

PE08-035

FORD

7/30/2008

APPENDIX D

PART 4 OF 4



Sent Via U.S. Mail

March 6, 2006

[REDACTED]
Lawrenceville, GA [REDACTED]

Re: 2000 Windstar
VIN: 2FMZA5142YB [REDACTED]

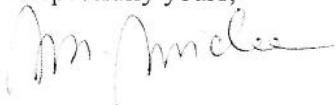
Dear Mr. [REDACTED]:

This is in response to your contact dated March 1, 2006 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 your vehicle. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,



Marcel Miclea
Consumer Affairs

Action Detail

VIN: 2FMZA5142YB [REDACTED] Year: 2000 Model: WINDSTAR Case: 1611190606
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 1999-11-25
 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: ARRINGTON & BLOUNT FORD INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 00494
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 173225 MI Comm Type: PHONE
 Action Date: 03/01/2006 Action Time: 16:58:38:793 Action Data: No
 Analyst Name: BOYD JOSEPH Analyst: JBOYD45

COMMENTS: CUSTOMER SAID: -DATE OF FIRE: 2/24/06-FIRE FROM BREAKER SWITCH ON MASTER CYLINDER-FLUID LEAKED OUT ON TO TRANSMISSION CAUSING FIRE-CURRENTLY AT INDEPENDANT-NO REPORT FILLED WITH FIRE DEPARTMENT-NO CLAIM WITH INSURANCE COMPANY-INDEPENDANT SAID IT IS REPAIRABLE, BUT HAS NOT BEEN DIAGNOSED BY DEALER-VEH WAS RUNNING WHEN FIRE STARTED-OVER DRIVE LIGHTS STARTED FLASHING AFTER FIRE WAS PUT OUT-VEH STARTS BUT HESISTATES AT ALL TEMPS-VEH STARTS LEAKING TRANSMISSION FLUID WHEN ENGINE IS HOT WHILE STOPPED-CUST BOUGHT PARTS TO FIX--PART NUMBERS: XW7Z9F924BA, F8DV7F2938AD, 3U2Z14S411CEAA-HAPPY WITH VEH-CUST SEEKING REPAIRESDEALER SAID: -NONEARRINGTON & BLOUNT FORD INC2300 UNIVERSITY PARKWAY LAWRENCEVILLE, GA 30043TEL: (770) 963-1831CRC 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 ABOVE

Ford Confidential

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]
Address:	[REDACTED]	LAWRENCEVILLE	GA [REDACTED]
Country:	USA	Language:	EN
Cell Phone:		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	G	D1	00494	F21060

Dealer Name:	ARRINGTON & BLOUNT FORD INC
Dealer Address:	2300 UNIVERSITY PARKWAY LAWRENCEVILLE GA 30043
Dealer Main Phone:	770-963-1831

Position	Employee Name
CUST RELATIONS MGR	RICHARD M ROYAL
DEALER/PARTNER	PAUL D ARRINGTON
PARTS MANAGER	LARRY ROBERTS
SALES MANAGER	RICKY D ENIX
SALES MANAGER	MICHAEL S THORNTON
SERVICE MANAGER	STEVE C OWEN

Service Hours 7:30AM - 6:00PM MON-FRI : 8:00AM-1:00PM SAT

Directions

Trained Y

Additional Information

Ford Confidential

ESP / Recall Information

VIN: 2FMZA5142YB [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	OPEN - LAUNCHED		
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2000-11-06	00460USAF21104
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	OPEN - LAUNCHED		
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	OPEN - LAUNCHED		

OASIS RESULT:

2FMZA5142YB

See bottom of the OASIS result for
contact ID03/02/2006
11:42:02

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2000 WINDSTAR	BODY STYLE LX 3 / 4 DOOR WAGON	ENGINE 3.8L EFI
TRANSMISSION AX4S 4 SPD TRANSAXLE	AXLE CODE 15	ENGINE CALIBRATION 9LMABEHA

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 11/25/1999	BUILD DATE 11/09/1999	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 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 ACTIONS

[00S42](#)
FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION
[01S25](#)
WIPER MOTOR GEAR COVER
[02S33](#)
ELECTRICAL CONNECTOR/SEALER SKIP

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA5142YB

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

VIN FSA Details

VIN: 2FMZA5142YB [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: CAN

FSA Details

00000397	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION
00000419	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION
00000485	WIPER MOTOR GEAR COVER
00000515	ELECTRICAL CONNECTOR/SEALER SKIP

Vehicle Details

Model Year:	2000	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	09-Nov-1999
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	25-Nov-1999
Vehicle Type Description:	TRUCK	Sale Date:	25-Nov-1999
VDM Vehicle Status:	800	Engine Tag Code:	0K542AA
Emissions:			

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

Current Owner

Business Name:	GA AUTO EXPO INC		
Owner Name:			
Address 1:	79 GWINNETT DR		
Address 2:			
Address 3:			
Address 4:			
City:	LAWRENCEVILLE		
State/Province:	Georgia	Phone #:	
ZIP/Postal Code:	30045 5623	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	01-Dec-2004	Vendor Applied Date:	23-Dec-2004
Vendor Match Code Description:	4-NEITHER NAME OR ADDRESS MATC		
N&A Source:	POLK	GCamp Applied Date:	20-Jan-2005
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	09934	USA	F27701		NOT AVAILABLE
Ship-To	01521	USA	F41078		Friendly Ford, Inc.
Stocking	09934	USA	F27701		NOT AVAILABLE
Selling	09934	USA	F27701		NOT AVAILABLE

FSA Details

VIN: 2FMZA5142YB [REDACTED]

Local FSA: 00S42 - FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION

Global FSA: 00000397

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGET SEGMENT
- AA - KITCODE AA

00- Original

P&A Code	GEO Sales	Responsible Dealer Sales Code	Sub Code	Description
00509	USA	F21022		Allan Vigil Ford

Eligibility Indicators

Type	Indicator	Updated
Repair Eligibility	Y	03-Nov-2000
Display Eligibility	Y	03-Nov-2000
Original Mail Eligibility	N	08-Jan-2001
Follow up Mail	Y	13-Dec-2002

VIN/FSA Vehicle Condition

Code	Vehicle Condition	Begin Date	End Date	Source

Description	Release Date
MAILED - FOLLOW-UP NOTIFICATION	13-Dec-2002
MAILED - FOLLOW-UP NOTIFICATION	19-Dec-2001
MAILED - FOLLOW-UP NOTIFICATION	19-Jun-2001
MAILED - FOLLOW-UP NOTIFICATION	09-Mar-2001
MAILED - ORIGINAL NOTIFICATION	08-Jan-2001

Repair

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

VIN/FSA Vehicle Status

Description	Reason	Date
OPEN - LAUNCHED	Open	08-Jan-2001
Confirmed		03-Nov-2000

VIN FSA Mail History

Local FSA:00S42-!FRONT ELECTRONIC MODULE (FEM)...

Global FSA:00000397

Release: OOWNER LETTER
 Release Date: 08-Jan-2001
 Mail Date: 24-Jan-2001 to 24-Jan-2001
 Restricted Address: No
 Address: [REDACTED]

[REDACTED]
 MARIETTA,GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00243USAF21005-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: FLEET
 Owner Effective Date: 21-Nov-2000
 Note:

Local FSA:00S42-!FRONT ELECTRONIC MODULE (FEM)... Global FSA:00000397

Release: FPOSTCARD
 Release Date: 09-Mar-2001
 Mail Date: 02-Apr-2001 to 02-Apr-2001
 Restricted Address: No
 Address:

[REDACTED]
 THE GOODYEAR TIRE &
 MARIETTA,GA
 [REDACTED] UNITED STATES

Resp. Dealer: 00243USAF21005-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: FLEET
 Owner Effective Date: 19-Jan-2001
 Note:

Local FSA:00S42-!FRONT ELECTRONIC MODULE (FEM)... Global FSA:00000397

Release: FOWNER LETTER
 Release Date: 19-Jun-2001
 Mail Date: 25-Jun-2001 to 27-Jun-2001
 Restricted Address: No
 Address:

[REDACTED]
 MARIETTA,GA
 [REDACTED] UNITED STATES

Resp. Dealer: 00243USAF21005-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: FLEET
 Owner Effective Date: 19-Jan-2001
 Note:

Local FSA:00S42-!FRONT ELECTRONIC MODULE (FEM)... Global FSA:00000397

Release: FOWNER LETTER
 Release Date: 19-Dec-2001
 Mail Date: 26-Dec-2001 to 02-Jan-2002
 Restricted Address: No
 Address:

[REDACTED]
MARIETTA,GA

[REDACTED] UNITED STATES

Resp. Dealer: 00243USAF21005-
 Fleet Acct: PH001 PH & H (DOMESTIC)
 Fleet Mgmt Loc: 0824PHH VEHICLE MANAGEMENT SERVICES
 N&A Source: FLEET
 Owner Effective Date: 07-Sep-2001
 Note:

Local FSA:00S42-IFRONT ELECTRONIC MODULE (FEM)... Global FSA:00000397

Release: FOWNER LETTER
 Release Date: 13-Dec-2002
 Mail Date: 23-Dec-2002 to 31-Dec-2002
 Restricted Address: No
 Address: [REDACTED]
 FOREST PARK,GA
 [REDACTED], UNITED STATES

Resp. Dealer: 00509USAF21022-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 29-Oct-2002
 Note:

VIN: 2FMZA5142YB [REDACTED]

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

Hub: FORD NORTH AMERICA		Country: UNITED STATES	
Segment / VIN Group(s):		Supplement Code:	
+ 0 - TARGET SEGMENT - AA - KITCODE AA		00- Original	
P&A Code	GEO Sales	Responsible Dealer Sales Code	Sub Code
00509	USA	F21022	Allan Vigil Ford
Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	09-Nov-2000	
Display Eligibility	N	09-Nov-2000	
Original Mail Eligibility	N	09-Nov-2000	
Follow up Mail	N	09-Nov-2000	
VIN/FSA Vehicle Condition			
Code	Vehicle Condition	Begin Date	End Date
Description		Release Date	
Repair			
Status	System Date	Repair Date	Country
CLOSE -	09-Nov-	06-Nov-	UNITED
Dealer Code	Claim #	Option/Labor Code	Cost Source

REPAIRED	2000	2000	STATES	00460USAF21104 016008	B	0.00	GACES
VIN/FSA Vehicle Status							
Description	Reason			Date			
CLOSE - REPAIRED	Close			09-Nov-2000			
Confirmed				06-Sep-2000			
VIN FSA Mail History							

VIN: 2FMZA5142YB XXXXXXXXXX

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

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

+ 0 - TARGET SEGMENT 00- Original

- BB - KITCODE BB

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
00509	USA	F21022		Allan Vigil Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	09-Aug-2001	
Display Eligibility	Y	09-Aug-2001	
Original Mail Eligibility	N	22-Aug-2001	
Follow up Mail	Y	25-Nov-2003	

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

Description	Release Date
MAILED - FOLLOW-UP NOTIFICATION	25-Nov-2003
MAILED - FOLLOW-UP NOTIFICATION	14-May-2003
MAILED - FOLLOW-UP NOTIFICATION	25-Nov-2002
MAILED - FOLLOW-UP NOTIFICATION	20-May-2002
MAILED - FOLLOW-UP NOTIFICATION	08-Nov-2001
MAILED - ORIGINAL NOTIFICATION	22-Aug-2001

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

VIN/FSA Vehicle Status			
Description	Reason	Date	
OPEN - LAUNCHED	Open	22-Aug-2001	
Confirmed		09-Aug-2001	

VIN FSA Mail History

Local FSA:01S25-IWIPER MOTOR GEAR COVER Global FSA:00000485

Release: OWNER LETTER

Release Date: 22-Aug-2001
 Mail Date: 29-Aug-2001 to 01-Sep-2001
 Restricted Address: No
 Address: [REDACTED]
 MARIETTA,GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00243USAF21005-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: FLEET
 Owner Effective Date: 19-Jan-2001
 Note:

Local FSA:01S25-!WIPER MOTOR GEAR COVER

Global FSA:00000485

Release: FPOSTCARD
 Release Date: 08-Nov-2001
 Mail Date: 23-Nov-2001 to 27-Nov-2001
 Restricted Address: No
 Address: [REDACTED]
 MARIETTA,GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00243USAF21005-
 Fleet Acct: PH001 PH & H (DOMESTIC)
 Fleet Mgmt Loc: 0824PHH VEHICLE MANAGEMENT SERVICES
 N&A Source: FLEET
 Owner Effective Date: 07-Sep-2001
 Note:

Local FSA:01S25-!WIPER MOTOR GEAR COVER

Global FSA:00000485

Release: FOWNER LETTER
 Release Date: 20-May-2002
 Mail Date: 24-May-2002 to 31-May-2002
 Restricted Address: No
 Address: [REDACTED]
 THE GOODYEAR TIRE &
 MARIETTA,GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00243USAF21005-
 Fleet Acct: PH001 PH & H (DOMESTIC)
 Fleet Mgmt Loc: 0824PHH VEHICLE MANAGEMENT SERVICES
 N&A Source: FLEET
 Owner Effective Date: 07-Sep-2001
 Note:

Local FSA:01S25-!WIPER MOTOR GEAR COVER

Global FSA:00000485

Release: FOWNER LETTER
 Release Date: 25-Nov-2002
 Mail Date: 06-Dec-2002 to 13-Dec-2002

Restricted Address: No
 Address: [REDACTED]
 FOREST PARK,GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00509USAF21022-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 29-Oct-2002
 Note:

Local FSA:01S25-IWIPER MOTOR GEAR COVER Global FSA:00000485

Release: FOWNER LETTER
 Release Date: 14-May-2003
 Mail Date: 23-May-2003 to 23-May-2003
 Restricted Address: No
 Address: [REDACTED]
 FOREST PARK,GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00509USAF21022-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 29-Oct-2002
 Note:

Local FSA:01S25-IWIPER MOTOR GEAR COVER Global FSA:00000485

Release: FOWNER LETTER
 Release Date: 25-Nov-2003
 Mail Date: 12-Dec-2003 to 19-Dec-2003
 Restricted Address: No
 Address: [REDACTED]
 CONLEY,GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00509USAF21022-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 02-Jun-2003
 Note:

VIN: 2FMZA5142YBA82810
Local FSA: 02S33 - ELECTRICAL CONNECTOR/SEALER SKIP **Global FSA: 00000515**

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

+ 1 - FOLLOW UP MAILING
 - ** - VIN GROUP DESCRIPTION FOR **

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
00509	USA	F21022		Allan Vigil Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	28-Feb-2002	
Display Eligibility	Y	28-Feb-2002	
Original Mail Eligibility	N	22-Mar-2002	
Follow up Mail	Y	15-Sep-2003	

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

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED	20-Jan-2005
RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED	19-Jan-2005
RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED	28-May-2004
RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED	28-May-2004
MAILED - FOLLOW-UP NOTIFICATION	15-Sep-2003
MAILED - FOLLOW-UP NOTIFICATION	18-Feb-2003
MAILED - FOLLOW-UP NOTIFICATION	05-Aug-2002
MAILED - ORIGINAL NOTIFICATION	22-Mar-2002

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

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

VIN FSA Mail History	
Local FSA:02S33-!ELECTRICAL CONNECTOR/SEALER SKIP	Global FSA:00000515
Release:	OOWNER LETTER
Release Date:	22-Mar-2002
Mail Date:	05-Apr-2002 to 05-Apr-2002
Restricted Address:	No
Address:	[REDACTED] MARIETTA,GA [REDACTED]UNITED STATES
Resp. Dealer:	00243USAF21005-
Fleet Acct:	PH001 PH & H (DOMESTIC)
Fleet Mgmt Loc:	0824PHH VEHICLE MANAGEMENT SERVICES
N&A Source:	FLEET
Owner Effective Date:	07-Sep-2001
Note:	

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

Release: FPOSTCARD
 Release Date: 05-Aug-2002
 Mail Date: 15-Aug-2002 to 15-Aug-2002
 Restricted Address: No
 Address: REGISTRANT UNKNOWN,
 FLEET VEHICLE SOLD
 302881528
 UNITED STATES
 Resp. Dealer: 81000USAF81000-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: WASFLEET
 Owner Effective Date: 17-Jun-2002
 Note:

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

Release: FOWNER LETTER
 Release Date: 18-Feb-2003
 Mail Date: 25-Feb-2003 to 25-Feb-2003
 Restricted Address: No
 Address: [REDACTED]
 FOREST PARK,GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00509USAF21022-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 29-Oct-2002
 Note:

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

Release: FOWNER LETTER
 Release Date: 15-Sep-2003
 Mail Date: 25-Sep-2003 to 25-Sep-2003
 Restricted Address: No
 Address: [REDACTED]
 CONLEY,GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00509USAF21022-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 02-Jun-2003
 Note:

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

Release: FOWNER LETTER
 Release Date: 28-May-2004
 Mail Date: 22-Jun-2004 to 22-Jun-2004

Restricted Address:	No
Address:	[REDACTED] ELLENWOOD,GA [REDACTED] UNITED STATES
Resp. Dealer:	00509USAF21022-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	09-Apr-2004
Note:	

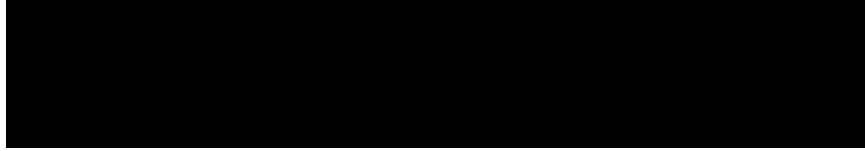
Local FSA:02S33-!ELECTRICAL CONNECTOR/SEALER SKIP Global FSA:00000515

Release:	FOWNER LETTER
Release Date:	20-Jan-2005
Mail Date:	03-Feb-2005 to 03-Feb-2005
Restricted Address:	No
Address:	GA AUTO EXPO INC, 79 GWINNETT DR LAWRENCEVILLE,GA 30045 5623,UNITED STATES
Resp. Dealer:	00509USAF21022-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	01-Dec-2004
Note:	

FSA Counts

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

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DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1-800-343-5338

DEALER INFORMATION:

Requesting Dealer Beshore-Koller P&A 00167 Region & State Phil PA

Contact Person [Redacted]

CUSTOMER/VEHICLE INFORMATION:

New or Used WSD Year/Model 1999 INDIANA

VIN 2FM3A5144XB Mileage 114562

Customer Name [Redacted]

Address [Redacted]

City York County York State PA Zip code [Redacted]

Home Phone [Redacted] Work Phone [Redacted]

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Fire Injury

Medical Attention Sought:

Date of Incident 1-23-07

Is customer alleging a component defect caused the incident? If yes, what type & details We found problem, before it caught on

Was a police report filed? If yes, where York

Has the Insurance Company been contacted? What did the insurance company advise? N/A

Owner's Insurance Company N/A Agent's Name N/A

Insurance Company Phone Number ()

If the vehicle is a conversion unit, who is the coach builder? No

City State Zip

RESOLUTION that CUSTOMER is SEEKING:

Cruse Defect Sweet Almost Caught Fire, just like 05528 Recall

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? Y/N; PAGES: _____

Fax to: (313) 845-5668; or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

November 2005

Ford Motor Company - Ford Motor Vehicle Assurance Company

9-35

SEE Attachment we sent to DSE

9 GLOSSARY
RESOURCES FORMS

TIME RECEIVED	REMOTE CSID	DURATION	PAGES	STATUS
Tue, 23 Jan 2007 17:58:32 -0500	7172666336	2:18	2	Received
01/23/2007 17:58 FAX 7172666336	BESHORE&KOLLER			

*** INBOUND NOTIFICATION : FAX RECEIVED SUCCESSFULLY ***

PE08-035 07441P

CRAIG SCHAFFNER

Date: mar, 23 ene 2007 17:24:38 -0500
From: "Fennema, Drew (A.)" <afennema@ford.com>
Subject: RE: Possible Fire Concern!!!! just like 05s28!!
To: <craig.schaffner@beshorekollerford.com>
Cc: "Ryan, Kevin (K.J.)" <kryan2@ford.com>

Craig,

You need to inform Consumer Affairs. The form, "Request for Consumers Affairs Review", can be found at FMC dealer, Customer Road Map, Escalated Customer Handling. I'm assuming the vehicle was not involved in 05S28.

Regards,

Drew Fennema
Field Service Engineer
Mid Atlantic Market
A Zones
(703) 498-1467

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

From: CRAIG SCHAFFNER [mailto:craig.schaffner@beshorekollerford.com]
Sent: Tuesday, January 23, 2007 4:22 PM
To: Fennema, Drew (A.)
Subject: Possible Fire Concern!!!! just like 05s28!!

Drew!! We just had a 1999 windstar in shop for basic maint// vin# 2fm2a5144xb, 114562 miles. When Tech closed hood, he thought he smelled something hot, and smoke was coming from the cruise control deact switch!! It was leaking just like the vehicles involved in 05s28 recall!! Just thought you may want to pass it on to the proper people!! I was going to put in a EDSR, but could not find it any longer!! We did unhook the deact switch, so it wont catch on fire!! Tech was Mike Smith, if you need more details!! Or Jim Rauch// assist ser mgr. Have a Great Week!! Craig!

https://store1.dealeremail.com/wm/eml/read.html?sessionid=5c23ce12e6d09338c435ca689... 1/23/2007

Table with 5 columns: TIME RECEIVED, REMOTE CSID, DURATION, PAGES, STATUS. Includes values like 'Tue, 23 Jan 2007 17:58:32 -0500', '7172666336', '218', '2', and 'Received'. Also contains a header 'PE08-035 0745LP' and a footer '*** INBOUND NOTIFICATION : FAX RECEIVED SUCCESSFULLY ***'.

OASIS RESULT:

2FMZA5144XB

01/26/2007

15:23:13

FCXWS45

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

1999 WINDSTAR

BODY STYLE

WAGON STDLN 4X2

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

9LMABDHA

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

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

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

06/11/1999

BUILD DATE

05/03/1999

SALE MILEAGE **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

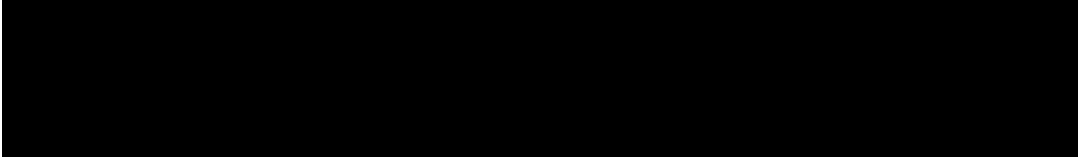
 **REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA5144XB

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



LF

[REDACTED]
Reisterstown, MD [REDACTED]

P.O. 10-24-06
1347172966
Marcel

October 31, 2006

To, Ford Customer Relation Center
PO Box 6248, MD3NE-B
Dearborn, MI 48126 USA

6 NOV -2 P2:44
CONSUMER AFFAIRS
DEPARTMENT

RE: 1996 Windstar
VIN: 2FMDA5143TB [REDACTED]

Dear Customer Service:

Thank You for your response regarding my Ford windstar , however I believe that this is defect in your vehicle, This fire should not have happened. I understand that any other mechanical failure can happen due to regular wear and tear. I have a couple of other vehicles with high mileage from Toyota motor company that has never had any problems or heard about any Toyotas catching fire, can you please give me an explanation why it happened and what corrective action are you going to do in the future for other Customers.

Thank you,



Respectfully yours,

[REDACTED]

[REDACTED]
KENTERTOWN, MD



SALISBURY MD 207
30 OCT 2005 PM 4 L

CUSTOMER
RELATIONSHIP
CENTER

2005 NOV -2 A 10: 47

TO: FORD METER COMPANY
CUSTOMER RELATIONSHIP CENTER
16800 EXECUTIVE PLAZA DRIVE
PO BOX 6248
DEARBORN, MI 48121

4812146248



Sent Via U.S. Mail

October 24, 2006

[REDACTED]
Reisterstown, MD [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA5143TB [REDACTED]

Dear Mr. [REDACTED]

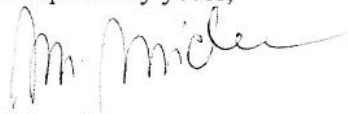
This is in response to your contact with the Ford Customer Relationship Center.

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: 2FMDA5143TE [REDACTED]	Year: 1996	Model: WINDSTAR	Case: 1347172966
Name: MR [REDACTED]	Owner Status: Original	WSD:	
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: KOONS FORD OF BALTIMORE INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 00144	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 94000 MI	Comm Type: PHONE		
Action Date: 10/23/2006	Action Time: 09:38:19:567	Action Data: No	
Analyst Name: TORJAGBO CARL	Analyst: CTORJAGB		

COMMENTS: CUSTOMER SAID: -CUST STATES HE HAD PROB WITH WINDSTAR OVER WEEKEND--CUST STATES STATES HE HAD FIRE IN VAN--CUST SHUT FIRE OFF AND VEH TO SHOP FOR TEMP FIX--CUST STATES BRAKE SWITCH UNDER MASTER CYLINDER WAS THE CULPRIT--CUST WANTS TO FILE COMPLAINT WITH FORD--CUST STATES THERE WAS A RECALL ON ISSUE PRIOR-DEALER SAID: KOONS FORD OF BALTIMORE 6970 SECURITY BLVD. BALTIMORE, MD 21244 TEL: (410) 298-3800- NONE-CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.-ADVISED CUST OF THE ABOVE-

Ford Confidential

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED]
Address: [REDACTED] REISTERSTOWN MD [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
MA-MID ATLANTIC	27-WASHINGTON	A	B3	00144	F27037

Dealer Name: KOONS FORDOF BALTIMORE INC
Dealer Address: 6970 SECURITY BLVD
 BALTIMORE MD 21244
Dealer Main Phone: 410-298-3800

Position	Employee Name
CUST RELATIONS MGR	LINDA R LANDOW
GENERAL MANAGER	DIONISIOS H KOULATSOS
PARTS MANAGER	STEVE L FORIAN
PARTS MANAGER	DANIEL GUSTITIS
SALES MANAGER	John M Holliday
SALES MANAGER	Nicholas M Papantonakis
SALES MANAGER	Keith G O'Connor
SERVICE MANAGER	PAUL H DUGAN

Ford Confidential

ESP / Recall Information

VIN: 2FMDA5143TB [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 1997 NEW 72/060,000 BASECARE
 Selling Dealer: KOONS FORDOF BALTIMORE INC
 Deductible: 100
 Rental: 25
 Towing Allowance: 50

Status: Expire
 Expiration Date: 2002-11-02
 Expiration Miles: 60,000
 Plan Year: 1997
 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
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		

OASIS RESULT:

10/24/2006

2FMDA5143TB [REDACTED]

12:22:27

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 **Errors**

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

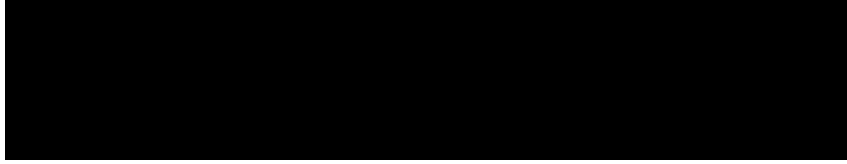
 **ARN MESSAGES** **OUTSTANDING FIELD SERVICE ACTIONS**01M03

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****0779 - EXPIRED****STANDARD DEDUCTIBLE: 100 USD****OWNER NAME: ATUL PATEL****OPTIONS:****EXPIRATION DATE: 11/02/2002****DISTANCE: 60,000****RENTAL: 25 UP TO 5 DAYS****TOWING: 50 USD****CONTRACT SOLD BY: USA 00144****ESP CONTRACT START DATE: 11/02/1996**

END OF OASIS REPORT FOR 2FMDA5143TB [REDACTED]

Report Applies to Country Code: USA





PRODUCT LIABILITY CHECKLIST

Required Documents

- AWS Report
- Mors III Opening Screen
- Mors III Closing Screen
- Offer/Denial letter

YES

NO

Documents Required if Applicable

- Email to CSM
- Team Leader Approval
- Dealer Request for Consumer Affairs
- Review Form or Customer Letter
- EAA, FSE and/or Dealer Inspection
- R.A.V. Checklist
- Recall History
- NAVIS Report
- Release Form
- Service File
- Sales File
- Proof of ownership
- Police/Fire report
- Fax Confirmation
- Kelly Blue Book

YES

NO

Customer Name: [REDACTED]

Case # 543802513

Vin # 2FMDA5147TR [REDACTED]

DATE: 9/8/03

Analyst: Smith

96 Windstar

April 7, 2000

3

3a

Chapter

Printed copies are automatically UNCONTROLLED



Consumer Affairs

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

September 9, 2003

[REDACTED]
Stratham, NH [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA5147TB [REDACTED]

Dear Mrs. [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



Action Detail

VIN: 2FMDA5147TB [REDACTED]	Year: 1996	Model: WINDSTAR	Case: 543802513
Name: MRS [REDACTED]	Owner Status: Original	WSD: 1996-10-19	
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: MCFARLAND FORD SALES INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 09172	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 111000 MI	Comm Type: OTHER		
Action Date: 09/09/2003	Action Time: 11:30:05:447	Action Data: No	
Analyst Name: SMITH,ERIKA (E.L.)	Analyst: ESMITH68		

COMMENTS: THERE ARE NO OPEN RECALLS PERTAINING TO THIS CONCERN. THE VEH HAS OVER 111,000 MI. WILL SEND RESPONSE.

Action Detail

VIN: 2FMDA5147TB [REDACTED]	Year: 1996	Model: WINDSTAR	Case: 543802513
Name: MRS [REDACTED]	Owner Status: Original	WSD: 2003-09-08	
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: MCFARLAND FORD SALES INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 09172	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 111000 MI	Comm Type: PHONE		
Action Date: 09/08/2003	Action Time: 15:00:52:750	Action Data: Yes	
Analyst Name: JOSHUA STANTON	Analyst: JSTAINTO		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
JOHN		POLZELLA		SPOUSE

COMMENTS: CUSTOMER SAYS: -HAS 1996 FORD WINDSTAR AND THERE WAS AN ENGINE FIRE -TOOK VEH TO INDPENDENT AS SAYS FORD DLR TOLD TO CALL FORD -UNDER MASTER CLYNDER IS WHERE THE FIRE STARTED -NO ONE WAS HURT AND PUT OUT FIRE WITH A BOTTLE OF JUICE THEY HAD WITH THEM 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

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]
Address:	[REDACTED]		STRATHAM NH [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
11-BOSTON	11-BOSTON	H	C1	09172	F11570

Dealer Name: MCFARLAND FORD SALES
INC

Dealer Address: 151 PORTSMOUTH AVE
EXETER NH 03833

Dealer Main Phone: 603-772-5953 **Dealer Service Phone:** 603-772-5953

Position	Employee Name
DEALER/PARTNER	SUSAN MCFARLAND MOYNAHAN
GENERAL MANAGER	NANCY BREWER
PARTS MANAGER	MICHAEL BABCOCK
PARTS & SERVICE DIRECTOR	KAREN RUSTINO
SALES MANAGER	MICHAEL ABBOTT
SALES MANAGER	KENT J OHLSON
SERVICE MANAGER	FRANK L MONTMARQUET

VIN		Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
	1FABP22X4FK [REDACTED]	1985	TEMPO No Open Issues	INDIVIDUAL RTL	Original Owner	No Oasis No Warranty History
	2FMDA5147TB [REDACTED]	1996	WINDSTAR Open Issues Exist	INDIVIDUAL RCL	Original Owner	Oasis Warranty History

OWNER NOTIFICATION PROGRAM 01M03

Certain 1995 through 1998 Model Year Windstar Vehicles - Additional Warranty Coverage for Front Springs



A. R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

June 2001

TO: All Ford and Lincoln Mercury Dealers
SUBJECT: Owner Notification Program 01M03 - Certain 1995 through 1998 Model Year Windstar Vehicles - Additional Warranty Coverage for Front Springs
RE: Safety Recall 01S19: Certain 1997 through 1998 Model Year Windstar Vehicles -- Installation of Protective Spring Shields

PROGRAM TERMS

This additional coverage program will be in effect for 10 years from vehicle warranty start date, regardless of mileage.

VEHICLES COVERED BY THIS PROGRAM

Certain 1995 through 1998 model year Windstar vehicles built from December 15, 1993 through July 3, 1998, originally sold in or currently registered in the United States.

REASON FOR PROVIDING ADDITIONAL COVERAGE

The front coil springs on the affected vehicles could potentially fracture due to corrosion. This is most likely to occur on vehicles operated for an extended period of time in high corrosion areas. Only a small percentage of the springs in the affected vehicles are expected to experience a fracture.

SERVICE ACTION

Dealers are to replace any fractured spring on the subject vehicles within the terms and limits of this program. Fractured springs discovered when performing Safety Program 01S19, and/or customers with affected vehicles that return to the dealership with broken front spring(s) are covered by this program. Both front springs must be replaced even if only one spring is fractured. Replacement of both springs under this program will NOT close the referenced safety program 01S19.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letter - 1995-1996 Windstar
- Owner Notification Letter - 1997-1998 Windstar

QUESTIONS?

ESP / Recall Information

VIN: 2FMDA5147TB [REDACTED]

Contract: 1 Of

Status: Expir

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

Purchaser [REDACTED]

Expiration Date: 1998-10-19

Expiration Miles: 31,000

Plan Type: USA 1996 NEW 24/30,000

Plan Year:

Selling Dealer: AUTOFAIR FORD

MAINTENANCECARE

1996

INC.

Rental:

Deductible:

Towing Allowanc

Purchase Type: N

Options:

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

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

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

-----Campaign-----					
Number	Type	Description	Status	Status Date	Dealer Code
01M03	O	SPRINGS	RELEASED FOR MAILING	2001-06-20	F11575
96L12	L	PASS AIR BAG	FORCED COMPLETION	1998-01-22	AUTOC
96S50	S	AX4N/S TRANS	COMPLETE	1996-12-04	09172
99S17	S	BRK FLD LABL	FORCED COMPLETION	2000-04-12	AUTOC

**OASIS RESULT:
2FMDA5147TB [REDACTED]**09/09/2003
11:23:51

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 1996 WINDSTAR	BODY STYLE WAGON STDLN 4X2	ENGINE 3.8L EFI	ENGINE CALIBRATION 662JR11A
TRANSMISSION AX4S 4 SPD TRANSAXLE	AXLE CODE 15		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 10/19/1996	BUILD DATE 08/09/1996	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 WITHIN THE PAST 180 DAYS

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

0712 - EXPIRED
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME: PATRICIA POLZELLA
OPTIONS:
EXPIRATION DATE: 10/19/1998
DISTANCE: 31,000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 08932
ESP CONTRACT START DATE: 10/19/1996

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 2FMDA5147TB [REDACTED]

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2FMDA5147TE [REDACTED] Veh Line: T/A3 - WINDSTAR (WIN88/WIN126) [95-03] Body Shell: *
 Model Year: 1996 Market Derived: * - [N/A] Navis Eng Serial No: L
 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: 08932 Body Cab Style: - EXTENDED WAGON Transmission: T/DT - 4 SPD AUTO TRANS NAAO AX4S
 Vehicle Status Code: 800 Version/Series: * - [N/A]
 Trace Eng Serial No: -----1-----2-----3-----4-----5-----6-----7-----8
 NA

Trace Trans Serial No:
 NA

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 09-AUG-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 111575 - *
 Country: USA - ##### Selling Dir S/PProv: NH
 Buyer S/PProv: NH
 Arrival Date: 19-AUG-1996 Red Carpet Lease: 1
 Sale Date: 19-OCT-1996 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 19-OCT-1996 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 19-OCT-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
AS118C44031121 7PN PH2 12H4184 HG E4 4L15N33 N 3 M23 5 28 11H575 G2 DK SHP3 4 Q 5 42
FMD7R9 N 472R 94LNH N H 61

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER GVW Code: D
Alternator Amp Rating: 8H GVW Class Code: D
Audio Disk: * - [N/A] Instrumentation: * - [N/A]
Axle Ratio: * - [N/A] Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axle Type: * - [N/A] Mirror(Pasngr 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: * - [N/A]
Calibration Code: 662JR11A Sound System: * - [N/A]
Color(Accent): * - [N/A] Suspns Tandem Axle: * - [N/A]
Color(Trim): 000DA - Tire Manufacturer: AJ -
Delivery Type: R Tire Brand: * -
Driveshaft Code: D Tire Size: D3GQJ - P205/70R15 BSW
Front Seat: * - [N/A] Traction Control: * - [N/A]
Fuel Type: * - [N/A] Wheel Base:

TIRE DOT INFORMATION:

LF: * RF: *
LR: * RR: *
LI: * RI: *
SPARE: * DOT Plant Manufacturer: * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: M T/B - T/B
ESP Coverage(Miles): 031 Emission Cert Type: F
ESP Coverage(Time): 024 Emission Decal Suffix: PFS
ESP Plan Year: 1996 Engine Family: TFM3828GFEEK
ESP Signature Date: 19-OCT-1996

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 09-SEP-2003
 Note: All Costs are 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	
2FMDA51471B	A3						AS		96	09-08-96	19-10-96	111575	USA	2	*	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:	4964649	Doc #:	101951A	Trx Code:			96S50	Labor Hrs:	1			53.46	Material Cost:	7.35	Total Cost:	69.1				DIST(Mile):	1597			
Dir Cd-Sub Cd:	09172-*	Name:	MCFARLAND FORD SALES, INC.	Ph:	603-7725953	St:	NH	Cd:	USA	Reg Cd:	NA	Repr Date:	04-DEC-1996											
Cust Comment:	96S50	CHECK DATE CODE NEEDED PAN DROPPED, REMOVED PAN AND INSPECTED BRACKET, NO PROBLEM, REINSTALLED PAN, REFILL TRANSMISSION																						
2FMDA51471B	A3						AS		96	09-08-96	19-10-96	111575	USA	4	*	6Y05	*	MAINT	*	SXX	V00	NA	82	
AWS Claim Key:	6059652	Doc #:	103976A	Trx Code:			0712S	Labor Hrs:	.5			26.73	Material Cost:	12.33	Total Cost:	43.99				DIST(Mile):	4926			
Dir Cd-Sub Cd:	09172-*	Name:	MCFARLAND FORD SALES, INC.	Ph:	603-7725953	St:	NH	Cd:	USA	Reg Cd:	NA	Repr Date:	07-FEB-1997											
Cust Comment:		MAINTENANCE SERVICE: 5000 MILES (8000 KMS) PERFORM REQUIRED MAINTENANCE																						
2FMDA51471B	A3						AS		96	09-08-96	19-10-96	111575	USA	5	*	6J88	*	NPE	*	S06	V07	L15	N1	
AWS Claim Key:	6615765	Doc #:	105006A	Trx Code:			2	Labor Hrs:	.3			16.04	Material Cost:	0	Total Cost:	16.04				DIST(Mile):	9684			
Dir Cd-Sub Cd:	09172-*	Name:	MCFARLAND FORD SALES, INC.	Ph:	603-7725953	St:	NH	Cd:	USA	Reg Cd:	NA	Repr Date:	12-MAR-1997											
Cust Comment:		DOOR LOCKS CYCLE IMPROPERLY TESTED SYSTEM WITH REMOTE, NO PROBLEM FOUND AT THIS TIME.																						
2FMDA51471B	A3						AS		96	09-08-96	19-10-96	111575	USA	6	*	6Y05	*	MAINT	*	SXX	V00	A9	82	
AWS Claim Key:	6960068	Doc #:	116632B	Trx Code:			0712S	Labor Hrs:	.3			15.41	Material Cost:	12.33	Total Cost:	32.67				DIST				
Dir Cd-Sub Cd:	08932-*	Name:	AUTOFAIR FORD INC.	Ph:	603-6292540	St:	NH	Cd:	USA	Reg Cd:	NA	Repr Date:	05-APR-1997											
Cust Comment:		OIL & FILTER CHANGE *SP* PERFORM 10K MAINT																						
2FMDA51471B	A3						AS		96	09-08-96	19-10-96	111575	USA	11	*	6Y05	*	MAINT	*	SXX	V00	A9	82	
AWS Claim Key:	9029217	Doc #:	110729A	Trx Code:			0712S	Labor Hrs:	.6			33.13	Material Cost:	11.2	Total Cost:	48.81				DIST				
Dir Cd-Sub Cd:	09172-*	Name:	MCFARLAND FORD SALES, INC.	Ph:	603-7725953	St:	NH	Cd:	USA	Reg Cd:	NA	Repr Date:	20-AUG-1997											
Cust Comment:		15K SERV- PERFORMED 15,000 MILE SERVICE																						

2F1EDAB147159 [REDACTED] A3 T/A3 * TWB * T/A AS T/DT T/LM 09-08-96 19-10-96 111575 USA 13 * 6Y05 * MAINT * SXX V00 A9* 82

AWS Claim Key: 10050889 Doc #: 131674A Trx Code: 0712S Labor Hrs: .3 Labor Cost: 15.92 Material Cost: 11.2 Total Cost: 31.6

Dir Cd-Sub Cd: 08932.* Name: AUTOFAIR FORD INC. Ph: 603-6252540 St: NH Cty: USA Reg Cd: NA Repr Date: 01-NOV-1997 DIST (Mile): 22568

Cust Comments: 20,000 MILE SERVICE

Tech Comments: PERFORMED 20,000 MILE SERVICE

Any comments? You can contact



webmaster



COPY

February 4, 2004

[REDACTED]
Salisbury, NC [REDACTED]

RE: 1999 Windstar
VIN: 2FMZA534XXB [REDACTED]

Dear Mr. [REDACTED]:

This letter is in response to your correspondence regarding your 1999 Windstar.

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,

Ke'Nisha Dunlap
Consumer Affairs



SALISBURY, NC



[REDACTED]
SALISBURY, NORTH CAROLINA [REDACTED]

CONSUMER AFFAIRS
SECTION [REDACTED]

4 JAN 30 ~~JANUARY~~ 26, 2004
APR 20

DEAR SIR:

I OWNED A 1999 WINDSTAR THAT
CAUGHT FIRE AND BURNED COMPLETELY
UP. I WOULD APPRECIATE SOME HELP
IN REPLACING THIS VAN WITH A 2004
FREESTAR? IT SEEMS AS THOUGH
MY OUT OF POCKET EXPENSE TO BUY
A NEW UNIT WILL BE BETWEEN
\$15,000 AND \$20,000?

ENCLOSED:

- 1- FIRE DEPT REPORT.
- 2- LOCATION WHERE BURNED UNIT TOWED.
- 3- POLICEMAN'S NAME WHO HELPED US.
- 4- COPY OF PROOF OF LOSS
- 5- COPY OF INVOICE 1999 WINDSTAR
VIN: ZFMZA534XXBB48905

THANK YOU IN ADVANCE
FOR YOUR CONSIDERATION?

[REDACTED]

[REDACTED]
SALISBURY, NC. [REDACTED]
[REDACTED]

24 HR. NUMBER
(704) 252-8066
HOWARD LYDA



Lyda's Truck & Wrecker Service
102 CHOCTAW ST. • ASHEVILLE, N.C. 28802

MASTER CARD
COMCHECK
VISA
NTS

TIRE REPAIR
WIX FILTERS
ALL TYPES TRUCK PARTS
ROAD SERVICE, TIRE REPAIR
24 HOUR WRECKER SERVICE

777-3952 ~~*250-6675 Lyda's*~~



CHIEF
ALLEN WILLET

**Black Mountain
Police Department**

Lt.
Johnny Raines Sr.

106 Montreat Rd.
Black Mountain, NC 28711
Police 669-8072

PROOF OF LOSS - VEHICLE FIRE

Please answer all questions. Failure to complete and/or return this affidavit may delay your claim.

1. Name of Insured: [REDACTED] Claim Number: [REDACTED]
 Address of Insured: [REDACTED] Policy Number: [REDACTED]
 Insured Phone #: [REDACTED] Driver's License: [REDACTED]
 Occupation: **RETIRED** Social Security #: [REDACTED]
 Name of Employer: [REDACTED] Date of Birth: **11 / 4 / 24**
 Address of Employer: [REDACTED] Marital Status: Single Married Divorced
 Number of Dependents: [REDACTED]
 Employer Phone #: () Name of Spouse: [REDACTED]
 Current Salary: \$ per month Spouse Social Security #: [REDACTED]

2. Date of fire: **11 / 26 / 2003** Time of fire: **11 / 1200** AM / PM
 Was the vehicle being driven at the time of fire? Yes No Provide Driver's name, address: [REDACTED]
 Destination?: **KNOXVILLE, TENN.**
 Reason for this trip: Business Personal **THANKSGIVING HOLIDAY TO VISIT SON**
 If the vehicle was parked at the time of the fire, provide location and reason the vehicle was parked at this location:
 Enter name, address, telephone # of the person who parked the vehicle:
SEE SECOND
 Did you smell smoke? or see flames first? Were the windows up/closed? Yes No
 What color was the smoke? **BLACK** Which ones?
 What color were the flames? **ORANGE** Where did the fire start: **UNKNOWN**
 Did you hear any unusual noises? Yes No Describe: **JUST SMOKE FROM UNDER HOOD**
 Were the door or ignition keys left in the car? Yes No If parked, was vehicle locked Yes No
 Were any mechanical or electrical problems noticed? Yes No If so, describe:
 Where any flammable liquids in vehicle at the time of the fire: Yes No (example: starter fluid, paints, etc.)
 If "yes", what and where were they located:
 Amount for which you are making claim: \$ **TOTAL LOSS**
 Name, Address, Phone Numbers of Witnesses:
 Who discovered the fire: **DRIVER**
 When was loss reported to Fire Dept.? Date: **11-26-03** Time: **11 AM** AM / PM
 Who reported the fire to fire department? **UNKNOWN (STRANGER IN PASSING CAR STOPPED AND CALLED 911)**
 How was the fire department notified? **BLACK MOUNTAIN FIRE DEPT**
 Name of Fire Department: **Report #: ASHEVILLE N.C. - LYDIA'S TRK. & WRECKER SERV. Phone 704-252-8066**
 Present location of vehicle:
 Did the police make any arrests? Yes No If "yes", who:
 Do you suspect anyone of the fire? Yes No If "yes", who:

3. Vehicle Information: Title Number and State: [REDACTED] **LOOK BOX**
 Year: **1999** Make: **FORD** Model: **WINDSTAR SEL** Color: **BLUE**
 VIN #: **2FMZA53A** [REDACTED] Number Cylinders: **V-6** (Gas) or Diesel: **GAS**
 Mileage: **40,000** License Plate: [REDACTED] State of Plate: **N.C.**
 Vehicle Equipment Check: (Check all that apply) (Following)
 Radio AM "T" Tops Power Windows Auto Transmission **OD**
 AM/FM/Stereo Tilt Wheel Power Seats **PASS** Manual Transmission
 Tape/CD Air Conditioning **DUAL** Cruise Control **DR** 114-Wheel Drive
 Factory Installed? Power Steering Wheels (Factory) **Steel** Tires & Amount of Miles
 Brand Name: Power Brakes Wheels (Aftermarket) **MICH. 10,000**
 Vinyl Roof Sun Roof Brand Name/Style?
 List All Other Options or Customized Equipment: **Leather**

Vehicle Condition	Poor	Fair	Good	Excellent	Other distinguishing features (Dents, decals, trailer hitch, interior, etc.)
Paint				X	
Transmission				X	
Engine				X	
Body				X	

Name and address of service station/garage: CLONINGER FORD
 Who performs routine maintenance: " " Date last serviced: LAST 6 mos.
 Who performs State Emissions Inspection: " " Date last inspected: 30 DAY'S
 Has vehicle been damaged in past 3 years? NO
 Describe damage (location, type, date, cost):
 Were damage repairs completed: Yes No Partial If "yes" or "partial", who performed repairs:
 If damages were covered by insurance, provide name, address, phone number, claim number of the company which made payment:
 In the past three years, have you made any insurance claims on this vehicle or any other vehicle? Yes No. If "yes", explain:

4. Vehicle Purchased: New Used Price: \$ 32,450.00 Date: 3-99
 Did you trade-in a vehicle: Yes No If "yes", trade-in credit: \$
 Who sold you the vehicle: CLONINGER FORD
 How did you pay for the vehicle: Cash Check Trade-In Financed
 Name, address of lienholder/financier: NONE
 Loan term: NONE Months Account #: 0 Balance Due: \$ 00
 Monthly Payment: \$ NONE Last Payment Date: NONE Next Payment Date:
 Account Past Due: Yes No How long past due:
 Was vehicle for sale at the time of loss: Yes No Has it ever been for sale: Yes No
 If vehicle has/had been for sale: When: How Long:
 Sale Price: \$ 00,000.00 VALUE Value of Offers: \$
 Name, address of person making offer(s): APPROX
 How many sets of keys are there to the vehicle: 2 Retail New
 Do you have all sets in your possession: Yes No
 If you do not have all sets, where are they:

5. **AFFIRMATION and CONSENT:** My signature below affirms that all the information I have provided in this proof of loss is true and correct. I understand that if any information I have provided in this proof of loss is false, it may result in the denial of my claim. By affixing my Signature I authorize GMAC Insurance or it's representative to conduct reasonable inquiries into my credit history and background. I further authorize GMAC Insurance to remove any mechanical or electrical components, fluids, assemblies, and/or materials from my vehicle for examination, testing and/or storage.

Instructions: Please answer all questions fully, sign, date and have form notarized and return promptly to your claims representative. Failure to complete this form or return it will delay your claim and may result in denial of your claim.

STATE N.C.) SS:
 COUNTY Rowan

Signature of Policyholder/Insured: [Redacted]
 Address: [Redacted] Salisbury NC [Redacted]
 Witness Signature: [Redacted]

On this 4th day of December, year 2003, before me personally appeared [Redacted], and he/she [Redacted] acknowledged the execution of the foregoing instrument as a free act and deed.

**BLACK MOUNTAIN FIRE DEPARTMENT
INCIDENT REPORT**

Report No. [REDACTED]

Date: 11/26/2003 Tones sounded: **Yes**
 Time out: 1102 Time in: 1126 Total time out: 24 min Alarm received by: **EOC Phone**
 Nature of alarm: **Vehicle Fire** District: **Mutual Aid** Number of Alarms: **One** Code of Alarm:
Emergency

INCIDENT LOCATION

Location of alarm: **I-40 W. Mile 67 [McDowell County]**
 Name & Telephone # of person reporting alarm: **EOC 911**
 Size-up results: **Working vehicle fire**
 Extent: **Initial attack on fire; turned incident over to Old Fort FD**
COMPLETE FOR FIRE

Person Involved: [REDACTED] Business Involved:
 Address of person or business: [REDACTED] **Salisbury NC** [REDACTED]
 Name/ address of owner if different from above:
 Number of floors: Roof Const.: Wall Const.: Protection:
 Area / point of origin: Type of material ignited:
 Cause of Fire:

COMPLETE FOR VEHICLE FIRE

Vehicle type: **passenger Veh** Make: **Ford** Model: **Windstar** Year: **1999** State License # [REDACTED]
 Vehicle serial number (VIN): **771861990** [REDACTED]
 Name of owner/driver: [REDACTED] **SALISBURY**
 Address of owner/driver: [REDACTED] **Black Mountain NC** [REDACTED]

FIRE DAMAGE	Estimated Value	Estimated Loss	Insurance Company	
			Building Insured	Contents Insured
Building				
Contents				
Auto / Other			Agent	

Investigation report on file: Death as a result of the fire: Injury as a result of the fire:

COMPLETE FOR RESCUE / MEDICAL

Person Involved:
 Facility / Business Involved:
 ACR Number:

COMPLETE FOR STANDBY

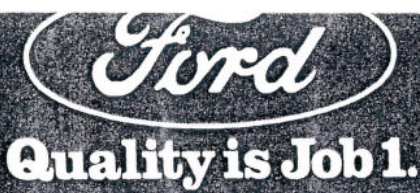
Nature:

OTHER INFORMATION

On Duty Manpower:
 Paid & Volunteer 0
 Duty Crew : C
 IC On Scene: 401

Paid On Duty: 6
 Paid Off Duty: 2
 Volunteer 6
 Explorers 0
 Total: 14

Hose Used: 100' 1.5"
 Water Supply: E-4
 Assisting Agencies: Old Fort
 FD.
 Signed: _____



VEHICLE DESCRIPTION

WINDSTAR

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

SAFETY/SECURITY

- 2ND GEN DUAL FRONT AIRBAGS
- 5 MPH FRONT/REAR BUMPERS
- HEIGHT ADJUST SAFETY BELTS IN FIRST/SECOND ROWS
- SMARTLOCK AND AUTOLOCK
- LAMP OUTAGE INDICATOR
- BATTERY SAVER FEATURE
- REMOTE KEYLESS ENTRY
- SECURILOCK/PASS ANTI-THEFT

FUNCTIONAL

- FRONT WHEEL DRIVE
- 4 WHEEL ANTI-LOCK BRAKES
- SPEED CONTROL/TILT
- P225/60R16 BSW TIRES
- ACCESSORY DELAY
- 26 GALLON FUEL TANK

EXTERIOR

- 16" MACH ALUMINUM WHEELS
- CORNERING LAMPS

- ELEC POWER HEATED MIRROR
- REAR WINDOW DEFROSTER
- 2ND/3RD ROW PRIVACY GLASS
- ROOF RACK

INTERIOR

- AIR FILTRATION SYSTEM
- MANUAL FRONT A/C
- AUXILIARY CLIMATE CONTROL
- ENHANCED SEATING GROUP
- LEATHER SEATING SURFACE
- POWER PASSENGER SEAT
- POWER CONVENIENCE GROUP
- 3 POWER POINTS
- FRONT/REAR FLOOR MATS
- FULL OVERHEAD CONSOLE
- STORAGE BINS/CUPHOLDERS
- REAR CARGO NET

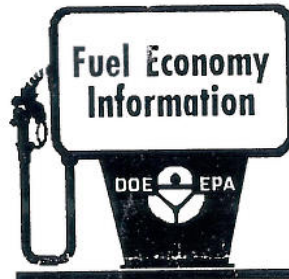
WARRANTY

- 3YR/36000 BUMPER TO BUMPER
- 24 HR ROADSIDE ASSISTANCE

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at your dealer.

CITY MPG

17



HIGHWAY MPG

27

Actual Mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

14 and 20 mpg in the city and between 19 and 27 mpg on the highway.

1999 WINDSTAR WAGON FWD, 3.8L ENGINE (FEEDBACK FUEL SYSTEM), 6 CYLINDERS, FUEL INJECTION, CATALYST, 4-SPEED AUTOMATIC.

Estimated Annual Fuel Cost: \$ 907

SOLD TO
Cloninger Ford Inc
Salisbury NC 28145

SHIP TO (IF OTHER THAN SALES OFFICE)

VEHICLE IDENTIFICATION NO.

2FMZA534XXB

DEALER NO.

21J 618

FINAL ASSEMBLY POINT

OAKVILLE

METHOD OF TRANSP.

RAIL

1999 WINDSTAR SEL WAGON
7 PASSENGER
3.8L SPI ENGINE
4 SPD AUTO O/D TRANSMISSION

EXTERIOR
MEDIUM STEEL BLUE CC MET
INTERIOR
MEDIUM GRAPHITE LEATHER

B48905

CLASS

GROUP

GROUP

SE

MPER
NCE

le at the dealer.

AY MPG

23

For Comparison Shopping
all vehicles classified as
SPECIAL PURPOSE
have been issued mileage ratings
ranging from 12 to 25 mpg city
and 16 to 29 mpg highway.

PRICE INFORMATION

Manufacturer's
Suggested Retail Price

STANDARD VEHICLE PRICE

\$30,415.00

SEL STANDARD EQUIPMENT

RH/LH POWER SLIDING SIDE DOORS
PREMIUM AM/FM/CASS/SINGLE CD
PERSONAL AUDIO SYSTEM
ELECTRONICS GROUP
AUTOLAMP
ELECTROCHROMIC MIRROR
ELECTRONIC MESSAGE CENTER
TRAINABLE TRANSMITTER

OPTIONAL EQUIPMENT

TRACTION CONTROL 110.00
CONVENTIONAL SPARE TIRE NO CHARGE
FRONT LICENSE PLATE BRACKET 275.00
FAMILY SECURITY PACKAGE
.ANTI-THEFT - PERIMETER

ADDITIONAL DISCOUNTED EQUIPMENT

QUAD/POWER DRIVERS SEAT 1,070.00

TOTAL VEHICLE & OPTIONS 31,870.00
DESTINATION & DELIVERY 580.00

TOTAL BEFORE DISCOUNTS 32,450.00

QUAD/PWR DRVR DISCOUNT - 1,070.00

TOTAL SAVINGS - 1,070.00

TOTAL MSRP

\$31,380.00

2FMZA534XXBB48905



OLD TO)

SHIP THROUGH ITEM#: 21-1009 O/T 1

NE TWO
RF32

THIS LABEL IS AFFIXED PURSUANT TO FEDERAL AUTOMOBILE INFORMATION DISCLOSURE ACT.
GASOLINE, LICENSE AND TITLE FEES, STATE AND LOCAL TAXES AND DEALER INSTALLED OPTIONS ARE NOT INCLUDED.

XB231 N RB 2X 915 000865 02 23 99



FIRST CLASS

FORD MOTOR CO.
PO. BOX 6248, MD3NE-B
DEARBORN, MICHIGAN 48126



48121+0062

COPY

Sent Via U.S. Mail

January 16, 2004

[REDACTED]
Salisbury, NC [REDACTED]

Re: 1999 Windstar
VIN: 2FMZA534XXB [REDACTED]

Dear Mr. [REDACTED]:

Thank you for contacting us regarding your 1999 Windstar.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after your vehicle purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 2FMZA534XXE [REDACTED] Year: 1999 Case: 540163610
 Name: MR [REDACTED] Owner Status: Original
 Model: WINDSTAR
 WSD: 1999-03-17
 Primary Phone: [REDACTED]
 Secondary Phone: [REDACTED]

Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 00916 CLONINGER FORD INC

Odometer: 40000 MI

Analyst Name: SEBRINA DA SILVA

Action Date: 01/14/2004

Origin Desc: US CONCERN CASE BASE

Comm Type: PHONE

Analyst: SDASILV2

Action Time: 11.42.45.385

Action Data: Yes

Comments CUSTOMER SAYS: - MY WIFE AND I WAS IN THE VEH AT THE TIME, NO ONE WAS HURT BUT WE LOST A LOT OF PERSONAL POSSESSIONS IN THE VEH BECAUSE I WAS GOING ON VACATION ON NOV 26 - WHILE I WAS DRIVING ANOTHER DRIVER TOLD ME THAT THERE WAS SMOKE COMING FROM UNDER THE VEH - I PULLED OVER AND THE VEH BURST IN TO FLAMES COMING FROM UNDER THE RIGHT SIDE OF THE HOOD AND SMOKE WAS STILL COMING FROM UNDER THE VEH - A TRUCKER STOPPED BEHIND ME AND TRIED TO PUT THE FIRE OUT WITH A FIRE EXTINGUISHER AND 4-5 GALLONS OF WATER BUT IT HAD NO AFFECT - I CALLED THE FIRE DEPT. AND POLICE, THEY CAME OUT AND TOOK A REPORT - THE VEH IS A TOTAL LOSS - IT WAS TOWED TO A STORAGE LOT, THE INSURANCE COMPANY CAME AND PICKED IT UP - I HAVE FILED AN INSURANCE CLAIM ALREADY AND THEY ARE VERY COOPERATIVE PER CUSTOMER, DEALER SAYS: CLONINGER FORD INC 511 JAKE ALEXANDER BLVD. SALISBURY, NC 28147 TEL: (888) 414-8744 - 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

 FIRE/ACCIDENT

Data Value

 F

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 00916 CLONINGER FORD INC

Odometer: 40000 MI

Analyst Name: DUNLAP, KENISHA

Action Date: 01/15/2004

Comm Type: PHONE

Analyst: KDUNLAP

Action Time: 08.37.00.061

Action Data: Yes

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Comments LPA MADE CALL TO SERVICE MANAGER. SERVICE MANAGER UNAVAILABLE. LPA LEFT VOICEMAIL AND AWAITING RETURN CALL BEFORE CONTACTING CUSTOMER.

Data Element Name

 CONTACT PERSON

Data Value

 VOICEMAIL

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Dealer: 00916 CLONINGER FORD INC
Odometer: 40000 MI
Analyst Name: DUNLAP, KENISHA
Action Date: 01/15/2004
Comm Type: PHONE
Analyst: KDUNLAP
Action Time: 14.54.19.607
Action Data: No
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Comments LPA CONTACTED CUSTOMER. CUSTOMER ADVISED THAT VEHICLE WAS TOTALED AND INSURANCE COMPANY HAS PAID HIM A SETTLEMENT. LPA MAILED CLOSING CORRESPONDENCE ON 1/15/04.

Action: UPDATE/ADD/CO CASE
Dealer: 00916 CLONINGER FORD INC
Odometer: 40000 MI
Analyst Name: DUNLAP, KENISHA
Action Date: 02/04/2004
Comm Type: MAIL
Analyst: KDUNLAP
Action Time: 09.27.05.139
Action Data: No
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Comments LPA RECEIVED CORRESPONDENCE FROM CUSTOMER. LPA MAILED CUSTOMER PREVIOUS DECISION STANDS LETTER.

Customer Info

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

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
2FMZA534XXE [REDACTED]	1999	WINDSTAR	INDIVIDUAL RTL	Original Owner	Oasis
 2FMDA5147TB [REDACTED]	Open Issues Exist				Warranty History
 3MAPM15J4M [REDACTED]	1996	WINDSTAR	INDIVIDUAL RTL	Original Owner	Oasis
	No Open Issues				Warranty History
	1991	TRACER	INDIVIDUAL RTL	Original Owner	No Oasis
	No Open Issues				No Warranty History

ESP / Recall Information

VIN: 2FMZA534XXB [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Campaign	Status	Recall Information	Status Date	Dealer Code
00B51	O	TRANS LUBE		COMPLETE		2000-11-03	00916
00T07	T	PCM		COMPLETE		2000-11-03	00916
01S25	S	WIPER MTR		COMPLETE		2001-10-03	00916
01S26	S	AUX BLOWER		COMPLETE		2001-10-03	00916
99S17	S	BRK FLD LABL		FORCED COMPLETION		2000-04-12	AUTOC

eccdb2x

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 2FMZA534XXE [REDACTED] 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: 00916 Body Cab Style: T/WB - EXTENDED WAGON Transmission: T/DT - 4 SPD AUTO TRANS NAAO AX4S
 Version/Series: * - [N/A]

(Related Claims)

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 03-MAR-1999

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121618 - *
 Country: USA - ##### Selling Dir St/Prov: NC
 Buyer St/Prov: NC
 Arrival Date: 16-MAR-1999 Red Carpet Lease: *
 Sale Date: 17-MAR-1999 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 17-MAR-1999 Modified Vehicle: *
 Orig Warranty Date: 17-MAR-1999 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 A53XB4890512157PD YL1 01C1009 CA EN L15A41 AN H MK3S5 2T E 21J618 0 SP 2 223 4 Q 4
 2EM2X 5 4LNC M 91

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER
 Alternator Amp Rating: CT
 Audio Disk: * - [N/A]
 Axle Ratio: EGAHI - 3.56 FNL DRV RATIO
 Axle Type: EGIAB - NON-LIMITED SLIP REAR AXLE
 Battery Amp Rating: ML
 Brake Code: * - [N/A]
 Brake Code(Service): * - [N/A]
 Calibration Code: 9LMABEGA
 Color(Accent): * - [N/A]
 Color(Trim): 000ZV -
 Delivery Type: 0
 Driveshaft Code: D
 Front Seat: T/H - SEAT-INDIVIDUAL H/B DRV/PASS
 Fuel Type: * - [N/A]
 GVW Code:
 GVW Class Code: Z
 Instrumentation: * - [N/A]
 Mirror(Driver Side): BA - DRIVER POWER/HEATED MIRROR
 Mirror(Psng Side): BA - PASS POWER/HEATED CONVEX MIRR
 Paint: PNMTP - MED. STEEL BLUE C/C
 Power Antenna: * - [N/A]
 Radio: BE - ELETR PREM STRO/CSTE/DISC/CLK
 Sound System: * - [N/A]
 Suspns Tandem Axle:
 Tire Brand: AJ - MICHELIN
 Tire Size: D3JTC - P225/60R-16 BSW-PERFORMANCE
 Traction Control: * - [N/A]
 Wheel Base:

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B
 ESP Coverage(Miles): * Emission Cert Type: F
 ESP Coverage(Time): * Emission Decal Suffix: FGJ
 ESP Plan Year: * Engine Family: XFMXT0382GF
 ESP Signature Date:

Standard Claims List For Model Year 1999

VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC CPSC_6 PREF BASE	SUFF	CCC CD	DIST (Miles)
T/A3	*	T/WB	*	T/A	AS	T/D	T/LM	03-MAR-1999	17-MAR-1999	121618	USA	5	6N06 010805 XF2Z 17425A30 AAB	B66	81	5767
AWS Claim Key: 4186984 Trx Code: 2 Labor Hrs: 2																
Dir Cd-Sub Cd: 00916-* Name: CLONINGER FORD INC Ph: 704-6339321 St: NC Ctry Cd: USA Reg Cd: NA Repr Date: 29-JUL-1999 Doc #: 11645901																
Cust Comments: REPLACE REAR HATCH MOLDING, PAINT CODE SP WINDSTAR SEL																
Tech Comments: PART COMMING OFF REPLACE PART																
T/A3	*	T/WB	*	T/A	AS	T/D	T/LM	03-MAR-1999	17-MAR-1999	121618	USA	20	3A13 *	*	*	22185
AWS Claim Key: 12602628 Trx Code: 00B51 Labor Hrs: .8																
Dir Cd-Sub Cd: 00916-* Name: CLONINGER FORD INC Ph: 704-6339321 St: NC Ctry Cd: USA Reg Cd: NA Repr Date: 03-NOV-2000 Doc #: 14263701																
Cust Comments: 00B51 REAR LUBE TUBE BRACKET AND RECALL																
Tech Comments: SERVICE PERFORMED LUBE TUBE REPLACEMENT																
T/A3	*	T/WB	*	T/A	AS	T/D	T/LM	03-MAR-1999	17-MAR-1999	121618	USA	20	2G04 031401 *	12A650	*	E29 28 22185
AWS Claim Key: 12602627 Trx Code: S07 Labor Hrs: .4																
Dir Cd-Sub Cd: 00916-* Name: CLONINGER FORD INC Ph: 704-6339321 St: NC Ctry Cd: USA Reg Cd: NA Repr Date: 03-NOV-2000 Doc #: 14263702																
Cust Comments: 00T07 PCM REPROGRAM																
Tech Comments: SERVICE INSPECTED, REPROGRAMMED PCM																
T/A3	*	T/WB	*	T/A	AS	T/D	T/LM	03-MAR-1999	17-MAR-1999	121618	USA	20	5T02 032000 *	9818	*	A27 42 22185
AWS Claim Key: 12602626 Trx Code: E84 Labor Hrs: .5																
Dir Cd-Sub Cd: 00916-* Name: CLONINGER FORD INC Ph: 704-6339321 St: NC Ctry Cd: USA Reg Cd: NA Repr Date: 03-NOV-2000 Doc #: 14263703																
Cust Comments: CUST ASKS THAT WE CHECK CRUISE CONTROL CIRCUITRY. IT ACCELER SUDDENLY ABOUT TWO WEEKS AGO STARTING AT ABOUT 55MPH																
Tech Comments: WDS STARTUP CRUISE TEST ALL PASS CODES ROAD TEST COULD NOT DUPLICATE CONCERN AT THIS TIME																
T/A3	*	T/WB	*	T/A	AS	T/D	T/LM	03-MAR-1999	17-MAR-1999	121618	USA	22	5T02 032000 *	9818	*	A25 42 23056
AWS Claim Key: 13272576 Trx Code: E84 Labor Hrs: 1.1																
Dir Cd-Sub Cd: 00916-* Name: CLONINGER FORD INC Ph: 704-6339321 St: NC Ctry Cd: USA Reg Cd: NA Repr Date: 07-DEC-2000 Doc #: 14458001																

Cust Comments:	CRUISE IS NOT WORKING PROPERLY ACCELERATES BY ITSELF AND SOMETIME IT WONT SET AT ALL																	
Tech Comments:	SERVICE DIAG TEST, NGS P111, DCL, PIN POINT TEST, ROAD TEST, CRUISE WORKS FINE, NO PROBLEM FOUND																	
2FMZA534XXNBR	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-1999	03-17-MAR-1999	USA	23	6P06 010303	XF2Z 16406A11	AA	B05 42	23591	
AWS Claim Key:	13718395	Trx Code:	E84	Labor Hrs:	2													
Dir Cd-Sub Cd:	00916-*	Name:	CLONINGER FORD INC	Ph:	704-6339321	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-JAN-2001	Doc #:	14636301			
Cust Comments:	INSTALL SOP LIFTGATE STRUT SOP HERE																	
Tech Comments:	INSTALLED STRUT																	
2FMZA534XXNBR	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-1999	03-17-MAR-1999	USA	23	6P04 010303	XF2Z 16406A10	AA	N42 42	23742	
AWS Claim Key:	14110267	Trx Code:	E84	Labor Hrs:	2													
Dir Cd-Sub Cd:	00916-*	Name:	CLONINGER FORD INC	Ph:	704-6339321	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	19-JAN-2001	Doc #:	14710601			
Cust Comments:	REAR HATCH WONT STAY UP OR GO UP ON ITS OWN ONCE IT IS OPENED SEE HISTORY																	
Tech Comments:	SERVICE REPLACED RIGHT SIDE LIFTGATE SHOCK																	
2FMZA534XXNBR	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-1999	03-17-MAR-1999	USA	28	7Q01 031903	XF2Z 9C735	AA	A25 42	27007	
AWS Claim Key:	16436479	Trx Code:	E83	Labor Hrs:	1.1													
Dir Cd-Sub Cd:	00916-*	Name:	CLONINGER FORD INC	Ph:	704-6339321	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	11-JUN-2001	Doc #:	15551001			
Cust Comments:	CUSTOMER STATED CRUISE CONTROL DOESNT WORK AT ALL, INSTALL SPECIAL ORDERED SERVO, 0622																	
Tech Comments:	I INSTALLED CRUISE SERVO, ORDERED SWITCH																	
2FMZA534XXNBR	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-1999	03-17-MAR-1999	USA	28	6I02 011404	*	16264A00	*	A85 07	27007
AWS Claim Key:	16436478	Trx Code:	E84	Labor Hrs:	1.4													
Dir Cd-Sub Cd:	00916-*	Name:	CLONINGER FORD INC	Ph:	704-6339321	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	11-JUN-2001	Doc #:	15551002			
Cust Comments:	CUST STATES RIGHT REAR DOOR OPENS BY ITSELF AFTER CLOSING TRACY HAS SEEN THIS HAPPEN THIS MORNING																	
Tech Comments:	SERVICE TESTED AND PERFORMED TSB 99 25 01																	
2FMZA534XXNBR	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-1999	03-17-MAR-1999	USA	28	7Q01 110601	XF2Z 9C888	BA	A87 42	27172	
AWS Claim Key:	16760881	Trx Code:	E83	Labor Hrs:	1.7													
Dir Cd-Sub Cd:	00916-*	Name:	CLONINGER FORD INC	Ph:	704-6339321	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	22-JUN-2001	Doc #:	15630301			
Cust Comments:	CRUISE STILL NOT WORKING PROPERLY, INSTALL SOP HERE, 2208 TO INSTALL, XF2Z 9C888 AA																	
Tech Comments:	SERVICE RR STEERING WHEEL, DISASSEMBLE, REMOVE AND TEST CRUISE SWITCHES, BAD, INSTALLED NON ILLUMINATING SWITCHES DUE TO																	

2FMZA534XXB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-1999	03-17-MAR-1999	USA	30	7A011401XX	BXT	65	650	D02	28	29119	Doc #:	15966501	
AWS Claim Key:	17500580	Trx Code:	E83	Labor Hrs:	5	Name:	CLONINGER FORD INC	Ph:	704-6339321	St: NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-AUG-2001						
Dir Cd-Sub Cd:	00916-*	Name:	CLONINGER FORD INC	Ph:	704-6339321	St: NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-AUG-2001										
Cust Comments:	CHECK CHARGING SYSTEM, BATTERY WENT DEAD, HAD TO JUMP START																					
Tech Comments:	1 REPLACED BATTERY CODE 9C0 10L																					
2FMZA534XXB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-1999	03-17-MAR-1999	USA	32	*	*	*	*	*	*	*	30573	Doc #:	30573
AWS Claim Key:	18390908	Trx Code:	01S26	Labor Hrs:	7	Name:	CLONINGER FORD INC	Ph:	704-6339321	St: NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-OCT-2001						
Dir Cd-Sub Cd:	01S26	Name:	CLONINGER FORD INC	Ph:	704-6339321	St: NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-OCT-2001										
Cust Comments:	01S26 AUX BLOWER MOTOR																					
Tech Comments:	I COMPLETED																					
2FMZA534XXB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-1999	03-17-MAR-1999	USA	32	*	*	*	*	*	*	*	30573	Doc #:	30573
AWS Claim Key:	18390907	Trx Code:	01S25	Labor Hrs:	7	Name:	CLONINGER FORD INC	Ph:	704-6339321	St: NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-OCT-2001						
Dir Cd-Sub Cd:	00916-*	Name:	CLONINGER FORD INC	Ph:	704-6339321	St: NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-OCT-2001										
Cust Comments:	RECALL PER OASIS 01S25 WIPER MOTOR COVER																					
Tech Comments:	I COMPLETED																					
2FMZA534XXB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-1999	03-17-MAR-1999	USA	32	7F01011601	XF2Z	17526	AA	W06	42	30573	Doc #:	16362801	
AWS Claim Key:	18573403	Trx Code:	E83	Labor Hrs:	1	Name:	CLONINGER FORD INC	Ph:	704-6339321	St: NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	12-OCT-2001						
Dir Cd-Sub Cd:	00916-*	Name:	CLONINGER FORD INC	Ph:	704-6339321	St: NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	12-OCT-2001										
Cust Comments:	REAR WIPER ARM COVER CAME OFF, INSTALL, XF2Z 17526 AA																					
Tech Comments:	TIGHTENING SCREW WORKED LOOSE																					
2FMZA534XXB	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	MAR-1999	03-17-MAR-1999	USA	39	7B02140201	XF2Z	10346	BARM	C27	28	35953	Doc #:	17554601	
AWS Claim Key:	20779315	Trx Code:	P05	Labor Hrs:	7	Name:	CLONINGER FORD INC	Ph:	704-6339321	St: NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	30-APR-2002						
Dir Cd-Sub Cd:	00916-*	Name:	CLONINGER FORD INC	Ph:	704-6339321	St: NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	30-APR-2002										
Cust Comments:	CUSTOMER STATES BATTERY WENT DEAD AFTER SITTING OVERNIGHT TESTED BATTERY																					
Tech Comments:	SERVICE ELECTRICAL SYSTEMS DIAGNOSE OR REPAIR REPLACED ALTERNATOR																					

VEHICLE DETAIL

VIN: 2FMZA534XXB [REDACTED] Engine: 3.8L OHV EFI NA V6 GAS
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO AX4S A
 Model: WINDSTAR Paint Code/Color: MED. STEEL BLUE C/C
 Year: 1999 Calibration: 9LMABEGA
 Pay Load: Max Towing Weight:
 GVWR: 05560 Axle Ratio:
 WheelBase: 121 Warranty Start Date: 3/17/1999
 GCWR: Vehicle Build Date: 3/3/1999
 PEP Code:

Selling Dealers Name: CLONINGER FORD INC
 Selling Dealers P & A Code: 00916 Selling Dealers Sales Code: F21618
 Selling Dealers Main Phone: 704-633-9321 Selling Dealers Service Phone: 704-633-9390

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 3 X B [REDACTED] 1 2 1 5 7 P D Y L 1 0 1 C 1 0 0 9 C A E N L 1 5 A 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
 A N H M K 3 S 5 2 T E 2 1 J 6 1 8 0 S P 2 2 2 3 4 Q 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 Z X 5 4 L N C M
 1 2 3 4 5 6 7 8 9 160

Dealer Information

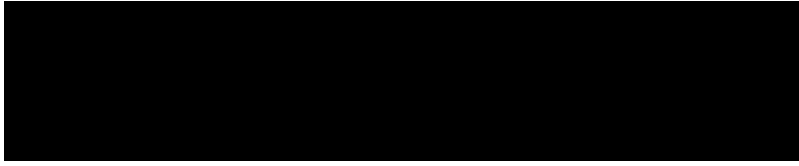
FCSD Region 21-ATLANTA **Sales Region** 21-ATLANTA **Sales Zone** J **Market** C1 **P&A Code** 00916 **Sales Code** F21618
Dealer Name: CLONINGER FORD INC
Dealer Address: 511 JAKE ALEXANDER BLVD.
 SALISBURY NC 28147
Dealer Main Phone: 704-633-9321 **Dealer Service Phone:** 704-633-9390

Position	Employee Name
GENERAL MANAGER	MICHAEL D HUGHES
PARTS MANAGER	TIMOTHY CORRELL
PARTS MANAGER	NATHAN A PEELE
SALES MANAGER	MICHAEL C AREHART
SALES MANAGER	BRUCE A EARNHARDT
SALES MANAGER	STEPHEN J CLARK
SERVICE MANAGER	JOHN K CLONINGER

Service Hours 7:30 - 6:00 *****

Directions Trained Y

Additional Information LSG ENROLLED; BODY SHOP MANAGER DAVID THOMAS





Consumer Affairs

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

Sent Via U.S. Mail

September 18, 2003

[REDACTED]
Bridgeview, IL [REDACTED]

RE: 1997 Ford Windstar

VIN: 2FMDA5149VB [REDACTED]

Dear Mr. [REDACTED]:

Our office has reviewed your concern.

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

Thank you for the opportunity to review this matter.

Respectfully yours,

A handwritten signature in dark ink, appearing to read "Marquis Morris".

Marquis Morris
Consumer Affairs



Action Detail

Print Action Detail

VIN: 2FMDA5149VB [REDACTED]	Year: 1997	Model: WINDSTAR	Case: 532742603
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 1996-12-14	
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: WESTFIELD FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01584	
Odometer: 100000 MI	Comm Type: PHONE		
Action Date: 09/17/2003	Action Time: 14:47:35:017	Action Data: Yes	
Analyst Name: CHERYL LOPES	Analyst: CLOPES20		

COMMENTS: CUSTOMER SAYS: - CUST WAS DRIVING AND SMELT SOMETHING BURNING. - CUST PULLED INTO PARKING LOT AND OPENED THE HOOD AND SAW A FIRE. - THERE WAS A FIRE UNDER THE HOOD - A PLUG ATTACHED TO THE MASTER CYLINDER BURNED OUT - CUST IS WONDERING IF THERE IS A RECALL IN SITUATIONS WHEN THE CUSTOMER'S VEHICLE HAS CAUGHT ON FIRE, IT IS NECESSARY TO DOCUMENT THE FOLLOWING INFORMATION IN THE CUSTOMER SAYS FIELD: - DATE THE VEHICLE CAUGHT ON FIRE. : SEPT 14TH, 2003 - WHERE THE FIRE ORIGINATED IN THE VEHICLE. : UNDER THE HOOD - CURRENT LOCATION OF THE VEHICLE. : AT HOME - WHETHER OR NOT THERE WAS A FIRE REPORT FILED WITH THE FIRE DEPARTMENT. ; NO - IF A FIRE REPORT WAS FILED, WHAT THE FINDINGS WERE. :NONE - THE FIRE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED. N/A - WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY. NO - IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM. N/A - WHETHER OR NOT THE VEHICLE IS REPAIRABLE. YES - 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? YES 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

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

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

Close an Issue

VIN: 2FMDA5149VE [REDACTED] Year: 1997 Model: WINDSTAR WSD: 1996-12-14

Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] BRIDGEVIEW IL [REDACTED]

Case Number: 532742603 Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Dealer: F41064 - WESTFIELD FORD,

Comm Type: PHONE

Current Odometer Reading: 100000 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 100000 MI

Action: DENY ASSISTANCE - BEYOND WARRANTY(C)

Caller information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments:

Customer is well beyond warranty. No further action is needed.

Warranty History

ESP/Recall

Oasis

<<BACK CANCEL FINISH>>

ESP / Recall Information

VIN: 2FMDA5149VB [REDACTED]

Contract: 1 Of

Status: Expire

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

Purchaser: [REDACTED]

Expiration Date: 1998-12-14

Expiration Miles:
30,000

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

Plan Year:
1997

Selling Dealer:

Rental: 25

Deductible:

Towing
Allowance:

Purchase Type: N

Options:

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

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

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

-----Campaign-----					
Number	Type	Description	Status	Status Date	Dealer Code
01M03	O	SPRINGS	RELEASED FOR MAILING	2001-06-20	F41139
01S19	S	COIL SPRINGS	COMPLETE	2002-06-13	01584
96L12	L	PASS AIR BAG	FORCED COMPLETION	1998-01-22	AUTOC
99S17	S	BRK FLD LABL	FORCED COMPLETION	2000-04-12	AUTOC

Standard Claims List For Model Year 1997

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)		
2FMDA5149VBR	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	22-OCT-1996	14-DEC-1996	147023	USA	5	3A88	000615	*	NPF	* P69 NI 4007	
AWS Claim Key:	1604029	Trx Code:	1	Labor Hrs:	13														
Dir Cd-Sub Cd:	04773-*	Name:	CHUCK CALLAHAN FORD INC	Ph:	317-5458551	St:	IN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-APR-1997	Doc #:	02922201				
Cust Comments:	CUST STATES VEHICLE HAS A DELAYED SHIFT FROM 30 TO 40MPH																		
Tech Comments:	BROUGHT VAN IN AND RUN ELEC TRANS CHECK ALL PRESSURES WERE IN SPECS ALL SENSORS WERE IN SPEC TEST DRIVE ALL SHIFT SPEEDS WERE IN SPEC NO PROBLEM WITH TRANS.																		
2FMDA5149VBR	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	22-OCT-1996	14-DEC-1996	147023	USA	16	6J11	011403	F58Z	16700	A	B02 07 16386
AWS Claim Key:	8698694	Trx Code:	E84	Labor Hrs:	3														
Dir Cd-Sub Cd:	04773-*	Name:	CHUCK CALLAHAN FORD INC	Ph:	317-5458551	St:	IN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	31-MAR-1998	Doc #:	03953901				
Cust Comments:	HOOD DOES NOT CLOSE PROPERLY																		
Tech Comments:	HOOD WILL NOT CLOSE PROPERLY INSTALL NEW HOOD LATCH HOOD LATCH WILL NOT HOLD.																		
2FMDA5149VBR	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	22-OCT-1996	14-DEC-1996	147023	USA	24	6J14	011404	F68Z	16218A42	A	L17 42 25046
AWS Claim Key:	13675533	Trx Code:	E84	Labor Hrs:	6														
Dir Cd-Sub Cd:	01418-*	Name:	ANDY MOHR FORD, INC.	Ph:	317-8396541	St:	IN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-NOV-1998	Doc #:	12139701				
Cust Comments:	CHECK LEFT FRONT DOOR LOCK JUST BUZZES																		
Tech Comments:	TEST AND REPLACE DOOR LOCK ACTUATOR																		
2FMDA5149VBR	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	22-OCT-1996	14-DEC-1996	147023	USA	27	2G02	031403	F85Z	9G444	BA	E29 42 26865
AWS Claim Key:	14972853	Trx Code:	S07	Labor Hrs:	31														
Dir Cd-Sub Cd:	04670-*	Name:	FIELDHOUSE FORD-MERCURY	Ph:	219-9872500	St:	IN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	02-FEB-1999	Doc #:	0046991				
2FMDA5149VBR	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	22-OCT-1996	14-DEC-1996	147023	USA	67	*	*	*	*	*	* 97599
AWS Claim Key:	24231098	Trx Code:	01S19	Labor Hrs:	6														
Dir Cd-Sub Cd:	01584-*	Name:	WESTFIELD FORD, INC.	Ph:	708-3548600	St:	IL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	13-JUN-2002	Doc #:	15741201				

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

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

Print Dealer Detail Print All Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
41-CHICAGO	41-CHICAGO	D	B1	01584	F41064

Dealer Name: WESTFIELD FORD, INC.
Dealer Address: 6200 SO LAGRANGE ROAD
 LA GRANGE IL 60525
Dealer Main Phone: 708-354-8600

Dealer Service Phone: 708-354-8600

Position	Employee Name
CUST RELATIONS MGR	ALLISON M PISCIOTTA
DEALER/PARTNER	SALVATORE A QUATROCHI
GENERAL MANAGER	STEVEN BERNSTEIN
PARTS MANAGER	CARL W BOYER
SALES MANAGER	MENDE TALEVSKI
SALES MANAGER	THOMAS M BAVONE
SERVICE MANAGER	MARK BLAMUSER
SERVICE MANAGER	RICK M KLAVES
SERVICE MANAGER	STEVE BERRY





Consumer Affairs

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

Sent Via U.S. Mail

November 3, 2006

[REDACTED]

Green Springs, OH [REDACTED]

RE: 1998 Windstar
VIN: 2FMDA5145WB [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 1998 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: 2FMDA5145WB [REDACTED] Year: 1998 Model: WINDSTAR Case: 590223056
 Name: MRS [REDACTED] Owner Status: Subsequent WSD: 1997-05-17
 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: ADVANTAGE FORD LINCOLN-MERCURY SALES, INC.
 Origin Desc: US CONCERN CASE BASE P & A Code: 02600
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 153574 MI Comm Type: PHONE
 Action Date: 11/01/2006 Action Time: 13:15:25:997 Action Data: No
 Analyst Name: VILLAHERMOSA, MARY Analyst: MVILLAHE

COMMENTS: CUSTOMER SAID: --EVEN THAT THE RECAL WAS NOT ON THE 1998 MODEL SHE WANTS FORD TO TAKE THIS SITUATION UNDER CONSIDERATION HAD A FIRE ON CRUISE CONTROL PRESURE SWITCH HAS A 1998 WINDSTAR SHE PAID FOR IT TO GET IT FIXED AND SHE WANTS FORD TO KNOW THAT SHE AT THE DLR TOLD HER THAT THERE WAS A RECALL ON THIS SPECIFFIC PART BUT ON THE PREVIUS YEAR REPAIRS WERE DONE AT AN INDEPENDENT THIS IS WHERE SHE FOUND OUT ABOUT THE RECALL INSURANCE FIRE WAS ON 9/14/06 THE FIRE STRATED UNDER THE HOOD UNDER THE SWITCH CRUISE CONTROL PRESURE SWITCH NO INJURIES CUST HAS THE VEH TIFFIN OHIO NOT SHURE IF THE FIRE DEPARTMENT DID A REPORT THE FIRE STRATED UNDER THE HOOD UNDER THE SWITCH SHE WENT TO THE INSURANCE AND THEY ONLY COVERED FOR THE DAMAGES FROM THE FIRE NOT THE REPAIRS VEH WAS REPAIRED SHE WAS DRIVING AT THE TIME OF THE FIRE CUST IS SEAKING REEMBURSTMENT FOR THE REPAIRS SHE THINKS SINCE IT WAS A RECALL ON THE PREVIUS YEAR MODEL THAT FORD SHOULD BE RESPONSIBLE 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.

Ford Confidential

Customer Info

Customer: [REDACTED] Primary Phone: Secondary Phone: [REDACTED]
Address: [REDACTED] GREEN SPRINGS OH 4 [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
2FMDA5145WB [REDACTED]	1998 WINDSTAR Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
GL-GREAT LAKES	48-DETROIT	E	D5	02600	F48223

Dealer Name: ADVANTAGE FORD LINCOLN-MERCURY SALES, INC.
Dealer Address: 885 HAGERTY DRIVE
 FREMONT OH 43420
Dealer Main Phone: 419-334-9751

Position	Employee Name
DEALER/PARTNER	HERBERT D STUMP
DEALER/PARTNER	MERLTON L BRANDENBERG
PARTS MANAGER	ROBERT L OCHS
SALES MANAGER	CALVIN T KANAN
SERVICE MANAGER	JOHN K MCGLYNN

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ESP / Recall Information

VIN: 2FMDA5145WB [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		
01S19	SAFETY RECALL	PROTECTIVE SPRING SHIELDS	CLOSE - REPAIRED	2002-06-19	02600USAF48223
98B22	CUSTOMER SAT/OWNER NOTIF PGM	FRONT BRAKE CALIPER BOLTS	CLOSE - EXPIRED		
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		

OASIS RESULT:11/03/2006
08:58:35

2FMDA5145WB

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

1998 WINDSTAR

BODY STYLE

WAGON STDLN 4X2

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

862JR11A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

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

05/17/1997

BUILD DATE

05/03/1997

SALE MILEAGE **OUTSTANDING FIELD SERVICE ACTIONS**01M03

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

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **REPAIR HISTORY**

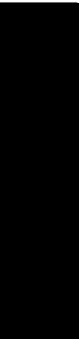
NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMDA5145WB

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





368380608



Office of the General Counsel
Litigation Prevention

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

March 4, 2008

[REDACTED]

Vero Beach, FL [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA5145TB [REDACTED]
Case #: 368380608

Dear Mr. [REDACTED]

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

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

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

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

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

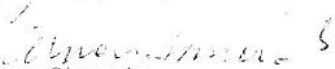
Should you decide to pursue a claim against Ford Motor Company, please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial.

Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

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

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

Respectfully yours,


Carmen Simonds
Legal Analyst

VIN FSA Details

* Confidential *

VIN: 2FMDA5145TBA [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: CAN

FSA Details

00000454	FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS
00001182	HOOD SEPARATION

Vehicle Details

Model Year:	1996	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	08-Nov-1995
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	01-Feb-1996
Vehicle Type Description:	TRUCK	Sale Date:	01-Feb-1996
VDM Vehicle Status:	800	Engine Tag Code:	6K542BA
Emissions:			

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

Current Owner

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

Owner Effective Date: 09-Jan-2001 Vendor Applied Date: [REDACTED]
 Vendor Match Code Description: 1-BOTH NAME AND ADDRESS MATCH

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 Code: [REDACTED]
 Company Car: [REDACTED]

Historical Owner

Business Name:

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

Owner Effective Date: 18-Jul-1997 Vendor Applied Date: [REDACTED]
 Vendor Match Code Description: -
 N&A Source: POLK GCamp Applied Date: 29-Oct-1997
 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: SEBASTIAN
 State/Province: Florida Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail: [REDACTED]
 Country: UNITED STATES

Owner Effective Date: 05-Aug-1996 Vendor Applied Date: [REDACTED]
 Vendor Match Code Description: -
 N&A Source: POLK GCamp Applied Date: 11-Dec-1996
 Mail Status: Active Mail Suppression Date: [REDACTED]

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

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	04950	USA	F24404		Velde Ford Inc
Ship-To	04950	USA	F24404		Velde Ford Inc
Stocking	04950	USA	F24404		Velde Ford Inc
Selling	04950	USA	F24404		Velde Ford Inc

FSA Details

VIN: 2FMDA5145TB [REDACTED]

Local FSA: 01M03 - FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS **Global FSA: 0000454**

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
04950	USA	F24404		Velde 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-IFRONT 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] VERO BEACH,FL [REDACTED],UNITED STATES
Resp. Dealer:	04950USAF24404-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	18-Jul-1997
Note:	

VIN: 2FMDA5145TB [REDACTED]
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

P&A Code	GEO Sales	Responsible Dealer Sales Code	Sub Code	Description
04950	USA	F24404		Velde Ford Inc

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	09-Nov-1999	
Display Eligibility	N	09-Nov-1999	
Original Mail Eligibility	N	03-Nov-1997	
Follow up Mail	N	09-Nov-1999	

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

Description	Release Date
MAILED - FOLLOW-UP NOTIFICATION	20-Sep-1999
MAILED - FOLLOW-UP NOTIFICATION	24-Jul-1998
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	09-Nov-1999	02-Nov-1999	UNITED STATES	04950USAF24404	148742	C	0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	09-Nov-1999
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] VERO BEACH,FL [REDACTED] UNITED STATES
Resp. Dealer:	04950USAF24404-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	18-Jul-1997

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]
 VERO BEACH,FL
 [REDACTED] UNITED STATES

Resp. Dealer: 04950USAF24404-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 18-Jul-1997
 Note:

Local FSA:97S88-!HOOD SEPARATION

Global FSA:00001182

Release: FOWNER LETTER
 Release Date: 24-Jul-1998
 Mail Date: 24-Jul-1998
 Restricted Address: No
 Address: [REDACTED]
 VERO BEACH,FL
 [REDACTED] UNITED STATES

Resp. Dealer: -
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 18-Jul-1997
 Note:

Local FSA:97S88-!HOOD SEPARATION

Global FSA:00001182

Release: FOWNER LETTER
 Release Date: 20-Sep-1999
 Mail Date: 20-Sep-1999
 Restricted Address: No
 Address: [REDACTED]
 VERO BEACH,FL
 [REDACTED] UNITED STATES

Resp. Dealer: -
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 18-Jul-1997
 Note:

FSA Counts

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

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Action Detail

*Not a VIN
02-27-08
Access to
vehicle
CS*

VIN: 2FMDA5145TB [REDACTED] Year: 1996 Model: WINDSTAR Case: 368380608
 Name: MR [REDACTED] Owner Status: Subsequent WSD:
 Symptom Desc: FIRE/SMOKE SMOKE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Pho [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: VELDE FORDINC
 Origin Desc: US CONCERN CASE BASE P & A Code: 04950
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 180000 MI Comm Type: PHONE
 Action Date: 02/29/2008 Action Time: 10:24:20:227 Action Data: No
 Analyst Name: CHEESEMAN DOREEN (CDOREEN) Analyst: CDOREEN

COMMENTS: CUSTOMER SAID: - VIN # 2FMDA5145TBA69908- CUST JOHN SERVOS - (772) 538-9581 CUST STATES HORN & CRUISE CONTROL HASNT WORKED FOR SOMETIME - TOOK VEH TO INDEPENDENT NOT FORD DLRSH - TOOK VEH IN DECEMBER 2007 - TOOK VEH TO INDEPENDENT NOT FORD DLRSH CORRECTED THE HORN & FIXED THIS PROBLEM - CUST STATES MECHANIC STATED TO CUST THERE WAS A WIRE - SOMETHING TO DO WITH THE GROUND WIRE - HE STARTED SMELLING SOMETHING AND HE COULD SEE SMOKE UNDER THE HOOD - THEN HE TOLD ME CRUISE CONTROL STILL NOT GONE TO WORK - RALPH SUPER SERVICE IN VERO BEACH - NOT A FORD DLRSH - CUST STATES VEH SMOKED AND DISCONNECTED IT - CUST STATES DONT USE CRUISE CONTROL ANYWAY NOT A BIG THING - CUST STATES DIDNT GET THIS REPAIRED - CUST HAS FULL INSURANCE ON VEH BUT DID NOT CONTACT THEM - CUST CALLING FORD TODAY IS JUST CURIOUS IF ON THE RECALL AND SEE IF I CAN GET IT FIXED DEALER SAID: VELDE FORD INC 488 U.S. HWY #1 VERO BEACH, FL 32962 TEL: (772) 569-3400 - NONE CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. - CRC ADVISED CUST THE ABOVE- CUST JOHN SERVOS - (772) 538-9581

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Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED]
Address: [REDACTED] VERO BEACH FL [REDACTED]
Country: USA Language: EN
Cell Phone: 772-538-9581 Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: JAMSERVOS@BELLSOUTH.NET

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
S4-MIAMI	24-ORLANDO	B	A04	04950	F24404

Dealer Name: VELDE FORDINC
Dealer Address: 488 U.S. #1
 VERO BEACH FL 32962
Dealer Main Phone: 772-569-3400

Position	Employee Name
CUST RELATIONS MGR	LUCILLE M GREENHILL
DEALER/PARTNER	JEFFREY L VELDE
PARTS MANAGER	RICHARD HAMILTON
SALES MANAGER	WAYNE G ZWICK
SALES MANAGER	ARTHUR N MEADORS
SALES MANAGER	RANDY HEATH
SERVICE MANAGER	WALTER J HAMMOCK

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ESP / Recall Information

VIN: 2FMDA5145TB [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 1997 NEW 60/60,000 EXTRACARE
 Selling Dealer: VELDE FORDINC
 Deductible: 50
 Rental: 25
 Towing Allowance: 50

Status: Expire
 Expiration Date: 2001-02-01
 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		
97S88	SAFETY RECALL	HOOD SEPARATION	CLOSE - REPAIRED	1999-11-02	04950USAF24404
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		



CASE NUMBER
1406852977



CUSTOMER NAME



LP ANALYST
Marcel Miclea

CDSID
mmiclea

TYPE
New Closed Case File

Action Detail

VIN: 2FMZA5141YB [REDACTED]	Year: 2000	Model: WINDSTAR	Case: 1406852977
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2000-07-05	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - FIRE CLAIM		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: GAMBINO FORD INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 00573	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE			
Odometer: 78601 MI	Comm Type: INBOUND MAIL-OTHER		
Action Date: 10/24/2007	Action Time: 11:18:05:640	Action Data: Yes	
Analyst Name: JACKSON (CJACKS84),CELESTE	Analyst: CJACKS84		

COMMENTS: *****PRODUCT LIABILITY*****DATE:10-22-07; DEALER CONTACT:TIM KROPP; CUSTOMER ALLEGES CRUISE CONTROL SWITCH AND HARNESS CAUGHT FIRE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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ESP / Recall Information

VIN: 2FMZA5141YB [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2000 24/36,000 RENTALCARE (WARRANTY REPAIRS ONLY)
 Selling Dealer:
 Deductible:
 Rental: 28
 Towing Allowance:

Status: Expire
 Expiration Date: 2002-07-06
 Expiration Miles: 36,000
 Plan Year: 2000
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2002-02-20	03869USAF13091
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-02-20	03869USAF13091
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2002-02-20	03869USAF13091
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2004-07-12	00573USAF44600

Miclea, Marcel (M.M.)

From: Jackson, Celeste (CJ.)
Sent: Wednesday, October 24, 2007 11:21 AM
To: Miclea, Marcel (M.M.)
Subject: New Case: [REDACTED]

PRIVILEGED AND CONFIDENTIAL

**This email contains privileged and confidential communications.
If you received it in error, please delete it immediately and notify the sender.**

VIN: 2FMZA5141YB [REDACTED] **Year:** **Model:** WINDSTAR **Case:** 1406852977
Name: [REDACTED]

Kind Regards,

Celeste M. Jackson

Litigation Prevention Office Specialist
CCGO, Consumer Affairs
Phone: (313)845-5635 Fax: (866)799-4114 (cjacks84@ford.com)

**"Search for the Truth; Gods Word is our Start and Finish Line!" - 2Thessalonians 1:7-9;
1Corinthians 15:1-4; Romans 6:1-4,17; Ephesians 4:4-6; Colossians 1:18,24; Romans 16:16;
2Timothy 2:15; Philippians 3:16; John 12:48**

From: Jackson, Celeste (CJ.)
Sent: Monday, October 22, 2007 10:04 AM
To: Jackson, Celeste (CJ.)
Subject: FW: Dealer Request For Consumer Affairs Review

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Monday, October 22, 2007 9:55 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: gambino ford
Requesting Dealer: gambino ford
Contact Person: Tim Kropp
Telephone: 7166258181
Email Address: t-kropp@dealeremail.com
PA Code: 00573
Region: Pittsburgh
City: Lockport
Dealer State: NY
Fax Number: (716)625-7987

1/31, oc

10/25/2007

WSD: 03/25/04
Vehicle Year: 2000
Vehicle Model: windstar
Vehicle VIN: 2fmza5141yb [REDACTED]
Mileage: 78601
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Lockport
State: New York
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: G4 - Pittsburgh
Incident Involves: Fire
Date of Incident: 10/19/2007
County in which incident occurred: Niagara
Is Alleging Defect: Yes
Alleging defect detail: Cruise control switch and harness caught on fire. Customer put fire out only caused damage to switch and harness. Cust thinks switch leaked onto harness.
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: reimbursement of the cost to replace switch and harness (about 100.00). Feels it is the same concern that is present in the 05s28 recall.
Comments: Cust had vehicle repaired, new switch and harness installed. Dealership has old parts if needed.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

10/25/2007

PE08-035 0831LP

Sent Via U.S. Mail

November 6, 2007

[REDACTED]
Lockport, NY [REDACTED]

RE: 2000 Windstar
VIN: 2FMZA5141YB [REDACTED]
Case # 1406852977

Dear Mr. [REDACTED]

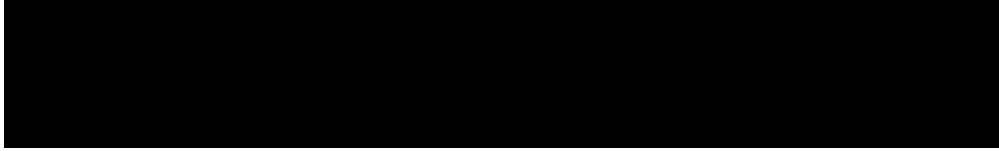
This is in response to your contact with Gambino Ford.

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,



Marcel Miclea
Consumer Affairs



Sent Via U.S. Mail

September 14, 2005

[REDACTED]
Lansing, MI [REDACTED]

RE: 1998 Windstar
VIN: 2FMZA51U3WB [REDACTED]

Dear Customer:

This is in response to your contact dated 9/8/2005 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 1998 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: 2FMZA51U3WE [REDACTED]	Year: 1998	Model: WINDSTAR	Case: 1383912515
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1997-11-12	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: CENTRAL FORD TRUCK SALES INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 09704	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 145220 MI	Comm Type: MAIL		
Action Date: 09/14/2005	Action Time: 13:56:36:147	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL LETTER, NO OPEN RECALLS/FSA'S, BEYOND WARRANTY.

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Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	LANSING		MI	[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
10-SDR	48-DETROIT	W	C1	09704	F48905

Dealer Name: CENTRAL FORD TRUCK SALES INC
Dealer Address: 5103 SO CEDAR ST
 LANSING MI 48911
Dealer Main Phone: 517-394-7000

Position	Employee Name
DEALER/PARTNER	GARY RUTHERFORD
PARTS MANAGER	KEVIN S KINDEL
SERVICE MANAGER	MICHAEL J RUTHERFORD

Ford Confidential

ESP / Recall Information

VIN: 2FMZA51U3WB [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		
01S19	SAFETY RECALL	PROTECTIVE SPRING SHIELDS	OPEN - LAUNCHED		
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		

Action Detail

VIN: 2FMZA51U3WB [REDACTED] Year: 1998 Model: WINDSTAR Case: 1383912515
 Name: [REDACTED] Owner Status: Subsequent WSD: 1997-11-12
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: CENTRAL FORD TRUCK SALES INC
 Origin Desc: US CONCERN CASE BASE P & A Code: 09704
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 145220 MI Comm Type: PHONE
 Action Date: 09/08/2005 Action Time: 10:39:50:047 Action Data: No
 Analyst Name: Analyst: SWILL304

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
BRIAN		LAFRAUGH		MECHANIC

COMMENTS: CUSTOMER SAID: -- VEH IS WITH CUSTVEH CAUGHT FIRE ON 09/07/05 VEH IS NOW INOPERABLE FIRE WAS COMING FROM UNDER THE MASTER CYLINDER WHERE THERE IS A SENSOR AND THAT IS WHERE THE FIRE STARTED FROM THERE WAS VISIBLE FLAMES -- CUST PUT OUT FIRE WITH WATER CALLED THE DLR WHO ADVISED THAT THERE WERE RECALLS ON OTHER VEHS BUT THERE IS NONE RELATED TO THE ISSUE ON HIS VEH FEELS THAT THIS IS DUE TO MANUFACTURERS MALFUNCTIONING ALLEGING FORD'S RESPONSIBILTY SEEKING COMPENSATION DEALER SAID: CENTRAL FORD TRUCK 5103 SO CEDAR ST LANSING, MI 48911 TEL: (517) 394-7000 FAX: (517) 882-5396 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. ADVISED AS PER ABOVE ADVISED OF NEXT STEP= CONTACT THE S/M

Ford Confidential



25

CASE NUMBER

406201707

CUSTOMER NAME

████████████████████

ANALYST NAME
TANGIE RODGERS

CDSID
TRODGE14

PLEASE ADD TO PREVIOUS OPEN/CLOSED CASE

Fax Call Report

1

ford
3133373167
Jul-17-2007 08:04 AM

Job	Date/Time	Type	Identification	Duration	Pages	Result
5770	Jul-17-2007 08:03 AM	Send	918666700350	1:01	2	Success



Consumer Affairs

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

July 13, 2007

[REDACTED]
Richland Hills, TX [REDACTED]

RE: 1999 TUARUS [REDACTED]
VIN: 2FMZA5247XB [REDACTED]

Dear Mrs. [REDACTED]

This letter is in response to your request for a reconsideration of your case.

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,

Marcel Miclea
Consumer Affairs





Consumer Affairs

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

July 13, 2007

[REDACTED]
Richland Hills, TX [REDACTED]

RE: 1999 TUARUS
VIN: 2FMZA5247XB [REDACTED]

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Thank you for the opportunity to consider your request.

Respectfully yours,

Marcel Miclea
Consumer Affairs





Ford Customer Service Division

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

June 20, 2007

[REDACTED]
Richland Hills, TX [REDACTED]

Re: 1999 WINDSTAR
VIN: 2FMZA5247XB [REDACTED]

Dear Mrs. [REDACTED]:

We have received your inquiry regarding your vehicle, and appreciate the time you have taken to bring this matter to our attention.

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 beyond the warranty. In addition, your vehicle is not involved in any open recalls that would have contributed to the circumstances you described. As a result, we suggest you turn this matter over to your insurance company.

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

Sincerely,

T. Rodgers
Consumer Affairs

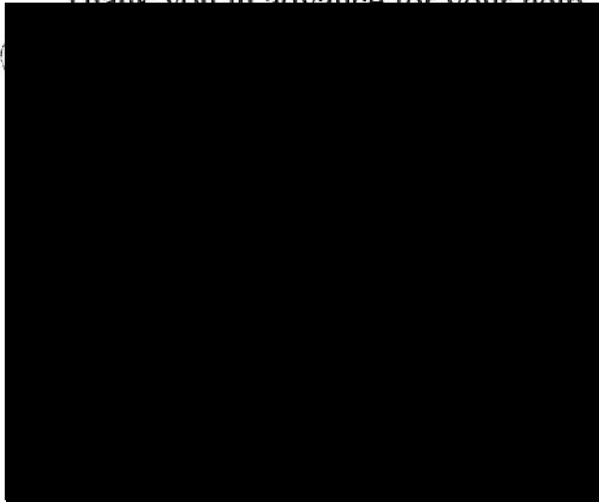
July 7, 2007

Alan Mulally President and Chief Executive Officer
16800 Executive Plaza Dr.
Dearborn, MI. 48126

Dear Mr. Mulally,

Please find enclosed correspondence I have sent to your company regarding my van's engine fire. I am completely dissatisfied with the way Ford has handled our situation. I would like a personal response from you letting me know what is being done to correct this situation and compensate my family. I would like Ford to provide us with a new safe comparable vehicle. One that is not going to catch on fire.

Thank you in advance for your help.



July 1 ,2007

T. Rodgers
Ford Motor Company
Consumer Affairs
16800 Executive Plaza Dr.
Dearborn, MI. 48126

Dear T. Rodgers,

I am writing to let you know that I received your letter addressing my engine fire. Ford Windstar Vin#2FMZA5247XB [REDACTED] Year model; 1999. I found the letter to be completely unacceptable! My family does not deserve to have our van catch on fire with us in it, just because it is out of warranty. Ford knew a safety issue existed with our van.

I expect Ford to compensate our family and make this situation right. I could tell by the tone of your letter that Ford is hoping we will go away. We will not !

Five Star Ford in North Richland Hills, TX. repaired my van this past week after our engine fire. Our service rep Barry Kelly was extremely pleasant to work with. He told both my husband and myself over the phone on Monday June 25th that the cause of the fire was the cruise control. I had searched the internet the night of our fire and found volumes of information about the cruise control issue, and the pending lawsuits against Ford. The antilock brakes leak on the cruise control component catching the vehicle on fire. The cruise control was recalled on many other vehicles but not on my Ford Windstar. I would like to know why?

We filed a claim with State Farm insurance as directed by Ford. My State Farm insurance agent Belinda Walsh told me in a phone conversation that a State Farm adjuster scheduled an appointment to meet with the Ford dealership on Tuesday June 26th once the van had been taken apart so they could examine the parts. State Farm originally visited the dealership on Friday June 22nd. The dealership called on Monday June 25th to say the car would be ready that afternoon. My husband asked about the insurance and was told we were responsible for the bill, Ford did not work with insurance companies. The car was fixed a full day before the appointment to meet with the insurance adjuster. WHY ? My husband called back right after he spoke with the dealership and left Barry Kelly and left a message for the dealership to save the parts. We were told later that afternoon that the parts had been discarded by a mechanic and could not be retrieved. I asked Barry to please put in writing that the parts were thrown away. He said he would be happy to put it in writing. We did request the parts the day the vehicle was supposedly being worked on. In my opinion there is no reason they could not be retrieved if they had just been thrown away ? We were furious. This dealership knew we had an engine fire, that an insurance company was involved, and we left a message while the car was being worked on to please save the parts. I just received a letter from State Farm Insurance stating they will not pay our claim because the shop failed to retain the damaged component. Five Star

Ford claims our State Farm adjuster came out on June 22nd and took pictures of the damage. State Farm claims they did not take pictures, and they did not see the van. Who is lying ? I do not know . I just know that Ford did an excellent job in covering up what actually caused the fire by discarding our parts.

My husband contacted Five Star Ford on Thursday June 28th to advise them we would be picking up the vehicle the next day. That evening I left a message for manager Steven Fendstedt to please put in writing what had actually happened with the cruise control component on our car. He called me back early on Friday June 29th to advise me that he was not sure why our service rep Barry Kelly told us it was the cruise control component because it was a wiring harness that caught fire. I told him I wanted the words **cruise control** put on the invoice since that is what we had originally been told . I told Mr. Fendstedt what I had read on the internet about the cruise control component causing fires and Mr. Fendstedt told me he would have to check with Ford corporate to see how he could word this on the invoice. He also said that anyone who knew about cars would realize that the wiring harness part affected the cruise control. He said the reason that this cruise control was not recalled is because it was attached to a fuse which shorted out when the brake pressure built up to much. We discussed the #10 fuse which shorted out at the time of the fire. Mr. Fendstedt claims that the #10 fuse did it's job and shorted out when to much brake fluid built up pressure, but since these components **actually caught fire** , I do not consider this fuse to “ have done it's job”.

We picked up our van on Friday June 29th , after Five Star Ford repaired the damaged parts, and the brake light came on over the weekend. My husband checked the vehicle and it was leaking brake fluid. We have returned the van to the dealership today for repairs. **This is unacceptable.**

I would like to know why my Ford Windstar van was not recalled, when other Ford models with defective cruise control switches were recalled and repaired? I believe Ford was negligent by not ordering a recall and withholding safety information about this faulty cruise control component which should have been recalled in my van.

When I received your letter, I called Ford Customer Service and asked to speak to you T. Rodgers personally, and once again was told there was no one I could speak with regarding my situation. I have called Ford repeatedly. On June 25th I was promised that a supervisor or someone in authority would call me back. They never did. I have never called a company and been told there is absolutely no one who can speak to you about a problem with their product.

I have e-mailed, called and sent a certified letter to Ford legal department regarding my engine fire. I expect someone in authority to handle my situation. I am not going away, until it is resolved !

My small son was in the vehicle when it caught fire and I am still outraged that we were put in danger by Ford Motor Company when they knew a safety problem existed with our van. As a mother this is a very serious matter to me. The only reason we are safe today and my car did not burn to the ground is because at the time the car caught fire we were sitting at a stoplight in downtown Dallas and my husband was with us. If we had been traveling down the road at a higher speed the smoke would not have been as noticeable. Had I been traveling alone, I would not have been able to extinguish the fire by myself. When my husband opened the hood the flames leapt out at him. He put his own life in jeopardy by extinguishing the fire with water we were carrying in our vehicle. This repair would have been much more costly in all ways had my husband not extinguished this fire as quickly as he did.

I am attaching the certified letter I sent to your Legal department, as well as our invoices. I expect Ford to make this situation right.

Thank you for your prompt attention to this matter.

Sincerely,

[REDACTED]
North Richland Hills, TX.
[REDACTED]

cc: Ford Motor Co. Board of Directors
cc: William Clay Ford Jr. Executive Chairman
cc: Alan Mulally President and Chief Executive Officer
cc: Mark Fields, Executive Vice President and President the Americas

Attachments: Invoices Five Star Ford, Enterprise Rental Car.
Correspondence to Ford Legal Dept

June 19, 2007

Ford Motor Company
Legal Department
16800 Executive Plaza Dr.
Dearborn, MI. 48126

Dear Sirs or Madam,

I am the owner of 1999 Ford Windstar. I purchased the van used from Carmax several years ago. It had very low mileage and was under warranty. It has been a great van for our family. The van currently has 117,000 miles. Vin #2FMZA5247XB [REDACTED].

My husband and I have previously owned a Ford Escort and Taurus. They were wonderful cars and we have been loyal to the Ford brand.

I am writing to you regarding an incident that occurred on June 17th 2007 at approximately 12:30pm in downtown Dallas, TX. My husband Russell, myself and our 8 year old son had just pulled away from a church downtown and had driven a few blocks. We were sitting at a stoplight when we smelled smoke. Seconds later we realized that it was coming from our vehicle. My husband got out of the van, opened the hood and screamed for me to get our son out of the van as it was on fire. I got my young son to safety on the sidewalk. We were afraid the van would blow up. My husband Russell was able to extinguish the fire by beating the flames with a clipboard we had in our van and dousing it with a water bottle. The fire was coming from a wire out of the brake system and from below the brake system. After extinguishing the fire and waiting a while on the sidewalk to let the vehicle cool off, we decided to start the van. Surprisingly it ran. My husband checked the fuses to see what had shorted out and the #10 fuse was hot and burned. None of our instruments worked in the van. No odometer, speedometer, heat, air, sliding door etc. We proceeded home.

That evening after we returned home, I did some research on the internet to see if our vehicle had any recalls. I did not find any. What I did find, however; were many consumer complaints about Ford Engines suddenly catching on fire and shorts with the #10 fuse in the 99 Ford Windstar, that Ford was unable to fix. I was FURIOUS and frightened. There was even a write up in U.S. A. Today about the Ford engine fires. Supposedly the fires start whether the vehicle is running or not and have burned in peoples

driveways and garages. There has not been a recall. I feel that Ford purposely withheld safety information and put my family in jeopardy. If my husband had not been driving the van, and if we were not already stopped at a stoplight the fire would not have been extinguished so quickly and our car would have burned to the ground, injuring or killing my family, and those around us. We are very lucky he was not burned or injured while extinguishing the flames. If I had been driving by myself I doubt I could have reacted as quickly or have known what to do to extinguish the fire before it spread to a part of the engine containing oil or gasoline and caused an explosion. An explosion of that magnitude would be devastating at an intersection in downtown Dallas where most people travel on foot.

I read on the internet that since most Ford vehicles burned to the ground Ford could not determine where the short was that caused the fire. The reports stated the fires had started on the drivers side of the vehicle. Since my fire was extinguished so quickly I can tell you the source of the fire. It is caused by the Anti lock brake system and the #10 fuse. I do not care how many miles my car has on it. I do not expect any vehicle I own to burst into flames unexpectedly with my family inside. I read so many complaints on the internet at Carstats.com and other sites I feel this is a global problem, and Ford has been negligent by not ordering a recall.

I e-mailed Ford and received a message saying I would receive a response to my e-mail within 3 days. I also called your customer service department and filed a complaint. I was told I would receive a letter in 7 to 10 days. The problem with both of these responses is I need a resolution and transportation now ! A 7-10 day turn around on a customer service call advising you that my van has burned, due to a problem you knew about is unacceptable.

My husband took our Van to Five Star Ford in North Richland Hills today for repair. They are going to charge us \$90.00 to look at the van and give us an estimate. Why should we pay \$90.00 after our van caught on fire due to a global problem with this engine and wiring system that Ford is obviously aware of ?

I called State Farm insurance and they have been the only ones who have helped us. They set me up with a rental car and are sending an adjuster to Five Star Ford tomorrow to look at our van. My husband and I are extremely safe conscience drivers and have not had a claim with State Farm in over 15 years.

I am asking for compensation. Whether my insurance pays for my van to be repaired or not, I do not feel safe driving it. I am not sure that my van being repaired with like product will not catch fire again. My family including my young son have been traumatized from watching our van catch fire. It was extremely frightening for all of us. Especially my 8 year old son who will have this memory the rest of his life. I want Ford to replace my van with a new van comparable to what we have now at no cost to me. **I want a SAFE vehicle for my family to drive. One that I know will not catch fire.** I am also asking for monetary compensation for additional expenses that we have incurred and for the emotional toll it has taken on us. I think this is an extremely fair request . I would like to give Ford the opportunity to make this situation right. I am fully prepared to hire an attorney, go to the media, the NTSHA, as well as sign up for the class action suit that is pending against Ford regarding the engine fires. I feel that Ford purposely withheld safety information from its consumers, and put my family in harms way. I pray that Ford and its legal department will do the right thing and assist my family.

[REDACTED]

North Richland Hills, TX. [REDACTED]

[REDACTED]

OWNER OF VEHICLE:
BRANCH ADDRESS:

RENTAL TYPE		SOURCE #	ID #	RENTAL AGREEMENT NO. D
START CHARGES IF DIFFERENT		[REDACTED]		
ORIGINAL VEHICLE		[REDACTED]		
COLOR	LICENSE NO.	[REDACTED]		
MODEL	ECAR#	[REDACTED]		
MILE-AGE	IN	BILL TO	COMPANY	STATE FARM-ACC NORTH TEXAS**
	OUT	ATTN:	7NIGHT	755077*STEVE*
DRIVEN	2360	PHONE	100-398	8337
CONDITION AND FUEL LEVEL AGREED TO		[REDACTED]		
[Car Diagram]		ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. SPOUSE		
[Car Diagram]		WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL. AUTHORIZED DRIVER WILL AFFECT MY LIABILITY. RENTER: X		
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):		TX ONLY NO SMOKING/PETS		
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.		RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6. RENTER: X		
RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE. RENTER: X		RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). RENTER: X		
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 18. RENTER: X		RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 7. RENTER: X		
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE BELOW AND PAGE 3, PARAGRAPH 17. RENTER: X		ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4. I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE 'RENTER' UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS, DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, REVOKED, CANCELLED OR SURRENDERED.		
REPLACEMENT VEHICLE		DATE 5/15/07		
OWNER REP		EMPL. #		
I WILL RETURN		DATE TIME AMOUNT PAID BY		
[Car Diagram]		NOTICE: YOUR PERSONAL AUTOMOBILE INSURANCE MAY PROVIDE COVERAGE FOR YOUR LIABILITY WHILE OPERATING A RENTAL VEHICLE. THE PURCHASE OF SLP IS NOT REQUIRED AS A CONDITION OF RENTING AN AUTOMOBILE. THIS INSURANCE DOES NOT APPLY TO ANY BODILY INJURY OR PROPERTY DAMAGE ARISING OUT OF THE USE OF A RENTAL VEHICLE BY ANY DRIVER WHILE UNDER THE INFLUENCE OF DRUGS OR ALCOHOL IN VIOLATION OF THE LAW. THE RENTAL CAR COMPANY'S EMPLOYEES, AGENTS OR ENDORSEES ARE NOT QUALIFIED TO EVALUATE THE ADEQUACY OF THE RENTER'S EXISTING COVERAGE.		
ADDITIONAL INFORMATION		**FOR RENTALS ORIGINATING IN THE CITY OF ARLINGTON: THE CITY OF ARLINGTON REQUIRES THAT AN ADDITIONAL TAX OF 5% BE IMPOSED ON EACH MOTOR VEHICLE RENTAL FOR THE PURPOSE OF FINANCING A PORTION OF THE COSTS OF THE DALLAS COWBOYS COMPLEX DEVELOPMENT PROJECT APPROVED BY THE VOTERS OF THE CITY ON NOVEMBER 2, 2004.		

DAY = CALENDAR DAY
NO CHARGE FOR MILES

DAYS 9 14.95/DAY 8
114.40

20.00/DAY
100.00 MAX

DW 12.99-DAY

PAI 1.00/DAY

SLP 12.99/DAY

FUEL 3 3.18 GALLON

REP FEES 1.75/DAY

14.00

13.04

STALE TAP

TOTAL CHARGES 143.43

DEPOSITS

REFUNDS

AMOUNT DUE

CLOSED BY

PAID BY CASH CHECK CHA

RECEIPT OF CASH REFUND DATE AMOUNT RECEIVE

FIVE STAR FORD

Customer Information

 Tag No. _____
 Advisor _____

 Vin

 Cus [REDACTED] Date 6/15/12

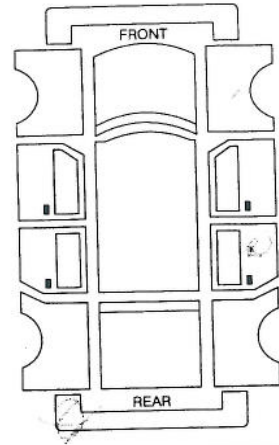
 Add [REDACTED] City Fort Worth State Texas Zip [REDACTED]

 Home [REDACTED] Email: _____

 Work (____) (____) (____) Cell Phone ([REDACTED])

Year _____ Make _____ Model _____ Color _____

Miles _____ License No. _____ Time Promised _____



Replaced 4 tie rods Estimated \$ _____
 Free wheel hub on left side Estimated \$ _____
 Interim wheel for tires Estimated \$ _____
 _____ Estimated \$ _____
 _____ Estimated \$ _____

VEHICLE SYMPTOM AREA	HOW OFTEN?	VEHICLE OPERATING MODE	VEHICLE CONDITIONS	VEHICLE SPEED (MPH)	WHEN VEHICLE IS?	AMBIENT CONDITION
Front of Vehicle	Always	Start Up	Accessories On (define below)	0	Turning Left	____ ° Below Zero
Engine Compartment	Daily A.M. P.M.	Idle		1-9	Turning Right	Below Freezing (0° - 19°)
Dash	Conditional	Gear Selection	Windows Open	10-19	Over Bumps	Below Freezing (20° - 32°)
Steering Wheel	Weekly	Accel Light	4x4	20-29	Up Hills	Temp: 33° - 49°
Accelerator Pedal	Monthly	Accel Moderate	Hauling	30-39	Down Hills	Temp: 50° - 69°
Brake Pedal	Intermittent	Accel Heavy	Towing	40-49	Shifting	Temp: 70° - 89°
Clutch Pedal	Unknown	Steady Speed	Snow Plowing	50-59	Parked	Temp: 90° +
Seat		Deceleration	Other (define below)	60-69	In Traffic	Sunny
Rear of Vehicle		Neutral		70+		Dry
Top of Vehicle		Reverse		ENGINE TEMP		Windy
Floor Pan		Stopping/Braking				
Under Vehicle				Cold		Rain
Other (Define Below)				Normal		Snow
				Hot		Ice

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on car or truck to secure the amount of repairs thereto, said obligation being payable in N. RICHLAND HILLS, TARRANT COUNTY, TEXAS. FIVE STAR FORD IS NOT responsible for car or contents in case of fire, theft, or acts of nature.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller, FIVE STAR FORD, Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller, FIVE STAR FORD, Neither Assumes nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

THIS ACCOUNT PAYABLE IN N. RICHLAND HILLS, TARRANT COUNTY, TEXAS

X *[Signature]*

411351

3 6 4 6 5 1



6618 Northeast Loop 820
North Richland Hills, TX 76180
METRO (817) 498-8838
www.5starford.com

INVOICE

PAGE 1

N RICHLAND HILLS, TX
HOME

SERVICE ADVISOR: 7431 BARRY N KELLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
RED	99	FORD WINDSTAR	2FMZA5247XB		117923/117923	T9359	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAY99	IS		09:30 04JUL07		90.00	CASH	03JUL07
R.O. OPENED		READY	OPTIONS: ENG:3.8_Liter_SEFI_SPI TRN:AX4S AXL:15				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CBK	BRAKE FLUID LEAKING FROM CRUISE CONTROL DEACTIVATION SWITCH					
HISTORY							
A85 OTHER ELECTRICAL ACCESSORY TROUBLES							
PARTS:	8389	IR	0.00				(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

117923 N/C VERIFIED CONCERN, FOUND CRUISE SWITCH LEAKING FROM THREADS. INSTALLED TEFLON TAPE, VERIFIED REPAIRS.

B ATW REPORT CARD

99P ATW REPORT CARD							
PARTS:	8389	IR	0.00				(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

117923 CHECK ENG LIGHT ON.

KEYS IN BASKET 07-03-07 8:32

* "COMPLETELY SATISFIED CUSTOMERS" *

* IS OUR GOAL!!! *

* IF YOU CAN NOT ANSWER "YES" *

* PLEASE CONTACT US @ 817-849-3248 *

* FORD MOTOR COMPANY PRESIDENTS AWARD WINNER*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.	Any warranties on the product sold hereby are those made by the manufacturer. The seller, FIVE STAR FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and FIVE STAR FORD neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. FIVE STAR FORD DOES NOT WARRANTY OIL LEAK REPAIRS ON ANY COMPONENT. This Account Payable in Hurst, Tarrant County, Texas	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

X SIGN. OF DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

REPAIRS PROPERLY COMPLETED AND CHECKED BY X

X SIGNATURE

CUSTOMER COPY

PE08-035 0854LP



MULTI-POINT INSPECTION REPORT CARD

Customer Name: _____ Year/Model: _____ 1999 Ford Windstar SE
 RO/Tag: _____ 363214 / T9094 Mileage: _____ 120,000 Date: _____ June 19, 2007

CHECKED AND OKAY AT THIS TIME **MAY REQUIRE FUTURE ATTENTION** **REQUIRES IMMEDIATE ATTENTION**

Check Tires

LF	TREAD DEPTH	RF
<input type="checkbox"/> 7/32 or Greater <input type="checkbox"/> 4/32 to 6/32 <input type="checkbox"/> 3/32 or less		<input type="checkbox"/> 7/32 or Greater <input type="checkbox"/> 4/32 to 6/32 <input type="checkbox"/> 3/32 or less
LR		RR
<input type="checkbox"/> 7/32 or Greater <input type="checkbox"/> 4/32 to 6/32 <input type="checkbox"/> 3/32 or less		<input type="checkbox"/> 7/32 or Greater <input type="checkbox"/> 4/32 to 6/32 <input type="checkbox"/> 3/32 or less

ABNORMAL WEAR / OVERALL CONDITION

<input type="checkbox"/>	LF	<input type="checkbox"/>	RF
<input type="checkbox"/>	LR	<input type="checkbox"/>	RR

Tire Wear Indicates:
 Alignment Check Needed Wheel Balance Needed

[Comments]

Tire Pressure Set to Factory Recommended Front PSI _____ Rear PSI _____

Check Battery

<input type="checkbox"/> Good <input type="checkbox"/> Recharge <input type="checkbox"/> Bad	Cold Cranking Amps Factory CCA _____ Actual CCA _____	Battery Terminals (Clean if Necessary) <input type="checkbox"/> Good <input type="checkbox"/> Bad
--	--	--

Check Fluid Levels and Fill

OK	FILL	OK	FILL
<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine Oil	<input checked="" type="checkbox"/>	<input type="checkbox"/> Power Steering
<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission	<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine Coolant
<input checked="" type="checkbox"/>	<input type="checkbox"/> Brake Reservoir	<input checked="" type="checkbox"/>	<input type="checkbox"/> Windshield washer

Check Brakes - Measure Front / Rear Brake Linings

<input type="checkbox"/>	LF	<input type="checkbox"/>	RF
<input type="checkbox"/>	LR	<input type="checkbox"/>	RR

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)
3 to 5mm or 4/32" to 7/32" (Disc) or 1 to 2mm or 2/32" to 3/32" (Drum)
Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

Brake Measurements Not Taken This Service Visit

[Comments]

Check Following Systems / Components

<input type="checkbox"/>	<input type="checkbox"/>	Check horn operation, interior lights, exterior lamps, turn signals, hazard and brake lamps
<input type="checkbox"/>	<input type="checkbox"/>	Check windshield washer spray, wiper operation and wiper blades
<input type="checkbox"/>	<input type="checkbox"/>	Check windshield for cracks, chips and pitting
<input type="checkbox"/>	<input type="checkbox"/>	Check radiator, heater, and air-conditioner hoses for leaks and damages
<input type="checkbox"/>	<input type="checkbox"/>	Inspect air cleaner element
<input type="checkbox"/>	<input type="checkbox"/>	Inspect cabin/HEPA filter
<input type="checkbox"/>	<input type="checkbox"/>	Check vehicle for oil/fluid leaks
<input type="checkbox"/>	<input type="checkbox"/>	Inspect CV joints and boots
<input type="checkbox"/>	<input type="checkbox"/>	Inspect exhaust components for leaks/damage
<input type="checkbox"/>	<input type="checkbox"/>	Inspect drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)
<input type="checkbox"/>	<input type="checkbox"/>	Inspect steering linkage for wear/damage
<input type="checkbox"/>	<input type="checkbox"/>	Inspect suspension components including shocks and struts for leaks/damage
<input type="checkbox"/>	<input type="checkbox"/>	Inspect brake system and wheel bearings (Note: brake measurements are recorded in a different line of this inspection)
<input type="checkbox"/>	<input type="checkbox"/>	Inspect engine cooling system for leaks and normal operation
<input type="checkbox"/>	<input type="checkbox"/>	Inspect accessory drive belts
<input type="checkbox"/>	<input type="checkbox"/>	Check clutch for normal operation

State Inspection Due (If Applicable) _____

[Comments]

This Courtesy Inspection Completed by Your Dealership Team!

Service Advisor: _____ Barry Kelley
 Technician: _____ Troy Baker Customer Signature: _____



Recommended Treatment Plan

After carefully analyzing your vehicle and the data we researched, we have generated a treatment plan that will return your vehicle to "like new" performance status.

Requested Services		Cost	Declined	Approved
1. CUSTOMER STATES THERE WAS A UNDER HOOD FIRE #10 FUSE IS BLOWN AND HASCREATED SEVERAL ELECTRICAL FAILURES---REPORT				X
2. ATW REPORT CARD				X
Vehicle Inspection / Maintenance Results	Status	Cost	Declined	Approved
reccomend cooling system flush		\$89.95		X
REC. FRONT BLADES		\$29.99		X
Additional Recommendations		Cost	Declined	Approved
REPLACE SWITCH, SPLICE IN NEW HARNESS END, RETEST. INCLUDES DIAG		\$248.73		X
Estimate Subtotal		\$368.67	\$0.00	\$368.67
Tax 8.25%				\$30.42
Estimated Approved Service				\$399.09

411351

3 6 3 2 1 4



6618 Northeast Loop 820
North Richland Hills, TX 76180
METRO (817) 498-8838
www.5starford.com

INVOICE

DUPLICATE 3
PAGE 1

N RICHLAND HILLS, TX
HOME:

SERVICE ADVISOR: 7431 BARRY N KELLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
RED	99	FORD WINDSTAR	2FMZA5247XB		120000/117851	T9094	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAY99	IS		17:00 28JUN07		90.00	CASH	28JUN07
R.O. OPENED	READY	OPTIONS: ENG:3.8_Liter_SEFI_SPI TRN:AX4S AXL:15					
14:27 19JUN07	15:04 28JUN07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST	REPLACED #10 FUSE SEVERAL TIMES, FIRE UNDER HOOD LEFT SIDE, MULTIPLE ELECT. FAILURES, ADVISE A85 OTHER ELECTRICAL ACCESSORY TROUBLES					
		8389	CP	2.50		225.00	225.00
	1	1L1Z*9F924*AA KIT - BRAKE REPAIR			23.73	23.73	23.73
PARTS:		23.73	LABOR:	225.00	OTHER:	0.00	TOTAL LINE A: 248.73

117851 2.5 VERIFIED CONCERN, BCE WIRING TEST FOUND SPEED CONTROL SWITCH SHORTED AND BURNT WIRING. REPLACED SWITCH AND, CONNECTOR END. VERIFIED REPAIRS.

B ATW REPORT CARD

99P ATW REPORT CARD							
8389	IR	0.00					(N/C)
GTIRE	CHECKED AND OK, 7/32 OR GREATER.						
8389	IR	0.00					(N/C)
GBATT	BATTERY PERFORMANCE CHECKED GOOD.						
8389	IR	0.00					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

117851 GTIRES, GBAT

C** REPLACE FRONT WIPER BLADES (2)\$29.95							
WBR REPLACE FRONT WIPER BLADES (2)\$29.95							
8424 SCOTT COWEN LIC#: /							
	CQ	0.20				9.95	9.95
1	2U2Z*17528*JA BLADE ASY - WIPER				10.00	10.00	10.00
1	2U2Z*17528*LA BLADE ASY - WIPER				12.54	10.00	10.00
PARTS:	20.00	LABOR:	9.95	OTHER:	0.00	TOTAL LINE C:	29.95

117851 0.2 REPLACED FRONT WIPPER BLADES

D** COOLING SYSTEM FLUSH (\$89.95)
CSF COOLING SYSTEM FLUSH (\$89.95)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

Any warranties on the product sold hereby are those made by the manufacturer. The seller, FIVE STAR FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and FIVE STAR FORD neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. FIVE STAR FORD DOES NOT WARRANTY OIL LEAK REPAIRS ON ANY COMPONENT. This Account Payable in Hurst, Tarrant County, Texas

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

X SIGN. OF DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

REPAIRS PROPERLY COMPLETED AND CHECKED BY X

X SIGNATURE



Vehicle Package

Multi-Point Inspection Report Card



Recommended Treatment Plan

After carefully analyzing your vehicle and the data we researched, we have generated a treatment plan that will return your vehicle to "like new" performance status.

Requested Services	Declined	Approved
1. CBK:BRAKE FLUID LEAKING FROM CRUISECONTROL DEACTIVATION SWITCH---SEE HISTORY		X
2. ATW REPORT CARD		X

411351

3 6 3 2 1 4



6618 Northeast Loop 820
North Richland Hills, TX 76180
METRO (817) 498-8838
www.5starford.com

INVOICE

DUPLICATE 3
PAGE 2

SERVICE ADVISOR: 7431 BARRY N KELLEY

N RICHLAND HILLS, TX
HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
RED	99	FORD WINDSTAR	2FMZA5247XB		120000/117851	T9094	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAY99	IS		17:00 28JUN07		90.00	CASH	28JUN07
R.O. OPENED		READY		OPTIONS: ENG:3.8_Liter_SEFI_SPI TRN:AX4S AXL:15			
14:27 19JUN07		15:04 28JUN07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
		8424	SCOTT COWEN LIC#:	/				
			CQ	1.00		67.95	67.95	
		1	OSP19562C	FLUSH	12.00	12.00	12.00	
		1	VC*5*	ANTI-FREEZE	11.00	11.00	11.00	
PARTS:		23.00	LABOR:	67.95	OTHER:	0.00	TOTAL LINE D:	90.95

117851 1.0 PERFORMED COOLING SYSTEM FLSUH

KEYS IN BASKET 6-25-07 5:42 *****

PMALL PARTS WERE DI SCARDED * "COMPLETELY SATISFIED CUSTOMERS" *

BEFORE REQUEST TO KEEP THEM WAS * IS OUR GOAL!!! *

MADE * IF YOU CAN NOT ANSWER "YES" *

* PLEASE CONTACT US @ 817-849-3248 *

* FORD MOTOR COMPANY PRESIDENTS AWARD WINNER* *

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.	Any warranties on the product sold hereby are those made by the manufacturer. The seller, FIVE STAR FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and FIVE STAR FORD neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. FIVE STAR FORD DOES NOT WARRANTY OIL LEAK REPAIRS ON ANY COMPONENT. This Account Payable in Hurst, Tarrant County, Texas	DESCRIPTION	TOTALS
		LABOR AMOUNT	302.90
		PARTS AMOUNT	66.73
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	369.63
		LESS INSURANCE	0.00
	SALES TAX	5.51	
	PLEASE PAY THIS AMOUNT	375.14	

X SIGN. OF DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

REPAIRS PROPERLY COMPLETED AND CHECKED BY X

X SIGNATURE

CUSTOMER COPY

PE08-035 0859LP



ESP / Recall Information

VIN: 2FMZA5149WE [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		
01S19	SAFETY RECALL	PROTECTIVE SPRING SHIELDS	CLOSE - REPAIRED	2001-10-16	02771USAF48016
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		



Ford Customer Service Division

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

Sent via U.S. Mail

November 21, 2007

[REDACTED]
Redford, MI [REDACTED]

RE: 1998 Windstar
VIN: 2FMZA5149WB [REDACTED]
Case: 460383237

Dear Ms. [REDACTED]

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

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

Thank you for the opportunity to review this concern.

Respectfully yours,

A handwritten signature in blue ink that reads "Steve Bardell".

Steve Bardell
Consumer Affairs



VIN FSA Details

* Confidential *
VIN:2FMZA5149WB
FSA Status:Launched
Brand:FORD
Manufacturing Country:CAN

FSA Details

0000454 FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM
WARRANTY START DATE REGARDLESS
0000479 PROTECTIVE SPRING SHIELDS

Vehicle Details

Model Year:1998 Assembly Plant:OAKVILLE PLANT BUILD
Vehicle Line:WINDSTAR (WIN88/WIN126) Production Date:18-Dec-1997
Body Style Description:EXTENDED WAGON Warranty Start

Date:26-Jan-1998

Vehicle Type Description:TRUCK Sale Date:26-Jan-1998
VDM Vehicle Status:800 Engine Tag Code:8K542AA
Emissions:

Vehicle Conditions

Code Vehicle Condition Begin Date End Date Source

Owner Details

Current Owner
Business Name:
Owner
Address 2:
Address 3:
Address 4:
City:GARDEN CITY
State/Province:Michigan Phone #:
ZIP/Postal Code: 2708E-Mail:
Country:UNITED STATES

Owner Effective Date:14-Oct-2003 Vendor Applied Date:07-Nov-2003
Vendor Match Code
Description:1-BOTH NAME AND ADDRESS MATCH

N&A Source:POLK GCamp Applied Date:23-Sep-2004
Mail Status:Active Mail Suppression Date:

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

Historical Owner

Business Name:
Owner Name:
Address 2:
Address 3:
Address 4:
City:GARDEN CITY
State/Province:Michigan Phone #:
ZIP/Postal Code: 2708E-Mail:

GCamp Taylor -LP.txt

Country:UNITED STATES

Owner Effective Date:11-Oct-2000Vendor Applied Date:
Vendor Match Code
Description:1-BOTH NAME AND ADDRESS MATCH

N&A Source:POLK GCamp Applied Date:20-Jun-2001
Mail Status:ActiveMail Suppression Date:

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

Address 2:
Address 3:
Address 4:
City:GARDEN CITY
State/Province:Michigan Phone #:
ZIP/Postal Code:[REDACTED]2708E-Mail:
Country:UNITED STATES

Owner Effective Date:30-Oct-1998Vendor Applied Date:
Vendor Match Code
Description:-

N&A Source:POLK GCamp Applied Date:10-Jun-1999
Mail Status:ActiveMail Suppression Date:

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

P&A CodeGEO SalesSales CodeSub CodeDescription
Ordering09099USAF48100Grand Ledge Ford, Inc.
Ship-To02771USAF48016Jack Demmer Ford, Inc.
Stocking02771USAF48016Jack Demmer Ford, Inc.
Selling02771USAF48016Jack Demmer Ford, Inc.
FSA Details
VIN: 2FMZA5149WBC99381
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
02771USAF48016Jack Demmer Ford, Inc.

Eligibility Indicators
TypeIndicatorUpdated

GCamp Taylor -LP.txt
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: [REDACTED]
[REDACTED]
GARDEN CITY,MI
[REDACTED] UNITED STATES
Resp. Dealer:02771USAF48016-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:11-Oct-2000
Note:

VIN: 2FMZA5149WE [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
02771USAF48016Jack Demmer Ford, Inc.

GCamp Taylor -LP.txt

Eligibility Indicators
TypeIndicatorUpdated
Repair EligibilityN26-Oct-2001
Display EligibilityN26-Oct-2001
Original Mail EligibilityN20-Jun-2001
Follow up MailN26-Oct-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
CLOSE - REPAIRED 26-Oct-200116-Oct-2001UNITED STATES
02771USAF48016 261190B 0.00GACES

VIN/FSA Vehicle Status
DescriptionReasonDate
CLOSE - REPAIREDClose26-Oct-2001
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: [REDACTED]
[REDACTED]
GARDEN CITY,MI
[REDACTED],UNITED STATES
Resp. Dealer:02771USAF48016-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:11-Oct-2000
Note:

FSA Counts

FSA CategoryRepair Eligible (Open)Repair Ineligible (Closed)Total
CUST SAT PGM - MULTI REPAIR 101
LABEL/LITERATURE PROGRAM 011
SAFETY RECALL 022

Total134

GCamp Taylor -LP.txt

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OASIS RESULT:

2FMZA5149WB

11/21/2007
08:15:04
FCXWS447

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

1998 WINDSTAR

BODY STYLE

WAGON STDLN 4X2

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

862JR17A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

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

01/26/1998

BUILD DATE

12/18/1997

SALE MILEAGE **OUTSTANDING FIELD SERVICE ACTIONS**01M03

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

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

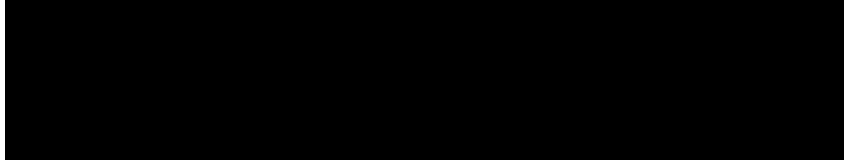
 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA5149WB

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





Consumer Affairs

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

Sent Via U.S. Mail

[REDACTED]
Covington, GA [REDACTED]

RE: 2002 Ford Windstar
VIN: 2FMZA51412B [REDACTED]

Dear Mrs [REDACTED]

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

We sincerely regret any inconveniences that you have experienced regarding your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no open recalls or owner notification programs pertaining to the fire on the 2002 Ford Windstar. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Jeff Schwagle
Consumer Affairs



[REDACTED]
Covington, GA [REDACTED]

All Action Details for Issue

[Print](#)

VIN: 2FMZA51412B [REDACTED] Year: 2002 Model: WINDSTAR Case: 354701596
 Name: MRS [REDACTED] Owner Status: Subsequent WSD: 2002-06-04
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Dealer: 00269 COVINGTON FORD-MERCURY INC Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: SPEARS ANGELA Analyst: ASPEARS3
 Action Date: 06/08/2006 Action Time: 09.51.10.672 Action Data: No

Comments CUSTOMER SAID: 6/7/06 VEH CAUGHT ON FIRE AT INDEPENDENT-SPEED CONTROL LINE CAUGHT ON FIRE AND MELTED SOME WIRES TOGETHER-VEH IS AT VEH SHOP EAST CONROY'S AUTO770-483-0840-FIRE WAS PUT OUT RIGHT AWAY, NO CALL OUT TO THE POLICE OR FIRE DEPT-NO CONTACT WITH INSURANCE COMPANY-NO FURTHER DAMAGE THAT CUSTOMER KNOWS OF EXCEPT THE WIRE HARNESSSES-CUST WANTED TO KNOW IF HER VEH WAS IN RECALL ON SPEED CONTROL, SHE DID NOT THINK SO BUT WANTED TO DOUBLE CHECK-SHE WANTS ISSUE DOCUMENTED AND VEH FIXEDCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.-ADVISED CUST OF ABOVE

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 00269 COVINGTON FORD-MERCURY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 Action Date: 06/09/2006 Action Time: 14.52.59.538 Action Data: No

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

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 00269 COVINGTON FORD-MERCURY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 Action Date: 06/09/2006 Action Time: 14.53.30.665 Action Data: No

Comments *** LPA COMMENTS ***- VEHICLE IS BEYOND WARRANTY AND THERE ARE NO FSA'S RELATED TO COMPLAINT

Ford Confidential

Action Detail

VIN: 2FMZA51412B [REDACTED]	Year: 2002	Model: WINDSTAR	Case: 354701596
Name: MRS [REDACTED]	Owner Status: Subsequent	WSD: 2002-06-04	
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: COVINGTON FORD-MERCURY INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 00269	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 1 MI	Comm Type: PHONE		
Action Date: 06/08/2006	Action Time: 09:51:10:673	Action Data: No	
Analyst Name: SPEARS ANGELA	Analyst: ASPEARS3		

COMMENTS: CUSTOMER SAID: 6/7/06 VEH CAUGHT ON FIRE AT INDEPENDENT-SPEED CONTROL LINE CAUGHT ON FIRE AND MELTED SOME WIRES TOGETHER-VEH IS AT VEH SHOP EAST CONROY'S AUTO770-483-0840-FIRE WAS PUT OUT RIGHT AWAY, NO CALL OUT TO THE POLICE OR FIRE DEPT-NO CONTACT WITH INSURANCE COMPANY-NO FURTHER DAMAGE THAT CUSTOMER KNOWS OF EXCEPT THE WIRE HARNESSSES-CUST WANTED TO KNOW IF HER VEH WAS IN RECALL ON SPEED CONTROL, SHE DID NOT THINK SO BUT WANTED TO DOUBLE CHECK-SHE WANTS ISSUE DOCUMENTED AND VEH FIXEDCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.-ADVISED CUST OF ABOVE

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Customer Info

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

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SE-SOUTHEAST	21-ATLANTA	I	D2	00269	F21462

Dealer Name:	COVINGTON FORD-MERCURY INC
Dealer Address:	3172 HIGHWAY 278 EAST COVINGTON GA 30014
Dealer Main Phone:	770-786-3432

Position	Employee Name
DEALER/PARTNER	WENDELL B CROWE
GENERAL MANAGER	MATT CROWE
PARTS MANAGER	ROBERT M BENNETT
PARTS MANAGER	RUSSELL C COLEMAN
SALES MANAGER	SAMMY C PADGETT
SERVICE MANAGER	KATHLEEN M RAGAN

Service Hours

7:30 AM - 5:30 PM M-F

Directions

Trained

Y

Additional Information

Ford Confidential

ESP / Recall Information

VIN: 2FMZA51412B [REDACTED]

No ESP Information for this VIN

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

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

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

OASIS RESULT:06/09/2006
11:10:26**2FMZA51412B** [REDACTED]

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2002 WINDSTAR	BODY STYLE LX 3 / 4 DOOR WAGON	ENGINE 3.8L EFI
TRANSMISSION 4F50N AUTO TRANSAXLE	AXLE CODE 15	ENGINE CALIBRATION 2A31ZC0A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 06/04/2002	BUILD DATE 05/24/2002	SALE MILEAGE
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WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS02M01

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

03C05

LOWER SEAT-TO-FLOOR LATCHES

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)END OF OASIS REPORT FOR **2FMZA51412B** [REDACTED]Report Applies to Country Code: USA

VIN FSA Details

VIN: 2FMZA51412B [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: CAN

FSA Details

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

Vehicle Details

Model Year:	2002	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	24-May-2002
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	04-Jun-2002
Vehicle Type Description:	TRUCK	Sale Date:	04-Jun-2002
VDM Vehicle Status:	800	Engine Tag Code:	1K542BA
Emissions:			

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source
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Owner Details

Current Owner

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

Owner Effective Date: 22-Mar-2004 Vendor Applied Date: 02-Apr-2004
 Vendor Match Code Description: 1-BOTH NAME AND ADDRESS MATCH

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

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

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	04843	USA	F24773		Maroone Ford of Fort Lauderdale
Ship-To	45674	USA	F88E57		Interamerican Car Rental-Miami
Stocking	04843	USA	F24773		Maroone Ford of Fort Lauderdale
Selling	04843	USA	F24770		Maroone Ford of Fort Lauderdale

FSA Details

VIN: 2FMZA51412B [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

Responsible Dealer

P&A Code	GEO Sales	Sales Code	Sub Code	Description
04843	USA	F24770		Maroone Ford of Fort Lauderdale

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
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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
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VIN/FSA Vehicle Status

Description	Reason	Date
OPEN - LAUNCHED	Open	19-Apr-2004
Confirmed		14-Apr-2004

VIN FSA Mail History

Local FSA:02M01-~~x~~TUBE-MOUNTED EGR PRESSURE SEN... Global FSA:00000511

Release: OOWNER LETTER
 Release Date: 22-Apr-2004
 Mail Date: 03-May-2004 to 17-May-2004
 Restricted Address: No
 Address: [REDACTED]

COVINGTON,GA

Resp. Dealer:	██████████ UNITED STATES
Fleet Acct:	04843USAF24770-
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	09-Mar-2004
Note:	

VIN: 2FMZA51412E ██████████	
Local FSA: 03C05 - LOWER SEAT-TO-FLOOR LATCHES	Global FSA: 0000543

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
00214	USA	F21215		Bobby Jones Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	28-Oct-2003	
Display Eligibility	Y	28-Oct-2003	
Original Mail Eligibility	N	18-Nov-2003	
Follow up Mail	Y	18-Nov-2003	

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

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - FOLLOW-	19-May-2006
RELEASED TO APPROPRIATE SOURCE - FOLLOW-	23-Sep-2005
RELEASED TO APPROPRIATE SOURCE - FOLLOW-	20-Jan-2005
EXTERNAL NAME AND ADDRESS APPLIED	19-Jan-2005
RELEASED TO APPROPRIATE SOURCE - FOLLOW-	28-May-2004
MAILED - ORIGINAL NOTIFICATION	18-Nov-2003
MAILED - ORIGINAL NOTIFICATION	31-Oct-2003

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

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

VIN FSA Mail History	↕
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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]
 AUGUSTA, GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00214USAF21215-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 10-Sep-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]
 AUGUSTA, GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00214USAF21215-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 10-Sep-2003
 Note:

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

Global FSA:00000543

Release: FPOSTCARD
 Release Date: 28-May-2004
 Mail Date: 16-Jul-2004 to 16-Jul-2004
 Restricted Address: No
 Address: [REDACTED]
 COVINGTON, GA
 [REDACTED] UNITED STATES
 Resp. Dealer: 00214USAF21215-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 09-Mar-2004
 Note:

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

Global FSA:00000543

Release: FOWNER LETTER
 Release Date: 20-Jan-2005
 Mail Date: 03-Feb-2005 to 03-Feb-2005

Restricted Address: No
 Address: [REDACTED]
 COVINGTON, GA
 [REDACTED], UNITED STATES
 Resp. Dealer: 00214USAF21215-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 22-Mar-2004
 Note:

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

Release: FOWNER LETTER
 Release Date: 23-Sep-2005
 Mail Date: 27-Sep-2005 to 27-Sep-2005
 Restricted Address: No
 Address: [REDACTED]
 COVINGTON, GA
 [REDACTED], UNITED STATES
 Resp. Dealer: 00214USAF21215-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 22-Mar-2004
 Note:

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

Release: FOWNER LETTER
 Release Date: 19-May-2006
 Mail Date:
 Restricted Address: No
 Address: [REDACTED]
 COVINGTON, GA
 [REDACTED], UNITED STATES
 Resp. Dealer: 00214USAF21215-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 22-Mar-2004
 Note:

FSA Counts

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

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Office of the General Counsel
Product Claims

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

May 2, 2008

TEKLE®

[REDACTED]
Jacksonville, FL [REDACTED]

RE: 2000 Windstar
VIN: 2FMZA5146YB [REDACTED]
Case: 450220133

Dear Mr. [REDACTED]

This is in response to your contact with the Ford Customer Relationship Center on 4/28/2008 regarding the fire to your vehicle. I was provided three phone numbers for you but apparently two of them are incorrect. I left a voicemail at 904-305-6541 today.

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

- Copy of the vehicle title/registration
- Copy of the fire/police report
- Photos of the vehicle showing:
 - Exterior driver side and exterior passenger side of entire vehicle
 - Top view of entire hood and underside of entire hood
 - Top view of entire engine compartment including firewall area
 - Brake master cylinder area

You can fax, mail, or email this information to me (photos must be sent by email or mail only, not faxed). If you email, please put **to my attention** and include your name and case number in the email and send to LPREV@ford.com. Inbound emails are limited to <10MB per piece. Feel free to call if you have any questions.

Thank you for the opportunity to review this concern.

Respectfully yours,

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

Steve
450220133

BEGINNING OF CONTACT
04/29/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.11

REGION: S3 ORLANDO	OGC ISSUE	CASE NBR: 0450220133
VIN: 2FMZA5146YB [REDACTED]	ZONE: A05	OPENED: 04/28/2008
	ENGINE: 4	VEH TYPE: T
		CLOSED: 04/28/2008

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: JACKSONVILLE	STATE: FL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2000	MODEL: WINDSTAR LX 4X2 3-DR WAGON	
MILEAGE: 88000		
DEALER NAME: MIKE SHAD FORD	SALES CODE: F24207	P & A: 04867
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE		
SYMPTOMS: 204232 INSTR/DISPLAY ANALOG SPEEDOMETER		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 9999 - CLOSE - DOCUMENT MULTIPLE SYMPTOMS
 DOCUMENT: ANALYST: KCHRIS42 CHRISTIAN KENNETH

DATE: 04/28/2008 TIME: 10.12.50 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: - DANIEL TEKLIN - 6667 GEORGIA JACK DR JACKSONVILLE FL 32244 -PH : 9043056541- VEH NOT BEEN TO FORD DLRSH P FOR REPAIR - FIRE IN THE VEH ON 4-27-08- FIRE CAME FROM THE MASTER CYLINDER STATES CAME FROM SPEED CONTROL SWITCH, SPEEDOMETER AND AC HAS STOPPED WORKING - VEH IS LOCATED AT THE CUST'S ADDRESS- NO FIRE REPORT CUST UNHOOKED BATTERY WHEN SAW THE SMOKE - NOTHING DAMAGED OTHER OTHER THEN THE VEH - HAS NOT FILED CLAIM WITH INSURANCE COMPANY - VEH IS REPAIRABLE - VEH WAS RUNNING WHEN THE VEH STARTED ON FIRE- CUST'S SEEK FORD SEEKING FORD TO GET THE PART AND PAY FOR THE REPAIR OF THE VEHDEALER SAID: - SPOKE WITH SERVICE TALKED TO BRIAN WAS TOLD NO RECALL - MIKE SHAD FORD 7700 BLANDING BLVD JACKSONVILLE, FL 32244 TEL:(888) 212-5126 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.- ALL INFORMATION VERIFIED- CHECKED VEH VEH HAS NEVER HAD THE 05S28 RECALL ON HIS VEH EVEN THOUGH THAT'S WHAT CUST SAYS HAS CAUSED THIS ISSUE WITH HIS VEH

not involved 0582F

Action Detail

VIN: 2FMZA5146YB [REDACTED] Year: 2000 Model: WINDSTAR Case: 450220133
 Name: MF [REDACTED] Owner Status: Subsequent WSD: 1999-10-11
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - FIRE CLAIM Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE Dealer: MIKE SHAD FORD
 Origin Desc: OGC - CLAIMS - FD P & A Code: 04867
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE
 Odometer: 88000 MI Comm Type: INBOUND FAX-OTHER
 Action Date: 04/29/2008 Action Time: 16:40:07:557 Action Data: Yes
 Analyst Name: PICKET SYLVIA Analyst: SPICKET5

COMMENTS: *****PRODUCT CLAIM*****DATE RECEIVED: 4/29/08. DEALER CONTACT: CUSTOMER ALLEGES CONCERN AS VEHICLE CAUGHT FIRE ON 4/27/08 FROM MASTER CYLINDER.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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Customer Info

*d/c or NIS
5-2.*

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

> wrong #

"my # for years"

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
S3-ORLANDO	24-ORLANDO	F	A05	04867	F24091

Dealer Name: MIKE SHAD FORD
Dealer Address: 7700 BLANDING BLVD
 JACKSONVILLE FL 32244
Dealer Main Phone: 904-777-3673

Position	Employee Name
CUST RELATIONS MGR	Sherry Ray
DEALER/PARTNER	Gene Robbins
PARTS MANAGER	DARALENE WALLACE
PARTS MANAGER	DONALD K MORGAN
PARTS & SERVICE DIRECTOR	JOSEPH B KEENE
SALES MANAGER	WAYNE TENNANT
SALES MANAGER	JORGE RODRIGUEZ
SALES MANAGER	TED F KEYS
SALES MANAGER	Ronnie A Nesbitt, Jr.
SERVICE MANAGER	RICHARD N JORDAN
SERVICE MANAGER	JOHN BURMEISTER
SERVICE MANAGER	JEFF NORDSIEK

Service Hours 7:00 AM - 6:00 PM MON - FRI

Directions

Trained Y

Additional Information LSG ENROLLED TOWING: JACKSONVILLE WRECKER (904) 778-1111

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ESP / Recall Information

VIN: 2FMZA5146YB [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
00S42	SAFETY RECALL	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION	CLOSE - REPAIRED	2001-05-03	04845USAF24481
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2000-09-28	04845USAF24481
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2004-05-06	04867USAF24207
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2004-05-06	04867USAF24207
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2004-05-06	04867USAF24207

OASIS RESULT:

2FMZA5146YB [REDACTED]

05/02/2008
12:12:02
FCXWS446

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION

2000 WINDSTAR

BODY STYLE

LX 3 / 4 DOOR WAGON

ENGINE

3.8L EFI

TRANSMISSION

AX4S 4 SPD TRANSAXLE

AXLE CODE

15

ENGINE CALIBRATION

9LMABDHA

▶ WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

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

▶ ARN MESSAGES

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE

10/11/1999

BUILD DATE

08/12/1999

SALE MILEAGE

▶ OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMZA5146YB [REDACTED]

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

VIN FSA Details

* Confidential *

VIN: 2FMZA5146YB [REDACTED]
 FSA Status: Launched
 Brand: FORD
 Manufacturing Country: CAN

FSA Details

00000397	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION
00000485	WIPER MOTOR GEAR COVER
00000486	AUXILIARY REAR A/C BLOWER WIRING
00000515	ELECTRICAL CONNECTOR/SEALER SKIP

Vehicle Details

Model Year:	2000	Assembly Plant:	OAKVILLE PLANT BUILD
Vehicle Line:	WINDSTAR (WIN88/WIN126)	Production Date:	12-Aug-1999
Body Style Description:	EXTENDED WAGON	Warranty Start Date:	11-Oct-1999
Vehicle Type Description:	TRUCK	Sale Date:	11-Oct-1999
VDM Vehicle Status:	800	Engine Tag Code:	OK542AA
Emissions:	2		

Vehicle Conditions

Code	Vehicle Condition	Begin Date	End Date	Source
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Owner Details

Current Owner

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

Owner Effective Date: 18-Sep-2002 Vendor Applied Date:
 Vendor Match Code Description: 1-BOTH NAME AND ADDRESS MATCH

N&A Source: POLK GCamp Applied Date: 22-Nov-2002
 Mail Status: Active Mail Suppression Date:

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

Historical Owner

Business Name:
 Owner Name: [REDACTED]

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

Owner Effective Date: 06-Jun-2000 Vendor Applied Date:
 Vendor Match Code: -
 Description:
 N&A Source: POLK GCamp Applied Date: 16-Nov-2000
 Mail Status: Active Mail Suppression Date:
 Fleet Code: Fleet Name:
 Fleet Status: Fleet Mgmt: -
 Company Car:

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	20559	USA	F13467		Dayton Ford Inc
Ship-To	03623	USA	F13057		Loman Ford, Inc.
Stocking	03623	USA	F13057		Loman Ford, Inc.
Selling	03623	USA	F13057		Loman Ford, Inc.

FSA Details

VIN: 2FMZA5146YB [REDACTED]

Local FSA: 00S42 - FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION Global FSA: 0000397

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
04867	USA	F24207		Mike Shad Ford Lincoln Mercury

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	04-May-2001	
Display Eligibility	N	04-May-2001	
Original Mail Eligibility	N	08-Jan-2001	
Follow up Mail	N	04-May-2001	

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

Description	Release Date
MAILED - FOLLOW-UP NOTIFICATION	09-Mar-2001
MAILED - ORIGINAL NOTIFICATION	08-Jan-2001

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE -	04-May-	03-May-	UNITED				

REPAIRED 2001 2001 STATES 04845USAF24481 501932 B 0.00 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	04-May-2001
OPEN - LAUNCHED	Open	08-Jan-2001
Confirmed		03-Nov-2000

VIN FSA Mail History	
Local FSA:00S42-!FRONT ELECTRONIC MODULE (FEM)...	Global FSA:00000397
Release:	OOWNER LETTER
Release Date:	08-Jan-2001
Mail Date:	24-Jan-2001 to 24-Jan-2001
Restricted Address:	No
Address:	[REDACTED] N FT MYERS,FL [REDACTED], UNITED STATES
Resp. Dealer:	04845USAF24480-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	06-Jun-2000
Note:	
Local FSA:00S42-!FRONT ELECTRONIC MODULE (FEM)...	Global FSA:00000397
Release:	FPOSTCARD
Release Date:	09-Mar-2001
Mail Date:	02-Apr-2001 to 02-Apr-2001
Restricted Address:	No
Address:	[REDACTED] N FT MYERS,FL [REDACTED], UNITED STATES
Resp. Dealer:	04845USAF24480-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	06-Jun-2000
Note:	

VIN: 2FMZA5146YB [REDACTED]
 Local FSA: 01S25 - WIPER MOTOR GEAR COVER Global FSA: 00000485

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
04867	USA	F24207		Mike Shad Ford Lincoln Mercury

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	06-May-2004
Display Eligibility	N	06-May-2004
Original Mail Eligibility	N	06-May-2004
Follow up Mail	N	06-May-2004

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

Description	Release Date
MAILED - FOLLOW-UP NOTIFICATION	25-Nov-2003
MAILED - FOLLOW-UP NOTIFICATION	14-May-2003
MAILED - FOLLOW-UP NOTIFICATION	25-Nov-2002
MAILED - FOLLOW-UP NOTIFICATION	20-May-2002
MAILED - FOLLOW-UP NOTIFICATION	08-Nov-2001
MAILED - ORIGINAL NOTIFICATION	22-Aug-2001

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	07-May-2004	06-May-2004	UNITED STATES	04867USAF24207	065734	B	64.79 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	07-May-2004
OPEN - LAUNCHED	Open	22-Aug-2001
Confirmed		09-Aug-2001

VIN FSA Mail History

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

Release: OOWNER LETTER
 Release Date: 22-Aug-2001
 Mail Date: 29-Aug-2001 to 01-Sep-2001
 Restricted Address: No
 Address: [REDACTED]
 N FT MYERS,FL
 [REDACTED], UNITED STATES
 Resp. Dealer: 04845USAF24480-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Jun-2000
 Note:

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

Release: FPOSTCARD
 Release Date: 08-Nov-2001
 Mail Date: 23-Nov-2001 to 27-Nov-2001
 Restricted Address: No
 Address: [REDACTED]

Resp. Dealer: [REDACTED] UNITED STATES
 04845USAF24480-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Jun-2000
 Note:

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

Release: FOWNER LETTER
 Release Date: 20-May-2002
 Mail Date: 24-May-2002 to 31-May-2002
 Restricted Address: No
 Address: [REDACTED]

N FT MYERS, FL
 [REDACTED] UNITED STATES

Resp. Dealer: 04845USAF24480-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Jun-2000
 Note:

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

Release: FOWNER LETTER
 Release Date: 25-Nov-2002
 Mail Date: 06-Dec-2002 to 13-Dec-2002
 Restricted Address: No
 Address: [REDACTED]

JACKSONVILLE, FL
 [REDACTED] UNITED STATES

Resp. Dealer: 04867USAF24207-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 18-Sep-2002
 Note:

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

Release: FOWNER LETTER
 Release Date: 14-May-2003
 Mail Date: 23-May-2003 to 23-May-2003
 Restricted Address: No
 Address: [REDACTED]

JACKSONVILLE, FL
 [REDACTED] UNITED STATES

Resp. Dealer: 04867USAF24207-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 18-Sep-2002
 Note:

Local FSA:01S25-!WIPER MOTOR GEAR COVER		Global FSA:00000485
Release:	FOWNER LETTER	
Release Date:	25-Nov-2003	
Mail Date:	12-Dec-2003 to 19-Dec-2003	
Restricted Address:	No	
Address:	<div style="background-color: black; width: 150px; height: 15px; margin-bottom: 5px;"></div> JACKSONVILLE,FL <div style="background-color: black; width: 80px; height: 15px; margin-bottom: 5px;"></div> UNITED STATES	
Resp. Dealer:	04867USAF24207-	
Fleet Acct:		
Fleet Mgmt Loc:		
N&A Source:	POLK	
Owner Effective Date:	18-Sep-2002	
Note:		

VIN: 2FMZA5146YB	
Local FSA: 01S26 - AUXILIARY REAR A/C BLOWER WIRING	Global FSA: 00000486

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
04867	USA	F24207		Mike Shad Ford Lincoln Mercury

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	06-May-2004	
Display Eligibility	N	06-May-2004	
Original Mail Eligibility	N	06-May-2004	
Follow up Mail	N	06-May-2004	

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

Description	Release Date
MAILED - FOLLOW-UP NOTIFICATION	20-Oct-2003
MAILED - FOLLOW-UP NOTIFICATION	15-Apr-2003
MAILED - FOLLOW-UP NOTIFICATION	17-Oct-2002
MAILED - FOLLOW-UP NOTIFICATION	18-Apr-2002
MAILED - FOLLOW-UP NOTIFICATION	05-Oct-2001
MAILED - ORIGINAL NOTIFICATION	22-Aug-2001

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	07-May-2004	06-May-2004	UNITED STATES	04867USAF24207	065734	B	62.72 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date

CLOSE - REPAIRED	Close	07-May-2004
OPEN - LAUNCHED	Open	22-Aug-2001
Confirmed		08-Aug-2001

VIN FSA Mail History

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

Release: OOWNER LETTER
 Release Date: 22-Aug-2001
 Mail Date: 29-Aug-2001 to 01-Sep-2001
 Restricted Address: No
 Address: [REDACTED]
 N FT MYERS,FL
 [REDACTED] UNITED STATES
 Resp. Dealer: 04845USAF24480-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Jun-2000
 Note:

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

Release: FPOSTCARD
 Release Date: 05-Oct-2001
 Mail Date: 17-Oct-2001 to 17-Oct-2001
 Restricted Address: No
 Address: [REDACTED]
 N FT MYERS,FL
 [REDACTED] UNITED STATES
 Resp. Dealer: 04845USAF24480-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Jun-2000
 Note:

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

Release: FOWNER LETTER
 Release Date: 18-Apr-2002
 Mail Date: 30-Apr-2002 to 02-May-2002
 Restricted Address: No
 Address: [REDACTED]
 N FT MYERS,FL
 [REDACTED] UNITED STATES
 Resp. Dealer: 04845USAF24480-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Jun-2000
 Note:

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

Release: FOWNER LETTER
 Release Date: 17-Oct-2002
 Mail Date: 29-Oct-2002 to 30-Oct-2002
 Restricted Address: No
 Address: [REDACTED]
 N FT MYERS,FL
 [REDACTED] 4095,UNITED STATES
 Resp. Dealer: 04845USAF24480-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Jun-2000
 Note:

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

Release: FOWNER LETTER
 Release Date: 15-Apr-2003
 Mail Date: 23-Apr-2003 to 23-Apr-2003
 Restricted Address: No
 Address: [REDACTED]
 JACKSONVILLE,FL
 [REDACTED] UNITED STATES
 Resp. Dealer: 04867USAF24207-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 18-Sep-2002
 Note:

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

Release: FOWNER LETTER
 Release Date: 20-Oct-2003
 Mail Date:
 Restricted Address: No
 Address: [REDACTED]
 JACKSONVILLE,FL
 [REDACTED] UNITED STATES
 Resp. Dealer: 04867USAF24207-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 18-Sep-2002
 Note:

VIN: 2FMZA5146YB [REDACTED]

Local FSA: 02S33 - ELECTRICAL CONNECTOR/SEALER SKIP

Global FSA: 0000515

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGET SEGMENT
 - AA - KITCODE AA

+ 1 - FOLLOW UP MAILING		00- Original					
- ** - VIN GROUP DESCRIPTION FOR **							
Responsible Dealer							
P&A Code	GEO Sales	Sales Code	Sub Code	Description			
04867	USA	F24207		Mike Shad Ford Lincoln Mercury			
Eligibility Indicators							
Type	Indicator	Updated					
Repair Eligibility	N	06-May-2004					
Display Eligibility	N	06-May-2004					
Original Mail Eligibility	N	06-May-2004					
Follow up Mail	N	06-May-2004					
VIN/FSA Vehicle Condition							
Code	Vehicle Condition	Begin Date	End Date	Source			
Description			Release Date				
MAILED - FOLLOW-UP NOTIFICATION			15-Sep-2003				
MAILED - FOLLOW-UP NOTIFICATION			18-Feb-2003				
MAILED - FOLLOW-UP NOTIFICATION			05-Aug-2002				
MAILED - ORIGINAL NOTIFICATION			22-Mar-2002				
Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	07-May-2004	06-May-2004	UNITED STATES	04867USAF24207	065734	D	124.46 GACES
VIN/FSA Vehicle Status							
Description	Reason	Date					
CLOSE - REPAIRED	Close	07-May-2004					
OPEN - LAUNCHED	Open	22-Mar-2002					
Confirmed		28-Feb-2002					
VIN FSA Mail History							
Local FSA:02S33-IELECTRICAL CONNECTOR/SEALER SKIP				Global FSA:00000515			
Release:	OOWNER LETTER						
Release Date:	22-Mar-2002						
Mail Date:	05-Apr-2002 to 05-Apr-2002						
Restricted Address:	No						
Address:	[REDACTED] N FT MYERS,FL [REDACTED]4095,UNITED STATES						
Resp. Dealer:	04845USAF24480-						
Fleet Acct:							
Fleet Mgmt Loc:							
N&A Source:	POLK						
Owner Effective Date:	06-Jun-2000						
Note:							
Local FSA:02S33-IELECTRICAL CONNECTOR/SEALER SKIP				Global FSA:00000515			
Release:	FPOSTCARD						
Release Date:	05-Aug-2002						

Mail Date: 15-Aug-2002 to 15-Aug-2002
 Restricted Address: No
 Address: [REDACTED]
 N FT MYERS,FL
 [REDACTED] 4095,UNITED STATES
 Resp. Dealer: 04845USAF24480-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 06-Jun-2000
 Note:

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

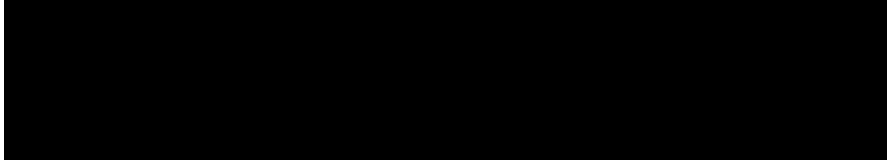
Release: FOWNER LETTER
 Release Date: 18-Feb-2003
 Mail Date: 25-Feb-2003 to 25-Feb-2003
 Restricted Address: No
 Address: [REDACTED]
 JACKSONVILLE,FL
 [REDACTED] 821,UNITED STATES
 Resp. Dealer: 04867USAF24207-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 18-Sep-2002
 Note:

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

Release: FOWNER LETTER
 Release Date: 15-Sep-2003
 Mail Date: 25-Sep-2003 to 25-Sep-2003
 Restricted Address: No
 Address: TEKLE,D
 6667 GEORGIA JACK DR
 JACKSONVILLE,FL
 32244 6821,UNITED STATES
 Resp. Dealer: 04867USAF24207-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 18-Sep-2002
 Note:

FSA Counts

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
SAFETY RECALL	0	4	4
SPECIAL SVC INSTRUCTION	0	1	1
Total	0	5	5



Action Detail

VIN: 2FMDA5347YB [REDACTED] Year: 2000 Model: WINDSTAR Case: 433501946
 Name: MRS [REDACTED] Owner Status: Subsequent WSD: 2000-01-13
 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: MIDDLEKAUFF FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 02478
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 109000 MI Comm Type: PHONE
 Action Date: 07/13/2006 Action Time: 12:02:29:460 Action Data: No
 Analyst Name: OLSON ERIC Analyst: EOLSON15

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ISAAC		THOMAS	9725170786	SPOUSE

COMMENTS: CUSTOMER SAID: HIS BRAKE LIGHT SWITCH CAUGHT FIRE ON A VAN-WANTS TO KNOW IF THERE IS ANYTHING ABOUT THAT SWITCH-THERE WAS A FIRE-THEY WERE OUT OF TOWN-HER DAUGHTER JUST GOT MARRIED-THEY TOOK HIS VAN-SAW SMOKE OPENED THE HOOD AND PULLED OPEN THE HOOD-REPLACED THE SWITCH-NOTICED SOME RESIDUE FROM -6TH OR 7TH OF JULY-UNDER THE HOOD ON THE RIGHT HAD SIDE WHEN LOOKING UNDER THE HOOD FROM THE FRONT-WITH HIM NOW-NO FIRE REPORT SOMEBODY CAME OUT OF A STORE TO PUT IT OUT-HAS NOT FILED A CLAIM WITH HIS INSURANCE COMPANY-THE GUY PUT IN A NEW SWITCH IN IT-THE VEH WAS RUNNING-THE VEH IS RUNNING NOW-WANTS THE MONEY HE SPENT TO GET IT REPAIRED-THERE WAS A DEFECT IN THE SWITCH ITSELF-IT WAS RUNNING FINE WHEN IT LEFT HIS HOUSE-SMOKE UNDER HOOD-HAD IT DONE AT AN INDEPENDENT SHOP-THE SWITCH SHOULD NOT HAVE CAUGHT ON FIRE-THERE DOES NOT SEEM TO BE ANYTHING EXCEPT THE SWITCH-IF THEY HAD DONE SOMETHING TO MAKE IT CATCH ON FIRE-THERE HAS TO BE A PROBLEM WITH THE SWITCH-OTHERWISE IT WOULD NOT HAVE HAPPENED-DEDUCTIBLE WOULD BE MORE THAN HIS CLAIMDEALER SAID: -THE DLR GAVE HIM OUR NUMBER-THERE IS A CRUISE CONTROL SWITCH-SERVICE ADVISOR MIDDLEKAUFF FORD, INC. 4400 WEST PLANO PKWY PLANO, TX 75093 TEL: (972) 985-3600 FAX: (972) 612-5982 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.

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VEH fire
Cuda warranty
No recalls

Deny, can't work
E insurance

Customer Info

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

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Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
2FMDA5347YB	2000 WINDSTAR Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
 1FMZU32EXW	1998 EXPLORER No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
2MECM74W2N	1992 GRAND MARQUIS No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis No Warranty History

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SW-SOUTHWEST	52-DALLAS	A	A2	02478	F52001

Dealer Name:	MIDDLEKAUFF FORD
Dealer Address:	4400 W PLANO PARKWAY PLANO TX 75093
Dealer Main Phone:	972-985-3600

Position	Employee Name
DEALER/PARTNER	RICHARD E MIDDLEKAUFF
GENERAL MANAGER	ALAN LUKEHART
PARTS MANAGER	LEO KENYON
PARTS MANAGER	JULIAN LOERA
SALES MANAGER	ELOY CAVAZOS
SALES MANAGER	Christopher Cirinna
SALES MANAGER	PETER PANAGOPOULOS
SALES MANAGER	RYAN S MIDDLEKAUFF
SALES MANAGER	DAVID B KANG
SERVICE MANAGER	DONALD J BAXTER

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ESP / Recall Information

VIN: 2FMDA5347YBB03240

Contract: 1 of 3

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

Purchaser: [REDACTED]	Status: Expire
Plan Type: USA 2000 36/45,000 WTY EXT. & QCMPP (NORMAL)	Expiration Date: 2003-01-13
Selling Dealer:	Expiration Miles: 46,000
Deductible:	Plan Year: 2000
Rental: 28	Purchase Type: N
Towing Allowance:	Options: 1ST,DY,RNT,1ST,DY,RNT

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

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

Contract: 2 of 3

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

Purchaser: [REDACTED]	Status: Expire
Plan Type: USA 2001 NEW 72/60,000 EXTRACARE W/ROADSIDE ASSISTANCE	Expiration Date: 2006-01-13
Selling Dealer:	Expiration Miles: 60,000
Deductible: 50	Plan Year: 2001
Rental: 28	Purchase Type: N
Towing Allowance:	Options:

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

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

Contract: 3 of 3

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

Purchaser: [REDACTED]	Status: Expire
Plan Type: USA 2001 NEW 60/60,000 BASECARE W/ROADSIDE ASSISTANCE	Expiration Date: 2005-01-13
Selling Dealer: SUNNYVALE FORD	Expiration Miles: 60,000
Deductible: 50	Plan Year: 2001
Rental: 28	Purchase Type: N
Towing Allowance:	Options:

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

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

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

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

Number	Type	Description	Status	Status Date	Dealer Code
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - REPAIRED	2002-01-23	07934USAF72033
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-01-23	07934USAF72033
01S26	SAFETY RECALL	AUXILIARY REAR A/C BLOWER WIRING	CLOSE - REPAIRED	2002-01-23	07934USAF72033
02S33	SAFETY RECALL	ELECTRICAL CONNECTOR/SEALER SKIP	CLOSE - REPAIRED	2002-05-22	07934USAF72033

OASIS RESULT:

07/14/2006
09:26:11

2FMDA5347YB [REDACTED]

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 2000 WINDSTAR	BODY STYLE SEL 4 DOOR WAGON	ENGINE 3.8L EFI
TRANSMISSION AX4S 4 SPD TRANSAXLE	AXLE CODE 15	ENGINE CALIBRATION 9LMABDHA

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 01/13/2000	BUILD DATE 11/26/1999	SALE MILEAGE
--	---------------------------------	---------------------

▶ WARNING MESSAGES

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

▶ OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

0778 - EXPIRED
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: YORAM SOLOMON
OPTIONS:
EXPIRATION DATE: 01/13/2005
DISTANCE: 60,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 07934
ESP CONTRACT START DATE: 01/13/2000

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 2FMDA5347YB [REDACTED]
Report Applies to Country Code: [USA](#)



Sent Via U.S. Mail

October 30, 2007

██████████
██████████
OROVILLE, CA ██████████

Re: 2002 Windstar
Vin: 2FMZA51472E ██████████

Dear Mr. ██████:

Your phone call dated October 26, 2007 was forwarded to Consumer Affairs for review.

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

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

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

Sincerely,

Beth Shuman
Consumer Affairs

VIN FSA Details

VIN FSA Details
* Confidential *
VIN:2FMZA51472B
FSA Status:Launched
Brand:FORD
Manufacturing Country:CAN

FSA Details

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

Vehicle Details

Model Year:2002 Assembly Plant:OAKVILLE PLANT BUILD
Vehicle Line:WINDSTAR (WIN88/WIN126) Production Date:08-Nov-2001
Body Style Description:EXTENDED WAGON Warranty Start

Date:23-Nov-2001

Vehicle Type Description:TRUCK Sale Date:23-Nov-2001
VDM Vehicle Status:800 Engine Tag Code:1K542BA
Emissions:2

Vehicle Conditions

Code Vehicle Condition Begin Date End Date Source

Owner Details

Current Owner
Business Name:
Owner
Address 2:
Address 3:
Address 4:
City:OROVILLE
State/Province:California Phone #:
ZIP/Postal Code 3444E-Mail:
Country:UNITED STATES

Owner Effective Date:18-Mar-2003 Vendor Applied Date:07-Apr-2003

Vendor Match Code
Description:1-BOTH NAME AND ADDRESS MATCH

N&A Source:POLK GCamp Applied Date:11-Jan-2007

Mail Status:Active Mail Suppression Date:

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

Historical Owner

Business Name:
Owner
Address 2:
Address 3:
Address 4:
City:OROVILLE

vang_gcamp-Oct_30_2007-07_17_15.txt

State/Province:California Phone #:
ZIP/Postal Code: 3444E-Mail:
Country:UNITED STATES

Owner Effective Date:18-Mar-2003Vendor Applied Date:07-Apr-2003
Vendor Match Code
Description:1-BOTH NAME AND ADDRESS MATCH

N&A Source:POLK GCamp Applied Date:20-Jan-2005
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:OROVILLE
State/Province:California Phone #:
ZIP/Postal Code: 3444E-Mail:
Country:UNITED STATES

Owner Effective Date:18-Mar-2003Vendor Applied Date:17-Apr-2003
Vendor Match Code
Description:1-BOTH NAME AND ADDRESS MATCH

N&A Source:POLK GCamp Applied Date:16-Apr-2004
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:OROVILLE
State/Province:California Phone #:
ZIP/Postal Code: 3444E-Mail:
Country:UNITED STATES

Owner Effective Date:18-Mar-2003Vendor Applied Date:
Vendor Match Code
Description:4-NEITHER NAME OR ADDRESS MATC

N&A Source:POLK GCamp Applied Date:30-Oct-2003
Mail Status:ActiveMail Suppression Date:

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

P&A CodeGEO SalesSales CodeSub CodeDescription
Ordering09170USAF71227Santa Monica Ford

vang_gcamp-Oct_30_2007-07_17_15.txt
Ship-To45871USAF88230Budget RAC - Los Angeles
Stocking09170USAF71227Santa Monica Ford
Selling09170USAF71227Santa Monica Ford
FSA Details
VIN: 2FMZA51472E [REDACTED]
Local FSA: 02M01 - TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL
COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L
ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR Global FSA: 00000511

Hub: FORD NORTH AMERICA Country: UNITED STATES

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

Responsible Dealer
P&A CodeGEO SalesSales CodeSub CodeDescription
03886USAF41060Joe Madden Ford

Eligibility Indicators
TypeIndicatorUpdated
Repair EligibilityY14-Apr-2004
Display EligibilityY19-Apr-2004
Original Mail EligibilityN22-Apr-2004
Follow up MailY22-Apr-2004

VIN/FSA Vehicle Condition
CodeVehicle ConditionBegin DateEnd DateSource

DescriptionRelease Date
RELEASED TO APPROPRIATE SOURCE - ORIGINAL22-Apr-2004
EXTERNAL NAME AND ADDRESS APPLIED 16-Apr-2004

Repair
StatusSystem DateRepair DateCountryDealer CodeClaim
#Option/Labor CodeCostSource

VIN/FSA Vehicle Status
DescriptionReasonDate
OPEN - LAUNCHEDOpen19-Apr-2004
Confirmed 14-Apr-2004

VIN FSA Mail History

Local FSA:02M01-TUBE-MOUNTED EGR PRESSURE SEN...Global
FSA:00000511

Release:0OWNER LETTER
Release Date:22-Apr-2004
Mail Date:03-May-2004 to 17-May-2004
Restricted Address: No
Address: [REDACTED]
[REDACTED] OROVILLE, CA
[REDACTED] UNITED STATES
Resp. Dealer:09170USAF71227-
Fleet Acct:

vang_gcamp-Oct_30_2007-07_17_15.txt
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:18-Mar-2003
Note:

VIN: 2FMZA51472BA45565
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

Responsible Dealer
P&A CodeGEO SalesSales CodeSub CodeDescription
07831USAF72452Pahl-Goodhue Ford

Eligibility Indicators
TypeIndicatorUpdated
Repair EligibilityY28-Oct-2003
Display EligibilityY28-Oct-2003
Original Mail EligibilityN18-Nov-2003
Follow up Maily18-Nov-2003

VIN/FSA Vehicle Condition
CodeVehicle ConditionBegin DateEnd DateSource

DescriptionRelease Date
RELEASED TO APPROPRIATE SOURCE - FOLLOW-17-Jan-2007
EXTERNAL NAME AND ADDRESS APPLIED 11-Jan-2007
RELEASED TO APPROPRIATE SOURCE - FOLLOW-19-May-2006
RELEASED TO APPROPRIATE SOURCE - FOLLOW-23-Sep-2005
RELEASED TO APPROPRIATE SOURCE - FOLLOW-20-Jan-2005
EXTERNAL NAME AND ADDRESS APPLIED 19-Jan-2005
RELEASED TO APPROPRIATE SOURCE - FOLLOW-28-May-2004
MAILED - ORIGINAL NOTIFICATION 18-Nov-2003
MAILED - ORIGINAL NOTIFICATION 31-Oct-2003

Repair
StatusSystem DateRepair DateCountryDealer CodeClaim
#Option/Labor CodeCostSource

VIN/FSA Vehicle Status
DescriptionReasonDate
OPEN - LAUNCHEDOpen18-Nov-2003
Confirmed 28-Oct-2003

VIN FSA Mail History

vang_gcamp-Oct_30_2007-07_17_15.txt

Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHESGlobal
FSA:0000543

Release:POWNER LETTER
Release Date:31-Oct-2003
Mail Date:
Restricted Address: No
Address: [REDACTED]
[REDACTED], UNITED STATES
Resp. Dealer:07831USAF72452-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:18-Mar-2003
Note:

Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHESGlobal
FSA:0000543

Release:OOWNER LETTER
Release Date:18-Nov-2003
Mail Date:21-Nov-2003 to 25-Nov-2003
Restricted Address: No
Address: [REDACTED]
[REDACTED], UNITED STATES
Resp. Dealer:07831USAF72452-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:18-Mar-2003
Note:

Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHESGlobal
FSA:0000543

Release:FPOSTCARD
Release Date:28-May-2004
Mail Date:16-Jul-2004 to 16-Jul-2004
Restricted Address: No
Address: [REDACTED]
[REDACTED], UNITED STATES
Resp. Dealer:07831USAF72452-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:18-Mar-2003
Note:

Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHESGlobal
FSA:0000543

Release:FOWNER LETTER
Release Date:20-Jan-2005
Mail Date:03-Feb-2005 to 03-Feb-2005
Restricted Address: No
Address: [REDACTED]
[REDACTED], UNITED STATES
Resp. Dealer:07831USAF72452-

vang_gcamp-Oct_30_2007-07_17_15.txt
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:18-Mar-2003
Note:

Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHESGlobal
FSA:00000543
Release:FOWNER LETTER
Release Date:23-Sep-2005
Mail Date:27-Sep-2005 to 27-Sep-2005
Restricted Address: No
Address: [REDACTED]
[REDACTED], UNITED STATES
Resp. Dealer:07831USAF72452-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:18-Mar-2003
Note:

Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHESGlobal
FSA:00000543
Release:FOWNER LETTER
Release Date:19-May-2006
Mail Date:24-May-2006 to 24-May-2006
Restricted Address: No
Address: [REDACTED]
[REDACTED], UNITED STATES
Resp. Dealer:07831USAF72452-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:18-Mar-2003
Note:

Local FSA:03C05-!LOWER SEAT-TO-FLOOR LATCHESGlobal
FSA:00000543
Release:FOWNER LETTER
Release Date:17-Jan-2007
Mail Date:
Restricted Address: No
Address: [REDACTED]
[REDACTED], UNITED STATES
Resp. Dealer:07831USAF72452-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:18-Mar-2003
Note:

vang_gcamp-Oct_30_2007-07_17_15.txt

FSA Counts

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
CUST SAT PGM - MULTI REPAIR 101			
SAFETY COMPLIANCE 101			

Total 202

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CASE NUMBER
1368993207
CUSTOMER NAME



LP ANALYST
Carmen Simonds

CDSID
Csimond1

TYPE
New Closed Case File



Ford Customer Service Division

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

Sent Via U.S. Mail

November 19, 2007

[REDACTED]
Kimball, MI [REDACTED]

Re: 1999 Windstar
VIN: 2FMZA5145XB [REDACTED]
Case#: 1368993207

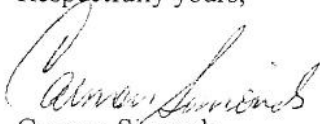
Dear Mr. [REDACTED]

This is in response to your contact dated November 16, 2007 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 your vehicle. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,


Carmen Simonds
Consumer Affairs





Sent Via U.S. Mail

March 22, 2007

██████████
██████████
Littleton, CO ██████████

RE: 1996 Windstar
VIN: 2FMDA5146TB██████████

Dear Mr. ██████:

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 a 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

9

Jackson, Celeste (CJ.)

From: Keller, Kristian (P.) on behalf of Ordcalp, F (F.)
Sent: Thursday, March 22, 2007 8:20 AM
To: Jackson, Celeste (CJ.)
Subject: FW: Dealer Request For Consumer Affairs Review

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Wednesday, March 21, 2007 5:24 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Markets

Dealership Name: PHIL LONG FORD DENVER
Requesting Dealer: PHIL LONG FORD DENVER
Contact Person: STEPHEN MARTINDALE
Telephone: 303-933-5611
Email Address: smartindale@phillong.com
PA Code: 03130
Region: DENVER
City: DENVER
Dealer State: CO
Fax Number: 303-933-5573
WSD: 1-1-96
Vehicle Year: 1996
Vehicle Model: WINDSTAR
Vehicle VIN: 2FMDA5146TB [REDACTED]
Mileage: 156717
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: LITTLETON
State: Colorado
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 99 - All Regions
Incident Involves: Fire
Date of Incident: 03/18/2007
County in which incident occurred: JEFFERSON
Is Alleging Defect: Yes
Alleging defect detail: CUSTOMER STATES FIRE CAUSED BY FAULTY CRUISE CONTROLL DEACTIAVTION SWITCH
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: CUSTOMER WANTS FORD TO PAY FOR ENTIRE REPAIR

3/22/2007

PE08-035 0924LP

CASE NUMBER
1629410807

(13)

CUSTOMER NAME



LP ANALYST
Marcel Miclea

CDSID
mmiclea

TYPE
New Closed Case File



Consumer Affairs

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

July 25, 2007

[REDACTED]
Littleton, CO [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA5146TB[REDACTED]

Dear Mr. [REDACTED]

This is in response to your letter of July 14, 2007.

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,

L. Nearon
Consumer Affairs

✓
A
P

July 14, 2007

Ford Motor Company
Attn: Marcel Miclea, Consumer Affairs
PO Box 6248, MD 3NE-B
Dearborn, MI 48126

RE: 1996 Windstar
VIN: 2FMDA5146TB [REDACTED]

Dear Marcel,

Recently, I contacted your firm (3/21/07) regarding the fact that the cruise control deactivation switch started fire in my Windstar, while it was parked in the garage. This occurred on March 19, 2007. I had the vehicle towed to Phil Long Ford of Denver and they said there had been recalls on various vehicle years because of cruise control deactivation switches starting fires.

Phil Long Ford noted after their review of the vehicle that the cruise control deactivation switch that had started the fire also melted the connector, brake master cylinder and transmission range sensor. They recommended I contact Ford Corporate directly as these switches had been recalled in various vehicles.

I contacted your firm regarding this matter and received the enclosed response. Your letter stated that there were no open recalls or owner notifications pertaining to fire on my vehicle. In addition, you stated that this situation is normally handled by my insurance carrier. You suggested I follow the direction of my insurance carrier, which they would have the right to file a subrogation claim against Ford Motor Company. I contacted my carrier, who said since I have liability insurance, I would need to pursue Ford Motor Company directly.

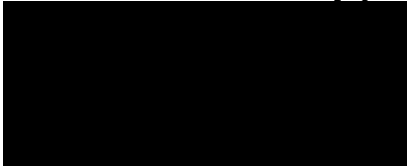
Due to the cost of the repair, I had the vehicle towed from Phil Long Ford to Big O Tires for the repair work needed, as Big O Tires could repair it for much less. When Big O tried to purchase the exact same cruise control deactivation switch part that my vehicle needed, they could not get that part, as that part had been recalled and discontinued and a different cruise control deactivation switch had replaced it. Though you stated in your letter that there had been no recalls on my vehicle, there had been a recall on the cruise control deactivation switch my vehicle had. I have enclosed a copy of the bill from Big O Tires and their mechanic notated on the bill that I had to have a different cruise control deactivation switch installed. The repairs were completed on 5/21/07.

Due to the fact that my mechanics could no longer get the part that caused the fire because it had been recalled, I believe Ford Motor Company is responsible for the repair of my vehicle. The damages and repair are as follows:

Phil Long Ford (diagnostic, towing)	\$146.94
Atlantis Towing (Phil Long Ford to Big O)	\$ 68.00
Big O Tires (repair)	\$579.24
TOTAL COST:	\$794.18

Copies of the bills are attached. I am submitting this claim and requesting prompt reimbursement for the above expenses. I am looking forward to a swift resolution of this issue. I look forward to your response. If you do not have the authority to process this claim, please forward this information to the appropriate department.

Sincerely,



Littleton, CO 


Enclosures: Ford Letter
Phil Long Ford Evaluation
Phil Long Ford Bill
Phil Long Receipt
Atlantic Towing Bill
Big O Tires Repair

Cc: Better Business Bureau
Auto Licensing Board



Ford Customer Service Division

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

Sent Via U.S. Mail

March 22, 2007

[REDACTED]
Littleton, CO [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA5146TB [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 a 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,

A handwritten signature in black ink that reads "Mr. Miclea".

Marcel Miclea
Consumer Affairs





7887 W. Tufts Ave. Denver, Colorado 80123 303-932-2277

Free Shuttle Service M-F within 10 miles. Discounted Rental Cars Available. All Major Credit Cards accepted.

Service Hours
 Monday through Friday
 7:00 a.m. - 6:00 p.m.
 Saturday
 8:00 a.m. - 5:00 p.m.

Part **744774**
 Monday through Friday
 7:30 a.m. - 5:30 p.m.
 Saturday
 8:00 a.m. - 5:00 p.m.

744774

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
14FOZZ2A	LUBE, OIL, FILTER	MI	29.95	03FOZBAL	BAL & ROTATE	MI	29.95
03FOZTR	TIRE ROTATION	MI	15.00	07FOZATSERV	AUTO TRANS SERVICE	MI	99.00
01FOZ4CYL	4 CYL TUNE	MI	39.95	01FOZ6CYL	6 CYL TUNE	MI	49.95
01FOZ8CYL	8 CYL TUNE	MI	59.95	33FOZOF	FRONT BRAKE JOB	MI	250.00
33FOZOFF	CHECK ALL BRAKES	MI	0.00	33FOZLOFF	SILVER OIL CHANGE	MI	29.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 00

VEHICLE ID NO. 2FMDA5146TE	YEAR/MAKE/MODEL 96/FORD TRUCK/FREESTAR LX/WAGON LX	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.G. NO. 744774
CUSTOMER NO. 252593	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.G. DATE 03/20/07
COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAX NO. 5780	
TURBO	MISC FOZZ	AIR COND.	P.S.	TRANS	
ESTIMATE OF REPAIRS	MILEAGE 156,717	ADVISOR NO. 5227	ADVISOR BILL WANDEL		
RESIDENCE PHONE 02:06pm 03/21/07 05:00pm					
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE				

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or warehouse. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien to hereby acknowledged on above vehicle to secure the amount of repair charges. Not responsible for damage loss resulting due to lack of attention. PAYMENT DUE AT TIME OF SERVICE UNLESS OTHERWISE ARRANGED.

ORIGINAL CUSTOMER ESTIMATE: TOTAL 100.00

"I DO NOT WISH TO RECEIVE ANY ESTIMATE EITHER WRITTEN OR ORAL, TO WHICH I AM ENTITLED BY LAW BEFORE REPAIRS ARE AUTHORIZED."

EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are those made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages, or for commercial losses arising out of such purchases. The undersigned further agrees that the warranties excluded by dealer include but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform reasonable efficiency, or comfort.

YOU ARE ENTITLED TO THE RETURN OF THE REPLACED PARTS if you so request at the time you authorize the repair. Except for body shop repair parts and except for exchanged or warranty parts that shall only be presented to the customer for examination and not be returned, the customer is entitled to the return of the replaced parts if the customer so requests at the time of consenting to or authorizing the repairs.

SAVE DISCARD I hereby consent to have used, reconditioned or rebuilt parts used if possible YES NO

TYPE OF PARTS
 NEW ORIGINAL EQUIPMENT MANUFACTURER
 NEW NON-ORIGINAL EQUIPMENT MANUFACTURER
 USED RECONDITIONED OR REBUILT

AUTHORIZED BY:

ORIGINAL ESTIMATE	REVISED ESTIMATE	DATE	TIME
S	S		

CONTACTED VIA	PERSON CONTACTED	SS NO.	SA NAME

PHONE	IN PERSON	DATE	TIME
S			

CONTACTED VIA	PERSON CONTACTED	SS NO.	SA NAME

PHONE	IN PERSON	DATE	TIME

FACTORY REP. AUTH. SIGN.

SERVICE ADVISORS NOTES

X
 1 C 14FOZ **QUICK SERVICE**
 THE VEHICLE CAUGHT FIRE YESTERDAY, STARTED NEAR THE BRAKE MASTER CYLINDER - CHECK AND ADVISE.
 CASE # 1639410801
 NEEDS CRUISE DEACTIVATION SWITCH CONNECTOR
 BRAKE MASTER CYLINDER TRI SENSOR
 (Transmission Range) \$740⁰⁰

Phil Long Ford of Denver
 7887 W. Tufts Avenue
 Denver, CO 80123
 Phone (303) 952-2277

Colorado Drives PHILLONG

Experience the difference!



Jeep



CUSTOMER NO. 252593	ADVISOR BILL WANDEL	5227	TRG NO. 5780	INVOICE DATE 04/19/07	INVOICE NO. F0CS744774
[REDACTED]	LABOR RATE	LICENSE NO.	RELEASE 156,717	COLOR 7	STOCK NO.
LITTLETON, CO	YEAR / MAKE / MODEL 96/FORD TRUCK/FREESTAR LX/WAGON LX			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 2 F M D A 5 1 4 6 T B			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE 03/20/07		
RE [REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 156717

LABOR & PARTS
 J# 1 14FOZ QUICK SERVICE TECH(S):3917 46.80
 THE VEHICLE CAUGHT FIRE YESTERDAY. STARTED NEAR THE BRAKE
 MASTER CYLINDER - CHECK AND ADVISE.
 ESTIMATED REPAIRS
 REPAIRS DECLINED

JOB # 1 TOTAL LABOR & PARTS 46.80

SUBLET PO# VEND INV# INV. DATE DESCRIPTION 85.00
 JOB # 1 327252 26021 03/20/07 TOW IN 85.00

TOTAL - SUBLET 85.00

MISC CODE DESCRIPTION CONTROL NO 7.96
 JOB # A SS SHOP SUPPLIES/DISPOSAL 7.96

TOTAL - MISC 7.96

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$150.00 (+TAX)
 TECHNICIAN CERTIFICATION
 3917 BEAU T GAIKOWSKI 3917 B GAIKOWSKI



DISCLAIMER OF WARRANTIES
 The work was performed in accordance with the manufacturer's instructions and all other applicable laws and regulations. The dealer is not responsible for any damage to the vehicle or its components caused by the customer's use of the vehicle or its components. Payment due at the time of service unless otherwise arranged. Dealer is not responsible for loss of or damage to the vehicle or its components caused by the customer's use of the vehicle or its components beyond the scope of the work performed.

TOTALS

AS A RESULT OF GOVERNMENTAL REGULATIONS WE MUST NOW PAY CERTIFIED WASTE HANDLERS TO DISPOSE OF SOLVENTS, WASTE OIL, FILTERS, FLUIDS, COOLANT & CLEANERS. THIS IS THE REASON FOR THE MISC. CHARGE ON YOUR INVOICE TODAY.

WE APPRECIATE YOUR BUSINESS-THANK YOU!
 YOUR PRESIDENTS AWARD WINNING/BLUE OVAL TEAM.
 WE NOW SERVICE ALL MAKES AND MODELS. ASK ABOUT OUR COMPETITIVE MAKE DISCOUNT-SEE YOUR SERVICE ADVISOR FOR DETAILS.

VISA.....MC.....AMEX.....DISCOVER.....
 CASH.....CHECK#.....CHARGE.....

TOTAL LABOR.... 46.80
 TOTAL PARTS.... 0.00
 TOTAL SUBLET.... 85.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 7.96
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 7.18

TOTAL INVOICE \$ 146.94

CUSTOMER SIGNATURE X



Thank You!
 Phil Long Ford of Denver
 Your Business!

Reynolds and Reynolds, EVADAPTER ITC 00520720 0 (11/02)

.....
PHIL LONG FORD OF DENVER
SERVICE
7887-W. TUFTS AVE
LITTLETON CO. 80123
(303)933-5785

C O P Y
05/03/2007 15:02
CHECK

Transaction # 1.2
Clrk # 27
Invoice # 744774
MICR: *****1527
CHECK 146.94
CONVERSION
Respon. AUTH NUM 593-521
Driver Lic.: CO-*****8210
9
Trans. Check Truncated

I authorize the merchant
to convert my check to
an Electronic Funds
Transfer or paper draft,
and to debit my account
for the amount of the
transaction.

In the event that my
draft or EFT is returned
unpaid, I agree that a
fee as allowable by law
may be charged to my
account via draft or EFT

X.....
SIGNATURE

(Printed Name)

(Phone Number)

THANK YOU
HAVE A NICE DAY!

Atlantis Towing, Inc.

Office :
5110 W. 44th Ave.
Denver, CO 80212

TOW CONTRACT
Flatbed Carrier & Wheel Lift Wrecker

No: 4804

303-587-8117

Date: 5/3/07

Charge to [Redacted] P.O. No. _____
Address _____ Zip _____
Owner's Name _____ Phone [Redacted]
Address _____ Zip _____

Year & Make 96 Ford Model Windsor Color Blue ODO _____

License No. _____ State _____ VIN 2FM1DA5146TB [Redacted]

Location of Car Phil Long Ford

Problem _____ Keys Yes No

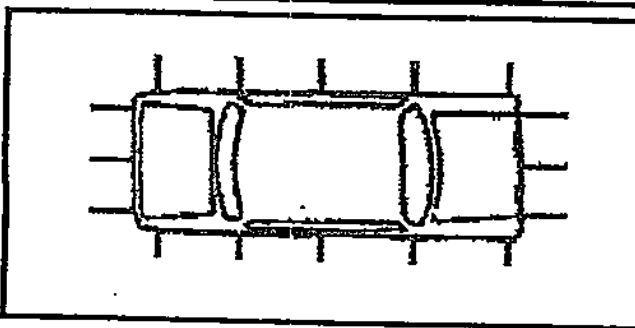
Valuables _____ Owner Responsibility

Delivery to Big O Tires Un-Attended

Kind of Tow Front Rear FB Doll Wench MC

Hold Order: Yes <input type="checkbox"/> No <input type="checkbox"/>	Start Mileage <u>208292</u>	Start Mileage <u>208282</u>
Dept. _____ No. _____	End Mileage <u>208292</u>	End Mileage <u>208284</u>
Officer _____ No. _____	Total Miles <u>0</u>	Total Miles <u>2</u>

Time _____ Day Night Rain Snow Mud



Damages Notes:

Driver	Truck Number

X [Redacted]
Authorized by _____

XX _____
Received by _____

Check No. _____

Tow to _____
Miles @ _____
Labor 60⁰⁰ + 8⁰⁰
Dollies _____
Sub-Total _____
Storage _____ Days @ _____
Tow Out _____
Total 68⁰⁰
Paid Cash _____ Paid Check _____ Charge _____

BIG O TIRES
 9973 W. BOWLES AV
 LITTLETON, CO 80123
 (303) 978-1970

Invoice # 1-36576 Dealer ID# Page 1 of 1

Date 05/18/2007

Emp: 1-82 JG / 1-82 JG

In May 03, 2007 2:13 pm

Out May 18, 2007 1:57 pm

***** DUPLICATE INVOICE *****

Sold To:

Ship To:

Other Information:

Vehicle: 96 FORD WINDSTAR

License:

Mileage: In: 132,222 Out: 132,222

Vin#:

PO#:

Hm: [REDACTED]

LITTLETON, CO

Salesman	Mechanic	Part#	QTY	Description	Parts	Labor	TAX	TOTAL
82		NSPMI	1.00	MISC CRUISE CONTROLE DEACT SWITCH	91.00	0.00	0.00	91.00
82		NSPMI	1.00	MISC TRANY RANGE SENSOR	109.90	0.00	0.00	109.90
82		LBFEHR	1.00	hour LABOR TO INSTALL	0.00	80.00	0.00	80.00
82		NSPMI	1.00	MISC NEW BRAKE MASTER CYLINDER	198.00	0.00	0.00	198.00
82		LBFEHR	1.00	hour LABOR TO INSTALL	0.00	80.00	0.00	80.00
82		COMM	1.00	NOTES PART NUM 4 NEW PARTS	0.00	0.00	0.00	0.00
82		COMM	1.00	NOTES WERE 560277722 56027723	0.00	0.00	0.00	0.00
82		COMM	1.00	NOTES OLD PART NUMS WERE SUPERCEDED	0.00	0.00	0.00	0.00
82		COMM	1.00	NOTES NO NUMBERS AVAL 2 US	0.00	0.00	0.00	0.00

Card Type: VISA

CC#: *****4323

Exp. Date: -

Auth. #

Amount:

\$579.24

Signature: _____

Cash: Check: 0.00 Credit: 579.24 Charge:

Change:

Parts: 398.90

Labor: 160.00

Subtotal: 558.90

Sales Tax: 20.34

Total: \$579.24

Signature: _____

424315346884
BIG O TIRES BOMLES
9973 W BOMLES AVE
LITTLETON, CO 80123
303-978-1570

Merchant ID: 38888012416

Term ID: 091

Ref #: 006

Clerk ID: 1

Sale

XXXXXXXXXXXX3384

VISA

Entry Method: Swiped

05/18/07

08:57:03

Inv #: 000006

Acct Code: 304102

Approved: Online

Batch#: 130001

Total:

\$

573.24

Customer Copy
THANK YOU!



Littleton, CO

VERIFIED MAIL



7007 0220 0003 2734 8407



48126

U.S. POSTAGE
PAID
LITTLETON, CO
JUL 16, 07
AMOUNT

\$4.97
00095381-06



USM1

RECEIPT

Ford Motor Company
Attn: Marcel Micla, Consumer Affairs
PO Box 6248, MD 3NE-B
Dearborn, MI 48126

RECEIPT

4812186248 B062







Consumer Affairs

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

September 24, 2003

*Sent Via Mail

[REDACTED]
Hillsdale, NJ [REDACTED]

Re: 1996 Ford Windstar
VIN#-2FMDA5144TB [REDACTED]

Dear Ms. [REDACTED]:

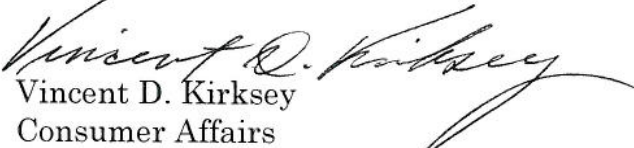
Thank you for contacting us regarding your vehicle concern.

We sincerely regret the circumstances you described. Although warranties are design to cover unpredictable situations, which may occur, we are always willing to consider individual requests for assistance beyond the regular warranty period. Unfortunately, we are sorry to inform you that we will be unable to honor your request for assistance, and propose no further action.

A situation such as this is, normally handled by your insurance carrier. We ask that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED]
Address: [REDACTED] HILLSDALE NJ [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: SNWATES@MINDSPRING.COM

Action List

Date	Origin	Description
09/26/03	CACI38	ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

VIN		Vehicle List			Owner Status	Vehicle Info
2FMDA5144TB	[REDACTED]	Year	Model	Sales Type	Original Owner	Oasis
		1996	WINDSTAR	INDIVIDUAL RTL		Warranty History
 1FASP15J6SW	[REDACTED]	Open Issues Exist			Original Owner	Oasis
		1995	ESCORT	INDIVIDUAL RTL		Warranty History
		No Open Issues				

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: PERFORMANCE WHITE C/C
 Year: 1996 Calibration: 662SR11A
 Pay Load: Max Towing Weight:
 GVWR: 05260 Axle Ratio:
 WheelBase: 121 Warranty Start Date: 11/21/1996
 GCWR: Vehicle Build Date: 9/27/1996
 PEP Code: 472R

Selling Dealers Name: VALLEY FORD INC
 Selling Dealers P & A Code: 20518 Selling Dealers Sales Code: F13150
 Selling Dealers Main Phone: 201-664-4900 Selling Dealers Service Phone: 201-664-4901

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 2 3 J 6 5 6 2 9 H E 4 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 1 3 H 1 5 0 G 3 W T H 6 3 4 Q 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 2 6 N 4 7 2 R 9 4 L N J N M
 1 2 3 4 5 6 7 8 9 160

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	H	D1	20518	F13150

Dealer Name: VALLEY FORD INC
Dealer Address: 11 MADISON AVE
 WESTWOOD NJ 07675

Dealer Main Phone: 201-664-4900 **Dealer Service Phone:** 201-664-4901

Position	Employee Name
DEALER/PARTNER	JOHN PRATICO
PARTS MANAGER	ANGELO KANAKIS
SALES MANAGER	HOWARD ROSENFELD
SERVICE MANAGER	VINCENT MARCHESANI

ESP / Recall Information

VIN: 2FMDA5144TB [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	-----Campaign----- Status	Status Date	Dealer Code
01M03	O	SPRINGS	RELEASED FOR MAILING	2001-06-20	F13150
99S17	S	BRK FLD LABL	FORCED COMPLETION	2000-04-12	AUTOC

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 2FMDA5144TE [REDACTED] Veh Line: T/A3 - WINDSTAR (WIN88WIN126) [95-03] Eng Serial No: L
 Model Year: 1996 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: 20518 Body Cab Style: T/WB - EXTENDED WAGON Transmission: T/DT - 4 SPD AUTO TRANS NAAO AX4S
 Version/Series: * - [N/A]

(Related Claims)

BUILD INFORMATION:

Region: NA - ##### Plant: AS - OAKVILLE PLANT BUILD
 Country: CAN - ##### Prod Date: 27-SEP-1996

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113150 - *
 Country: USA - ##### Selling Dlr St/Prov: NJ
 Buyer St/Prov: NJ
 Arrival Date: 10-OCT-1996 Red Carpet Lease: *
 Sale Date: 21-NOV-1996 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 21-NOV-1996 Modified Vehicle: *
 Orig Warranty Date: 21-NOV-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
 A51TEC74006121 7PN PH2 23J6562 9H E424L15N33 N 3 M93 5 2B2 13H150 G3 WT H63 4 Q 5 4

2FMD4R2 6 N 472R 94LNUJ N M 61

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER GVV Code:
 Alternator Amp Rating: 8H GVV Class Code: D
 Audio Disk: * - [N/A] Instrumentation: * - [N/A]
 Axle Ratio: * - [N/A] Mirror(Driver Side): AD - DRIVER POWER MIRROR
 Axle Type: * - [N/A] Mirror(Psng Side): AD - PASS POWER CONVEX MIRROR

Battery Amp Rating: MD
 Brake Code: * - [N/A]
 Brake Code(Service): * - [N/A]
 Calibration Code: 662SR11A
 Color(Accent): * - [N/A]
 Color(Trim): 000YD -
 Delivery Type: 0
 Driveshaft Code: D
 Front Seat: * - [N/A]
 Fuel Type: * - [N/A]

Paint: PNZGC - PERFORMANCE WHITE C/C
 Power Antenna: * - [N/A]
 Radio: AG - ELETR AM/FM/STRO/CSTE/CLOCK
 Sound System: * - [N/A]
 Suspn Tandem Axle:
 Tire Brand: AJ - MICHELIN
 Tire Size: D3GQJ - P205/70R15 BSW
 Traction Control: * - [N/A]
 Wheel Base:

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/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

VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	T/LM	T/DT	AS	T/A	T/WB *	21-NOV-1996	27-SEP-1996	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC CPSC_6	PREF BASE	SUFF	CCC	CD	DIST (Miles)		
21MDA5144TBC																											
AWS Claim Key:		10090516		Trx Code:		5		Labor Hrs:		5																	
Dir Cd-Sub Cd:		20518.*		Name:		VALLEY FORD INC		Ph:		201-6644900		St:		NJ		USA Reg Cd:		NA		Repr Date:		04-NOV-1997		Doc #:		07062401	
21MDA5144TBC																											
AWS Claim Key:		21363236		Trx Code:		6		Labor Hrs:		6																	
Dir Cd-Sub Cd:		20518.*		Name:		VALLEY FORD INC		Ph:		201-6644900		St:		NJ		USA Reg Cd:		NA		Repr Date:		22-MAR-2002		Doc #:		10349401	
Cust Comments:		CUST STATES VEHICLE STALLS																									
Tech Comments:		ROADTEST VEH HEARD BUZZ SOUND PERFORM VARIOUS DIAG FOUND IAC VALVE FAILING RXR IAC VALVE RETEST ALL OK ROADTEST ALL OK POS REPAIR																									

All Action Details for Issue

[Print](#)

VIN: 2FMDA5144TB [REDACTED] Year: 1996 Model: WINDSTAR Case: 1582212693
 Name: MR [REDACTED] Owner Status: Original WSD: 1996-11-21
 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: 20518 VALLEY FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 74000 MI Comm Type: PHONE
 Analyst Name: MARLITT MATZANKE Analyst: MMATZANK
 Action Date: 09/26/2003 Action Time: 16.08.58.772 Action Data: Yes

Caller Information If Different From Vehicle Owner:

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

Comments CUSTOMER SAYS: 09/25/2003----THE CUST HAD A FIRE UNDER THE HOOD.....UNDER THE BRAKE FLUID RESERVOIR . THE CUST MANAGED TO PUT THE FIRE OUT . THE SENSOR AND SOME OF THE WIRES AROUND THE SENOR BURNED OFF. THE VEHICLE IS CURRENTLY AT AN INDEPENDANT. THE CUST WANTS TO KNOW IF THERE WAS FSA ON THIS . WANTS TO NOTIFY FORD . CUST IS WAITING ON AN ESTIMATE BEFORE HE CALLS THE INSURANCE CO. THERE WAS NO FIRE REPORT FILED CUST WAS ABLE TO GET THE FIRE OUT. THERE WERE NO INJURIES. PER CUSTOMER, DEALER SAYS: CUST CURRENTLY HAS THE VEH AT AN INDEPENDANT CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 20518 VALLEY FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 74000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 09/29/2003 Action Time: 12.14.18.931 Action Data: Yes

Comments ***LPA COMMENTS*** LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING HER VEHICLE FIRE WAS CAUSED BY A PRODUCT DEFECT. NO INJURIES WERE SUSTAINED, AND THE INSURANCE COMPANY WAS CONTACTED. * THE CUSTOMER IS SEEKING TO FIND OUT IF ANY FSA EXIST ON THE VEHICLE, AND WOULD LIKE FMC TO ASSIST IN THE REPAIRS.

Data Element Name	Data Value
CERTIFIED LETTER #	LPA ACKNOWLEDGES CUSTOMER CONTACT

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY

Dealer: 20518 VALLEY FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 74000 MI

Comm Type: MAIL

Analyst Name: KIRKSEY, VINCE
(V.)

Analyst: VKIRKSE1

Action Date: 09/29/2003

Action Time:
12.16.33.480

Action Data: No

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



VIN FSA Details

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

FSA Details

00000454 FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM
WARRANTY START DATE REGARDLESS
00000518 RIGHT FRONT BRAKE FLUID LINE

Vehicle Details

Model Year:1996 Assembly Plant:OAKVILLE PLANT BUILD
Vehicle Line:WINDSTAR (WIN88/WIN126) Production Date:01-May-1996
Body Style Description:EXTENDED WAGON Warranty Start

Date:20-Sep-1996

Vehicle Type Description:TRUCK Sale Date:20-Sep-1996
VDM Vehicle Status:800 Engine Tag Code:6K542BA
Emissions:

Vehicle Conditions

Code Vehicle Condition Begin Date End Date Source

Owner Details

Current Owner
Business Name:
Owner
Address 2:
Address 3:
Address 4:
City:HOLLAND
State/Province:Michigan Phone #:
ZIP/Postal -Mail:
Country:UNITED STATES

Owner Effective Date:30-Dec-2001 Vendor Applied Date:
Vendor Match Code
Description:4-NEITHER NAME OR ADDRESS MATC

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:

Historical Owner

Business Name:
Owner Name:
Address 2:
Address 3:
Address 4:
City:COMMERCE TWP
State/Province:Michigan Phone #:
ZIP/Postal Code: 1609E-Mail:

west_gcamp-Sep_10_2007-16_24_00.txt
Country:UNITED STATES

Owner Effective Date:25-Sep-1996Vendor Applied Date:
Vendor Match Code
Description:-

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

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

P&A CodeGEO SalesSales CodeSub CodeDescription
Ordering02709USAF48030Tom Holzer Ford, Inc.
Ship-To04229USAF48050Suburban Ford of Waterford, LLC
Stocking04229USAF48050Suburban Ford of Waterford, LLC
Selling04229USAF48050Suburban Ford of Waterford, LLC
FSA Details
VIN: 2FMDA514XTE [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):Supplement Code:
+ 0 - TARGET SEGMENT
- AA - KITCODE AA
00- Original

Responsible Dealer
P&A CodeGEO SalesSales CodeSub CodeDescription
02739USAF48617R E Barber Ford Inc

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

west_gcamp-Sep_10_2007-16_24_00.txt

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]
[REDACTED]
COMMERCE TWP,MI
[REDACTED]1609,UNITED STATES
Resp. Dealer:04229USAF48050-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:25-Sep-1996
Note:

VIN: 2FMDA514XTBB73844

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 CodeGEO SalesSales CodeSub CodeDescription
02739USAF48617R E Barber Ford Inc

Eligibility Indicators

TypeIndicatorUpdated
Repair EligibilityN10-Jun-2002
Display EligibilityN10-Jun-2002
Original Mail EligibilityN19-Apr-2002
Follow up MailN10-Jun-2002

VIN/FSA Vehicle Condition

CodeVehicle ConditionBegin DateEnd DateSource

DescriptionRelease Date

MAILED - ORIGINAL NOTIFICATION 19-Apr-2002

Repair

StatusSystem DateRepair DateCountryDealer CodeClaim
#Option/Labor CodeCostSource
CLOSE - REPAIRED 10-Jun-200206-Jun-2002UNITED STATES

west_gcamp-Sep_10_2007-16_24_00.txt
02739USAF48617 121643D 0.00GACES

VIN/FSA Vehicle Status
DescriptionReasonDate
CLOSE - REPAIREDClose10-Jun-2002
OPEN - LAUNCHEDOpen19-Apr-2002
Confirmed 19-Apr-2002

VIN FSA Mail History

Local FSA:02S36-!RIGHT FRONT BRAKE FLUID LINEGlobal
FSA:00000518
Release:OWNER LETTER
Release Date:19-Apr-2002
Mail Date:10-May-2002 to 24-May-2002
Restricted Address: No
Address: [REDACTED]
[REDACTED]
HOLLAND, MI
[REDACTED], UNITED STATES
Resp. Dealer:02739USAF48617-
Fleet Acct:
Fleet Mgmt Loc:
N&A Source:POLK
Owner Effective Date:30-Dec-2001
Note:

FSA Counts

FSA CategoryRepair Eligible (Open)Repair Ineligible (Closed)Total
CUST SAT PGM - MULTI REPAIR 101
SAFETY RECALL 022

Total123

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CASE NUMBER
1630612507

31

CUSTOMER NAME



LP ANALYST
Marcel Miclea

CDSID
mmiclea

TYPE
New Closed Case File

Sent Via U.S. Mail

September 11, 2007

[REDACTED]
New Carlisle, IN [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA514XTB [REDACTED]
Case # 1630612507

Dear Mr. [REDACTED]:

This is in response to your contact with Ford's 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

VIN: 2FMDA514XTR [REDACTED]	Year: 1996	Model: WINDSTAR	Case: 1630612507
Name: MF [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: NIELSEN FORD LINCOLN MERCURY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04739	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 140000 MI	Comm Type: PHONE		
Action Date: 09/07/2007	Action Time: 17:31:00:810	Action Data: No	
Analyst Name: FLANAGAN COURTENY	Analyst: CFLANA11		

COMMENTS: CUSTOMER SAID: -CUST CAME OUT OF STORE AND FOUND SMOKE COMING FROM HOOD, THEN HE Poured MOUNTAIN DEW ON THE 3 INCH FLAMES TO PREVENT THE VEH FROM POSSIBLY EXPLODING1. VEH CAUGHT ON FIRE ON FRIDAY 9-7-072. CUST BELIEVES FIRE ORIGINATED UNDER THE MASTER CYLINDER, BEHIND THE BATTERY3. VEH IS PRESENTLY AT PAUL'S AUTO IN THE SAME TOWN CUST RESIDES IN, NEW CARLISLE, INDIANA4. FMC IS CUST'S 1ST CONTACT5. CUST HAS NOT CONTACTED FIRE DEPARTMENT 6. CUST HAS NOT CONTACTED AN ATTORNEY7. CUSTOMER HAS NOT FILED AN INSURANCE CLAIM8. CAR SEAT'S ARE SMOKEY BUT THERE WAS NO DAMAGES TO ANYTHING OTHER THAN THE VEH9. FRIEND OF CUST THAT WORK'S AT PAUL'S AUTO SAYS THAT IT IS REPAIRABLE10. CUST IS NOT POSITIVE IF THE FIRE OCCURRED WHILE THEY WERE ON THERE WAY TO STORE OR WHILE THEY WERE IN STORE11. CUST SEEKING FMC TO PROVIDE FINANCIAL ASSISTANCE AND/OR REIMBURSEMENTDEALER 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.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

Ford Confidential

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED]
Address: [REDACTED] NEW CARLISLE IN [REDACTED]
Country: USA Language: EN
Cell Phone: 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
A1-SELECT DEALER	41-CHICAGO	X	B02	04739	F41428

Dealer Name: NIELSEN FORD LINCOLN MERCURY
Dealer Address: 1301 PINE LAKE ROAD
 LA PORTE IN 46350
Dealer Main Phone: 219-326-6650

Position	Employee Name
CUST RELATIONS MGR	Bryan McCarty
DEALER/PARTNER	Jeff Nielsen
GENERAL MANAGER	Dean A Young
PARTS MANAGER	JAMES G BURK

Service Hours M - F 8:00 AM - 5:00 PM

Directions

Trained Y

Additional Information

Ford Confidential

[Print Page Click Here](#)

OASIS RESULT:

2FMDA514XTB [REDACTED]

09/10/2007
09:12:31
FCXWS446

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 **Errors**VIN OUTSIDE OF SUPPORTED 10 MODEL YEAR RANGE
ALL APPLICABLE FIELD SERVICE ACTIONS WILL DISPLAY **ARN MESSAGES** **OUTSTANDING FIELD SERVICE ACTIONS**01M03CAUTION: 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

| On-line 1878

END OF OASIS REPORT FOR 2FMDA514XTB [REDACTED]

Report Applies to Country Code: USA

ESP / Recall Information

VIN: 2FMDA514XTB [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
01M03	CUST SAT PGM - MULTI REPAIR	FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS	OPEN - LAUNCHED		
02S36	SAFETY RECALL	RIGHT FRONT BRAKE FLUID LINE	CLOSE - REPAIRED	2002-06-06	02739USAF48617
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - FORCE COMPLE		



All Action Details for Issue

[Print](#)

VIN: 2FMZA5149WE [REDACTED] Year: 1998 Model: WINDSTAR Case: 500203574
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 1998-09-30
 Symptom Desc: FIRE/SMOKE SCORCHED/BURNT 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: 09675 BORGMAN FORD SALES, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 92000 MI Comm Type: PHONE
 Analyst Name: FREELAND ,KIM Analyst: KFREELAN
 Action Date: 02/14/2005 Action Time: 10.07.13.212 Action Data: No

Comments CUSTOMER SAID: CUSTOMERS VEHICLE CAUGHT FIRD BEFORE CHRISTMAS WAS DUE TO THE UNDER HOOD CRUISE CONTROL. KNOWS VEHICLE IS NOT INVOLVED IN RECALL AT THIS TIME. THE VEHICLE WAS SCORCHED BEYOND BELIEF, CUSTOMER WANTS TO OPEN UP HIS CASE WITH CONSUMER AFFAIRS. HE FEELS THERE WAS A DEFECT IN THE VEHICLE FOR IT TO CAUSE FIRE AND CUSTOMER HAS HEARD ABOUT ALL THE OTHER TRUCKS THAT HAVE CAUGHT FIRE DUE TO THE SAME THING.DEALER SAID: BORGMAN FORD SALES3150 28TH ST SWGRANDVILLE, MI 49418CRC 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 WANTS CONSUMER AFFAIRS GROUP TO CONTACT HIM BACK AT 616-299-4941 THANK YOU

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 09675 BORGMAN FORD SALES, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 92000 MI Comm Type: PHONE
 Analyst Name: MORRIS, MARQUIS Analyst: MMORRI20
 Action Date: 02/14/2005 Action Time: 11.12.26.929 Action Data: No

Comments MADE OUTBOUND CALL TO CUSTOMER.

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
 Dealer: 09675 BORGMAN FORD SALES, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 92000 MI Comm Type: MAIL
 Analyst Name: MORRIS, MARQUIS Analyst: MMORRI20
 Action Date: 02/14/2005 Action Time: 11.15.35.821 Action Data: No

Comments VEHICLE IS BEYOND WARRANTY AND THERE ARE NO OPEN RECALLS THAT RELATE TO A FIRE WITH THE CRUISE CONTROL FOR THIS VEHICLE. NO FURTHER ACTION IS NEEDED.



Consumer Affairs

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

Sent Via U.S. Mail

February 14, 2005

[REDACTED]
Hudsonville, MI [REDACTED]

RE: 1998 Ford Windstar
VIN: 2FMZA5149WB [REDACTED]

Dear Mr. [REDACTED]:

Thank you for contacting us regarding your vehicle concerns.

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

Our experience has shown that insurance companies typically handle these types of situations. We suggest that you contact them for possible assistance. Your insurance company has the right to file a subrogation claim against Ford Motor Company if they choose to pursue this matter.

We regret that our decision could not be more favorable.

Respectfully yours,

COPY

Marquis Morris
Consumer Affairs



Close an Issue

VIN: 2FMZA5149WB [REDACTED] Year: 1998 Model: WINDSTAR WSD: 1998-09-30
Name [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] HUDSONVILLE MI [REDACTED]

Case Number: 500203574 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD
Dealer: F48073 - BORGMAN FORD SA

Comm Type: MAIL Current Odometer Reading: 92000 MI
Action Category: CLOSING COMMENTS - REFER TO INS. CARRIER Odometer Reading: 92000 MI
Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER(C)

Caller information if different from vehicle owner

First Name:
Middle Initial:
Last Name:
Relationship: Select One
Phone:

Comments: Vehicle is beyond warranty and there are no open recalls that relate to a fire with the cruise control for this vehicle. No further action is needed.

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED] Primary Phone: [REDACTED]

Address: [REDACTED] HUDSONVILLE MI [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

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

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

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
48-DETROIT	48-DETROIT	G	E2	09675	F48073

Dealer Name:	BORGMAN FORD SALES, INC.				
Dealer Address:	3150 28TH ST S W GRANDVILLE MI 49418				
Dealer Main Phone:	616-534-7651	Dealer Service Phone:	616-534-7651		

Position	Employee Name
CUST RELATIONS MGR	DANIELLE A MAKI
DEALER/PARTNER	JOHN BORGMAN
GENERAL MANAGER	PAUL BOUMA JR
PARTS MANAGER	ROBERT HAND
SALES MANAGER	KIP LANDRY
SALES MANAGER	LARRY A ZONDERVAN
SERVICE MANAGER	JOHN BAATENBURG

Action Detail

[Print Action Detail](#)

VIN: 2FMZA5149WE [REDACTED]	Year: 1998	Model: WINDSTAR	Case: 500203574
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 1998-09-30	
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: BORGMAN FORD SALES, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 09675	
Odometer: 92000 MI	Comm Type: PHONE		
Action Date: 02/14/2005	Action Time: 10:07:13:213	Action Data: No	
Analyst Name: FREELAND ,KIM	Analyst: KFREELAN		

COMMENTS: CUSTOMER SAID: CUSTOMERS VEHICLE CAUGHT FIRD BEFORE CHRISTMAS WAS DUE TO THE UNDER HOOD CRUISE CONTROL. KNOWS VEHICLE IS NOT INVOLVED IN RECALL AT THIS TIME. THE VEHICLE WAS SCORCHED BEYOND BELIEF, CUSTOMER WANTS TO OPEN UP HIS CASE WITH CONSUMER AFFAIRS. HE FEELS THERE WAS A DEFECT IN THE VEHICLE FOR IT TO CAUSE FIRE AND CUSTOMER HAS HEARD ABOUT ALL THE OTHER TRUCKS THAT HAVE CAUGHT FIRE DUE TO THE SAME THING.DEALER SAID: BORGMAN FORD SALES3150 28TH ST SWGRANDVILLE, MI 49418CRC 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 WANTS CONSUMER AFFAIRS GROUP TO CONTACT HIM BACK AT 616-299-4941 THANK YOU

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

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

ESP / Recall Information

VIN: 2FMZA5149WE [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		
01S19	SAFETY RECALL	PROTECTIVE SPRING SHIELDS	OPEN - LAUNCHED		
99B10	CUSTOMER SAT/OWNER NOTIF PGM	OVERHEAD CONSOLE RETAINING BRACKET	CLOSE - REPAIRED	1999-12-16	B8049CANC8049
99S17	SAFETY RECALL	INSTALLATION OF BRAKE FLUID WARNING LABEL	CLOSE - REPAIRED	1999-12-16	B8049CANC8049
04L23	LABEL/LITERATURE PROGRAM	CUSTOMER MAINTENANCE REMINDER - ALUMINUM WHEEL LUG NUT TORQUE	OPEN - LAUNCHED		

Standard Claims List For Model Year 1998

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 (Miles)	DIST
2FMZA5149WBH	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	17-JUN-1998	30-SEP-1998	4B8049	CAN	0	7D01	170101	F78Z	13007	AA	L29	D8 8
AWS Claim Key: 3259603 Trx Code: 1 Labor Hrs: 0.6																				
Dir Cd-Sub Cd: B8049 - * Name: EXPRESSWAY MOTORS LTD Ph: 519-6623900 St:ON Ctry Cd: CAN Reg Cd: NA Repr Date:19-JUN-1998 Doc #:09344801																				
Tech Comments: REPAIR POOR SEALED RH HEADLIGHT																				
REPLACED RH HEADLIGHT ASSY NOT SEALED																				
2FMZA5149WBH	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	17-JUN-1998	30-SEP-1998	4B8049	CAN	15	6C03	*	*	*	*	*	9320
AWS Claim Key: 13272935 Trx Code: 99B10 Labor Hrs: 0.3																				
Dir Cd-Sub Cd: B8049 - * Name: EXPRESSWAY MOTORS LTD Ph: 519-6623900 St:ON Ctry Cd: CAN Reg Cd: NA Repr Date:16-DEC-1999 Doc #:10990401																				
2FMZA5149WBH	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	17-JUN-1998	30-SEP-1998	4B8049	CAN	15	*	*	*	*	*	*	9320
AWS Claim Key: 13272936 Trx Code: 99S17 Labor Hrs: 0.3																				
Dir Cd-Sub Cd: B8049 - * Name: EXPRESSWAY MOTORS LTD Ph: 519-6623900 St:ON Ctry Cd: CAN Reg Cd: NA Repr Date:16-DEC-1999 Doc #:10990402																				
2FMZA5149WBH	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	17-JUN-1998	30-SEP-1998	4B8049	CAN	35	6114	011404	F81Z	25218A42	AA	L17	42 24354
AWS Claim Key: 20101870 Trx Code: E84 Labor Hrs: 1.2																				
Dir Cd-Sub Cd: 09675 - * Name: BORGMAN FORD SALES, INC. Ph: 616-5347651 St:MI Ctry Cd: USA Reg Cd: NA Repr Date:16-JUL-2001 Doc #:076290A																				
Tech Comments: PASS DOOR LOCK INOP WITH REMOTE OR SWITCH																				
24354 42 23943A 3 A12 2 14200A 5 A1 2 TOTAL 1 2 CHECK CIRCUIT REPAIR CONNECTOR AND REPLACED ACTUATOR																				
2FMZA5149WBH	T/A3	*	T/WB	*	T/A	AS	T/DT	T/LM	17-JUN-1998	30-SEP-1998	4B8049	CAN	35	6114	011405	F81Z	25218A43	AA	L17	42 24354
AWS Claim Key: 20115366 Trx Code: E84 Labor Hrs: 0.5																				
Dir Cd-Sub Cd: 09675 - * Name: BORGMAN FORD SALES, INC. Ph: 616-5347651 St:MI Ctry Cd: USA Reg Cd: NA Repr Date:16-JUL-2001 Doc #:076290B																				
Tech Comments: LEFT FRT DORR LOCK STICKING																				

Tech Comments:	24354 42 23943A 3 A 12 2 TOTAL 5 REPLACED ACTUATOR
----------------	--



Sent Via U.S. Mail

July 5, 2006

[REDACTED]
Tallassee, TN [REDACTED]

RE: 1996 Windstar
VIN: 2FMDA5140TB [REDACTED]

Dear Mr. [REDACTED]:

This is in response to your 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 1996 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: 2FMDA5140TB [REDACTED]	Year: 1996	Model: WINDSTAR	Case: 1385931846
Name: MR [REDACTED]	Owner Status: Subsequent	WSD:	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: NEILL-SANDLER FLM, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05714	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE			
Odometer: 1 MI	Comm Type: PHONE		
Action Date: 07/03/2006	Action Time: 10:43:11:590	Action Data: No	
Analyst Name: JENNIFER SONTAG (JSONTAG)	Analyst: JSONTAG		

COMMENTS: CUSTOMER SAID: -6-1-06-IN THE ENGINE COMPARTMENT-CUST'S HOME-THERE WAS A REPORT FILED WITH FIRE AND POLICE-ENGINE-MADISONVILLE TENNESEE-NO CLAIM ONLY HAS LIABILITY-VEH IS NOT REPAIRABLE,FIRE AND POLICE DEPARTMENT TOTALED VEH OUT-VEH WAS TURNED OFF-NO VEH OR BUILDINGS DAMAGEDDEALER 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.

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Customer Info

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

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Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SE-SOUTHEAST	21-ATLANTA	E	A4	05714	F21774

Dealer Name:	NEILL-SANDLER FLM, INC.
Dealer Address:	3699 AIRPORT HIGHWAY ALCOA TN 37701
Dealer Main Phone:	865-970-2500

Position	Employee Name
DEALER/PARTNER	RANDY MORTON
PARTS MANAGER	DONALD L HUMPHREY
PARTS MANAGER	JANET A LUTTRELL
SALES MANAGER	RALPH M MOORE
SALES MANAGER	BRIAN A MCCLANAHAN
SALES MANAGER	SAM CASSADY
SALES MANAGER	JAMES S CLARK
SALES MANAGER	DALE R BRYSON
SALES MANAGER	MICHAEL WEBB
SERVICE MANAGER	JIM A COX
SERVICE MANAGER	MICHAEL O WILLIAMS

Service Hours 7:00-7:00 M-T, 7:00-6:00 F, 7:30-5:00 SAT.

Directions

Trained Y

Additional Information *****DIRECT ALL CUSTOMERS TO MIKE WILLIAMS MGR*****

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ESP / Recall Information

VIN: 2FMDA5140TB [REDACTED]

No ESP Information for this VIN

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

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

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

OASIS RESULT:
2FMDA5140TB [REDACTED]

07/05/2006
10:10:17

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 **Errors**

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

 **OUTSTANDING FIELD SERVICE ACTIONS**

01M03

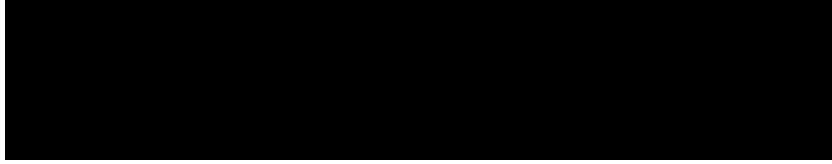
CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS OF MILEAGE

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

END OF OASIS REPORT FOR 2FMDA5140TB [REDACTED]

Report Applies to Country Code: USA



Sent Via U.S. Mail

January 19, 2007

[REDACTED]
Henderson, KY [REDACTED]

Re: 1996 Windstar
VIN: 2FMDA5149TB [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 1996 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: 2FMDA5149TB [REDACTED] Year: 1996 Model: WINDSTAR Case: 371080187
 Name: MR [REDACTED] Owner Status: Subsequent WSD:
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: DEMPEWOLF FORD LINCOLN-MERCURY
 Origin Desc: US CONCERN CASE BASE P & A Code: 05668
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE
 Odometer: 150000 MI Comm Type: PHONE
 Action Date: 01/18/2007 Action Time: 10:18:20:177 Action Data: No
 Analyst Name: CHALK ALICE Analyst: ACHALK1

COMMENTS: CUSTOMER SAID: - CUST HAS A FRIEND THAT HAS SAME VEH AND HE RECEIVED A RECALL NOTICE ON HIS VEH- VEH CAUGHT ON FIRE WHILE RUNNING- VEH HAD STALLED IN DRIVEWAY- CUST RESTARTED VEH AND NOTICED SMOKE COMING FROM UNDERHOOD THEN OPENED HOOD AND SAW FIRE- HAPPENED BEFORE CHRISTMAS, DOESN'T REMEMBER DATE- STARTED NEAR MASTER CYLINDER UNDER THE HOOD- VEH IS IN CUST POSSESSION- FIRE DEPARTMENT WAS NOT CONTACTED, CUST EXTINGUISHED FIRE HIMSELF- NO OTHER DAMAGE TO PROPERTY, JUST PLUG AND WIRES ARE BURNT- VEH HAS NOT BEEN REPAIRED BUT IS REPAIRABLE- DID NOT FILE WITH INSURANCE DEALER SAID: DEMPEWOLF FORD LINCOLN - MERCURY 2530 US 41 NORTH HENDERSON, KY 42420 TEL: (270) 827-3566- NONE CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT. ***** - ADVISED CUST ABOVE

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Customer Info

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

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Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
2FMZA5140XB [REDACTED]	1999 WINDSTAR No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
2FMDA5149TB [REDACTED]	1996 WINDSTAR Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	No Oasis No Warranty History

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Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
MW-MIDWEST	47-CINCINNATI	G	G3	05668	F47061

Dealer Name:	DEMPEWOLF FORD LINCOLN-MERCURY
Dealer Address:	2530 U.S. 41 NORTH HENDERSON KY 42420
Dealer Main Phone:	270-827-3566

Position	Employee Name
CUST RELATIONS MGR	DAVID S HAGER
DEALER/PARTNER	THOMAS DEMPEWOLF
GENERAL MANAGER	RICK TAPPAN
GENERAL MANAGER	ELIZABETH WILLIAMS
PARTS MANAGER	VERNON E CHANDLER
PARTS & SERVICE DIRECTOR	VIRGIL A MESSEL
SALES MANAGER	JENNIFER J GATTEN
SALES MANAGER	JEFF WILSON
SERVICE MANAGER	TOM L SHAFFER

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ESP / Recall Information

VIN: 2FMDA5149TB [REDACTED]

No ESP Information for this VIN

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

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

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



Sent Via U.S. Mail

May 6, 2008

Donna, TX

*mailed
3/23/07
WROD automatically
changes the date*

RE: 1999 Windstar
VIN: 2FMZA51U6XB

Dear Mr.

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: 2FMZA51U6XE [REDACTED]	Year: 1999	Model: WINDSTAR	Case: 364820817
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 1999-08-15	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BOGGUS FORD	
Origin Desc: OGC - CLAIMS		P & A Code: 04515	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 176000 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 03/23/2007	Action Time: 12:44:03:640	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL LTR TO THE CUSTOMER.

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Action Detail

VIN: 2FMZA51U6XB [REDACTED]	Year: 1999	Model: WINDSTAR	Case: 364820817
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 1999-08-15	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BOGGUS FORD	
Origin Desc: OGC - CLAIMS		P & A Code: 04515	
Action Desc: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER			
Odometer: 176000 MI	Comm Type: OUTBOUND CUSTOMER MAIL		
Action Date: 03/23/2007	Action Time: 12:43:49:913	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND DENIAL LETTER TO THE CUSTOMER.

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Action Detail

VIN: 2FMZA51U6XB [REDACTED]	Year: 1999	Model: WINDSTAR	Case: 364820817
Name: MR [REDACTED]	Owner Status: Subsequent	WSD: 1999-08-15	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BOGGUS FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04515	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO OGC - FIRE			
Odometer: 176000 MI	Comm Type: PHONE		
Action Date: 03/22/2007	Action Time: 10:08:02:417	Action Data: No	
Analyst Name: JOSE RANGEL (JRANGE15)	Analyst: JRANGE15		

COMMENTS: CUSTOMER SAID: -CUST SAID THAT THE VEH STARTED TO SMOKE AND CATCH ON FIRE ON 3/20/07-IT ORIGINATED UNDER THE BRAKES MASTER CYLINDER WHERE THE CRUISE CONTROL IS-THE VEH IS AT HIS RESIDENCE-NO FIRE REPORT WAS FILE-NO OTHER DAMAGES WERE CAUSE, JUST THE VEH -NO INSURANCE CLAIM WAS FILED-THE IS REPAIRABLE-THE WAS RUNNING AT THE TIME-CUST IS SEEKING TO GET THE VEH FIX UNDER THE RECALLS FOR THE CRUISE CONTROLDEALER SAID: -NONE-BOGGUS FORD - MCALLEN1400 E HWY 83 MCALLEN, TX 78501TEL:(956) 686-7411CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.

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ESP / Recall Information

VIN: 2FMZA51U6XB [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	2001-03-06	07479USAF44414
00S42	SAFETY RECALL	FRONT ELECTRONIC MODULE (FEM) RECONFIGURATION	CLOSE - REPAIRED	2001-03-06	07479USAF44414
00T07	SPECIAL SVC INSTRUCTION	PCM REPROGRAM - SPECIAL SERVICE INSTRUCTION	CLOSE - EXPIRED		
01S25	SAFETY RECALL	WIPER MOTOR GEAR COVER	CLOSE - REPAIRED	2002-01-24	07996USAF44414