

NVS-200



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

23-JAN-2008
2008 MAR 11 PM 12:32

Reference No.
10215750

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ALGER State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1LNHM82W [REDACTED] Make LINCOLN Model TOWN CAR Model Year 2001
Date Purchased 01-JAN-05 Dealer's Name and Telephone Number CRAPEOL LINCOLN MERCURY Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City MT. PLEASANT State MI Zip Code 48858
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 140000 AIR BAGS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 18-JAN-2008 Failure Mileage 89000 Failure Speed 40/16 AIR BAG PASSENGER SIDE ~~DRIVER~~ ^{SEAT}

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R15) _____
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: _____
Tire Component Code _____ Tire Failure Type _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available):

TL*THE CONTACT OWNS A 2001 LINCOLN TOWN CAR. WHILE DRIVING 40 MPH, THE SIDE AIR BAG DEPLOYED FOR NO APPARENT REASON. AS A RESULT, THE CONTACT'S WIFE WAS PUSHED ACROSS THE FRONT SEAT. THE DEALER AND MANUFACTURER STATED THAT THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER NHTSA CAMPAIGN ID NUMBER 00V270000 (AIR BAGS). THE AIR BAGS WERE REPAIRED AT THE COST OF \$800. THE FAILURE AND CURRENT MILEAGES WERE 89,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Driving South on Baych Rd. At 10 mi per hr because there were turkeys in road, when they began to pick up speed the passenger side Air Bag activated and struck my wife across the front seat. on contacting fmc they said the problem had been replaced, if i was driving down an interstate cruise control set at 70 & it activated on my side there would be a serious accident. How would you like to drive down the road worrying about your Air Bag activating.

ATTACH ADDITIONAL SHEETS IF NECESSARY \$800 to Repair

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

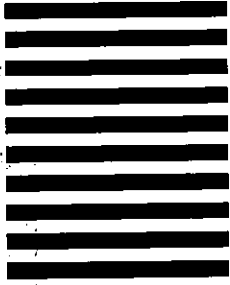


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

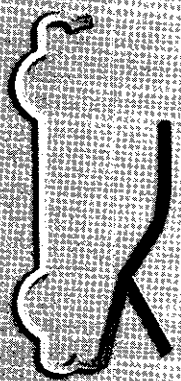
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rbf

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.
Thank you for your cooperation.

Sincerely,

Ronald B. Fields, Chief
Correspondence Research Division
Enforcement

Enclosure: VOQ



00V270000: RESTRAINT CONTROL MODULE**NHTSA RECALL BULLETIN**

Reference Number(s): 00V270000

ARTICLE BEGINNING**VEHICLE DESCRIPTION**

Model(s): 2001 Ford Crown Victoria; 2001 Ford Windstar; 2001 Lincoln Town Car; 2001 Mercury Grand Marquis

Campaign No: 00V270000

Mfg. Campaign No: 00S26

Number of Affected Vehicles: 18500

Beginning Date of Manufacture: 2000 MAR

Ending Date of Manufacture: 2000 SEP

Passenger vehicles, Limousines, and Mini Vans. These vehicles were built with a newly designed restraint control module (RCM).

DESCRIPTION AND CONSEQUENCE OF DEFECT

In some cases, the RCM does not recognize certain system faults that could result in an air bag or seat belt pre-tensioner unexpectedly activating during the self-test sequence at vehicle start-up. This condition could result in personal injury.

CORRECTIVE ACTION

Dealers will replace the RCM in these vehicles.

OWNER NOTIFICATION

Owner notification began September 14, 2000. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-dash-2-dot (1-888-327-4236).

ADDITIONAL INFORMATION

The National Highway Traffic Safety Administration operates Monday through Friday from 8:00 AM to 4:00 PM, Eastern Time. For more information call (800) 424-9393 or (202) 366-0123. For the hearing impaired, call (800) 424-9153.

Receipt for RD-108 Dealer Transaction

**APPLICATION FOR MICHIGAN
TITLE AND REGISTRATION**

Dealer **KRAPOHL FORD LINCOLN MERCURY CO**
 Address **1415 E PICKARD**
 City **MT PLEASANT MI 48858**

| |
|---|
| Dealer License No. [REDACTED] |
| Odometer 076848 A |
| A = Actual mileage B = Not actual mileage C = Exceeds mechanical limits of odometer |

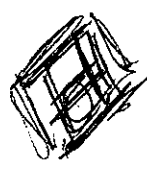
| |
|--|
| Transaction Type: <p style="text-align: center;">TRANSFER TITLE ONLY</p> |
|--|

| | | | | |
|---|------------------------|----------------------------------|-------------------------------------|-------------------------------|
| Validation: 10062005 T4 S279 243 0208 15.00 243S2790208 076848 A *NO S.I. RECORDED* | | | | |
| Plate No. | Expires on | Months | | |
| Year 2001 | Make LINCOLN | Body Style 4 DOOR | Code | County 26 |
| Vehicle No. 1LNHM82W61 [REDACTED] | | Fee Cat. or Wt. 000041 | License Fee 0.00 | |
| Driver License No./PIDs of All Owners/Lesseees [REDACTED] | | | Title 15.00 | Title Late Fee 0.00 |
| Complete Name(s) and Address(es) of All Owners or Lessors [REDACTED] ALGER MI [REDACTED] | | | Tax 0.00 | Transfer Fee 0.00 |
| Complete Name(s) and Address(es) of Lessees | | | Total 15.00 | |
| | | | Full Rights to Survivor N | |

| | |
|--|-----------------|
| First Secured Interest NONE | Filing Date |
| Second Secured Interest NONE | Filing Date |
| Purchase Price of Vehicle | 11582.08 |

Print Page Click Here

Nov 28
2000
Recall



OASIS RESULT:
1LNHM82W61

01/21/2008
14:04:17
FCXWS447

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VEHICLE INFORMATION

VEHICLE DESCRIPTION
2001 TOWN CAR
TRANSMISSION
4R70W 4 SPD AUTO

BODY STYLE
4 DR SEDAN SIGNATURE
AXLE CODE
JY

ENGINE
4.6L SOHC (ROMEO)
ENGINE CALIBRATION
1VC1SB0A

WARNING MESSAGES

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

ARN MESSAGES

GENERAL WARRANTY INFORMATION

WARRANTY START DATE
11/07/2000

BUILD DATE
08/21/2000

SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

05N04
MAY BE ELIGIBLE FOR EXTENDED COVERAGE-COMPOSITE INTAKE MANIFOLD. NOTE: REFUND PERIOD HAS EXPIRED. SEE FSA 05N04 BULLETIN FOR EXTENDED COVERAGE ELIGIBILITY AND CLAIMING INSTRUCTIONS.

EXTENDED COVERAGES

0875 - EXPIRED
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME: VALUED LINCOLN CUSTOMER
OPTIONS:
EXPIRATION DATE: 03/07/2004
DISTANCE: 40,000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 48440
ESP CONTRACT START DATE: 11/07/2000

RCM
Codes in system
* B 1231
* B 2295

Customer Service
1-800-392-3473

WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

Click Here for Full Warranty History

SYMPTOM CODE INFORMATION

104000 - BODY RESTRAINT SYSTEMS

SPECIAL SERVICE MESSAGES

CONF- 10215-750

17533 2001-2004 TOWN CAR - AIR BAG LIGHT ON WITH DTC B2477 - PMI SERVICE TIP

SOME 2001-2004 LINCOLN TOWN CARS MAY EXHIBIT AN AIR BAG LIGHT ON WITH DIAGNOSTIC TROUBLE CODE (DTC) B2477 (MODULE CONFIGURATION FAULT) STORED IN MEMORY. TO SERVICE, PERFORM PROGRAMMABLE MODULE INSTALLATION PROCEDURE ON THE RESTRAINT CONTROL MODULE (RCM) USING NGS SERVICE CARD VERSION 11.0 OR HIGHER. AFTER THE RCM HAS BEEN SUCCESSFULLY CONFIGURED, AND BEFORE THE IGNITION IS SWITCHED OFF, INSTALL NGS DIAGNOSTIC CARD 21.0 OR HIGHER AND CLEAR CONTINUOUS DTC'S IN THE RCM. THE DTC MUST BE CLEARED IN THE SAME IGNITION CYCLE THE PROGRAMMING WAS PERFORMED FOR THE DTC TO CLEAR. REFER TO SECTION 418-01 OF THE TOWN CAR ONLINE WORKSHOP MANUAL FOR MORE INFORMATION REGARDING PROGRAMMABLE MODULE INSTALLATION.

EFFECTIVE DATE: 02/02/2004

16161 2000-2003 LINCOLN LS & TOWN CAR AND 2000-2002 CONTINENTAL - VIN DOWNLOAD PROCEDURE FOR RESCU MODULE (VEMS)

2000-2003 LINCOLN LS & TOWN CAR AND 2000-2002 CONTINENTAL WITH THE OPTIONAL VEHICLE COMMUNICATION SYSTEM REQUIRE THAT THE TELEMATICS CONTROL MODULE (RESCU OR VEMS MODULE) BE CONFIGURED AND A VIN DOWNLOAD BE PERFORMED IF REPLACED IN SERVICE OR A DTC B2477 WILL BE STORED. CONFIGURE THE MODULE USING THE PMI PROCEDURE FOUND IN WORKSHOP MANUAL SECTION 418-01. TO PERFORM THE VIN DOWNLOAD, USE NGS WITH THE SERVICE CARD, SELECT SERVICE BAY FUNCTIONS, RESCU MODULE, VIN DOWNLOAD, SELECT THE VEHICLE TYPE, MANUALLY ENTER THE VIN, HIT EITHER STORE OR TRIGGER. AFTER DOWNLOAD IS COMPLETE, LEAVE THE KEY IN RUN POSITION FOR 15 MINUTES TO STORE DOWNLOAD. LASTLY, CYCLE THE KEY AND VERIFY THAT DTC B2477 IS NOT PRESENT. DTC B2477 INDICATES THAT EITHER THE MODULE CONFIGURATION OR THE VIN DOWNLOAD WERE UNSUCCESSFUL.

EFFECTIVE DATE: 08/21/2002

TECHNICAL SERVICE BULLETINS

07-12-03

2001-2007 VARIOUS VEHICLES - RCM FAULT REPORTING USING DTCS AND BIT-MAPPED PARAMETER IDENTIFIERS (PIDS) - SERVICE TIPS

VARIOUS 2001-2007 VEHICLES ARE EQUIPPED WITH A RESTRAINTS CONTROL MODULE (RCM) THAT REPORT DIAGNOSTIC TROUBLE CODES (DTCS) WHICH PROVIDE GENERAL FAULT INFORMATION. THESE DTCS REQUIRE ACCESSING THE ASSOCIATED BIT-MAPPED PIDS (FAULT PIDS) TO IDENTIFY THE SPECIFIC FAULT. MOST 2001-2006 WORKSHOP MANUALS (WSM) WERE WRITTEN USING NEW GENERATION STAR TESTER (NGS) TERMINOLOGY AND NAVIGATION WHICH DOES NOT TRANSLATE WELL WHEN USING INTEGRATED DIAGNOSTIC SYSTEM (IDS), PORTABLE DIAGNOSTIC SOFTWARE (PDS) OR WORLDWIDE DIAGNOSTIC SYSTEM (WDS). REFER TO THE INFORMATION AND PROCEDURES BELOW TO ASSIST WITH NAVIGATION OF BOTH THE WSM AND THE SCAN TOOL BEING USED.

See TSB for complete details

EFFECTIVE DATE: 06/07/2007

06-26-08

2001-2003 MULTIPLE VEHICLES - RESTRAINT SYSTEM - AIR BAG DEPLOYMENT STRATEGY WITH ADVANCED RESTRAINT SYSTEM

ON SOME 2001-2003 VEHICLES, QUESTIONS ABOUT THE OPERATION OF THE AIR BAG SYSTEM MAY OCCUR WITH NORMAL AIR BAG/PRE-TENSIONER DEPLOYMENT STRATEGIES. EXAMPLE: THE PASSENGER AIR BAG MAY DEPLOY WHEN THE DRIVER AIR BAG DOES NOT DEPLOY. THIS TSB IS PROVIDED AS A RESOURCE TO BETTER UNDERSTAND THE SYSTEM OPERATION AND ADDRESS CUSTOMER INQUIRIES ABOUT THE OPERATION OF THE ADVANCED RESTRAINT SYSTEM EQUIPPED IN THESE VEHICLES. REFER TO THE TSB SERVICE INFORMATION FOR DETAILS.

See TSB for complete details

EFFECTIVE DATE: 12/26/2006

TSB 06-26-8 (Continued)

Given the differing threshold levels for the activation of the safety belt pretensioners and front impact airbags, a number of different deployment scenarios may occur as a result of different combinations of frontal crash severities and safety belt use. Thus, in the example discussed here (belted driver, unoccupied front passenger seat, low-to-moderate impact severity), the deployment scenario may be one in which the safety belt pretensioner deploys for the BELTED driver while the front passenger airbag deploys for the UNBELTED position. Therefore, deployment of only one of the airbags is not cause for concern but reflects advancement in safety system technology.

WARRANTY STATUS: Information Only

FORD:

2001-2002 Crown Victoria
2002 Taurus
2001-2002 Windstar
2003 Expedition

LINCOLN:

2001 Town Car
2003 Navigator

MERCURY:

2001-2002 Grand Marquis
2002 Sable

ISSUE

This article supersedes TSB **02-17-5** to update the vehicle application and model years. Questions about the operation of the air bag system may occur with normal air bag/pre-tensioner deployment strategies. Example: the passenger air bag may deploy when the driver air bag does not deploy.

ACTION

This TSB is provided as a resource to better understand the system operation and address customer inquiries about the operation of the Advanced Restraint System equipped in these vehicles. Refer to the following Service Information for details.

SERVICE INFORMATION**Advanced Restraint System Overview:**

2001-2002 Crown Victoria/Grand Marquis, Windstar, 2003 Expedition/Navigator, 2001 Town Car, and 2002 Taurus/Sable are equipped with the Advanced Restraint System that manages deployment of the driver air bag, front passenger air bag, driver safety belt pretensioner, and the passenger safety belt pretensioner separately. The Advanced Restraint System has the ability to shift the frontal air bag deployment thresholds based on crash severity and whether the safety belt is buckled or not. In some circumstances only the driver airbag or only the passenger airbag may deploy as explained below.

Normal System Operation Example:

The most common example that causes customer questions is one in which the driver is belted, the front passenger seat is unoccupied, and the vehicle experiences a low-to-moderate severity frontal collision. In this scenario, the customer may observe that only the front passenger airbag deploys. Because the driver observes the deployment of a single air bag, the customer may be concerned that the restraint system is not working properly. The customer's concern may be addressed with the understanding that the system independently tailors protection for belted and unbelted occupants.

There are different threshold levels of crash severity that initiate activation of the advanced restraint deployable technologies. Safety belt pretensioners have the lowest activation threshold and may activate without any airbag deployments. The driver and front passenger airbag deployment thresholds for UNBELTED occupants may be the same or slightly higher than the safety belt pretensioner threshold. The driver and front passenger airbag activation thresholds for BELTED occupants have the higher levels.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

Standard Claims List For Model Year 2001

Detailed Vehicle Specification

| VIN | VEH LINE | MKT DERIV | BODY CAB | VER SERIES | DRIVE TYPE | PLT CD | TRS CD | ENG CD | PROD DATE | WARR DATE | SELLING DEALER | SELL CNT | TIS | WCC | CPSC_6 | PREF | BASE | SUFF | CCC | CD | DIST (Miles) |
|-----------------------|----------|--|------------------|------------|------------------------------------|-------------------|------------|--------|--------------------|-----------|----------------|-----------------|------|----------------|--------|--------------------------------|------|------------------------|-----|-------|--------------|
| 1LNHM82W61 | CVC | L | CFC | * | C/B | BA | C/DU | C/VN | 21-07- AUG-2000 | NOV-2000 | 325213 | USA 1 | * | * | * | * | * | * | * | * | 786 |
| AWS Claim Key: | | 346739 | Trx Code: | | 00S26 | Labor Hrs: | | 1.8 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 11602 - * | Name: | | STADIUM LINCOLN-MERCURY | | Ph: | | 813-8869222 | | St: FL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: 28-NOV-2000- | | Doc #: 41464403 | | | |
| Cust Comments: | | RESTRAINT CONROL MODULE 00S26 | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | PERF RECALL REPLACE RESTRINT MODULE ASSY 1 | | | | | | | | | | | | | | | | | | | |
| 1LNHM82W61 | CVC | L | CFC | * | C/B | BA | C/DU | C/VN | 21-07- AUG-2000 | NOV-2000 | 325213 | USA 5 | 7T10 | 191001 | * | 13C788 | * | E40 | 42 | 3846 | |
| AWS Claim Key: | | 1093371 | Trx Code: | | 2 | Labor Hrs: | | 0.6 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04994 - * | Name: | | HERITAGE FORD | | Ph: | | 813-9077800 | | St: FL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: 28-MAR-2001 | | Doc #: 12724501 | | | |
| Cust Comments: | | HORN DOES NOT SOUND WHEN ALARM IS SET AND CUST CANNOT CHANGE ENTRY CODE ON KEYLESS PAD | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 1 CHECK KEYLESS SYSTEM, FOUND CODE CUSTOMER HAD WAS INCORRECT. CORRECT CODE RETRIEVED THROUGH VEHICLE | | | | | | | | | | | | | | | | | | | |
| 1LNHM82W61 | CVC | L | CFC | * | C/B | BA | C/DU | C/VN | 21-07- AUG-2000 | NOV-2000 | 325213 | USA 11 | * | * | * | * | * | * | * | * | 12367 |
| AWS Claim Key: | | 3999487 | Trx Code: | | 01S21 | Labor Hrs: | | 0.3 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04935 - * | Name: | | JARRETT FORD MERCURY LINCOLN, INC. | | Ph: | | 352-5676711 | | St: FL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: 28-SEP-2001 | | Doc #: 02605001 | | | |
| Cust Comments: | | CUSTOMER REQUESTS CHECK AND OR PREFORM RECALL IF NEEDED 01S21 | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | RECALL HAS BEEN PREFORMED. 01S21 | | | | | | | | | | | | | | | | | | | |
| 1LNHM82W61 | CVC | L | CFC | * | C/B | BA | C/DU | C/VN | 21-07- AUG-2000 | NOV-2000 | 325213 | USA 18 | 1H03 | 030804 | YF1Z | 9J460 | AC | E29 | 42 | 18986 | |
| AWS Claim Key: | | 7738843 | Trx Code: | | S07 | Labor Hrs: | | 1.4 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04935 - * | Name: | | JARRETT FORD MERCURY LINCOLN, INC. | | Ph: | | 352-5676711 | | St: FL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: 02-APR-2002 | | Doc #: 03336401 | | | |
| Cust Comments: | | CUSTOMER STATES CHECK ENGINE LIGHT ON | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | VERIFY CONCERN;ROADTEST VEHICLE HOOKED UP NGS RUN DCL DISPLAY ROADTEST WITH NGS IN RECORD MODE FOUND DPFE | | | | | | | | | | | | | | | | | | | |
| 1LNHM82W61 | CVC | L | CFC | * | C/B | BA | C/DU | C/VN | 21-07- AUG-2000 | NOV-2000 | 325213 | USA 23 | 6Y05 | 000001 | * | MAINT | * | A96 | 82 | 24848 | |
| AWS Claim Key: | | 10593178 | Trx Code: | | 0875S | Labor Hrs: | | 0.7 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04935 - * | Name: | | JARRETT FORD MERCURY LINCOLN, INC. | | Ph: | | 352-5676711 | | St: FL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: 05-SEP-2002 | | Doc #: 03891401 | | | |
| Cust Comments: | | 25,000 MILE SERVICE LOF & ROTATE | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 25,000 MILE INTERVAL CHANGE ENGINE OIL AND FILTER,LUBRICATE CHASSIS PERFORM MULTIPOINT INSPECTION,ROTATE TIRES | | | | | | | | | | | | | | | | | | | |

05-18-07

2000-2006 VARIOUS VEHICLES: WIRING - SOLDERING AND CRIMPING REPAIRS - SERVICE TIPS

WIRE HARNESS REPAIRS ARE SUPPORTED THROUGH THE AVAILABILITY OF INDIVIDUAL COMPONENTS SUCH AS: WIRE TERMINALS WITH MACHINE CRIMPED PIGTAILS, HARD SHELL CONNECTORS, DUAL WALL HEAT SHRINK TUBING, COMPLETE, LOADED, WIRING PIGTAIL KITS. INFORMATION ON THE PIGTAIL AND TERMINAL REPAIR KITS CAN ALSO BE ACCESSED BY TECHNICIANS VIA THE PTS WEB SITE. TO ACCESS ON PTS: SELECT THE YEAR/MODEL OF THE VEHICLE ON THE PTS HOME PAGE, SELECT THE WIRING TAB, SELECT THE LINK TO THE PIGTAIL OR TERMINAL REPAIR KIT AT THE TOP RIGHT OF SCREEN. ADDITIONAL SERVICE INFORMATION CONTAINED IN THIS TSB DETAILING WIRE FOLDING, SOLDERING, AND CRIMPING TECHNIQUES MAY BE HELPFUL.

See TSB for complete details
EFFECTIVE DATE: 08/29/2005

05-16-11

2000-2006 VARIOUS VEHICLES: SAFETY BELT RETRACTION SPEED

A SERVICE KIT IS NOW AVAILABLE TO IMPROVE SAFETY BELT RETRACTION SPEED. SEE THE TSB PART APPLICATION CHART AND SELECT THE APPROPRIATE KIT. FOLLOW THE INSTRUCTION SHEET INCLUDED IN THE KIT. REFER TO WORKSHOP MANUAL SECTION 501-20A FOR ADDITIONAL INFORMATION.

See TSB for complete details
EFFECTIVE DATE: 08/10/2005

05-03-10

1999-2005 VARIOUS VEHICLES: SAFETY BELT WEB STOP BUTTON SERVICE

TO SERVICE A SAFETY BELT WEB STOP BUTTON (THE BUTTON THAT KEEPS THE BELT TONGUE FROM SLIDING DOWN WHEN NOT IN USE), A SERVICE KIT IS NOW AVAILABLE. INSTALL THE SAFETY BELT BUTTON KIT, DO NOT REPLACE THE ENTIRE SAFETY BELT ASSEMBLY. FOLLOW THE SERVICE PROCEDURE IN THE INSTRUCTION SHEET THAT COMES WITH THE KIT. REFER TO SECTION 501-20A OF THE APPROPRIATE MODEL YEAR WORKSHOP MANUAL FOR ADDITIONAL INFORMATION IF NEEDED. ONE KIT WILL REPAIR ONE SEAT BELT BUTTON.

See TSB for complete details
EFFECTIVE DATE: 02/09/2005

04-25-15

2001-2005 VARIOUS VEHICLES: DIAGNOSTIC TROUBLE CODE (DTC) B1342 - RESTRAINT CONTROL MODULE (RCM) - DIAGNOSTIC SERVICE TIP

SOME VEHICLES MAY EXHIBIT THE AIRBAG WARNING INDICATOR ILLUMINATED AND DTC B1342 PRESENT IN THE RESTRAINT CONTROL MODULE (RCM). THE DTC CAN BE SET BY AN IMPACT SEVERITY (CRASH) SENSOR, SHORTED AIRBAG WIRING, OR THE RCM. DETERMINE WHETHER THE VEHICLE IS EQUIPPED WITH SIDE AIRBAGS, OR NOT. FOLLOW THE APPROPRIATE TSB SERVICE PROCEDURE TO DETERMINE THE CAUSE.

See TSB for complete details
EFFECTIVE DATE: 12/15/2004

02-13-04

ELECTRICAL - AIR BAG WARNING LAMP ILLUMINATED WITH DIAGNOSTIC TROUBLE CODE (DTC) B2295 STORED IN MEMORY: INSTALL SERVICE WIRING HARNESS OVERLAY KIT, PART NUMBER 2W1Z-14B455-AA, USING THE INSTRUCTION SHEET FOUND IN THE REPAIR KIT.

SOME VEHICLES MAY EXHIBIT AN ILLUMINATED AIR BAG WARNING LAMP WITH DIAGNOSTIC TROUBLE CODE (DTC) B2295, WITH LIGHT FLASHING CODE 22 (DRIVER SEAT SIDE AIR BAG CIRCUIT FAULT), OR LIGHT FLASHING CODE 23 (PASSENGER SEAT SIDE AIR BAG CIRCUIT FAULT). THIS MAY BE CAUSED BY AIR BAG WIRING HARNESS. INSTALL SERVICE WIRING HARNESS OVERLAY KIT, PART NUMBER 2W1Z-14B455-AA, USING THE INSTRUCTION SHEET FOUND IN THE REPAIR KIT.

See TSB for complete details
EFFECTIVE DATE: 06/28/2002

203200 - ELECTRICAL WIRING-GENERAL

SPECIAL SERVICE MESSAGES

19452 1996-2007 MULTIPLE VEHICLES - USE OF AFTERMARKET LAMPS - DO NOT USE HIGH WATTAGE BULBS

SEVERAL AFTERMARKET COMPANIES OFFER REPLACEMENT HEADLAMP BULBS OF A HIGHER WATTAGE RATING THAN OEM STOCK BULBS. THESE BULBS ARE NOT DOT APPROVED AND ARE TYPICALLY SOLD WITH THE DISCLAIMER OF 'FOR OFF-ROAD USE ONLY'. IN ADDITION TO POSSIBLY BEING ILLEGAL FOR STREET USE, THE BULBS ALSO DRAW MUCH MORE CURRENT THAN OEM BULBS. THIS INCREASED CURRENT CAN RESULT IN ACTUATION OF THE SHORT-CIRCUIT PROTECTION FEATURE (LOOKING LIKE BULB BURNOUT), OR DAMAGE TO THE HEADLAMP SWITCH, MULTIFUNCTION SWITCH, WIRING, WIRING CONNECTORS, OR EVEN THE HEADLAMP ASSEMBLIES THEMSELVES. THESE HIGH-WATTAGE AFTERMARKET BULBS SHOULD BE REPLACED WITH OEM BULBS, AND CUSTOMERS ADVISED NOT TO USE THEM.

EFFECTIVE DATE: 10/26/2006

19330 1998-2006 MULTIPLE VEHICLES - 1313131313 KEYLESS ENTRY CODE

WHEN ATTEMPTING TO RETRIEVE THE FACTORY SET KEYLESS ENTRY KEYPAD CODE USING IDS/PDS/WDS, A KEYPAD CODE OF 1313131313 MAY BE RETRIEVED. THE PRESENCE OF THIS CODE TYPICALLY INDICATES THE VEHICLE IS EQUIPPED WITH A DEALER INSTALLED ACCESSORY KEYPAD INSTEAD OF A FACTORY INSTALLED SYSTEM. IF CODE 1313131313 IS PRESENT DO NOT REPLACE ANY COMPONENTS. REFER TO TSB 06-15-08 FOR DIAGNOSTIC INFORMATION ON THIS DEALER INSTALLED ACCESSORY KEYPAD.

EFFECTIVE DATE: 08/24/2006

17828 1998-2004 TOWN CAR - VARIOUS INTERMITTENT/CONSTANT ELECTRICAL CONCERNS

SOME 1998-2004 TOWN CARS MAY EXHIBIT VARIOUS INTERMITTENT/CONSTANT ELECTRICAL SYSTEM CONCERNS. EVALUATE THE POWER DISTRIBUTION BOX (PDB) FOR CONDITIONS OF INTERMITTENT OR CONSTANT ELECTRICAL ISSUES. IF MOISTURE IN THE PDB IS IDENTIFIED AS THE CAUSE, THEN REPLACE THE PDB/WIRE HARNESS ASSEMBLY AND SEAL ALL HOLES IN THE INNER FENDER LINER UNDER AND NEAR THE PDB WITH RTV SILICONE TO PREVENT RECURRENCE.

EFFECTIVE DATE: 05/28/2004

16819 1999-2003 VARIOUS VEHICLES - NO CRANK, NO START

SOME 1999-2003 VEHICLES MAY EXHIBIT A NO CRANK, NO START CONDITION. THIS MAY BE DUE INADEQUATE TORQUE OF THE STARTER SOLENOID TERMINAL NUTS. TO SERVICE, CHECK THE INTEGRITY OF THE B+ TERMINAL AND S TERMINAL TORQUE. THE B+ TERMINAL NUT SHOULD BE TORQUED TO 12 +/- 1.8 NM AND THE S TERMINAL NUT SHOULD BE TORQUED TO 5.4 +/- 0.9 NM. IF THE CONCERN IS STILL PRESENT, CONTINUE WITH APPROPRIATE PC/ED DIAGNOSTICS.

EFFECTIVE DATE: 05/06/2003

15893 A NEW COOLING FAN RESISTOR FOR 2000-2002 CROWN VIC., GRAND MARQ., TOWN CAR

SOME 2000-2002 CROWN VICTORIA/GRAND MARQUIS AND TOWN CAR MAY EXHIBIT AN INOPERATIVE ENGINE COOLING FAN. THIS MAY BE CAUSED BY THE COOLING FAN RESISTOR. THE RESISTOR IS SERVICED AS A SEPARATE COMPONENT. A NEW COOLING FAN RESISTOR PART NUMBER 2W7Z-9A819-AA HAS BEEN RELEASED FOR SERVICE. WHEN REPLACING THE RESISTOR, TAKE CARE NOT TO BREAK THE PLASTIC RETAINING TABS ON THE FAN SHROUD. IF THE TABS BREAK THE FAN SHROUD MUST BE REPLACED.

EFFECTIVE DATE: 05/14/2002

TECHNICAL SERVICE BULLETINS

06-21-19

1997-2007 MULTIPLE VEHICLES - HEATER CORE LEAKAGE AND ELECTROLYSIS (INFORMATION ONLY)

THE MAJORITY OF REPEAT HEATER CORE LEAKS ARE DUE TO HIGH FLOW RATE OR USE OF POOR QUALITY COOLANT. HOWEVER, ELECTROLYSIS SHOULD ALSO BE CHECKED, ESPECIALLY WHEN REPEAT REPAIRS HAVE OCCURRED. IF THE HEATER CORE IS LEAKING, REVIEW THE LOCATION OF THE LEAKAGE AND CHECK THE CONDITION OF THE COOLANT.

See TSB for complete details
EFFECTIVE DATE: 10/18/2006

06-15-08

1998-2006 MULTIPLE VEHICLES - KEYPAD DIAGNOSTICS - DEALER INSTALLED ACCESSORY

SOME VEHICLES MAY EXPERIENCE A CONCERN WITH THE KEYLESS ENTRY KEYPAD. IN ORDER TO PROPERLY DIAGNOSE THE CONCERN WITH THE KEYLESS ENTRY KEYPAD, IT IS IMPORTANT TO IDENTIFY WHETHER THE KEYPAD IS A FACTORY INSTALLED STYLE (WIRED) OR A GENUINE FORD ACCESSORY (GFA) RADIO FREQUENCY (RF) STYLE KEYPAD. USE THE TSB SERVICE PROCEDURE TO IDENTIFY GFA RF KEYPADS AND PROVIDE DIAGNOSTIC SERVICE TIPS.

See TSB for complete details
EFFECTIVE DATE: 07/20/2006

05-18-07

2000-2006 VARIOUS VEHICLES: WIRING - SOLDERING AND CRIMPING REPAIRS - SERVICE TIPS

WIRE HARNESS REPAIRS ARE SUPPORTED THROUGH THE AVAILABILITY OF INDIVIDUAL COMPONENTS SUCH AS: WIRE TERMINALS WITH MACHINE CRIMPED PIGTAILS, HARD SHELL CONNECTORS, DUAL WALL HEAT SHRINK TUBING, COMPLETE, LOADED, WIRING PIGTAIL KITS. INFORMATION ON THE PIGTAIL AND TERMINAL REPAIR KITS CAN ALSO BE ACCESSED BY TECHNICIANS VIA THE PTS WEB SITE. TO ACCESS ON PTS: SELECT THE YEAR/MODEL OF THE VEHICLE ON THE PTS HOME PAGE, SELECT THE WIRING TAB, SELECT THE LINK TO THE PIGTAIL OR TERMINAL REPAIR KIT AT THE TOP RIGHT OF SCREEN. ADDITIONAL SERVICE INFORMATION CONTAINED IN THIS TSB DETAILING WIRE FOLDING, SOLDERING, AND CRIMPING TECHNIQUES MAY BE HELPFUL.

See TSB for complete details
EFFECTIVE DATE: 08/29/2005

04-25-15

2001-2005 VARIOUS VEHICLES: DIAGNOSTIC TROUBLE CODE (DTC) B1342 - RESTRAINT CONTROL MODULE (RCM) - DIAGNOSTIC SERVICE TIP

SOME VEHICLES MAY EXHIBIT THE AIRBAG WARNING INDICATOR ILLUMINATED AND DTC B1342 PRESENT IN THE RESTRAINT CONTROL MODULE (RCM). THE DTC CAN BE SET BY AN IMPACT SEVERITY (CRASH) SENSOR, SHORTED AIRBAG WIRING, OR THE RCM. DETERMINE WHETHER THE VEHICLE IS EQUIPPED WITH SIDE AIRBAGS, OR NOT. FOLLOW THE APPROPRIATE TSB SERVICE PROCEDURE TO DETERMINE THE CAUSE.

See TSB for complete details
EFFECTIVE DATE: 12/15/2004

04-24-05

1999-2005 VARIOUS VEHICLES: REAR WINDOW DEFROSTER GRID/INTEGRAL ANTENNA DIAGNOSIS AND REPAIR - TERMINAL TAB REPAIR

SOME VEHICLES MAY EXHIBIT INOPERATIVE ELECTRIC REAR WINDOW DEFROSTER (HEATED BACK LITE) GRID LINES, INTEGRAL ANTENNA CONCERNS CAUSING RADIO RECEPTION ISSUES OR TERMINAL TABS PULLED FROM THE REAR WINDOW GLASS. FOLLOW THE DIAGNOSTIC AND REPAIR PROCEDURES IN THE TSB TO INSPECT AND SERVICE REAR DEFROSTER GRID LINES, INTEGRAL

ANTENNA CONCERNS OR BROKEN TERMINAL TABS.

See TSB for complete details
EFFECTIVE DATE: 11/19/2004

02-17-06

1992-2003 VARIOUS VEHICLES - LAMP - BRAKE - INADVERTENT DISABLING OF BRAKE SHIFT INTERLOCK

CORPORATE, MUNICIPAL, OR POLICE FLEETS MAY HAVE HAD THEIR FORD MOTOR COMPANY VEHICLE MODIFIED TO FLASH THE BRAKE LAMPS WHENEVER THE "POLICE LIGHTS" OR OTHER AFTERMARKET LIGHTS ARE TURNED ON. THESE ADDED "POLICE LIGHTS" HAVE THE POTENTIAL TO DISABLE THE BRAKE SHIFT INTERLOCK SYSTEM. THE BRAKE SHIFT INTERLOCK FEATURE PREVENTS THE VEHICLE FROM BEING SHIFTED FROM PARK UNLESS THE BRAKE PEDAL IS DEPRESSED. DISABLING OF THE BRAKE SHIFT INTERLOCK FEATURE MAY ENABLE THE OPERATOR TO INADVERTENTLY APPLY THE ACCELERATOR INSTEAD OF THE BRAKE PEDAL WHEN SHIFTING FROM PARK TO DRIVE OR REVERSE GEARS. INSTALLATION OF WARNING LIGHTS SHOULD ONLY BE PERFORMED WITH A COMPLETELY SEPARATE ELECTRICAL SYSTEM, WITHOUT CONNECTION TO ANY EXISTING VEHICLE WIRING.

See TSB for complete details
EFFECTIVE DATE: 08/26/2002

02-13-06

BRAKES - STOPLAMPS INOPERATIVE - ELECTRICAL - TRANSMISSION SHIFT INTERLOCK INOPERATIVE - SERVICE REPAIR KIT FOR BRAKE PEDAL POSITION SWITCH WIRING CONNECTOR: INSTALL AN UPDATED ELECTRICAL CONNECTOR AND PIGTAIL, REFER TO THE TSB SERVICE PROCEDURE FOR DETAILS.

THE BRAKE SHIFT INTERLOCK MAY BE INOPERATIVE ON SOME VEHICLES, NOT ALLOWING THE OPERATOR TO MOVE THE SHIFT LEVER FROM THE PARK POSITION. STOP LAMP OPERATION MAY ALSO BE AFFECTED. THIS MAY BE CAUSED BY A DEFORMED BRAKE PEDAL POSITION SWITCH ELECTRICAL CONNECTOR. RESTORE BRAKE PEDAL POSITION SWITCH OPERATION BY INSTALLING AN UPDATED ELECTRICAL CONNECTOR AND PIGTAIL. REFER TO THE TSB SERVICE PROCEDURE FOR DETAILS.

See TSB for complete details
EFFECTIVE DATE: 06/28/2002

01-10-12

WIRING - WIRE HARNESS TERMINAL REPAIR KIT AND WIRE SPLICE PROCEDURE: IF WIRING REPAIRS ARE REQUIRED, DEALERS CAN OBTAIN A KIT BY USING THE TSB ORDER FORM. PRICING INFORMATION IS INCLUDED FOR THE COMPLETE BOXES AND RESTOCKING MERCHANDISE FOR THE INDIVIDUAL DRAWERS.

A WIRE HARNESS TERMINAL REPAIR KIT IS AVAILABLE FOR REPAIRING ELECTRICAL WIRING HARNESSES. THIS KIT ALLOWS THE DEALER TO REPAIR BROKEN OR CORRODED TERMINALS INSTEAD OF REPLACING AN ENTIRE WIRING HARNESS. IF WIRING REPAIRS ARE REQUIRED, DEALERS CAN OBTAIN A KIT BY USING THE TSB ORDER FORM. PRICING INFORMATION IS INCLUDED FOR THE COMPLETE BOXES AND RESTOCKING MERCHANDISE FOR THE INDIVIDUAL DRAWERS. - U.S.A. - FORD COMPONENT SALES, LLC: ORDERS MAY BE CALLED IN (877)682-4276. - OR FAX COMPLETED ORDER SHEET TO (734)523-5920. - CANADA - JOBBORN MANUFACTURING LIMITED: ORDERS MAY BE CALLED INTO 800-337-0823 OR 905-336-6696. - MEXICO - FAX COMPLETED ORDER SHEET TO (734)523-5920.

See TSB for complete details
EFFECTIVE DATE: 05/23/2001

01-06-02

PASSIVE ANTI-THEFT SYSTEM (PATS) - DIAGNOSTIC SERVICE TIPS: REFER TO THE TSB PATS DIAGNOSTIC CHARTS AND TEXT FOR TIPS ON SERVICING CUSTOMER PATS CONCERNS.