

January 30, 2003

FORD QUARTERLY SAFETY COMPLETION REPORT -- 49 CFR Part 573.7
Quarter Ending December 31, 2002

SAFETY RECALL NO.		CONVICTS REPORTED			OWNER NOTIFICATION		VEHICLES INVOLVED	PROBLEMS CORRECTED		UNREACHABLE VEHICLES				
NHTSA	FORD	No.	FIRST	LAST	ISSUED	RESOLVED		REPAIRS	RECALLS	UNREACHABLE	OTHER	RECALLS	OTHER	
02V-288	02840	1	4Q-02	1Q-04	10/28/2002	11/5/2002	374,841	88,213	44,338	8,782	0	150	0	
02V-248	02838	2	3Q-02	4Q-03	8/13/2002	8/13/2002	574	n/a	303	4	0	1	0	
02V-072	02833	3	2Q-02	3Q-03	4/8/2002	4/10/2002	424,827	n/a	307,887	2,339	0	115	0	
02V-088	02834	3	2Q-02	3Q-03	4/8/2002	4/8/2002	48,716	n/a	23,580	468	0	82	0	
02V-101	02836	3	2Q-02	3Q-03	5/10/2002	5/24/2002	284,038	n/a	138,893	2,536	0	894	0	
02V-117	02837	3	2Q-02	3Q-03	4/25/2002	4/28/2002	561	n/a	444	3	0	0	0	
02V-166	02839	3	2Q-02	3Q-03	6/21/2002	6/21/2002	15,275	n/a	7,847	181	0	8	0	
01V-046	01804	4	1Q-02	2Q-03	2/4/2002	3/19/2002	d	80	n/a	67	0	0	0	
02V-034	02831	4	1Q-02	2Q-03	1/31/2002	1/31/2002	563	n/a	324	4	0	0	0	
02V-035	02832	4	1Q-02	3Q-03	3/28/2002	4/8/2002	d	1,089	n/a	848	1	0	0	
02V-073	02835	4	1Q-02	2Q-03	3/22/2002	3/22/2002	736	n/a	619	1	0	1	0	
01V-266	01823	5	4Q-01	1Q-03	10/23/2001	10/23/2001	112,288	7	81,820	1,157	0	248	0	
01V-318	01528	5	4Q-01	1Q-03	10/5/2001	10/8/2001	483	281	71	4	0	1	0	
01V-333	01529	5	4Q-01	1Q-03	11/2/2001	11/2/2001	7,308	n/a	4,184	0	0	11	0	
01V-390	01530	5	4Q-01	2Q-03	12/28/2001	1/2/2002	642,785	n/a	348,889	6,193	0	1,384	0	
00V-424	00857	6	3Q-01	4Q-02	7/9/2001	7/9/2001	314,736	n/a	147,681	2,289	0	285	0	
01V-199	01818	6	3Q-01	4Q-02	9/8/2001	9/14/2001	e	257,438	n/a	173,688	1,022	0	121	0
01V-207	01820	6	3Q-01	4Q-02	7/9/2001	11/19/2001	f	48,788	n/a	42,814	12	0	25	0
01V-227	01821	6	3Q-01	4Q-02	7/26/2001	7/27/2001	g	1,280,814	788,888	287,312	1,324	0	383	0
01V-230	01822	6	3Q-01	4Q-02	8/29/2001	8/29/2001	285,537	3,689	180,557	1,905	0	816	0	
01V-268	01824	6	3Q-01	4Q-02	8/20/2001	8/20/2001	1,087,418	38,181	788,648	1,168	0	317	0	
01V-281	01825	6	3Q-01	4Q-02	8/28/2001	9/13/2001	iv	807,992	78	657,885	358	0	375	0
01V-282	01826	6	3Q-01	4Q-02	8/28/2001	8/13/2001	v	421,318	9,708	388,358	138	0	270	0

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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 addresses 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 / 01504**
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 18, 2002.
- d/ **02V-006 / 02032**
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-180 / 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 6, 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 / 01829**
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 18, 2001.
- g/ **01V-227 / 01831**
Letters were mailed to 1,280,413 owners from July 28, 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 / 01825**
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-282 / 01828**
For customer satisfaction purposes, owner letters for this campaign were bundled with owner letters for 01S26. Letters were mailed to 425,218 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.