

FORD QUARTERLY SAFETY COMPLETION REPORT - 49 CFR Part 573.6
Quarter Ending September 30, 2001

SAFETY REPORT NO.	RPOC	VEHICLE TYPE	CLASSIFICATION	DEFECT DESCRIPTION		DEFECT STATUS	VEHICLE MILES	PRODUCTION QUANTITY	PRODUCTION DATES	REPAIRS COMPLETED	REPAIRS IN PROGRESS	REPAIRS NOT STARTED	REPAIRS NOT REQUIRED	REPAIRS NOT REPORTED
				SAFETY DEFECT	DEFECT STATUS									
00V-424	00557	1	3Q-01	4Q-02	7/9/2001	7/9/2001		314,768	n/a	53,891	13,625	0	290	0
01V-189	01519	1	3Q-01	4Q-02	9/8/2001	8/14/2001	d	237,400	n/a	50,604	8,917	0	120	0
01V-207	01530	1	3Q-01	4Q-02	7/8/2001	7/8/2001		48,895	n/a	24,863	133	0	11	0
01V-227	01521	1	3Q-01	4Q-02	7/28/2001	7/27/2001	d	1,280,413	391,582	114,840	18,895	0	109	0
01V-230	01522	1	3Q-01	4Q-02	8/29/2001	8/29/2001		285,337	692	66,040	4,007	0	517	0
01V-258	01524	1	3Q-01	4Q-02	8/20/2001	8/20/2001		1,087,418	10,046	274,768	18,558	0	81	0
01V-281	01525	1	3Q-01	4Q-02	8/29/2001	8/13/2001	e	607,982	78	227,080	14,888	0	269	0
01V-282	01526	1	3Q-01	4Q-02	8/29/2001	8/13/2001	f	421,318	3,277	168,813	671	0	188	0
01V-045	01504	1	3Q-01	3Q-01	n/a	n/a	g	80	n/a	unknown	0	0	0	0
01X-001	01877	2	2Q-01	4Q-02	5/4/2001	5/18/2001	iv	6,182,404	212,434	1,528,693	66,502	0	5,291	0
01V-082	01807	2	2Q-01	3Q-02	5/8/2001	5/8/2001		1,242	n/a	719	28	0	8	0
01V-075	01908	2	2Q-01	3Q-02	4/4/2001	4/4/2001		74,220	n/a	48,984	390	0	14	0
01V-108	01513	2	2Q-01	3Q-02	4/3/2001	4/3/2001		8,899	n/a	8,261	14	0	0	0
01V-114	01514	2	2Q-01	3Q-02	4/25/2001	4/25/2001		150,992	917	66,595	692	0	137	0
01V-121	01515	2	2Q-01	3Q-02	4/19/2001	4/19/2001		8,138	n/a	5,062	45	0	29	0
01V-144	01516	2	2Q-01	3Q-02	5/4/2001	5/4/2001		4,567	n/a	2,368	12	0	0	0
01V-044	01517	2	2Q-01	3Q-02	5/12/2001	5/12/2001		4,101	1,308	409	40	0	1	0
01V-171	01518	2	2Q-01	3Q-02	6/7/2001	6/7/2001		50,378	14,662	15,596	620	0	65	0
00V-396	00L11	3	1Q-01	3Q02	3/5/2001	3/19/2001	v	488,137	n/a	482,915	6,613	0	70	0
00V-333	00528	3	1Q-01	3Q02	3/20/2001	3/20/2001		8,744	n/a	3,990	49	0	6	0
00V-395	00534	3	1Q-01	2Q02	2/19/2001	2/19/2001		8,403	3,039	637	85	0	0	0
00V-351	00542	3	1Q-01	2Q02	1/24/2001	1/24/2001		182,443	n/a	137,232	164	0	42	0
00V-367	00544	3	1Q-01	2Q02	2/5/2001	2/5/2001		263,757	11,108	142,484	2,032	0	1,378	0
00V-384	00545	3	1Q-01	2Q02	1/23/2001	2/1/2001	y	137,673	n/a	103,285	26	0	74	0
00V-395	00546	3	1Q-01	2Q02	1/23/2001	2/1/2001	w	101,580	2,257	73,838	18	0	28	0
00V-388	00581	3	1Q-01	2Q02	1/10/2001	1/10/2001		9,883	n/a	7,308	75	0	0	0
00V-418	00585	3	1Q-01	2Q02	1/24/2001	1/24/2001		94,616	n/a	70,550	327	0	32	0
00V-428	00559	3	1Q-01	2Q02	2/23/2001	2/23/2001		38,951	n/a	18,234	152	0	21	0
00V-422	00565	3	1Q-01	2Q02	3/5/2001	3/5/2001		286,283	n/a	181,837	1,060	0	450	0
00V-419	00559	3	1Q-01	2Q02	2/16/2001	2/16/2001		383,271	n/a	260,018	1,274	0	286	0
01V-031	01502	3	1Q-01	3Q02	3/22/2001	3/22/2001		119,949	56,467	29,241	464	0	43	0
01V-032	01503	3	1Q-01	3Q02	3/22/2001	3/22/2001		23,080	n/a	21,805	33	0	55	0
01V-046	01505	3	1Q-01	3Q02	3/28/2001	4/3/2001	v	101,612	35,048	7,362	587	0	38	0
01V-048	01508	3	1Q-01	3Q02	3/19/2001	3/19/2001		17,059	n/a	12,480	16	0	2	0
01V-078	01506	3	1Q-01	3Q02	3/19/2001	3/19/2001		167,894	n/a	137,017	174	0	44	0
01V-082	01510	3	1Q-01	2Q02	3/8/2001	3/8/2001		270	n/a	219	0	0	0	0
01V-095	01511	3	1Q-01	3Q02	3/20/2001	3/20/2001		869	n/a	363	0	0	0	0
01V-106	01512	3	1Q-01	3Q02	3/26/2001	3/26/2001		185	n/a	79	0	0	0	0

Quarterly Recall Completion Report Notes

- X a "Procedures Completed" reflects the number of vehicles on which reports of action have been received from dealers and processed by Ford as of the end of the reporting period. Those in the "inspected" category were found to not require the recall service. Those in the "repaired" category did have the recall service performed.
- X b "Unreachables" reflects the number of vehicle owners that could not be reached. "Undelivered" represents the number of first-class letters to owners of recalled vehicles, as shown on Company records, returned by the United States Postal Service for reasons such as addressee unknown, no such street number, or no such business office in the state. "Stolen" or "scrapped" represents the number of recalled vehicles reported to be either stolen or scrapped such that the safety recall service cannot be performed or is inappropriate. Those in the "other" category are vehicles either "modified" or where the owner "refused" the recall service.
- ↙ a 01V-199 / 01919
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01M03. Letters were mailed to 248,784 owners from September 8, 2001 through September 14, 2001. In addition, an issue with parts used in the remedy caused a delay in the mailing of owner letters.
- d 01V-227 / 01621
Letters were mailed to 1,278,516 owners from July 25, 2001 through July 27, 2001.
- e 01V-281 / 01628
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01S26. Letters were mailed to 613,244 owners from August 29, 2001 through September 1, 2001. On September 7, 2001, an additional 140 vehicles migrated to the U.S. Letters to these additional owners were mailed on September 13, 2001.
- f 01V-282 / 01628
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01S25. Letters were mailed to 436,216 owners from August 29, 2001 through September 1, 2001. On September 7, 2001, an additional 74 vehicles migrated to the U.S. Letters to these additional owners were mailed on September 13, 2001.
- g 01V-046 / 01804
No owner notification was conducted as plant personnel handled repairs to these vehicles directly with the affected dealership. The repair status of affected vehicles has not been confirmed at this time.
- h 01X-001 / 01977
Owner letters were mailed in phases by model year and vehicle line from June 4, 2001 through June 18, 2001.
- i 00V-398 / 00L11
A letter and owner guide was mailed to 223,201 owners from March 6, 2001 through March 12, 2001. A second phase mailing to 264,686 owners occurred from March 16, 2001 through March 19, 2001. This program is considered 100% complete and will not be reported on the next quarterly report.
- j 00V-394 / 00S49
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.
- k 00V-395 / 00S45
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.
- l 01V-045 / 01S05
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.
- m 00V-218 / 00S20
Letters were mailed to 276,412 owners on November 30, 2000. An additional 28 vehicles were registered in the U.S. These additional owner letters were mailed on December 19, 2000.

- n/ 00V-228 / 00021**
Letters were mailed to 139,831 owners on October 26, 2000. On October 17, 2000, an additional 558 vehicles were added to this recall. These additional owner letters were mailed on November 3, 2000. On November 21, 2000, an additional 445 vehicles were added to this recall. These additional owner letters were mailed on December 15, 2000.
- o/ 00V-231 / 00022**
Letters were mailed to 227,775 owners on October 27, 2000. A second phase mailing to 442,882 owners occurred on November 17, 2000.
- p/ 00V-348 / 00035**
Letters were mailed to 924 owners on November 9, 2000. On November 8, 2000, an additional 10 vehicles were added to this recall. These additional owner letters were mailed November 13, 2000.
- q/ 00V-349 / 00037**
Letters were mailed to 3,738 owners on November 28, 2000. A second phase mailing to 404,282 owners occurred on December 28, 2000.
- r/ 00V-300 / 00013**
A letter, owner guide supplement, placard and labels were mailed to 287,442 owners from August 3, 2000 through August 10, 2000. A second phase mailing to 390,979 owners occurred from August 22, 2000 through August 28, 2000. Remaining owner letters were mailed August 30, 2000 through September 6, 2000. This program is considered 100% complete and will not be reported on the next quarterly report.
- s/ 00V-188 / 00014**
There were 8,591 vehicles transferred from Canada to the United States that were added to this campaign.
- v/ 00V-278 / 00028**
Letters were mailed to 13,187 owners on September 14, 2000 and September 15, 2000. A second phase mailing to 4,872 owners occurred on October 11, 2000. A third phase mailing to 488 owners occurred on November 13, 2000. On December 7, 2000, an additional 1,559 vehicles were added to this recall. These additional owner letters were mailed on December 27, 2000.
- w/ 00V-076 / 00003**
Letters were mailed to 258,855 owners on April 12, 2000. On September 14, 2000, an additional 166,258 vehicles were added to this recall. These additional owner letters were mailed on October 11, 2000.
- x/ 00V-310 / 00034**
Letters were mailed to 238,000 owners on February 14, 2000 and February 15, 2000. Remaining letters were mailed to owners from February 28, 2000 through March 1, 2000.
- y/ 00V-347 / 00025**
Letters were mailed to 22,064 owners on October 29, 1999. On March 29, 2000, an additional 290 vehicles were added to this recall. These additional owner letters were mailed on April 14, 2000.
- z/ 00V-323 / 00036**
Letters were mailed to 2,891,171 owners from January 20, 1999 to May 18, 1999. On October 31, 2000, an additional 128,643 vehicles were added to this recall. These additional owner letters were mailed on November 16, 2000.

FORD QUARTERLY SAFETY COMPLETION REPORT – 49 CFR Part 573.6
Quarter Ending December 31, 2001

SAFETY RECALL NO.		QUARTERS REPORTED			OWNER NOTIFICATION		NOTES	VEHICLES INVOLVED	PROCEDURES COMPLETED w/		UNREACHABLES b/			
NHTSA	FORD	No.	FIRST	LAST	BEGAN	ENDED			INSPECTED	REPAIRED	UNREACHED	EXHAUST	UNREACHED	OTHER
01V-255	01S23	1	4Q-01	1Q-03	10/23/2001	10/29/2001		112,298	2	48,489	4,534	0	245	0
01V-318	01S26	1	4Q-01	1Q-03	10/5/2001	10/5/2001		463	181	38	18	0	1	0
01V-332	01S29	1	4Q-01	1Q-03	11/2/2001	11/2/2001		7,306	n/a	1,662	1	0	9	0
01V-390	01S30	1	4Q-01	1Q-04	12/28/2001	1/2/2002		642,765	n/a	37,841	5,684	0	1,413	0

00V-424	00S57	2	3Q-01	4Q-02	7/9/2001	7/9/2001		314,796	n/a	88,454	4,102	0	288	0
01V-045	01S04	2	3Q-01	2Q-03	1/28/2002		c/	80	n/a	15	0	0	0	0
01V-199	01S19	2	3Q-01	4Q-02	8/9/2001	9/14/2001	d/	237,430	n/a	111,810	1,171	0	119	0
01V-207	01S20	2	3Q-01	4Q-02	7/9/2001	7/9/2001	e/	48,768	n/a	33,831	134	0	13	0
01V-227	01S21	2	3Q-01	4Q-02	7/25/2001	7/27/2001	f/	1,280,514	513,026	178,606	18,747	0	184	0
01V-230	01S22	2	3Q-01	4Q-02	8/29/2001	8/29/2001		285,337	1,879	129,682	7,498	0	810	0
01V-258	01S24	2	3Q-01	4Q-02	8/20/2001	8/20/2001		1,087,418	15,070	525,379	1,643	0	143	0
01V-281	01S25	2	3Q-01	4Q-02	8/29/2001	9/13/2001	g/	607,882	78	406,762	731	0	300	0
01V-282	01S26	2	3Q-01	4Q-02	8/29/2001	9/13/2001	h/	421,316	8,439	292,721	2,563	0	209	0

01V-082	01S07	3	2Q-01	3Q-02	5/8/2001	5/8/2001		1,242	n/a	805	21	0	11	0
01V-078	01S08	3	2Q-01	3Q-02	4/4/2001	4/4/2001		74,220	n/a	81,481	340	0	17	0
01V-108	01S13	3	2Q-01	3Q-02	4/3/2001	4/3/2001		8,550	n/a	5,770	14	0	0	0
01V-114	01S14	3	2Q-01	3Q-02	4/25/2001	4/25/2001		150,892	919	94,748	895	0	178	0
01V-121	01S15	3	2Q-01	3Q-02	4/19/2001	4/19/2001		8,138	n/a	6,889	43	0	38	0
01V-144	01S16	3	2Q-01	3Q-02	5/4/2001	5/4/2001		4,887	n/a	2,732	13	0	0	0
01V-044	01S17	3	2Q-01	3Q-02	5/12/2001	5/12/2001		4,101	1,595	533	44	0	2	0
01V-171	01S18	3	2Q-01	3Q-02	6/7/2001	6/7/2001		80,378	18,531	18,044	573	0	117	0

00V-232	00S28	4	1Q-01	3Q-02	3/20/2001	3/20/2001		6,744	n/a	4,379	44	0	9	0
00V-335	00S34	4	1Q-01	2Q-02	2/18/2001	2/18/2001		8,409	3,244	706	36	0	0	0
00V-351	00S42	4	1Q-01	2Q-02	1/24/2001	1/24/2001		182,443	n/a	181,809	59	0	44	0
00V-387	00S44	4	1Q-01	2Q-02	2/8/2001	2/8/2001		283,757	11,866	150,011	1,793	0	1,361	0
00V-394	00S45	4	1Q-01	2Q-02	1/23/2001	2/1/2001	v/	137,813	n/a	111,889	11	0	117	0
00V-385	00S48	4	1Q-01	2Q-02	1/23/2001	2/1/2001	y/	101,850	2,486	79,533	9	0	31	0
00V-388	00S51	4	1Q-01	2Q-02	1/10/2001	1/10/2001		8,963	n/a	7,656	45	0	0	0
00V-418	00S55	4	1Q-01	2Q-02	1/24/2001	1/24/2001		94,518	n/a	78,365	81	0	46	0
00V-425	00S58	4	1Q-01	2Q-02	2/23/2001	2/23/2001		38,661	n/a	20,306	92	0	21	0
00V-422	00S68	4	1Q-01	2Q-02	3/6/2001	3/5/2001		238,283	n/a	192,802	826	0	462	0
00V-419	00S59	4	1Q-01	2Q-02	2/18/2001	2/18/2001		393,271	n/a	270,858	1,038	0	285	0
01V-031	01S02	4	1Q-01	3Q-02	3/22/2001	3/22/2001		119,949	61,763	31,112	368	0	43	0
01V-032	01S03	4	1Q-01	3Q-02	3/22/2001	3/22/2001		33,060	n/a	23,488	30	0	57	0
01V-046	01S05	4	1Q-01	3Q-02	3/28/2001	4/3/2001	w/	101,812	39,948	8,690	532	0	42	0
01V-048	01S08	4	1Q-01	3Q-02	3/19/2001	3/19/2001		17,069	n/a	13,464	14	0	2	0
01V-078	01S08	4	1Q-01	3Q-02	3/19/2001	3/19/2001		157,894	n/a	142,737	130	0	56	0
01V-082	01S10	4	1Q-01	2Q-02	3/8/2001	3/8/2001		270	n/a	224	0	0	0	0
01V-085	01S11	4	1Q-01	3Q-02	3/20/2001	3/20/2001		869	n/a	388	0	0	0	0
01V-108	01S12	4	1Q-01	3Q-02	3/28/2001	3/28/2001		185	n/a	93	0	0	0	0

Quarterly Recall Completion Report Notes

- a/** "Procedures Completed" reflects the number of vehicles on which reports of action have been received from dealers and processed by Ford as of the end of the reporting period. Those in the "inspected" category were found to not require the recall service. Those in the "repaired" category did have the recall service performed.
- b/** "Unreachables" reflects the number of vehicle owners that could not be reached. "Undelivered" represents the number of first-class letters to owners of recalled vehicles, as shown on Company records, returned by the United States Postal Service for reasons such as addressee unknown, no such street number, or no such business office in the state. "Stolen" or "scrapped" represents the number of recalled vehicles reported to be either stolen or scrapped such that the safety recall service cannot be performed or is inappropriate. Those in the "other" category are vehicles either "modified" or where the owner "refused" the recall service.
- c/** 01Y-045 / 01S04
No owner notification was conducted as plant personnel handled repairs to these vehicles directly with the affected dealership. Ford will contact remaining owners with open recalls directly by telephone beginning January 28, 2002.
- d/** 01Y-199 / 01S19
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01M03. Letters were mailed to 248,784 owners from September 8, 2001 through September 14, 2001. In addition, an issue with parts used in the remedy caused a delay in the mailing of owner letters.
- e/** 01Y-207 / 01S20
Letters were mailed to 45,898 owners on July 8, 2001. On November 13, 2001, an additional 72 vehicles were added to this recall. Letters to these additional owners were mailed on November 19, 2001.
- f/** 01Y-227 / 01S21
Letters were mailed to 1,280,413 owners from July 25, 2001 through July 27, 2001. On November 2, 2001, an additional 101 vehicles were added to this recall. Owners of these vehicles were contacted by telephone.
- g/** 01Y-251 / 01S25
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01S28. Letters were mailed to 513,244 owners from August 29, 2001 through September 1, 2001. On September 7, 2001, an additional 140 vehicles migrated to the U.S. Letters to these additional owners were mailed on September 13, 2001.
- h/** 01Y-252 / 01S25
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01S25. Letters were mailed to 425,215 owners from August 29, 2001 through September 1, 2001. On September 7, 2001, an additional 74 vehicles migrated to the U.S. Letters to these additional owners were mailed on September 13, 2001.
- i/** 00Y-394 / 00S45
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.
- j/** 00Y-395 / 00S45
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.
- k/** 01Y-046 / 01S05
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.
- l/** 00Y-215 / 00S20
Letters were mailed to 278,412 owners on November 30, 2000. An additional 28 vehicles were registered in the U.S. These additional owner letters were mailed on December 19, 2000.

- mv** **00V-228 / 00821**
 Letters were mailed to 139,831 owners on October 28, 2000. On October 17, 2000, an additional 565 vehicles were added to this recall. These additional owner letters were mailed on November 3, 2000. On November 21, 2000, an additional 445 vehicles were added to this recall. These additional owner letters were mailed on December 15, 2000.
- nf** **00V-231 / 00822**
 Letters were mailed to 227,775 owners on October 27, 2000. A second phase mailing to 442,882 owners occurred on November 17, 2000.
- of** **00V-348 / 00838**
 Letters were mailed to 924 owners on November 9, 2000. On November 8, 2000, an additional 10 vehicles were added to this recall. These additional owner letters were mailed November 13, 2000.
- pf** **00V-348 / 00837**
 Letters were mailed to 3,738 owners on November 28, 2000. A second phase mailing to 404,282 owners occurred on December 28, 2000.
- qf** **00V-168 / 00814**
 There were 8,891 vehicles transferred from Canada to the United States that were added to this campaign.
- rf** **00V-370 / 00838**
 Letters were mailed to 13,187 owners on September 14, 2000 and September 15, 2000. A second phase mailing to 4,872 owners occurred on October 11, 2000. A third phase mailing to 458 owners occurred on November 13, 2000. On December 7, 2000, an additional 1,559 vehicles were added to this recall. These additional owner letters were mailed on December 27, 2000.
- sf** **00V-076 / 00803**
 Letters were mailed to 258,666 owners on April 12, 2000. On September 14, 2000, an additional 188,258 vehicles were added to this recall. These additional owner letters were mailed on October 11, 2000.
- v** **98V-323 / 98836**
 Letters were mailed to 2,881,171 owners from January 20, 1999 to May 18, 1999. On October 31, 2000, an additional 128,643 vehicles were added to this recall. These additional owner letters were mailed on November 18, 2000.

FORD QUARTERLY SAFETY COMPLETION REPORT -- 49 CFR Part 573.6
 Quarter Ending March 31, 2002

SAFETY RECALL NO.	CORRECTIVE REMEDY	CORRECTIVE PERIOD		CORRECTIVE NOTIFICATION		NOTES	VEHICLES FOR PRODUCTION	PROCESSES COMPLETED		UNREACHABLE BY				
		FROM	THRU	BEFORE	AFTER			INSPECTED	REPAIRED	UNREPAIRED	STUCK	SCRAPPED	OTHER	
01V-045	01804	1	1Q-02	2Q-03	2/4/2002	3/18/2002	cf	50	n/a	36	5	0	0	0
02V-024	02531	1	1Q-02	2Q-03	1/31/2002	1/31/2002		548	n/a	188	9	0	0	0
02V-035	02532	1	1Q-02	3Q-03	3/28/2002	4/8/2002	df	1,085	n/a	321	30	0	2	0
02V-073	02535	1	1Q-02	2Q-03	3/22/2002	3/22/2002		735	n/a	305	225	0	0	0
01V-288	01829	2	4Q-01	1Q-03	10/23/2001	10/28/2001		112,298	3	64,395	3,541	0	248	0
01V-318	01828	2	4Q-01	1Q-03	10/5/2001	10/5/2001		483	214	57	13	0	1	0
01V-332	01829	2	4Q-01	1Q-03	11/2/2001	11/2/2001		7,365	n/a	2,785	0	0	9	0
01V-390	01530	2	4Q-01	2Q-03	12/29/2001	1/2/2002		642,765	n/a	219,249	30,705	0	1,395	0
00V-424	00567	3	3Q-01	4Q-02	7/9/2001	7/9/2001		314,795	n/a	103,536	14,289	0	287	0
01V-199	01819	3	3Q-01	4Q-02	8/6/2001	8/14/2001	ef	237,430	n/a	135,732	5,171	0	118	0
01V-207	01820	3	3Q-01	4Q-02	7/8/2001	11/19/2001	f	45,788	n/a	37,586	30	0	15	0
01V-227	01821	3	3Q-01	4Q-02	7/25/2001	7/27/2001	g	1,280,514	615,181	213,480	2,330	0	238	0
01V-230	01822	3	3Q-01	4Q-02	8/29/2001	8/29/2001		285,337	2,349	150,155	3,185	0	514	0
01V-258	01824	3	3Q-01	4Q-02	8/20/2001	8/20/2001		1,087,415	18,797	847,710	18,765	0	217	0
01V-261	01525	3	3Q-01	4Q-02	8/29/2001	8/13/2001	h	697,892	78	475,812	5,045	0	322	0
01V-282	01526	3	3Q-01	4Q-02	8/29/2001	8/13/2001	i	421,315	7,754	337,727	275	0	227	0
01V-082	01807	4	2Q-01	3Q-02	5/8/2001	5/8/2001		1,242	n/a	983	21	0	12	0
01V-075	01808	4	2Q-01	3Q-02	4/4/2001	4/4/2001		74,220	n/a	55,575	114	0	21	0
01V-108	01513	4	2Q-01	3Q-02	4/3/2001	4/3/2001		8,550	n/a	8,550	2	0	0	0
01V-114	01514	4	2Q-01	3Q-02	4/28/2001	4/28/2001		150,892	819	103,738	548	0	188	0
01V-121	01515	4	2Q-01	3Q-02	4/19/2001	4/19/2001		5,138	n/a	5,181	28	0	45	0
01V-144	01516	4	2Q-01	3Q-02	5/4/2001	5/4/2001		4,867	n/a	3,132	5	0	0	0
01V-044	01817	4	2Q-01	3Q-02	5/12/2001	5/12/2001		4,101	1,884	680	12	0	2	0
01V-171	01515	4	2Q-01	3Q-02	6/7/2001	6/7/2001		50,378	23,215	16,526	154	0	154	0
00V-232	00525	5	1Q-01	3Q-02	3/20/2001	3/20/2001		5,744	n/a	4,554	28	0	10	0
00V-335	00534	5	1Q-01	2Q-02	2/18/2001	2/18/2001		5,403	3,813	807	35	0	0	0
00V-351	00542	5	1Q-01	2Q-02	1/24/2001	1/24/2001		182,443	n/a	182,155	54	0	45	0
00V-367	00544	5	1Q-01	2Q-02	2/5/2001	2/5/2001		253,757	12,057	158,591	1,772	0	1,347	0
00V-384	00545	5	1Q-01	2Q-02	1/23/2001	2/1/2001	j	137,813	n/a	115,873	12	0	181	0
00V-395	00546	5	1Q-01	2Q-02	1/23/2001	2/1/2001	kl	101,850	2,647	84,850	5	0	34	0
00V-398	00551	5	1Q-01	2Q-02	1/10/2001	1/10/2001		5,953	n/a	7,853	38	0	0	0
00V-416	00555	5	1Q-01	2Q-02	1/24/2001	1/24/2001		84,518	n/a	61,383	83	0	53	0
00V-425	00556	5	1Q-01	2Q-02	2/23/2001	2/23/2001		35,551	n/a	21,574	57	0	21	0
00V-422	00556	5	1Q-01	2Q-02	3/5/2001	3/5/2001		238,253	n/a	201,675	755	0	483	0
00V-419	00559	5	1Q-01	2Q-02	2/16/2001	2/16/2001		383,271	n/a	285,686	1,038	0	285	0
01V-031	01802	5	1Q-01	3Q-02	3/22/2001	3/22/2001		115,849	68,254	33,532	79	0	48	0
01V-032	01503	5	1Q-01	3Q-02	3/22/2001	3/22/2001		33,080	n/a	25,593	24	0	50	0
01V-046	01805	5	1Q-01	3Q-02	3/28/2001	4/3/2001	v	101,812	45,533	10,036	330	0	45	0
01V-048	01806	5	1Q-01	3Q-02	3/19/2001	3/19/2001		17,059	n/a	14,505	3	0	4	0
01V-075	01808	5	1Q-01	3Q-02	3/15/2001	3/15/2001		157,894	n/a	148,027	65	0	55	0
01V-082	01510	5	1Q-01	2Q-02	3/8/2001	3/8/2001		270	n/a	252	0	0	0	0
01V-095	01511	5	1Q-01	3Q-02	3/20/2001	3/20/2001		659	n/a	488	0	0	0	0
01V-105	01512	5	1Q-01	3Q-02	3/26/2001	3/26/2001		195	n/a	112	0	0	0	0

Quarterly Recall Completion Report Notes

- a/ "Procedures Completed" reflects the number of vehicles on which reports of action have been received from dealers and processed by Ford as of the end of the reporting period. Those in the "inspected" category were found to not require the recall service. Those in the "repaired" category did have the recall service performed.
- b/ "Unreachables" reflects the number of vehicle owners that could not be reached. "Undelivered" represents the number of first-class letters to owners of recalled vehicles, as shown on Company records, returned by the United States Postal Service for reasons such as addressee unknown, no such street number, or no such business office in the state. "Stolen" or "scrapped" represents the number of recalled vehicles reported to be either stolen or scrapped such that the safety recall service cannot be performed or is inappropriate. Those in the "other" category are vehicles either "modified" or where the owner "refused" the recall service.
- c/ 01Y-048 / 01884
Owner notification was delayed as plant personnel handled repairs to these vehicles directly with the affected dealership. Remaining owners of affected vehicles were contacted by telephone from February 4 through February 13, 2002. As a follow-up to our direct phone contacts, Ford mailed letters to affected owners on March 19, 2002.
- d/ 02Y-035 / 02872
An issue with parts availability used in the remedy caused a delay in the mailing of owner letters. Letters were mailed to owners on March 29, 2002 and to dealers with in-stock units on April 8, 2002.
- e/ 01Y-188 / 01818
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01M03. Letters were mailed to 248,784 owners from September 8, 2001 through September 14, 2001. In addition, an issue with parts used in the remedy caused a delay in the mailing of owner letters.
- f/ 01Y-207 / 01820
Letters were mailed to 45,066 owners on July 8, 2001. On November 13, 2001, an additional 72 vehicles were added to this recall. Letters to these additional owners were mailed on November 19, 2001.
- g/ 01Y-227 / 01821
Letters were mailed to 1,280,413 owners from July 25, 2001 through July 27, 2001. On November 2, 2001, an additional 101 vehicles were added to this recall. Owners of these vehicles were contacted by telephone.
- h/ 01Y-261 / 01825
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01S25. Letters were mailed to 813,244 owners from August 29, 2001 through September 1, 2001. On September 7, 2001, an additional 140 vehicles migrated to the U.S. Letters to these additional owners were mailed on September 13, 2001.
- i/ 01Y-262 / 01826
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01S26. Letters were mailed to 425,215 owners from August 29, 2001 through September 1, 2001. On September 7, 2001, an additional 74 vehicles migrated to the U.S. Letters to these additional owners were mailed on September 13, 2001.
- j/ 00Y-394 / 00846
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.
- k/ 00Y-395 / 00848
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.
- l/ 01Y-048 / 01806
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.

- mi** 00V-310 / 00020
Letters were mailed to 276,412 owners on November 30, 2000. An additional 28 vehicles were registered in the U.S. These additional owner letters were mailed on December 19, 2000.
- ni** 00V-325 / 00021
Letters were mailed to 138,631 owners on October 26, 2000. On October 17, 2000, an additional 858 vehicles were added to this recall. These additional owner letters were mailed on November 3, 2000. On November 21, 2000, an additional 445 vehicles were added to this recall. These additional owner letters were mailed on December 15, 2000.
- oj** 00V-331 / 00022
Letters were mailed to 227,778 owners on October 27, 2000. A second phase mailing to 442,882 owners occurred on November 17, 2000.
- pi** 00V-346 / 00026
Letters were mailed to 824 owners on November 8, 2000. On November 8, 2000, an additional 10 vehicles were added to this recall. These additional owner letters were mailed November 13, 2000.
- qj** 00V-349 / 00027
Letters were mailed to 3,738 owners on November 28, 2000. A second phase mailing to 404,262 owners occurred on December 28, 2000.
- ri** 00V-270 / 00025
Letters were mailed to 13,187 owners on September 14, 2000 and September 15, 2000. A second phase mailing to 4,872 owners occurred on October 11, 2000. A third phase mailing to 458 owners occurred on November 13, 2000. On December 7, 2000, an additional 1,559 vehicles were added to this recall. These additional owner letters were mailed on December 27, 2000.
- sj** 00V-075 / 00008
Letters were mailed to 268,885 owners on April 12, 2000. On September 14, 2000, an additional 186,258 vehicles were added to this recall. These additional owner letters were mailed on October 11, 2000.
- ti** 00V-323 / 00023
Letters were mailed to 2,881,171 owners from January 20, 1999 to May 18, 1999. On October 31, 2000, an additional 125,843 vehicles were added to this recall. These additional owner letters were mailed on November 18, 2000.
- w** 01X-001 / 01077
This Customer Satisfaction Program expired on March 31, 2002.

FORD QUARTERLY SAFETY COMPLETION REPORT -- 49 CFR Part 573.6
 Quarter Ending June 30, 2002

NHTSA OFFICE	NHTSA OFFICE	VEHICLE TYPE	CLASSIFICATION	COMPLETION		VEHICLE TYPE	VEHICLE TYPE	COMPLETION		UNREACHABLE				
				START	END			START	END	START	END	START	END	
02V-072	02533	1	2Q-02	3Q-03	4/8/2002	4/10/2002		434,827	n/a	220,402	15,146	0	89	0
02V-068	02534	1	2Q-02	3Q-03	4/8/2002	4/8/2002		46,718	n/a	14,183	1,522	0	62	0
02V-101	02536	1	2Q-02	3Q-03	5/10/2002	5/24/2002		284,859	n/a	78,478	12,937	0	702	0
02V-117	02537	1	2Q-02	3Q-03	4/25/2002	4/25/2002		581	n/a	351	42	0	0	0
02V-169	02538	1	2Q-02	3Q-03	6/21/2002	6/21/2002		15,275	n/a	62	0	0	0	0
01V-043	01504	2	1Q-02	2Q-03	2/4/2002	3/19/2002	c/	80	n/a	48	0	0	0	0
02V-024	02531	2	1Q-02	2Q-03	1/31/2002	1/31/2002		649	n/a	248	7	0	0	0
02V-038	02532	2	1Q-02	3Q-03	3/29/2002	4/8/2002	d/	1,058	n/a	871	4	0	2	0
02V-073	02535	2	1Q-02	2Q-03	3/22/2002	3/22/2002		735	n/a	828	6	0	0	0
01V-288	01523	3	4Q-01	1Q-03	10/23/2001	10/29/2001		112,298	0	71,127	3,382	0	249	0
01V-318	01529	3	4Q-01	1Q-03	10/5/2001	10/5/2001		483	236	63	12	0	1	0
01V-332	01329	3	4Q-01	1Q-03	11/2/2001	11/2/2001		7,308	n/a	3,379	0	0	9	0
01V-390	01530	3	4Q-01	2Q-03	12/28/2001	1/2/2002		642,785	n/a	284,414	28,059	0	1,382	0
00V-424	00537	4	3Q-01	4Q-02	7/9/2001	7/9/2001		314,796	n/a	129,091	6,661	0	288	0
01V-188	01519	4	3Q-01	4Q-02	9/8/2001	9/14/2001	e/	237,439	n/a	188,039	1,010	0	118	0
01V-207	01520	4	3Q-01	4Q-02	7/9/2001	11/19/2001	f/	45,768	n/a	40,878	21	0	18	0
01V-227	01521	4	3Q-01	4Q-02	7/26/2001	7/27/2001	g/	1,288,514	686,216	238,738	2,385	0	274	0
01V-230	01522	4	3Q-01	4Q-02	8/29/2001	8/29/2001		285,337	2,863	188,608	2,884	0	817	0
01V-258	01524	4	3Q-01	4Q-02	8/20/2001	8/20/2001		1,087,418	38,738	716,028	2,823	0	234	0
01V-281	01526	4	3Q-01	4Q-02	8/29/2001	9/13/2001	h/	807,882	78	624,761	844	0	333	0
01V-282	01526	4	3Q-01	4Q-02	8/29/2001	9/13/2001	i/	421,318	6,864	367,414	341	0	237	0
01V-082	01507	5	2Q-01	3Q-02	5/8/2001	5/8/2001		1,242	n/a	862	18	0	23	0
01V-078	01508	5	2Q-01	3Q-02	4/4/2001	4/4/2001		74,220	n/a	66,877	36	0	22	0
01V-108	01513	5	2Q-01	3Q-02	4/3/2001	4/3/2001		8,858	n/a	5,928	1	0	0	0
01V-114	01514	5	2Q-01	3Q-02	4/28/2001	4/28/2001		160,882	828	108,024	533	0	210	0
01V-121	01516	5	2Q-01	3Q-02	4/19/2001	4/19/2001		5,138	n/a	6,634	29	0	48	0
01V-144	01516	5	2Q-01	3Q-02	5/4/2001	5/4/2001		4,887	n/a	3,330	8	0	0	0
01V-044	01517	5	2Q-01	3Q-02	5/12/2001	5/12/2001		4,181	2,029	723	12	0	3	0
01V-171	01518	5	2Q-01	3Q-02	6/7/2001	6/7/2001		50,378	28,089	16,709	137	0	188	0
00V-232	00528	6	1Q-01	3Q-02	3/26/2001	3/26/2001		8,744	n/a	6,078	16	0	13	0
00V-336	00534	6	1Q-01	2Q-02	2/16/2001	2/16/2001		6,403	3,734	833	30	0	0	0
00V-381	00542	6	1Q-01	2Q-02	1/24/2001	1/24/2001		182,443	n/a	189,082	34	0	46	0
00V-387	00544	6	1Q-01	2Q-02	2/5/2001	2/5/2001		283,787	12,388	183,808	1,894	0	1,338	0
00V-394	00545	6	1Q-01	2Q-02	1/23/2001	2/1/2001	y/	137,813	n/a	121,947	5	0	234	0
00V-395	00548	6	1Q-01	2Q-02	1/23/2001	2/1/2001	z/	101,850	2,728	87,148	3	0	36	0
00V-356	00531	6	1Q-01	2Q-02	1/10/2001	1/10/2001		9,888	n/a	5,188	31	0	0	0
00V-418	00538	6	1Q-01	2Q-02	1/24/2001	1/24/2001		94,818	n/a	63,750	66	0	59	0
00V-425	00536	6	1Q-01	2Q-02	2/23/2001	2/23/2001		38,681	n/a	22,688	74	0	21	0
00V-422	00538	6	1Q-01	2Q-02	3/5/2001	3/5/2001		236,283	n/a	206,228	687	0	456	0
00V-419	00539	6	1Q-01	2Q-02	2/16/2001	2/16/2001		383,271	n/a	281,758	931	0	288	0

Quarterly Recall Completion Report Notes

- a/ "Procedures Completed" reflects the number of vehicles on which reports of action have been received from dealers and processed by Ford as of the end of the reporting period. Those in the "inspected" category were found to not require the recall service. Those in the "repaired" category did have the recall service performed.
- b/ "Unreachable" reflects the number of vehicle owners that could not be reached. "Undelivered" represents the number of first-class letters to owners of recalled vehicles, as shown on Company records, returned by the United States Postal Service for reasons such as addressee unknown, no such street number, or no such business office in the state. "Stolen" or "scrapped" represents the number of recalled vehicles reported to be either stolen or scrapped such that the safety recall service cannot be performed or is inappropriate. Those in the "other" category are vehicles either "modified" or where the owner "refused" the recall service.
- c/ 01V-045 / 01304
Owner notification was delayed as plant personnel handled repairs to these vehicles directly with the affected dealership. Remaining owners of affected vehicles were contacted by telephone from February 4 through February 13, 2002. As a follow-up to our direct phone contacts, Ford mailed letters to affected owners on March 19, 2002.
- d/ 02V-035 / 02332
An issue with parts availability used in the remedy caused a delay in the mailing of owner letters. Letters were mailed to owners on March 29, 2002 and to dealers with in-stock units on April 6, 2002.
- e/ 01V-199 / 01619
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01M03. Letters were mailed to 246,784 owners from September 8, 2001 through September 14, 2001. In addition, an issue with parts used in the remedy caused a delay in the mailing of owner letters.
- f/ 01V-207 / 01520
Letters were mailed to 46,696 owners on July 6, 2001. On November 13, 2001, an additional 72 vehicles were added to this recall. Letters to these additional owners were mailed on November 19, 2001.
- g/ 01V-227 / 01921
Letters were mailed to 1,280,413 owners from July 25, 2001 through July 27, 2001. On November 2, 2001, an additional 101 vehicles were added to this recall. Owners of these vehicles were contacted by telephone.
- h/ 01V-261 / 01626
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01S26. Letters were mailed to 613,244 owners from August 29, 2001 through September 1, 2001. On September 7, 2001, an additional 140 vehicles migrated to the U.S. Letters to these additional owners were mailed on September 13, 2001.
- i/ 01V-262 / 01626
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01S26. Letters were mailed to 425,216 owners from August 29, 2001 through September 1, 2001. On September 7, 2001, an additional 74 vehicles migrated to the U.S. Letters to these additional owners were mailed on September 13, 2001.
- j/ 00V-384 / 00848
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.
- k/ 00V-384 / 00848
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.
- l/ 01V-048 / 01305
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.

- iv/ 00V-218 / 00820
Letters were mailed to 275,412 owners on November 30, 2000. An additional 28 vehicles were registered in the U.S. These additional owner letters were mailed on December 19, 2000.

- iv/ 00V-228 / 00821
Letters were mailed to 135,831 owners on October 26, 2000. On October 17, 2000, an additional 668 vehicles were added to this recall. These additional owner letters were mailed on November 3, 2000. On November 21, 2000, an additional 446 vehicles were added to this recall. These additional owner letters were mailed on December 15, 2000.

- of 00V-349 / 00837
Letters were mailed to 3,738 owners on November 28, 2000. A second phase mailing to 404,262 owners occurred on December 28, 2000.

FORD QUARTERLY SAFETY COMPLETION REPORT -- 49 CFR Part 573.7
Quarter Ending September 30, 2002

NHTSA DEFECT CAMPAIGN NO.	FORD CAMPAIGN NO.	No.	QUARTERS REPORTED		COMPLETION		NOTES	VEHICLES INVOLVED	REPAIRS COMPLETED		REPAIRS STATUS			
			PERIOD	DATE	PERIOD	DATE			REPAIRS	REPAIRS	REPAIRS	REPAIRS	REPAIRS	REPAIRS
02V-248	02539	1	3Q-02	4Q-03	9/13/2002	9/13/2002		574	n/a	106	1	0	0	0
02V-072	02533	2	2Q-02	3Q-03	4/5/2002	4/10/2002		424,627	n/a	290,449	2,646	0	101	0
02V-068	02534	2	2Q-02	3Q-03	4/5/2002	4/5/2002		46,716	n/a	20,643	483	0	82	0
02V-101	02536	2	2Q-02	3Q-03	6/10/2002	6/24/2002		284,809	n/a	124,083	2,610	0	888	0
02V-117	02537	2	2Q-02	3Q-03	4/23/2002	4/26/2002		561	n/a	419	7	0	0	0
02V-199	02538	2	2Q-02	3Q-03	8/21/2002	8/21/2002		16,276	n/a	5,986	181	0	1	0
01V-046	01804	3	1Q-02	2Q-03	2/4/2002	3/19/2002	d	80	n/a	53	0	0	0	0
02V-034	02531	3	1Q-02	2Q-03	1/31/2002	1/31/2002		549	n/a	296	5	0	0	0
02V-036	02532	3	1Q-02	3Q-03	3/29/2002	4/9/2002	d	1,088	n/a	913	4	0	3	0
02V-073	02535	3	1Q-02	2Q-03	3/22/2002	3/22/2002		735	n/a	598	5	0	0	0
01V-265	01523	4	4Q-01	1Q-03	10/23/2001	10/29/2001		112,298	7	77,971	1,220	0	248	0
01V-318	01528	4	4Q-01	1Q-03	10/5/2001	10/5/2001		483	288	68	4	0	1	0
01V-332	01529	4	4Q-01	1Q-03	11/2/2001	11/2/2001		7,306	n/a	3,824	0	0	10	0
01V-390	01530	4	4Q-01	2Q-03	12/28/2001	1/28/2002		642,765	n/a	313,987	6,206	0	1,367	0
00V-424	00557	5	3Q-01	4Q-02	7/9/2001	7/9/2001		314,768	n/a	137,088	8,563	0	268	0
01V-199	01519	5	3Q-01	4Q-02	9/8/2001	9/14/2001	e	237,439	n/a	168,348	962	0	121	0
01V-207	01520	6	3Q-01	4Q-02	7/8/2001	11/19/2001	f	46,788	n/a	41,924	12	0	20	0
01V-227	01521	6	3Q-01	4Q-02	7/26/2001	7/27/2001	g	1,280,514	723,273	233,000	1,427	0	321	0
01V-230	01522	5	3Q-01	4Q-02	8/29/2001	8/29/2001		285,337	3,211	179,268	1,884	0	610	0
01V-268	01524	5	3Q-01	4Q-02	8/20/2001	8/20/2001		1,067,418	38,191	763,919	2,987	0	277	0
01V-281	01525	5	3Q-01	4Q-02	8/29/2001	9/13/2001	h	607,982	79	549,826	740	0	355	0
01V-282	01526	5	3Q-01	4Q-02	8/29/2001	9/13/2001	i	461,318	9,321	379,730	140	0	288	0
01V-062	01507	6	2Q-01	3Q-02	5/8/2001	5/8/2001		1,242	n/a	915	12	0	78	0
01V-079	01509	6	2Q-01	3Q-02	4/4/2001	4/4/2001		74,229	n/a	61,689	48	0	23	0
01V-108	01518	6	2Q-01	3Q-02	4/3/2001	4/3/2001		8,690	n/a	7,191	1	0	0	0
01V-114	01514	6	2Q-01	3Q-02	4/25/2001	4/25/2001		160,982	926	112,041	487	0	224	0
01V-121	01515	6	2Q-01	3Q-02	4/19/2001	4/19/2001		2,139	n/a	6,749	20	0	57	0
01V-144	01516	6	2Q-01	3Q-02	5/4/2001	5/4/2001		4,567	n/a	1,841	6	0	0	0
01V-044	01517	6	2Q-01	3Q-02	6/12/2001	6/12/2001		4,101	2,153	773	8	0	2	0
01V-171	01518	6	2Q-01	3Q-02	6/7/2001	6/7/2001		90,378	28,774	16,946	111	0	229	0
00V-232	00526	7	1Q-01	3Q-02	3/20/2001	3/20/2001		6,744	n/a	5,321	15	0	13	0
01V-031	01502	7	1Q-01	3Q-02	3/22/2001	3/22/2001		119,948	89,826	35,915	57	0	48	0
01V-032	01503	7	1Q-01	3Q-02	3/22/2001	3/22/2001		33,090	n/a	27,902	24	0	80	0
01V-046	01505	7	1Q-01	3Q-02	3/28/2001	4/3/2001	j	101,812	52,189	11,817	289	0	53	0
01V-048	01508	7	1Q-01	3Q-02	3/19/2001	3/19/2001		17,068	n/a	15,543	1	0	11	0
01V-078	01508	7	1Q-01	3Q-02	3/19/2001	3/19/2001		167,894	n/a	163,392	48	0	118	0
01V-086	01511	7	1Q-01	3Q-02	3/29/2001	3/29/2001		699	n/a	626	0	0	0	0
01V-106	01512	7	1Q-01	3Q-02	3/26/2001	3/26/2001		185	n/a	135	0	0	0	0
01V-011	01M09	*	*	*	12/28/2001	1/2/2002		642,785	n/a	3,619	30,633	0	1,426	0

Quarterly Safety Recall Completion Report Notes

- a/ "Procedures Completed" reflects the number of vehicles on which reports of action have been received from dealers and processed by Ford as of the end of the reporting period. Those in the "inspected" category were found to not require the recall service. Those in the "repaired" category did have the recall service performed.
- b/ "Unreachables" reflects the number of vehicle owners that could not be reached. "Undelivered" represents the number of first-class letters to owners of recalled vehicles, as shown on Company records, returned by the United States Postal Service for reasons such as addressee unknown, no such street number, or no such business office in the state. "Stolen" or "scrapped" represents the number of recalled vehicles reported to be either stolen or scrapped such that the safety recall service cannot be performed or is inappropriate. Those in the "other" category are vehicles either "modified" or where the owner "refused" the recall service.
- c/ 01V-045 / 01804
Owner notification was delayed as plant personnel handled repairs to these vehicles directly with the affected dealership. Remaining owners of affected vehicles were contacted by telephone from February 4 through February 13, 2002. As a follow-up to our direct phone contacts, Ford mailed letters to affected owners on March 19, 2002.
- d/ 02V-036 / 02832
An issue with parts availability used in the remedy caused a delay in the mailing of owner letters. Letters were mailed to owners on March 28, 2002 and to dealers with in-stock units on April 8, 2002.
- e/ 01V-188 / 01918
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01M03. Letters were mailed to 248,784 owners from September 8, 2001 through September 14, 2001. In addition, an issue with parts used in the remedy caused a delay in the mailing of owner letters.
- f/ 01V-307 / 01838
Letters were mailed to 45,888 owners on July 6, 2001. On November 13, 2001, an additional 72 vehicles were added to this recall. Letters to these additional owners were mailed on November 19, 2001.
- g/ 01V-227 / 01821
Letters were mailed to 1,280,413 owners from July 25, 2001 through July 27, 2001. On November 2, 2001, an additional 101 vehicles were added to this recall. Owners of these vehicles were contacted by telephone.
- h/ 01V-281 / 01826
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01526. Letters were mailed to 613,244 owners from August 29, 2001 through September 1, 2001. On September 7, 2001, an additional 140 vehicles migrated to the U.S. Letters to these additional owners were mailed on September 13, 2001.
- i/ 01V-263 / 01928
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01626. Letters were mailed to 428,218 owners from August 29, 2001 through September 1, 2001. On September 7, 2001, an additional 74 vehicles migrated to the U.S. Letters to these additional owners were mailed on September 13, 2001.
- j/ 01V-046 / 01805
For customer satisfaction purposes, owner letters were bundled with other campaign owner letters and, therefore, required a longer mailing period between beginning and ending mail dates.