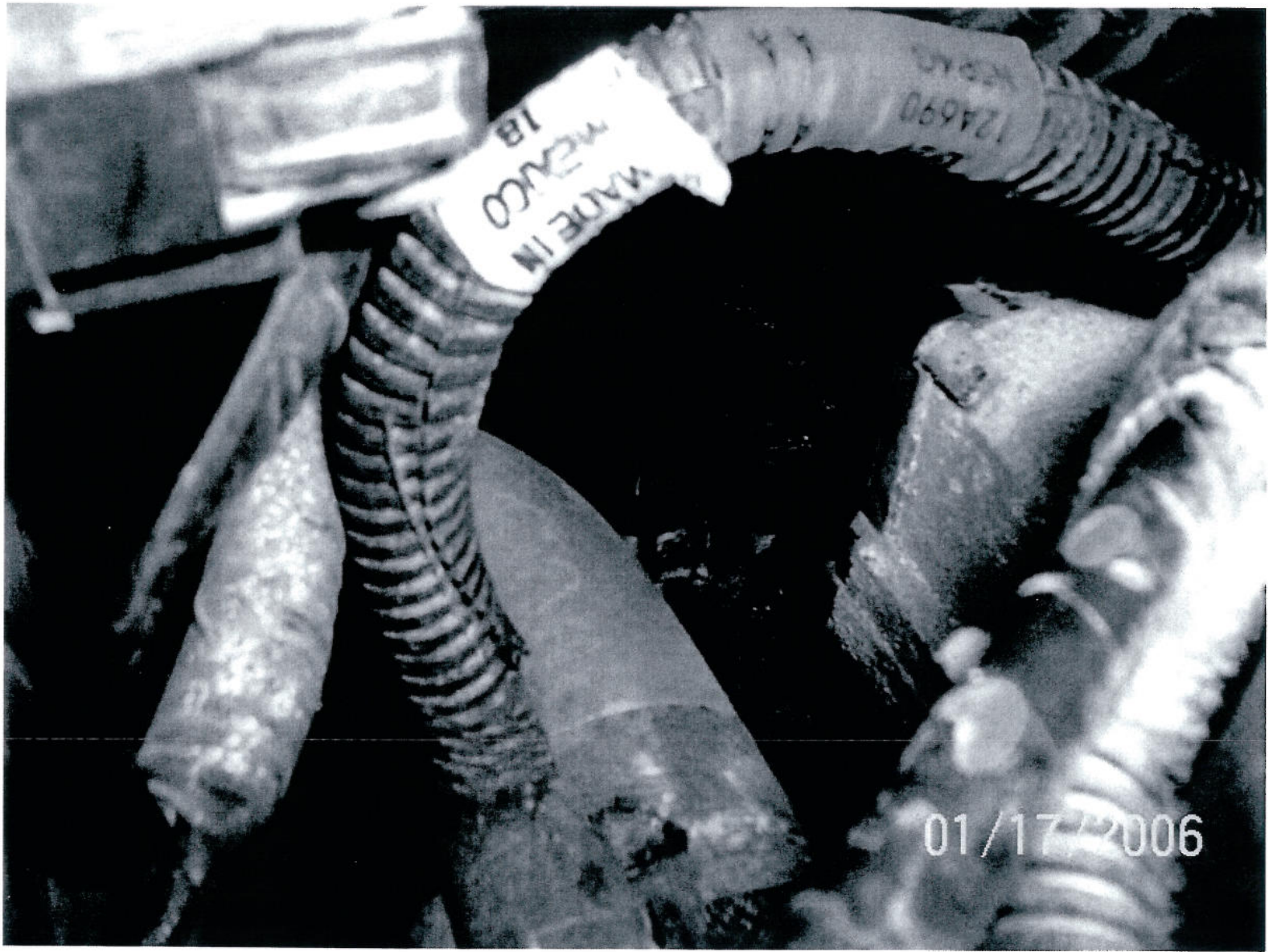
Hi Mike,

Attached are pictures of fire damage caused from leaking cruise disconnect switch

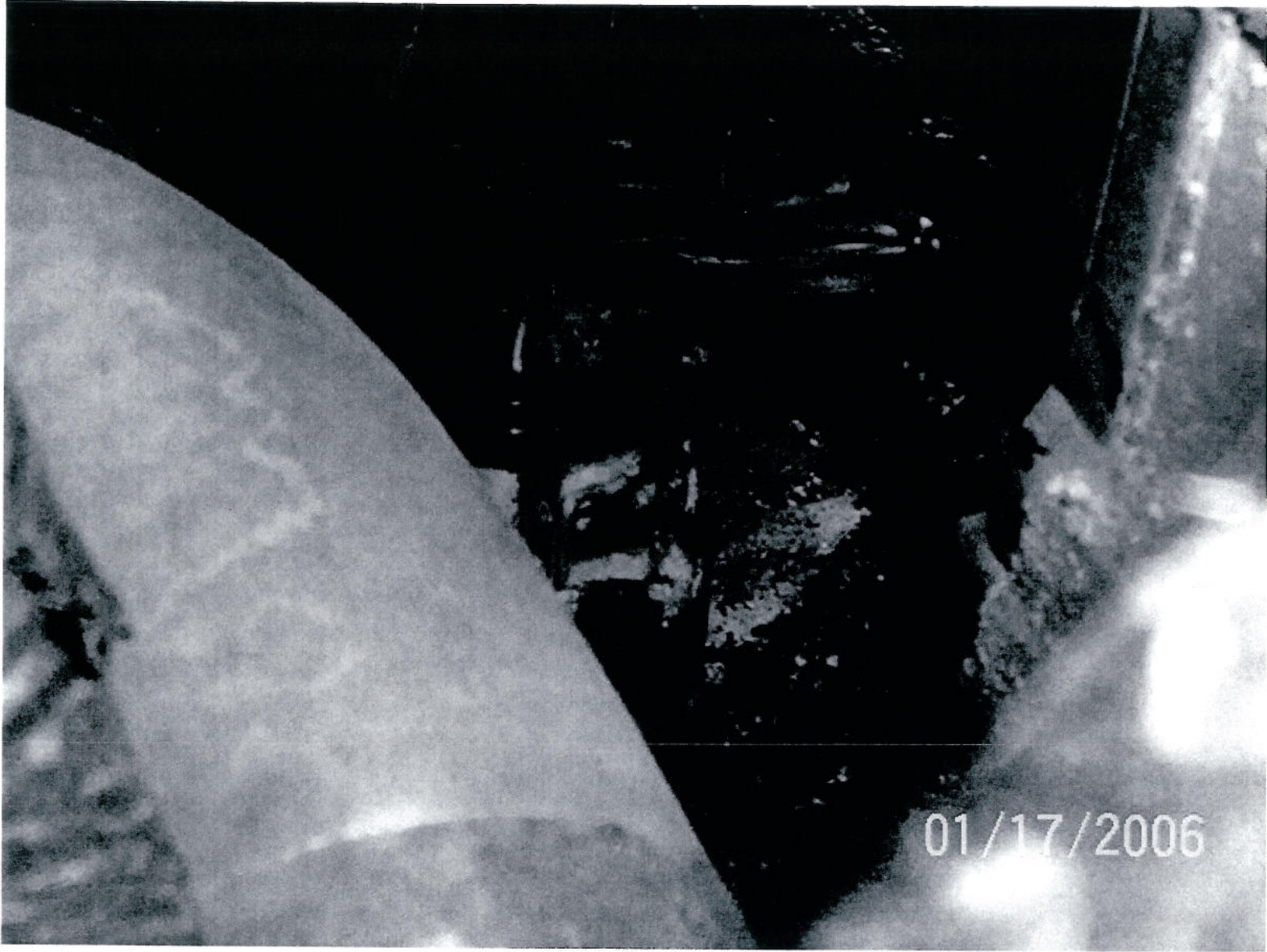
Yahoo! Photos
Got holiday prints? [See all the ways](#) to get quality prints in your hands ASAP.

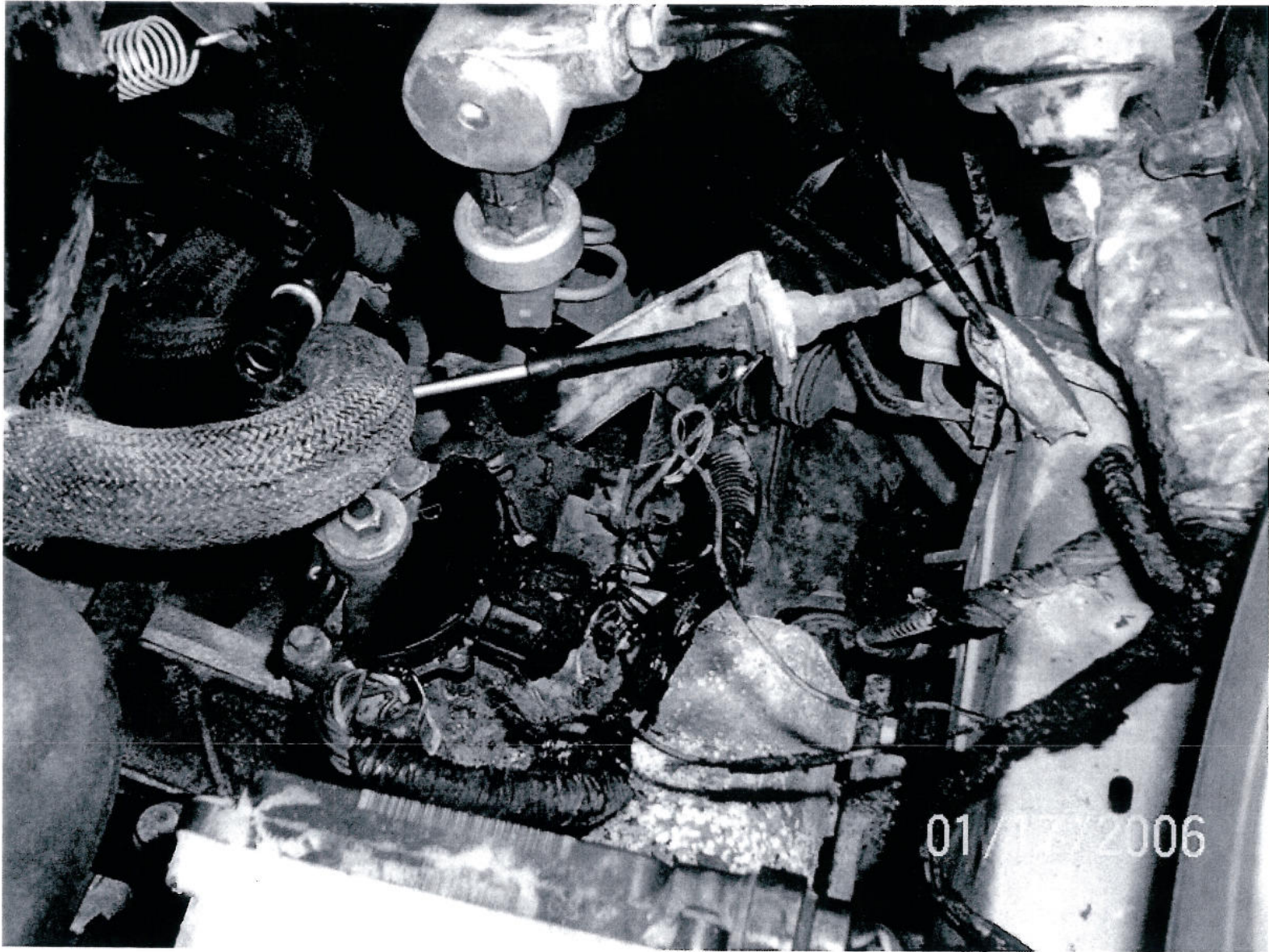


01/17/2006



01/17/2006





EAA Inspection Request (Consumer Affairs)

To: Jodi Wyatt-EAA/SPX Field Coordinator
Phone: (313) 768-2147
Fax: (313) 768-2266
Email: jodi.wyatt@servicesolutions.spx.com

Date:
From: Legal Analyst Lourdes Fonseca-Nearon
Phone: (313) 845-5681
Fax: (313) 845-5668
Email Address: lfonseca@ford.com (required field)

EAA Inspector:

REPORT DUE: January 19, 2006

Customer Information

Contact#: 433203535
Customer Name: [REDACTED]
Customer Address: [REDACTED]
City: Clinton ST: NC ZIP: [REDACTED]
Phone#: [REDACTED] Alternate#
Subject: vehicle fire
Date of Incident: 12/19/05

E-Mail Report To: lfonseca@ford.com

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

Vehicle Information

VIN#: 2FMZA51441B [REDACTED]
Yr/Make/Model: 2001 Windstar
Vehicle Location: Hubert Vester Ford
Mileage: 75000
Warranty Start Date: 08-29-2001
FSA/ONP# (Recalls) 01S25, 02S33

Dealer Information

Name: Hubert Vester Ford
Location: 213 South East Blvd
City: Clinton State: NC Zip code: 28328
Phone#: 910-592-6056
Contact Person: Mike Stewart, Service Mgr.

Documents Required

- Inspection Report Form(s) TYPE: Fire
 - Repair Estimate – e-mail to Ford
 - Results of Inspection – Report to be sent electronically
- Additional Information (dealer inspection; condition of the vehicle; police reports; fire reports etc)to be mailed.
- * Contact Legal Analyst upon completion of inspection?: Yes No

Details of the Incident

Vehicle caught on fire.

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

Case Acceptance Yes No

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

Action Detail

VIN: 2FMZA51441E [REDACTED] Year: 2001 Model: WINDSTAR Case: 433203535
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2001-08-29
 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: HUBERT VESTER FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 02922
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 75000 MI Comm Type: PHONE
 Action Date: 01/09/2006 Action Time: 11:26:13:297 Action Data: No
 Analyst Name: COX TIFFANY Analyst: TCOX34

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: --CUST IS SEEKING TO HAVE SPEED CONTROL DISCONNECTED AT NO COST--VEH CAUGHT ON FIRE---DATE OF FIRE 12/19/05--FIRE STARTED UNDER THE HOOD--VEH IS AT DLR --NO FIRE REPORT WAS FILED --CUST HAS NOT CONTACTED THE INSURANCE COMPANY AT THIS TIME--VEH CAN BE REPAIRED --VEH WAS NOT RUNNING WHEN THE FIRE STARTED --VISIBLE FLAMES --NO INJURIES OR DAMAGE TO PROPERTY--FIRE WAS PUT OUT WITH FIRE EXTINGUISHER---PER CUST SHE WILL CONTACTING THE ATTORNEY GENERAL AND HER INSURANCE COMPANY--CUST IS AWARE OF OUTSTANDING RECALLS AND IS HAVING THEM TAKEN CARE OF DEALER SAID: --DLR IS:HUBERT VESTER FORD 213 SOUTH EAST BLVD CLINTON, NC 28328 TEL: (910) 592-6056 FAX: (910) 592-7241 DIST.: 1.38 MILES CRV 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.-----CSR ADVISED CUST OF THE ABOVE INFORMATION ---ALL CUST IS SEEKING IS TO HAVE THE CRUISE CONTROL SWITCH REPAIRED FREE OF CHARGE ---CUST IS AWARE OF THE OTHER OUTSTANDING RECALLS ON THE VEH AND THEY ARE BEING TAKEN CARE OF AT THIS TIME--- 01S25 WIPER MOTOR GEAR COVER AND---02S33 ELECTRICAL CONNECTOR/SEALER SKIP ---03C05 LOWER SEAT-TO-FLOOR LATCHES

Ford Confidential

Customer Info

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

Ford Confidential

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SE-SOUTHEAST	21-ATLANTA	U	C4	02922	F21359

Dealer Name:	HUBERT VESTER FORD
Dealer Address:	213 SOUTH EAST BOULEVARD CLINTON NC 28328
Dealer Main Phone:	910-592-6056

Position	Employee Name
CUST RELATIONS MGR	Rick D Fowler
DEALER/PARTNER	hubert h vester
DEALER/PARTNER	Donnie h Lamm
GENERAL MANAGER	albert t lee
PARTS MANAGER	Larry Gribble
PARTS & SERVICE DIRECTOR	MICHAEL D STEWART ←
SALES MANAGER	ANTHONY RUSSO

Ford Confidential

ESP / Recall Information

VIN: 2FMZA51441B [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	2001-07-16	04245USAF21615
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	OPEN - LAUNCHED		
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	OPEN - LAUNCHED		
03C05	SAFETY COMPLIANCE	LOWER SEAT-TO-FLOOR LATCHES	OPEN - LAUNCHED		

OASIS RESULT:

2FMZA51441B

See bottom of the OASIS result for
contact ID01/11/2006
11:13:24

© Copyright 2002-3 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

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

08/29/2001

BUILD DATE

03/14/2001

SALE MILEAGE

00016

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 A CLOSED CUDL CONTACT

THIS VEHICLE HAS AN OPEN CUDL CONTACT

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

OUTSTANDING FIELD SERVICE ACTIONS01S25

WIPER MOTOR GEAR COVER

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

02S33

ELECTRICAL CONNECTOR/SEALER SKIP

03C05

LOWER SEAT-TO-FLOOR LATCHES

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA51441B

Report Applies to Country Code: USA



Action Detail

VIN: 2FMDA5143TB	Year: 1996	Model: WINDSTAR	Case: 409083403
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1996-03-13	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: JENKINS & WYNNE FORD INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 05616	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 107000 MI	Comm Type: MAIL		
Action Date: 12/09/2003	Action Time: 14:57:22:710	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL LETTER.

Sent Via U.S. Mail

December 9, 2003

[REDACTED]
Clarksville, TN [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA5143TB [REDACTED]

Dear Mr. [REDACTED]

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

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

Thank you for contacting us.

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs

Action Detail

VIN: 2FMDA5143TB [REDACTED]	Year: 1996	Model: WINDSTAR	Case: 409083403
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1996-03-13	
Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: JENKINS & WYNNE FORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05616	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 107000 MI	Comm Type: PHONE		
Action Date: 12/06/2003	Action Time: 11:21:42:803	Action Data: Yes	
Analyst Name:	Analyst: MSUTHER3		

COMMENTS: CUSTOMER SAID: - CUST IS CALLING IN ABOUT RECALL ON THE WINDSTARS - DLR SAID THERE IS NOTHING LISTED FOR THIS VEH - BUT CUST PULLED ON INFO IN NHTSA SITE 99V30900 IS THE RECALL NUMBER IT IS IN REFERENCE TO THE VEH SPEED CONTROL LINKAGE - WHICH IS WHERE VEH CAUGHT ON FIRE - VEH CAUGHT ON FIRE YESTERDAY - THERE WAS VISIBLE FLAMES AND SMOKE COMING FROM HOOD OF VEH - CUST HAS VEH AT HOME - FIRE DEPT DIDN'T COME OUT - CUST DIDN'T FILE A CLAIM W/ INSURANCE COMPANY - NOT SURE IF VEH IS REPAIRABLE - VEH WAS RUNNING WHEN FIRE STARTED DEALER SAID: -NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Customer Info

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

ESP / Recall Information

VIN: 2FMDA5143TB [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
01M03	O	SPRINGS	RELEASED FOR MAILING	2001-06-20	F23044
02S36	S	BRAKE LINE	COMPLETE	2003-03-12	05616
99S17	S	BRK FLD LABL	FORCED COMPLETION	2000-04-12	AUTOC

**OASIS RESULT:
2FMDA5143TE**12/09/2003
14:03:28

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

VEHICLE INFORMATION

VEHICLE DESCRIPTION 1996 WINDSTAR	BODY STYLE WAGON STDLN 4X2	ENGINE 3.8L EFI	ENGINE CALIBRATION 662JR10A
TRANSMISSION AX4S 4 SPD TRANSAXLE	AXLE CODE 15		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 03/13/1996	BUILD DATE 02/22/1996	SALE MILEAGE 00012
--	---------------------------------	------------------------------

WARNING MESSAGES**LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

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

03/12/2003 DEALER: Jenkins and Wynne Ford Lincoln

WARRANTY CLAIM NUMBER: 107514

ODOMETER: 096585M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	02S36B		

PERFORM RECALL

END OF OASIS REPORT FOR 2FMDA5143TB



Sent Via U.S. Mail

May 6, 2008

[REDACTED]
Valdosta, GA [REDACTED]

*5/8/07 -
Mistake -
WORD automatically
changes the date*

RE: 2000 Windstar
VIN: 2FMZA5240YB [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 vehicle. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

L. Nearon
Consumer Affairs

Action Detail

VIN: 2FMZA5240YE [REDACTED]	Year: 2000	Model: WINDSTAR	Case: 401041277
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 2000-09-18	
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: VALDOSTA LINCOLN MERCURY	
Origin Desc: OGC - CLAIMS		P & A Code: 11665	
Action Desc: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER			
Odometer: 104000 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 05/08/2007	Action Time: 14:31:14:540	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND LETTER DENYING CLAIM, VEHICLE BEYOND WARRANTY, NO OPEN RECALLS.

Ford Confidential

Action Detail

VIN: 2FMZA5240YB [REDACTED]	Year: 2000	Model: WINDSTAR	Case: 401041277
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 2000-09-18	
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: VALDOSTA LINCOLN MERCURY	
Origin Desc: OGC - CLAIMS		P & A Code: 11665	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 104000 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 05/08/2007	Action Time: 14:31:29:440	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND LETTER DENYING CLAIM, VEHICLE BEYOND WARRANTY, NO OPEN RECALLS.

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5240YB [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	2001-02-01	02029USAF47439
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2001-02-01	02029USAF47439
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2001-10-29	02029USAF47439
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-10-29	02029USAF47439
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-05-06	02029USAF47439

Action Detail

VIN: 2FMZA5240YB [REDACTED]	Year: 2000	Model: WINDSTAR	Case: 401041277
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 2000-09-18	
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: VALDOSTA LINCOLN MERCURY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 11665	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO OGC - FIRE			
Odometer: 104000 MI	Comm Type: PHONE		
Action Date: 05/07/2007	Action Time: 11:08:23:320	Action Data: No	
Analyst Name: TRAMESA CARVER (TCARVER4)	Analyst: TCARVER4		

COMMENTS: CUSTOMER SAID: =THE VEH CAUGHT ON FIRE LAST NIGHT (05/06/07)=THE FIRE ORIGINATED AT THE ABS=THE FUSE WAS REPLACED ON FRIDAY AFTER THE LIGHT KEPT COMING ON=THE LIGHT CAME ON AGAIN ON SUNDAY AFTER RETURNING FROM A ROAD TRIP=THE SENSOR UNDERNEATH THE MASTER CYLINDER BURST INTO FLAMES=THE CUST PUT THE FIRE OUT WITH A BOTTLE OF WATER=CUST HAD THE VEH TOWED TO HIS HOME=NO THERE WAS NO FIRE REPORT FILED=NO DAMAGE DONE TO ANYTHING=NO CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY=THE VEH SEEMS REPAIRABLE=THE VEH WAS RUNNING WHEN FIRE STARTED=SPOKE TO SOME INDEPENDENTS THAT SAID THIS PART WAS UNDER RECALL FOR CATCHING ON FIRE=SEEKING TO HAVE THE VEH REPAIREDDEALER SAID: =SPOKE TO SOMEONE IN SERVICE DEPT=THE VEH IS NOT UNDER RECALLVALDOSTA LINCOLN MERCURY4534 NORTH VALDOSTA ROAD VALDOSTA, GA 31602TEL:(229) 242-7930CRC 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 THAT THERE WERE NO RECALLS ON THE VEH

Ford Confidential



24

CASE NUMBER
1340233237

CUSTOMER NAME



LP ANALYST
MARIA AGUILERA

CDSID
MAGUILE8

TYPE
New Closed Case File

Action Detail

VIN: 2FMDA5148VB [REDACTED] Year: 1997 Model: WINDSTAR Case: 1340233237
 Name: MR [REDACTED] Owner Status: Subsequent WSD:
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: BOB SWOPE FORD, INC.
 Origin Desc: US CONCERN CASE BASE P & A Code: 05618
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 100000 MI Comm Type: PHONE
 Action Date: 11/19/2007 Action Time: 09:27:02:487 Action Data: No
 Analyst Name: PAMELA HAINSEL (PHAINSEL) Analyst: PHAINSEL

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
DOUGLAS		MILLINER	2702683481	CHILD

COMMENTS: CUSTOMER SAID: -CUST HAS VEH1. BURNING SMELL -THIS HAPPENED ON 11/17/07-WAS BACKING OUT OF GARAGE AND NOTICED BURNING SMELL-OPENED HOOD AND NOTICED THAT THE SMOKE AND SMELL WAS COMING FROM THE WIRES LOCATED BY THE MASTER CYLINDER-PULLED THE BATTERY CABLES OFF THE VEH -THERE WERE NO OTHER DAMAGE DONE TO ANY VEH OR STRUCTURE -THERE WERE NOT ANY PERSONAL INJURIES-THE FIRE DEPT WAS NOT CONTACTED -THE INSURANCE COMPANY WAS NOT CONTACTED -WANT TO KNOW IF THERE ARE ANY RECALLS ON VEH-PER THE INTERNET THERE ARE SEVERAL CONCERNS WITH VOLTAGE ON THIS VEHDEALER SAID: -NO RECALLS ON VEHBOB SWOPE FORD INC1307 NORTH DIXIE AVE ELIZABETHTOWN, KY 42701TEL:(270) 737-1000FAX:(270) 765-6873CRC 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 OF 12/12000 WARRANTY-ADVISED CUST NO RECALLS ON VEH

Ford Confidential

Handwritten notes:
 Ask Group-Atwood
 Be sure to call
 11/20/07

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]
Address:	[REDACTED]	BIG CLIFTY	KY [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	D	A04	05618	F47050

Dealer Name: BOB SWOPE FORD, INC.
Dealer Address: 1307 NORTH DIXIE AVE
 ELIZABETHTOWN KY 427012698
Dealer Main Phone: 270-737-1000

Position	Employee Name
DEALER/PARTNER	ROBERT F SWOPE
GENERAL MANAGER	HARRY E PARTINGTON
PARTS MANAGER	MARK RATTLIFF
SALES MANAGER	GENE WHITAKER
SERVICE MANAGER	CARVEN L HUNLEY

Ford Confidential

ESP / Recall Information

VIN: 2FMDA5148VB0 [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]

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

Selling Dealer: BOB SWOPE FORD, INC.

Deductible:

Rental: 25

Towing Allowance:

Status: Expire

Expiration Date: 2000-01-06

Expiration Miles: 36,000

Plan Year: 1997

Purchase Type: N

Options:

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

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
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:**2FMDA5148VB** [REDACTED]

11/20/2007

07:51:49

FCXWS446

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

 **Errors**VIN OUTSIDE OF SUPPORTED 10 MODEL YEAR RANGE
ALL APPLICABLE FIELD SERVICE ACTIONS WILL DISPLAY **ARN MESSAGES** **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****0765 - EXPIRED****STANDARD DEDUCTIBLE:** 0 USD**OWNER NAME:** JAMES HOGE**OPTIONS:****EXPIRATION DATE:** 01/06/2000**DISTANCE:** 36,000**RENTAL:** 25 UP TO 2 DAYS**TOWING:** 0 USD**CONTRACT SOLD BY:** USA 05618

ESP CONTRACT START DATE: 01/06/1997

END OF OASIS REPORT FOR 2FMDA5148VB [REDACTED]

Report Applies to Country Code: USA





Office of the General Counsel
Product Claims

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

June 20, 2008

[REDACTED]
Sicklerville, NJ [REDACTED]

RE: 1997 Windstar
VIN: 2FMDA5145VB [REDACTED]

Case: 1624310098

Dear Mr. & Mrs. [REDACTED]:

This letter is in response to your claim regarding the above-mentioned vehicle.

Our office has investigated your concern with the technical assistance of Holman Automotive Turnersville. The dealership inspected the vehicle for issues that could be related to the "recall 05S28 issue" (which does not include your Windstar). We are unable to associate your concerns with a manufacturer's defect. Consequently, Ford Motor Company is unable to offer you assistance.

That being said, in the interest of customer satisfaction and as a goodwill gesture, we have paid for the diagnosis of the ABS light issue and replacement of the melted brake switch connector, and we will reimburse your cost of the brake switch you purchased on a previous visit.

Should you decide to pursue action 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. 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 regret that our decision could not be more favorable, but appreciate the time taken to bring this to our attention.

Respectfully yours,

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

Bardell, Steve (S.)

From: Bardell, Steve (S.)
Sent: Friday, June 20, 2008 1:54 PM
To: 'Jakacki, Kathleen'
Subject: RE: 1997 Windstar - [REDACTED]

P67 code for \$356.74 is J01ZS (that's a zero, not the "letter O").
Thanks Kathy!

-----Original Message-----
From: Jakacki, Kathleen [mailto:kjakacki@holmanauto.com]
Sent: Friday, June 20, 2008 1:50 PM
To: Bardell, Steve (S.)
Subject: RE: 1997 Windstar - [REDACTED]

Steve,

Diagnosis of ABS light \$190.00
Brake switch customer paid for \$89.74
Connector \$77.00

P/A code 02848
RO# 232078
Line #B
RO Date 6/17/08
Total \$ amount 356.74

Let me know if need anything else.

Kathy

Bardell, Steve (S.)

From: Jakacki, Kathleen [kjakacki@holmanauto.com]
Sent: Friday, June 20, 2008 10:34 AM
To: Bardell, Steve (S.)
Subject: FW: 1997 Windstar - [REDACTED]

Attachments: DSCN0430.JPG; DSCN0429.JPG



DSCN0430.JPG (2 MB)



DSCN0429.JPG (2 MB)

Steve,

We have completed diagnosis on the ABS light. The ABS module is shorted and needs replacement. This repair is not related to the recall. Estimate to diagnose and replace is \$1431.69.

The only thing we see that probably is related is the melted brake switch connector however this is not causing any concern with the vehicle at the moment. In checking history Mr. [REDACTED] had us replace a brake switch. Customer did not want any diagnosis performed. The switch we replaced was not leaking.

Customer has not supplied any receipts so I'm unable to determine what has transpired before bringing the vehicle to me.

Please let me know if you need any additional information.

Thanks,

Kathy

From: Jakacki, Kathleen
Sent: Tue 6/17/2008 4:47 PM
To: 'Bardell, Steve (S.)'
Subject: RE: 1997 Windstar - [REDACTED]

Steve,

I just faxed the mechanics letter again.

I've also attached photo's of the melted connector. Sorry the pic's are blurry somethings going on with my camera. The estimate to replace connector is \$77.00.

The customer is complaining the ABS light is on, Red brake light is on and check engine light is on.

We found codes P0500 - Speed sensor in processor

B1352 in GEM module

P0401 - EGR code in processor

P0741 - torque convertor code

No communication with ABS module - reason ABS and Brake lights are on.

Please let me know if you need any additional information.

Kathy

-----Original Message-----

From: Bardell, Steve (S.) [mailto:sbardell@ford.com]
Sent: Tuesday, June 17, 2008 4:16 PM
To: Jakacki, Kathleen
Subject: FW: 1997 Windstar - [REDACTED]

CONFIDENTIAL

This email may contain privileged or confidential information. If you received it in error, please notify the sender and delete it immediately.

Kathy:

I never received the letter from her mechanic that you faxed (faxes actually come to my email, and I've received other faxes today but not that).

I'm not able to see the actual "damage" in the photos, and we were asking your assessment of the damage, and to state what the customer's complaints are. (What needs to be fixed?)

She may be upset the vehicle wasn't fixed, but at this point I still need to know what actually needs to be fixed? I don't have any kind of estimate or service review of what the damage in question is. Once we know that, then we can determine if/what to fix.

Thanks,

Steve Bardell
Ford OGC - Product Claims
313.845.5627 fax 866.782.3280
sbardell@ford.com

From: Jakacki, Kathleen [mailto:kjakacki@holmanauto.com
<mailto:kjakacki@holmanauto.com>]
Sent: Tuesday, June 17, 2008 3:57 PM
To: Bardell, Steve (S.)
Subject: RE: 1997 Windstar - [REDACTED]

Steve,

Customer just called and stated she is picking up the vehicle. As I told her last week what the process would be.....sending you photo's and receipts, today she is very upset the vehicle was not fixed. She assumed Ford would authorize repair. I told her I have no authorization to repair her vehicle at this time and I am still waiting to hear back.

Thanks,
Kathy

From: Jakacki, Kathleen [mailto:kjakacki@holmanauto.com
<mailto:kjakacki@holmanauto.com>]
Sent: Tuesday, June 17, 2008 11:58 AM
To: Bardell, Steve (S.)
Subject: RE: 1997 Windstar - [REDACTED]

No, she did not leave receipts. I called her this morning to request them and she stated she did not have any, just the letter I faxed you from her mechanic

-----Original Message-----

From: Bardell, Steve (S.) [mailto:sbardell@ford.com <mailto:sbardell@ford.com>
]
Sent: Tuesday, June 17, 2008 11:28 AM
To: Jakacki, Kathleen
Subject: FW: 1997 Windstar - [REDACTED]

RE: 2FMDA5145VB [REDACTED] Did the customer give you receipts for the repairs done so far by independent? Those would be helpful.

From: Bardell, Steve (S.)

Sent: Thursday, June 12, 2008 9:10 AM
To: 'kjakacki@holmanauto.com'
Subject: 1997 Windstar - [REDACTED]

CONFIDENTIAL

This email may contain privileged or confidential information. If you received it in error, please notify the sender and delete it immediately.

RE: 2FMDA5145VB [REDACTED] 1997 Windstar
CuDL # 1624310098

Customer:
[REDACTED]
[REDACTED]
Sicklerville, NJ [REDACTED]
[REDACTED]

HELLO KATHY:

This is a followup to our phone discussion. Please have the cust bring her veh in and let's assess her concerns. If it needs to be towed, I'll pay for that on your R.O.
*This is not an authorization to do any repairs.

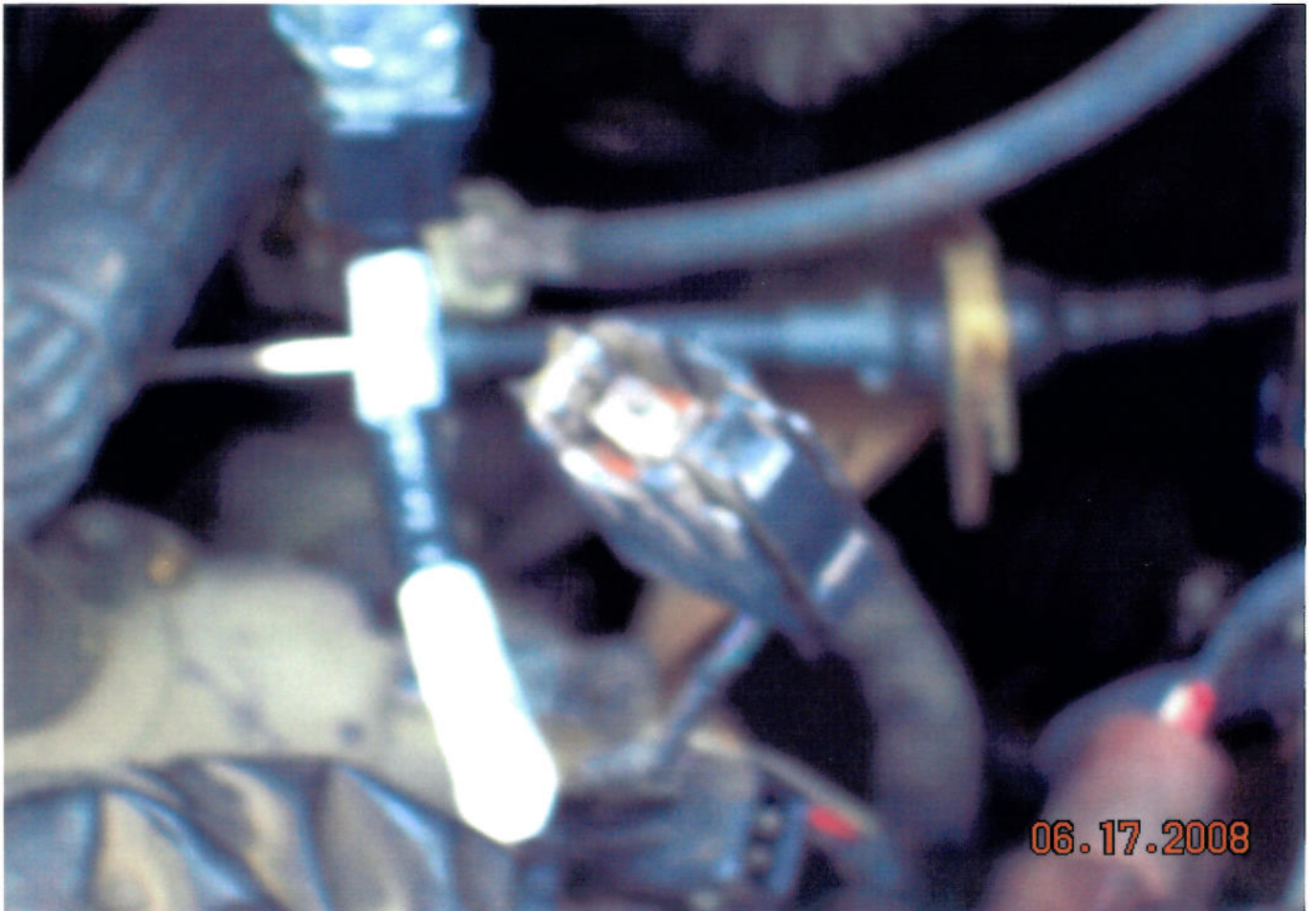
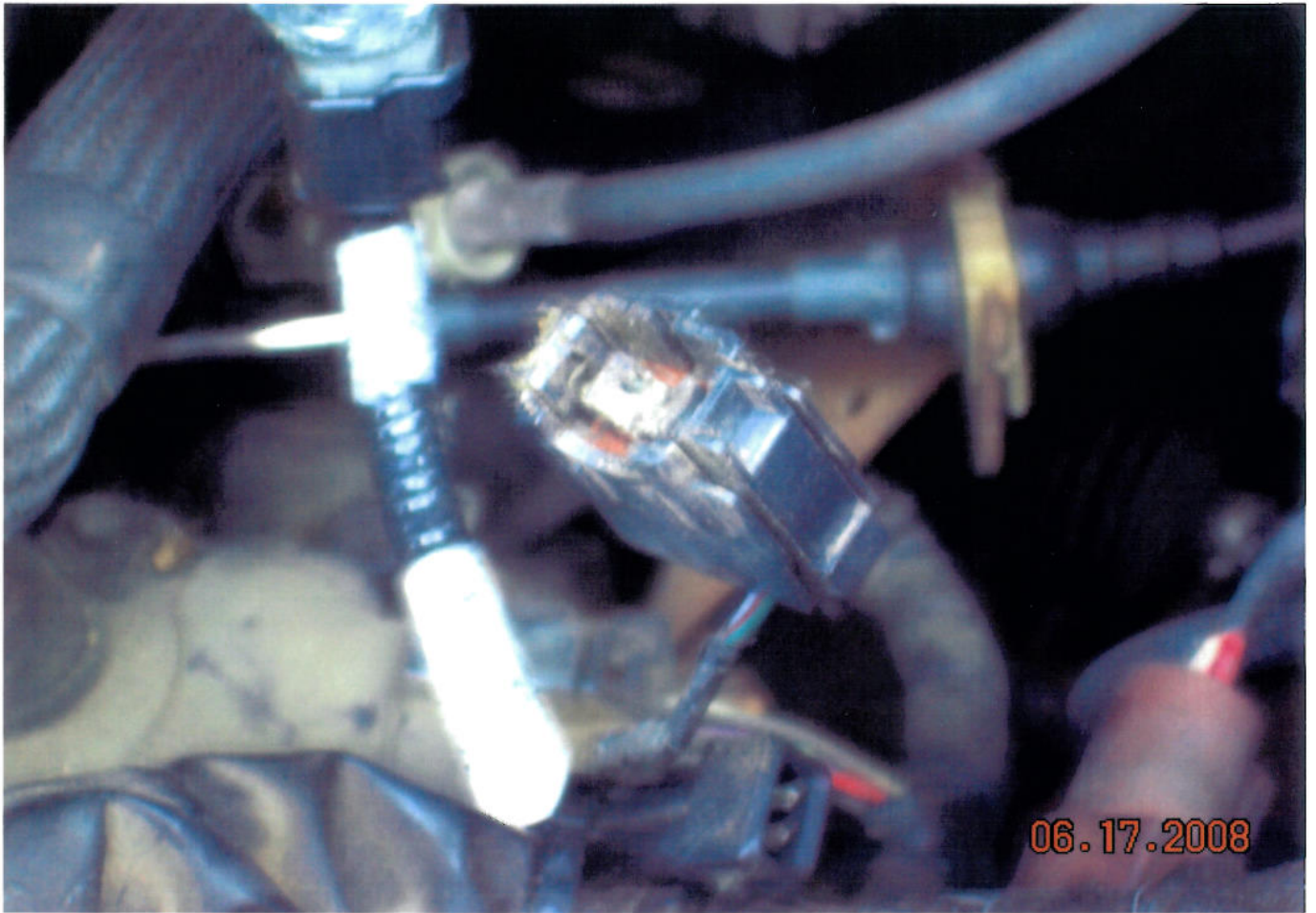
Once you have the vehicle please email me photos of the veh as follows:

- * Side shots of entire veh both sides
- * top view of the entire hood/front end
- * entire underside of the hood
- * Entire engine compartment top view
- * brake master cylinder area and switch area below vacuum booster including ABS module area

I see that this claim initially came to us in January and was denied at that time b/c the vehicle is not included in the 05s28 recall (speed control deactivation switch). Please ask the customer to bring in her receipts for the related repairs she's had done by her independent and send me copies and I'll review those for possible consideration.

The customer is welcome to any of my information except for the email address.
Thanks Kathy.

Steve Bardell
Ford Office of the General Counsel - Product Claims
313.845.5627 fax 866.782.3280
sbardell@ford.com



Bardell, Steve (S.)

From: Bardell, Steve (S.)
Sent: Thursday, June 19, 2008 12:44 PM
To: 'Jakacki, Kathleen'
Subject: RE: 1997 Windstar - [REDACTED]

Hi Kathy,

My discussion with Greg was that I'd cover diagnosis of only the item/s that he felt were related to the 05s28. My understanding is that there was only one item related (ABS light), out of the customer's multiple other unrelated concerns.

My phone conversation with the husband was more concise and it appears he only wants the "recall-related" item taken care of; he didn't mention the other stuff that clearly is unrelated as the wife did.

I can't predict beyond that point since the diagnosis hasn't been done yet. In the event the diagnosis reveals something not related to the 05s28 issue, I will still pay you for the diagnosis but nothing beyond that.

[*This is being offered as a goodwill gesture and a courtesy to the customer, and is not the usual practice. The usual practice would require the customer to front the diagnosis and IF it's found to be a Ford-pay issue, then we would cover it.]

In the event the diagnosis reveals something related to 05s28, we will need a repair estimate at warranty rates, which we will consider and possibly make an offer to the cust to repair the vehicle per your estimate as a goodwill gesture.

That offer -- if we get to that point -- would be done in writing and requires the customer to sign a release form. If they do not sign the release we can't proceed beyond that point and we'd either rescind the offer or it would just become void.

Hope that answers your questions.
Steve

From: Jakacki, Kathleen [mailto:kjakacki@holmanauto.com]
Sent: Thursday, June 19, 2008 11:10 AM
To: Bardell, Steve (S.)
Subject: RE: 1997 Windstar - [REDACTED]

Steve,

Mr. [REDACTED] just called me. He wanted to confirm I had authorization to diagnose the ABS light. He asked what was going to happen after that. I stated I could not answer that as I have to report my findings to you and would need to await your reply. He's trying to make arrangements to get the vehicle to me tomorrow.

Kathy

-----Original Message-----

From: Bardell, Steve (S.) [mailto:sbardell@ford.com]
Sent: Tuesday, June 17, 2008 4:16 PM
To: Jakacki, Kathleen
Subject: FW: 1997 Windstar - [REDACTED]

CONFIDENTIAL

This email may contain privileged or confidential information. If you received it in error, please notify the sender and delete it immediately.

Kathy:

I never received the letter from her mechanic that you faxed (faxes actually come to my email, and I've received other faxes today but not that).

I'm not able to see the actual "damage" in the photos, and we were asking your assessment of the damage, and to state what the customer's complaints are. (What needs to be fixed?)

She may be upset the vehicle wasn't fixed, but at this point I still need to know what actually needs to be fixed? I don't have any kind of estimate or service review of what the damage in question is. Once we know that, then we can determine if/what to fix.

Thanks,

Steve Bardell
Ford OGC - Product Claims
313.845.5627 fax 866.782.3280
sbardell@ford.com

From: Jakacki, Kathleen [mailto:kjakacki@holmanauto.com]
Sent: Tuesday, June 17, 2008 3:57 PM
To: Bardell, Steve (S.)
Subject: RE: 1997 Windstar - [REDACTED]

Steve,

Customer just called and stated she is picking up the vehicle. As I told her last week what the process would be.....sending you photo's and receipts, today she is very upset the vehicle was not fixed. She assumed Ford would authorize repair. I told her I have no authorization to repair her vehicle at this time and I am still waiting to hear back.

Thanks,
Kathy

From: Jakacki, Kathleen [mailto:kjakacki@holmanauto.com]
Sent: Tuesday, June 17, 2008 11:58 AM
To: Bardell, Steve (S.)
Subject: RE: 1997 Windstar - [REDACTED]

No, she did not leave receipts. I called her this morning to request them and she stated she did not have any, just the letter I faxed you from her mechanic

-----Original Message-----

From: Bardell, Steve (S.) [mailto:sbardell@ford.com]
Sent: Tuesday, June 17, 2008 11:28 AM
To: Jakacki, Kathleen
Subject: FW: 1997 Windstar - [REDACTED]

RE: 2FMDA5145VB [REDACTED] Did the customer give you receipts for the repairs done so far by independent? Those would be helpful.

From: Bardell, Steve (S.)
Sent: Thursday, June 12, 2008 9:10 AM
To: 'kjakacki@holmanauto.com'
Subject: 1997 Windstar [REDACTED]

CONFIDENTIAL

This email may contain privileged or confidential information. If you received it in error, please notify the sender and delete it immediately.

RE: 2FMDA5145VB [REDACTED] 1997 Windstar

CuDL # 1624310098

Customer:

[REDACTED]
Sicklerville, NJ [REDACTED]
[REDACTED]

HELLO KATHY:

This is a followup to our phone discussion. Please have the cust bring her veh in and let's assess her concerns. If it needs to be towed, I'll pay for that on your R.O. *This is not an authorization to do any repairs.

Once you have the vehicle please email me photos of the veh as follows:

- Side shots of entire veh both sides
- top view of the entire hood/front end
- entire underside of the hood
- Entire engine compartment top view
- brake master cylinder area and switch area below vacuum booster including ABS module area

I see that this claim initially came to us in January and was denied at that time b/c the vehicle is not included in the 05s28 recall (speed control deactivation switch). Please ask the customer to bring in her receipts for the related repairs she's had done by her independent and send me copies and I'll review those for possible consideration.

The customer is welcome to any of my information except for the email address.

Thanks Kathy.

Steve Bardell
Ford Office of the General Counsel - Product Claims
313.845.5627 fax 866.782.3280
sbardell@ford.com

Bardell, Steve (S.)

From: Kjakacki@comcast.net Snapfish [donotreply@snapfish.com]

Sent: Tuesday, June 17, 2008 9:58 AM

To: Bardell, Steve (S.)

Subject: You're invited to view my photos!

comcast photo center

you're invited to view Kjakacki@comcast.net's photos!

plus, get **30 FREE prints** when you upload your photos to Snapfish



1997 Windstar
11 photos

Kjakacki@comcast.net says...

I couldn't not get the pic's through via email so I uploaded them to snapfish

[view your friend's photos](#)

why Snapfish?

- we're the **#1** online photo service
- top-quality prints at the lowest price - just **9¢ each**
- create **photo cards, books & more** with your photos



Snapfish and the Snapfish logo are trademarks of the Hewlett-Packard Company. All rights reserved.
Snapfish, 303 Second Street, South Tower, Suite 500 San Francisco, CA 94107.

If the 'view my photos' button above does not work, copy and paste the link below into your browser
<http://www2.snapfish.com/share/p=804171213710561723/l=398059598/g=22620928/cobrandOid=1000131/otsc=SYE/otsi=SALB>

comcast photo center

from **snapfish** 

[sign up](#)

[how the photo center works](#) |

Upload your own photos and get 20 prints FREE!

album: 1997 Windstar

Click on any photo to see an enlarged view.

[play slideshow](#) ▶▶



[DSCN0406](#)



[DSCN0407](#)



[DSCN0408](#)



[DSCN0409](#)



[DSCN0410](#)



[DSCN0416](#)



[DSCN0417](#)



[DSCN0418](#)



[DSCN0419](#)



[DSCN0421](#)



[DSCN0424](#)

quick start

▶ [order pri](#)

▶ [save the photos](#)

▶ [upload y own pho](#)

you can al

▪ [print at ho](#)

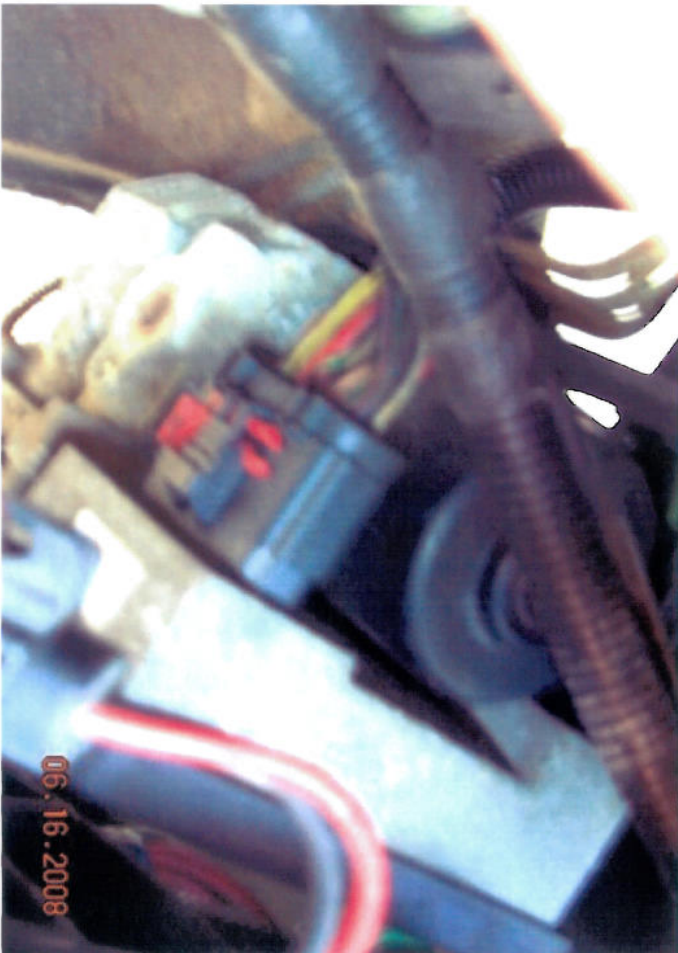
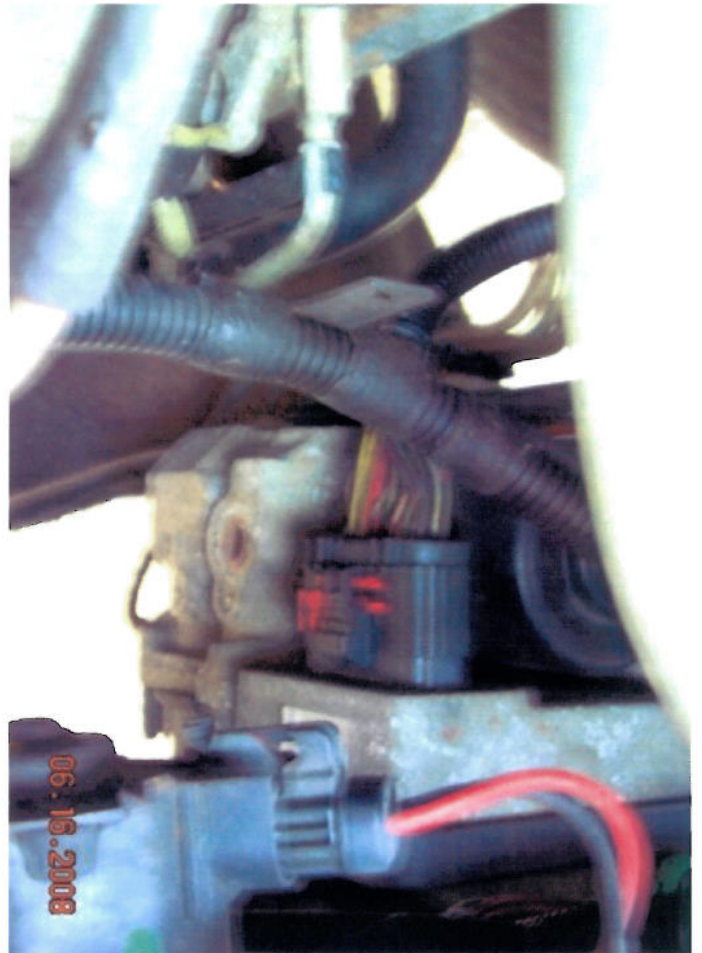
▪ [share this :](#)

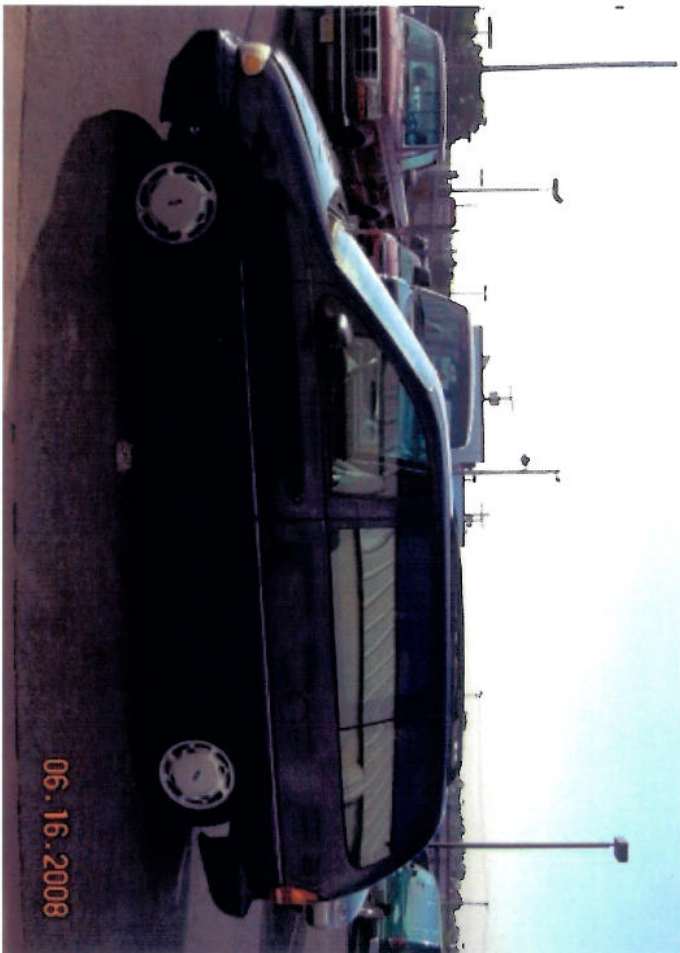
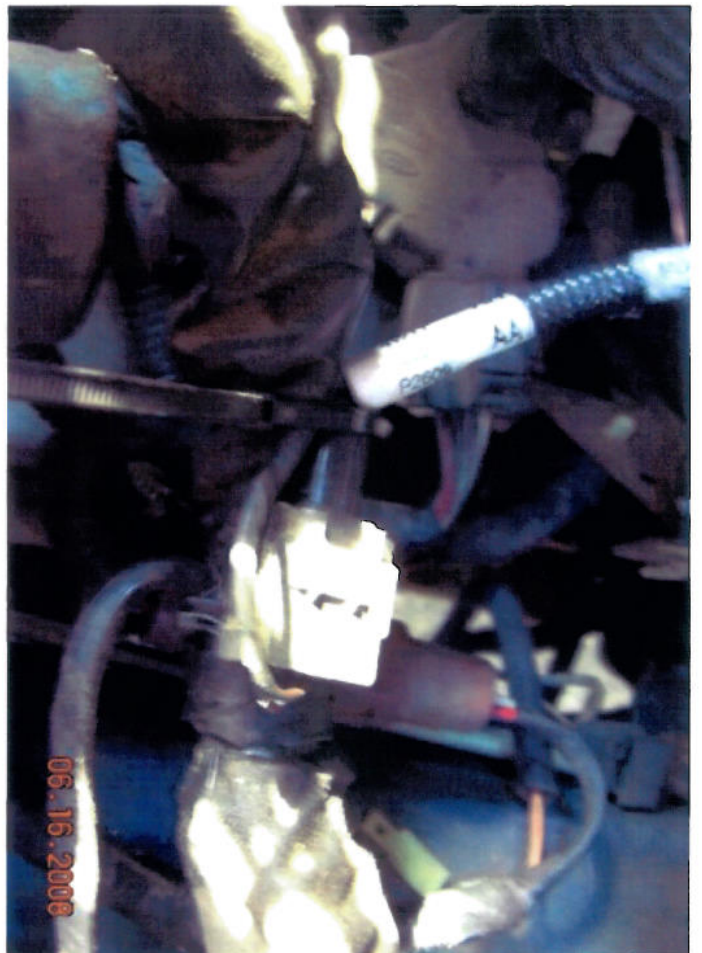
▪ [create gifts](#)

kjakacki@com
album
11 photos
created 06.17.0









ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
6/4/2008 OPEN	[REDACTED] LEGAL - FIRE CLAIM	2FMDA5145VB [REDACTED] 1624310098	1997 WINDSTAR	07
6/3/2008 CLOSED	[REDACTED] MARKETING PUBLIC PRIVATE OFFERS	2FMDA5145VB [REDACTED] 1624310098	1997 WINDSTAR	01
6/3/2008 CLOSED	[REDACTED] LEGAL - ACCIDENT / FIRE	2FMDA5145VB [REDACTED] 1624310098	1997 WINDSTAR	10
5/29/2008 CLOSED	[REDACTED] AWA - CRC SUPPORTS FIELD'S DECISION	2FMDA5145VB [REDACTED] 1624310098	1997 WINDSTAR	01
1/10/2008 CLOSED	[REDACTED] LEGAL - ACCIDENT / FIRE	2FMDA5145VB [REDACTED] 1624310098	1997 WINDSTAR	07
1/9/2008 CLOSED	[REDACTED] LEGAL - ACCIDENT / FIRE	2FMDA5145VB [REDACTED] 1624310098	1997 WINDSTAR	07
1/9/2008 CLOSED	[REDACTED] LEGAL - ACCIDENT / FIRE	2FMDA5145VB [REDACTED] 1624310098	1997 WINDSTAR	07
1/9/2008 CLOSED	[REDACTED] LEGAL - ACCIDENT / FIRE	2FMDA5145VB [REDACTED] 1624310098	1997 WINDSTAR	07
1/9/2008 CLOSED	[REDACTED] LEGAL - ACCIDENT / FIRE	2FMDA5145VB [REDACTED] 1624310098	1997 WINDSTAR	07
1/9/2008 CLOSED	[REDACTED] LEGAL - ACCIDENT / FIRE	2FMDA5145VB [REDACTED] 1624310098	1997 WINDSTAR	07

Ford Confidential

All Action Details for Issue

Not involved 05828

Print

VIN: 2FMDA5145VB [REDACTED] Year: 1997 Model: WINDSTAR Case: 1624310098
 Name: MF [REDACTED] Owner Status: Subsequent WSD:
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO OGC - FIRE Origin Desc: US CONCERN CASE BASE
 Dealer: 02848 HOLMAN FORD LINCOLN MERCURY - TURNERSVILLE
 Odometer: 75000 MI Comm Type: PHONE
 Analyst Name: CHRISTIAN KENNETH Analyst: KCHRIS42
 Action Date: 01/09/2008 Action Time: 17.20.29.223 Action Data: No

Caller Information If Different From Vehicle Owner:

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

Comments CUSTOMER SAID: - DATE OF FIRE 1-8-08- SAYS MECHANIC CAME FORM THE SPEED CONTROL SWITCH MECHANIC REPLACED THE FUSE AND WHITE SMOKE HAPPENED IN THE ENGINE CUST ALSO SAYS VEH - VEH CHECK ENGINE LIGHT IS ON, SPEEDOMETER KEEPS MAKING A NOISE AND SWINGS BACK AND FORTH. SMELT SOMETHING BURNING IN THE WHEEL WELL. BREAK LIGHTS ON CONSTANTLY ALSO HAD CONCERN WITH VEH BATTER DIED (CUST CHANGED OUT THE BATTERY - CUST STATES WAS NOT PRESENT ALLEGED FIRE OCCURRED THIS HAPPEN WHEN INDEPENDENT MECHANIC PUT A FUSE IN TO HER VEH - SAYS INDEPENDENT MECHANIC IF ANOTHER PERSON WAS NOT NEAR HIM THAT THE VEH WOULD HAVE BURNED DOWN - VEH IS AT CUST HOME - FIRE REPORT WAS NOT FILED- NOTHING DAMAGES OTHER THEN VEH - VEH IS REPAIRABLE - NOT CONTACTED INSURANCE COMPANY IN THIS REGARD- SAYS VEH NOT RUNNING WHEN THE VEH FIRE HAPPENED- CUST WANTS TO KNOW IF THERE IS ANY COVERAGE FOR THE RECALL FOR CRUISE CONTROL REPAIR ON HER VEH- VEH HAS NOT BEEN TO A FORD DLR FOR THESE CONCERNS - INDEPENDENT DIAGNOSIS IS THAT SPEED CONTROL SWITCH IS BAD AND NEEDS TO BE REPLACED- CUST FREIGHTED ABOUT THE VEH AFRAID IT WILL CATCH ON FIRE AGAIN DEALER SAID: HOLMAN FORD TURNERSVILLE 3641 ROUTE 42 SOUTH TURNERSVILLE, NJ 08012 TEL: (856) 728-7800 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.- VERIFIED ALL CUST INFORMATION- ADVISED CUST NO RECALLS ON HER VEH WITH SPEED CONTROL - ADVISED CUST THAT CAN CHECK FOR RECALLS ON WWW.GENUINESERVICE.COME - NEXT STEP WAIT FOR CONSUMER AFFAIRS TO CALL HER- ALSO ADVISED CUST TO TAKE VEH IN TO FORD DLR SHP FOR DIAGNOSIS SO THEY COULD LOOK IN TO REPAIRING THE VEH AS VEH NOT BEEN REPAIRED YET

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER Origin Desc: OGC - CLAIMS
 Dealer: 02848 HOLMAN FORD LINCOLN MERCURY - TURNERSVILLE
 Odometer: 75000 MI Comm Type: OUTBOUND CUSTOMER MAIL
 Analyst Name: SHUMAN (BSHUMAN), BETH Analyst: BSHUMAN
 Action Date: 01/10/2008 Action Time: 09.20.37.794 Action Data: No

Comments LPA ACK

Action: CLOSING COMMENTS - DENIAL - NO PRODUCT DEFECT FOUND Origin Desc: OGC - CLAIMS
 Dealer: 02848 HOLMAN FORD LINCOLN MERCURY - TURNERSVILLE
 Odometer: 75000 MI Comm Type: OUTBOUND CUSTOMER MAIL
 Analyst Name: SHUMAN (BSHUMAN), BETH Analyst: BSHUMAN
 Action Date: 01/10/2008 Action Time: 09.21.04.524 Action Data: No

Comments LPA SENT DENIAL LETTER DUE TO WINDSTAR NOT BEING PART OF 05S28 RECALL

BEGINNING OF CONTACT
06/04/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

Steve
1624310098

08.00.03

REGION: N3 PHILADELPHIA OGC ISSUE CASE NBR: 1624310098
VIN: 2FMDA5145VE [REDACTED] ZONE: A04 OPENED: 06/03/2008
ENGINE: 4 VEH TYPE: T CLOSED: 06/03/2008

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: D
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: SICKLERVILLE STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 1997 MODEL: WINDSTAR WAGON 2WD
MILEAGE: 111000
DEALER NAME: HOLMAN FORD LINCOLN SALES CODE: F16048 P & A: 02848
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE
SYMPTOMS: 205200HRN/SPD CNTRL SPEED CONTROL

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 792 - CONTACT ADVANCED TO OGC - FIRE
DOCUMENT: ANALYST: SKAULFER KAULFERS SABRINA

DATE: 06/03/2008 TIME: 15.20.09:
ACTION DATA/COMMENTS:

CUSTOMER SAID: -FIRE ORIGINATED UNDER THE HOOD WHEN DLRSHIP WAS REPLACING FUSES-IN CUST DRIVEWAY-NO REPORT FILED WITH FIRE DEPARTMENT-N/A-NO OTHER DAMAGES TO ANYTHING OTHER THAN VEHICLE. VEH WAS REPAIRABLE/ABOUT TO FAIL EMISSIONS FOR NUMEROUS PROBLEMS-VEH NOT RUNNING WHEN FIRE STARTED-SEEKING RESTITUTION FOR VEH NOT PASSING EMISSIONS/GOING TO LOSE VEH-IS CONCERNED FOR HER CHILDREN AND HER OWN SAFETY DUE TO THE POSSIBILITY OF A FIRE-HAD INDEPENDENT MECHANIC REPLACE SPEED CONTROL ON VEH, EVEN THOUGH RECALL DID NOT APPLY-CUST IS EXTREMELY UPSET DUE TO VEH EXHIBITING SPEED CONTROL SYMPTOMS EVEN AFTER IT WAS REPLACED AT INDEPENDENT MECHANIC -CUST RESEARCHED SPEED CONTROL ON NON-AUTHORIZED FORD RELATED WEBSITES-IS UPSET AND WANTS FORD TO RECOGNIZE THAT HER VEH IS UNSAFE AND HAS PROBLEMS-SAID TO DLRSHIP THAT SHE WANTED WHATEVER THEY WERE DOING TO THE RECALLED VEHICLES DONE TO HERS AND THAT THEY DIDN'T FINISH THE ENTIRE RECALL-WAS TOLD AFTER BEGINNING OF REPAIR THAT THEY DON'T MAKE CONTROL HARNESS FOR HER VEH-VEH HAS NO SPEEDOMETER ALONG WITH OTHER ASPECTS INCLUDING HER BRAKE LIGHTS STAYING ON-ALL OF HER PANEL LIGHTS ARE ON STILL-HAD SPEED CONTROL DISCONNECTED DUE TO BELIEF THAT FIRE WAS RELATED TO SPEED CONTROL/FIRE OCCURRED WHEN FUSES WERE REPLACED-AUTHORIZED DLR TO PUT A-FUSES BACK IN VEH AND TOLD THEM THAT VEH WOULD CATCH FIRE AND DLR WON'T PUT BACK ONDEALER SAID: HOLMAN FORD TURNERSVILLE 3641 ROUTE 42 SOUTH TURNERSVILLE, NJ 08012 TEL: (856) 728-7800 FAX: (856) 793-5013 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.-----S/M KATHY:-CUST SAID VEH HAD SAME RECALL ISSUE INVOLVING SPEED CONTROL-EXPLAINED COULDN'T DO UNDER ACTUAL RECALL DUE TO IT NOT APPLYING TO VEHICLE-CUST BEEN TO OUTSIDE SOURCES-SAYS CUST WANTS DEACTIVATION SWITCH REPLACED BUT SUGGESTED THAT CUST LET DLR DIAGNOS VEH-CUST DID NOT WANT VEH DIAGNOSED DUE TO NOT WANTING TO PAY FOR IT AND HAVE IT BE THE RECALL-6/3/08 CUST HAD DEACTIVATION SWITCH REPLACED-S/M TOLD CUST THAT SHE DOUBTED IT WOULD ADDRESS HER CONCERNS-CUST PAID \$85.60 LEFT, THEN RETURNED TO ASK IF THE HARNESS WAS PUT IN-REITERATED TO CUST THAT HARNESS DOES NOT APPLY TO HER VEH-FIRE HAPPENED AT INDEPENDENT DLRSHIP -STATED THAT SWITCH WAS PROBABLY LEAKING INTO HARNESS BUT YOU WOULD HAVE TO REPLACE/COMPLETE HARNESS EXISTS BUT IT WOULD COST BETWEEN \$500+LABOR-CUST WOULD NEED COMPLETE WIRING HARNESS TO COMPLETE REPAIR-JUMPER HARNESS DOES NOT EXIST FOR HER VEH BECAUSE

CONSUMER AFFAIRS

06/04/2008 FAXOGIN

PE08-035 0667LP

All Action Details for Issue

Print

VIN: 2FMDA5145VB [REDACTED] Year: 1997 Model: WINDSTAR Case: 1624310098
 Name: MR [REDACTED] Owner Status: Subsequent WSD:
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - FIRE CLAIM Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE Origin Desc: OGC - CLAIMS - FD
 Dealer: 02848 HOLMAN FORD LINCOLN MERCURY - TURNERSVILLE
 Odometer: 111000 MI Comm Type: INBOUND FAX-OTHER
 Analyst Name: PICKET SYLVIA Analyst: SPICKET5
 Action Date: 06/04/2008 Action Time: 11.44.45.749 Action Data: Yes

Comments *****PRODUCT CLAIM*****DATE RECEIVED: 6/4/08. DEALER CONTACT: CUSTOMER ALLEGES CONCERN AS VEHICLE CAUGHT FIRE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	SBARDELL

Ford Confidential

Customer Info

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

Kathleen
his



Ford Confidential

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
N3-PHILADELPHIA	16-PHILADELPHIA	B	A04	02848	F16048

Dealer Name: HOLMAN FORD LINCOLN MERCURY - TURNERSVILLE
Dealer Address: 3641 ROUTE 42 SOUTH
 TURNERSVILLE NJ 08012
Dealer Main Phone: 856-728-7800

Position	Employee Name
PARTS MANAGER	RICHARD AMEJKA
SALES MANAGER	JOHN OTTOBRE
SALES MANAGER	SCOTT F GALLAHER
SALES MANAGER	GREGORY GULLO
SERVICE MANAGER	KATHLEEN JAKACKI

Service Hours 7:30AM.-6:00PM.MON-FRI SAT8:00AM.-4:00PM. FAX856-7
Directions 28-4086
Trained Y
Additional Information LSG ENROLLED VMX-# 274278 TOWING: 609-629-1367 STEVE'S TO

*Kjakacki
 @ holmanauto.
 com*

Ford Confidential

Greg shop foreman

ESP / Recall Information

VIN: 2FMDA5145VE [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 1997 NEW 72/60,000 PREMIUMCARE
 Selling Dealer: PACKEY WEBB FORD
 Deductible: 50
 Rental: 25
 Towing Allowance: 50

Status: Expire
 Expiration Date: 2003-03-08
 Expiration Miles: 60,000
 Plan Year: 1997
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
01M03	CUST SAT PGM - MULTI REPAIR	FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS	OPEN - LAUNCHED		
01S19	SAFETY RECALL	PROTECTIVE SPRING SHIELDS	CLOSE - REPAIRED	2002-07-19	01336USAF16455
97S75	SAFETY RECALL	LOW/INTERMEDIATE SERVO COVER REPLACEMENT	CLOSE - INSPECT	1997-08-22	01676USAF41062
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - REPAIRED	1999-09-14	00137USAF27465

[Print Page Click Here](#)**OASIS RESULT:
2FMDA5145VB [REDACTED]**06/04/2008
15:44:50
FCXWS447

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

 **Errors**VIN OUTSIDE OF SUPPORTED 10 MODEL YEAR RANGE
ALL APPLICABLE FIELD SERVICE ACTIONS WILL DISPLAY **ARN MESSAGES** **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****0759 - EXPIRED****STANDARD DEDUCTIBLE: 50 USD****OWNER NAME: SCOTT BULTROWICZ****OPTIONS:****EXPIRATION DATE: 03/08/2003****DISTANCE: 60,000****RENTAL: 25 UP TO 5 DAYS****TOWING: 50 USD****CONTRACT SOLD BY: USA 01676****ESP CONTRACT START DATE: 03/08/1997**[For competitive make ESP part verification click here](#)

| On-line 1878

END OF OASIS REPORT FOR 2FMDA5145VB [REDACTED]

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

VIN FSA Details

* Confidential *

VIN: 2FMDA5145VB [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: CAN

FSA Details

00001169	LOW/INTERMEDIATE SERVO COVER REPLACEMENT
00000479	PROTECTIVE SPRING SHIELDS
00000454	FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS

Vehicle Details

Model Year:	1997	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	26-Nov-1996
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	08-Mar-1997
Vehicle Type Description:	TRUCK	Sale Date:	08-Mar-1997
VDM Vehicle Status:	800	Engine Tag Code:	6K542DA
Emissions:			

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: CLIFTON HGTS
 State/Province: Pennsylvania Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail: [REDACTED]
 Country: UNITED STATES

Owner Effective Date: 30-Mar-2002 Vendor Applied Date: [REDACTED]
 Vendor Match Code Description: 4-NEITHER NAME OR ADDRESS MATC

N&A Source: POLK GCamp Applied Date: 17-May-2002
 Mail Status: Active Mail Suppression Date: [REDACTED]

Fleet Code: [REDACTED] Fleet Name: [REDACTED]
 Fleet Status: [REDACTED] Fleet Mgmt Code: [REDACTED]
 Company Car: [REDACTED]

Historical Owner

Business Name: [REDACTED]
 Owner Name: [REDACTED]

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

Owner Effective Date: 21-Sep-1999 Vendor Applied Date: [REDACTED]
 Vendor Match Code Description: -
 N&A Source: POLK GCamp Applied Date: 25-Jun-2001
 Mail Status: Active Mail Suppression Date: [REDACTED]

Fleet Code: [REDACTED] Fleet Name: [REDACTED]
 Fleet Status: [REDACTED] Fleet Mgmt: -
 Company Car: [REDACTED]

Historical Owner

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

Owner Effective Date: 01-Jun-1998 Vendor Applied Date: [REDACTED]
 Vendor Match Code Description: -
 N&A Source: POLK GCamp Applied Date: 09-Jun-1999
 Mail Status: Active Mail Suppression Date: [REDACTED]

Fleet Code: [REDACTED] Fleet Name: [REDACTED]
 Fleet Status: [REDACTED] Fleet Mgmt: -
 Company Car: [REDACTED]

Original Owner

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

Owner Effective Date: 11-Mar-1997 Vendor Applied Date: [REDACTED]

N&A Source:	NAVIS	GCamp Applied Date:	11-Apr-1997
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	03077	USA	F41092		Woodfield Ford
Ship-To	01676	USA	F41062		Packey Webb Ford
Stocking	01676	USA	F41062		Packey Webb Ford
Selling	01676	USA	F41062		Packey Webb Ford

FSA Details	
VIN: 2FMDA5145VE [REDACTED]	
Local FSA: 97S75 - LOW/INTERMEDIATE SERVO COVER REPLACEMENT	Global FSA: 00001169

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

P&A Code	GEO Sales	Responsible Dealer	Sales Code	Sub Code	Description
01396	USA		F16023		Robin Ford

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	27-Aug-1997
Display Eligibility	N	27-Aug-1997
Original Mail Eligibility	N	30-Jun-1997
Follow up Mail	N	27-Aug-1997

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

Description	Release Date
MAILED - ORIGINAL NOTIFICATION	30-Jun-1997

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - INSPECT	27-Aug-1997	22-Aug-1997	UNITED STATES	01676USAF41062	042022	A	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - INSPECT	Close	27-Aug-1997
OPEN - LAUNCHED	Open	30-Jun-1997
Confirmed		03-Jun-1997

VIN FSA Mail History	
Local FSA:97S75-!LOW/INTERMEDIATE SERVO COVER ...	Global FSA:00001169

Release:	OOWNER LETTER
Release Date:	30-Jun-1997
Mail Date:	14-Jul-1997 to 14-Jul-1997
Restricted Address:	No
Address:	[REDACTED] WARRENVILLE,IL [REDACTED] UNITED STATES
Resp. Dealer:	01676USAF41062-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	NAVIS
Owner Effective Date:	11-Mar-1997
Note:	

VIN: 2FMDA5145VB [REDACTED]

Local FSA: 01S19 - PROTECTIVE SPRING SHIELDS **Global FSA: 0000479**

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
01396	USA	F16023		Robin Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	23-Sep-2002	
Display Eligibility	N	23-Sep-2002	
Original Mail Eligibility	N	20-Jun-2001	
Follow up Mail	N	23-Sep-2002	

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

Description	Release Date
MAILED - FOLLOW-UP NOTIFICATION	20-May-2002
MAILED - FOLLOW-UP NOTIFICATION	08-Nov-2001
UNDELIVERABLE - SEE OWNER DETAILS	17-Oct-2001
MAILED - ORIGINAL NOTIFICATION	20-Jun-2001

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	23-Sep-2002	19-Jul-2002	UNITED STATES	01336USAF16455	160038	B	0.00 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	23-Sep-2002	
OPEN - LAUNCHED	Open	20-Jun-2001	
Confirmed		05-Jun-2001	

VIN FSA Mail History



Local FSA:01S19-!PROTECTIVE SPRING SHIELDS Global FSA:00000479

Release: OOWNER LETTER
 Release Date: 20-Jun-2001
 Mail Date: 06-Sep-2001 to 14-Sep-2001
 Restricted Address: No
 Address: [REDACTED]
 WARRENVILLE,IL
 [REDACTED],UNITED STATES
 Resp. Dealer: 01676USAF41062-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 01-Jun-1998
 Note:

Local FSA:01S19-!PROTECTIVE SPRING SHIELDS Global FSA:00000479

Release: FPOSTCARD
 Release Date: 08-Nov-2001
 Mail Date: 23-Nov-2001 to 27-Nov-2001
 Restricted Address: No
 Address: [REDACTED]
 LEESBURG,VA
 [REDACTED],UNITED STATES
 Resp. Dealer: 81000USAF81000-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 21-Sep-1999
 Note:

Local FSA:01S19-!PROTECTIVE SPRING SHIELDS Global FSA:00000479

Release: FOWNER LETTER
 Release Date: 20-May-2002
 Mail Date: 24-May-2002 to 31-May-2002
 Restricted Address: No
 Address: [REDACTED]
 CLIFTON HGTS,PA
 [REDACTED],UNITED STATES
 Resp. Dealer: 01396USAF16023-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 30-Mar-2002
 Note:

VIN: 2FMDA5145VB [REDACTED]

Local FSA: 01M03 - FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS

Global FSA: 00000454

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
01396	USA	F16023		Robin Ford

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	Y	06-Jun-2001
Display Eligibility	Y	06-Jun-2001
Original Mail Eligibility	N	20-Jun-2001
Follow up Mail	Y	20-Jun-2001

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

Description	Release Date
MAILED - ORIGINAL NOTIFICATION	20-Jun-2001

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	20-Jun-2001
Confirmed		06-Jun-2001

VIN FSA Mail History	
Local FSA:01M03-!FRONT SPRINGS - ADDITIONAL CO...	Global FSA:00000454
Release:	OOWNER LETTER
Release Date:	20-Jun-2001
Mail Date:	06-Aug-2001 to 14-Sep-2001
Restricted Address:	No
Address:	[REDACTED] WARRENVILLE,IL [REDACTED],UNITED STATES
Resp. Dealer:	01676USAF41062-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	01-Jun-1998
Note:	

FSA Counts

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
CUST SAT PGM - MULTI REPAIR	1	0	1
SAFETY RECALL	0	3	3

Total	1	3	4
--------------	---	---	---

Copyright ©2002 Ford Motor Company. All rights reserved.





Beth Shuman
Litigation Prevention Analyst
Office of the General Counsel
Consumer Litigation

Ford Motor Company
3 Parklane Boulevard
Parklane Towers West, Suite 1500
Dearborn, Michigan 48126-2568

January 10, 2008

[REDACTED]
[REDACTED]
SICKLERVILLE, NJ [REDACTED]

Re: 1997 Windstar
Vin: 2FMDA5145VB [REDACTED]

Dear Mr. and Mrs. [REDACTED]:

Your phone call dated January 09, 2008 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. However your vehicle does have an outstanding recall 01M03, (FRONT SPRINGS - ADDITIONAL COVERAGE) that you will want to contact a Ford dealership to have explained.

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

Sincerely,

Beth Shuman
Consumer Affairs

VIN FSA Details

* Confidential *
VIN:2FMDA5145VB[REDACTED]
FSA Status:Launched
Brand:FORD
Manufacturing Country:CAN

FSA Details

00000454 FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM
WARRANTY START DATE REGARDLESS
00000479 PROTECTIVE SPRING SHIELDS
00001169 LOW/INTERMEDIATE SERVO COVER REPLACEMENT

Vehicle Details

Model Year:1997 Assembly Plant:OAKVILLE PLANT BUILD
Vehicle Line:WINDSTAR (WIN88/WIN126) Production Date:26-Nov-1996
Body Style Description:EXTENDED WAGON Warranty Start

Date:08-Mar-1997

Vehicle Type Description:TRUCK Sale Date:08-Mar-1997
VDM Vehicle Status:800 Engine Tag Code:6K542DA
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:CLIFTON HGTS
State/Province:Pennsylvania Phone #:
ZIP/Postal [REDACTED]-Mail:
Country:UNITED STATES

Owner Effective Date:30-Mar-2002 Vendor Applied Date:
Vendor Match Code
Description:4-NEITHER NAME OR ADDRESS MATC

N&A Source:POLK GCamp Applied Date:17-May-2002
Mail Status:Active Mail Suppression Date:

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

Historical Owner

Business Name:
Owner [REDACTED]
Address 2:
Address 3:
Address 4:
City:LEESBURG
State/Province:Virginia Phone #:

Jan_10_2008-09_28_28.txt
ZIP/Postal Code ██████████ 5828E-Mail:
Country:UNITED STATES

Owner Effective Date:21-Sep-1999 Vendor Applied Date:
Vendor Match Code
Description:-

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

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

Owner Effective Date:01-Jun-1998 Vendor Applied Date:
Vendor Match Code
Description:-

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

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

Original Owner
Business Name:
Owner Name: ██████████
Address 2:
Address 3:
Address 4:
City:WARRENVILLE
State/Province:Illinois Phone #:
ZIP/Postal Code ██████████ E-Mail:
Country:UNITED STATES

Owner Effective Date:11-Mar-1997 Vendor Applied Date:

N&A Source:NAVIS GCamp Applied Date:11-Apr-1997
Mail Status:ActiveMail Suppression Date:

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

P&A CodeGEO SalesSales Codesub CodeDescription
Ordering03077USAF41092Woodfield Ford
Ship-To01676USAF41062Packey Webb Ford
Stocking01676USAF41062Packey Webb Ford

moore_gcamp-Jan_10_2008-09_28_28.txt
Selling01676USAF41062Packey Webb Ford

FSA Details

VIN: 2FMDA5145VE
Local FSA: 01M03 - FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS
FROM WARRANTY START DATE REGARDLESS Global FSA: 00000454

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

Responsible Dealer
P&A CodeGEO SalesSales CodeSub CodeDescription
01396USAF16023Robin Ford

Eligibility Indicators
TypeIndicatorUpdated
Repair EligibilityY06-Jun-2001
Display EligibilityY06-Jun-2001
Original Mail EligibilityN20-Jun-2001
Follow up MailY20-Jun-2001

VIN/FSA Vehicle Condition
CodeVehicle ConditionBegin DateEnd DateSource

DescriptionRelease Date
MAILED - ORIGINAL NOTIFICATION 20-Jun-2001

Repair
StatusSystem DateRepair DateCountryDealer CodeClaim
#Option/Labor CodeCostSource

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

VIN FSA Mail History

Local FSA:01M03-!FRONT SPRINGS - ADDITIONAL CO...Global
FSA:00000454

Release:OOWNER LETTER
Release Date:20-Jun-2001
Mail Date:06-Aug-2001 to 14-Sep-2001
Restricted Address: No
Address: BULTROWICZ,S
29W769 HURLINGHAM DR
WARRENVILLE,IL
60555 1423,UNITED STATES
Resp. Dealer:01676USAF41062-
Fleet ACct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:01-Jun-1998
Note:

moore_gcamp-Jan_10_2008-09_28_28.txt

VIN: 2FMDA5145VE [REDACTED]
Local FSA: 01S19 - PROTECTIVE SPRING SHIELDS Global FSA: 00000479

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

Responsible Dealer
P&A CodeGEO SalesSales CodeSub CodeDescription
01396USAF16023Robin Ford

Eligibility Indicators
TypeIndicatorUpdated
Repair EligibilityN23-Sep-2002
Display EligibilityN23-Sep-2002
Original Mail EligibilityN20-Jun-2001
Follow up MailN23-Sep-2002

VIN/FSA Vehicle Condition
CodeVehicle ConditionBegin DateEnd DateSource

DescriptionRelease Date
MAILED - FOLLOW-UP NOTIFICATION 20-May-2002
MAILED - FOLLOW-UP NOTIFICATION 08-Nov-2001
UNDELIVERABLE - SEE OWNER DETAILS 17-Oct-2001
MAILED - ORIGINAL NOTIFICATION 20-Jun-2001

Repair
StatusSystem DateRepair DateCountryDealer CodeClaim
#Option/Labor CodeCostSource
CLOSE - REPAIRED 23-Sep-200219-Jul-2002UNITED STATES
01336USAF16455 160038B 0.00GACES

VIN/FSA Vehicle Status
DescriptionReasonDate
CLOSE - REPAIREDClose23-Sep-2002
OPEN - LAUNCHEDOpen20-Jun-2001
Confirmed 05-Jun-2001

VIN FSA Mail History

Local FSA:01S19-!PROTECTIVE SPRING SHIELDSGlobal
FSA:00000479
Release:OOWNER LETTER
Release Date:20-Jun-2001
Mail Date:06-Sep-2001 to 14-Sep-2001
Restricted Address: No
Address: BULTROWICZ,S

moore_gcamp-Jan_10_2008-09_28_28.txt
29W769 HURLINGHAM DR
WARRENVILLE,IL
60555 1423,UNITED STATES
Resp. Dealer:01676USAF41062-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:01-Jun-1998
Note:

Local FSA:01S19-!PROTECTIVE SPRING SHIELDSGlobal
FSA:00000479
Release:FPOSTCARD
Release Date:08-Nov-2001
Mail Date:23-Nov-2001 to 27-Nov-2001
Restricted Address: No
Address: [REDACTED]
[REDACTED] SW
LEESBURG,VA
[REDACTED],UNITED STATES
Resp. Dealer:81000USAF81000-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:21-Sep-1999
Note:

Local FSA:01S19-!PROTECTIVE SPRING SHIELDSGlobal
FSA:00000479
Release:FOWNER LETTER
Release Date:20-May-2002
Mail Date:24-May-2002 to 31-May-2002
Restricted Address: No
Address: [REDACTED]
[REDACTED]
CLIFTON HGTS,PA
[REDACTED],UNITED STATES
Resp. Dealer:01396USAF16023-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:30-Mar-2002
Note:

VIN: 2FMDA5145VE [REDACTED]
Local FSA: 97S75 - LOW/INTERMEDIATE SERVO COVER REPLACEMENT Global
FSA: 00001169

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

Responsible Dealer

moore_gcamp-Jan_10_2008-09_28_28.txt
P&A CodeGEO SalesSales CodesSub CodeDescription
01396USAF16023Robin Ford

Eligibility Indicators
TypeIndicatorUpdated
Repair EligibilityN27-Aug-1997
Display EligibilityN27-Aug-1997
Original Mail EligibilityN30-Jun-1997
Follow up MailN27-Aug-1997

VIN/FSA Vehicle Condition
CodeVehicle ConditionBegin DateEnd DateSource

DescriptionRelease Date
MAILED - ORIGINAL NOTIFICATION 30-Jun-1997

Repair
StatusSystem DateRepair DateCountryDealer CodeClaim
#Option/Labor CodeCostSource
CLOSE - INSPECT 27-Aug-199722-Aug-1997UNITED STATES
01676USAF41062 042022A 0.00GACES

VIN/FSA Vehicle Status
DescriptionReasonDate
CLOSE - INSPECTClose27-Aug-1997
OPEN - LAUNCHEDOpen30-Jun-1997
Confirmed 03-Jun-1997

VIN FSA Mail History

Local FSA:97S75-!LOW/INTERMEDIATE SERVO COVER ...Global
FSA:00001169

Release:OOWNER LETTER
Release Date:30-Jun-1997
Mail Date:14-Jul-1997 to 14-Jul-1997
Restricted Address: No
Address: [REDACTED]
[REDACTED]
WARRENVILLE, IL
[REDACTED], UNITED STATES
Resp. Dealer:01676USAF41062-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:NAVIS
Owner Effective Date:11-Mar-1997
Note:

FSA Counts

FSA CategoryRepair Eligible (Open)Repair Ineligible (Closed)Total
CUST SAT PGM - MULTI REPAIR 101
SAFETY RECALL 033

Total134 [REDACTED]-Jan_10_2008-09_28_28.txt

Copyright ©2002 Ford Motor Company. All rights reserved.



STANDARD CLAIMS LIST

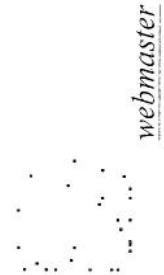
AWS Online Report

Run Date: 2/24/2015
Note: All Costs in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC	PREF BASE	SUFF	VRT	VFG	CCC	CD	
2FMZA5141XBR	A3	T/A3	*	T/AWB	T/*	T/A	AS	T/D	T/LM	18-02-99	05-04-99	147206	USA	2	*	RRBAL	*	S10	V89	N25	D9	
AWS Claim Key: 2187098 Doc #: 111301D Trx Code: Dir Cd-Sub Cd: 02349-* Name: TURNPIKE FORD, INC. Cust Comments: VIBRATION WHEN DRIVING AROUND 70 MPH Tech Comments: FRONT AND REAR TIRES OUT OF BALANCE																						
2FMZA5141XBR	A3	T/A3	*	T/AWB	T/*	T/A	AS	T/D	T/LM	18-02-99	05-04-99	147206	USA	2	*	2G04	*	S11	V41	D36	82	
AWS Claim Key: 2187099 Doc #: 111301F Trx Code: Dir Cd-Sub Cd: 02349-* Name: TURNPIKE FORD, INC. Cust Comments: ENGINE MAKING A PECKING NOISE ON ACCELERATION Tech Comments: SBDS NO PROBLEM FOUND																						
2FMZA5141XBR	A3	T/A3	*	T/AWB	T/*	T/A	AS	T/D	T/LM	18-02-99	05-04-99	147206	USA	4	*	7H10 F6CZ	19D594	CB	S09	V79	C02	42
AWS Claim Key: 3919271 Doc #: 150350A Trx Code: Dir Cd-Sub Cd: 05757-* Name: ALTON BLAKLEY FORD Cust Comments: CUSTOMER STATES SMOKE FROM UNDER HOOD THEN AC BLOWING WARM AIR. Tech Comments: CHECKED AC FOUND COMPRESSOR KICKING OUT FOUND COOLING FANS INOPERATIVE FOUND RELAYS NOT RECEIVING GROUND SIGNAL FANS RAN ON ACTIVE COMMAND MA DE MORE TESTING NEEDED. RAN EEC FUNCTION TEST G AVE CODE FOR COOLING FANS PINPOINT TEST FOUND B AD HIGH SIDE AC SWITCH REPLACED SWITCH NO OPERA TION IN BOOK FOR SWITCH.																						
2FMZA5141XBR	A3	T/A3	*	T/AWB	T/*	T/A	AS	T/D	T/LM	18-02-99	05-04-99	147206	USA	5	*	7H01	*	S09	V79	C05	33	
AWS Claim Key: 4105408 Doc #: 114478A Trx Code: Dir Cd-Sub Cd: 02349-* Name: TURNPIKE FORD, INC. Cust Comments: AC DOES NOT COOL Tech Comments: PRESSURE POINT LINE LOOSE AND LEAKING																						
2FMZA5141XBR	A3	T/A3	*	T/AWB	T/*	T/A	AS	T/D	T/LM	18-02-99	05-04-99	147206	USA	20	*	2E03	*	S11	V42	D21	46	
AWS Claim Key: 12470699 Doc #: 074381A Trx Code: Dir Cd-Sub Cd: 01917-* Name: TURNPIKE OF GALLIPOLIS OHIO Cust Comments: TOWED IN STATS BUT WONT RUN STALLS Tech Comments: 30442 IAC STICKING EEC TEST MONITERED PIDS CHECKED FUEL PRESS 36 PSI. CHECKED WIRING OK PINPOINT TEST ON IAC ORDERED IAC REPLACED IAC RETEST EEC PASSED																						
2FMZA5141XBR	A3	T/A3	*	T/AWB	T/*	T/A	AS	T/D	T/LM	18-02-99	05-04-99	147206	USA	20	*	3A13	*	SXX	V00	*	*	*
AWS Claim Key: 12470700 Doc #: 074381B Trx Code: Dir Cd-Sub Cd: 01917-* Name: TURNPIKE OF GALLIPOLIS OHIO Cust Comments: OWNER NOTF 00B51 Tech Comments: 30442 RECALL REPLACED OIL TUBE TOPPED OFF FULL																						

2470701	AS	074381C	T/A	AS	00B51	T/LM	18-02-99	05-04-99	147206	USA	20	3A13	SXX	V00
1917.*	Doc #:	074381C	Trx Code:	AS	00B51	Labor Hrs:	.1	Labor Cost:	4.87	USA	20	3A13	SXX	V00
1917.*	Name:	TURNPIKE OF GALLIPOLIS OHIO		AS	00B51	St: OH	18-02-99	05-04-99	147206	USA	20	3A13	SXX	V00
EXTRA FLUID				AS	00B51	Ctry Cd:	USA			USA	20	3A13	SXX	V00
EXTRA FLUID				AS	00B51	Ph:	OH			USA	20	3A13	SXX	V00
8805230	AS	083869A	T/A	AS	01S25	T/LM	18-02-99	05-04-99	147206	USA	32		SXX	V00
1917.*	Doc #:	083869A	Trx Code:	AS	01S25	Labor Hrs:	.7	Labor Cost:	35.21	USA	32		SXX	V00
1917.*	Name:	TURNPIKE OF GALLIPOLIS OHIO		AS	01S25	St: OH	18-02-99	05-04-99	147206	USA	32		SXX	V00
RECALL 01S25				AS	01S25	Ctry Cd:	USA			USA	32		SXX	V00
0508 REPLACED WIPER MOTOR COVER				AS	01S25	Ph:	OH			USA	32		SXX	V00
8805231	AS	083869B	T/A	AS	00S42	T/LM	18-02-99	05-04-99	147206	USA	32		SXX	V00
1917.*	Doc #:	083869B	Trx Code:	AS	00S42	Labor Hrs:	.3	Labor Cost:	15.09	USA	32		SXX	V00
1917.*	Name:	TURNPIKE OF GALLIPOLIS OHIO		AS	00S42	St: OH	18-02-99	05-04-99	147206	USA	32		SXX	V00
00S42 RECALL				AS	00S42	Ctry Cd:	USA			USA	32		SXX	V00
50508 REPROGRAMMED FEM MODULE				AS	00S42	Ph:	OH			USA	32		SXX	V00

Any comments? You can contact



webmaster

All Action Details for Issue

Print

VIN: 2FMZA5141XB [REDACTED] Year: 1999 Model: WINDSTAR Case: 345282933
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 1999-04-05
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME 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: 01940 BOYD COUNTY FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 93000 MI Comm Type: PHONE
 Analyst Name: DENISE WALTON Analyst: DWALTON4
 Action Date: 10/20/2003 Action Time: 09.34.44.849 Action Data: Yes

Comments CUSTOMER SAYS: =CUST WOULD LIKE TO KNOW IF THERE IS ANY RECALLS ON THE WIRING ON THE VEH =VEH CAUGHT ON FIRE =10MTHS AGO WHEN VEH WAS PURCHASED THE DOME LIGHT WAS FLICKERNING ON AND OFF CUST CONTACTED DLR AND WAS TOLD THAT THERE WAS NO RECALLS DOME LIGHT QUIT FLICKERING ON FRI. OCT.17,2003 DOME LIGHT STARTED FLICKERING AGAIN =CUST COUSIN HAND GOT BURNED WHILE TRYING TO LIFT THE HOOD AND HIS LINCOLN VEH CAUGHT ON FIRE VEH WAS PARKED BESIDE CUST VEH =DATE OCT.17,2003 =THE FIRE ORIGINATED DOWN UNDERNEATH THE DASHBOARD =CURRENT LOCATION IS HARROLD KENTUCKY =FIRE REPORT FILED FINDINGS WAS DUE TO THE WIRING CUST DOES NOT HAVE THE PAPER WORK =TOLER CREK FIRE DEPT IN HARROLD =CUST HAS CONTACTED INSURANCE COMPANY AND FILED A CLAIM =VEH IS NOT REPAIRABLE THE TOP HALF OF THE MOTOR IS MELTED =VEH WAS NOT RUNNING WHEN THE FIRE STARTED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01940 BOYD COUNTY FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 93000 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 10/21/2003 Action Time: 16.19.43.270 Action Data: Yes

Comments LEFT MESSAGE ON MACHINE ADVISING CASE BEING INVESTIGATED AT THIS TIME.

Data Element Name	Data Value
CONTACT PERSON	NEWT MULKEY

Action: FINAL CASE DISPOSITION
 Dealer: 01940 BOYD COUNTY FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 93000 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 10/28/2003 Action Time: 15.34.10.879 Action Data: No

Comments LEFT MESSAGE ON MACHINE FOR CUSTOMER ADVISING NO RECALLS RELATING TO CONCERN AND ALL RECALLS HAVE BEEN COMPLETED.

ESP / Recall Information

VIN: 2FMZA5141XB [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
00B51	O	TRANS LUBE	COMPLETE	2000-10-26	01917
00S42	S	DELAYED FUNC	COMPLETE	2001-10-26	01917
01S25	S	WIPER MTR	COMPLETE	2001-10-26	01917
99S17	S	BRK FLD LABL	FORCED COMPLETION	2000-04-12	AUTOC

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED]

Address: [REDACTED] IRONTON OH [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	E	B2	01940	F47405

Dealer Name: BOYD COUNTY FORD INC
 Dealer Address: 2119 GREENUP AVE
 ASHLAND KY 41101

Dealer Main Phone: 606-329-2120 Dealer Service Phone: 606-329-2120

Position	Employee Name
DEALER/PARTNER	KENNETH BLANTON
GENERAL MANAGER	HAROLD GRIFFITH
PARTS MANAGER	CAMERON J HUTCHINS
SALES MANAGER	WENDELL J BLANTON
SALES MANAGER	CHARLES D LEWIS
SALES MANAGER	CHARLES T CONLEY
SERVICE MANAGER	JASON L SKEENS
SERVICE MANAGER	PETE GAYHEART

VIN
2FMZA5141XE [REDACTED]

Year Model
1999 WINDSTAR
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2FMZA5141XE [REDACTED]	Veh Line: T/A3 - WINDSTAR (WIN88/WIN126) [95-03]	Eng Serial No: L
Model Year: 1999	Market Derived: * - [N/A]	Body Shell: *
Veh Type: T	Drive Code: T/A - 2 WHL L/H FRONT DRIVE	Engine: T/LM - 3.8L OHV EFI NA V6 GAS
Inv. Dealer: 02349	Body Cab Style: T/WB - EXTENDED WAGON	Transmission: T/DT - 4 SPD AUTO TRANS NAAO AX4S
	Version/Series: T/* -	

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 18-FEB-1999

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147206 - *
 Country: USA - ##### Selling Dlr St/Prov: WV
 Buyer St/Prov: WV

Arrival Date: 03-MAR-1999 Red Carpet Lease: *
 Sale Date: 05-APR-1999 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 05-APR-1999 Modified Vehicle: *
 Orig Warranty Date: 05-APR-1999 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 A51XBB382821213 P4 P 2 08BA020 FA G L15 71 N 3 K9 53 47E206 0 FL A G23 F 4
 2FMZ1 3 94LWV M 21

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: CT	GVW Class Code: Z
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: EG4H1 - 3 56 FNL DRV RATIO	Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axle Type: EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Psngr Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: MK	Paint: PNFJA - MED. TOREADOR 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: 9LMABEFA	Sound System: * - [N/A]
Color(Accent): * - [N/A]	Suspn Tandem Axle:
Color(Trim): 000ZV -	Tire Brand: CF - GENERAL/GOODYEAR
Delivery Type: 0	Tire Size: D3GSE - P215/70R15 BSW - STYLE 1
Driveshaft Code: D	Traction Control: * - [N/A]
Front Seat: T/H - SEAT-INDIVIDUAL H/B DRV/PASS	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: FGJ
ESP Plan Year: * Engine Family: XFMXT0382GF
ESP Signature Date:

OASIS RESULT:**2FMZA5141XE**10/21/2003
15:34:54

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

VEHICLE INFORMATION**VEHICLE DESCRIPTION**

1999 WINDSTAR

TRANSMISSION
AX4S 4 SPD TRANSAXLE**BODY STYLE**

WAGON STDLN 4X2

AXLE CODE
15**ENGINE**

3.8L EFI

ENGINE CALIBRATION

9LMABEFA

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

04/05/1999

BUILD DATE

02/18/1999

SALE MILEAGE**WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

THIS VEHICLE HAS AN OPEN CUIDL LEGAL CONTACT

FIELD SERVICE ACTIONS

00T07 PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 2FMZA5141XB



Sent Via U.S. Mail

October 12, 2006

[REDACTED]
Catawissa, PA [REDACTED]

RE: 2000 Windstar
VIN: 2FMZA5145YB [REDACTED]

Dear Mr. [REDACTED]:

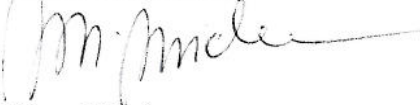
This is in response to your contact with the Ford Customer Relationship Center.

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.

However, 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.

Thank you for contacting us.

Respectfully yours,



Marcel Miclea
Consumer Affairs

Action Detail

VIN: 2FMZA5145YB [REDACTED] Year: 2000 Model: WINDSTAR Case: 1421292846
 Name [REDACTED] Owner Status: Original WSD: 2000-08-15
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone:
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: SYL WORHACZ FORD INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 01340
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 130000 MI Comm Type: PHONE
 Action Date: 10/11/2006 Action Time: 11:42:08:337 Action Data: No
 Analyst Name: SHAUN TAYLOR (STAYL180) Analyst: STAYL180

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: -MONDAY VEHICLE COUGHT ON FIRE WHILE VEHICLE WAS ON-CUSTOMER SHUT VEHICLE OFF, FIRE STOPPED-BROUGHT VEHICLE TO INDEPENDENT, INDEPENDENT SAID IT WAS CRUISE CONTROL SWITCH-NO INSURANCE COMAPNY INVOLVED-NO POLICE REPORT-NO INJURIES-VEHICLE IS REPAIRABLE-CUSTOMER WANTS TO KNOW IF SHOULD HAVE BEEN UNDER RECALL-CUSTOMER WANTS TO GET VEHICLE FIXED ASAP-CUSTOMER WANTED TO KNOW IF SHE CAN GET IT FIXEDDEALER SAID: SYL WORHACZ FORD INC555 N THIRD ST SHAMOKIN, PA 17872TEL: (570) 648-5777CRC 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 CUSTOMER OF ABOVE AND THAT IF SHE IS GOING TO HAVE VEHICLE REPAIRED PRIOR TO RECIEVING NOTIFICATION FROM CONSUMER AFFAIRS, WE WOULD RECOMMEND SHE HAVE THE REPAIRS DONE AT A FORD DLR.

Ford Confidential

Customer Info

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

Ford Confidential

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
2FMZA5145YB	[REDACTED]	2000 WINDSTAR	RETAIL SALE TO PRIVATE INDIVIDUAL	Original 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
MA-MID ATLANTIC	16-PHILADELPHIA	W	S1	01340	F16574

Dealer Name: SYL WORHACZ FORD INC
Dealer Address: 555 N THIRD ST
 SHAMOKIN PA 17872
Dealer Main Phone: 570-648-5777

Position	Employee Name
DEALER/PARTNER	SYL WORHACZ
DEALER/PARTNER	GREGORY F WORHACZ
PARTS MANAGER	RONALD P SCHOCH
SERVICE MANAGER	THOMAS R GRABOSKI

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5145YB [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	2001-11-29	07612USAF16460
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2001-11-29	07612USAF16460
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-04-26	07612USAF16460

OASIS RESULT:10/12/2006
09:25:29

2FMZA5145YB [REDACTED]

© 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 0A31AS0A

 **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 08/15/2000	BUILD DATE 07/27/2000	SALE MILEAGE
--	---------------------------------	---------------------

 **WARNING MESSAGES**

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

 **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

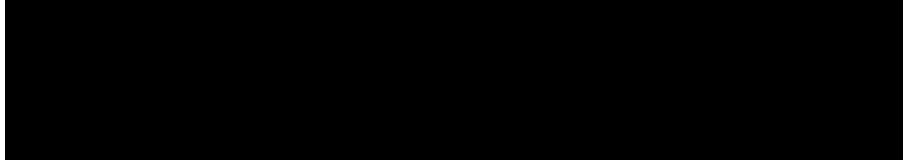
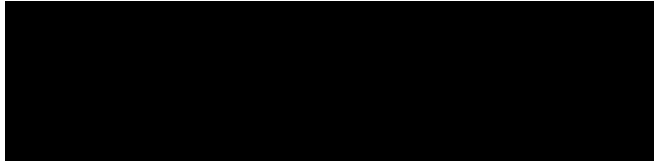
 **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA5145YB [REDACTED]

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



Sent Via U.S. Mail

January 13, 2006

[REDACTED]
Soddy Daisy, TN [REDACTED]

RE: 1995 Windstar
VIN: 2FMDA5145SB [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 1995 Windstar. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs

Action Detail

VIN: 2FMDA5145SB [REDACTED]	Year: 1995	Model: WINDSTAR	Case: 626060880
Name: MRS [REDACTED]	Owner Status: Subsequent	WSD:	
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: MARSHAL MIZE FORD INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 00387	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 148354 MI	Comm Type: MAIL		
Action Date: 01/13/2006	Action Time: 11:34:13:110	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL, VEHICLE BEYOND WARRANTY/NO OPEN RECALLS RELATED TO THE FIRE.

Ford Confidential

Action Detail

VIN: 2FMDA5145SE [REDACTED] Year: 1995 Model: WINDSTAR Case: 626060880
 Name: MRS [REDACTED] Owner Status: Subsequent WSD:
 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: 148354 MI Comm Type: PHONE
 Action Date: 01/10/2006 Action Time: 11:02:35:770 Action Data: No
 Analyst Name: ARNOLDI RANDAL Analyst: RARNOL27

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: -VEH CAUGHT FIRE 12/28/2005-VEH CAUGHT FIRE UNDERHOOD UNDER THE MASTER CYLINDER-VEH IS AT CUST HOUSE NOW AND HAS BEEN TO DLRSHIP WHERE THEY SAID IT IS THE SPEED CONTROL DEACTIVATION SWITCH CAUSED THE FIRE BUT IT WAS NOT COVERED UNDER THE SAFETY RECALL-NO FIRE DEPT WAS INVOLVED-NO INSURANCE CLAIM WAS FILED-VEH IS REPAIRABLE -CUST FEELS THAT FORD SHOULD PAY FOR THE REPAIRS BECAUSE THIS IS A KNOWN PROBLEMDEALER SAID: MARSHAL MIZE FORD, INC.5348 HWY 153 CHATTANOOGA, TN 37343TEL: (423) 875-2023-NONECRC 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 AS TO ABOVE

Ford Confidential

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]
Address:	[REDACTED]	SODDY DAISY	TN [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
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	JAMES P DYER
SALES MANAGER	THAD NARRAMORE
SALES MANAGER	RICHARD T MADDOX
SALES MANAGER	MARTIN L VON SCHAAF
SALES MANAGER	RICK STARNES
SALES MANAGER	NELSON CAMILO
SERVICE MANAGER	MITCHELL KERNEA

Ford Confidential

ESP / Recall Information

VIN: 2FMDA5145SB [REDACTED]

Contract: 1 of 1

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

Purchaser: JOHN EAKER

Plan Type: USA 1995 NEW 60/75,000 EXTRACARE

Selling Dealer:

Deductible: 50

Rental: 25

Towing Allowance: 45

Status: Expire

Expiration Date: 2000-03-16

Expiration Miles: 75,000

Plan Year: 1995

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
00M09	CUST SAT PGM - MULTI REPAIR	3.8L ENGINE HEAD GASKETS - ADDITIONAL COVERAGE FOR 7 YEARS OR 100,000 MILES, WHICHEVER	OPEN - REPAIRED	2000-04-03	00387USAF21201
01M03	CUST SAT PGM - MULTI REPAIR	FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS	OPEN - LAUNCHED		
94S99	SAFETY RECALL	POWER DISTRIBUTION BOX TERMINALS	CLOSE - REPAIRED	1995-08-14	00370USAF21435
97S88	SAFETY RECALL	HOOD SEPARATION	CLOSE - REPAIRED	1998-01-29	00272USAF21427
98M01	CUST SAT PGM - MULTI REPAIR	3.8L ENGINE HEAD GASKET - ADDITIONAL COVERAGE	CLOSE - EXPIRED		
99R33	REGIONAL (USA)	FUEL TANK MOUNTING	OPEN - LAUNCHED		



ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
6/9/2008 ACKNOWLED	██████████ LEGAL - FIRE CLAIM	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	07
6/5/2008 CLOSED	██████████ CRC RELATED - SUPERVISOR REQUEST SUBMITTED	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	01
6/5/2008 CLOSED	██████████ LEGAL - ACCIDENT / FIRE	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	10
6/4/2008 CLOSED	██████████ PROD/COMP DUR/PERF - VEHICLE QUALITY	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	01
6/4/2008 CLOSED	██████████ MISC INQUIRY - CHANGE OF ADDRESS	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	02
12/22/2005 CLOSED	██████████ WARRANTY - REPAIR MUST BE PERFORMED AT F/LM	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	02
12/18/2003 CLOSED	██████████ RAV - OTHER	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	08
12/13/2003 CLOSED	██████████ ESP/ESC - NOT REGISTERED	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	02
10/1/2003 CLOSED	██████████ ESP/ESC - NOT REGISTERED	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	02
11/27/2002 CLOSED	██████████ AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	03
11/25/2002 CLOSED	██████████ AWA - OUT CRITERIA, REQUEST AWA PRIOR REPAIR	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	02
11/13/2002 CLOSED	██████████ MISC INQUIRY - FORD MOTOR COMPANY FEEDBACK	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	02
11/13/2002 CLOSED	██████████ AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	02
4/9/2002 CLOSED	██████████ ICCD - CUSTOMER INFORMATION ONLY	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	02
3/22/2002 CLOSED	██████████ SALES - INCENTIVE AND REBATES	2FMZA50482B ██████████ 1357210812	2002 WINDSTAR	01

Ford Confidential

not involved
05S28

Skoe
1357210812

BEGINNING OF CONTACT
06/06/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.04

REGION: C2 HOUSTON	OGC ISSUE	CASE NBR: 1357210812
VIN: 2FMZA50482B	ZONE: A04	OPENED: 06/05/2008
	ENGINE: 4	CLOSED: 06/05/2008
	VEH TYPE: T	

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	G
ADDRESS:		STATE:	TX	ZIP:	
CITY:	VON ORMY				
HOME PHONE:		MODEL:	WINDSTAR BASE 4X2 3-DR WAGON		
MODEL YEAR:	2002				
MILEAGE:	118000				
DEALER NAME:	ANCIRA FORD MERCURY	SALES CODE:	F52080	P & A:	07573
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: RARNOL27 ARNOLDI (RARNOL27),RANDAL

DATE: 06/05/2008 TIME: 10.37.51 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: ==CALLER WRITER IS JOE OCHOA (SPOUSE) 210-315-4299 CELL 210-624-2899 HOME==THE DATE VEH CAUGHT FIRE WAS 04 JUNE 2008 130 PM==THE FIRE ORIGINATED ON THE VEH UNDER THE HOOD==VEH IS NOW AT FORD DLRSHPC ANCIRA FORD==NO FIRE REPORT WAS FILED CUST PUT OUT FIRE ==CUST HAS NOT CONTACTED THEIR INSURANCE COMPANY DOES NOT FEEL HE SHOULD SAYS THIS IS A KNOWN CONCERN WITH FORD==THE VEHICLE IS REPAIRABLE THEY ARE DOING WORK NOW THE REPAIRS SHOULD BE AROUND \$5,000 ==CUST IS SEEKING FORD TO PAY HIM FOR THE REPAIRS==CUST ALSO FEELS THAT FORD SHOULD BE AWARE OF THIS PROBLEM BECAUSE HIS VEH WAS NOT INVOLVED IN THE RECALL BUT IT IS THE IDENTICAL PART THAT HAS DONE THE SAME THING AND THAT MAYBE FORD SHOULD EXPAND THE RECALL TO INCLUDE THE WINDSTAR DEALER SAID: ANCIRA FORD MERCURY HIGHWAY 181 NORTH FLORESVILLE, TX 78114 TEL: (830) 216-4040 CRIC 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.*****
 ==OGC TO DLRSHPC SPOKE WITH LARRY SM HE VERIFIED PART THAT CAUSED FIRE WAS IDENTICAL PART OF RECALL 05S28 AND THEY FEEL THAT IS WHAT CAUSED THE FIRE==VERIFIED MAILING ADDRESS WITH CUST==ADVISED CUST AS TO ABOVE

Customer Info

wrong#

Customer: [REDACTED] Primary Phone: [REDACTED]
Address: [REDACTED] VON ORMY TX [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: JOE12290OCHOA@CS.COM

Ford Confidential

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
C2-HOUSTON	52-DALLAS	K	A04	07573	F52080

Dealer Name: ANCIRA FORD MERCURY
Dealer Address: HIGHWAY 181 NORTH
 FLORESVILLE TX 78114
Dealer Main Phone: 830-216-4040

Position	Employee Name
DEALER/PARTNER	ANDY HORNY
PARTS MANAGER	ANNA M FLORES
PARTS & SERVICE DIRECTOR	LARRY BRATTEN
SALES MANAGER	JAMES C CLIFTON
SALES MANAGER	DENNY D DEIKE

Service Hours

Directions

Trained

Additional Information

Y

SOUTHERN REGION D.A.C.

Ford Confidential

s/a Billy?

*ticket closed
6-5-08
69.65*

ESP / Recall Information

VIN: 2FMZA50482B [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2004 NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSIST
 Selling Dealer:
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2007-03-15
 Expiration Miles: 75,000
 Plan Year: 2004
 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
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
03C05	SAFETY COMPLIANCE	LOWER SEAT-TO-FLOOR LATCHES	CLOSE - REPAIRED	2003-11-21	03042USAF52764

OASIS RESULT:**2FMZA50482B**06/13/2008
13:44:00
FCXWS446

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

VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2002 WINDSTAR

BODY STYLE

WAGON STDLN 4X2

ENGINE

3.8L EFI

TRANSMISSION

4F50N AUTO TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

2A31ZC0A

WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

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

03/15/2002

BUILD DATE

01/23/2002

SALE MILEAGE

00010

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**0711 - EXPIRED**

STANDARD DEDUCTIBLE: 50 USD

OWNER NAME: ROSALINDA OCHOA

OPTIONS:

EXPIRATION DATE: 03/15/2007

DISTANCE: 75,000

RENTAL: 28 UP TO 10 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 48996

ESP CONTRACT START DATE: 03/15/2002

WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA50482B

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

VIN FSA Details	
* Confidential *	
VIN:	2FMZA50482B [REDACTED]
FSA Status:	Launched
Brand:	FORD
Manufacturing Country:	CAN

FSA Details

00000543	LOWER SEAT-TO-FLOOR LATCHES
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

Vehicle Details

Model Year:	2002	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	23-Jan-2002
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	15-Mar-2002
Vehicle Type Description:	TRUCK	Sale Date:	15-Mar-2002
VDM Vehicle Status:	800	Engine Tag Code:	1K542BA
Emissions:			

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

Current Owner			
Business Name:	[REDACTED]		
Owner Name:	[REDACTED]		
Address 1:	[REDACTED]		
Address 2:	[REDACTED]		
Address 3:			
Address 4:			
City:	TAYLOR		
State/Province:	Texas	Phone #:	
ZIP/Postal Code:	[REDACTED]	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	01-Apr-2003	Vendor Applied Date:	29-Apr-2003
Vendor Match Code Description:	1-BOTH NAME AND ADDRESS MATCH		
N&A Source:	POLK	GCamp Applied Date:	16-Apr-2004
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			
Historical Owner			
Business Name:	[REDACTED]		
Owner Name:	[REDACTED]		

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

Owner Effective Date: 01-Apr-2003 Vendor Applied Date:
 Vendor Match Code Description: 4-NEITHER NAME OR ADDRESS MATC

N&A Source: POLK GCamp Applied Date: 30-Oct-2003
 Mail Status: Active Mail Suppression Date:
 Fleet Code: Fleet Name:
 Fleet Status: Fleet Mgmt: -
 Company Car:

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	03049	USA	F52732		Munday Ford
Ship-To	03049	USA	F52732		Munday Ford
Stocking	03049	USA	F52732		Munday Ford
Selling	03049	USA	F52732		Munday Ford
FSA Details					
VIN: 2FMZA50482B [REDACTED]					
Local FSA: 03C05 - LOWER SEAT-TO-FLOOR LATCHES			Global FSA: 00000543		

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): Supplement Code:

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

00- Original

P&A Code	GEO Sales	Responsible Dealer Sales Code	Sub Code	Description
03049	USA	F52732		Munday Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	26-Nov-2003	
Display Eligibility	N	26-Nov-2003	
Original Mail Eligibility	N	18-Nov-2003	
Follow up Mail	N	26-Nov-2003	

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source
	Description	Release Date		
	MAILED - ORIGINAL NOTIFICATION	18-Nov-2003		
	MAILED - ORIGINAL NOTIFICATION	31-Oct-2003		

Repair			
System	Repair	Claim	Option/Labor

Status	Date	Date	Country	Dealer Code	#	Code	Cost Source
CLOSE - REPAIRED	26-Nov-2003	21-Nov-2003	UNITED STATES	03042USAF52764	025501	C	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	26-Nov-2003
OPEN - LAUNCHED	Open	18-Nov-2003
Confirmed		28-Oct-2003

VIN FSA Mail History

Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHES Global FSA:00000543

Release: POWNER LETTER
 Release Date: 31-Oct-2003
 Mail Date:
 Restricted Address: No
 Address: [REDACTED]
 TAYLOR, TX [REDACTED] UNITED STATES
 Resp. Dealer: 03049USAF52732-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 01-Apr-2003
 Note:

Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHES Global FSA:00000543

Release: OOWNER LETTER
 Release Date: 18-Nov-2003
 Mail Date: 21-Nov-2003 to 25-Nov-2003
 Restricted Address: No
 Address: [REDACTED]
 TAYLOR, TX [REDACTED] UNITED STATES
 Resp. Dealer: 03049USAF52732-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 01-Apr-2003
 Note:

VIN: 2FMZA50482E [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): + 0 - TARGET SEGMENT - SS - W* **Supplement Code:** 04-SUPP TO ADD 02 AND 03 MYS TO PROGRAM

P&A Code		GEO Sales		Responsible Dealer		Sub Code		Description	
03049		USA		Sales Code F52732				Munday Ford	
Eligibility Indicators									
Type				Indicator			Updated		
Repair Eligibility				Y			14-Apr-2004		
Display Eligibility				Y			19-Apr-2004		
Original Mail Eligibility				N			22-Apr-2004		
Follow up Mail				Y			22-Apr-2004		
VIN/FSA Vehicle Condition									
Code	Vehicle Condition			Begin Date			End Date	Source	
Description							Release Date		
RELEASED TO APPROPRIATE SOURCE - ORIGINA							22-Apr-2004		
EXTERNAL NAME AND ADDRESS APPLIED							16-Apr-2004		
Repair									
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost	Source	
VIN/FSA Vehicle Status									
Description			Reason			Date			
OPEN - LAUNCHED			Open			19-Apr-2004			
Confirmed						14-Apr-2004			
VIN FSA Mail History									
Local FSA:02M01- W TUBE-MOUNTED EGR PRESSURE SEN...					Global FSA:00000511				
Release:		OOWNER LETTER							
Release Date:		22-Apr-2004							
Mail Date:		03-May-2004 to 17-May-2004							
Restricted Address:		No							
Address:		<div style="background-color: black; width: 150px; height: 1.2em; display: inline-block;"></div> TAYLOR, TX <div style="background-color: black; width: 100px; height: 1.2em; display: inline-block;"></div> NITED STATES							
Resp. Dealer:		03049USAF52732-							
Fleet Acct:									
Fleet Mgmt Loc:									
N&A Source:		POLK							
Owner Effective Date:		01-Apr-2003							
Note:									

FSA Counts

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

Copyright ©2002 Ford Motor Company. All rights reserved.