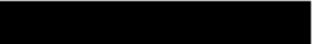


EA02-025

FORD 2-13-04

ATTACHMENT D



2002

1358692272 CALIFORNIA

8/15

:23

SDG

8002-825.1 0001

==>

VIN: 1LNLM9742PY622637 Year: 1993 Model: CONTINENTAL
 Name: XXXXXXXXXX
 Trmt:
 Issue Type: 07 LEGAL Case: 1358692272
 Issue Status: C ACKNOWLEDG
 Comm Type: ML MAIL Odometer Reading: 115000
 Dealer: 12739 SIGNATURE LINCOLN-ME Odometer Type: MI
 Symptom Desc: FIRE/SMOKE SMOKE Document Number:
 Reason Desc: LEGAL - FIRE CLAIM Legal Issue Type:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:
 Action Desc: FINAL CASE DISPOSITION CAN Award Code:
 Comments: LPA HAS LEFT A MESSAGE ON SERVICE MANAGER ANDREW TUCCIO'S VO
 ICEMAIL ADVISING OF MESSAGES LEFT(8/15,8/28). LPA HAS ADVISE
 D THAT MATTER IS ONE FOR CUSTOMER'S INSURANCE COMPANY. LPA
 ADVISED THAT IF THERE IS STILL NEED FOR REVIEW BY CONSUMER
 AFFAIRS TO PLEASE CONTACT LPA AT 313 845-5547 BETWEEN 9:30-6
 EST

F1=Help F2=ActionList F5=Add F6=DealerInfo
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
 UPDATE SUCCESSFUL LPRELA3

Name: [REDACTED]
 Address: [REDACTED]
 Address: [REDACTED]
 City: LAS VEGAS
 Zip/Postal: [REDACTED]

Home Phone: [REDACTED]
 Day Phone: [REDACTED]
 State/Prov: NV
 Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	-----	-----	-----	-----
	1LNLM9742PY622637	1993	CONTINENTAL	Individual Rtl
	SUBSEQUENT			Y

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
 F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
 NO MORE RECORDS AVAILABLE LPRELA3

VIN: _____ CASE: 1358692272 HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

CUSTOMER NAME/ City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
LAS VEGAS	NV		USA	

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

F4=UpdCustInfo
F11=Menu

F5=AddCustIssue
F12=Return

LPRELA3

DEALER: L54137 SIGNATURE LINCOLN-MERCURY
 Address: 3030 E SAHARA AVENUE
 City: LAS VEGAS
 State/Prov: NV ZIP/Postal: 89104
 Country: USA Trained: Y
 Dlr Phone: 702 457 0321
 Svc Phone: 702 457 0321
 Svc Hours:
 Directions:

P&A Code: 12739
 Sales Region: 54 CALIFORNIA
 Sales Zone: B
 FCSD Region: 71 CALIFORNIA
 Market: F1
 Market Area:

A	C POSITION	Employee Name
	CUST RELATIONS MGR	GANTVERG, LINDA E
	DEALER/PARTNER	WARD, LEE
	PARTS MANAGER	IMES, JIM
	SALES MANAGER	LOUBERT, CHARLES
	SERVICE MANAGER	TUCCIO, ANDREW

F1=Help F2=IssueList
 NO MORE RECORDS AVAILABLE

F7=Prev

F8=Next

F11=Menu

F12=Return

LPRELA3

VIN: 1LNLM9742PY622637 Year: 1993 Model: CONTINENTAL
 Owner Status: SUBSEQUENT WSD: 11/11/92
 Name: [REDACTED] Hm Ph: [REDACTED]
 Frnt: [REDACTED] Case: 1358692272 Day Ph: [REDACTED]
 Symptom Desc: FIRE/SMOKE SMOKE
 Reason Desc: LEGAL - FIRE CLAIM
 Dealer: SIGNATURE LINCOLN-MERCURY
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: ML MAIL Odometer Reading: 115000 MI
 Analyst: MKELSEY2 MOLLY KELSEY Document Number:
 Action Date: 08/15/02 Action Data: N Action Time: 09:57:49 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Comments: *****DEALER REQUEST*****
 08/15/02

DEALERSHIP CONTACT: ANDRE TUCCIO 702 457 0321

CUSTOMER ALLEGES HER VEHICLE IS DEFECTIVE.

F1-Help F2-AddAction F4-PrevAction F5-NextAction F6-ActionData
 F9-PrevComments F10-NextComments F11-Menu F12-Return F13-BSP
 MORE COMMENTS AVAILABLE

LPRELA3

VIN: 1LNLM9742PY622637 Year: 1993 Model: CONTINENTAL
 Owner Status: SUBSEQUENT WSD: 11/11/92
 Name: [REDACTED] Hm Ph: [REDACTED]
 Emt: [REDACTED] Case: 1358692272 Day Ph: [REDACTED]
 Symptom Desc: FIRE/SMOKE SMOKE
 Reason Desc: LEGAL - FIRE CLAIM
 Dealer: SIGNATURE LINCOLN-MERCURY
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: ML MAIL Odometer Reading: 115000 MI
 Analyst: MKELSEY2 MOLLY KELSEY Document Number:
 Action Date: 08/15/02 Action Data: N Action Time: 09:57:49 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Comments: CUSTOMER ALLEGES HER VEHICLE IS DEFECTIVE.

CUSTOMER REQUESTS FORD REPAIR HER VEHICLE.

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

LPRELA3

==>

VIN: 1LNLM9742PY622637

Year: 1993

Model:

CONTINENTAL

WSD: 11/11/92

Build Date: 09/09/92

-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Code

	96L12	L	PASS AIR BAG	FORCED COMPLETION	AUTOC
	98R02	R	SPD CNTL CAB	RELEASED FOR MAILING	354137
	98S36	S	SUBFRAM MNTS	COMPLETE	07869
	92M77	O	ENGINE MOUNT	CAMP/PROG EXPIRED	N/A
	92S61	S	BODY MOUNTS	COMPLETE	N/A

F1=Help F7=Prev F8=Next F11=Menu F12=Return
 ENTER PRESSED - NO ACTION TAKEN

LPRELA31

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 15-AUG-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WEBS VL	MKT DEK	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC	PREF	BASE	SUFF	VRT	VPG	CCC	CD		
11.NLM9742PY622637 JB	C7B	C7B	OM	C7C	C7B	C7A	BA	C7D	CLM	09-09-92	11-11-92	314150	USA	0	Q30	6H4	EDDY	SC1BA42	A	S06	V07	L17	42	
AWS Claim Key:	7836008	Doc #:	204299	Tax Code:			1	Labour Hrs:	6	Labour Cost:		39	Material Cost:	67.93	Total Cost:	106.93								
Dir Cd-Sub Cd:	13307-9	Name:	COUNTRY LINC-MERC SALES INC				Ph:	516-2716800	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	10-NOV-1992							DIST (Mile):4	
11.NLM9742PY622637 JB	C7B	C7B	OM	C7C	C7B	C7A	BA	C7D	CLM	09-09-92	11-11-92	314150	USA	6	T04	1H0H	FLDZ	6A666	B	S11	V49	N11	08	
AWS Claim Key:	7836010	Doc #:	208878	Tax Code:			1	Labour Hrs:	8	Labour Cost:		52	Material Cost:	2.34	Total Cost:	54.34								
Dir Cd-Sub Cd:	13307-9	Name:	COUNTRY LINC-MERC SALES INC				Ph:	516-2716800	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	26-APR-1993								DIST (Mile):9932
11.NLM9742PY622637 JB	C7B	C7B	OM	C7C	C7B	C7A	BA	C7D	CLM	09-09-92	11-11-92	314150	USA	6	T07	2G02	FLSZ	9F472	B	S11	V44	E29	42	
AWS Claim Key:	7836011	Doc #:	208952	Tax Code:			1	Labour Hrs:	1.2	Labour Cost:		78	Material Cost:	53.1	Total Cost:	131.1								
Dir Cd-Sub Cd:	13307-9	Name:	COUNTRY LINC-MERC SALES INC				Ph:	516-2716800	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	28-APR-1993								DIST (Mile):10158
11.NLM9742PY622637 JB	C7B	C7B	OM	C7C	C7B	C7A	BA	C7D	CLM	09-09-92	11-11-92	314150	USA	11	Q85	6H11 *	21410 *			S06	V09	G05	07	
AWS Claim Key:	7836012	Doc #:	215133	Tax Code:			NYL	Labour Hrs:	6	Labour Cost:		41.16	Material Cost:	0	Total Cost:	41.16								
Dir Cd-Sub Cd:	13307-9	Name:	COUNTRY LINC-MERC SALES INC				Ph:	516-2716800	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	15-SEP-1993								DIST (Mile):16389
11.NLM9742PY622637 JB	C7B	C7B	OM	C7C	C7B	C7A	BA	C7D	CLM	09-09-92	11-11-92	314150	USA	11	Q10	6P06 *	20124 *			S01	V31	R05	07	
AWS Claim Key:	7836013	Doc #:	215133	Tax Code:			NYL	Labour Hrs:	3	Labour Cost:		20.58	Material Cost:	0	Total Cost:	20.58								
Dir Cd-Sub Cd:	13307-9	Name:	COUNTRY LINC-MERC SALES INC				Ph:	516-2716800	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	15-SEP-1993								DIST (Mile):16389
11.NLM9742PY622637 JB	C7B	C7B	OM	C7C	C7B	C7A	BA	C7D	CLM	09-09-92	11-11-92	314150	USA	12	T05	2H0H	F20Z	9F715	C	S11	V41	D06	42	
AWS Claim Key:	7836014	Doc #:	216666	Tax Code:			NYL	Labour Hrs:	1.1	Labour Cost:		73.46	Material Cost:	42.5	Total Cost:	117.96								
Dir Cd-Sub Cd:	13307-9	Name:	COUNTRY LINC-MERC SALES INC				Ph:	516-2716800	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	13-OCT-1993								DIST (Mile):17987
11.NLM9742PY622637 JB	C7B	C7B	OM	C7C	C7B	C7A	BA	C7D	CLM	09-09-92	11-11-92	314150	USA	15	T01	1D05	E50Z	6020	A	S11	V44	L65	D1	
AWS Claim Key:	7836015	Doc #:	220179	Tax Code:			E70	Labour Hrs:	0	Labour Cost:		432.11	Material Cost:	76.88	Total Cost:	508.99								
Dir Cd-Sub Cd:	13307-9	Name:	COUNTRY LINC-MERC SALES INC				Ph:	516-2716800	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	06-JAN-1994								DIST (Mile):23766
11.NLM9742PY622637 JB	C7B	C7B	OM	C7C	C7B	C7A	BA	C7D	CLM	09-09-92	11-11-92	314150	USA	15	Q41	7W02	F30Y	13A025	A	S09	V77	L25	46	
AWS Claim Key:	7836016	Doc #:	220703	Tax Code:			E84	Labour Hrs:	3	Labour Cost:		54.86	Material Cost:	7.87	Total Cost:	62.73								

8/15/02 1:00:00 PM

Dir Cd-Sub Cd:	13307*	Name:	COUNTRY LINC-MERC SALES INC	Ph:	516-2716800	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	20-JAN-1994	DIST (MHC):	24463							
ILNLM9742PY622637 JB	CUB	CM	CPC	CBS	CA	BA	CDT	CLM	09-09-92	11-11-92	314150	USA	15	Q68	SU01 *	CAMPGN *	SXX	V99	AP9	01		
AWS Claim Key:	7836017	Doc #:	220704	Trx Code:	92041	Labour Hrs:	6	Labour Cost:	48.01	Material Cost:	2.93	Total Cost:	50.94									
Dir Cd-Sub Cd:	13307*	Name:	COUNTRY LINC-MERC SALES INC	Ph:	516-2716800	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	20-JAN-1994	DIST (MHC):	24463							
ILNLM9742PY622637 JB	CUB	CM	CPC	CBS	CA	BA	CDT	CLM	09-09-92	11-11-92	314150	USA	29	Q47	7511	F30Y	190734	A	S09	V79	C20	D1
AWS Claim Key:	1448058	Doc #:	01934453	Trx Code:	EB3	Labour Hrs:	1.6	Labour Cost:	113.05	Material Cost:	111.95	Total Cost:	254.10									
Dir Cd-Sub Cd:	13307*	Name:	COUNTRY LINC-MERC SALES INC	Ph:	516-2716800	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-MAR-1995	DIST (MHC):	48050							
Cost Comments:	CK AC BLOWS HOT>																					
Tech Comments:	REPLACE AC LINE PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CHARGE AIR CO - FRD>																					
ILNLM9742PY622637 JB	CUB	CM	CPC	CBS	CA	BA	CDT	CLM	09-09-92	11-11-92	314150	USA	31	Q68	S105	S00Y	3C098	E	S10	V89	H44	30
AWS Claim Key:	15137058	Doc #:	02103152	Trx Code:	EM4	Labour Hrs:	2.1	Labour Cost:	148.37	Material Cost:	500.02	Total Cost:	623.4									
Dir Cd-Sub Cd:	13307*	Name:	COUNTRY LINC-MERC SALES INC	Ph:	516-2716800	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-MAY-1995	DIST (MHC):	49864							
Cost Comments:	CUSTOMER STATES CK STRUTS WAS TOLD THEY NEED TO BE REPLACED>																					
Tech Comments:	REPLACE FRONT STRUTS RIDE CONTROL SYSTEM (QUICK TEST)- DIAGNOSIS>																					
ILNLM9742PY622637 JB	CUB	CM	CPC	CBS	CA	BA	CDT	CLM	09-09-92	11-11-92	314150	USA	78	*	*	*	*	*	SXX	V08	*	*
AWS Claim Key:	2428032	Doc #:	04914851	Trx Code:	98836	Labour Hrs:	6	Labour Cost:	37.53	Material Cost:	10.41	Total Cost:	54.2									
Dir Cd-Sub Cd:	07869*	Name:	GAUDIN FORD	Ph:	702-7312121	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	31-MAR-1999	DIST (MHC):	90733							
Cost Comments:	RECALL 98836																					
Tech Comments:	AS PER RECALL, 98836 INSTALL, SUB FRAME KIT AS PER RECALL																					

Any comments? You can contact

webmaster

800-525-1010

Gale, Leah (L.L.)

From: Gale, Leah (L.L.)
Sent: Thursday, August 16, 2002 5:41 PM
To: Taylor, Eric (E.J.)
Subject: Legal Contact

Hi Eric,

Our office has received a legal case for our handling. If you have been previously involved with this customer and have information that you feel would be helpful in our review, please respond to this note. If you have not been involved, it is not necessary that you respond. Thanks!

VIN: 1LNLM9742PY822837 Year: 1993 Model: CONTINENTAL
Owner Status: SUBSEQUENT WSD: 11/11/92
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 135882272 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SMOKE
Reason Desc: LEGAL - FIRE CLAIM
Dealer: SIGNATURE LINCOLN-MERCURY
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: ML MAIL Odometer Reading: 115000 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 08/15/02 Action Data: N Action Time: 09:57:49 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: *****DEALER REQUEST*****
08/15/02

DEALERSHIP CONTACT: ANDRE TUCCIO 702 457 0321

CUSTOMER ALLEGES HER VEHICLE IS DEFECTIVE.

Thank!
-Leah

1 358692272

Kelsey, Molly (M.M.)

From: signaturelm@aol.com
Sent: Wednesday, August 14, 2002 2:00 PM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

Leah

Dealership Name: Signature Lincoln-Mercury
Requesting Dealer: andrew tuccio
P&A Code: 12739,12739
Region: 55
State: NV
Contact Person: andrew tuccio
Contact Phone: (702)457-0321

WSD: 11-11-92
Year: 1993
Model: Lincoln
VIN: 1lnlm9742py622637
Mileage: 115000
Customer Name: [REDACTED]
Customer Address: [REDACTED]
Customer City: las vegas
Customer County: clark
Customer State: Nevada
Customer Zip: [REDACTED]
Customer Home Phone: [REDACTED]
Customer Work Phone: [REDACTED]
Customer Region: Los Angeles

Fire: Yes

Date of Incident: 08/03/02
Is customer alleging a component defect caused the incident: Yes
If yes, what type and details: icrm was replaced by signature lincoln mercury on 7-31-02.
Police Report Filed: No
If yes, where:
Has the Insurance Company been contacted: No
What did the insurance company advise:
Name and phone number of owner's insurance company & agent's name:
If the vehicle is a conversion unit, who is the coach builder:
City:
State:
Zip:

Resolution that customer is seeking: customer thinks icrm possibly caused fire and ford should be responsible for repairs
Comments:

ENC2-025.1 0013



2003

IS05072903PHILADELPHIA

PH02-025.1 0014

Agel

Sent Via U.S. Mail

October 22, 2003

[REDACTED]
Runnemede, NJ [REDACTED]

Re: 1993 Lincoln Continental
VIN: 1LNLM9743PY683513

Dear [REDACTED]

Thank you for contacting us regarding your 1993 Lincoln Continental.

We sincerely regret the circumstances you described. However, a situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Catherina Papalia-Reid
Consumer Affairs

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER

Dealer: 10442 HOLMAN LM TURNERSVILLE, A DIV

Odometer: 127500 MI

Analyst Name: CATHERINA PAPALIA (CPAPALIA)

Action Date: 10/22/2003

Coman Type: PHONE

Analyst: CPAPALIA

Action Time: 15.48.44.627

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments LPA SPOKE WITH CUSTOMER AND CUSTOMER INFORMED THAT SHE DOES NOT HAVE COMPREHENSION COVERAGE ON HER VEHICLE ONLY LIABILITY THEREFORE THE INSURANCE COMPANY IS NOT GOING TO COVER HER VEHICLE. CUSTOMER WANTS AN ANSWER AS TO WHY HER VEHICLE COUGHT FIRE...CUSTOMER IS SEEKING ASSISTANCE FROM FORD. LPA INFORMED CUSTOMER THAT DUE TO THE AGE AND MILEAGE ON THE VEHICLE AND THE FACT THAT THERE IS NO OPEN RECALL FORD IS UNABLE TO PROVIDE ANY ASSISTANCE. FORD PROPOSED NO FURTHER ACTION.

10/22/2003 1 00:10

Print

VIN: 1LNLM0743PY883513 Year: 1993 Model: CONTINENTAL Case: 1505072903
 Name: [REDACTED] Owner Status: Subsequent WSD:
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED
 Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 10442 HOLMAN LM TURNERSVILLE, A DIV Origin Desc: US CONCERN CASE BASE
 Odometer: 127500 MI Comn Type: PHONE
 Analyst Name: ANTHONY RAMBARAN Analyst: ARAMBARA
 Action Date: 10/22/2003 Action Time: 10.17.43.480 Action Data: Yes

Comments CUSTOMER SAYS: AS PER HISTORICALS:-CUST WANTS TO KNOW IF THERE HAS EVER BEEN A RECALL ON THE FUEL LINE/FUEL PUMP FOR THIS MODEL -ON 10/14/2003, CAR CAUGHT ON FIRE AND BURNED SECONDS AFTER CUST'S 2 YEAR OLD SON AND CUST GOT OUT. =THE FIRE MARSHALL PUT IN HIS REPORT THAT IT WAS A FAULTY FUEL LINE ##### -OCT 14, 2003 BETWEEN 12:30 AND 1:30 -THE FIRE ORIGNANATED FROM UNDER THE HOOD -THE VEH IS CURRENTLY AT COACH SALVAGE (2778 BLACKHORSE PIKE WILLAMSTOWN, 858-629-3100) -A REPORT WAS FILE THE CASE NUMBER WAS 03000263361RJQ (WITH THE POLICE DEPT) -THE FIRE MARSAL FOUND OUT THAT IT WAS A FAULTY FUEL LINE OR PUMP THAT STARTED THE FIRE (HE WILL BE MAILING THE REPORT TO HER) -A CLAIM HAS BEEN STARTED WITH THE INSURANCE COMPANY (WAITING TO HEAR BACK FROM THEM) -THE VEH IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. ##### -CUST HAD NEVER BEEN TO A LIM DLR SO CLOSEST DLR WAS ASIGNED INFERENCE CASE ID: 5349

<u>Data Element Name</u>	<u>Data Value</u>
FIRE/ACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 10442 HOLMAN LM TURNERSVILLE, A DIV Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 127500 MI Comn Type: PHONE
 Analyst Name: CATHERINA PAPALIA (CPAPALIA) Analyst: CPAPALIA
 Action Date: 10/22/2003 Action Time: 13.58.28.055 Action Data: Yes

Comments LPA LEFT MESSAGE FOR CUSTOMER.

<u>Data Element Name</u>	<u>Data Value</u>
CONTACT PERSON	LEFT MESSAGE

DN02-028 1 0017

Action Detail

Vin: 1LNLM9743PY683513

Year: 1993
Owner Status: Subsequent

Model: CONTINENTAL

Case: 1505072903

Name: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

WSD:
Primary Phone: [REDACTED]

Reason Desc: LEGAL - ACCIDENT / FIRE
Issue Type: 07 LEGAL

Issue Status: OPEN

Secondary Phone: [REDACTED]
Dealer: HOLMAN LM TURNERSVILLE, A DIV
P & A Code: 1D442

Origin Desc: US CONCERN CASE BASE

Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Comm Type: PHONE

Action Date: Yes

Odometer: 127500 MI

Action Time: 10:17:43:480

Action Date: 10/22/2003

Analyst: ARAMBARA

Analyst Name: ANTHONY RAMBARAN

COMMENTS: CUSTOMER SAYS: AS PER HISTORICALS.-CUST WANTS TO KNOW IF THERE HAS EVER BEEN A RECALL ON THE FUEL LINE/ FUEL PUMP FOR THIS MODEL
-ON 10/14/2003, CAR CAUGHT ON FIRE AND BURNED SECONDS AFTER CUST'S 2 YEAR OLD SON AND CUST GOT OUT. =THE FIRE MARSHALL PUT IN HIS REPORT THAT IT
WAS A FAULTY FUEL LINE ##### -OCT 14, 2003 BETWEEN 12:30 AND 1:30 -THE FIRE ORIGNANATED FROM UNDER THE HOOD -THE
VEH IS CURRENTLY AT COACH SALVAGE (2778 BLACKHORSE PIKE WILLAMSTOWN, 856-629-3100) -A REPORT WAS FILE THE CASE NUMBER WAS 03000283361RJO (WITH
THE POLICE DEPT) -THE FIRE MARSAL FOUND OUT THAT IT WAS A FAULTY FUEL LINE OR PUMP THAT STARTED THE FIRE (HE WILL BE MAILING THE REPORT TO HER) -A
CLAIM HAS BEEN STARTED WITH THE INSURANCE COMPANY (WAITING TO HEAR BACK FROM THEM) -THE VEH IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: -
NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2
BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. ##### -CUST HAD NEVER BEEN TO
A LM DLR SO CLOSEST DLR WAS ASSIGNED INFERENCE CASE ID: 5349

Per Kathy:
-No injuries.
-No insurance.

0102-025.1 0010

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] RUNNEMEDE NJ [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: [REDACTED] Fax: [REDACTED]
Preferred Contact Time: [REDACTED] Email: [REDACTED]

ENC2-025.1 0019

VIN
1LNLM9743PY883513

Year Model
1993 CONTINENTAL
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History

ERR2-025.1 0623

VIN: 1LNLM9743PY683513

Contract 1 Of

Status: Expire

-----ESP Purchase Details-----

Purchaser: XXXXXXXXXX
 Expiration Date: 1999-01-28
 Plan Type: USA 1998 NEW 72/75,000
 PREMIUMCARE

Plan Year: 1998
 Expiration Miles: 75,000
 Selling Dealer: HOLMAN LM TURNERSVILLE,
 A DIV

Rental: 30

Deductible: 50

Towing Allowance:
50

Purchase Type: N
 Options:

-----ESP Cancellation Details-----

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

-----Recall Information-----

		-----Campaign-----		Status	Dealer
Number	Type	Description	Status	Date	Code
92M77	O	ENGINE MOUNT	CAMP/PROG EXPIRED	2000-01-06	
98R02	R	SPD CNTL CAB	RELEASED FOR MAILING	1998-03-18	L15010
98S01	S	HEADLAMP SWT	COMPLETE	1998-07-21	10408
98S36	S	SUBFRAM MNTS	COMPLETE	1998-05-11	10408

1998-025.1 0021

**OASIS RESULT:
1LNLM9743PY683513**10/22/2003
13:01:20

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▶ Errors

VIN OUTSIDE OF SUPPORTED MODEL YEAR RANGE
ALL APPLICABLE F.S.A. WILL DISPLAY

▶ FIELD SERVICE ACTIONS

89R02 NOTE: VEHICLES IN CERTAIN GEOGRAPHICAL REGIONS MAY NOT NEED REPAIR; SERVICE THE VEHICLE IF IT HAS THE SAME CONCERN OR CONDITION AS AFFECTED VEHICLES OR OPERATED IN THE AFFECTED REGIONS (REFER TO BULLETIN) AND THE CUSTOMER IS WILLING TO PROVIDE NEEDED INFORMATION AND AFFECTED PART FOR POSSIBLE INSPECTION.
SPEED CONTROL CABLE MODIFICATION

▶ EXTENDED COVERAGES

0759 - EXPIRED
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: SONIA SACCHETTI
OPTIONS:
EXPIRATION DATE: 01/28/1999
DISTANCE: 75,000
RENTAL: 30 UP TO 5 DAYS
TOWING: 50 USD
CONTRACT SOLD BY: USA 10442
ESP CONTRACT START DATE: 01/28/1993

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1LNLM9743PY683513

E902-025.1 0022

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
18-PHILADELPHIA	15-PHILADELPHIA	B	C1	10442	L15253

Dealer Name: HOLMAN LM
Dealer Address: TURNERSVILLE, A DIV
 3641 RTE. 42 SOUTH/BLACK HORSE
 TURNERSVILLE NJ 08012
Dealer Main Phone: 609-346-3000 **Dealer Service Phone:** 609-346-3000

Position	Employee Name
PARTS & SERVICE DIRECTOR	ERIC S WOLTZ
SALES MANAGER	Ronald B HOERTER
SERVICE MANAGER	Bruce A Vaughan

Service Hours 7:30 AM - 6:00 PM

Directions

Trained Y

Additional Information LSG ENROLLED VMX-# 7172584 SAXTON TOWING: (800) 825-5342

E162-025.1 0023

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1LNLM9743PY683513	Veh Line:	CXB - LINCOLN CONTINEN (FN09) (91-94)	Body Shell:	*
Model Year:	1993	Market Derived:	C/M - MERCURY DIVISION DERIVATIVE	Navis Eng Serial No:	74551604
Veh Type:	C	Drive Code:	C/A - 2 WEL L/H FRONT DRIVE	Engine:	C/LM - 3.8L OHV EFI N
Inv. Dealer:	12355	Body Cab Style:	- 4 DOOR SEDAN 4 LITE	Transmission:	C/DT - 4 SPD AL TO TR
Vehicle Status Code:	800	Version/Series:	C/B3 - EXECUTIVE VERSION		
Trace Eng Serial No:					

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - *****	Plant:	BA - WIXOM PLANT BUILD
Country:	USA - *****	Prod Date:	05-JAN-1993

SALE INFORMATION:

Region: NA - ~~*****~~ Selling Dealer: 315010 - *
 Country: USA - ~~*****~~ Selling Dir St/Prov: PA
 Buyer St/Prov: PA

Arrival Date: 11-JAN-1993 Red Carpet Lease: I
 Sale Date: 28-JAN-1993 Fleet/Rental/Co. Lease: R
 Warranty Start Date: 28-JAN-1993 Modified Vehicle: * Vehicle Count Flag: I
 Orig Warranty Date: 28-JAN-1993 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

K97P683513 43 2 25A6010 KH 3 L4C 33 4 L5 M 29C3D6 5 WK MR R 41

LNLD 1 N 95CA5942

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/C - ATC AIR CONDITIONER	GYW Code:	
Alternator Amp Rating:	FT	GYW Class Code:	L
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Auto Radio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Auto Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	71	Paint:	PNYCK - OPAL OPALESCENT TRICOAT
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR PREMIUM AM/FM STROKSTE

EM62-825.1 0024

Calibration Codes: Z16DR10A
 Color(Accent): * - [N/A]
 Color(Trim): * - [N/A]
 Delivery Type: L
 Driveshaft Code: *
 Front Seat: * - [N/A]
 Fuel Type: * - [N/A]

Sound System: * - [N/A]
 Suspension Axle:
 Tire Manufacturer: AC
 Tire Brand: * -
 Tire Size: D3GQJ - P205/70R15 BSW
 Traction Control: * - [N/A]
 Wheel Base

TIRE DOT INFORMATION:

LF: * RF: *
 LR: * RR: *
 Lt: * Rt: *
 SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	C/B - C/B
ESP Coverage(Miles):	075	Emission Cert Type:	P
ESP Coverage(Trms):	072	Emission Decal Suffix:	JHP
ESP Plan Year:	1996	Engine Family:	PPM38V1R1PG
ESP Signature Date:	08-APR-1996		

Any comments? You can contact



webmaster

ERC3-028.1 0025

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	FRONT DATE	WASH DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC	PREP	BASH	SUFF	VRT	VFG	CCC	CD	
	JB	CUB	CYM	CYFC	CYB3	CYA	BA	CYDT	CYLM	05-01-93	28-01-93	315010	USA	3	*	5A07	*	KILADJ	*	S10	V89	C50	07
AWS Claim Key:	8091147	Doc #:	045256	Trx Code:			1	Labor Hrs:		1	Labor Cost:		50	Material Cost:		0	Total Cost:		50				
Dir Cd-Sub Cd:	10434	Name:	HALDEMAN LINCOLN-MERCURY				Pl:	610-7914900	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-MAR-1993	DIST(Mile):2019						
Cost Comments:	RR SACS																						
Tech Comments:	ADJUST LF HEIGHT SENSOR																						
	JB	CUB	CYM	CYFC	CYB3	CYA	BA	CYDT	CYLM	05-01-93	28-01-93	315010	USA	4	*	7H13	EMDZ	19H624	A	S09	V79	C05	42
AWS Claim Key:	8091148	Doc #:	030245	Trx Code:			1	Labor Hrs:		1.4	Labor Cost:		70.59	Material Cost:		135.45	Total Cost:		206.04				
Dir Cd-Sub Cd:	10434	Name:	HALDEMAN LINCOLN-MERCURY				Pl:	610-7914900	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-MAY-1993	DIST(Mile):4998						
Cost Comments:	ATC WOULD NOT SHUT OFF WAS BLOWING A-C WOULD NOT RESPOND TO OFF BUTTON, INT WOULD CYCLE FULL BLAST -																						
Tech Comments:	INOPERABLE COMPONENT TEST ATC SYSTEM, REPLACED VARIABLE ELECTRONIC BLOWER SPEED CONTROLLER INOPERATIVE CODE 42																						
	JB	CUB	CYM	CYFC	CYB3	CYA	BA	CYDT	CYLM	05-01-93	28-01-93	315010	USA	29	*	7D06	EBOY	13A613	A	S09	V77	L26	42
AWS Claim Key:	15566365	Doc #:	2332901	Trx Code:			EBJ	Labor Hrs:		.7	Labor Cost:		38.99	Material Cost:		50.9	Total Cost:		167.71				
Dir Cd-Sub Cd:	10442	Name:	HOLMAN LINCOLN MERCURY TURNERSVILLE				Pl:	856-7287800	St:	NC	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-JUN-1995	DIST (Mile):36324						
Cost Comments:	3RD BRAKE LIGHT INOP>																						
	JB	CUB	CYM	CYFC	CYB3	CYA	BA	CYDT	CYLM	05-01-93	28-01-93	315010	USA	33	*	7A01	BXT	A5	650	S11	V43	D02	08
AWS Claim Key:	17228477	Doc #:	2365921	Trx Code:			EB2	Labor Hrs:		.6	Labor Cost:		33.42	Material Cost:		42.03	Total Cost:		75.45				
Dir Cd-Sub Cd:	10442	Name:	HOLMAN LINCOLN MERCURY TURNERSVILLE				Pl:	856-7287800	St:	NC	City Cd:	USA	Reg Cd:	NA	Repr Date:	05-OCT-1995	DIST (Mile):40891						
Cost Comments:	CHECK NO START: JUST MADE CLICKING NOISE LATER CAR STARTED, BUT DRAGED)																						
	JB	CUB	CYM	CYFC	CYB3	CYA	BA	CYDT	CYLM	05-01-93	28-01-93	315010	USA	33	*	*	*	*	*	SXK	V00	*	*
AWS Claim Key:	17896188	Doc #:	2366881	Trx Code:			94848	Labor Hrs:		1.7	Labor Cost:		94.67	Material Cost:		101.82	Total Cost:		293.26				
Dir Cd-Sub Cd:	10442	Name:	HOLMAN LINCOLN MERCURY TURNERSVILLE				Pl:	856-7287800	St:	NC	City Cd:	USA	Reg Cd:	NA	Repr Date:	09-OCT-1995	DIST (Mile):40941						
Cost Comments:	RECALL 94848 FUEL PUMP REPLACEMENT																						
	JB	CUB	CYM	CYFC	CYB3	CYA	BA	CYDT	CYLM	05-01-93	28-01-93	315010	USA	33	*	7E06	*	9H007	*	SXK	V99	A99	42
AWS Claim Key:	17896189	Doc #:	2366891	Trx Code:			EB4	Labor Hrs:		1.8	Labor Cost:		100.20	Material Cost:		0	Total Cost:		100.20				

PAGE 001 1 0028

Dir Cd-Sub Cd:	10442-*	Name:	HOLMAN LINCOLN MERCURY TURNERSVILLE	Ph:	856-7287800	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	09-OCT-1995	DIST (Mile):	40941
Cost Comments:	TOWED TO SHOP: WONT RUN CONSTANTLY BUGS DOWN AND STALLS														
AWS Claim Key:	19833830	Doc #:	2409271	Trx Code:	507	Labor Hrs:	1.5	Labor Cost:	83.35	Material Cost:	46.59	Total Cost:	146.45		
Dir Cd-Sub Cd:	10442-*	Name:	HOLMAN LINCOLN MERCURY TURNERSVILLE	Ph:	856-7287800	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-APR-1996	DIST (Mile):	48500
Cost Comments:	CHECK END LIGHT CAME ON A FEW TIMES														
AWS Claim Key:	22261104	Doc #:	007391A	Trx Code:	0739D	Labor Hrs:	3.6	Labor Cost:	226.73	Material Cost:	347.3	Total Cost:	695.59		
Dir Cd-Sub Cd:	10409-*	Name:	HOLMAN LINCOLN-MERCURY	Ph:	609-2344900	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	26-JUN-1997	DIST (Mile):	65362
Cost Comments:	NSO THUMP NOISE FROM ENGINE ON ACCEL														
Tech Comments:	65362 CK BANG ON ACCEL R&R BOTH MOTOR MOUNTS BROKEN														
AWS Claim Key:	22188882	Doc #:	007391C	Trx Code:	0739D	Labor Hrs:	1.1	Labor Cost:	69.28	Material Cost:	95.76	Total Cost:	198.56		
Dir Cd-Sub Cd:	10409-*	Name:	HOLMAN LINCOLN-MERCURY	Ph:	609-2344900	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	26-JUN-1997	DIST (Mile):	65362
Cost Comments:	NSO THUMP NOISE FROM ENGINE ON ACCEL														
Tech Comments:	65362 CK BANG ON ACCEL R&R BOTH MOTOR MOUNTS BROKEN														
AWS Claim Key:	22248067	Doc #:	007391A	Trx Code:	0739D	Labor Hrs:	3.6	Labor Cost:	226.73	Material Cost:	251.54	Total Cost:	506.31		
Dir Cd-Sub Cd:	10409-*	Name:	HOLMAN LINCOLN-MERCURY	Ph:	609-2344900	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	30-JUN-1997	DIST (Mile):	65362
Cost Comments:	AC SYSTEM DIAGNOSIS.														
Tech Comments:	CK. AC BLOWS WARM AC SYSTEM CK. CHARGE AND LEAK CK. R&R MANIFOLD HOSE R&R ACCUMULATOR HOSE R&R O RINGS 4 AT COND 2 AT EVAP 2 AT COMP.														
AWS Claim Key:	23015916	Doc #:	125855A	Trx Code:	98S01	Labor Hrs:	.7	Labor Cost:	44.93	Material Cost:	13.92	Total Cost:	65.27		
Dir Cd-Sub Cd:	10409-*	Name:	HOLMAN LINCOLN-MERCURY	Ph:	609-2344900	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	21-JUL-1998	DIST (Mile):	76419
Cost Comments:	98S01 HEADLAMP SWITCH. S O PARTS IN STOCK.														
Tech Comments:	76419 REPLACE HEADLIGHT SWITCH														
AWS Claim Key:	24405151	Doc #:	141673A	Trx Code:	98S36	Labor Hrs:	.6	Labor Cost:	38.51	Material Cost:	10.41	Total Cost:	55.34		
Dir Cd-Sub Cd:	10409-*	Name:	HOLMAN LINCOLN-MERCURY	Ph:	609-2344900	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	11-MAY-1999	DIST (Mile):	85340
Cost Comments:	98S36 REAR LOWER SUBFRAME MOUNTING NUTS														
Tech Comments:	85340 RECALL 98S36														

Any comments? You can contact

468404

SNORTON1
SC

10/12

1411-7
1-10WB15

EP02-025.1 0020

Ford Motor Company

PRIVILEGED AND CONFIDENTIAL

Office of the General Counsel

Ford Motor Company
Parsons Towers West
Suite 300
Three Parlane Boulevard
Dearborn, Michigan 48126-2504

February 18, 2003

Nationwide Insurance
4401 Creedmor Rd.
Raleigh, NC 27658
ATTENTION: RHONDA ADAMS

Re: Claimant: [REDACTED]
Your File #: [REDACTED]
D/E: 03-28-2002

Dear Ms. Adams,

We are in receipt of your recently submitted materials dated January 27, 2003.

It is our opinion the material submitted does not sufficiently support your allegation that Ford Motor Company is responsible for this loss. We understand that you are preserving the vehicle. However, it would be incorrect to assume that Ford Motor Company does not wish to inspect the vehicle. 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 completed.

Please be advised that it is the claimant's responsibility to preserve their evidence. 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.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

Shawn Norton
Claims Analyst



6/94

2469-24
4-10-94 13 N

95-20711-49

#150043

cl

SEARCHED	INDEXED
SERIALIZED	FILED
FBI - [illegible]	
[illegible]	

S.O.
1109198

2025-075.1 0000

NY

NT

5-19

Q

215745-37
4-13ND

FR2-025.1 0100

State Farm Insurance Companies

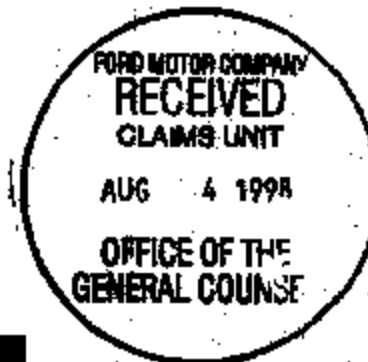


55 Webster Commons Blvd
Webster, NY 14580-0540

July 29, 1998

Ford Motor Company
Parklane Tower West
3 Parklane Blvd.
Dearborn, MI 48126

409796 ✓
NT



RE: Claim Number: 52-2111-890
Date of Loss: June 27, 1998
Our Insured: [REDACTED]

Dear Howard Keys :

This State Farm insured vehicle was involved in a fire loss. We settled a claim with our insured in the amount of 1578.77. Our investigation revealed the cause of loss was due to a broken motor mount.

Enclosed is the documentation of State Farm's claim.

Please consider this letter as our demand to Ford Motor Company for reimbursement of \$1578.77.

Sincerely,

Marcy A. Betts

Marcy A. Betts
Claim Processor
(716) 872-8203 Ext.

State Farm Mutual Automobile Insurance Company

ENR2-028.1 0101



RBZ00070
date: 07-29-98

page: 1

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY
AUTO PAYMENTS BY PARTY

[Redacted]
named insured
[Redacted]

policy number
5832-908-521
date of loss
06-27-98

Named Insured(s)

C denotes consolidated payment
P denotes previous data

payment number	payee	amount	issued	status	COL	pay code
128034393J	[Redacted]	160.00	07-24-98	O/S	501	1
128033026J	PURVIS FORD INC	918.77	07-01-98	PAID	312	1

1
MR. BOB WILSON - STATE FARM INS,
55 WEBSTER CORNING BLVD.
WEBSTER, N.Y. 14580

I HAVE INCLUDED

1. Power steering line Replacement when I bought
CAR. 4-7-97

2. Replacement of engine and transmission 2-9-98

3. CAR RENTAL - 8 days

4. REPAIR BIKE IN VA.

MY MECHANIC IN ROCHESTER

ON 7-7-98. He

1) a piece of
IN FIRE -

2) engine and

3) Power steering
Replaced with
not near

I will send you copy of all bills
get it. And history of vehicle

Thank you,



RECEIVED
OCT 10 1998

CORTESE LINCOLN-MERCURY, INC.

2440 WEST HENRIETTA ROAD

ROCHESTER, NEW YORK 14623

PHONE: (716) 272-0220

NEW YORK STATE REGISTERED REPAIR SHOP R-7061764

Motorcraft
FAST LUBE

PLEASE SEE REVERSE SIDE FOR ADDITIONAL WARRANTY INFORMATION SERVICE NETWORK

 LINCOLN
Mercury 

ERS2-025.1 0104

93 LINC CONTINENTAL

SMITHSONIAN SERVICE CENTER, LTD.
3838 PARKWAY AVENUE
PITTSBURGH, NY 15234

SHIRT

(718) 381-3838 REPAIR SHOP # 705/076

DATE: [REDACTED]
NUMBER: 2104
PLATE: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
CITY, STATE: FAIRPORT NY [REDACTED]

HOME PHONE: [REDACTED]
WORK PHONE: [REDACTED]
YEAR, MAKE, MODEL: [REDACTED] LINC (INC) INC.
INSR EXP: [REDACTED]
INSR PLATE: [REDACTED]
MILEAGE: [REDACTED]

DESCRIPTION OF

[REDACTED]

EST SERVICE \$ 8.00
PARTS TOTAL \$ 125.72
LABOR TOTAL \$ 66.40
SUBTOTAL \$ 200.12

I HEREBY AUTHORIZE THE ABOVE MENTIONED WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS.

MY CHECK FOR \$ 200.12 TOTAL \$ 200.12

1962-025.1 0105

DATE: 11/18/64

RENTAL AGREEMENT

DATE OF RENTAL: 10/22/78
 TIME: 10:00 AM
 LOCATION: RICHMOND AIRPORT
 RENTALER: HERTZ
 CUSTOMER: [REDACTED]
 VEHICLE: [REDACTED]
 EQUIPMENT: [REDACTED]
 RATE: \$350.00 PER DAY
 TAX: \$10.00 PER DAY
 INSURANCE: \$10.00 PER DAY
 TOTAL: \$470.00 PER DAY

PLEASE NOTE: A HIGHER RATE-IN-CITY FEE WILL APPLY.
 ADDITIONAL: \$1.00 PER DAY, \$1.00 PER HOUR
 SPECIFICALLY: [REDACTED]
 ADDITIONAL: [REDACTED]

YOUR INITIALS: [REDACTED] DATE: 10/22/78

RENTAL RETURN: RICHMOND AIRPORT
 COMPLETED BY: [REDACTED]
 RENTAL: [REDACTED]
 RETURN: [REDACTED]
 MILES IN: [REDACTED] OUT: [REDACTED]
 MILES BURNED: [REDACTED]
 PLAN NUMBER: [REDACTED]

1 WEEKS	100.00	100.00
1 EX DAYS	40.00	40.00
VEH WGT \$ 3.00HR	72.00	72.00
DISCOUNT	31.20	31.20
SUBTOTAL	200.80	200.80
OPTION FEE	20.00	20.00
FUEL PURCHASE OPTION	18.22	18.22
TAXABLE TOTAL	308.02	308.02
TAX	24.71	24.71
NET DUE	332.73	332.73
PAID BY: VISA		
CREDIT CARD #		

Thank you for renting from Hertz

HERTZ RENT A CAR COMPANY
 10000 WASHINGTON BLVD
 WASHINGTON DC 20004

1002-025.1 0100



RENTAL: 06-28-78 07:57 RICHMOND AIRPORT
DATE: 07/05/78 16:00 RICHMOND AIRPORT

0125011
0125011

[REDACTED]

182
AUTH: 358.00/028117

DATE	CLASS	RENTAL
1	199.99 EA	
1	14.00 EA	
1	48.00 EA	
1	13.00 EA	

RENTAL: 01050/0330617 98 SHOLE 5 LIC: [REDACTED] VEH CLASS: F
DATE: 07/05/78 16:00 RICHMOND AIRPORT

IF RETURNED AS CAR (SEE ABOVE) YOU WILL BE CHARGED 1.00 PER DAY AT RATES SHOWN. IF NOT, A HIGHER RATE/INTER-CITY FEE WILL APPLY.

EXTRAS:

- TIRE DECLINED
- L.S. DECLINED
- OIL CHG. DECLINED
- WASH. ACCEPTED AT \$16.72 PPR RENTAL; NO CASH GIVEN FOR FUEL IN CAR AT RETURN.

- NO ADDITIONAL AUTHORIZED OPERATORS WITHOUT HERTZ PRIOR WRITTEN APPROVAL.

- YOU REPRESENT THAT YOU ARE SPECIFICALLY AUTHORIZED TO RECEIVE THE BENEFITS EXTENDED TO EMPLOYEES/RELATIVES OF HERTZ RENTALS.

- AN OPERATED VEHICLE AT AN ADDITIONAL \$ 9.00 PER DAY, \$ 3.00 PER EXTRA HOUR.

VEH UP-DOWN \$ 9.00 DAY/3 3.00 EX HR

DISTANCE TAX
TAX .00000

CON. FEE: 10.00 (TX) 10.00
FUEL FOR (MT CAR) \$ 16.72 (FFCD)

I, [REDACTED] HEREBY ACKNOWLEDGE AND AGREE TO THE ABOVE CONDITIONS

RES: 01050/0330617/THOM /C /07011

NOTICE: THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, A LOSS DAMAGE WAIVER TO COVER YOUR RESPONSIBILITY FOR DAMAGE TO THE VEHICLE (SEE RENTAL FOLDER FOR DETAILS). THE WAIVER DOES NOT COVER THE LOSS OF THE VEHICLE THAT MAY BE REQUIRED TO REPAIR OR REPLACE YOUR OWN VEHICLE. DAMAGE TO THE RENTAL VEHICLE IS THE RESPONSIBILITY OF THE RENTER UNDER YOUR OWN INSURANCE COVERAGE. THE AMOUNT OF THIS LOSS DAMAGE WAIVER IS NOT INSURANCE AND MAY BE WITHHELD BY SURETY. BY SIGNING THIS AGREEMENT, YOU ACCEPT AND UNDERSTAND THE ABOVE AND ALL TERMS, CONDITIONS AND YOUR OBLIGATIONS SHOWN ON THE FOLDER (AND WAIVER) DELIVERED TO YOU WITH THIS RENTAL RECORD.

PREPARED BY: [REDACTED]

RENTAL RECORD 594046040 2

RENTAL RECORD 594046040 2

4251894

17451

Purvis

3480 Jefferson Davis Hwy. P.O. Box 9448
Providence, VA 23202
840-896-3000
Direct Mail:
Parts (840) 710-1486
Service (840) 710-1400
Body Shop (840) 710-1444

INVOICE

PAGE 2

THIS INVOICE MUST ACCOMPANY ANY AND ALL
ADJUSTMENTS OF CLAIMS.

AIRPORT NY
HOME:

BUS:

SERVICE ADVISOR: 734 ROBERT J. ZATUSKI

COLOR	YEAR	MAKE/MODEL	VIN	ENGINE	MEASUREMENT	TAX
BLACK	93	LINCOLN CONTINENTAL	1LNLM9746PY627226	MFZ566	59866/59866	T33
DR. DATE	TRK. DATE	AMER. NO.	PROCESSED	FO. NO.	PRICE	REV. DATE
01 JAN 93			18:00 01 JUL 98		55.00	01 JUL 98
SA. CHARGES			OPTIONS			
06:48	29 JUN 98	16:27	01 JUL 98			
LINE	QTY	DESCRIPTION	UNIT	PRICE	NET	TOTAL
						9.87

VISA 595.52

Cost owner 595.52
Customer

DESCRIPTION	TOTAL
LABOR/REPAIR SHOP	902.00
PARTS/REPAIR SHOP	576.86
SHOP SUPPLIES	0.00
RUBBER/ANDLIN	0.00
MISCELLANEOUS	9.87
TOTAL CHARGES	1487.93
DED. / ENC	0.00
SALES TAX	26.36
PLEASE PAY THIS AMOUNT	1514.29

CUSTOMER SIGNATURE
X

4251894

17451

Purvis

3980 Jefferson Davis Hwy. P.O. Box 3488
Friedrichsburg, VA 23102
840-888-3000
Direct Dial:
Parts (840) 710-1488
Service (840) 710-1400
Body Shop (840) 710-1444

INVOICE

FAIRPORT NY
HOME:

BUS:

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THIS INVOICE MUST ACCOMPANY ANY AND ALL
ADJUSTMENTS OF CLAIMS.

SERVICE ADVISOR: 734 ROBERT J. ZALUSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	REGISTRATION	TA	
BLACK	93	LINCOLN CONTINENTAL	1LNLM9746PY627225	MPZ566	59866/59866	T33	
DEL. DATE	PROG. DATE	WARR. EXP.	PROMISED	TCNO.	RATE	PAYMENT	DATE
01 JAN 93			18:00 01 JUL 98		55.00	CASH	01 JUL 98
REG. CHARGES	READY	OPTIONS					

LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CAR CAUGHT ON FIRE ENGINE AREA							
422			REPLACE POWER STEERING PUMP				
			704 CP 2.00			110.00	110.00
1			FOOY*3A674*BX POWER STEERING PUM		100.91	100.91	100.91
2			F7AZ*3F823*AA FLUID - POWER ASSISTED STEERING		3.21	3.21	6.42
3719A			REPL PS PRES AND RETURN HOSE				
			704 CP 4.80			264.00	264.00
1			F1VY*3F570*A KIT		95.52	95.52	95.52
6038AT			INSULATOR AND/OR SUPPORT - ENGINE FRONT				
			(6038/6F084/6068/6030) - REPLACE				
			707 CP 4.00			220.00	220.00
1			F6DZ*6068*C INSUL ASY-ENG RR SUPT-RH		83.23	83.23	83.23
1			F6DZ*6038*C INS ASY-ENG FRT SUPT-RH		84.44	84.44	84.44
1222A			VACUUM TUBE/HOSE				
			(VACHOSE/9E455/9E498/9E499/9F485) - REPAIR				
			707 CP 1.50			82.50	82.50
5300A			DIAG AIR SUSPENSION AND REPAIR DAMAGED LINE				
			707 CP 1.50			82.50	82.50
1			FOVY*5A897*A TUBE ASY-REAR SUSP AIR SPRING		38.30	38.30	38.30
CBW			REPLACE CAP ROTOR AND WIRES				
			707 CP 1.10			60.50	60.50
1			WR*4065* KIT SPARK PLUG WIRING		66.48	66.48	66.48
1			DR*375*A ROTOR ASY-DISTRIBUTOR		9.44	9.44	9.44
1			DH*434* HOUSING ASY - DISTRIBUTOR		24.54	24.54	24.54
12029A			COIL-IGNITION (12029/12A310/12A366/12281) - REPLACE				
			707 CP 0.50			27.50	27.50
1			DG*470* COIL - IGNITION		61.40	61.40	61.40
1			E5AZ*12297*W SEPARATOR-IGNITION WIRE		1.48	1.48	1.48
MT			CLEAN ENGINE				
			707 CP 1			55.00	55.00
1			OSP BRAKES		3.90	3.90	3.90
PARTS:	576.06	LABOR:	902.00	OTHER:	0.00	TOTAL LINE A:	1478.06

WARRANTY

The dealer warrants to the Purchaser that the Dealer will repair or replace without charge, any part of any new Part part or component that is sold by the Dealer to the Purchaser that is found to be defective in material or workmanship within a period of 12 months from the date of installation at the Dealership or 12,000 miles of service, whichever comes first, or 12 months or 12,000 miles from the date of purchase, and thereafter for a period of 12 months or 12,000 miles from the date of purchase of the vehicle.

This warranty does not cover parts or components that are subject to normal wear and tear, or parts that are damaged by accident, misuse, or neglect, or parts that are damaged by the Purchaser's failure to properly maintain the vehicle.

The Purchaser is required to have the defective part or component repaired or replaced by the Dealer's plant of business during regular business hours for warranty repair or replacement. The Dealer will be notified with the Purchaser's copy of the original sales slip or repair order, or Purchaser's copy of the repair order on their invoice, to indicate the date of purchase and vehicle mileage.

If the Purchaser is unable to locate a qualified repair shop, the Dealer will provide a loaner vehicle.

THIS WARRANTY DOES NOT COVER PARTS OR COMPONENTS THAT ARE: (1) USED IN RACING, (2) USED IN COMPETITIVE DRIVING, (3) USED IN OFF-ROAD DRIVING, (4) USED IN DRIVING ON UNPAVED SURFACES, (5) USED IN DRIVING ON PUBLIC ROADS THAT ARE BEING CONSTRUCTED, (6) USED IN DRIVING ON PUBLIC ROADS THAT ARE BEING MAINTAINED, (7) USED IN DRIVING ON PUBLIC ROADS THAT ARE BEING REPAIRED, (8) USED IN DRIVING ON PUBLIC ROADS THAT ARE BEING RECONSTRUCTED, (9) USED IN DRIVING ON PUBLIC ROADS THAT ARE BEING REPAIRED AND RECONSTRUCTED, (10) USED IN DRIVING ON PUBLIC ROADS THAT ARE BEING REPAIRED AND RECONSTRUCTED AND ARE BEING USED IN DRIVING ON PUBLIC ROADS THAT ARE BEING REPAIRED AND RECONSTRUCTED.

THE PURCHASER'S SOLE REMEDY FOR DEFECTIVE PARTS OR COMPONENTS IS TO RETURN THE VEHICLE TO THE DEALER'S PLACE OF BUSINESS FOR REPAIR OR REPLACEMENT.

THIS WARRANTY IS LIMITED BY THE FOLLOWING EXCLUSIONS:

- 1. Parts not covered by this warranty.
- 2. Labor charges for diagnosis, diagnosis, and/or repair.
- 3. Transportation charges.
- 4. Rental charges.
- 5. Towing charges.
- 6. Mileage charges.
- 7. Labor charges for parts not covered by this warranty.
- 8. Labor charges for parts not covered by this warranty.
- 9. Labor charges for parts not covered by this warranty.
- 10. Labor charges for parts not covered by this warranty.

12 months or 12,000 miles, whichever comes first, or 12 months or 12,000 miles from the date of purchase of the vehicle.

DESCRIPTION	TOTALS
LABOR REPAIR SHOP	
PARTS REPAIR SHOP	
SHOP SUPPLIES	
SUBMIT AMOUNT	
MISCELLANEOUS	
TOTAL CHARGES	
DED. / DISC	
SALES TAX	
PLEASE PAY THIS AMOUNT	