

EA02-025

10-27-03

**FORD 10/27/03
LETTER TO ODI**

BOOK 5 OF 22

PART A – D

PART D

9/97

29-215177-13
1-24WA-14

DISPOSE of Copies (Check Stamp by: RETURN Faxed Copy and Stamp This	
Schedule Number:	

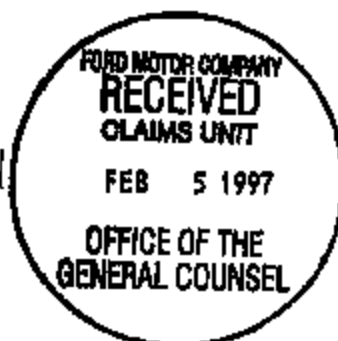
2002-005-8 11205



January 21, 1997

FORD MOTOR COMPANY
C/O PRODUCT CLAIM
3 PARKLANE BLVD - PARKLANE TOWER WEST
DEARBORN MI 48126

Claimant: #Ft Walton Beach
Claim Number: M21-011302 JDW1
Accident Date: August 15, 1995
Insured Name: Courington Leasing Corp



Madame/Sirs:

This is my second letter to you regarding this matter. I would appreciate someone looking into this matter as quickly as possible. I am attaching a copy of a letter that was sent to you back in May of 1996 along with documentation.

We insured Courington Leasing Corporation. Our insured parked his vehicle in front of a condo unit. The vehicle involved was a 1995 Mercury Grand Marquis bearing VIN #2MELM7SW45X618075. This vehicle only had approximately 13,000 miles on it at the time of the loss. This vehicle was parked in the parking lot of the condo unit and caught fire for no apparent reason. This resulted in a total loss to my insured's vehicle plus damage to the parking lot and another vehicle that was parked next to our insured's vehicle. An appraiser was sent out to inspect this vehicle and determined that the fire started from a fuel line failure in the intake area. There was not enough of this vehicle left after the fire for an expert to do a causation report.

Therefore, from the information that I was provided and by this vehicle being a fairly new vehicle, there must have been a fault in the vehicle. I am requesting reimbursement for the monies that I have paid out associated with this claim. My insured's vehicle was totaled out and the value of the vehicle was determined to be \$24,275 and with the salvage credit and payment involved, the net owed on my insured's damages alone are \$22,630. In addition, the damage to the other vehicle involved was \$2,495.76 and the damage to the parking lot of the condo was \$570. This makes a total claim of \$25,699.76. In my original letter to you, all of the salvage information was not

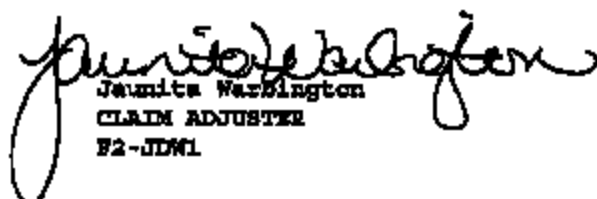
EMPLOYERS INSURANCE OF WAUSAU A Mutual Company
2897 CLAIRMONT RD • ATLANTA GA 30329-1638 • (404) 833-1451
MAILING ADDRESS: PO BOX 108667 • ATLANTA GA 30348-8667
FAX (404) 315-5440

2002-025-5 11256

January 21, 1997

included. I am again, attaching supporting documentation of this claim. I would like to hear from someone regarding this matter to prevent taking further action. I would appreciate you checking into this matter to see if there were other fires associated with this year, make and model vehicle. Please correspond with me at the address on this letter or by phone at 404-315-8422.

Thank you aksepba g


Jeannita Washington
CLAIM ADJUSTER
F2-JDW1

cc:

EP02-025-2 11257

ELLIOTT CLAIMS SERVICE, INC.



September 22, 1995

09-28-95

Please reply to:

Ms. Juanita Warbington
WAUSAU INSURANCE CO.
P.O. Box 105067
Atlanta, Ga. 30348



RE: Claim# : M21-11302
Policy# : Unknown
Insured : Courington Leasing Co.
Claimant :
D/L : 8/15/95
Our File# : 595-6065R

Dear Ms. Warbington:

This will supplement our closing report of 8/28/95 on the above referenced Automobile Property Damage liability claim. This will also acknowledge your fax of 9/14/95 requesting that we reopen our file. We now provide you with our closing report with the following enclosures:

1. Our appraisal with photos of claimant damages - \$570.00
2. Our Service Invoice
3. Copy of Our Time Sheet

We were requested to reopen our file to appraise the damages to the claimant's parking lot. Our report will not, therefore, follow a full formal captioned format and will restrict itself only to the requested investigation.

CLAIMANT:

Perdido Towers Condominiums, 16785 Perdido Keys Dr., Pensacola, FL. (904) 492-2809.

We contacted B. J. Hatler at the location to arrange an appointment. We traveled to Perdido Keys to inspect and photo the damages.

DESCRIPTION OF LOCUS:

The loss is isolated to a single parking spot and bumper. The parking lot is asphalt

CORPORATE OFFICE
P.O. Box 980
Daytona Beach, FL 32116
(904) 252-2800
FAX (904) 252-0497
CHRIS C. ELLIOTT, President
JAMES J. HOLLIS, Sr. V.P.

TAMPA OFFICE
P.O. Drawer 22848
Tampa, FL 33622
(813) 288-7000 (24 hrs.)
FAX (813) 288-7864
PAUL WITKOSKI, Mgr.

FORT MYERS OFFICE
P.O. Box 4814
N. Fort Myers, FL 33916
(813) 987-8400 (24 hrs.)
FAX (813) 987-1142
MONTE G. TRAKLER, Mgr.

ORLANDO OFFICE
P.O. Box 148508
Orlando, FL 32814-8508
(407) 896-8443 (24 hrs.)
FAX (407) 896-8825
DAVID B. ELLIOTT, Mgr.

MIAMI / FORT LAUDERDALE OFFICE
6175 N.W. 153rd St., Suite 401
Miami, FL 33014
(305) 558-6404 - Miami (24 hrs.)
(305) 435-7242 - Ft. Lauderdale
FAX (305) 558-5705
DANIEL C. FARRELL, CPCU, Mgr.

JACKSONVILLE OFFICE
P.O. Box 24727
Jacksonville, FL 32241
(904) 259-3201 (24 hrs.)
FAX (904) 259-0851
CRAG MILES, Mgr.

PENSACOLA OFFICE
2288 LeViste Ave.
Pensacola, FL 32504
(904) 477-1000 (24 hrs.)
FAX (904) 475-2472
STEPHEN PLAMONDON, Mgr.

TALLAHASSEE OFFICE
325 John Knox Rd., D-104
Tallahassee, FL 32303
(904) 388-7121 (24 hrs.)
FAX (904) 385-7807
GEOFFREY D. CHANEY, Mgr.

DAYTONA BEACH OFFICE
149-G South Ridgewood Ave.
Daytona Beach, FL 32114
(904) 252-0008 (24 hrs.)
FAX (904) 252-6487
BARBARA J. NEIGEL, Mgr.

WEST PALM BEACH OFFICE
P.O. Box 549
West Palm Beach, FL 33402
(407) 848-8305 (24 hrs.)
FAX (407) 851-7344
VITO J. CARPITELLA, Mgr.

8882-825-5 11258

Ms. Juanita Warbington
September 22, 1995
Page Two

9.1.1010

09.28.95

in construction with concrete bumper stops. The fire in the insured vehicle caused battery acid and hydraulic fluid to leak onto the asphalt causing pits and damaging the asphalt. It also stained and damaged the bumper stop.

PHOTOS OF LOGUS:

We, at this time, enclose photos for your file. The photos are self explanatory.

PROPERTY DAMAGE:

We, at this time, enclose our Property Loss Worksheet in the amount of \$570.00. This figure is based on quotes from local asphalt repair companies.

REMARKS:

This now concludes our requested limited assignment and enclose our final service invoice along with a copy of our time sheet for your review and consideration. We thank you for the assignment and hope to be of further service to you in the north west Florida area.

Very truly yours,

Craig Miles
Craig Miles
Asst. Manager

CM:mlc

Policy No.

Picture No:

Picture No:

Date Taken:

By:

Description:

Co. Claim No./

Policy No.

Picture No:

Date Taken:

By:

Description:

PM02-025-B 11201

Co. Claim No. /

Policy No.

Picture No:

Date Taken:

By:

Description:



Co. Claim No. /

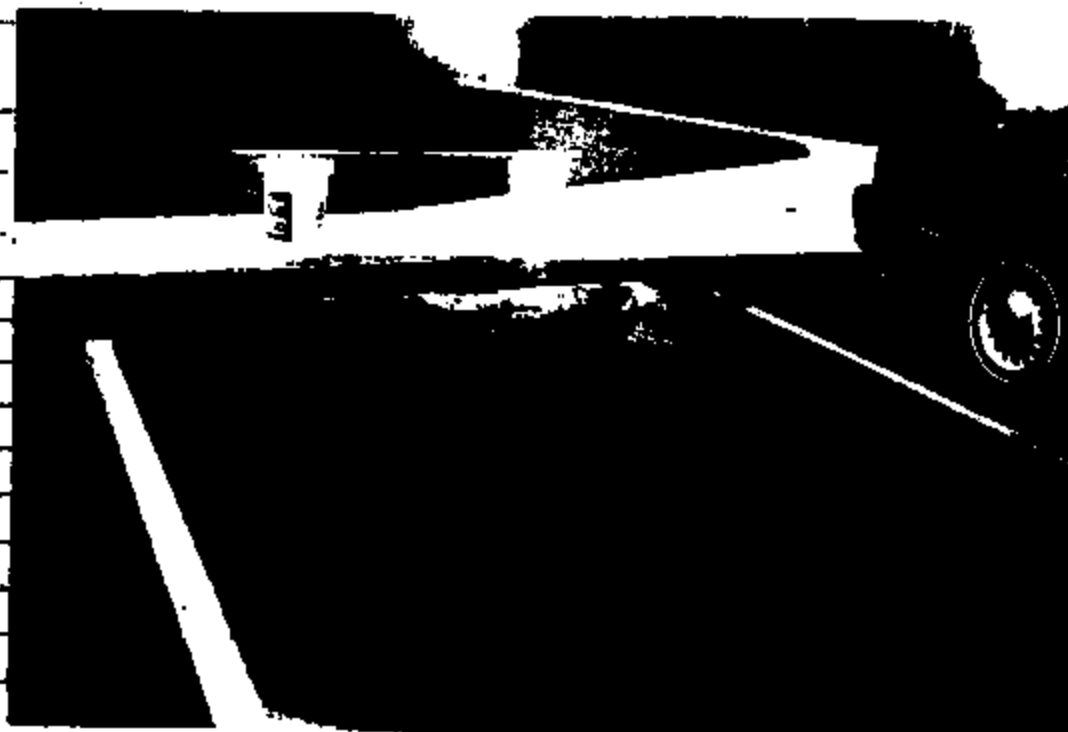
Policy No.

Picture No:

Date Taken:

By:

Description:



1962-625-B 11282

Co. Claim No. /

Policy No. _____

Picture No: _____

Date Taken: _____

By: _____

Description: _____



Co. Claim No. /

Policy No. _____

Picture No: _____

Date Taken: _____

By: _____

Description: _____



Elliott Claims Service, Inc.

Equipment	C.B. Radio Tape Deck F.M. Stereo		☒ Factory Air ☒ Under Dash Air ☒ Power Steering		☒ Power Windows ☒ Power Seats ☒ Power Brakes		☒ Cruise Control ☒ Vinyl Top ☒ Motor		No. 8 Qty. 5.0 CD		
Condition	Interior	Excellent Average	☒ Fair ☒ Poor		Tire Size 205-15		Make & Type Goodyear				
	Paint	Excellent Average	☒ Fair ☒ Poor		Tread PF 10 LF 10 RR 10 LR 10		Colors BLACK		Spare ☒		
Type of Loss	Collision		Comp. ☒ X		Theft		Fire		Vandalism		P.D.
Recommendations			Repair		Border Line Total		Constructive Total				Total
Approx. Time To Repair	TH		Suggested Betterment				Betterment Taken				
Old Damage	None Evident										
Betterment Items	None										
Replacement Parts	Salvage Yard	FAIRFIELD		Rebman	Bill		Phone		(94) 457-3467		
Verbal Salvage Bid	Salvage Yard	FAIRFIELD		Rebman	Bill		Amount		763 ⁰⁰		Phone (94) 457-3467
Total Loss Evaluation											
Dealer	Astre Lincoln MALL		Sales Manager	Rich		Phone	478-8531		Value	21,500	
Dealer	NADA 21,500		Avg. Dealer			Market	30-23,000		Stock	Yes No	
Engine fire appeared to have started in the area of the left hand side of engine compartment. I researched nearby oil for any T.S.B.s available but no inherent problem was existed. I would have to attribute the cause of fire to "Long Term Service Records" to a isolated fuel line failure in the intake area.									Betterment Conditioning A.D.V. TAX TOTAL 21,500		
Approved: Pat Stephen Date 8-25-55											

Courington Leasing Co Policy Number **MZ-11202** Claim Number **595-6017**

Vehicle # [redacted] Address **P.O. Box 108000** City **Atlanta** State **GA** Zip **30348** Phone **315-5442**

Date of Inspection **8-23-95**

V.I.P. Auto Service
YVS Theorem Gran NUBB 102 SAN License Number **ASC815AL** Serial Number **2MMLN75W13X612075**

No.	Description	Unit	Amount	Total
1	Front end Assy. Complete (L&R)	12.0	37200	
1	L.T. Suspension (L&R)	4.5	3500	
1	Brake Master J.A.B.S. Computer	3.0	11400	
1	Engine and Accessory Pkg (L&R)	12.0	31500	
1	Instrument Panel (L&R) (2.1)	6.0	3750	
1	A.F. Quor 175w (4.3)	3.5	6250	
1	Windshield glass	2.2	40150	face
1	Cond Panel wiring harness	3.5	125	22400
1	Front frame section / splice /	12.5	73800	
1	Engine management module et al	1.2	11400	
1	" Exhaust, forward sensors	1.5	2050	
	Paint + material	20.9		33440
	c.c. + blend (2.6)			

D.E.G. Parts Detail Co
Fairfield A/P - GA 451-3467
Contact Bill =

The undersigned hereby certifies that the above report was prepared by me or under my direct supervision and that I am duly licensed as an appraiser in the state of Georgia.

To: **1/2** Address: _____ State: _____ Zip: _____ Phone: _____
City: _____ Date Appraised: _____ Date Assigned: _____
By: _____

This is not an authorization to repair. Authorization must be obtained from vehicle owner.

Pat Stephens Office Location **477-1000** Phone **1720-12312423**
Appraiser **Peta** TOTAL **1846740**

TOTAL **103450**
LESS **27** **15410**
NET **14270**
SUBLET **37640** **37640**
TOWING
TAX **7x** **1720-12312423**
TOTAL **1846740**

Elliott Claims Service, Inc.

PHOTO SHEET

Vehicle Own

Insured

Claim/Policy Number

Same

MZ1-11202

Page Number

595-6017



PICTURE NUMBER 1

DESCRIPTION

L.F. view



PICTURE NUMBER 2

DESCRIPTION

L.F. view

Not area
located by
arrow

Elliott Claims Service, Inc.

PHOTO SHEET

Vehicle Owner: [REDACTED]

Page Number: 2

Insured: SANC

File Number: 595-6017

Claim/Policy Number: ML21-11302

PICTURE NUMBER 3

DESCRIPTION



Engine Comp

"Hot" Area
indicated
by Arrow



PICTURE NUMBER 4

DESCRIPTION

INTERIOR

EM2-025-B 11208

Office of the General Counsel

Ford Motor Company
3 Parklane Boulevard
Parklane Towers West, Suite 400
Dearborn, Michigan 48120-2500

January 14, 2002

State Farm Insurance Companies
P.O. Box 20725
Memphis, TN 38120-0092
ATTENTION: BRIGETT BLASINGIM

Re: Claimant: [REDACTED]
DL: November 1, 2000
Y/Claim #: 42-1307-136

Dear Ms. Blasingim:

The above referenced claim has been reviewed and evaluated. We believe the Economic Loss Doctrine would prohibit you from any recovery under these circumstances. Therefore, we must respectfully deny liability for this claim.

Please be advised if you are going to pursue this claim, we assume you will comply with your duty to preserve the evidence and such duty does not expire until any possible litigation is complete. All necessary steps must be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

Cordially,



Allan Robinson
Litigation Assistant

jas

2002-025-5 11288

000419

TX

CRANE WILLIAM C

ED

0002-025 40000

00-21545-13

State Farm County Mutual Insurance Company of Texas



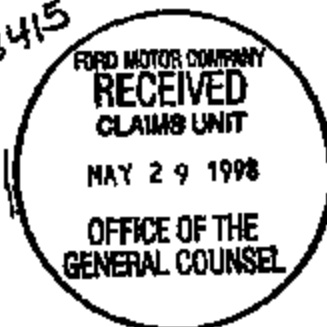
P. O. Box 788018
Dallas, TX 75279-8018

May 13, 1998

FORD MOTOR CO.
ATTN: DOUGLASS LAMPE
3 PARKLANE BLVD SUITE 400
DEARBORN, MI 48126

RE: Claim Number: 43-R051-395
Date of Loss: May 3, 1998
Our Insured: William C. Craigie
Make/Model/Year: LINCOLN TOWN CAR 95
VIN: 1LNLM82W7BY764798

✓ ED 408415



Dear MR. LAMPE:

This vehicle was insured by State Farm and involved in a fire loss. The claim settled for \$pends, which includes our insured's deductible.

Our investigation reveals the cause of loss was due to engine fire.

Enclosed is our documentation. We will retain the evidence until we conclude this matter with your company. You may contact me to arrange for inspection of the vehicle.

Please consider this notice as our demand for reimbursement.

We look forward to hearing from you.

Sincerely,

Pamela S. Davis
Claim Specialist
Subrogation Unit/Team 40
(972) 732-4714

State Farm County Mutual Insurance Company of Texas

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SMALL CLAIMS COMPLAINT

[Redacted]
 [Redacted]
 [Redacted]
 [Redacted]
 Plaintiff

IN THE DUBOIS SUPERIOR COURT

SMALL CLAIMS DIVISION - THIRD FLOOR

Cause No. 19D01-0202-SC-0209

AGAINST

Mr. Clay Ford
 Ford Motor Company
 One American Road
 Dearborn, MI 48126
 Defendant(s)

02 FEB 18

IM 19:17

Clerk Dubois Superior Court

FILED
FEB 11 2002

Just A. Enders

TO THE CLERK:

Please summon the defendant(s) to appear in Court to answer this claim.

STATEMENT OF CLAIM

Account, Note or Contract

☒ Other Filing claim against Mr. Ford & the Ford Motor Co FOR LOSS OF CAR CAUSED BY
 WYAZNE FIRE.

Plaintiff(s) asks judgment against defendant(s) in the amount of \$ 3,000.000

plus interest from January 1, 2002 at the rate of 8.25% and costs of this proceeding
 of \$35.00 plus 8% interest from date of judgment.

Plaintiff (s) (is not) represented by legal counsel in this action.

Counsel's name, address, telephone number:

[Redacted] state(s) that (he/she/they/
 they are / one of) the plaintiff(s) in this proceeding, that the statement of claim is true, that the defendant(s) owe the
 plaintiff(s) the amount claimed and defendant

Affirmed and signed before me on:

2-11-02

Margaret A. Jones

Small Claims Court Reporter/Notary Public

ERR-025 20428

Jasper, Indiana

14 FEB 22 21 58
SPECIAL LIAISON SECT.
OWNER RELATIONS CORPS.

2 FEB 18 1953

February 11, 2002

Mr. Clay Ford
Ford Motor Company
1 American Road
Dearborn, MI 48126

Dear Mr. Ford:

You have received the letter from Small Claims Court in the city of Jasper, Indiana against Ford Motor Company (copy of the claim attached). This was my only option regarding the electrical fire we had that totaled our 1992 Lincoln Town Car (see original letter attached). I read in the news that there have been several recalls of Ford products due to electrical fires and that there has been a recall of some of the 1992 Lincoln Town Cars. We were told by Ford's customer service that the problem is not Ford's and that you will not do anything for us. Customer service pointed out that the purpose of auto insurance is to cover our loss. This was totally unacceptable. After contacting several attorneys and their estimates of the fees involved to go to court, going through Small Claims Court eliminated the need for an attorney for both of us.

I have tried to work this out with Ford since the date of the fire. I even informed your company that I had been contacted by the USDOT/NETAS/ODI/NSA/11 asking me about the fire.

I hope that your company decides to settle this issue to our satisfaction, or we will see your Ford representative in court.

Sincerely,

[Redacted Signature]

[Redacted Address]

02 FEB 26 1953

1982-025 20020

540535 *Melania Wilkinson* 42834

AGENT/DISTRICT: 009 879 POLICY #: 07-409633-01 PAGE: 1
INCURRED DATE: 08-28-98 CLAIM #: 041-217884 EXTENDED: 08-28-98

*** LOSS REPORT ***

** INSURED PERSON **

ID: 00 NAME: [REDACTED] (U): [REDACTED]
ADDRESS: [REDACTED]
CITY/STATE/ZIP: JASPER IN [REDACTED]

VEHICLE LOC: RUDER FORD MERCURY JASPER, IN [REDACTED] DAMAGE EST:
VIN: 1M1M2W2Y7631101 MAKE: LINC MODEL: STD MILWAUKEE:
DRIVE IN APPOINTMENT: LICENSE: COLOR:

** DRIVER OF INSURED VEHICLE **

ID: 01 NAME: PARKED PHONE (H): [REDACTED]
ADDRESS: WALMART PARKING LOT (H): [REDACTED]
CITY/STATE/ZIP: JASPER IN 47546
INSUR: [REDACTED]
CITATION: NO DESCR: RELATION TO INSURED: SELF

LOSS REPORTED TO AGENT: 08/28/98 LOSS REPORTED TO AGENT: 11:00 PM
DATE OF LOSS: 08/28/98 HOME OF LOSS: 11

LOSS LOCATION:
WALMART PARKING LOT HWY 321 NORTH JASPER IN 47546

INVESTIGATING POLICE DEPARTMENT:
JASPER CITY POLICE

LOSS EXPLANATION

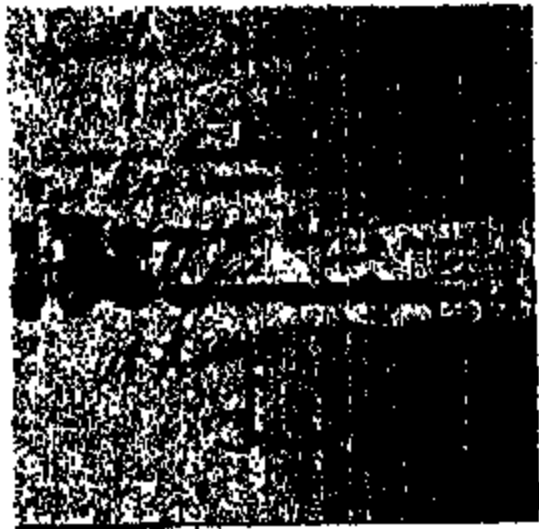
OUR INSURED'S VEHICLE WAS PARKED AT WALMART PARKING LOT HWY 321 N JASPER IN 47546. SOMEONE BACKED INTO THIS VEHICLE WHICH SET THE ALARM OFF IN IT. THE ALARM SEVERELY SHOOKED OUT CAUSING A FIRE. JASPER VOL. FIRE DEPARTMENT WAS AT THE SCENE. THE VEHICLE IS NOW AT RUDER FORD MERCURY LOCATED IN JASPER, IN 47546.

ADDITIONAL COMMENTS

***** NO ADDITIONAL COMMENTS WERE GIVEN *****

END OF LOSS REPORT

pd 10,681.93
Comp loss



JASPER, INDIANA

August 20, 2001

Mr. Jacques A. Namer, CEO
Ford Motor Company
One American Road
Dearborn, MI 48126

Dear Mr. Namer:

I am writing to you regarding the attached letter I received September 3, 1999 from Ford Motor Company in answer to my letter about the engine fire that totaled my 1992 Lincoln Town Car on May 29, 1998 (see attached insurance claim). The response from Ford was very condescending and evident that your company could care less if I continued to buy your cars.

To summarize my letter to Ford, since at the time of my original letter, I had heard that fires were not uncommon to Lincoln Town Cars, but I did not have any real proof of this claim. When I got Ford's response of "not being Ford's responsibility," I figured there was nothing more that I could do. Lately, I have found out that Ford has been hiding the fact from the public that fires are common in Town Cars. I started to search the Internet and have found evidence that this has been an ongoing problem. I have enclosed some information from the Internet site "flamingtowncars.com". I recently received a phone call from the office of the USDOT/NHTSA/ODI/NSA asking me about the fire and told me that there has been a recall, and if I ever heard from Ford. I told him of the attached letter I had received from Ford. He told me he wasn't surprised and that the recall has been kept fairly quiet. Now, I am angry!

I watched your TV interview last month, talking about the tire problems and in your final statement you made it clear that the customer is always Ford's primary concern. You also stated that, "Ford goes out of their way to take care of their customers and will continue to do so as safety is first and foremost with Ford." Why was my problem not putting the customer first? The car fire's effect on me was considerable, taking time off work and the financial loss. When I wrote to Ford with proof of claim, all I asked was to be reimbursed for the deductible and cell phone replacement as I could have asked for much more. I was a

800-428 2833

long time customer, buying my first Mustang in 1971 and had continued purchasing Fords, even replacing my totaled Town Car with another Town Car. The profits from one of your cars would have probably been enough to settle the claim and you would have had me as a customer for life. Instead, Ford decided that I was not worth keeping as a customer.

It really is amazing that Ford took the position they did, trying to bury a very serious problem that still could be life threatening if these fires started in a garage at night while people were sleeping.

I sincerely hope that I hear back from your company with a willingness to come to terms and settle my claim. If not, I will take this issue further and start writing to newspapers, radio and TV talk show hosts, state attorney generals and with the amount of proof I have to consider legal action with a jury trial.

Sincerely,



SMALL CLAIMS COMPLAINT

Plaintiff: [Redacted]
 Street and Number: [Redacted]
 City, State and Zip: [Redacted]
 Telephone: [Redacted]

AGAINST

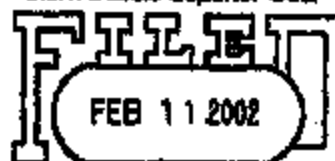
Defendant(s): Mr. Clay Ford
 Name: [Redacted]
 Street and Number: [Redacted]
 City, State and Zip: [Redacted]
 Telephone: [Redacted]

IN THE DUBOIS SUPERIOR COURT

SMALL CLAIMS DIVISION - THIRD FLOOR

Case No. 19D01-0202-SC-0209

Clark Dubois Superior Court



Just d. Subback

TO THE CLERK:

Please summon the defendant(s) to appear in Court to answer this claim.

STATEMENT OF CLAIM

Account, Note or Contract
☒ Other Filing claim against Mr. Ford & the Ford Motor Co FOR LOSS OF CAR CAUSED BY
 ENGINE FIRE.

Plaintiff(s) asks judgment against defendant(s) in the amount of \$ 3,000.000
 plus interest from January 1, 2002 at the rate of 6.25% and costs of this proceeding
 of \$35.00 plus 8% interest from date of judgment.

Plaintiff (s) (is not) represented by legal counsel in this action.

Counsel's name, address, telephone number:

AFFIDAVIT

[Redacted] states(s) that (he/she/it/they) are / one of the plaintiff(s) in this proceeding, that the statement of claim is true, that the defendant(s) owe the plaintiff(s) the amount claimed and

Affirmed and signed before me on:

2-11-02

Margaret A. [Signature]
 Small Claims Court Reporter/Notary Public

NOTICE TO APPEAR

AND

INFORMATION FOR THE DEFENDANT(S)

(1) The plaintiff(s) ask(s) judgment in this Court against you for \$ 3,000.00
plus interest from January 1, 2002 at the rate of 6.25% plus court costs of \$35.00 plus
8% interest from date of judgment.

(2) You are hereby ordered to appear either in person or by an attorney at the Dubois Superior Court Small Claims
office, THIRD FLOOR, Jasper, Indiana, on April 2, 2002 at 9:00 A.M. for
the purpose of contesting this claim against you. A hearing before the Judge will not be held at this time; rather you will
be given an opportunity to resolve this matter with the plaintiff(s).

If the matter is not resolved, a court trial will be scheduled. You are to bring with you to the court trial all
documents in your possession or under your control concerning the claim. If you do not appear at either the initial hearing
or the court trial, you will lose the case and a default judgment will be entered against you.

(3) If you do not wish to appear for the purpose of contesting this claim, you may appear for the purpose of allowing
the Court to establish the method by which judgment shall be paid.

Upon resolution of the claim either by way of agreement between the parties or by court trial, all payments are to
be made directly to the plaintiff(s) or counsel for plaintiff(s). The Court does not accept any payments on small claims
cases.

(4) If you need to request a continuance of the initial appearance or contested hearing, you must give a minimum
notice of 24 hours both to the Court and to the plaintiff(s). Only one continuance per hearing per side is allowed except in
case of emergency.

(5) If you have any claim against the plaintiff(s) which is in any way related to the subject matter of the claim filed
against you, you should assert your claim in the form of a counterclaim within such time as will allow the Court to mail a
copy to the plaintiff(s) and be received by the plaintiff(s) at least seven (7) calendar days prior to the trial.

(6) If you wish this case to be tried by a six-person jury, you must make a written request to the Court within ten days
after receipt of the notice of claim. Once a jury trial request has been granted, it may not be withdrawn without the
consent of the other party or parties; and within ten days after the jury trial request has been granted, the party requesting
a jury trial shall pay the clerk the additional amount required by statute to transfer the claim to the plenary docket;
otherwise, the party requesting a jury trial shall be deemed to have waived the request.

(7) If you have any questions about the date and time of the hearing or any other matter relating to this claim, please
contact the Small Claims Court Reporter at the Dubois Superior Court, Courthouse, Jasper, Indiana 47546, telephone
number (812) 481-7017. A Small Claims Litigant's Manual containing additional information is available through the
Small Claims office.

Guestbook

Thank you for visiting FlemingTownCars.com.
If you have had a flaming experience, please Add to our log:
Back to FlemingTownCars.com

August 13 ,2000 My Black LTC Stretch Limousine came to a sudden fiery death.I was informed by a passerby that a limousine was on fire. I ran out the door to see the flames coming out of the front left side hood.The water hose wouldnt reach so I ran to the kitchen and started to throw trash cans of water on the flames.I estimate that fire damages at the rate of one thousand dollars per minute.The fire department arrived and extinguished the flames in about 20 minutes. Aproximately 1 month later after contacting ford they inform me there was no recall for that vehicle.Coincidentally 60 days prior to (my) build date there was a recall for LTC's at the Wixham plant in MI. the same place my car was built. An attorney advised me that the deactivation cruise control switch should be removed & tested.Any idea where & whom could test it.

[REDACTED]
Chesapeake, Va
Model Year: 1993

My 1990 Lincoln Towncar caught fire while I was in the Target parking lot on Pine

I quickly popped the hood to see flames engulfing the front and the hood insulation

I am now without transportation and trying to determine what resources
or remedies are available.

[REDACTED]
Pembroke Pines, FL
Model Year: 1990
Date of Fire: 09/10/2000

On April 25, 1999 our Town car exploded with a loud BOOM that was heard for nearly

[REDACTED]
Grand Saline, Texas
Model Year: 1992 Town Car

On April 25, 1999 our Town car exploded with a loud BOOM that was heard for nearly

[REDACTED]
[REDACTED]
7/17/01

EM02-025 28037

Grand Saline, Texas
Model Year: 1992 Town Car

I had just left our house to drop off my husband's lunch six miles away. I could see

Grand Island, NY
Model Year: 1990
Date of Fire: Aug. 18, '00

Our 1992 Lincoln Town Car caught fire in Feb. 2000 about 20 minutes after the engine

Sulphur, La.
Model Year: 1992
Date of Fire: 02/19/00

My vehicle was also a Ford but it was an Aerostar V3W. Two minutes after being started

Bonita Springs, FL
Model Year: 1993
Date of Fire: 5/20/96

here. In Naples. Bought a 1992 in 1998 from
Genuine. No one said a word regarding the 1992 when I
bought it. Told them my 1990 had burned up. Showed them
the pictures. "Wow" "Wow" but nothing else.

Still have the 1992. Watching it like a hawk. But like my 1990
that started on fire after it was in park and shut off, a fire will
occur when I am not watching. There will be no help. But
this time, outside of the small damage to the wires which
would have necessitated the rewiring of the car (and maybe
not even the whole thing, because it mainly was the fire

7/17/01

2482-825 28534

Department that caused the damage to the hood) I will have the next fire repaired and to deal with the towing company and the "totalling" ideas of the insurance company. Had I opened the hood and waited or threw a blanket over the thing, I could have saved myself the loss of my 1990. That is what I will do next time if I have the chance. But like I said, it will be a flick if I am on the spot and see the wisp of smoke like I did last time.

As it is, I feel the insurance companies overestimate the damage for the sake of the towing companies who make a bundle in reselling cars. Mine was a jewel, just like all of them are. Cartier, full spokes, all leather, new tires. None of that was damaged. None of it. Yet they "totalled" it. I could have had it repaired for the minute sum of \$8,000 that they gave us! And been glad of it.

Now the 1992 has been diagnosed as having a problem in the automatic speed control gear, so that recall was supposed to take care of it. We had that done. Lots of luck to us all.

To say that I don't trust those devils is to say the least.

Today, if I can be of any help to someone, please tell them to call me. Especially the new McCabe fire in Naples. She could use some advice. But her car looks more damaged.

If you want to help me, I could use a new steering wheel for my 1992 Cartier, an "accessory" no longer available. Mine is silver. Seems the silver ones love to burn up. If there is a way
<http://www.flamingtowncars.com/GuestBook/guestbook.html>

7/17/01

8962-825 26439

to get a replacement steering wheel give me a clue as to how I would pry it loose from the towing company, who is not going to "trash" the car. They will wholesale it off to those who know how to refurbish, rewire and RESELL! THAT and that alone is the name of the game.

Ciao!

[REDACTED]
[REDACTED]
Naples, Florida [REDACTED]

[REDACTED]
[REDACTED]
Naples, FL
Model Year: 1990
Date of Fire: Ju/17/97

My parents car caught fire last year- was a 1993 Lincoln.

[REDACTED]
Birmingham, AL
Model Year: 1993

My car caught fire in my driveway. When I bought my Marc Marquis last year I did not

[REDACTED]
Lee County, FL
Model Year: 1993
Date of Fire: 06/00

I had not 1, but TWO fires. My 1991 Tazcar's ignition switch caught fire as we was

Ford said there were but 20 such fires worldwide. How lucky I was to own 2 of those

<http://www.flamingtowncars.com/GuestBook/guestbook.html>

7/17/01

0402-020 20040

I think I get an award for having 2 of these fires.

[REDACTED]
 Sherkill, NY
 Model Year: 1991
 Date of Fire: 5/15/93

I pulled my car into the garage and went into the house about 10:30 in the morning.

[REDACTED]
 Wilmington, NC
 Model Year: 1993
 Date of Fire: 06/23/99

My wife took the car shopping. She parked, went into the store. Fifteen to twenty

[REDACTED]
 Quincy, Ma
 Model Year: 1986
 Date of Fire: 06/30/99

My F-250 1992 Ford truck caught fire and exploded after sitting in the driveway for

[REDACTED]
 Hebron, CT
 Model Year: 1992
 Date of Fire: 08/11/99

I have a 1990 Towncar and on Saturday July 24th, it caught on fire by itself. Only
 Thank God that I was away from the car when this happened. Is there a recall for th
 Thank you

[REDACTED]
 Orlando, FL
 Model Year: 1990
 Date of Fire: 07/24/99

My husband and I pulled over for allow the passage of some funeral cars. We notice

Youngsville, NC
Model Year: 1990
Date of Fire: 06/29/99

Vehicle ignited while garaged.

Fort Myers, Fla.
Model Year: 1992
Date of Fire: 02/01/99

I had a 91 town car that was made in the 92 year production change over. It caught

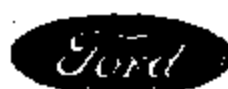
AS
Model Year: 1991(92)

Our 1992 Lincoln town car caught fire after sitting in our garage for three days.

Fort Myers, FL
Model Year: 1992
Date of Fire: 04/18/99

The automobile, bought from the local Lincoln Dealer (John Hagan - Fort Myers Lin

Fort Myers, FL
Model Year: 1992
Date of Fire: 04/23/99



Ford Customer Service Division
Ford Motor Company
September 8, 1999

16800 Executive Plaza Drive
P. O. Box 6249
Dearborn, MI 48121

[REDACTED]
Jasper, IN [REDACTED]

Re: Case # 0373820329
[REDACTED]

The circumstances, which you outlined, have been given careful consideration.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners. Although we regret not being able to meet your expectations, our review indicates that the information provided by our company representative was appropriate. Therefore, we are unable to be of further assistance in this matter.

Thank you for contacting Ford Motor Company.

Sincerely,

Clive Woodrow
Operations Manager
Customer Assistance Center

NAVIG VEHICLE Inquiry

02/28/02 09:38:47

VEHICLE ID: 1LNJ633101 (WYPER8888) VIN: 1LNJH82W 33101 Div: 3 Status: 800
 Vehicle Lvl: CVB Convy Deliv: 101091 Orig P-Lvl: 213 Selling Dlr: 468601
 Order Recpt: 092691 ShipTo Stat: Curr P-Lvl: 213 Sale Date: 030392
 Orig Sched: 093091 Rls-To Stat: IN Order Dlr/Reg: 46601/46 Demo Dt:
 Inv Prep: 093091 Orig Int St: 100491 Orig Rls Dlr: 46601 Deliv Type: R
 Prod Date: 100391 Curr Int St: 100491 Rls Dlr P&A: 11519 Sales Prd: 092031
 Rls Date: 100391 Dlr-fin Ext: 111091 Warr Start: 030392 Cancel S1:
 Memo Consgn: P&C Ext: 111091 WarrS-Ind: Sale Status: G
 Orig Pthbus: 100391 Advert Ext: 111091 -Date- -Dealer- -Region-
 Curr Pthbus: 100391 Slspsh SS#: 1527 shipped: 100491
 T/Name: 1 N NACHI TECHNOLOG Curr Stock: 100391 468601 46
 Addr: 713 PUSHVILLE RD State: IN 1st-Prior:
 City: GREENWOOD N/A-Rcpt: 030692 2nd-Prior:
 Zip: 46143 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 H82NY 45 2 30J8213 QJ D T14 3P 4 2 L6L P 468601 3 YG
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 DT 6 H8 W1LNL5 9 D 755A WT
 F1=Help F3=Exit F4=Primary Menu F5=Financial screen F9=Screen #3

OGDB024

1000-021 2004

VEHICLE : 1LN633101 (WYP000000) via: 1LN633101 dlv: 3 status: 800

Financial Data			
Orig Totl Inv:	31115.20	A-Plan Price:	29691.20
Curr Totl Inv:	31115.20	Total Adj:	.00
Base Vehicle:	28772.00	Base Adj:	.00
Options:	1032.00	Option Adj:	.00
Base Holdback:	1028.00	Base Hb Adj:	.00
Optn Holdback:	36.00	Option Hb Adj:	.00
Misc Charges:	.00	Gas Amt:	18.20
Finance Chrg:	360.00	Sched-B Amt:	590.00
FDAF/LMDA:	343.00	Mktng Contrib:	.00
Financing Data			
Finance Source:	0000001	O-warr Start:	030392
Orig Int St-Sw:	N	Co Tag Number:	
Ret Draft Ind:		Pre-del Date:	
Floor Pln Date:	111091	Prdlvry S.Code:	
Advt Comm Code:	A	Lease Code:	1
Upfront PP Ind:		Invoice In-Proc:	
		Release Date:	100391
		Transit Time:	3
		Rls Plus Trans:	100691
		Ramp Code:	
		Method Shipped:	5
		Memo Cons Loc:	

F1-Help F3-Exit F4-Primary Menu F6-Screen #1 F9-Screen #3

OGDB024

VEHICLE : 1LNY633101 (WYP888888) vin: 1LNL482W5 533101 Div: 3 Status: 800
 Vehicle L: CVB Convy Deliv: 101091 Orig P-Lv: 213 Selling Dlr: 46B601
 Order Recpt: 092691 ShipTo Stat: Curr P-Lv: 213 Sale Date: 030392
 Orig Sched: 093091 Rls-To Stat: IN Order Dlr/Reg: 46601/46 Demo Dt:
 Inv Prep: 093091 Orig Int St: 100491 Orig Rls Dlr: 46601 Deliv Type: R
 Prod Date: 100391 Curr Int St: 100491 Rls Dlr P&A: 11519 Sales Prd: 092031
 Rls Date: 100391 Dlrfile Ext: 111091 Warr start: 030392 Cancel sl:
 Memo Consgn: P&C Ext: 111091 Warrs-Ind: Sale Status: G
 Orig Pltbus: 100391 Advert Ext: 111091 -Date- -Dealer- -Region-
 Curr Pltbus: 100391 Slspsn SS#: 1527 shipped: 100491
 T/Name: 1 N NACHI TECHNOLOG Curr Stock: 100391 46B601 46
 Addr: 713 PUSHVILLE RD State: IN 1st-Prior:
 City: GREENWOOD N/A-Rcpt: 030692 2nd-Prior:
 Zip: 46143 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M82NY 45 2 3078213 QJ D T14 3P 4 2 L6L P 46B601 3 YG
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 DT 6 H8 WLLNL5 9 D 755A WT
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

OGDB024

VEHICLE: 1LWY633101 (MYPRB000) VIN: 1LNLM82W57633101 Div: 3 status: 800

Ordering Name:
Secondary Name:
Ordering FIN:
Order-For FIN:
orig ordr type: 2

Selling FIN:
Sold-To Fin:

Distr Status: P
Last NAVIS St: 030692
Distr Stat Dt: 101091
Last Activity: 030692
Serialized Dte: 092791
Scheduled Dte: 093091
Mexico Status:

Component Data

Dr Post/Calib: FBU Tire Brand: A
Emis Cntl Lbl: HFM EEC:
Engine Tag Cd: 1G8108A
Engine Serial: W
Driver Airbag: FT4255B0616
Pssngr Airbag: 112401476 Axle: P5

F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F6-Screen #1

OGDE024

FCSD REG. NO: _____ MARKET: _____ TIME STATUS: _____
 P&A CODE: _____
 VIN: 1LNLM82W5NY633101 CASE NUMBER: _____
 SALES REGION: _____ SALES ZONE: _____ ISSUE TYPE: _____

A	LAST HND/	Customer Phone Number/	Reason/	Stat/
C	P&A	Trmt Customer Name	Year Model	Type
	09/13/01		MISC INQUIRY - CSR OBC	C
	09/02/99		1992 TOWN CAR	01
	05705		MISC INQUIRY - CORRESPONDENCE	C
	09/02/99		1992 TOWN CAR	01
	05705		PROD/COMP DUR/PERF - VEHICLE Q	C
	03/02/99		1992 TOWN CAR	02
	03/02/99		MISC INQUIRY - CORRESPONDENCE	C
			1992 TOWN CAR	01
			PROD/COMP DUR/PERF - VEHICLE Q	C
			1992 TOWN CAR	02

F1=help F2=AddAction F5=CustomerList F6=DealerInfo
 F7=Prev F8=Next F10=IssueDetail F11=Menu F12=Return
 MORE RECORDS AVAILABLE OGDB024

2002-2003 2004

FCSD REGION: MARKET: ISSUE STATUS:
 P&A CODE:
 VIN: 1LNLM82W5NY633101 CASE NUMBER:
 SALES REGION: SALES ZONE: ISSUE TYPE:

A	LAST HND/	Customer Phone Number/	Reason/	Stat/
C	P&A LAO	That Customer Name	Year Model	Type
	09/13/01		MISC INQUIRY - CSR OBC	C
			1992 TOWN CAR	01
	09/02/99		MISC INQUIRY - CORRESPONDENCE	C
	05705		1992 TOWN CAR	01
	09/02/99		PROD/COMP DUR/PERF - VEHICLE Q	C
	05705		1992 TOWN CAR	02
	03/02/99		MISC INQUIRY - CORRESPONDENCE	C
			1992 TOWN CAR	01
	03/02/99		PROD/COMP DUR/PERF - VEHICLE Q	C
			1992 TOWN CAR	02

F1=Help F2=AddAction

F7=Prev F8=Next

MORE RECORDS AVAILABLE

F3=CustomerList

F10=IssueDetail

F6=DealerInfo

F11=Menu

F12=Return

OGD8024

FCSD REGION: _____ MARKET: _____ ISSUE STATUS: _____
 P&A CODE: _____
 VIN: 1LNLM82W5NY633101 CASE NUMBER: _____
 SALES REGION: _____ SALES ZONE: _____ ISSUE TYPE: _____

A	LAST HND/	Customer Phone Number/	Reason/	Stat/
C	P&A	LAO	Year Model	Type
	09/13/01		MISC INQUIRY - CSR OBC	C
			1992 TOWN CAR	01
	09/02/99		MISC INQUIRY - CORRESPONDENCE	C
	05705		1992 TOWN CAR	01
	09/02/99		PROD/COMP DUR/PERF - VEHICLE Q	C
	05705		1992 TOWN CAR	02
	03/02/99		MISC INQUIRY - CORRESPONDENCE	C
			1992 TOWN CAR	01
	03/02/99		PROD/COMP DUR/PERF - VEHICLE Q	C
			1992 TOWN CAR	02

F1=Help F2=AddAction F5=CustomerList F6=DealerInfo
 F7=Prev F8=Next F10=IssueDetail F11=Menu F12=Return
 PLEASE ENTER AN "X" IN THE ACTION COLUMN WITH THIS FUNCTION KEY OGDB024

000000 000000 000000

VIN: 1LNLM82W5NY633101 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 03/03/92 Mileage: 65000
Name: [REDACTED]
Trmt: [REDACTED] Case: 373320329 [REDACTED]
Symptom:
Reason: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY CAN COURT: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORISII Contact: Y

A/C DATE Origin Description

01/22/00 CACH03 CUSTOMER FOCUS - MADE CONTACT/PROVIDED RESOLUTION
01/26/00 CACH03 SCHEDULED CALL BACK
09/11/01 CACH03 CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION
09/12/01 CACH10 EXEC REF DOCUMENT ADDITIONAL INFORMATION
09/13/01 CACH10 EXEC REF DECISION DENY FINANCIAL ASSISTANCE

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORISII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE 0GDB024

0000-000 00001

ENTER VIN → 11NLMB2W5NY633101

NAME → [REDACTED] ZIP → [REDACTED] 790 MODEL YR →

OWNER NAME
STREET ADDR

CITY : JASPER

ST/PRV: IN CTRY:

MODEL YEAR : 92

PLANT: Y

BODY STYLE DESC: 4 DR SEDAN SIGNATURE

VEHICLE DESC : 1992 TOWN CAR

ZIP/POSTAL CODE: [REDACTED]

N/A YY-MM-DD 99-09-02

N/A SOURCE: M

SALE YY-MM-DD 92-03-03

PRODUCTION YY-MM-DD 91-10-03

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD	REGION
SHIP-TO	3	46	C	601	34		47
FACING	3	46	C	601			
RESPONSIBLE	3	46	C	220			

CA EMISSION : ENGINE TAG CODE : 1G8108A

NAVIS STATUS : 800 COMPANY CAR IND :

DSO DISTRICT : FLEET CODE :

DSO NUMBER : FLEET STATUS :

CAMPAIGN COUNTS

TOTAL CAMPAIGNS : 02

OPEN : 00 CLOSED : 02

ACTIVE: 02 HISTORY: 00

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130

OGDB024

9902-021 20002

ENTER CAR VIN NUMBER=> 95S19 VIN=> 1LNLM82WSN1-33101 TYPE OF SEARCH: A
 MODEL YEAR: 92 DEFECT: HOOD LATCH BODY STYLE: 4 DR SEDAN SIGNATURE
 NEW STATUS CODE: _
 REPAIR INFORMATION: TYPE CODE: _ CAMP DIV : 6
 REPAIR DATE: _ DEALER P/A: _ SUPP CODE :
 MICRO REF: _ CLAIM NUM: _ KIT CODE : AA
 OASIS DATE : 95-08-30
 DELETE REASON: _ VENDOR N/A INFORMATION:
 RESP DEALER INFORMATION: NEW: _ IND: MATCH CODE: 4
 CURRENT: 3 46 220 ASSIGNED: 00-01-27 SOURCE: PX EXTRACT DATE: 95-08-14
 ***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
C	COMPLETE	95-11-10	B	95-10-31	02662	005067	0R8XC5L	AC	
M	RELEASED FOR MAILING	95-08-30							
H	AWAITING MAILING	95-08-08							

DELETE REASON:
 F1-INQUIRY F2-G140 F3=EXIT F5=G130 F7-FIRST F8-NEXT F9-MORE STATUS
 F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)
 I037-NO MORE DATA TO DISPLAY

OGDB024

END-005 20001

ENTER CAMPAIGN NUMBER → 96L12 VIN → 1LNLM82W5N 33101 TYPE OF SEARCH: A
MODEL YEAR: 92 DEFECT: PASS AIR BAG BODY STYLE: 4 DR SEDAN SIGNATURE
NEW STATUS CODE: _____
REPAIR INFORMATION: TYPE CODE: _____ CAMP DIV : 6
REPAIR DATE: _____ DEALER P/A: _____ SUPP CODE :
MICRO REF: _____ CLAIM NUM: _____ KIT CODE : CH
DELETE REASON: _____ OASIS DATE :
RESP DEALER INFORMATION: NEW: _____ VENDOR N/A INFORMATION:
CURRENT: 3 46 220 ASSIGNED: 00-01-27 SOURCE: PX IND: Y MATCH CODE:
***** STATUS INFORMATION: ***** EXTRACT DATE: 96-11-22
***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC
F FORCED COMPLETION 98-01-22 B 98-01-22
M RELEASED FOR MAILING 97-03-05
H AWAITING MAILING 96-11-22 OL

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)
I037=NO MORE DATA TO DISPLAY

OGDB024

ENTER CAMPAIGN NUMBER=> 96L12 VIN=> 1LNLM82W5MY633101 TYPE OF SEARCH: A
 MODEL YEAR: DEFECT: BODY STYLE:
 NEW STATUS CODE: _
 REPAIR INFORMATION: TYPE CODE: _
 REPAIR DATE: _ DEALER P/A: _
 MICRO REF: _ CLAIM NUM: _
 DELETE REASON: _
 RESP DEALER INFORMATION: NEW: _ _ _
 CURRENT: ASSIGNED: SOURCE: _
 ***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
 CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC

CAMP DIV :
 SUPP CODE :
 KIT CODE :
 OASIS DATE :
 VENDOR N/A INFORMATION:
 IND: MATCH CODE:
 EXTRACT DATE:

DELETE REASON:
 F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS
 F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)
 E807-END OF CAMPAIGNS FOR VEHICLE - CURRENT AND HISTORY DATABASES OGD8024

LSJEN

VEHICLE DATA

02/28/02 10:21:37

ENTER → 1LNMB2N5NY633101

NAME → CRIBBS

ZIP → 90

MODEL YR →

OWNER NAME

STREET ADDR

CITY : JASPER

ST/PRV: IN CTRY:

MODEL YEAR : 92

PLANT: Y

BODY STYLE DESC: 4 DR SEDAN SIGNATURE

VEHICLE DESC : 1992 TOWN CAR

ZIP/POSTAL CODE:

N/A YY-MM-DD 99-09-02

90 N/A SOURCE: M

SALE YY-MM-DD 92-03-03

PRODUCTION YY-MM-DD 91-10-03

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD	REGION
SHIP-TO	3	46	C	601	34		47
FACING	3	46	C	601			
RESPONSIBLE	3	46	C	220			

CA EMISSION : ENGINE TAG CODE : 1G8108A

NAVIS STATUS : 800

COMPANY CAR IND :

DSO DISTRICT :

FLEET CODE :

DSO NUMBER :

FLEET STATUS :

CAMPAIGN COUNTS

TOTAL CAMPAIGNS : 02

OPEN : 00 CLOSED : 02

ACTIVE: 02 HISTORY: 00

F1-INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130

OGDB024

0002-028 20000

NOTIFICATION RECIPIENT HISTORY

02/28/02 10:21:41

ENTER CAMPAIGN NBR => 95S19 VIN => 1LNLM82WSNY633101
 DEFECT : HOOD LATCH BODY STYLE DESC: 4 DR SEDAN SIGNATURE
 RESP DEALER : 364601 BEGINNING MAILED DATE: 95-09-22 YY-MM-DD
 RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 95-09-22 YY-MM-DD
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
 LAST NAME : INITIALS: R
 STREET ADDR1 :
 ADDR2 :
 CITY : CARNEL ST/PRV: IN
 ZIP/POSTAL CODE: CTRY:
 ***** N-A SOURCE: R N-A EFF DATE: 95-08-30 YY-MM-DD *****
 RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD
 RELEASE DESC : ENDING MAILED DATE : YY-MM-DD
 CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:
 LAST NAME : INITIALS:
 STREET ADDR1 :
 ADDR2 :
 CITY : ST/PRV:
 ZIP/POSTAL CODE: CTRY:
 F1=INQUIRY F3=EXIT F4=QUIT F5=GL50 F7=FIRST PAGE F8=NEXT PAGE F9=GL40
 I048-LAST PAGE OGDB024

0000-0000 200007

02/28/02 10:21:41

ENTER CAMPAIGN NBR => 95S19 VIN => 1LNLM82N5NY63101
 DEFECT : HOOD LATCH BODY STYLE DESC: 4 DR SEDAN SIGNATURE
 RESP DEALER : 364601 BEGINNING MAILED DATE: 95-09-22 YY-MM-DD
 RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 95-09-22 YY-MM-DD
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
 LAST NAME : INITIALS: R
 STREET ADDR1 :
 ADDR2 :
 CITY : CARMEL CTRY:
 ZIP/POSTAL CODE: N-A SOURCE: R N-A EFF DATE: 95-08-30 YY-MM-DD

 RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD
 RELEASE DESC : ENDING MAILED DATE : YY-MM-DD
 CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:
 LAST NAME : INITIALS:
 STREET ADDR1 :
 ADDR2 :
 CITY : ST/PRV:
 ZIP/POSTAL CODE: CTRY:
 N-A SOURCE: N-A EFF DATE: YY-MM-DD
 F1=INQUIRY F3=EXIT F4=QUIT F5=GL50 F7=FIRST PAGE F8=NEXT PAGE F9=GL40
 1048-LAST PAGE OGD8024

ENTER CAMPAIGN NUMBER=> 95S19 VIN=> 1LNLM82W5NY633101 TYPE OF SEARCH: A
MODEL YEAR: 92 DEFECT: HOOD LATCH BODY STYLE: 4 DR SEDAN SIGNATURE
NEW STATUS CODE: _____
REPAIR INFORMATION: TYPE CODE: _____ CAMP DIV : 6
REPAIR DATE: _____ DEALER P/A: _____ SUPP CODE :
MICRO REF: _____ CLAIM NUM: _____ KIT CODE : AA
DELETE REASON: _____ OASIS DATE : 95-08-30
RESP DEALER INFORMATION: NEW: _____ VENDOR N/A INFORMATION:
CURRENT: 3 46 220 ASSIGNED: 00-01-27 SOURCE: PX IND: MATCH CODE: 4
***** STATUS INFORMATION: ***** EXTRACT DATE: 95-08-14
***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC
C COMPLETE 95-11-10 B 95-10-31 02662 005067 ORBXC5L AC
M RELEASED FOR MAILING 95-08-30
H AWAITING MAILING 95-08-08

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS
F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)
1037-NO MORE DATA TO DISPLAY

OGDB024

02/28/02 10:21:51

ENTER CAMPAIGN NUMBER=> 96112 VIN=> 1LMLN82M5NY033101 TYPE OF SEARCH: A
MODEL YEAR: 92 DEFECT: PASS AIR BAG BODY STYLE: 4 DR SEDAN SIGNATURE
NEW STATUS CODE: _____
REPAIR INFORMATION: TYPE CODE: _____ CAMP DIV : 6
REPAIR DATE: _____ DEALER P/A: _____ SUPP CODE :
MICRO REF: _____ CLAIM NUM: _____ KIT CODE : CH
OASIS DATE :
DELETE REASON: _____ VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: _____ IND: Y MATCH CODE:
CURRENT: 3 46 220 ASSIGNED: 00-01-27 SOURCE: PX EXTRACT DATE: 96-11-22
***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC
F FORCED COMPLETION 98-01-22 B 98-01-22
M RELEASED FOR MAILING 97-03-05
H AWAITING MAILING 96-11-22 OL

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)
1037=NO MORE DATA TO DISPLAY

OGDB024

ENCLOSURE

CAMPAIGN VEHICLE INFORMATION

02/28/02 10:21:54

ENTER CAMPAIGN NUMBER=> 96L12 VIN=> 1LNLM82W5NY633101 TYPE OF SEARCH: A
MODEL YEAR: DEFECT: PASS AIR BAG BODY STYLE:
NEW STATUS CODE: _____
REPAIR INFORMATION: TYPE CODE: _____ CAMP DIV :
REPAIR DATE: _____ DEALER P/A: _____ SUPP CODE :
MICRO REF: _____ CLAIM NUM: _____ KIT CODE :
DELETE REASON: _____ OASIS DATE :
RESP DEALER INFORMATION: NEW: _____ VENDOR N/A INFORMATION:
CURRENT: ASSIGNED: _____ IND: MATCH CODE:
***** STATUS INFORMATION: ***** SOURCE: EXTRACT DATE:
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM MICROF CL SRC

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS
F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)

E807-END OF CAMPAIGNS FOR VEHICLE - CURRENT AND HISTORY DATABASES

OGDB024

E807-028 2001

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: KJLEME2WNT633103 Vch Line: C7E - TOWN CAR (FORDEN116) (91-97) Eng Serial No: W
 Model Year: 1992 Market Period: CM - 1-M DIVISION DERIVATIVE Body Style: *
 Vch Type: C Drive Code: C9 - 2 WEL L/H REAR DRIVE Engine: C7N - 2-M 4.6L SOHC IN NA C7E G-RT
 Inv. Dealer: 11519 Body Chk Style: C7C - 4 DOOR SEDAN-61.175 Transmission: C9C - 4 SPD AUTO TRANS NAAD ACD*ST
 Version/Class: C9E - SIGNATURE VERSION

BUILD INFORMATION:

Region: NA - 000000000 Plant: NA - WILSON PLANT BUILD
 Country: USA - 000000000 Prod Date: 03-OCT-1991

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 340001 - *
 Country: USA - 000000000 Selling Rtr: 001700 IN
 Buyer Rtr: IN

Arrival Date: 10-OCT-1991 End Chrgt Lease: 1
 Sale Date: 03-MAR-1992 End Chrgt Lease: 1
 Warranty Start Date: 03-MAR-1991 Modified Vehicle: *
 Orig Warranty Date: 03-MAR-1991 Recaptured Vehicle: * Vehicle Report Flag: N

1992-028 20012

VOCALOC

123456789101112131415161718192021222324252627282930313233343536373839404142434445464748495051525354555657585960616263646566676869707172737475767778798081828384858687888990919293949596979899100
 123456789101112131415161718192021222324252627282930313233343536373839404142434445464748495051525354555657585960616263646566676869707172737475767778798081828384858687888990919293949596979899100
 123456789101112131415161718192021222324252627282930313233343536373839404142434445464748495051525354555657585960616263646566676869707172737475767778798081828384858687888990919293949596979899100

INSTALLED OPTION INFORMATION:

Air Conditioning	CC - ATC AIR CONDITIONING	GVW Code	-
Alternator Amp Rating *		GVW Class Code	L
Audio Equip	* - [N/A]	Electronics	AC - ELECTRONIC EQUIPMENT/STATION
Auto Brake	* - [N/A]	Motor/Driver Side	* - [N/A]
Auto Type	* - [N/A]	Motor/Passenger Side	* - [N/A]
Battery Amp Rating	72	Paint	PHYAF - METAL TITANIUM CC
Brake Code	PSAAS - 4 WHEEL ANTI-LOCK BRAKES	Power Antenna	* - [N/A]
Brake Code/Options	* - [N/A]	Radio	AQ - ELITE PREMIUM AM/FM STEREO
Calibration Code	11EDUSA	Sound System	* - [N/A]
Color(Actual)	* - [N/A]	Sequoia Titanium Axle	* - [N/A]
Color(Trim)	00A44-	Tire Manufacturer	AJ - MICHELIN
Delivery Type	R	Tire Brand	* - *
Drivetrain Code	*	Tire Size	D000P - P215/70R15 WSW
Front Seat	* - [N/A]	Transfer Case	* - [N/A]
Front Type	* - [N/A]	Wheel Base	* - [N/A]

TIRE DOT INFORMATION:

LF: * 000 *
 LR: * 000 *
 LL: * 000 *
 RPA0: * DOT Plant Manufacturer * - *

2000-2001 2000-2001

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code	• Emission Code	CS-CS
ESP Coverage(All)	• Emission Cat Type	F
ESP Coverage(Thick)	• Emission Part Number	HPM
ESP Part Name	• Emission Family	HPM40V25119
ESP Signature Date		

Any comments? You can contact:



Ford

1-800-822-8288

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 28-FEB-2002

Note: All Costs are in US Dollars

ILNLME2WSNY633101 VB	CVB	CM	CPC	CNR	CS	BA	CDC	CVN	03-10-91	03-03-92	346601	USA	0	Q03	7882	PORE	11372	A	800	V99	A99	46
AWS Claim Key:	1086024	Dec 8:	031300	Tyr Cdn		1	Labour Hrs:	J	Labour Cost:			23.6	Material Cost:	15.65	Total Cost:		49.25					
Br-Cd-Sub Cd:	11519	Model:	DELLEN LINCOLN-MERCURY INC			Ph:	317-5740100	St IN	Chy Cd:	USA		Reg Cd:	NA	Repr Date:	23-OCT-1991		INSTQMLP:2					
ILNLME2WSNY633101 VB	CVB	CM	CPC	CNR	CS	BA	CDC	CVN	03-10-91	03-03-92	346601	USA	21	Q05	SVN *	1129	*	810	V21	M05	14	
AWS Claim Key:	2838125	Dec 8:	039078	Tyr Cdn		184	Labour Hrs:	4.2	Labour Cost:			196.52	Material Cost:	366.15	Total Cost:		562.67					
Br-Cd-Sub Cd:	11519	Model:	DELLEN LINCOLN-MERCURY INC			Ph:	317-5740100	St IN	Chy Cd:	USA		Reg Cd:	NA	Repr Date:	04-MAY-1994		INSTQMLP:32545					
ILNLME2WSNY633101 VB	CVB	CM	CPC	CNR	CS	BA	CDC	CVN	03-10-91	03-03-92	346601	USA	37	Q07	7813	FOVY	PRE24	8	800	V79	C08	42
AWS Claim Key:	3041111	Dec 8:	0348351	Tyr Cdn		823	Labour Hrs:	1	Labour Cost:			59.15	Material Cost:	36.25	Total Cost:		124.84					
Br-Cd-Sub Cd:	04671	Model:	JERRY ALDERMAN FORD INC			Ph:	317-2311441	St IN	Chy Cd:	USA		Reg Cd:	NA	Repr Date:	03-MAR-1995		INSTQMLP:33592					
Cost Comments:	BLOWER MOTOR ONLY OPERATES ON HI SPEED																					
Tech Comments:	BLOWER MOTOR ONLY OPERATE HIGH TESTED REPLACED BLOWER SPEED CONTROLLER																					
ILNLME2WSNY633101 VB	CVB	CM	CPC	CNR	CS	BA	CDC	CVN	03-10-91	03-03-92	346601	USA	37	Q08	7802	*	14401	*	800	V79	C08	X1
AWS Claim Key:	3041182	Dec 8:	0348352	Tyr Cdn		823	Labour Hrs:	1	Labour Cost:			50.13	Material Cost:	0	Total Cost:		50.13					
Br-Cd-Sub Cd:	04671	Model:	JERRY ALDERMAN FORD INC			Ph:	317-2311441	St IN	Chy Cd:	USA		Reg Cd:	NA	Repr Date:	03-MAR-1995		INSTQMLP:33592					
Cost Comments:	CK AC OPS BLOWS WARM																					
Tech Comments:	AC BLOWS WARM REPAIR WIRING CONNECTOR																					
ILNLME2WSNY633101 VB	CVB	CM	CPC	CNR	CS	BA	CDC	CVN	03-10-91	03-03-92	346601	USA	38	Q08	800M	FOVY	18978	8	800	V74	T90	81
AWS Claim Key:	3050562	Dec 8:	032744	Tyr Cdn		884	Labour Hrs:	1	Labour Cost:			47.27	Material Cost:	19.34	Total Cost:		66.61					
Br-Cd-Sub Cd:	11519	Model:	DELLEN LINCOLN-MERCURY INC			Ph:	317-5740100	St IN	Chy Cd:	USA		Reg Cd:	NA	Repr Date:	28-MAR-1995		INSTQMLP:35411					
Tech Comments:	REPLACED DOOR SPEAKER COVERS																					
ILNLME2WSNY633101 VB	CVB	CM	CPC	CNR	CS	BA	CDC	CVN	03-10-91	03-03-92	346601	USA	42	Q07	7886	*	190490	*	800	V79	C08	18

0002-0025 200001

AWB Chn Key: 3151517 **Doc #:** 886433N **Tax Code:** H83 **Label Hrs:** **Label Cost:** **SLM:** **Material Cost:** 55.86 **Total Cost:** 165.5
Dr: C&Sub Ch: 11519-^a **Name:** DELLEN LINDEN-AMCORY INC **Pin:** 317-5749900 **St: IN** **City Ch:** USA **Reg Ch:** NA **Reg Date:** 06-JUL-1995 **REGTQML:** 037624
Cost Comments: A-C DOES NOT WORK PROPERLY A-C DOES NOT COOL
Tech Comments: AC PERFORMANCE TEST, REPLACED ORINGS, SERADER VALVE, LOW PRESSURE SWITCH, RECLAIM FREON, EVACUATE AND RECHARGE

ILNLAMTWSNY633101 VB **CVB** **CM** **CPC** **CNR** **CB** **RA** **CDC** **CVN** **05-10-91** **05-05-92** **3468M** **USA** **43** **.** **.** **.** **.** **SKX** **V88** **.** **.**
AWB Chn Key: 3282207 **Doc #:** 0896781 **Tax Code:** H83 **Label Hrs:** 3 **Label Cost:** 16.34 **Material Cost:** 11.77 **Total Cost:** 28.11
Dr: C&Sub Ch: 02652-^a **Name:** FRIENDLY FORD INC **Pin:** 734-3456888 **St: MI** **City Ch:** USA **Reg Ch:** NA **Reg Date:** 01-OCT-1995 **REGTQML:** 035588

ILNLAMTWSNY633101 VB **CVB** **CM** **CPC** **CNR** **CB** **RA** **CDC** **CVN** **05-10-91** **05-05-92** **3468M** **USA** **45** **Q46** **7408** **EXT** **65** **638** **511** **V43** **D02** **08**
AWB Chn Key: 3135653 **Doc #:** 00576491 **Tax Code:** H82 **Label Hrs:** 5 **Label Cost:** 31.68 **Material Cost:** 18.93 **Total Cost:** 50.61
Dr: C&Sub Ch: 02652-^a **Name:** FRIENDLY FORD INC **Pin:** 734-3456888 **St: MI** **City Ch:** USA **Reg Ch:** NA **Reg Date:** 06-NOV-1995 **REGTQML:** 039173

ILNLAMTWSNY633101 VB **CVB** **CM** **CPC** **CNR** **CB** **RA** **CDC** **CVN** **05-10-91** **05-05-92** **3468M** **USA** **47** **Q40** **7822** **D62Z** **1452M** **D** **888** **V83** **C28** **46**
AWB Chn Key: 3212724 **Doc #:** 09671981 **Tax Code:** H83 **Label Hrs:** 2 **Label Cost:** 10.89 **Material Cost:** 27 **Total Cost:** 37.89
Dr: C&Sub Ch: 02652-^a **Name:** FRIENDLY FORD INC **Pin:** 734-3456888 **St: MI** **City Ch:** USA **Reg Ch:** NA **Reg Date:** 03-JAN-1996 **REGTQML:** 040798

ILNLAMTWSNY633101 VB **CVB** **CM** **CPC** **CNR** **CB** **RA** **CDC** **CVN** **05-10-91** **05-05-92** **3468M** **USA** **47** **Q23** **7828** **EXTV** **5461711** **AA** **888** **V88** **510** **33**
AWB Chn Key: 3222724 **Doc #:** 09671982 **Tax Code:** H83 **Label Hrs:** 3 **Label Cost:** 43.57 **Material Cost:** 134.25 **Total Cost:** 218.1
Dr: C&Sub Ch: 02652-^a **Name:** FRIENDLY FORD INC **Pin:** 734-3456888 **St: MI** **City Ch:** USA **Reg Ch:** NA **Reg Date:** 03-JAN-1996 **REGTQML:** 040798
Tech Comments: NO TIME PURCHASED FOR MODEL AND YEAR

ILNLAMTWSNY633101 VB **CVB** **CM** **CPC** **CNR** **CB** **RA** **CDC** **CVN** **05-10-91** **05-05-92** **3468M** **USA** **55** **Q63** **5F87** **PA42** **2085** **B** **810** **V21** **H85** **43**
AWB Chn Key: 23118816 **Doc #:** 88997204 **Tax Code:** F85 **Label Hrs:** 2 **Label Cost:** 45.87 **Material Cost:** 133.78 **Total Cost:** 218.96
Dr: C&Sub Ch: 02652-^a **Name:** FRIENDLY FORD INC **Pin:** 734-3456888 **St: MI** **City Ch:** USA **Reg Ch:** NA **Reg Date:** 26-AUG-1996 **REGTQML:** 047259

Any comments? You can contact

webmaster

0002-000 20000

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 11869724

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM82WSNY633101

Claim Information

Document Number: 031300

Repair Date: 28-OCT-1991

Distance: 2

TIS: 0

Dealer Information

Dealer Name: DELLEN LINCOLN-MERCURY INC

Dealer Code: 11519 - *

Address: 4100 EAST 96TH STREET

City: INDIANAPOLIS

State: IN Zip Code: 46240

Country: USA Region Code: NA

Phone: (317)574-0100

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 33.6

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 15.65

Total Cost Gross: 49.25

Cost Concern Code: A99 - ADMINISTRATIVE (PARTS RETURN/ETC.)

Condition Code: 46 - BURNED OUT

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
13300D	STEERING COLUMN/DASH SWITCH ASSEMBLIES DIAGNOSIS	0
13300D3	IGNITION SWITCH REPLACE	0

Causal Flag	Full Part Number	Part Description	Part Extended	CFSC	Quantity	Amount
Y	PODZ 11572 A	SWITCH ASY IGNITION 110401	1		0	

DTC Sections: MIL Light ON - *

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
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Any comments? You can contact

webmaster

DNZ-025 20004

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 29378196

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VE-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM82W5NY633101

Claim Information

Document Number: 059078

Repair Date: 04-NOV-1994

Distance: 32565

TIS: 33

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 198.52

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 166.15

Total Cost Gross: 364.67

Dealer Information

Dealer Name: DELLEN LINCOLN-MERCURY INC

Dealer Code: 11519 - *

Address: 4100 EAST 96TH STREET

City: INDIANAPOLIS

State: IN Zip Code: 46240

Country: USA Region Code: NA

Phone: (317)574-0100

Customer Comment:

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 30411911

Vehicle Information

Model Year: 1992
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/R REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 03-MAR-1992
 Production Date: 03-OCT-1991
 VIN: 1LNLM8ZWSNY633101

Dealer Information:

Dealer Name: JERRY ALDERMAN FORD INC
 Dealer Code: 04671 - *
 Address: 5500 N KEYSTONE
 City: INDIANAPOLIS
 State: IN Zip Code: 46220
 Country: USA Region Code: NA
 Phone: (317)251-1441

Claim Information

Document Number: 02619251
 Repair Date: 03-MAR-1995
 Distance: 35392
 TIS: 37

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 50.13
 Misc. Expense Amount: 0
 Part Markup Amount: 17.06
 Material Cost: 56.85
 Total Cost Gross: 124.04

0000-0000 20071

Cost Concern Code: C20 - OTHER TEMPERATURE CONTROL TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: BLOWER MOTOR ONLY OPERATE HIGH TESTED REPLACED BLOWER SPEED CONTROLLER>

Customer Comment: BLOWER MOTOR ONLY OPERATES ON HI SPEED>

Labor Op Code	Labor Op Description	Labor Op Cost
19624A	BLOWER MOTOR SPEED CONTROLLER REPLACE	50.13

Cancel	Full Part Number	Part Description	Part	Extended
Flag	FREE BASE SUPT	Description	CFSC	Quantity Amount
Y	FOVY 19E624 B	CONTROLLER BLUR SPD 120303	1	56.85

DTC Sections: MIL Light ON = *

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
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Any comments? You can contact

webmaster

2002-02-28 10:30 AM

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 30411912

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Serial: CBR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Sent Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM8ZW5NY633101

Order Information

Document Number: 02619252

Repair Date: 03-MAR-1995

Distance: 35392

TLR- 37

Executive Information

Donor Information:

Dealer Name: JERRY ALDERMAN FORD INC

Dealer Code: 04671 - *

Address: 5500 N KEYSTONE

City: INDIANAPOLIS

State: IN Zip Code:46220

Country: USA Region Code: NA

Phone: (317)251-1441

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 50.13

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 0

Total Cost Gross: 50.13

Cost. Concern Code: C05 - A/C DOES NOT WORK

Condition Code: X1 - POOR GROUND

Technician Comment: AC BLOWS WARM REPAIR WIRING CONNECTOR>

Customer Comment: CK AC OPS BLOWS WARM>

Labor Op Code Labor Op Description Labor Op Cost

M

50.13

Cancel	Full Part Number	Part	Part	Extended
Flag	FREE BASE SUFF	Description	CPSC	Quantity Amount
Y	* 14401	* WIRE ASY MAIN LOOM	180102	0 0

DTC Sections: MIL Light ON = *

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
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Any comments? You can contact

rebmoney

2000-2001 2007A

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 30869607

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FNB6/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM82W5NY633101

Claim Information

Document Number: 062744

Repair Date: 20-MAR-1995

Distance: 35411

TIS: 38

Dealer Information:

Dealer Name: DELLEN LINCOLN-MERCURY INC

Dealer Code: 11519 - *

Address: 4100 EAST 96TH STREET

City: INDIANAPOLIS

State: IN Zip Code: 46240

Country: USA Region Code: NA

Phone: (317)574-0100

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 47.27

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 19.34

Total Cost Gross: 66.61

ENR-628 20678

Condition Code: 81 - TARNISHED/FADED

Technician Comment: REPLACED DOOR SPEAKER COVERS

Customer Commitment:

<u>Labor On Code</u>	<u>Labor On Description</u>	<u>Labor On Cost</u>

M1

0

Chenal	Full Part Number	Part	Part	Extended
Flag	PREP BASE SUITE	Description	CPSC	Quantity Amount
Y	POVY 18978 B	GRILL-REAR SPEAKER	0105XX	1 0
N	POVY 18979 B	GRILL-REAR SPEAKER	0105XX	1 0

DTC Section: **MIL Light ON = ***

Eng	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
1	1	1	1	1	1
2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9
10	10	10	10	10	10
11	11	11	11	11	11
12	12	12	12	12	12
13	13	13	13	13	13
14	14	14	14	14	14
15	15	15	15	15	15
16	16	16	16	16	16
17	17	17	17	17	17
18	18	18	18	18	18
19	19	19	19	19	19
20	20	20	20	20	20
21	21	21	21	21	21
22	22	22	22	22	22
23	23	23	23	23	23
24	24	24	24	24	24
25	25	25	25	25	25
26	26	26	26	26	26
27	27	27	27	27	27
28	28	28	28	28	28
29	29	29	29	29	29
30	30	30	30	30	30
31	31	31	31	31	31
32	32	32	32	32	32
33	33	33	33	33	33
34	34	34	34	34	34
35	35	35	35	35	35
36	36	36	36	36	36
37	37	37	37	37	37
38	38	38	38	38	38
39	39	39	39	39	39
40	40	40	40	40	40
41	41	41	41	41	41
42	42	42	42	42	42
43	43	43	43	43	43
44	44	44	44	44	44
45	45	45	45	45	45
46	46	46	46	46	46
47	47	47	47	47	47
48	48	48	48	48	48
49	49	49	49	49	49
50	50	50	50	50	50
51	51	51	51	51	51
52	52	52	52	52	52
53	53	53	53	53	53
54	54	54	54	54	54
55	55	55	55	55	55
56	56	56	56	56	56
57	57	57	57	57	57
58	58	58	58	58	58
59	59	59	59	59	59
60	60	60	60	60	60
61	61	61	61	61	61
62	62	62	62	62	62
63	63	63	63	63	63
64	64	64	64	64	64
65	65	65	65	65	65
66	66	66	66	66	66
67	67	67	67	67	67
68	68	68	68	68	68
69	69	69	69	69	69
70	70	70	70	70	70
71	71	71	71	71	71
72	72	72	72	72	72
73	73	73	73	73	73
74	74	74	74	74	74
7					

Any comments? You can contact

14-00000

0002-0202 201671

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 31518157

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Chassis Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM82W5NY633101

Claim Information

Document Number: 06645501

Repair Date: 26-JUL-1995

Distance: 37024

TIS: 42

Expense Information

Dealer Information:

Dealer Name: DELLEN LINCOLN-MERCURY INC

Dealer Code: 11519 - *

Address: 4100 EAST 96TH STREET

City: INDIANAPOLIS

State: IN Zip Code: 46240

Country: USA Region Code: NA

Phone: (317)574-0100

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 92.88

Misc. Expense Amount: 0

Part Markup Amount: 16.76

Material Cost: 55.86

Total Cost Gross: 165.5

11519-225 20677

Cust. Concern Code: 005 - A/C DOES NOT WORK

Condition Code: D8 - FAILED GASKET/SEAL

Technician Comment: AC PERFORMANCE TEST, REPLACED ORINGS, SHRAIDER VALVES, LOW PRESSURE SWITCH, RECLAIM FREON, EVACUATE AND RECHARGE

Customer Comment: A-C DOES NOT WORK PROPERLY A-C DOES NOT COOL

Labor Op Code	Labor Op Description	Labor Op Cost
19700A	PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CH DIAGNOSIS	34.22
19700A3T	O-RING(S) OR O-RING KIT REPLACE	24.44
19700B	R-12 REFRIGERANT RECOVERY	9.78
M		9.78
19561A	SWITCH ASSEMBLY - AIR CONDITIONER CLUTCH CYCLING REPLACE	14.66

Cancel	Full Part Number	Part	Part	Extended
Flag	PRFX	BASE	SUFF	Description CPSC Quantity Amount
Y	*	19D690	*	O RING-SEAL A/C CPLG 120302 0 0
N	F3AZ	19B519	SA	R-12 FREON NANANA 38 25.84
N	E73Z	19577	A	A/C COMPRESSOR OIL NANANA 1 5.2
N	F3AZ	19579	SA	ENGINE OIL NANANA 1 2.64
N	D20Z	19D701	A	CORE A/C CHG VALVE NANANA 2 3.38
N	*	391305	S100	NANANA 4 1.36
N	*	391397	S100	NANANA 6 1.2
N	*	391396	S100	NANANA 2 .54
N	E35Y	19B561	A	SWITCH A/C PRESSURE NANANA 1 15.7

DTC Sections MIL- Light ON = *

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
------	-----------	----------------	----------------------------	------------	------------------------

Any comments? You can contact

technician

ENR-410 22678

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 32022070

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM82W5NY633101

Claim Information

Document Number: 00506701

Repair Date: 31-OCT-1995

Distance: 35580

TIS: 45

Dealer Information

Dealer Name: FRIENDLY FORD INC

Dealer Code: 02662 - *

Address: 1011 SO MONROE ST

City: MONROE

State: MI Zip Code: 48161

Country: USA Region Code: NA

Phone: (734)243-6000

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 16.34

Misc. Expense Amount: 5.45

Part Markup Amount: 3.35

Material Cost: 11.17

Total Cost Gross: 36.31

Cust. Concern Code: * -

Condition Code: * - [NA]

Technician Comment:

Customer Comment:

Labor Op Code Labor Op Description Labor Op Cost

95S19B REPLACE 1634

Cancel Full Part Number Part Part Extended

Flag FREE BASE SUPP Description CPSC Quantity Amount

N P2AZ 16700 C HOOD LOCK 011403 1 11.17

DTC Section: MIL Light ON = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
------	-----------	----------------	----------------------------	------------	------------------------

Any comments? You can contact

webmaster

2002-02-20 10:31

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 31996253

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (PN36/PN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM82W5NY633101

Claim Information

Document Number: 00516401

Repair Date: 06-NOV-1995

Distance: 39175

TIS: 45

Dealer Information

Dealer Name: FRIENDLY FORD INC

Dealer Code: 02662 - *

Address: 1011 SO MONROE ST

City: MONROE

State: MI Zip Code: 48161

Country: USA Region Code: NA

Phone: (734)243-6000

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 32.68

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 10.93

Total Cost Gross: 43.61

Cust. Concern Code: D02 - ENGINE WOULD NOT START

Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)

Technician Comment:

Customer Comment:

Labor Op. Code	Labor Op. Description	Labor Op. Cost
10634A	BATTERY TEST AND CHARGE DIAGNOSIS	16.34
10634B	BATTERY REPLACE	16.34

Cancel	Full Part Number	Part	Part	Extended
Flag	PREF BASE SUFF	Description	CPSC	Quantity Amount
Y	BXT 65 650	MOTORCRAFT BATTERY 140101	1	10.93

DTC Sections: MIL. Light ON = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
------	-----------	----------------	----------------------------	------------	------------------------

Any comments? You can contact

webmaster

1992-93 28663

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 32276745

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM82W5NY633101

Dealer Information:

Dealer Name: FRIENDLY FORD INC

Dealer Code: 02662 - *

Address: 1011 SO MONROE ST

City: MONROE

State: MI Zip Code: 48161

Country: USA Region Code: NA

Phone: (734)243-6000

Claim Information

Document Number: 07611901

Repair Date: 02-JAN-1996

Distance: 40798

TIS: 47

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 10.89

Misc. Expense Amount: 0

Part Markup Amount: .08

Material Cost: .27

Total Cost Gross: 11.24

Cast. Concern Code: 029 - OTHER INDICATOR/WARNING LIGHT TROUBLES

Condition Code: 46 - BURNED OUT

Technician Comment:

Customer Comment:

Labr Op Code	Labr Op Description	Labr Op Cost
14526A	FUSE REPLACE	10.89

Cond	Full Part Number	Part	Part	Extended
Flag	FREE BASE SUFF	Description	CPSC	Quantity Amount
Y	D9ZZ 14526 D	FUSE-ELECTRICAL CIRC 180106	1	.27

DTC Section: MIL, Light ON = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
------	-----------	----------------	----------------------------	------------	------------------------

Any comments? You can contact

webmaster

800-4-A-FORD

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 32276746

Vehicle Information

Model Year: 1992
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Ch Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Serial: C/BR-SIGNATURE VERSION
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 03-MAR-1992
Production Date: 03-OCT-1991
VIN: 1LNLM82W5NY633101

Dealer Information:

Dealer Name: FRIENDLY FORD INC
Dealer Code: 02662 - *
Address: 1011 SO MONROE ST
City: MONROE
State: MI Zip Code: 48161
Country: USA Region Code: NA
Phone: (734)243-6000

Claim Information

Document Number: 07611902
Repair Date: 02-JAN-1996
Distance: 40798
TIS: 47

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 43.57
Misc. Expense Amount: 0
Part Markup Amount: 40.28
Material Cost: 134.25
Total Cost Gross: 218.1

Customer Consent:

43.57

Y	P2VY 5461711	AA	TRACK-FRONT SEAT 011001	1	13425
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Eng	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
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Wiederholer

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Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 33316916

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM82W5NY633101

Claim Information

Document Number: 00997201

Repair Date: 26-AUG-1996

Distance: 47259

YES: 55

Dealer Information:

Dealer Name: FRIENDLY FORD INC

Dealer Code: 02662 - *

Address: 1011 SO MONROE ST

City: MONROE

State: MI Zip Code: 48161

Country: USA Region Code: NA

Phone: (734)243-6000

Expense Information

Customer Paid Amount: 60

Deductible Amount: 0

Dealer Paid Amount: 21.9

Labor Cost: 45.05

Misc. Expense Amount: 0

Part Markup Amount: 40.13

Material Cost: 133.78

Total Cost Gross: 218.96

Cost Concern Code: H05 - EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
921902B	REPLACE OR REPACK	45.05

Cancel	Full Part Number	Part Description	Part Extended
Flag	PREF BASE SUIT	CFSC	Quantity Amount
Y	F4AZ 2005 B	BOOSTER ASY-POWER BR 060701	1 133.78

DTC Sections: MIL Light ON = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
------	-----------	----------------	----------------------------	------------	------------------------

Any comments? You can contact

webmaster

1993-2000

VIN: 1LNLMSEN5NY633101
WSD: 03/03/92

Year: 1992

Model: TOWN CAR
Build Date: 10/03/91

A	-----Campaign-----			Status	Dealer	
C	Number	Type	Description	Status	Date	Code
-	95519	S	HOOD LATCH	COMPLETE	10/31/95	02662
	96112	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

OGDB024

F102-025 20000

VIN: 1LNLM82W5NY633101

Year: 1992

Model:

TOWN CAR

MSD: 03/03/92

Build Date: 10/03/91

A	----- Campaign -----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
X	95S19	S	HOOD LATCH	COMPLETE	10/31/95	02662
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC

F1=Help F7=Prev F8=Next F11=Menu F12=Return
INVALID FUNCTION KEY PRESSED

OGD0024

0002-020 20001

VIN: 1LNLM82W5NY633101 Year: 1992 Model: 2000 CAR
Owner Stat: SUBSEQUENT
Name: [REDACTED]
Trmt: [REDACTED] Case: 373320329
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 6500 MI
Analyst: SELLIOT SIMONE ELLIOT Document Number:
Action Date: 01/26/00 Action Data: Action Time: 13:50:54 EST
Origin Desc: MANUAL - CORRESPONDENCE CSR
Action Desc: SCHEDULED CALL BACK
Comments: CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: SCHEDULED CALL BACK FOR P/L TO CONTACT CUSTOMER AS THEY
HAVE ALREADY RECEIVED DECISION AND FORM LETTER.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGD8024

VIN: 1LNLN82W5NY633101 Year: 1992 Model: 3MN CAR
Owner Status: SUBSEQUENT
Name: [REDACTED] WSD: 03/03/92
Trat: [REDACTED] Case: 373320329
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 6500 MI
Analyst: SELLT SIMONE ELLIOT Document Number:
Action Date: 01/26/00 Action Data: Action Time: 13:50:54 EST
Origin Desc: MANUAL - CORRESPONDENCE CSR
Action Desc: SCHEDULED CALL BACK
Comments: CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: SCHEDULED CALL BACK FOR P/L TO CONTACT CUSTOMER AS THEY
HAVE ALREADY RECEIVED DECISION AND FORM LETTER.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO NEXT COMMENTS

OGDB024

0001-000 20000

VIN: 1LNLM82W5NY633101 Year: 1992 Model: JMN CAR
Owner Status: SUBSEQUENT
Name: [REDACTED] WSD: 03/03/92
Trmt: [REDACTED] Case: 373320329 [REDACTED]
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: MI
Analyst: LCURRIE LISA CURRIE Document Number: 2639796
Action Date: 09/11/01 Action Data: Action Time: 13:26:27 EST
Origin Desc: MANUAL - CORRESPONDENCE CSR
Action Desc: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION
Comments: CUSTOMER SAYS: *-~*-~*- PRIORITY CONTACT EXECUTIVE OFFIC
ES *-~*-~*- XXXXXXXXXXXX NASSER LETTER XXXXXXXXXXXX
DATED AUGUST 16, 2001 WRITING ABOUT A LETTER THAT WAS RECE
IVED FROM FORD IN ANSWER TO CX LETTER ABOUT AN ENGINE FIRE T
HAT TOTALED CX VEH. CX FEELS THAT THE RESPONSE FROM FORD WA
S CONDESCENDING AND EVIDENT THAT YOUR COMPANY COULD CARE LES
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB024

ST-CHADRA

Action Detail

02/28/02 10:00:07

VIN: 1LNLM82W5MY633101 Year: 1992 Model: MN CAR
Owner Status: SUBSEQUENT
Name: [REDACTED] WSD: 03/03/92
Trmt: [REDACTED] Case: 373320329
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: NL MAIL Odometer Reading: 6500 MI
Analyst: SELLIOT SIMONE ELLIOT Document Number:
Action Date: 01/26/00 Action Data: Action Time: 13:50:54 EST
Origin Desc: MANUAL - CORRESPONDENCE CSR
Action Desc: SCHEDULED CALL BACK
Comments: CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: SCHEDULED CALL BACK FOR P/L TO CONTACT CUSTOMER AS THEY
HAVE ALREADY RECEIVED DECISION AND FORM LETTER.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB024

ENCLOSURE

SF-CHADRA

Action Detail

02/28/02 10:00:49

VIN: 1LMJH82W5NY633101 Year: 1992 Model: VAN CAR

Owner Status: SUBSEQUENT

WSD: 03/03/92

Name:

Trmt:

Case: 373320329

Symptom Desc:

Reason Desc: MISC INQUIRY - CSR OBC

Dealer:

Issue Type: 01 INQUIRY

Comm Type: HL MAIL

Issue Status: C CLOSED

Odometer Reading: 6500 MI

Analyst: SELLIOT SIMONE ELLIOT

Document Number:

Action Date: 01/26/00 Action Data:

Action Time: 13:50:54 EST

Origin Desc: MANUAL - CORRESPONDENCE CSR

Action Desc: SCHEDULED CALL BACK

Comments: CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: SCHEDULED CALL BACK FOR P/L TO CONTACT CUSTOMER AS THEY
HAVE ALREADY RECEIVED DECISION AND FORM LETTER.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB024

E882-628 28006

SPCHMURA

Action Detail

02/28/02 10:00:55

VIN: 1LNMB2W8NY633101 Year: 1992 Model: JMN CAR
Owner Status: SUBSEQUENT VSD: 03/03/92
Name: [REDACTED]
Trmt: [REDACTED] Case: 373320329 [REDACTED]
Symptom Desc: MISC INQUIRY - CSR OBC
Reason Desc:
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: MI
Analyst: LCURRIE LISA CURRIE Document Number: 2639796
Action Date: 09/11/01 Action Data: Action Time: 13:26:27 EST
Origin Desc: MANUAL - CORRESPONDENCE CSR
Action Desc: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION
Comments: CUSTOMER SAYS: *-*-*-* PRIORITY CONTACT EXECUTIVE OFFIC
ES *-*-*-* XXXXXXXXXXXX NASSER LETTER XXXXXXXXXXXX
DATED AUGUST 16,2001 WRITING ABOUT A LETTER THAT WAS RECE
IVED FROM FORD IN ANSWER TO CX LETTER ABOUT AN ENGINE FIRE T
HAT TOTALED CX VEH. CX FEELS THAT THE RESPONSE FROM FORD WA
S CONDESCENDING AND EVIDENT THAT YOUR COMPANY COULD CARE LES
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGD0024

E002-005 2007

VIN: 1LNLM82W5NY633101 Year: 1992 Model: MN CAR

Owner Status: SUBSEQUENT

WSD: 03/03/92

Name:

Trmt:

Case: 373320329

Symptom Desc:

Reason Desc: MISC INQUIRY - CSR OBC

Dealer:

Issue Type: 01 INQUIRY

Issue Status: C CLOSED

Comm Type: ML MAIL

Odometer Reading: MI

Analyst: LCURRIE LISA CURRIE

Document Number: 2639796

Action Date: 09/11/01 Action Data:

Action Time: 13:26:27 EST

Origin Desc: MANUAL - CORRESPONDENCE CSR

Action Desc: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION

Comments:

S CONDESCENDING AND EVIDENT THAT YOUR COMPANY COULD CARE LESS IF I CONTINUED TO BUY YOUR CARS. FEELS THAT FORD IS HIDING THE FACT THAT FIRES IN THE TOWN CARS ARE A COMMON OCCURANCE. CX STATES THAT HE RECENTLY RECEIVED A CALL FROM NHTSA ASKING HIM ABOUT THE FIRE AND TOLD HIM THAT THERE HAD BEEN A RECALL AND IF HE HAD HEARD FROM FORD. CX TOLD CALLER ABO

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

0GDB024

SFCHADNA

Action Detail

02/28/02 10:01:06

VIN: 1LNLM8ZWSNY633101 Year: 1992 Model: OWN CAR

Owner Status: SUBSEQUENT

MSD: 03/03/92

Name:

Trat:

Case: 373320329

Symptom Desc:

Reason Desc: MISC INQUIRY - CSR OBC

Dealer:

Issue Type:

01

INQUIRY

Issue Status:

C CLOSED

Comm Type:

ML

MAIL

Odometer Reading:

MI

Analyst:

LCURRIE

LISA CURRIE

Document Number:

2639796

Action Date:

09/11/01

Action Data:

Action Time:

13:26:27 EST

Origin Desc:

MANUAL - CORRESPONDENCE CSR

Action Desc:

CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION

Comments:

N A RECALL AND IF HE HAD HEARD FROM FORD. CX TOLD CALLER ABO
UT ATTACHED LETTER HE HAD RECEIVED FROM FORD. CALLER TOLD C
X THAT HE WAS NOT SURPRISED AND THAT THE RECALL WAS BEING KE
PT QUIT BY FORD. CX WANTS FORD TO REIMBURSE HIM HIS INSUR
ANCE DEDUCTABLE AND CELL PHONE REPLACEMENT. CX LETTER FRO
M THE CRC IS DATED SEPTEMBER 3,1999 PER CUSTOMER, DEALER S

F1=Help F2=Addaction F4=Prevaction F5=Nextaction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

OGDB024

EVAL-025 2/02/02

3/1/1992

Action Data1

02/28/02 10:01:09

VIN: 1LNLM82W5NY633101 Year: 1992 Model: 300N CAR
Owner Status: SUBSEQUENT WSD: 03/03/92
Name: [REDACTED]
Title: [REDACTED] Case: 373320329
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: MI
Analyst: LCURRIE LISA CURRIE Document Number: 2639796
Action Date: 09/11/01 Action Data: Action Time: 13:26:27 EST
Origin Desc: MANUAL - CORRESPONDENCE CSR
Action Desc: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION
Comments: H THE CRC IS DATED SEPTEMBER 3,1999 PER CUSTOMER, DEALER S
AYS: CAC ADVISED:

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB024

PAGE 028 20000

SFCHADIA

Action Detail

02/28/02 10:01:23

VIN: 1LNLM82W5MY633101 Year: 1992 Model: LIN CAR

Owner Status: SUBSEQUENT

WSD: 03/03/92

Name:

Truck:

Case: 373320329

Symptom Desc:

Reason Desc: MISC INQUIRY - CSR OBC

Dealer:

Issue Type:

01

INQUIRY

Issue Status:

C CLOSED

Comm Type:

ML

MAIL

Odometer Reading:

MI

Analyst:

LCURRIE

LYSA CURRIE

Document Number:

2639796

Action Date:

09/11/01

Action Data:

Action Time:

13:26:27 EST

Origin Desc:

MANUAL - CORRESPONDENCE CSR

Action Desc:

CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION

Comments:

CUSTOMER SAYS:

--*-* PRIORITY CONTACT EXECUTIVE OFFIC

ES *-*-*-*

XXXXXXXXXX NASSER LETTER XXXXXXXXXXXXX

DATED AUGUST 16,2001

WRITING ABOUT A LETTER THAT WAS RECE

IVED FROM FORD IN ANSWER TO CX LETTER ABOUT AN ENGINE FIRE T

HAT TOTALED CX VEH. CX FEELS THAT THE RESPONSE FROM FORD WA

S CONDESCENDING AND EVIDENT THAT YOUR COMPANY COULD CARE LES

F1=Help

F2=AddAction

F4=PrevAction

F5=NextAction

F6=ActionData

F9=PrevComments

F10=NextComments

F11=Menu

F12=Return

F13=ESP

MORE COMMENTS AVAILABLE

OGDB024

ENCLOSURE 2/28/02

SPUNADIA

Action Detail

02/28/02 10:01:31

VIN: 1LNLM82W5NY633101 Year: 1992 Model: LN CAR
 Owner Status: SUBSEQUENT WSD: 03/03/92
 Name: [REDACTED]
 Trmt: Case: 373320329 [REDACTED]
 Symptom Desc:
 Reason Desc: MISC INQUIRY - CSR OBC
 Dealer:
 Issue Type: 01 INQUIRY Issue Status: C CLOSED
 Comm Type: ML MAIL Odometer Reading: MI
 Analyst: LCURRIE LISA CURRIE Document Number: 2639796
 Action Date: 09/11/01 Action Data: Action Time: 13:26:27 EST
 Origin Desc: MANUAL - CORRESPONDENCE CSR
 Action Desc: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION
 Comments: S CONDESCENDING AND EVIDENT THAT YOUR COMPANY COULD CARE LES
 S IF I CONTINUED TO BUY YOUR CARS. FEELS THAT FORD IS HI
 DING THE FACT THAT FIRES IN THE TOWN CARS ARE A COMMON OCCUR
 ANCE. CX STATES THAT HE RECENTLY RECEIVED A CALL FROM NHT
 SA ASKING HIM ABOUT THE FIRE AND TOLD HIM THAT THERE HAD BEE
 N A RECALL AND IF HE HAD HEARD FROM FORD. CX TOLD CALLER ABO
 F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE

OGDB024

2000-02-28 20:02

VIN: 1LNLM82W5NY633101 Year: 1992 Model: LIN CAR

Owner Status: SUBSEQUENT

Name:

MSD: 03/03/92

Trmt:

Case: 373320329

Symptom Desc:

Reason Desc: MISC INQUIRY - CSR OBC

Dealer:

Issue Type: 01 INQUIRY

Issue Status: C CLOSED

Comm Type: ML MAIL

Odometer Reading: MI

Analyst: L CURRIE LISA CURRIE

Document Number: 2639796

Action Date: 09/11/01 Action Data:

Action Time: 13:26:27 EST

Origin Desc: MANUAL - CORRESPONDENCE CSR

Action Desc: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION

Comments: N A RECALL AND IF HE HAD HEARD FROM FORD. CX TOLD CALLER ABO
UT ATTACHED LETTER HE HAD RECEIVED FROM FORD. CALLER TOLD C
X THAT HE WAS NOT SURPRISED AND THAT THE RECALL WAS BEING KE
PT QUIT BY FORD. CX WANTS FORD TO REIMBURSE HIM HIS INSUR
ANCE DEDUCTABLE AND CELL PHONE REPLACEMENT. CX LETTER FRO
M THE CRC IS DATED SEPTEMBER 3, 1999 PER CUSTOMER, DEALER S

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

06D8024

ACTION DATA

02/28/02 10:01:37

VIN: 1LNLM82W5NY633101 Year: 1992 Model: JWN CAR
Owner Status: SUBSEQUENT WSD: 03/03/92
Name: [REDACTED]
Trwt: Case: 373320329 [REDACTED]
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: MI
Analyst: LCURRIE LISA CURRIE Document Number: 2639796
Action Date: 09/11/01 Action Data: Action Time: 13:26:27 EST
Origin Desc: MANUAL - CORRESPONDENCE CSR
Action Desc: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION
Comments: M THE CRC IS DATED SEPTEMBER 3, 1999 PER CUSTOMER, DEALER S
AYS: CAC ADVISED:

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB024

EPR-025 20004

3/1/00/00

Action Detail

02/28/02 10:01:39

VIN: 1LNLM82W5MY633101 Year: 1992 Model: JMN CAR
 Owner Status: SURSEQUENT
 Name: [REDACTED] WSD: 03/03/92
 Trnt: [REDACTED] Case: 373320329
 Symptom Desc:
 Reason Desc: MISC INQUIRY - CSR OBC
 Dealer:
 Issue Type: 01 INQUIRY Issue Status: C CLOSED
 Comm Type: ML MAIL Odometer Reading: MI
 Analyst: LCURRIE LISA CURRIE Document Number:
 Action Date: 09/12/01 Action Data: Action Time: 11:09:48 EST
 Origin Desc: CRC- PRIORITY GROUP
 Action Desc: EXEC REF DOCUMENT ADDITIONAL INFORMATION
 Comments: CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
 D: - LEFT MSG FOR CX TO CONTACT

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 NO MORE COMMENTS AVAILABLE

OGD8024

11-02-02 2000

VIN: 1LNLM82N5MY633101 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT
Name: [REDACTED] MSD: 03/03/92
Trmt: [REDACTED] Case: 373320329 [REDACTED]
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 65000 MI
Analyst: LCURRIE LISA CURRIE Document Number:
Action Date: 09/13/01 Action Data: Action Time: 15:44:14 EST
Origin Desc: CRC- PRIORITY GROUP
Action Desc: EXEC REF DECISION DENY FINANCIAL ASSISTANCE
Comments: CUSTOMER SAYS: - ASKED FOR A TOTAL OF \$1,500.00 FOR THE DE
DUCTABLE AND THE CELL PHONE. - WE WERE CONTACTED BY THE M
HTSA AND THEY TOLD US THAT HTIS HAS OCCURED IN NUMEROUS TOWN
CARS. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - ADVIS
ED CX THAT HIS VEH IS NOT UNDER ANY RECALLS - ADVISED CX
THAT FORD WILL NOT PROVIDE HIM WITH A REIMBURSEMENT FOR HIS
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB024

SFCADMA

Action Detail

02/28/02 10:01:46

VIN: 1LMLN82W5NY633101 Year: 1992 Model: AM CAR

Owner Status: SUBSEQUENT

WSD: 03/03/92

Name:

Truck:

Case: 373320329

Symptom Desc:

Reason Desc: MISC INQUIRY - CSR OBC

Dealer:

Issue Type: 01 INQUIRY

Issue Status: C CLOSED

Comm Type: NL MAIL

Odometer Reading: 65000 MI

Analyst: LCURRIE LISA CURRIE

Document Number:

Action Date: 09/13/01 Action Data:

Action Time: 15:44:14 EST

Origin Desc: CRC- PRIORITY GROUP

Action Desc: EXEC REF DECISION DENY FINANCIAL ASSISTANCE

Comments: THAT FORD WILL NOT PROVIDE HIM WITH A REIMBURSEMENT FOR HIS
INSURANCE DEDUCTABLE OR THE CELLULAR PHONE.

CLOSED

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

NO MORE COMMENTS AVAILABLE

OGD0024

ENC-028 2007

VIN: 11NLM82W5NY633101 Year: 1992 Model: MN CAR
Owner Status: SUBSEQUENT
Name: [REDACTED] MSO: 03/03/92
Title: [REDACTED] Case: 373320329
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 65000 MI
Analyst: LCURRIE LISA CURRIE Document Number:
Action Date: 09/13/01 Action Data: Action Time: 15:44:14 EST
Origin Desc: CRC- PRIORITY GROUP
Action Desc: EXEC REF DECISION DENY FINANCIAL ASSISTANCE
Comments: CUSTOMER SAYS: - ASKED FOR A TOTAL OF \$1,500.00 FOR THE DE
DUCTABLE AND THE CELL PHONE. - WE WERE CONTACTED BY THE N
HTSA AND THEY TOLD US THAT HTIS HAS OCCURED IN NUMEROUS TOWN
CARS. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - ADVIS
ED CX THAT HIS VEH IS NOT UNDER ANY RECALLS - ADVISED CX
THAT FORD WILL NOT PROVIDE HIM WITH A REIMBURSEMENT FOR HIS
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB024

02/28/02 10:01:59

OGDB024

2010-2011

SPURSONA

Customer List

02/28/02 10:04:19

VIN: JLNLM82W5NY633101 CASE: _____ HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
C	JASPER	IN			

F1=Help F2=VehicleList
F7=Prev F8=Next
NO MORE RECORDS AVAILABLE

F4=UpdCustInfo
F11=Menu

F5=AddCustIssue
F12=Return

06D8024

02/28/02 20:10

VIN: 1LNLM82W5NY633101
Source: CUPID Year: 1992 Model: TOWN CAR
Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix: [REDACTED]
Business: [REDACTED]

Address: [REDACTED]

City: JASPER
State/Prov: IN ZIP/Postal: [REDACTED] Country: USA
Home Phone: [REDACTED] Day Phone: [REDACTED] Language: EN

----- To View valid Process Options, Put cursor on field, Press F1 -----

Name Correction: N Address Change: N Ownership Change: N Orig/Subsequent: S

Dealer STARS Id: [REDACTED]

F1-Help F5-Add Issue

F10-Update Customer F11-Menu F12-Return

RECORD FOUND

OGDB024

11602 628-2046

SYMPTOM SEARCH: _____

A

C SYMPTOM DESCRIPTION

A/T ENGAGE SHIFT LVR/LINK. IMPROPER ADJUST
A/T ENGAGEMENT SHIFT LVR/LINK.
A/T ENGAGEMENT SHIFT LVR/LINK. APPEARANCE
A/T ENGAGEMENT SHIFT LVR/LINK. ATTACHMENT
A/T ENGAGEMENT SHIFT LVR/LINK. INOPERATIVE
A/T ENGAGEMENT SHIFT LVR/LINK. NOISE
A/T ENGAGEMENT SHIFT LVR/LINK. STICKS/BINDS
AUTO TRANS NO ENGAGEMENT UNINTEND HWNT
AUTO TRANS DOWNSHIFT ERRATIC/HUNTING
AUTO TRANS DOWNSHIFT GEAR JUMP-OUT
AUTO TRANS DOWNSHIFT NO/LATE
AUTO TRANS DOWNSHIFT ROUGH/HARSH
AUTO TRANS DOWNSHIFT SENSITIVE
AUTO TRANS ENGAGEMENT DELAYED/SLIPS

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

OGDB024

DMM-628 20012

VIN: 1LNLM82W5NY633101 Year: 1992 Model: TOWN CAR
 Repair Date: WSD: 03/03/92
 Repair Order:
 Causal Code:
 Rpr Dealer:

A
 C Part Number Part Description Part Qty Labor Operation

F1=Help F4=PrevVisit F5=NextVisit F7=Prev F8=Next
 F9=PrevRepair F10=NextRepair F11=Menu F12=Return
 VEHICLE REPAIR HISTORY IS CURRENTLY UNAVAILABLE OGD8024

0000-0228 20013

VIN: 1JNLM82W5NY633101 Year: 1992 Model: 300N CAR

Name:

Trmt:

Contact: 107380843

Symptom: 801000

Reason: WE

Dealer: F48434 FRIENDLY FORD INC

Issue Type: 6 INFO

Comm Type: V VISIT

Issue Status: 2 CLOSED

Analyst: F48434 FRIENDLY FORD IN

Odometer Reading: 047259 MI

Action Date: 08/16/96

Document Number:

Action Time: 13:38:47 EST

Action Data: N

Origin Desc: DL

Action Desc:

Comments:

CUSTOMER CONCERN: VEHICLE PAST 4 YEARS ON WARRANTY----BRAKE

PEDAL STICKS

INTERMITTENTLY AND WONT RETURN ON ITS OWN ----WE COULD NOT V

ERIFY PROBLEM-----

THERE IS TSB 92-19-12 FOR THIS PROBLEM FOR BRAKE BOOSTER----

ESTIMATE 300.00---

F1-Help

F2=ActionData F4=PrevAction F5=NextAction F9=PrevComments

F10=NextComments F11=Menu

F12=Return

F13=PrevContact F14=NextContact

MORE COMMENTS AVAILABLE

OGD8024

SPURHUA

Action Detail

02/28/02 10:07:43

VIN: 1LNLM82N5MY633101 Year: 1992 Model: OWN CAR

Name:

Trmt:

Contact: 107380843

Symptom: 801000

Reason: WE

Dealer: F48434 FRIENDLY FORD INC

Issue Type: 6 INFO

Comm Type: V VISIT

Analyst: F48434 FRIENDLY FORD IN

Issue Status: 2 CLOSED

Odometer Reading: 047259 MI

Document Number:

Action Data: N

Action Date: 08/16/96

Action Time: 13:38:47 EST

Origin Desc: DL

Action Desc:

Comments:

ESTIMATE 300.00---

CUSTOMER WAS OFFERED 10% DISCOUNT---CUST. FEELS NOT MUCH OUT
OF WARRANTY AND

THAT FORD SHOULD COVER REPAIR

ACTION TAKEN TO RESOLVE: N/A

CUSTOMER WAS INFORMED: CSM WOULD BE NOTIFIED AND CUSTOMER A

F1=Help

F2=ActionData F4=PrevAction F5=NextAction F9=PrevComments

F10=NextComments F11=Menu

F12=Return

F13=PrevContact F14=NextContact

MORE COMMENTS AVAILABLE

OGDB024

0002-025 20015

SP-LINK/HA

Action Detail

02/28/02 10:07:47

VIN: 1LNLM8265ND633101 Year: 1992 Model: VAN CAR

Name: [REDACTED] Contact: 107380843

Trmt: 801000

Symptom: WE

Reason: F48434 FRIENDLY FORD INC

Dealer: 6 INFO Issue Status: 2 CLOSED

Issue Type: V VISIT Odometer Reading: 047259 MI

Comm Type: F48434 FRIENDLY FORD IN Document Number:

Analyst: 08/16/96 Action Date: N

Action Time: 13:38:47 EST

Origin Desc: DL

Action Desc:

Comments: CUSTOMER WAS INFORMED: CSN WOULD BE NOTIFIED AND CUSTOMER ADVISED OF ANY POSSIBLE FOMOCO ASSISTANCE. DEALERSHIP CONTACT: GJF

F1=Help F2=ActionData F4=PrevAction F5=NextAction F9=PrevComments
F10=NextComments F11=Menu F12=Return F13=PrevContact F14=NextContact
NO MORE COMMENTS AVAILABLE 0608024

0000-000 20010

SMALL CLAIMS COMPLAINT

Name

Street and Number

Jasper, IN _____
City, State and Zip

Telephone

IN THE DUBOIS SUPERIOR COURT

SMALL CLAIMS DIVISION - THIRD FLOOR

OFFICE OF THE SECRETARY Cause No. 19D01-0202-SC-0209

AGAINST

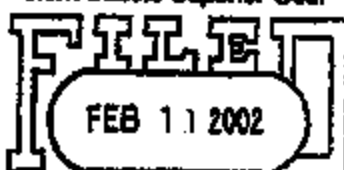
Mr. Clay Ford 02 FEB 18 19:47
Name

Ford Motor Company
Street and Number

One American Road
Dearborn, MI 48126
City, State and Zip

Telephone

Jerk Dubois Superior Court



Just d. Subback

TO THE CLERK:

Please summon the defendant(s) to appear in Court to answer this claim.

STATEMENT OF CLAIM

Account, Note or Contract

☒ Other Filing claim against Mr. Ford & the Ford Motor Co FOR LOSS OF CAR CAUSED BY
ENGINE FIRE.

Plaintiff(s) asks judgment against defendant(s) in the amount of \$ 3,000.000
plus interest from January 1, 2002 at the rate of 6.25% and costs of this proceeding
of \$39.00 plus 8% interest from date of judgment.

Plaintiff (s) (is not) represented by legal counsel in this action.

Counsel's name, address, telephone number: _____

AFFIDAVIT

state(s) that (I/WE) _____
they are / one of) the plaintiff(s) in this proceeding, that the statement of claim is true, that the defendant(s) owe the
plaintiff(s) the amount claimed and defendant(s) (is/are) not represented by legal counsel in this action.

Affirmed and signed before me on:

2-11-02

Margaret A. Jones
Small Claims Court Reporter/Notary Public

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1LNLAATWYK2H1	Vehicle Line: OVN - TOWN CAR (FWD/STW/16) [94-97]	Eng Serial No: W
Model Year: 1992	Market/Division: OM - L-M DIVISION DERIVATIVE	Body Style: *
Vehicle Type: C	Drive Code: OE - 2 WHEEL DRIVE	Engine: OVN - E-M 4.6L SOHC EFI NA CIVIC G-10
Inv. Dealer: 11519	Body Color Style: OVC - 4 DOOR SEDAN 4 LITE	Transmission: ODC - 4 SPD AUTO TRANS NAAD ACH/ET
	Version/Option: OVR - SIGNATURE VERSION	

BUILD INFORMATION:

Region: NA - GREENHAW Plant: NA - WILKIN PLANT BUILD
Country: USA - GREENHAW Prod Date: 03-OCT-1991

SALE INFORMATION:

Region: NA - GREENHAW Selling Dealer: 3462H1 - *
Country: USA - GREENHAW Selling Mr. Salesman: M
Buyer Suffix: M

Arrival Date: 19-OCT-1991 End Cap/Less: 1
Sale Date: 03-MAR-1992 Plant/State/City/Less: R
Warranty Start Date: 03-MAR-1992 Mileage Vehicle: *
Orig. Warranty Date: 03-MAR-1992 Mileage Vehicle: * Vehicle Report Flag: N

000000 1000 1000 1000

VOC/BOC:

1 2 3 4 5 6 7 8 9
 MAKE/TYPE 45 2 3040213 QJ D 995 3P 4 2 L6L V 60001 3 WU DE 6 ME W
 MAKE P D 755a WT A

INSTALLED OPTION INFORMATION:

Air Conditioning	CC - A/C AIR CONDITIONER	GVW Code	-
Alternator Amp Rating	*	GVW Class Code	L
Audio Unit	* - [N/A]	Instrumentation	AC - ELECTRONIC INSTRUMENTATION
Auto Brake	* - [N/A]	Mirror(Driver Side)	* - [N/A]
Auto Type	* - [N/A]	Mirror(Passg Side)	* - [N/A]
Battery Amp Rating	72	Paint	PRYAF - MILD TITANIUM CC
Brake Code	REAB - 4 WEL ANTI-LOCK BRAKES	Power Antenna	* - [N/A]
Brake Code(Service)	* - [N/A]	Rails	AQ - ELITE PREMIUM ALUM STRACSTE
Calibration Code	1100000A	Sound System	* - [N/A]
Clutch(Accrty)	* - [N/A]	Super Throttle Aids	* - [N/A]
Clutch(Trk)	00004 -	Tire Manufacturer	AJ - MICHELIN
Delivery Type	R	Tire Brand	* - *
Delivery Code	*	Tire Size	D00P - P215/70R15 WFW
Front Seat	* - [N/A]	Traction Control	* - [N/A]
Rear Type	* - [N/A]	Wheel Base	* - [N/A]

TIRE DOT INFORMATION:

L1 * R1
 L2 * R2
 L3 * R3
 SPARE * DOT (Find Manufacturer) * - *

0000 0000 0000

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code	CE - CE
ESP Coverage (Mileage)	* Emission Cert Type	F
ESP Coverage (Throttle)	* Emission Decal Series	HNH
ESP Fleet Year:	* Engine Family	NP3446V3PDP0
ESP Signature Date:		

Any comments? You can contact



800-2-020 50010

NVNP510

NAVIS Vehicle Inquiry

02/28/02 09:38:47

VEHICLE ID: 1LNY633101 (WNYPBABAB) Vin: 1LNL482W5NY633101 Div: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 101091 Orig P-Lvl: 213 Selling Dlr: 468601
Order Recpt: 092691 ShipTo Stat: Curr P-Lvl: 213 Sale Date: 030392
Orig Sched: 093091 Rls-To Stat: IN Order Dlr/Reg: 46601/46 Demo Dt:
Inv Prep: 093091 Orig Int St: 100491 Orig Rls Dlr: 46601 Deliv Type: R
Prod Date: 100391 Curr Int St: 100491 Rls Dlr P&A: 11519 Sales Prd: 092031
Rls Date: 100391 Dlrfin Ext: 111091 Warr Start: 030392 Cancel S1:
Memo Consgh: P&C Ext: 111091 Warrs-Ind: Sale Status: G
Orig Pltbus: 100391 Advert Ext: 111091 -Date- -Dealer- -Region-
Curr Pltbus: 100391 Slpsn SS#: 1527 shipped: 100491
T/Name: 1 N NACHI TECHNOLOG Curr Stock: 100391 468601 46
Addr: 713 PUSHVILLE RD State: IN 1st-Prior:
City: GREENWOOD N/A-Rcpt: 030692 2nd-Prior:
Zip: 46143 Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M82NY 45 2 30J8213 QJ D T14 3P 4 2 16L P 468601 3 YG
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
UT 6 H8 W1LNL5 9 D 755A WT
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

OGDB024

2702-028 00011

NYNP520

NAVIS Financial screen

02/28/02 09:38:59

VEHICLE ID: 1LNY633101 (WYPPBBB) Vin: 1LNL482W5NY633101 Div: 3 Status: 800

Financial Data-

Orig Totl Inv:	31115.20	A-Plan Price:	29691.20	Pre-del Invoic:	.00
Curr Totl Inv:	31115.20	Total Adj:	.00	Sched-A QST:	.00
Base Vehicle:	28772.00	Base Adj:	.00	FOC GST:	.00
Options:	1032.00	Option Adj:	.00	Price Protect:	.00
Base Holdback:	1028.00	Base Hb Adj:	.00	Chargeback Amt:	.00
Optn Holdback:	36.00	Option Hb Adj:	.00	30-Day FP Amt:	.00
Misc Charges:	.00	Gas Amt:	18.20	Floor Plan:	116.68
Finance Charge:	360.00	Sched-B Amt:	590.00	P&C Charge:	105.00
FDAF/LMDA:	343.00	Mktng Contrib:	.00	Pre-Dlvry Amt:	.00

Financing Data-

Finance Source:	0000001	O-warr Start:	030392	Release Date:	100391
Orig Int St-Sw:	N	Co Tag Number:		Transit Time:	3
Ret Draft Ind:		Pre-del Date:		Rls Plus Trans:	100691
Floor Pln Date:	111091	Prdlvry S.Code:		Ramp Code:	
Advt Comm Code:	A	Lease Code:	1	Method Shipped:	5
Upfront PP Ind:		Invoice In-Proc:		Memq Cons Loc:	

F1=Help F3=Exit F4=Primary Menu F5=Screen #1 F9=Screen #3

OGDB024

NVNP510

NAVIS Vehicle Inquiry

02/28/02 09:39:07

VEHICLE ID: 1LNY633101 (MYP888888) Vin: 1LNLM82W5NY633101 Div: 3 Status: 800
 Vehicle Line: CVB Convy Deliv: 101091 Orig P-Lvl: 213 Selling Dlr: 468601
 Order Recpt: 092691 ShipTo Stat: Curr P-Lvl: 213 Sale Date: 030392
 Orig Sched: 093091 Rls-To Stat: IN Order Dlr/Reg: 46601/46 Demo Dt:
 Inv Prep: 093091 Orig Int St: 100491 Orig Rls Dlr: 46601 Deliv Type: R
 Prod Date: 100391 Curr Int St: 100491 Rls Dlr P&A: 11519 Sales Prd: 092031
 Rls Date: 100391 DlrFin Ext: 111091 Warr Start: 030392 Cancel Sl:
 Memo Consgn: P&C Ext: 111091 WarrS-Ind: Sale Status: G
 Orig Pltbus: 100391 Advert Ext: 111091 -Date- -Dealer- -Region-
 Curr Pltbus: 100391 Slspn SS#: 1527 Shipped: 100491
 T/Name: 1 N NACHI TECHNOLOG Curr Stock: 100391 468601 46
 Addr: 713 PUSHVILLE RD State: IN 1st-Prior:
 City: GREENWOOD N/A-Rcpt: 030692 2nd-Prior:
 Zip: 46143 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 1234523456789012345678901234567890123456789012345678901234
 M82MY 45 2 3038213 QJ D T14 3P 4 2 L6L P 468601 3 YG
 8 9 0 1 2 3 4 5 6
 56789012345678901234567890123456789012345678901234567890
 DT 6 H8 W1LNL5 9 D 755A WT
 F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

OGDB024

NVNP530

NAVIS Inquiry Screen #3

02/28/02 09:39:14

VEHICLE ID: 1LMY633101 (WVYP888888) Vin: 1LMY633101 Div: 3 Status: 800

Ordering Name:
Secondary Name:
Ordering FIN:
Order-For FIN:
Orig Ord Type: 2

Selling FIN:
Sold-To FIN:

Distr Status: P
Last NAVIS St: 030692
Distr Stat Dt: 101091
Last Activity: 030692
Serialized Dte: 092791
Scheduled Dte: 093091
Mexico Status:

Component Data

Dr Post/Calib: FBU Tire Brand: A
Emis Cnt? Lbl: HFM EEC:
Engine Tag Cd: 1G810BA
Engine Serial: W
Driver Airbag: FT4255B0616
Pssngr Airbag: 112401476 Axle: P5

F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F6-Screen #1

OGDB024

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 28-FEB-2002

Note: All Costs are in US Dollars

1LNLM2W5NY633101 VB	CVE	CM	CPC	CNR	CB	BA	CDC	CVN	03-10-91	03-03-92	346001	USA	0	Q03	7802	POB2	11572	A	SKX	V39	A99	46
AWS Claim Key:	1151924	Doc #	031308	Tax Code	1		Labor Hrs	8		Labor Cost	33.6	Material Cost	15.65	Total Cost	49.25							
Dr Ctl-Sub Ctl	11519	Name	ELLEN LINCOLN-MERCURY INC	Plc	317-5740000	St IN	City Ctl	USA	Reg Ctl	NA	Rep Date	28-OCT-1991	DESTQMR	31								
1LNLM2W5NY633101 VB	CVE	CM	CPC	CNR	CB	BA	CDC	CVN	03-10-91	03-03-92	346001	USA	33	Q05	5V01	*	1125	*	S18	V21	H05	14
AWS Claim Key:	2810104	Doc #	039078	Tax Code	004		Labor Hrs	4.1		Labor Cost	198.32	Material Cost	164.15	Total Cost	364.67							
Dr Ctl-Sub Ctl	11519	Name	ELLEN LINCOLN-MERCURY INC	Plc	317-5740000	St IN	City Ctl	USA	Reg Ctl	NA	Rep Date	04-NOV-1994	DESTQMR	32565								
1LNLM2W5NY633101 VB	CVE	CM	CPC	CNR	CB	BA	CDC	CVN	03-10-91	03-03-92	346001	USA	37	Q47	7H13	FOVY	19824	B	S09	V79	C20	42
AWS Claim Key:	30411911	Doc #	00619251	Tax Code	003		Labor Hrs	1		Labor Cost	50.13	Material Cost	56.85	Total Cost	124.04							
Dr Ctl-Sub Ctl	04671	Name	BERRY ALDERMAN FORD INC	Plc	317-2311441	St IN	City Ctl	USA	Reg Ctl	NA	Rep Date	03-MAR-1995	DESTQMR	33392								
Cost Comments	BLOWER MOTOR ONLY OPERATES ON HI SPEED																					
Tech Comments	BLOWER MOTOR ONLY OPERATE HIGH TESTED REPLACED BLOWER SPEED CONTROLLER																					
1LNLM2W5NY633101 VB	CVE	CM	CPC	CNR	CB	BA	CDC	CVN	03-10-91	03-03-92	346001	USA	37	Q40	7802	*	14401	*	S09	V79	C05	X1
AWS Claim Key:	30411912	Doc #	02619252	Tax Code	003		Labor Hrs	1		Labor Cost	51.13	Material Cost	0	Total Cost	51.13							
Dr Ctl-Sub Ctl	04671	Name	BERRY ALDERMAN FORD INC	Plc	317-2311441	St IN	City Ctl	USA	Reg Ctl	NA	Rep Date	03-MAR-1995	DESTQMR	33392								
Cost Comments	CK AC OPS BLOWE WARD																					
Tech Comments	AC BLOWE WARM REPAIR WIRING CONNECTOR																					
1LNLM2W5NY633101 VB	CVE	CM	CPC	CNR	CB	BA	CDC	CVN	03-10-91	03-03-92	346001	USA	38	Q20	6C06	FOVY	18978	B	S08	V74	T90	01
AWS Claim Key:	30420107	Doc #	002744	Tax Code	004		Labor Hrs	1		Labor Cost	47.37	Material Cost	19.34	Total Cost	66.61							
Dr Ctl-Sub Ctl	11519	Name	ELLEN LINCOLN-MERCURY INC	Plc	317-5740000	St IN	City Ctl	USA	Reg Ctl	NA	Rep Date	20-MAR-1995	DESTQMR	315411								
Tech Comments	REPLACED DOOR SPEAKER COVERS																					
1LNLM2W5NY633101 VB	CVE	CM	CPC	CNR	CB	BA	CDC	CVN	03-10-91	03-03-92	346001	USA	42	Q47	7H01	*	190090	*	S09	V79	C05	D6

2702-025 00015

AVS Chain Key: 31516152 Dec 8: 066459H Trx Code: B03 Labor Hrs: 1.9 Labor Cost: 92.88 Material Cost: 55.86 Total Cost: 148.5
Dir C&Sub C&: 11595-0 Name: DILLON LINCOLN-MERCURY INC. Pte 317-3740100 St: IN City C&: USA Reg C&: NA Repr Dates: 26-JUL-1995 DESTQMLC: 37024
Cost Comments: A-C DOES NOT WORK PROPERLY A-C DOES NOT COOL.
Tech Comments: AC PERFORMANCE TEST, REPLACED ORIFER, RELEAISE VALVE, LOW PRESSURE SWITCH, RECLAIM FREON, EVACUATE AND RECHARGE

ILNLAM2W3NY633101 VB CVB CM CPC CBR CB BA CDC CVM 03-10-91 03-03-92 346601 USA 45 * * * * * RCK V00 * *
AVS Chain Key: 32020101 Dec 8: 0650670H Trx Code: B03 Labor Hrs: 3 Labor Cost: 16.34 Material Cost: 11.17 Total Cost: 27.51
Dir C&Sub C&: 02662-0 Name: FRIENDLY FORD INC. Pte 734-2436000 St: MI City C&: USA Reg C&: NA Repr Dates: 31-OCT-1995 DESTQMLC: 33380

ILNLAM2W3NY633101 VB CVB CM CPC CBR CB BA CDC CVM 03-10-91 03-03-92 346601 USA 45 Q46 7A01 BCT 05 650 S11 V43 D02 06
AVS Chain Key: 31996253 Dec 8: 0651640H Trx Code: B03 Labor Hrs: 6 Labor Cost: 31.68 Material Cost: 10.95 Total Cost: 42.61
Dir C&Sub C&: 02662-0 Name: FRIENDLY FORD INC. Pte 734-2436000 St: MI City C&: USA Reg C&: NA Repr Dates: 06-NOV-1995 DESTQMLC: 39175

ILNLAM2W3NY633101 VB CVB CM CPC CBR CB BA CDC CVM 03-10-91 03-03-92 346601 USA 47 Q48 782Z D92Z 14526 D S09 V83 C28 46
AVS Chain Key: 32276245 Dec 8: 0761190H Trx Code: B03 Labor Hrs: 2 Labor Cost: 10.89 Material Cost: .37 Total Cost: 11.24
Dir C&Sub C&: 02662-0 Name: FRIENDLY FORD INC. Pte 734-2436000 St: MI City C&: USA Reg C&: NA Repr Dates: 02-JAN-1996 DESTQMLC: 40798

ILNLAM2W3NY633101 VB CVB CM CPC CBR CB BA CDC CVM 03-10-91 03-03-92 346601 USA 47 Q23 7X05 KZVY 5461711 AA S08 V03 S10 33
AVS Chain Key: 32276246 Dec 8: 0761190H Trx Code: B03 Labor Hrs: 8 Labor Cost: 43.57 Material Cost: 134.25 Total Cost: 218.1
Dir C&Sub C&: 02662-0 Name: FRIENDLY FORD INC. Pte 734-2436000 St: MI City C&: USA Reg C&: NA Repr Dates: 02-JAN-1996 DESTQMLC: 40798
Tech Comments: NO TIME PUBLISHED FOR MODEL AND YEAR

ILNLAM2W3NY633101 VB CVB CM CPC CBR CB BA CDC CVM 03-10-91 03-03-92 346601 USA 55 Q65 SP07 P4AZ 2085 B S10 V21 S05 42
AVS Chain Key: 33316916 Dec 8: 0099730H Trx Code: P05 Labor Hrs: 8 Labor Cost: 45.85 Material Cost: 135.76 Total Cost: 218.96
Dir C&Sub C&: 02662-0 Name: FRIENDLY FORD INC. Pte 734-2436000 St: MI City C&: USA Reg C&: NA Repr Dates: 26-AUG-1996 DESTQMLC: 47250

Any comments? You can contact



915001 020-020001

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 11869724

Vehicle Information

Model Year: 1992

Market Derived: CM - L-M DIVISION DERIVATIVE

Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLMR2W5NY633101

Claim Information

Document Number: 031300

Repair Date: 28-OCT-1991

Distance: 2

TIS: 0

Dealer Information:

Dealer Name: DELLEN LINCOLN-MERCURY INC

Dealer Code: 11519 - *

Address: 4100 EAST 96TH STREET

City: INDIANAPOLIS

State: IN Zip Code: 46240

Country: USA Region Code: NA

Phone: (317)574-0100

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 33.6

Misc. Expense Amount: 0

Part Markup Amount: 0

Material Cost: 15.65

Total Cost Gross: 49.25

Crst. Concern Code: A99 - ADMINISTRATIVE (PARTS RETURN/ETC.)

Condition Code: 46 - BURNED OUT

Technician Comment:

Customer Comment:

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
13300D	STEERING COLUMN/DASH SWITCH ASSEMBLIES DIAGNOSIS	0
13300D3	IGNITION SWITCH REPLACE	0

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Extended Quantity</u>	<u>Amount</u>
Y	PODZ 11572 A	SWITCH ASY IGNITION 110401	1	1	0

DTC Sections: MIL. Light ON = *

<u>Flag</u>	<u>Test Type</u>	<u>Malfunction Cd</u>	<u>Malfunction Cd Description</u>	<u>Monitor Cd</u>	<u>Monitor Cd Description</u>
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Any comments? You can contact



1992-02 00010

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 29378196

Vehicle Information

Model Year: 1992
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/BR-SIGNATURE VERSION
Drive Type: C/B-2 WBL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 03-MAR-1992
Production Date: 03-OCT-1991
VIN: 1LNLM82W5NY633101

Claim Information

Document Number: 059078
Repair Date: 04-NOV-1994
Distance: 32565
TIS: 33

Dealer Information:

Dealer Name: DELLEN LINCOLN-MERCURY INC
Dealer Code: 11519 - *
Address: 4100 EAST 96TH STREET
City: INDIANAPOLIS
State: IN Zip Code: 46240
Country: USA Region Code: NA
Phone: (317)574-0100

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 198.52
Misc. Expense Amount: 0
Part Markup Amount: 0
Material Cost: 166.15
Total Cost Gross: 364.67

Cost. Concern Code: EDS - EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED

Condition Code: 14 - SURFACE ROUGH/UNEVEN

Technician Comment:

Customer Comment:

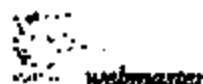
<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
2001AT	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC REMOVE AND INSTALL OR REPLACE	0
2001A23	BRAKE ROTOR RUNOUT CHECK	0
2001A25T	DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE MACHINE	0
2001A12T	DISC BRAKE ROTOR - REAR MACHINE	0

Crossed	Full Part Number			Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	*	1125	*	DISC - FRONT WHEEL BRAKE	060301	0	0
N	P4AZ	2001	A	KIT-BRAKE SHOE LININ	060302	1	0
N	FZVY	2200	A	SHOE LINING REAR BRA	06XXXX	1	0

DTC Sections: MIL, Light ON = *

<u>Flag</u>	<u>Test Type</u>	<u>Malfunction Cd</u>	<u>Malfunction Cd Description</u>	<u>Monitor Cd</u>	<u>Monitor Cd Description</u>
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Any comments? You can contact



Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 30411911

Vehicle Information

Model Year: 1992
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Serial: C/ER-SIGNATURE VERSION
Drive Type: C/B-2 WEL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 03-MAR-1992
Production Date: 03-OCT-1991
VIN: 1LNLM82W5NY633101

Dealer Information

Dealer Name: JERRY ALDERMAN FORD INC
Dealer Code: 04671 - *
Address: 5500 N KEYSTONE
City: INDIANAPOLIS
State: IN Zip Code: 46220
Country: USA Region Code: NA
Phone: (317)251-1441

Claim Information

Document Number: 02619251
Repair Date: 03-MAR-1995
Distance: 35392
TIS: 37

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 50.13
Misc. Expense Amount: 0
Part Markup Amount: 17.06
Material Cost: 56.85
Total Cost Gross: 124.04

Cust. Concern Code: C20 - OTHER TEMPERATURE CONTROL TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: BLOWER MOTOR ONLY OPERATE HIGH TESTED REPLACED BLOWER SPEED CONTROLLER>

Customer Comment: BLOWER MOTOR ONLY OPERATES ON HI SPEED>

Labor Op Code	Labor Op Description	Labor Op Cost
19624A	BLOWER MOTOR SPEED CONTROLLER REPLACE	50.13

Cancel	Full Part Number	Part Description	Part Extended
Flag	PRIY BASE SUFF	CTSC Quantity	Amount
Y	FOVY 19E624 B	CONTROLLER BLUR SPD 120303	1 56.85

DTC Section: MIL Light ON = *

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
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Any comments? You can contact



webmaster

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 30411912

Vehicle Information

Model Year: 1992
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BR-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 03-MAR-1992
 Production Date: 03-OCT-1991
 VIN: 1LNLM82W3NY633101

Dealer Information:

Dealer Name: JERRY ALDERMAN FORD INC
 Dealer Code: 04671 - *
 Address: 5500 N KEYSTONE
 City: INDIANAPOLIS
 State: IN Zip Code: 46220
 Country: USA Region Code: NA
 Phone: (317)251-1441

Claim Information

Document Number: 02619252
 Repair Date: 03-MAR-1995
 Distance: 35392
 TIS: 37

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 50.13
 Misc. Expense Amount: 0
 Part Markup Amount: 0
 Material Cost: 0
 Total Cost Gross: 50.13

Cust. Concern Code: C05 - A/C DOES NOT WORK

Condition Code: X1 - POOR GROUND

Technician Comment: AC BLOWS WARM REPAIR WIRING CONNECTOR>

Customer Comment: CK AC OPS BLOWS WARM>

Labor Op Code Labor Op Description Labor Op Cost

M

50.13

Cancel	Full Part Number	Part Description	Part	Extended
Fls	FREE BASE SUPE	CTSC	Quantity	Amount
Y	* 14401 *	WIRE ASY MAIN LOOM 180102	0	0

DTC Sections: MIL- Light ON - *

Fls	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
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Any comments? You can contact



2000-020 00004

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 30869607

Vehicle Information

Model Year: 1992
 Market Derived: C/M - L-M DIVISION DERIVATIVE
 Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE
 Version/Series: C/BE-SIGNATURE VERSION
 Drive Type: C/B-2 WHL L/H REAR DRIVE
 Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
 Warranty Start Date: 03-MAR-1992
 Production Date: 03-OCT-1991
 VIN: 1LNLMR2W5NY633101

Dealer Information:

Dealer Name: DELLEN LINCOLN-MERCURY INC
 Dealer Code: 11519 - *
 Address: 4100 EAST 96TH STREET
 City: INDIANAPOLIS
 State: IN Zip Code: 46240
 Country: USA Region Code: NA
 Phone: (317)574-0100

Claim Information

Document Number: 062744
 Repair Date: 20-MAR-1995
 Distance: 35411
 TIS: 38

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 47.27
 Misc. Expense Amount: 0
 Part Markup Amount: 0
 Material Cost: 19.34
 Total Cost Gross: 66.61

1992-025 00025

Customer Comment:

0

Case#	Full Part Number	Part	Part	Extended
Flag	PREF BASE SUFF	Description	CPSC	Quantity Amount
Y	POVY 18978 B	GRILL-REAR SPEAKER	0105XX	1 0
N	POVY 18979 B	GRILLE REAR SPEAKER	0105XX	1 0

DTC Section: MIL Light ON = *

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
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Any comments? You can contact



Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 31518157

Vehicle Information

Model Year: 1992
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE
Version/Series: C/BR-SIGNATURE VERSION
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 03-MAR-1992
Production Date: 03-OCT-1991
VIN: 1LNLM82W5NY633101

Dealer Information:

Dealer Name: DELLEN LINCOLN-MERCURY INC
Dealer Code: 11519 - *
Address: 4100 EAST 96TH STREET
City: INDIANAPOLIS
State: IN Zip Code: 46240
Country: USA Region Code: NA
Phone: (317)574-0100

Claim Information

Document Number: 06645501
Repair Date: 26-JUL-1995
Distance: 37024
TIS: 42

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 92.88
Misc. Expense Amount: 0
Part Markup Amount: 16.76
Material Cost: 55.86
Total Cost Gross: 165.5

1992-025 00027

Cust. Concern Code: C05 - A/C DOES NOT WORK

Condition Code: D8 - FAILED GASKET/SEAL

Technician Comment: AC PERFORMANCE TEST, REPLACED ORINGS, SHRAIDER VALVES, LOW PRESSURE SWITCH, RECLAIM FREON, EVACUATE AND RECHARGE

Customer Comment: A-C DOES NOT WORK PROPERLY A-C DOES NOT COOL

Labor Op Code	Labor Op Description	Labor Op Cost
19700A	PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CH DIAGNOSIS	34.22
19700A3T	O-RING(S) OR O-RING KIT REPLACE	24.44
19700B	R-12 REFRIGERANT RECOVERY	9.78
M		9.78
19561A	SWITCH ASSEMBLY - AIR CONDITIONER CLUTCH CYCLING REPLACE	14.66

Cancel Flag	Full Part Number	Part Description	Part CFSC	Extended Quantity	Amount
Y	* 19D690	* O RING-SEAL A/C CPLG 120302		0	0
N	F3AZ 19B519 SA	R-12 FREON	NANANA	38	25.84
N	E73Z 19577 A	A/C COMPRESSOR OIL	NANANA	1	5.2
N	F3AZ 19579 SA	ENGINE OIL	NANANA	1	2.64
N	D20Z 19D701 A	CORE A/C CHG VALVE	NANANA	2	3.38
N	* 391305 S100		NANANA	4	1.36
N	* 391397 S100		NANANA	6	1.2
N	* 391396 S100		NANANA	2	.54
N	E35Y 19E561 A	SWITCH A/C PRESSURE	NANANA	1	15.7

DTC Sections: MIL Light ON = *

E002-020 00020

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
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Any comments? You can contact



techmaster

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Chain Key = 32028070

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE

Version/Script: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL LH REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM82W3NY633101

Dealer Information:

Dealer Name **FRIENDLY FORD INC**

Dealer Code: 02562 - *

Address: 1011 SO MONROE ST

City: MONROE

State: MI Zip Code:48161

Country: USA Region Code: NA

Phone: (734)243-6000

Other Information

Document Number: 00506701

Receipt Date: 31-OCT-1995

Distance: 35580

TIS: 45

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 16.34

Misc. Expense Amount: 5.45

Part Marked Amount: 3.35

Material Cost: 11.17

Total Cost Growth 36.31

Cust. Concern Code: *

Condition Code: *- [N/A]

Technician Comment:

Customer Comment:

Labor Op Code Labor Op Description Labor Op Cost

95S19B	REPLACE	16.34
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Causal Full Part Number Part Part Extended**Flag FREE BASE SUFF Description CPSC Quantity Amount**

N	F2AZ 16700	C	HOOD LOCK 011403	1	11.17
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DTC Sections: MIL Light ON = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
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Any comments? You can contact



Note: All costs are in US dollars

Model Year = 1992; Chain Key = 31996253

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/F C - 4 DOOR SEDAN-6 LITE

Version/Series: CYBER-SIGNATURE VERSION

Drive Type: CB-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VTN: 1LNLMR2W5NY633101

Case Information

Document Number: 00516401

Repair Date: 06-NOV-1995

Distance: 39175

TIS: 45

Dealer Information:

Dealer Name FRIENDLY FORD INC

Dealer Code: 02662 - *

Address: 1011 SO MONROE ST

City: MONROE

State: MI **Zip Code:** 48161

Country: USA Region Code: NA

Phone: (734)243-6000

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 32.68

Misc. Expense Amount: 0

Part Markings Amount: 0

Material Cost: 10.93

Total Cost Grow: 43.61

Cond. Concern Code: D02 - ENGINE WOULD NOT START

Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
10654A	BATTERY TEST AND CHARGE DIAGNOSIS	16.34
10654B	BATTERY REPLACE	16.34

Cond	Full Part Number	Part	Part	Extended
Flag	PREF BASE SUFF	Description	CFSC	Quantity Amount
Y	BXT 65	650 MOTORCRAFT BATTERY 140101	1	10.93

DTC Section: MIL Light ON = Y

Flag	Test Type	Malfraction Cd	Malfraction Cd Description	Monitor Cd	Monitor Cd Description
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Any comments? You can contact



John Deere

1997-2000 650

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 32276745

Vehicle Information

Model Year: 1992
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: CFC - 4 DOOR SEDAN-6 LITE
Version/Series: C/BR-SIGNATURE VERSION
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 03-MAR-1992
Production Date: 03-OCT-1991
VIN: 1LNLM82W5NY633101

Dealer Information:

Dealer Name: FRIENDLY FORD INC
Dealer Code: 02662 - *
Address: 1011 SO MONROE ST
City: MONROE
State: MI Zip Code: 48161
Country: USA Region Code: NA
Phone: (734)243-6000

Claim Information

Document Number: 07611901
Repair Date: 02-JAN-1996
Distance: 40798
TIS: 47

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 10.89
Misc. Expense Amount: 0
Part Markup Amount: .08
Material Cost: .27
Total Cost Gross: 11.24

1992-228 00004

Cust. Concern Code: G29 - OTHER INDICATOR/WARNING LIGHT TROUBLES

Condition Code: 46 - BURNED OUT

Technician Comment:

Customer Comment:

Labor Op Code Labor Op Description Labor Op Cost

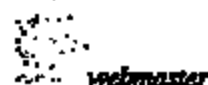
14526A FUSE REPLACE 10.89

Cancel	Full Part Number	Part	Part	Extended
Flag	FREE BASE SUFF	Description	CPSC	Quantity Amount
Y	D9ZZ 14526	D FUSE-ELECTRICAL CIRC 180106	1	27

DTC Section: MIL Light ON = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
------	-----------	----------------	----------------------------	------------	------------------------

Any comments? You can contact



Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 32276746

Vehicle Information

Model Year: 1992
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE
Version/Series: C/BR-SIGNATURE VERSION
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 03-MAR-1992
Production Date: 03-OCT-1991
VIN: 1LNLMR2W5NY633101

Dealer Information:

Dealer Name: FRIENDLY FORD INC
Dealer Code: 02662 - *
Address: 1011 SO MONROE ST
City: MONROE
State: MI Zip Code: 48161
Country: USA Region Code: NA
Phone: (734)243-6000

Claim Information

Document Number: 07611902
Repair Date: 02-JAN-1996
Distance: 40798
TIS: 47

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 43.57
Misc. Expense Amount: 0
Part Markup Amount: 40.28
Material Cost: 134.25
Total Cost Gross: 218.1

Cust. Concern Code: S10 - OTHER SEATING TROUBLES

Condition Code: 33 - LOOSE

Technician Comment: NO TIME PUBLISHED FOR MODEL AND YEAR

Customer Comment:

Labor Op Code Labor Op Description Labor Op Cost

M1

43.57

Cancel	Full Part Number	Part	Part	Extended
Flag	FREE BASE SUPE	Description	CPSC Quantity	Amount
Y	P2VY 5461711 AA	TRACK-FRONT SEAT	011001	1 134.25

DTC Section: MIL Light ON = Y

Flag	Test Type	Malfunction Ctl	Malfunction Ctl Description	Monitor Ctl	Monitor Ctl Description
------	-----------	-----------------	-----------------------------	-------------	-------------------------

Any comments? You can contact



1000-000 00007

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1992; Claim Key = 33316916

Vehicle Information

Model Year: 1992

Market Derived: C/M - L-M DIVISION DERIVATIVE

Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE

Version/Series: C/BR-SIGNATURE VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]

Warranty Start Date: 03-MAR-1992

Production Date: 03-OCT-1991

VIN: 1LNLM82W5NY633101

Claim Information

Document Number: 00997201

Repair Date: 26-AUG-1996

Distance: 47259

TYS: 55

Dealer Information:

Dealer Name: FRIENDLY FORD INC

Dealer Code: 02662 - *

Address: 1011 SO MONROE ST

City: MONROE

State: MI Zip Code: 48161

Country: USA Region Code: NA

Phone: (734)243-6000

Expense Information

Customer Paid Amount: 60

Deductible Amount: 0

Dealer Paid Amount: 21.9

Labor Cost: 45.05

Misc. Expense Amount: 0

Part Markup Amount: 40.13

Material Cost: 133.78

Total Cost Gross: 218.96

Cost, Concern Code: H05 - EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment:

Customer Comment:

Labr Op Code	Labr Op Description	Labr Op Cost
921902B	REPLACE OR REPACK	45.05

Causal	Full Part Number	Part	Part	Extended
Flag	PREP BASE SUFF	Description	CPSC	Quantity Amount
Y	F4AZ 2005 B	BOOSTER ASY-POWER BR 060701	1	133.78

DTC Sections: MIL Light ON = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
------	-----------	----------------	----------------------------	------------	------------------------

Any comments? You can contact



60305 579-2207

SFCHSOMA

Customer List

02/28/02 10:04:19

VIN: 1LNLM82W5NY633101 CASE: _____ HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	JASPER	IN			

F1=Help F2=VehicleList
F7=Prev F8=Next
NO MORE RECORDS AVAILABLE

F4=UpdCustInfo
F11=Menu

F5=AddCustIssue
F12=Return

OG08024

SPCHCUMA

Update Customer Information

02/28/02 10:04:48

VIN: 1LNLM82W5MY633101
Source: CUPID Year: 1992 Model: TOWN CAR
Title:
First Name:
Middle Initial:
Last Name:
Suffix:
Business:

Address:

City: JASPER
State/Prov: IN ZIP/Postal: Country: USA
Home Phone: Language: EN

---- To View Valid Process Options, Put cursor on field, Press F1 ----
Name Correction: N Address Change: N Ownership Change: N Orig/Subsequent: S
Dealer STARS Id:
F1=Help F5=Add Issue F10=Update Customer F11=Menu F12=Return
RECORD FOUND OGD8024

CS0140

VEHICLE DATA

02/28/02 10:21:17

ENTER VIN -> 1LNLM82N5NY633101

NAME -> [REDACTED] ZIP -> 47546 790 MODEL YR ->

OWNER NAME : [REDACTED]

STREET ADDR : [REDACTED]

CITY : JASPER

ST/PRV: IN CTRY:

ZIP/POSTAL CODE: [REDACTED] 790 N/A YY-MM-DD 99-09-02

MODEL YEAR : 92

PLANT: Y

SALE YY-MM-DD 92-03-03

BODY STYLE DESC: 4 DR SEDAN SIGNATURE

PRODUCTION YY-MM-DD 91-10-03

VEHICLE DESC : 1992 TOWN CAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD	REGION
SHIP-TO	3	46	C	601	34		47
FACING	3	46	C	601			
RESPONSIBLE	3	46	C	220			

CA EMISSION :

ENGINE TAG CODE : 1G810BA

CAMPAIGN COUNTS

NAVIS STATUS : 800

COMPANY CAR IND :

TOTAL CAMPAIGNS : 02

DSO DISTRICT :

FLEET CODE :

OPEN : 00 CLOSED : 02

DSO NUMBER :

FLEET STATUS :

ACTIVE: 02 HISTORY: 00

F1=INQUIRY F3=EXIT F4=G160 F5=G150 F8=CONTINUE SEARCH F9=G130

OGDB024

SFCIRFMA

Issue List

02/28/02 09:40:07

FCSO REGION: MARKET: ISSUE STATUS:
 P&A CODE:
 VIN: 1LNLM82W5MY633101 CASE NUMBER:
 SALES REGION: SALES ZONE: ISSUE TYPE:

A	LAST HND/	Customer Phone Number/	Reason/	Stat/
C	P&A	LAO Trst Customer Name	Year Model	Type
	09/13/01		MISC INQUIRY - CSR OBC	C
			1992 TOWN CAR	01
	09/02/99		MISC INQUIRY - CORRESPONDENCE	C
	05705		1992 TOWN CAR	01
	09/02/99		PROD/COMP DUR/PERF - VEHICLE Q	C
	05705		1992 TOWN CAR	02
	03/02/99		MISC INQUIRY - CORRESPONDENCE	C
			1992 TOWN CAR	01
	03/02/99		PROD/COMP DUR/PERF - VEHICLE Q	C
			1992 TOWN CAR	02

F1=Help F2=Addaction F5=CustomerList F6=DealerInfo
 F7=Prev F8=Next F10=IssueDetail F11=Menu F12=Return
 MORE RECORDS AVAILABLE OGDB024

SFCHDMA

Issue Detail

02/28/02 09:46:44

VIN: 1LNLM82W5NY633101 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 03/03/92 Mileage: 65000
Name: [REDACTED]
Trmt: Case: 373320329 [REDACTED]
Symptom:
Reason: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: Y

A/C DATE Origin Description

01/22/00 CACN03 CUSTOMER FOCUS - MADE CONTACT/PROVIDED RESOLUTION
01/26/00 CACN03 SCHEDULED CALL BACK
09/11/01 CACN03 CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION
09/12/01 CACN10 EXEC REF DOCUMENT ADDITIONAL INFORMATION
09/13/01 CACN10 EXEC REF DECISION DENY FINANCIAL ASSISTANCE

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE OGD8024

SFOINCHA

Action Detail

02/28/02 10:07:36

END

VIN: 1LNLM82W5NY633101 Year: 1992 Model: TOWN CAR
Name: [REDACTED]
Trnt: [REDACTED]
Symptom: 801000
Reason: WE
Dealer: F48434 FRIENDLY FORD INC
Issue Type: 6 INFO Issue Status: 2 CLOSED
Come Type: V VISIT Odometer Reading: 047259 MI
Analyst: F48434 FRIENDLY FORD IN Document Number:
Action Date: 08/16/96 Action Data: N
Action Time: 13:38:47 EST
Origin Desc: DL
Action Desc:
Comments: CUSTOMER CONCERN: VEHICLE PAST 4 YEARS ON WARRANTY-----BRAKE
PEDAL STICKS
INTERMITTENTLY AND WONT RETURN ON ITS OWN -----WE COULD NOT V
ERIFY PROBLEM-----
THERE IS TSB 92-19-12 FOR THIS PROBLEM FOR BRAKE BOOSTER-----
ESTIMATE 300.00---

F1=Help F2=ActionData F4=PrevAction F5=NextAction F9=PrevComments
F10=NextComments F11=Menu F12=Return F13=PrevContact F14=NextContact
MORE COMMENTS AVAILABLE OGD8024

0002-000 00000

SFC/MOMA

Action Detail

02/28/02 10:07:43

VIN: 1LNLM82W5NY633101 Year: 1992 Model: TOWN CAR
Name: [REDACTED]
Trst: [REDACTED] Contact: [REDACTED]
Symptom: 801000
Reason: WE
Dealer: F48434 FRIENDLY FORD INC
Issue Type: 6 INFO Issue Status: 2 CLOSED
Comm Type: V VISIT Odometer Reading: 047259 MI
Analyst: F48434 FRIENDLY FORD IN Document Number:
Action Date: 08/16/96 Action Data: N
Action Time: 13:38:47 EST
Origin Desc: DL
Action Desc:

Comments: ESTIMATE 300.00---
CUSTOMER WAS OFFERED 10% DISCOUNT---CUST. FEELS NOT MUCH OUT
OF WARRANTY AND
THAT FORD SHOULD COVER REPAIR
ACTION TAKEN TO RESOLVE: N/A
CUSTOMER WAS INFORMED: CSN WOULD BE NOTIFIED AND CUSTOMER A

F1=Help F2=ActionData F4=PrevAction F5=NextAction F9=PrevComments
F10=NextComments F11=Menu F12=Return F13=PrevContact F14=NextContact
MORE COMMENTS AVAILABLE OGD8024

SFCMOMA

Action Detail

02/28/02 10:07:47

VIN: 1JNLM82W5NY633101 Year: 1992 Model: TOWN CAR
Name: [REDACTED]
Trmt: [REDACTED]
Symptom: 801000
Reason: WE
Dealer: F48434 FRIENDLY FORD INC
Issue Type: 6 INFO Issue Status: 2 CLOSED
Conn Type: V VISIT Odometer Reading: 047259 MI
Analyst: F48434 FRIENDLY FORD IN Document Number:
Action Date: 08/16/96 Action Data: N
Action Time: 13:38:47 EST
Origin Desc: DL
Action Desc:
Comments: CUSTOMER WAS INFORMED: CSM WOULD BE NOTIFIED AND CUSTOMER A
DIVISED OF ANY
POSSIBLE FORDCO ASSISTANCE
DEALERSHIP CONTACT: GJF

F1=Help F2=ActionData F4=PrevAction F5=NextAction F9=PrevComments
F10=NextComments F11=Menu F12=Return F13=PrevContact F14=NextContact
NO MORE COMMENTS AVAILABLE OGDB024

E002-020 E0047

SFCHADMA

Action Detail

02/28/02 09:59:40

VIN: 1LNLM82W5NY633101 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSO: 03/03/92
Name: [REDACTED]
Trmt: [REDACTED] Case: 373320329 [REDACTED]
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: NL MAIL Odometer Reading: 6500 MI
Analyst: SELLIOT SIMONE ELLIOT Document Number:
Action Date: 01/26/00 Action Date: Action Time: 13:50:54 EST
Origin Desc: MANUAL - CORRESPONDENCE CSR
Action Desc: SCHEDULED CALL BACK
Comments: CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: SCHEDULED CALL BACK FOR P/L TO CONTACT CUSTOMER AS THEY
HAVE ALREADY RECEIVED DECISION AND FORM LETTER.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

OGDB024

1992-025 00043

SFCHADNA

Action Detail

02/28/02 09:59:54

VIN: 1LNLM82W5NY633101 Year: 1992 Model: TOWN CAR

Owner Status: SUBSEQUENT MSD: 03/03/92

Name:

Title:

Case: 373320329

Symptom Desc:

Reason Desc: MISC INQUIRY - CSR OBC

Dealer:

Issue Type: 01 INQUIRY

Issue Status: C CLOSED

Comm Type: ML MAIL

Odometer Reading: MI

Analyst: L CURRIE LISA CURRIE

Document Number: 2639796

Action Date: 09/11/01 Action Data:

Action Time: 13:26:27 EST

Origin Desc: MANUAL - CORRESPONDENCE CSR

Action Desc: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION

Comments: CUSTOMER SAYS: *-*-*-*- PRIORITY CONTACT EXECUTIVE OFFIC

ES *-*-*-*- XXXXXXXXXXXX NASSER LETTER XXXXXXXXXXXX

DATED AUGUST 16, 2001. WRITING ABOUT A LETTER THAT WAS RECE

IVED FROM FORD IN ANSWER TO CX LETTER ABOUT AN ENGINE FIRE T

HAT TOTALED CX VEH. CX FEELS THAT THE RESPONSE FROM FORD WA

S CONDESCENDING AND EVIDENT THAT YOUR COMPANY COULD CARE LES

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

OGDB024

2002-02-28 09:59:54

SPCHADNA

Action Detail

02/28/02 10:01:02

VIN:

1LNLM82W5NY633101

Year: 1992

Model: TOWN CAR

Owner Status:

SUBSEQUENT

MSD: 03/03/92

Name:

TRMT:

Case: 373320329

Symptom Desc:

Reason Desc:

MISC INQUIRY - CSR OBC

Dealer:

Issue Type:

01

INQUIRY

Issue Status:

C CLOSED

Comm Type:

ML

MAIL

Odometer Reading:

MI

Analyst:

LCURRIE

LYSA CURRIE

Document Number:

2639796

Action Date:

09/11/01

Action Data:

Action Time:

13:26:27 EST

Origin Desc:

MANUAL - CORRESPONDENCE CSR

Action Desc:

CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION

Comments:

S CONDESCENDING AND EVIDENT THAT YOUR COMPANY COULD CARE LES
S IF I CONTINUED TO BUY YOUR CARS. FEELS THAT FORD IS HI
DING THE FACT THAT FIRES IN THE TOWN CARS ARE A COMMON OCCUR
ANCE. CX STATES THAT HE RECENTLY RECEIVED A CALL FROM NHT
SA ASKING HIM ABOUT THE FIRE AND TOLD HIM THAT THERE HAD BEE
N A RECALL AND IF HE HAD HEARD FROM FORD. CX TOLD CALLER ABO

F1=Help

F2=AddAction

F4=PrevAction

F5=NextAction

F6=ActionData

F9=PrevComments

F10=NextComments

F11=Menu

F12=Return

F13=ESP

MORE COMMENTS AVAILABLE

OGDB024

1002-825 00000

SFCHADMA

Action Detail

02/28/02 10:01:06

VIN: 1LNLM82W5NY633101 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 03/03/92
Name: [REDACTED]
Trmt: Case: 373320329 [REDACTED]
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: MI
Analyst: LCURRIE LISA CURRIE Document Number: 2639796
Action Date: 09/11/01 Action Data: Action Time: 13:26:27 EST
Origin Desc: MANUAL - CORRESPONDENCE CSR
Action Desc: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION
Comments: N A RECALL AND IF HE HAD HEARD FROM FORD. CX TOLD CALLER ABO
UT ATTACHED LETTER HE HAD RECEIVED FROM FORD. CALLER TOLD C
X THAT HE WAS NOT SURPRISED AND THAT THE RECALL WAS BEING KE
PT QUIT BY FORD. CX WANTS FORD TO REIMBURSE HIM HIS INSUR
ANCE DEDUCTABLE AND CELL PHONE REPLACEMENT. CX LETTER FRO
M THE CRC IS DATED SEPTEMBER 3,1999 PER CUSTOMER, DEALER S
F1=Help F2=Addaction F4=Prevaction F5=Nextaction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB024

SFCHADMA

Action Detail

02/28/02 10:01:09

VIN: 1LNLM82W5MY633101 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 03/03/92
Name: [REDACTED]
Trwt: [REDACTED] Case: 373320329 [REDACTED]
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: MI
Analyst: LCURRIE LISA CURRIE Document Number: 2639796
Action Date: 09/11/01 Action Data: Action Time: 13:26:27 EST
Origin Desc: MANUAL - CORRESPONDENCE CSR
Action Desc: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION
Comments: IN THE CRC IS DATED SEPTEMBER 3, 1999 PER CUSTOMER, DEALER S
AYS: CAC ADVISED:

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

DGDB024

02/28/02 10:01:39

OGU0024

SPCHADMA

Action Detail

02/28/02 10:01:42

VIN: 1LNLM82W5NY633101 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 03/03/92
Name: [REDACTED]
Trmt: [REDACTED] Case: 373320329 [REDACTED]
Symptom Desc:
Reason Desc: MISC INQUIRY - CSR OBC
Dealer:
Issue Type: 01 INQUIRY Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 65000 MI
Analyst: LCURRIE LISA CURRIE Document Number:
Action Date: 09/13/01 Action Data: Action Time: 15:44:14 EST
Origin Desc: CRC- PRIORITY GROUP
Action Desc: EXEC REF DECISION DENY FINANCIAL ASSISTANCE
Comments: CUSTOMER SAYS: - ASKED FOR A TOTAL OF \$1,500.00 FOR THE DE

DUCTABLE AND THE CELL PHONE. - WE WERE CONTACTED BY THE N
HTSA AND THEY TOLD US THAT HTIS HAS OCCURED IN NUMEROUS TOWN
CARS. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - ADVIS
ED CX THAT HIS VEH IS NOT UNDER ANY RECALLS - ADVISED CX
THAT FORD WILL NOT PROVIDE HIM WITH A REIMBURSEMENT FOR HIS

F1=Help F2=Addaction F4=Prevaction F5=Nextaction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

OGDB024

SFCHADNA

Action Detail

02/28/02 10:01:46

VIN:

1LNLM82W5NY633101

Year: 1992

Model: TOWN CAR

Owner Status:

SUBSEQUENT

WSD: 03/03/92

Name:

Title:

Case: 373320329

Symptom Desc:

Reason Desc:

MISC INQUIRY - CSR OBC

Dealer:

Issue Type:

01

INQUIRY

Issue Status:

C CLOSED

Comm Type:

ML

MAIL

Odometer Reading: 65000 MI

Analyst:

LCURRIE

LISA CURRIE

Document Number:

Action Date:

09/13/01

Action data:

Action Time:

15:44:14 EST

Origin Desc:

CRC- PRIORITY GROUP

Action Desc:

EXEC REF DECISION DENY FINANCIAL ASSISTANCE

Comments:

THAT FORD WILL NOT PROVIDE HIM WITH A REIMBURSEMENT FOR HIS
INSURANCE DEDUCTABLE OR THE CELLULAR PHONE.

CLOSED

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

NO MORE COMMENTS AVAILABLE

OGDB024

E992-028 00001

SFCISYMA

Symptom List

02/28/02 10:05:16

SYNPTOM SEARCH: _____

A

C SYMPTOM DESCRIPTION

A/T ENGAGE SHIFT LVR/LINK. IMPROPER ADJUST
A/T ENGAGEMENT SHIFT LVR/LINK.
A/T ENGAGEMENT SHIFT LVR/LINK. APPEARANCE
A/T ENGAGEMENT SHIFT LVR/LINK. ATTACHMENT
A/T ENGAGEMENT SHIFT LVR/LINK. INOPERATIVE
A/T ENGAGEMENT SHIFT LVR/LINK. NOISE
A/T ENGAGEMENT SHIFT LVR/LINK. STICKS/BINDS
AUTO TRANS NO ENGAGEMENT UNINTEND NV/MNT
AUTO TRANS DOWNSHIFT ERRATIC/HUNTING
AUTO TRANS DOWNSHIFT GEAR JUMP-OUT
AUTO TRANS DOWNSHIFT NO/LATE
AUTO TRANS DOWNSHIFT ROUGH/HARSH
AUTO TRANS DOWNSHIFT SENSITIVE
AUTO TRANS ENGAGEMENT DELAYED/SLIPS

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

OGD8024

FORM 828 10-00-01

SFOHREMA

Recall/ONP Information

02/28/02 10:06:39

VIN: 1LNLM82W5NY633101
WSD: 03/03/92

Year: 1992

Model: TOWN CAR
Build Date: 10/03/91

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
-	95S19	S	HOOD LATCH	COMPLETE	10/31/95	02662
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

OGDB024

CSN150

CAMPAIGN VEHICLE INFORMATION

02/28/02 10:21:30

ENTER CAMPAIGN NUMBER → 96L12 VIN → 1LNLM82W5NY633101 TYPE OF SEARCH: A
MODEL YEAR: 92 DEFECT: PASS AIR BAG BODY STYLE: 4 DR SEDAN SIGNATURE
NEW STATUS CODE: _
REPAIR INFORMATION: TYPE CODE: _ CAMP DIV : 6
REPAIR DATE: _ DEALER P/A: _ SUPP CODE :
MICRO REF: _ CLAIM NUM: _ KIT CODE : CH
OASIS DATE :
DELETE REASON: _ VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: _ IND: Y MATCH CODE:
CURRENT: 3 46 220 ASSIGNED: 00-01-27 SOURCE: PX EXTRACT DATE: 96-11-22
***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC
F FORCED COMPLETION 98-01-22 B 98-01-22
M RELEASED FOR MAILING 97-03-05
H AWAITING MAILING 96-11-22

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS
F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)
1037-NO MORE DATA TO DISPLAY

OGDB024

CS0150

CAMPAIGN VEHICLE INFORMATION

02/28/02 10:21:23

ENTER CAMPAIGN NUMBER→ 95S19 VIN→ 1LNLM82W5NY633101 TYPE OF SEARCH: A
MODEL YEAR: 92 DEFECT: HOOD LATCH BODY STYLE: 4 DR SEDAN SIGNATURE
NEW STATUS CODE: _____ CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: _____ SUPP CODE :
REPAIR DATE: _____ DEALER P/A: _____ KIT CODE : AA
MICRO REF: _____ CLAIM NUM: _____ OASIS DATE : 95-08-30
DELETE REASON: _____ VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: _____ IND: MATCH CODE: 4
CURRENT: 3 46 220 ASSIGNED: 00-01-27 SOURCE: PX EXTRACT DATE: 95-08-14
***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC
C COMPLETE 95-11-10 B 95-10-31 02662 005067 0R8XC5L AC
M RELEASED FOR MAILING 95-08-30
H AWAITING MAILING 95-08-08

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G130 F7=FIRST F8=NEXT F9=MORE STATUS
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)
I037=NO MORE DATA TO DISPLAY

OGDB024

CS0130

NOTIFICATION RECIPIENT HISTORY

02/28/02 10:21:41

ENTER CAMPAIGN NBR => 95519 VIN => 1LNLM82W5NY633101
DEFECT : HOOD LATCH BODY STYLE DESC: 4 DR SEDAN SIGNATURE
RESP DEALER : 364601 BEGINNING MAILED DATE: 95-09-22 YY-MM-DD
RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 95-09-22 YY-MM-DD
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS: R
STREET ADDR1 :
ADDR2 :
CITY : CARMEL CTRY:
ZIP/POSTAL CODE: N-A SOURCE: R N-A EFF DATE: 95-08-30 YY-MM-DD

RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD
RELEASE DESC : ENDING MAILED DATE : YY-MM-DD
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS:
STREET ADDR1 :
ADDR2 :
CITY : CTRY:
ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD
F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140
I048-LAST PAGE 0GDB024

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