

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 01-11-2011 BY 60322
(FOIA), 5 U.S.C.
552(B)(6)

Case

[REDACTED]

General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority	None	Owner	Tier 1 Inbound NA CRC
Input Channel	Phone	Status Reason	Resolved
Originating Team	Tier 1 Inbound NA CRC		

Case Closure Details

Resolution Type	Resolved / Problem Solved	Case Disposition Team	Tier 1 Inbound NA CRC
Cancellation Type		Case Disposition Type	Close Issue
Closed By	[REDACTED]	Closed Date	[REDACTED]
Closure Comments	Case closed with no comments		

Case Reopen Details

Reopened By	Reopened On
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Customer Info

Customer Info

Customer Name	[REDACTED]	Best Contact Method	Phone
Best Daytime Phone	Mobile Phone	Home Phone	

Business Phone

Mobile Phone

Email

Delegate Info

Customer Delegate

Customer Delegate Relationship

SPOUSE

Customer Delegate Phone

Customer Scores

LTV Score

97

All Marketing Scores

Loyalty Score

ESP Score

Defector Score

Dissat Score

Likelihood To Service In-Market

Yes

Service Segments

Dealer Info

Dealer Info

Dealer Name

P&A Code

Dealer Service Manager

Dealer Phone Number

More Than One Service Manager

No

Dealer Contact

Vehicle Info

Vehicle Info

VIN

Mileage

43,000

Warranty Start Date

Mileage Units Miles

Hours In Service

Converted Mileage

Vehicle Classification

Vehicle Classification Full Path > FORD > F-SERIES SUPER DUTY > W2B - F250 4X4 CREWCAB SRW

Model Year

Engine Specification 6.7L 4V HPCR V8 T/C DSL

Make FORD

Transmission Specification

Model/Vehicle Line F-SERIES SUPER DUTY

Body Style W2B - F250 4X4 CREWCAB SRW

Equipment & Software

SYNC Version 3

Modem/TCU? Yes

Installed SYNC Version 4.0

Installed Date

WIFI Capable Yes

WIFI Enabled Yes

Data Usage 0.00

Date Retrieved

Case Classification

Case Classification

Case Classification Team Tier 1 Inbound NA CRC

Case Classification Full Path Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Insurance Company Contacted/ settlement > Requests Financial Assistance

- Level 1

Legal
- Level 2

Alleged Accident /Property Damage or Fire (Visible flames) due to Product Defect
- Level 3

Insurance Company Contacted/ settlement
- Level 4

Requests Financial Assistance

Symptom Code

Symptom Classification

- Symptom Classification Full Path

Start/Run/Move > Fluids > Fuel > UNKNOWN
- Level 1

Start/Run/Move
- Level 2

Fluids
- Level 3

Fuel
- Level 4

UNKNOWN
- More Than One Symptom Codes?

No

Additional Symptom Codes

Level 1	Level 2	Level 3	Level 4
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Activities

Activities

Subject	Activity Type	Status	Created On	Created By
Case Assignment - [REDACTED]	Case Assignment	Canceled	[REDACTED] PM	a8ea806a-f003-47d4-a7d2-30447dcda4cf

	Recall	Completed	3:37 PM	
	Resolução de Incidentes	Completed		

Notes & Attachments

Title	Note	File Name
Created On By: Primary Team: Tier 1 Inbound NA CRC	CONTACT VIA PHONE DELEGATE NAME: PHONE NUMBER: / RELATIONSHIP: WIFECUST SAYS: We trying to settle, waiting for a callback. We bought a F-150 caught on fire and burn totally up, . We've taken picture and stuff on it. We still owe a money from the veh. Insurance company is being uncooperative about the rental and hauling. I need a assistance from this. The fire originated on the fuel filter, under the driver side wiper blade, engine on the firewall. PER CUST/ DLR SAYS: N/ACRC ADVISED: Inform the recall-22S26 BOTH FRONT WIPER ARM REPLACEMENT 22E04 REPROGRAM POWERTRAIN CONTROL MODULE PCM TRANSMISSION CONTROL MODULE TCM Fire Questionnaire Filed a claim with their insurance company? Yes What is the status of the claim? Totaled When did the vehicle catch fire? did the fire originate in the vehicle? On the fuel filter, under the driver side wiper blade, engine on the firewall Was the vehicle running when the fire started? Yes Where is the vehicle currently located? Valet Nissan in a fire report filed with the fire department? Yes can you provide a copy of the report? Yes what is the report number, and in what city and county was the report filed? was the city and state where the fire occurred? any injuries sustained for which the parties sought treatment? NO Is the vehicle repairable? NO Are you seeking any form of assistance from FMC? Financial Assiatnce Other than the vehicle, were there any other damages? NO Validate customer's BCM / Address & Email (for OGC send communication) if the customer mentions they have sought or retained an attorney)? NOI will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your	

	concern.Provide [REDACTED] xpect Communication coming from FMC and Stay contact with your insurance	
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Email

Direction	Date	From	To	Subject	Body
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Additional Info

Admin Info

Archived Case? No

Caller
Authorization
Code

[REDACTED]

Source System
ID

Source System
Name

Created On [REDACTED]

Created By [REDACTED]

Modified On [REDACTED]

Modified By [REDACTED]

Financial
Assistance
Provided? N/A

Case Age (Hours) [REDACTED]

From: [REDACTED] on behalf of [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Dealer/Fleet Request For OGC Review
Date: [REDACTED]

[REDACTED]

This one has already been assigned to you.

*****Note to Dealer*****

*****DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO [REDACTED] *****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE UP TO 90 DAYS *****

**Ford Motor Company-OGC
Product Claims**

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: Dealer/Fleet Request For OGC Review

Dealer/Fleet Request For OGC Review	
Dealership/Fleet Name:	Valley Ford Sales, Inc.
Requesting Dealer/Fleet:	Valley Ford Sales
P&A Code:	08720
Contact Person:	[REDACTED]
Title:	Service Manager
Phone Number:	[REDACTED]
Fax Number:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
Address:	[REDACTED]
City:	[REDACTED]

State:	[REDACTED]
Zip Code:	[REDACTED]
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	[REDACTED]
Vehicle Year:	[REDACTED]
Vehicle Model:	F Super Duty
Vehicle VIN:	[REDACTED]
Mileage:	47090
Customer/Fleet Name:	[REDACTED]
Street Address:	[REDACTED]
City:	[REDACTED]
State:	[REDACTED]
Zip Code:	[REDACTED]
Contact Phone:	[REDACTED]
Work Phone:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
DETAILS OF INCIDENT	
Incident Involves:	Fire
Date of Incident:	[REDACTED]
County in which incident occurred:	[REDACTED]
Is customer alleging a component defect CAUSED the incident?	Yes
If yes, what type & details:	Customer is stating that fire was caused by upper fuel filter leaking I ran VIN number, no recalls pertaining to issue. Recall 22s01 does not apply on this particular VIN and build date of vehicle falls out of recall guidelines.
If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	
Was a police report filed?	No
If yes, where:	
Has the insurance	

company been contacted?	Yes
What did the insurance company advise?	Insurance totaled vehicle.
Name and phone number of owner's insurance company & agent's name:	Payne West Insurance. Agent name is [REDACTED]. Phone number is: [REDACTED] / Nationwide. [REDACTED] ext. [REDACTED]. Claim number is [REDACTED]
If the vehicle is a conversion unit, who is the coach builder?	No
City:	
State:	
Zip Code:	
Vehicle Location:	[REDACTED] Nissan/Valley Auto Body. Contact person is [REDACTED] or [REDACTED] ext. 135.
Attorney Information (if applicable):	
CVO Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	Customer is looking for some financial assistance on diminished value of vehicle.
COMMENTS:	Customer is not in rental and seeking assistance as quick as possible please.

From: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED] Ford [REDACTED]
Date: [REDACTED]

I will get that to you as soon as we slow down in cherry harvest. I is a [REDACTED] job right now.

We do have all the oil changes and we use the top grade oil always.

Pepper

On [REDACTED] <[REDACTED]> wrote:

Ms. [REDACTED]:

Engineering has requested your complete maintenance / service records for the vehicle for review. Please email the maintenance / service records at your convenience.

Thank you.

PRIVILEGED AND CONFIDENTIAL

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

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: [REDACTED] Ford

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Good day Mr. [REDACTED]:

I am wondering how the engineers are coming along with the diesel fuel filters? I have heard a few more stories sense our pickup burned up. I am getting a bit nervous because it has been sense [REDACTED].

[REDACTED]

Sincerely,

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]
Date: [REDACTED]
Attachments: [Additional IV photos showing firewall dmg and smoke soot inside IV.pdf](#)
[IV photos.pdf](#)

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

----- Forwarded message -----

From: [REDACTED] <[REDACTED]>
Date: [REDACTED]
Subject: Fwd: Clai [REDACTED]
To: <[REDACTED]>

----- Forwarded message -----

From: [REDACTED] <[REDACTED]>
Date: [REDACTED]
Subject: [REDACTED]
To: [REDACTED]

Mr. [REDACTED], I am sending all the photo that they sent to me on the [REDACTED] Ford pick up that caught on fire.
This is the pick up that [REDACTED] from Valley Ford wrote to you about.
Thank you for taking the time to help us understand what has gone on.
You will see a change oil sigh but I assure you that we change the to oil on time. The person that changed it last time did not know how to reset the indicator and I had not taken the time to do so as of the time the pic was taken.
Hope you receive them all thing they took 30 pics.

Thank you again for looking into this matter.

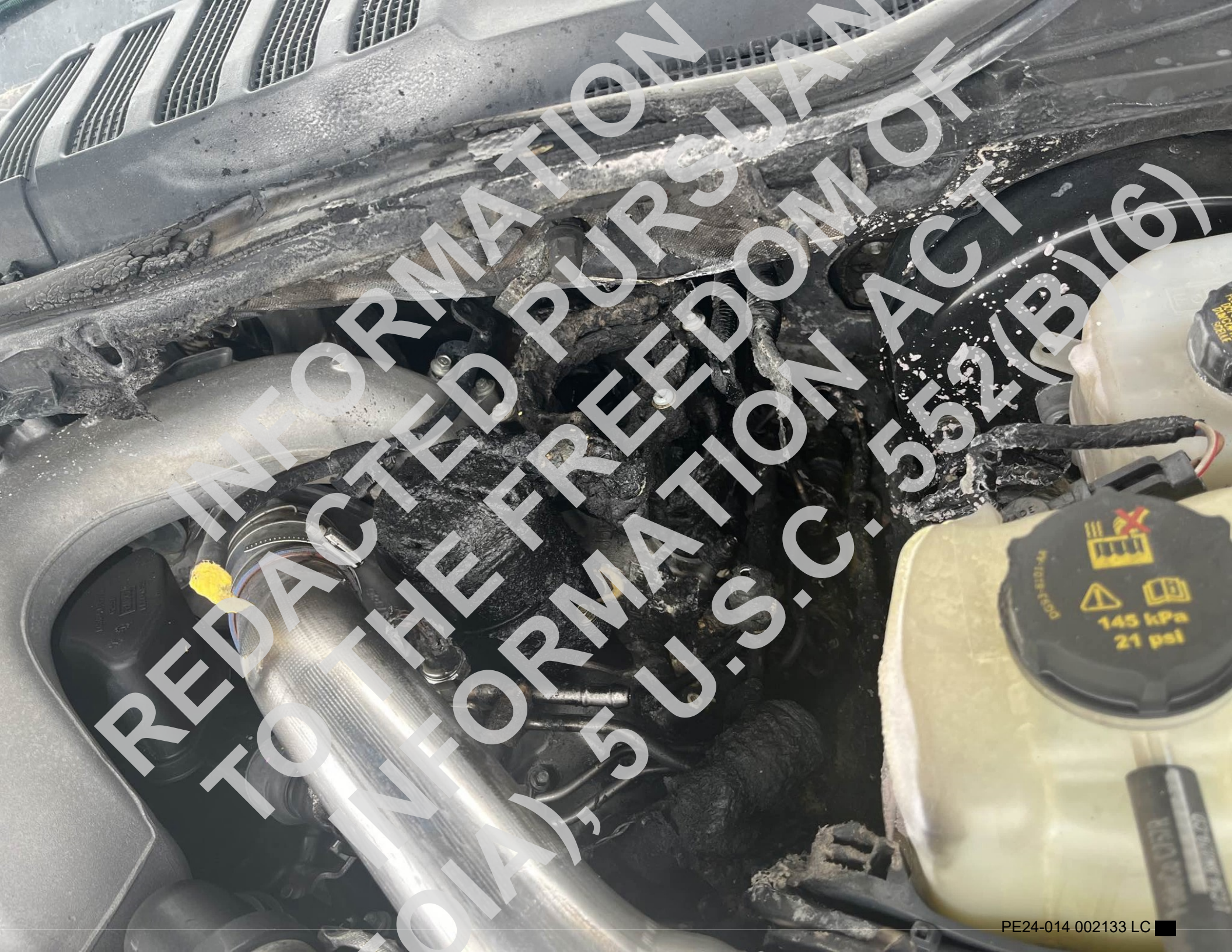
Regards,
[REDACTED]

From: [REDACTED]
To: [REDACTED] (A. A.)
Subject: [REDACTED] Ford Pickup [REDACTED]
Date: [REDACTED]
Attachments: [Additional IV photos showing firewall dmg and smoke soot inside IV-1.pdf](#)

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Mr. [REDACTED],
we spoke on the phone [REDACTED] about our pickup that caught on fire.
I am trying to send the photos that the insurance people took of the damage.
I am sending them from my husbands computer because mine is not working at the moment, so
the address is different.
Sincerely,
[REDACTED]
there should be around 30 pics



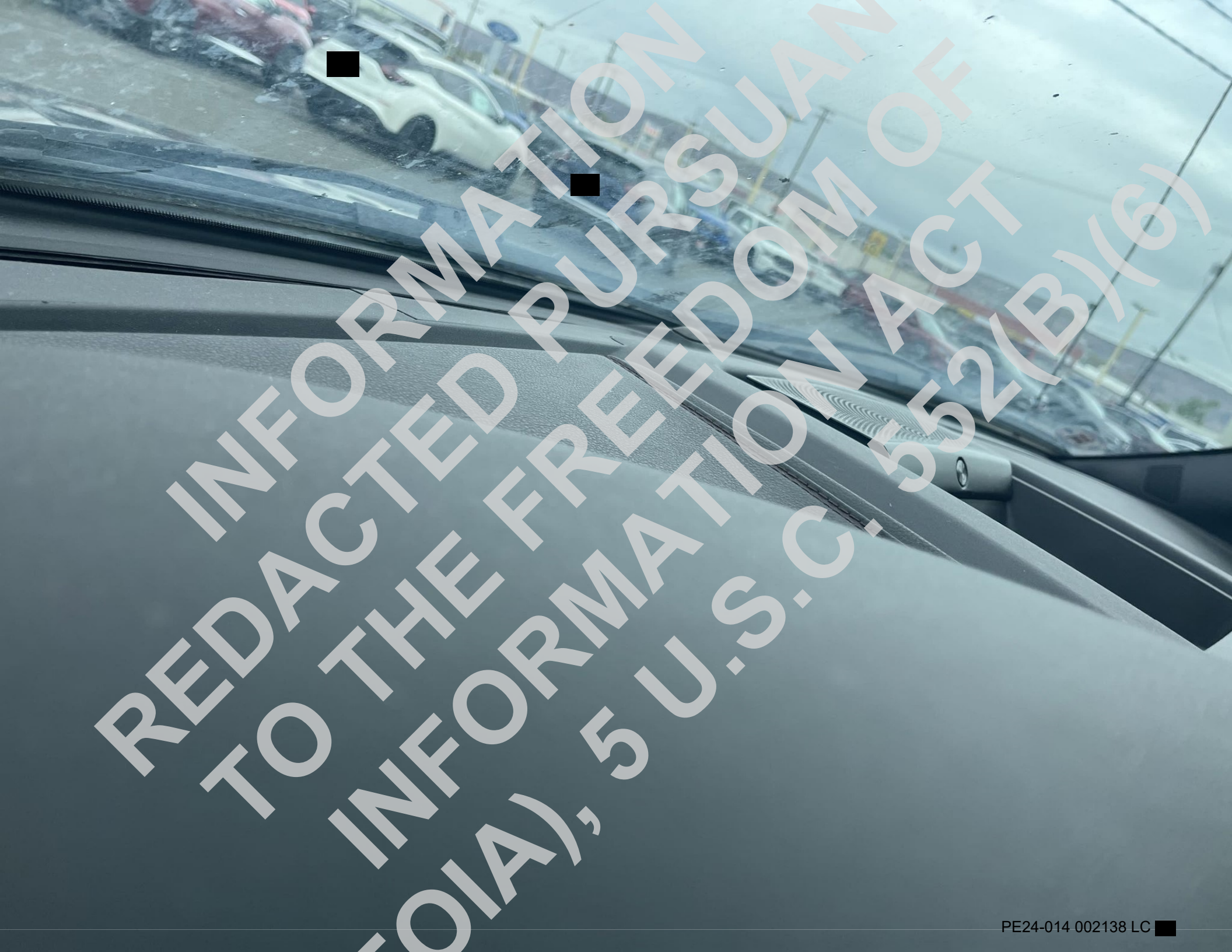


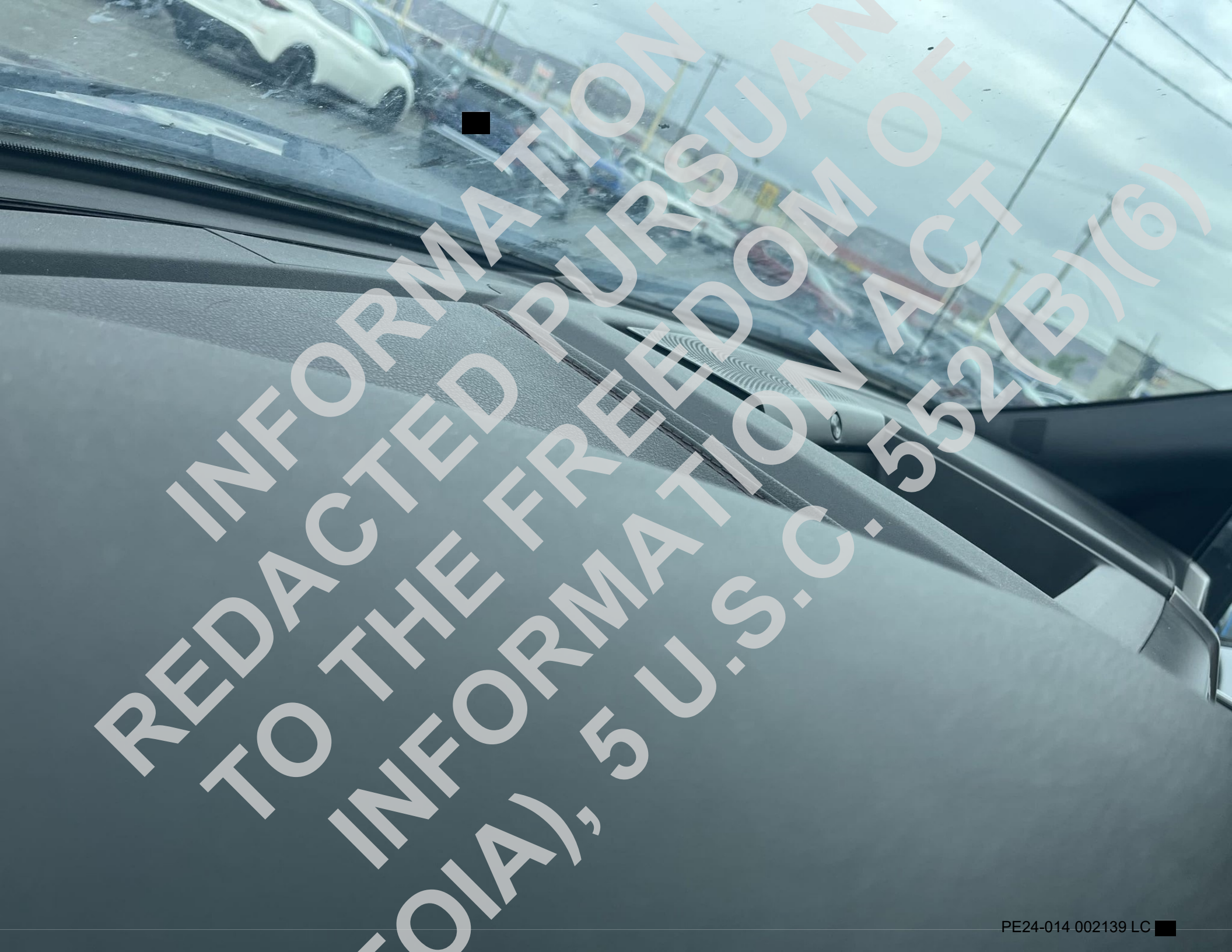






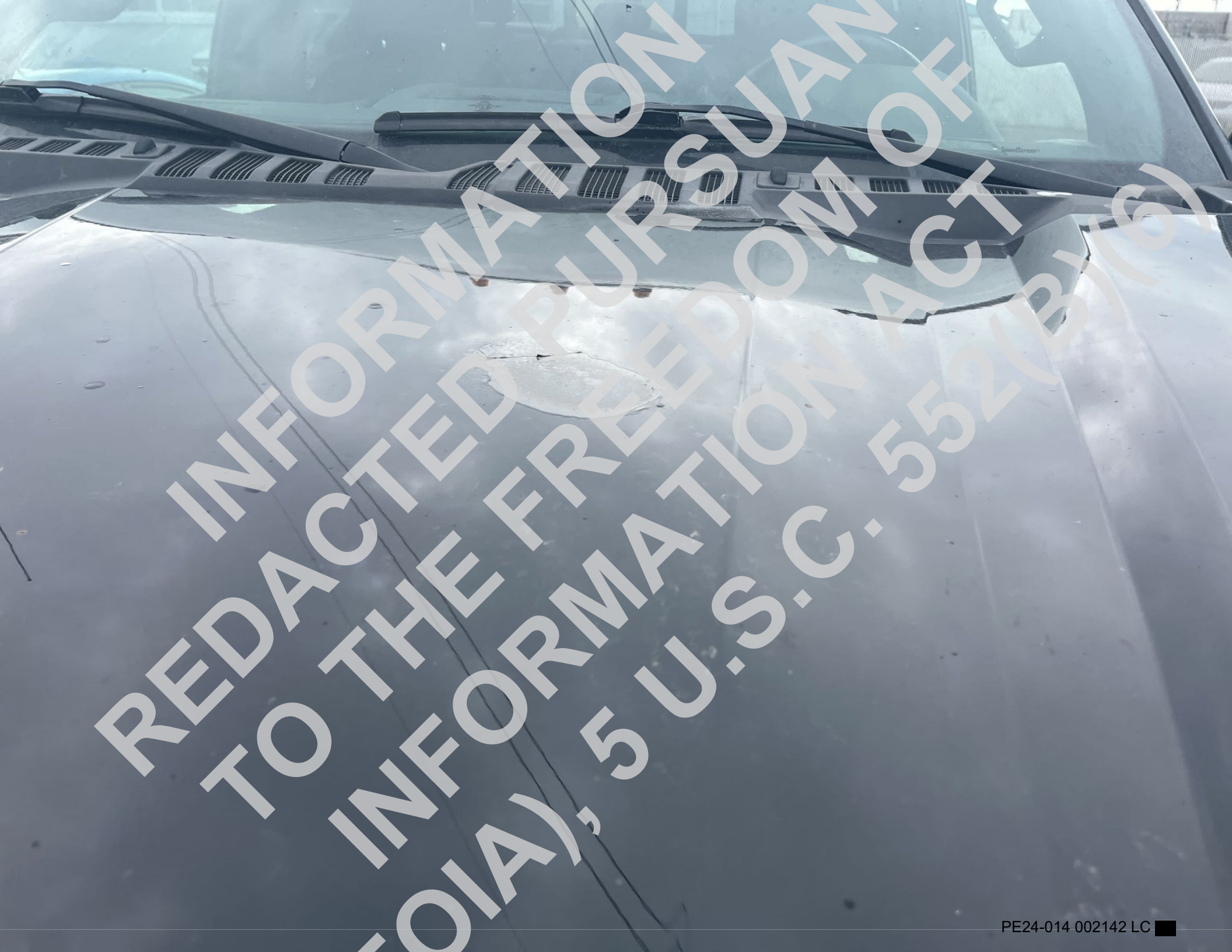


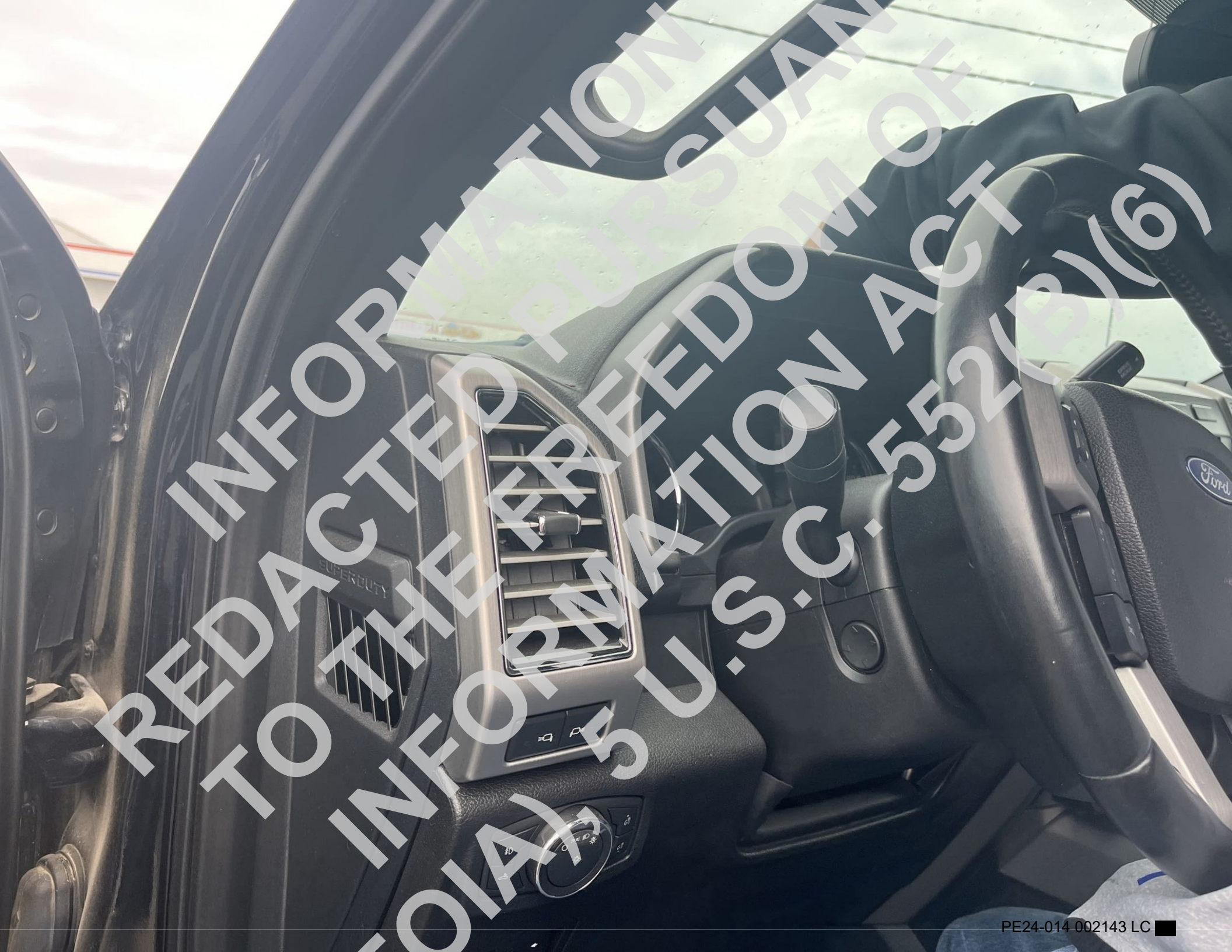




INFORMATION
REDACTED PURSUANT
TO THE FREEDOM OF
INFORMATION ACT (6)
FOIA), 5 U.S.C. 552(B)(6)

INFORMATION PURSUANT
TO THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)











1.6L 16V 1000 cc	1.6L 16V 1000 cc
0.785 kg (17.3 lb)	0.785 kg (17.3 lb)
4.1 fl oz (120 cc)	3.7 fl oz (110 cc)
SAE J620	SAE J620

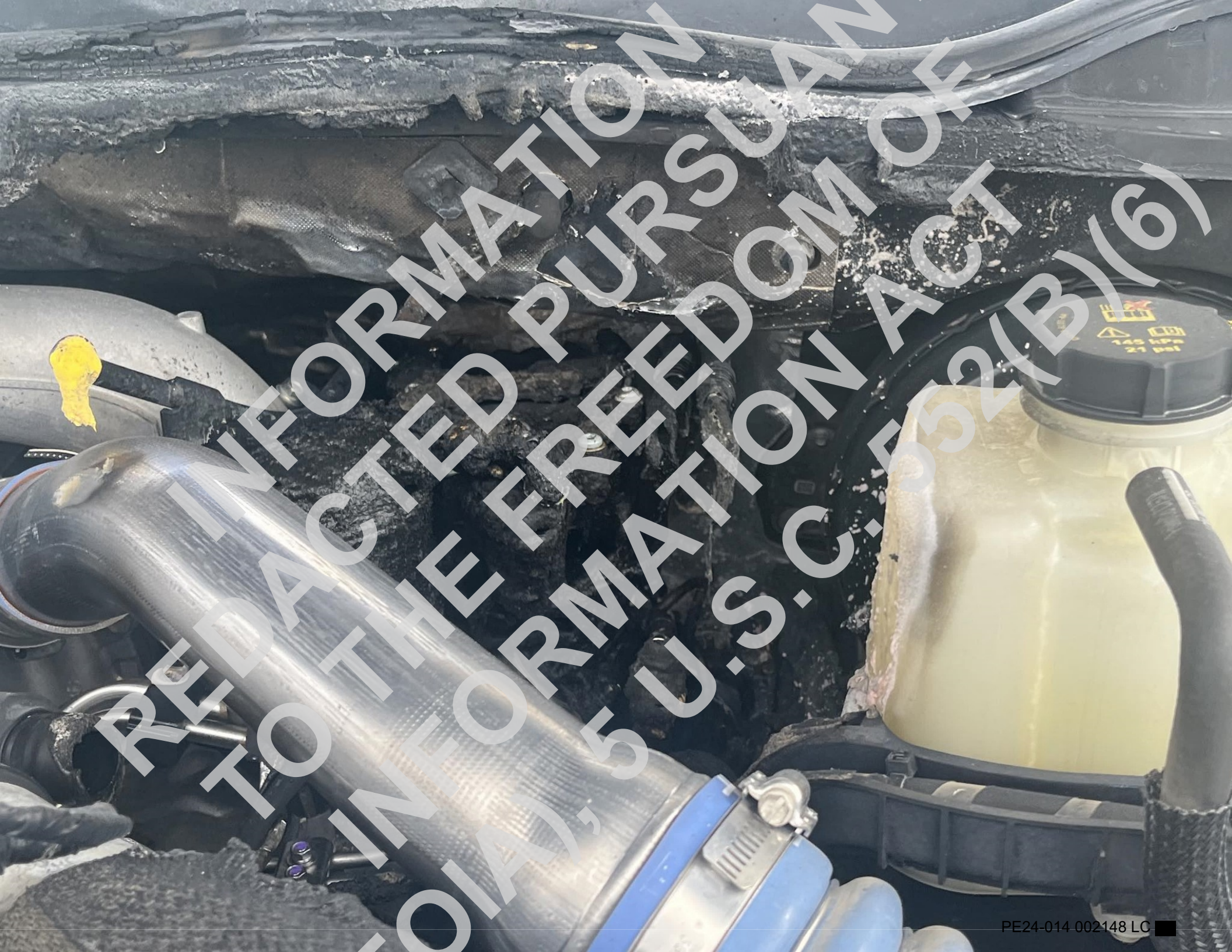
MODIFICATIONS

IF THE INFORMATION CONTAINED HEREIN IS FOUND TO BE INACCURATE OR INCOMPLETE, THE INFORMATION CONTAINED HEREIN WILL NOT BE USED FOR ANY PURPOSES. THE INFORMATION CONTAINED HEREIN IS FOR INFORMATIONAL PURPOSES ONLY. THE INFORMATION CONTAINED HEREIN IS NOT TO BE USED FOR ANY PURPOSES. THE INFORMATION CONTAINED HEREIN IS NOT TO BE USED FOR ANY PURPOSES.

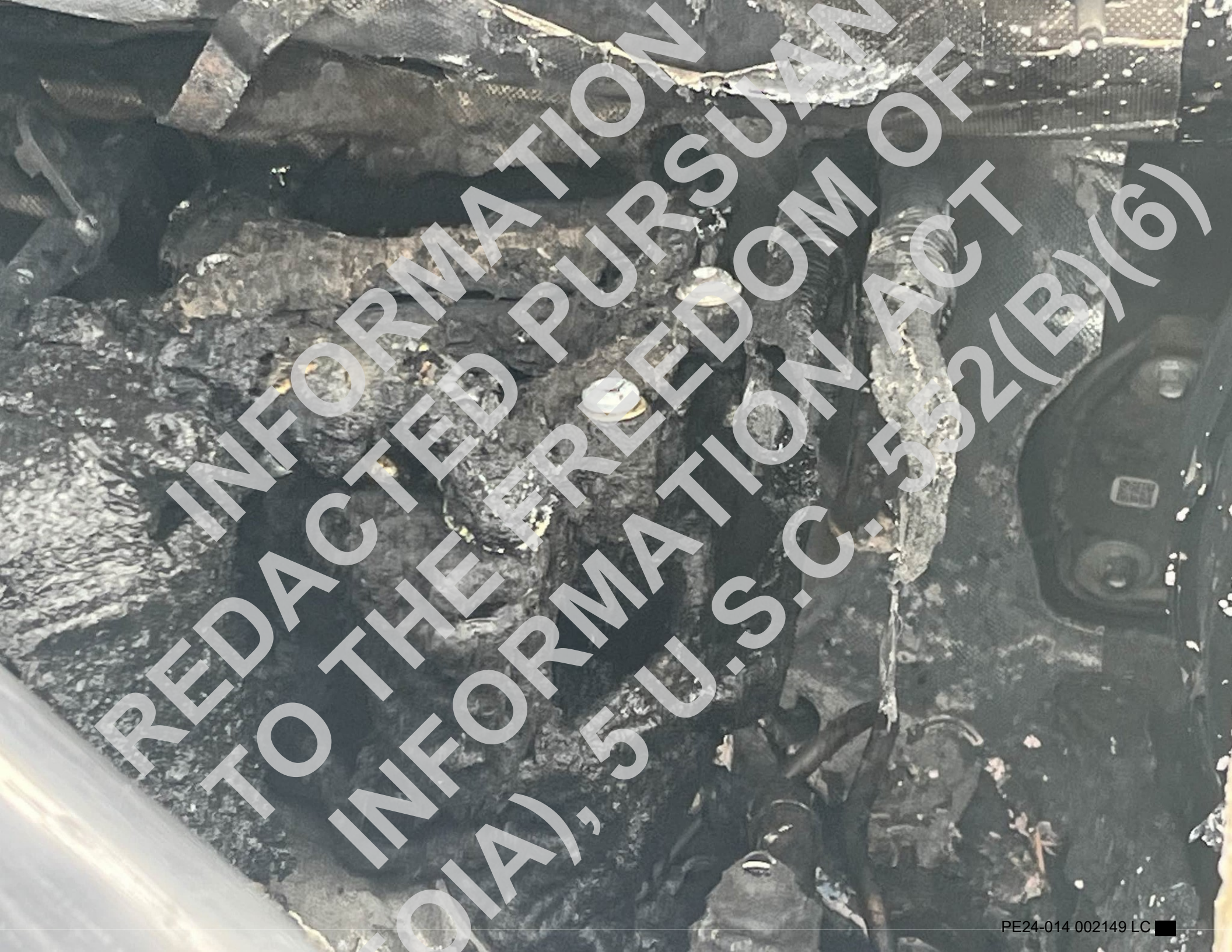


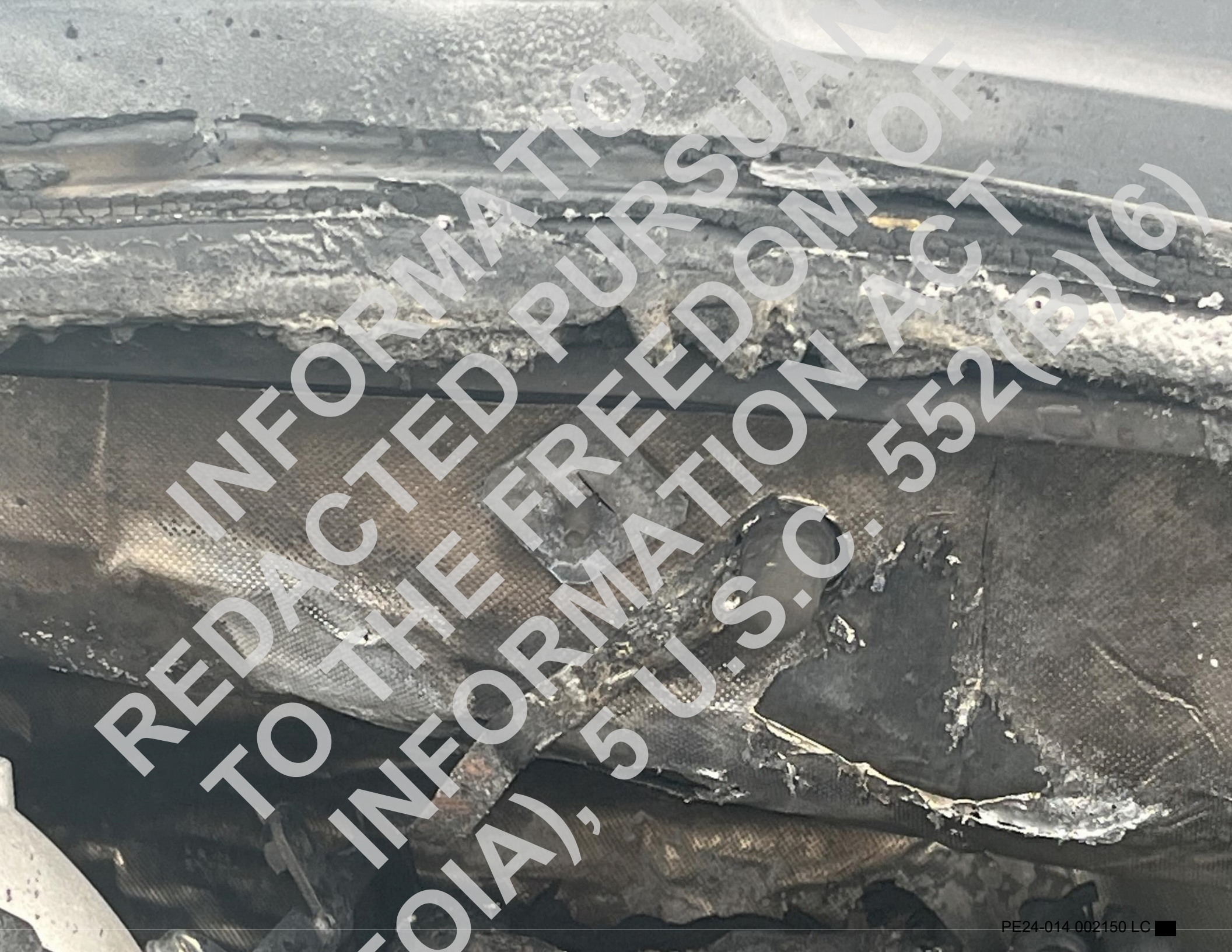
ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED PURSUANT TO THE FREEDOM OF INFORMATION ACT, 5 U.S.C. 552(B)(6)

U C B2 02:15:47

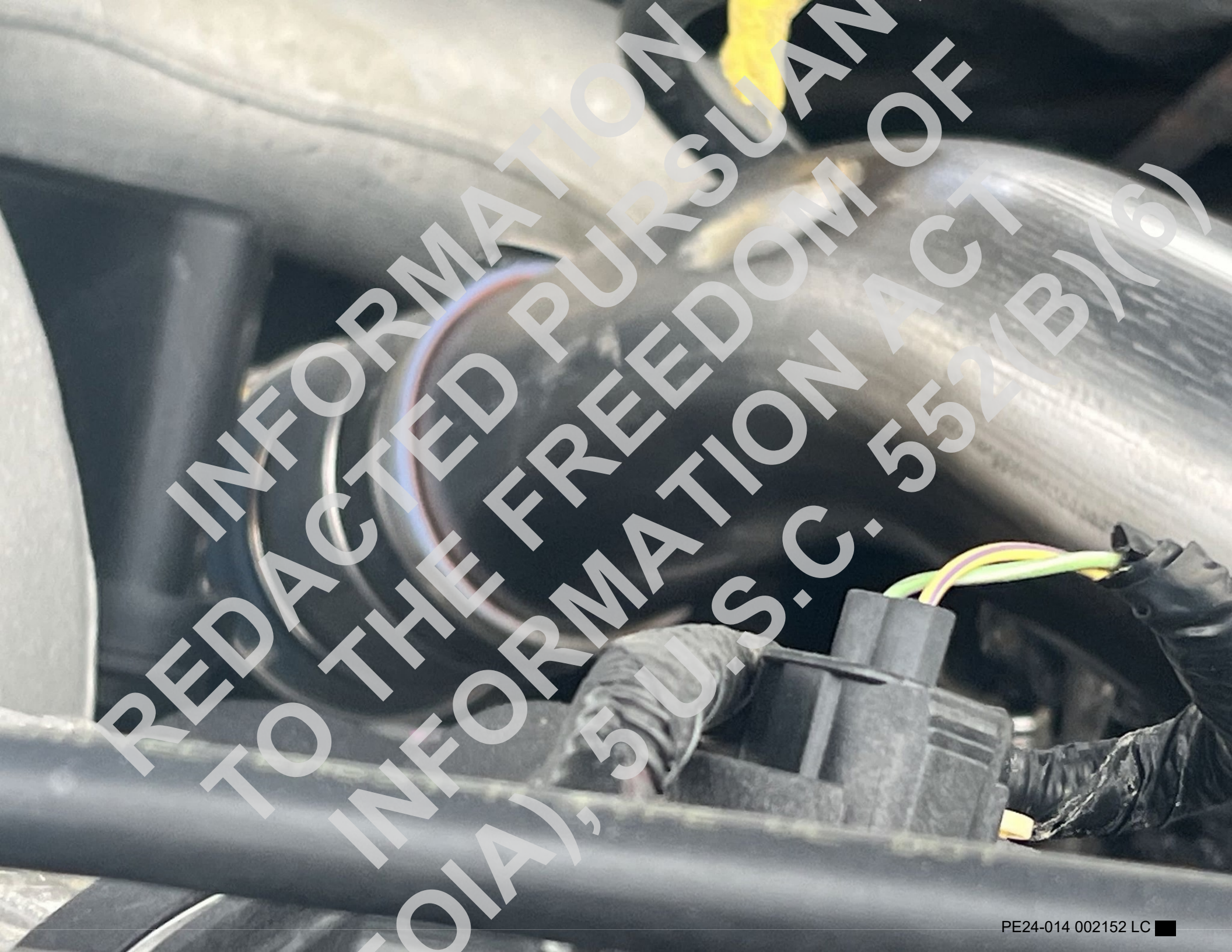


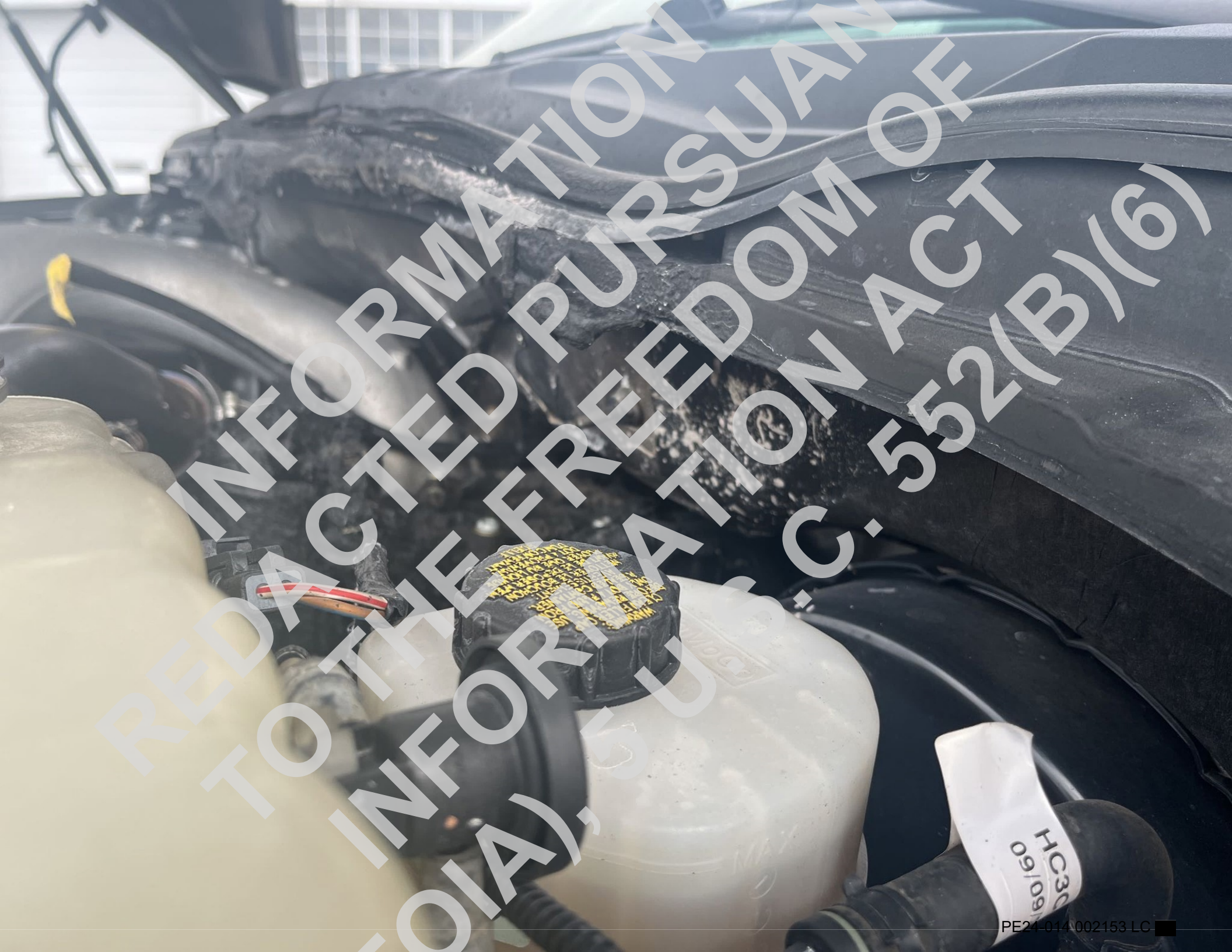
ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED PURSUANT TO THE FREEDOM OF INFORMATION ACT, 5 U.S.C. 552(B)(6)

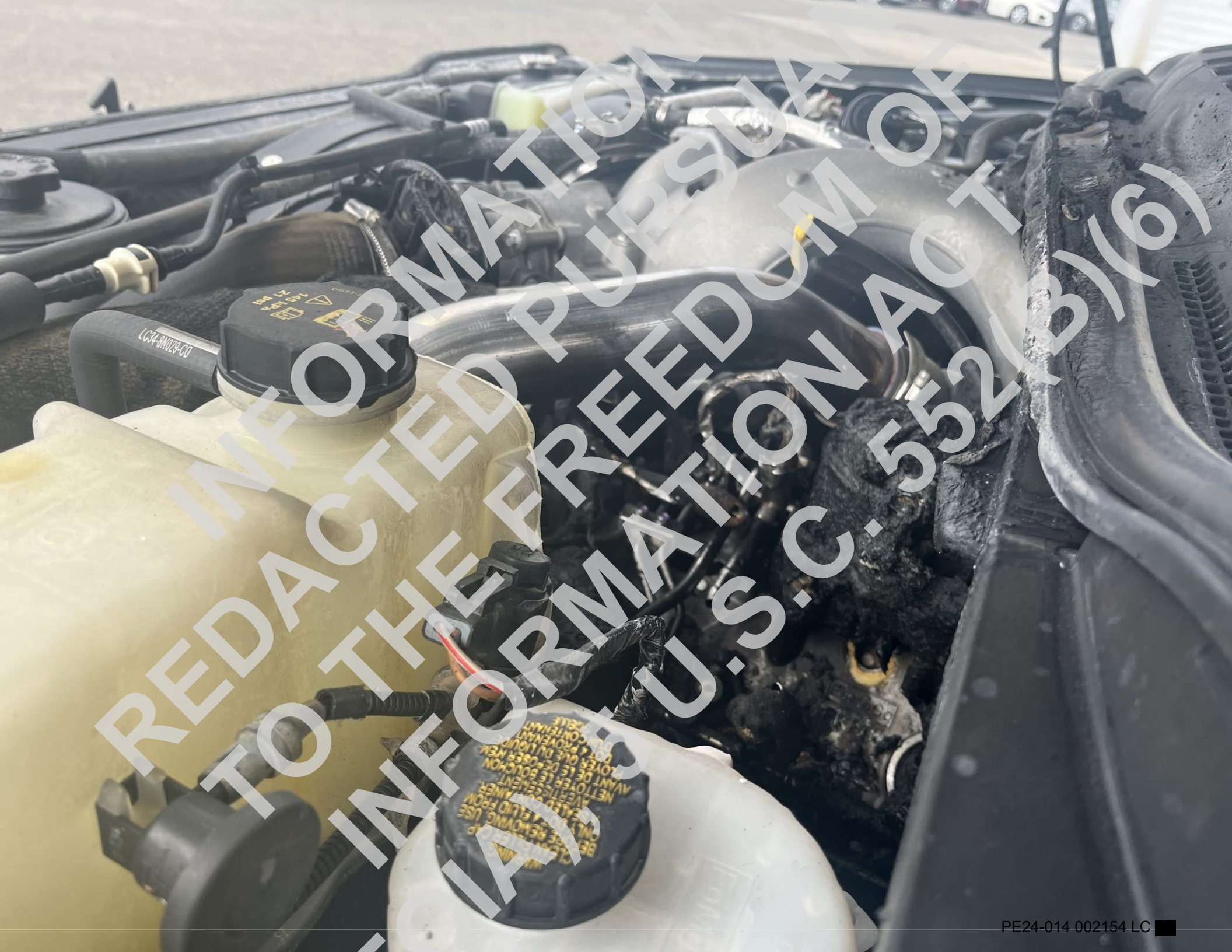






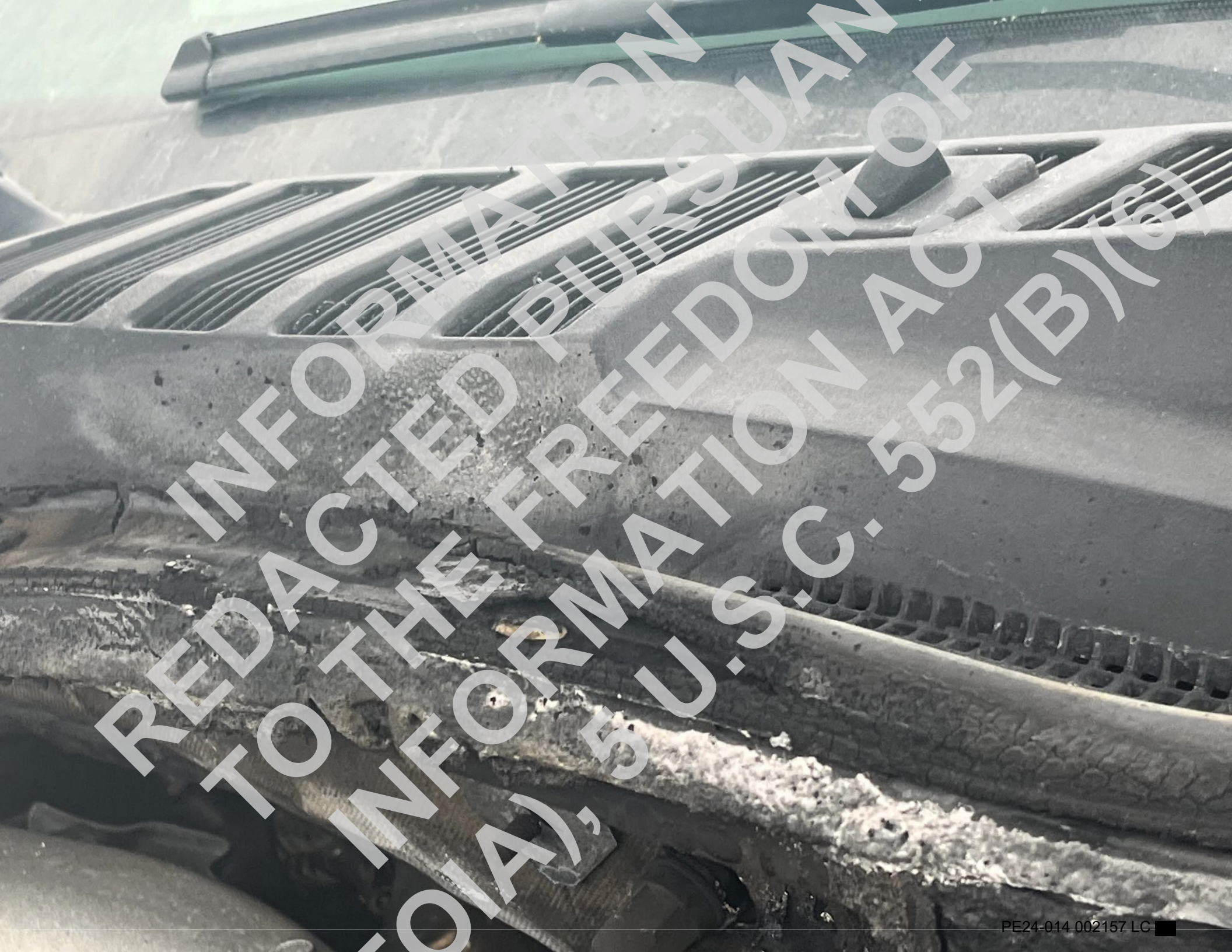


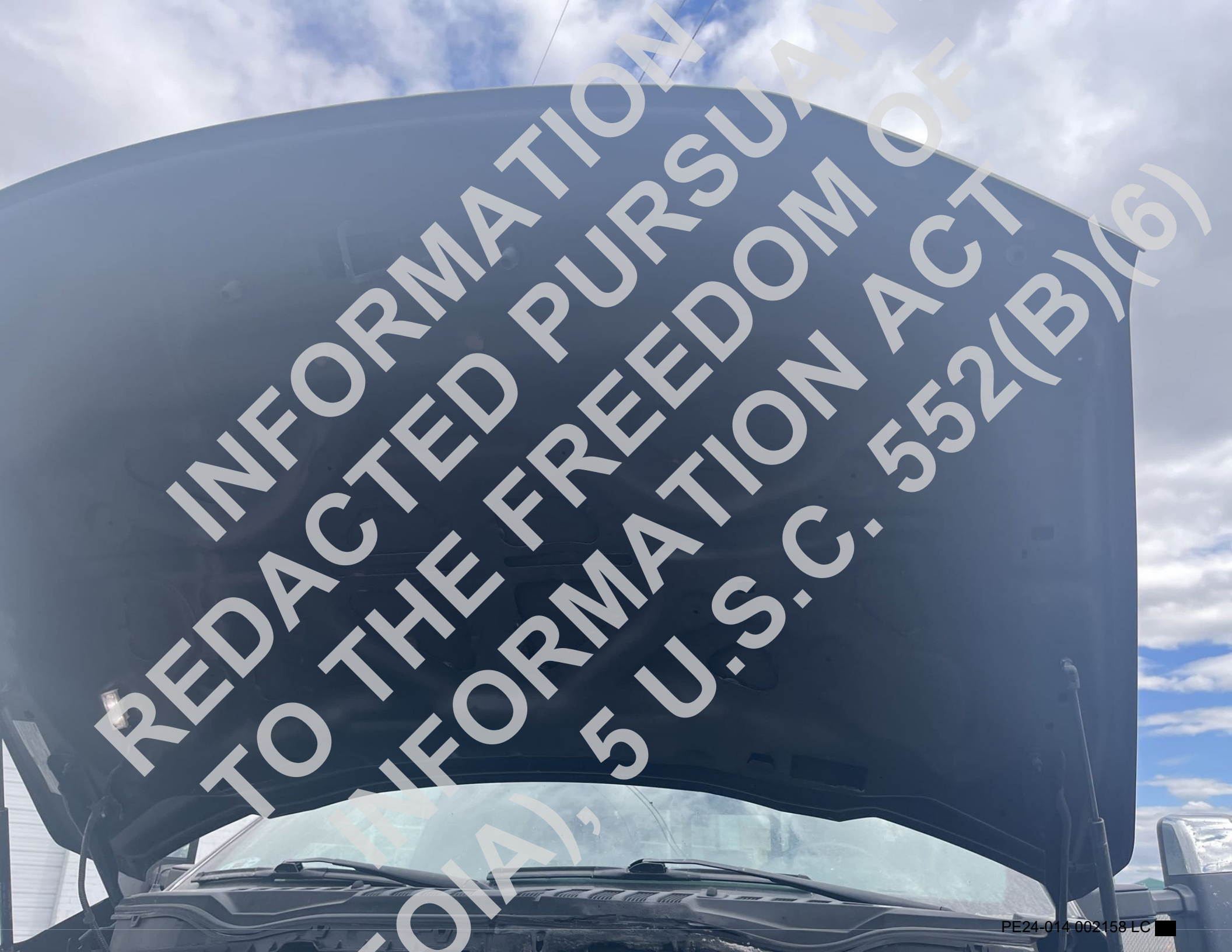












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MFD. BY FORD MOTOR CO.
 FRONT GAWR: 2359 KG (5200 LB)
 WITH LT275/65R20E 126/123R
 20X8.0J
 AT 420 kPa/ 60 PSI COLD
 THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE
 SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE

DATE: 09/20
 GVWR: 4536 KG (10000 LB)
 REAR GAWR: 2876 KG (6340 LB)
 WITH LT275/65R20E 126/123R
 20X8.0J
 RIMS
 TRES

160 7B X 3H G MMJ JJC
 MADE IN U.S.A.
 11049 F0096
 5USK-3520472-AA







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U.S.C. 552(B)(6)