

EA02-025

FORD 10/27/03

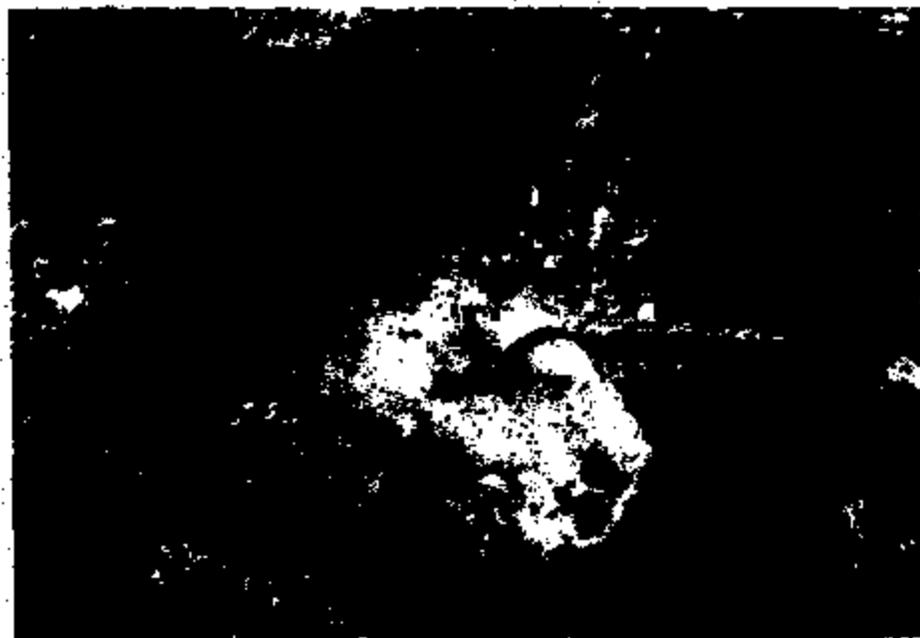
LETTER TO ODI

APPENDIX M

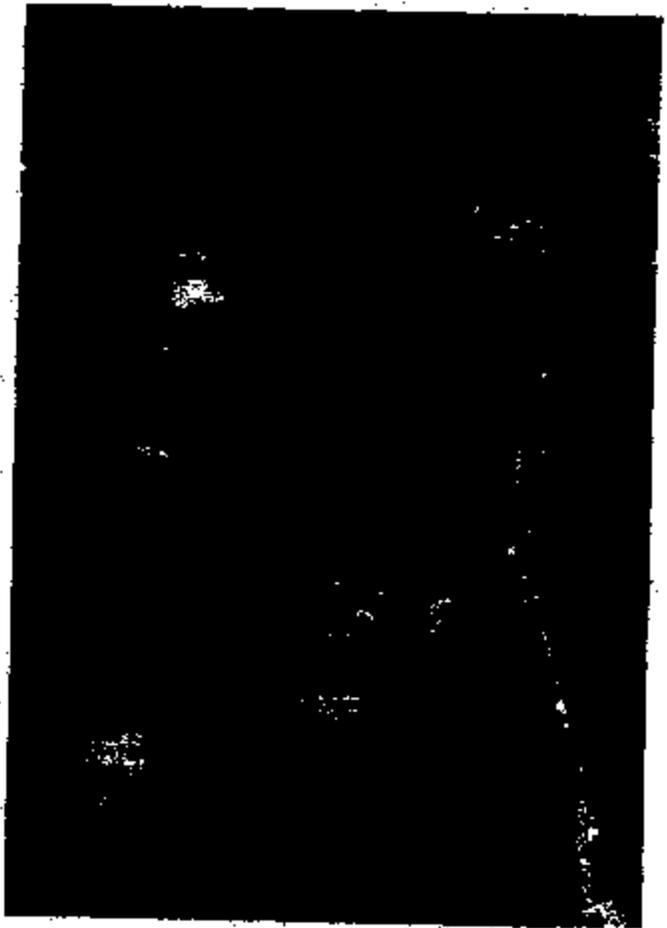
BOOK 14 OF 22

PART A-D

PART B

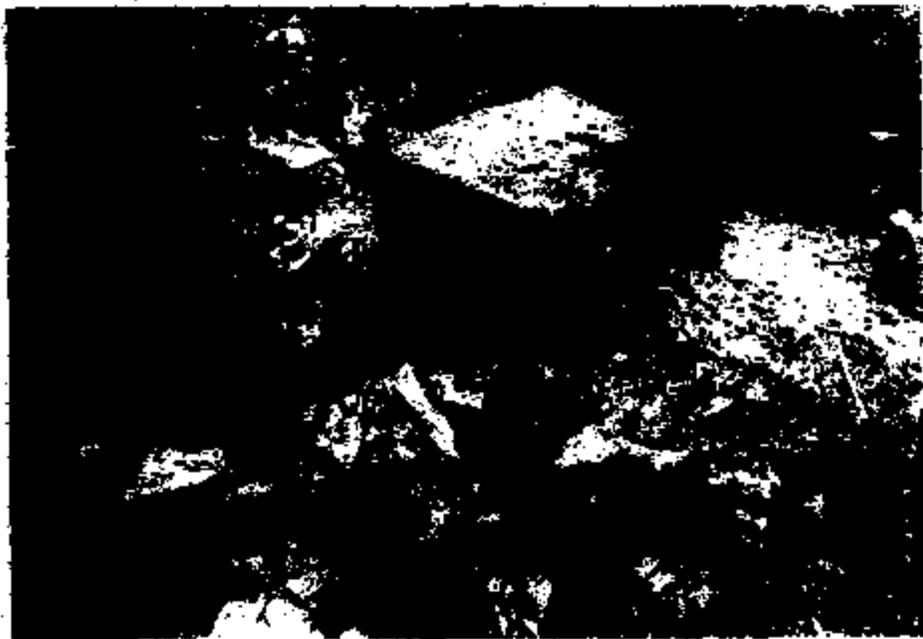






6702-025-8 18875





1982-025-B 18877



EM-2-625-B 10576



EM82-625-B 18579





ER02-025-B 10001



1992-025-1 18862



ER62-825-B 18843



EM-2-525-6 10004





ER62-525-B 10058





1982-02-03 10000







1002-025-B 10001



EM2-225-9 10002





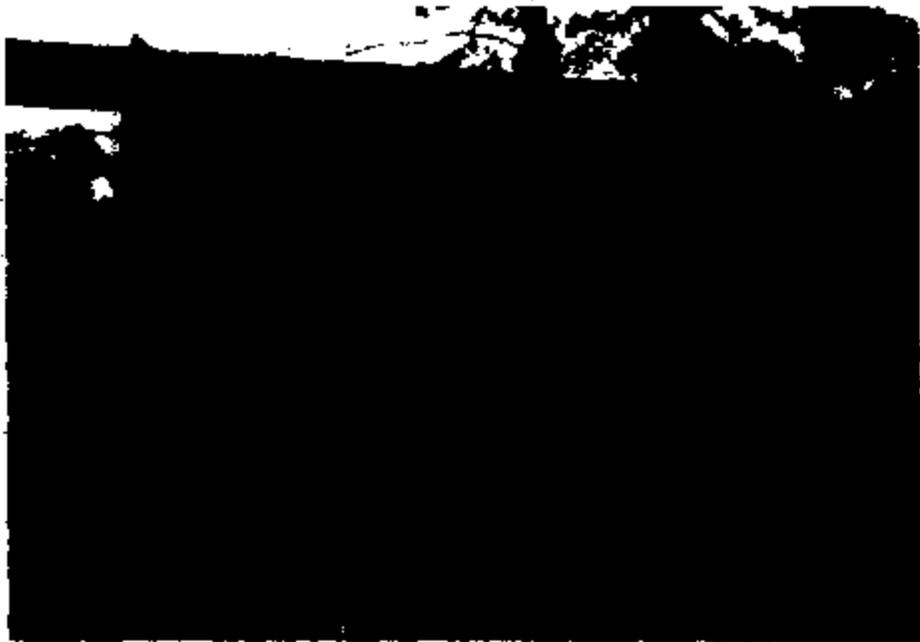
EM02-025-B 18854





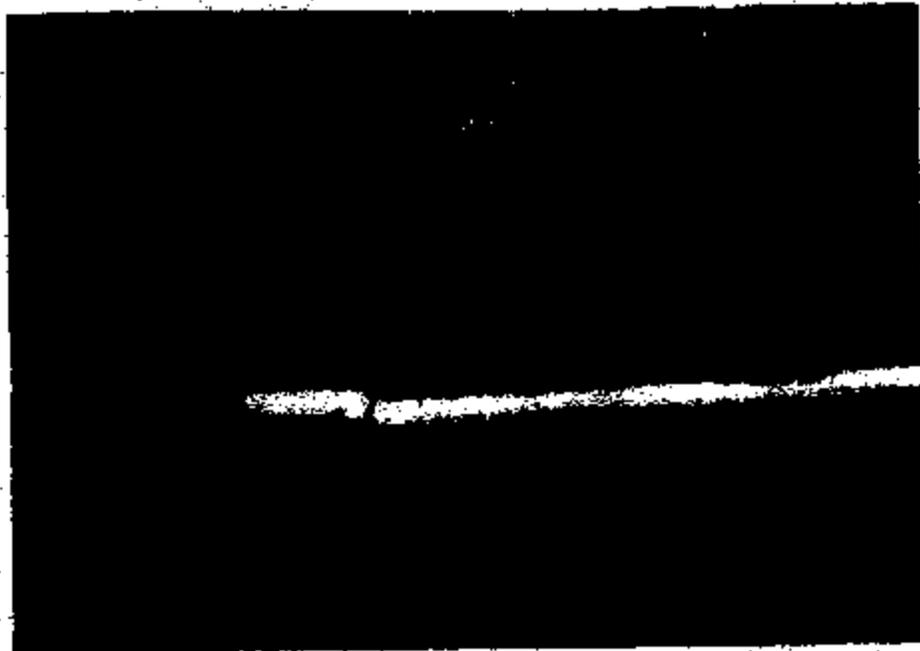


EA82-925-B 18487





ERG2-025-5 10000



5082-825-B 10000







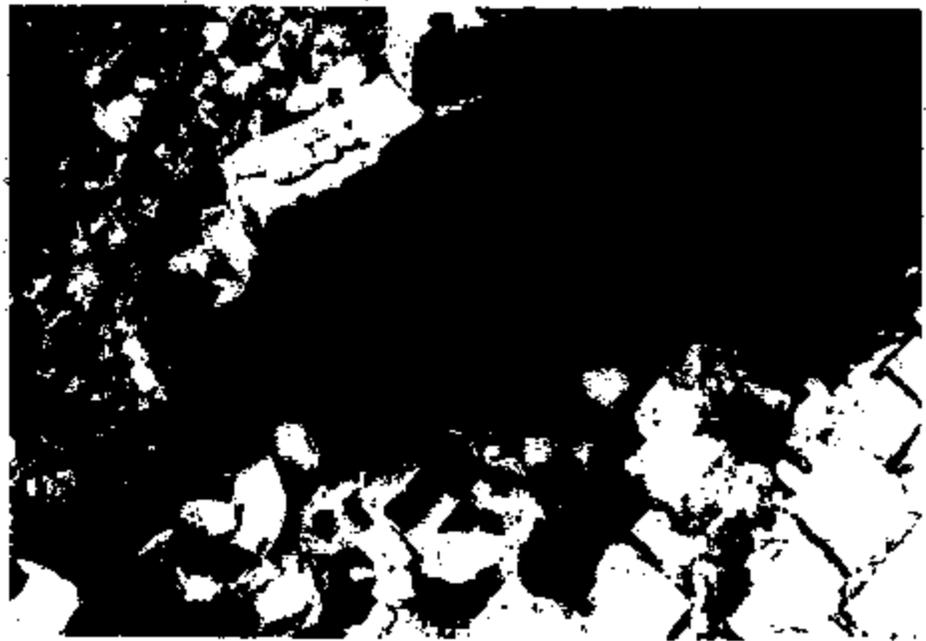




Figure 1



Figure 2



Figure 3



Figure 4

CONSTRUCTION
JUN 14 2002
Cajunoma Claims



Figure 5

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Carunome Claims

2002-028-0 10000

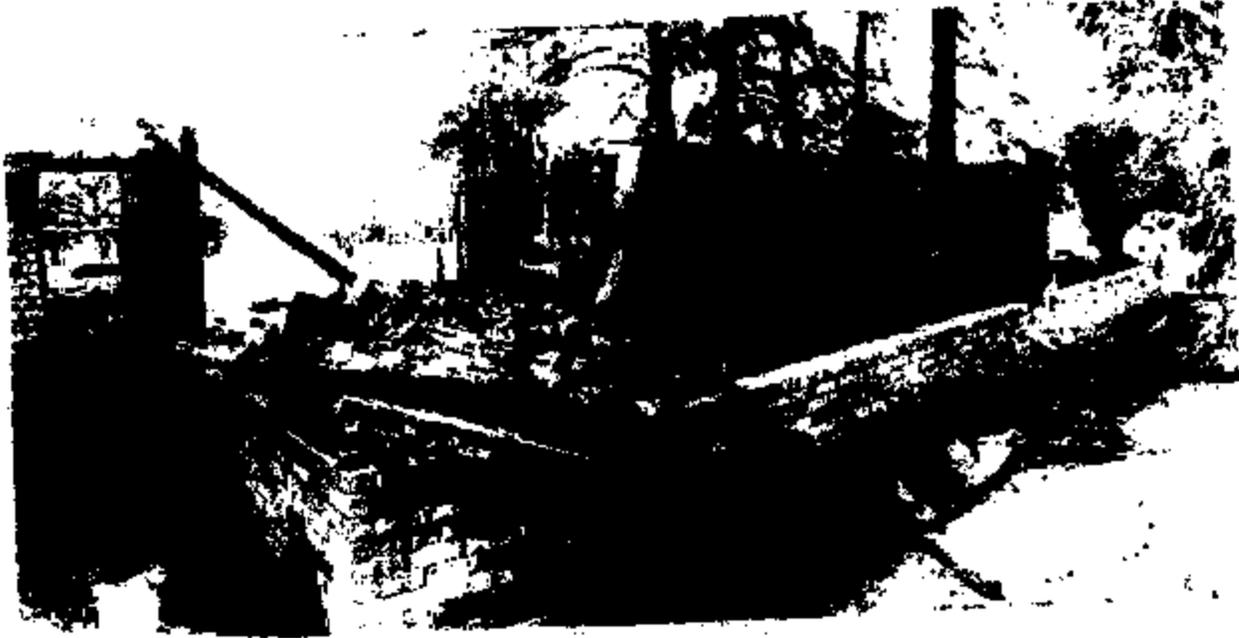


Figure 7

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Cajun Dome Cas

0002-000-0 10011



Figure 8

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Calundann Claims



Figure 9

STATIONARY

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Figure 10

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Calquodome Claims

DW2-025-0 10014



Figure 11

EM-2-C25-A 10015

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Insurance Claims



Figure 12

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Cajundome Chair



Figure 13

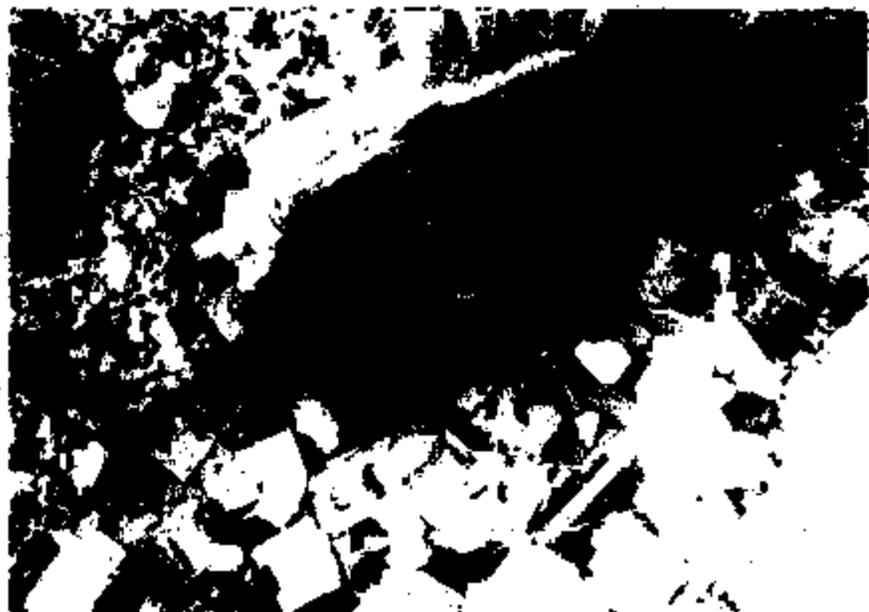


Figure 14

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Foreign Affairs Division

1902-025-0 10017



Figure 15

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PROPERTY CLAIM



Figure 16

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Calandrome Claims



Figure 17

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Caribbean Centre

0002-020-1 10020



Figure 18

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Figure 19

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EM02-020-9 10022



Figure 20

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Cajundome Claims

1002-025-4 10023

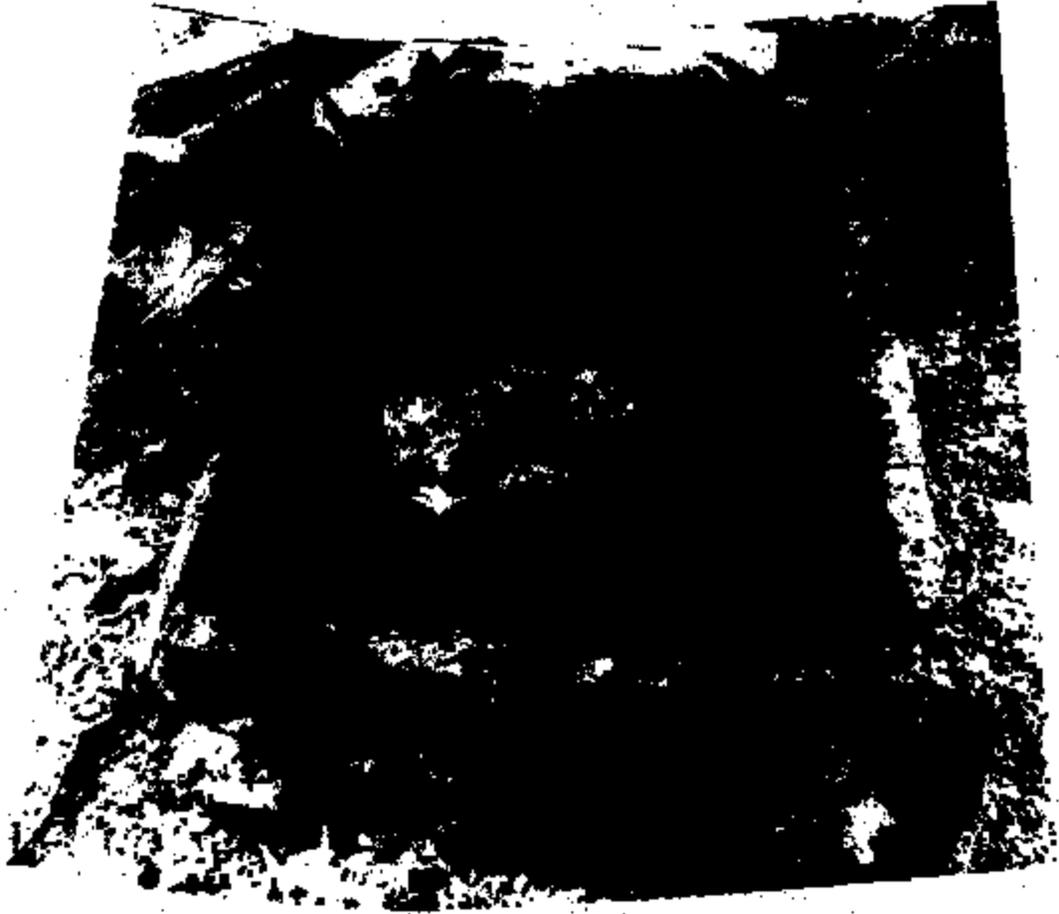


Figure 21

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Geological Claims

1000-425-A 10004

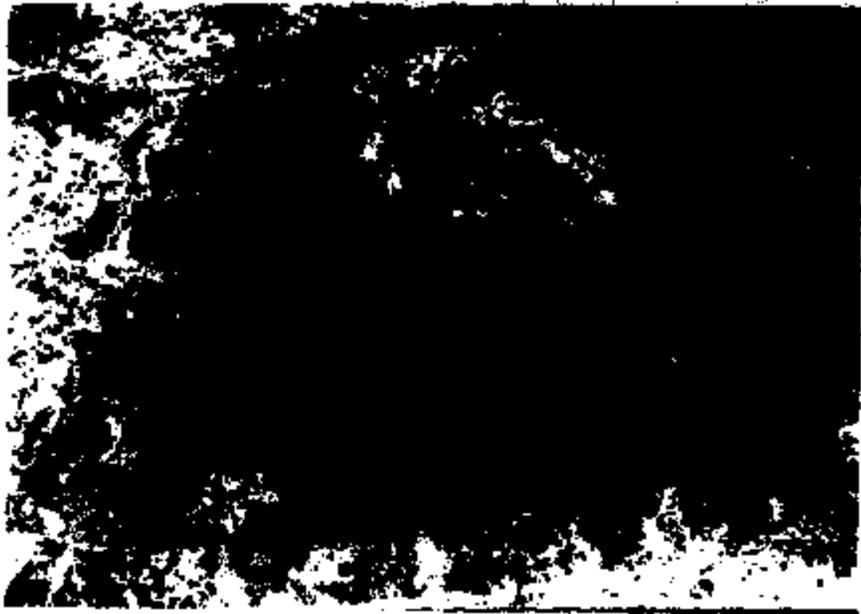


Figure 22

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Calindama Claims

DP02-020-B 10025



Figure 23

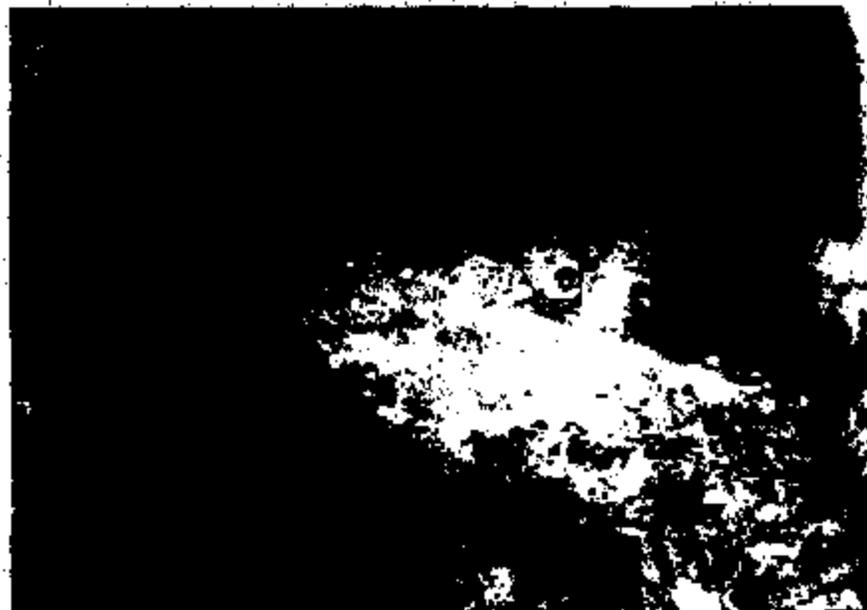


Figure 24

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Caundome Claims

DP02-020-4 10000



Figure 25



Figure 26

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Cajundome Claims



Figure 27



Figure 28

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Washington Claim



Figure 29



Figure 30

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Copyright Claims



Figure 31

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Callinctoris Claims

2002-025-3 10000

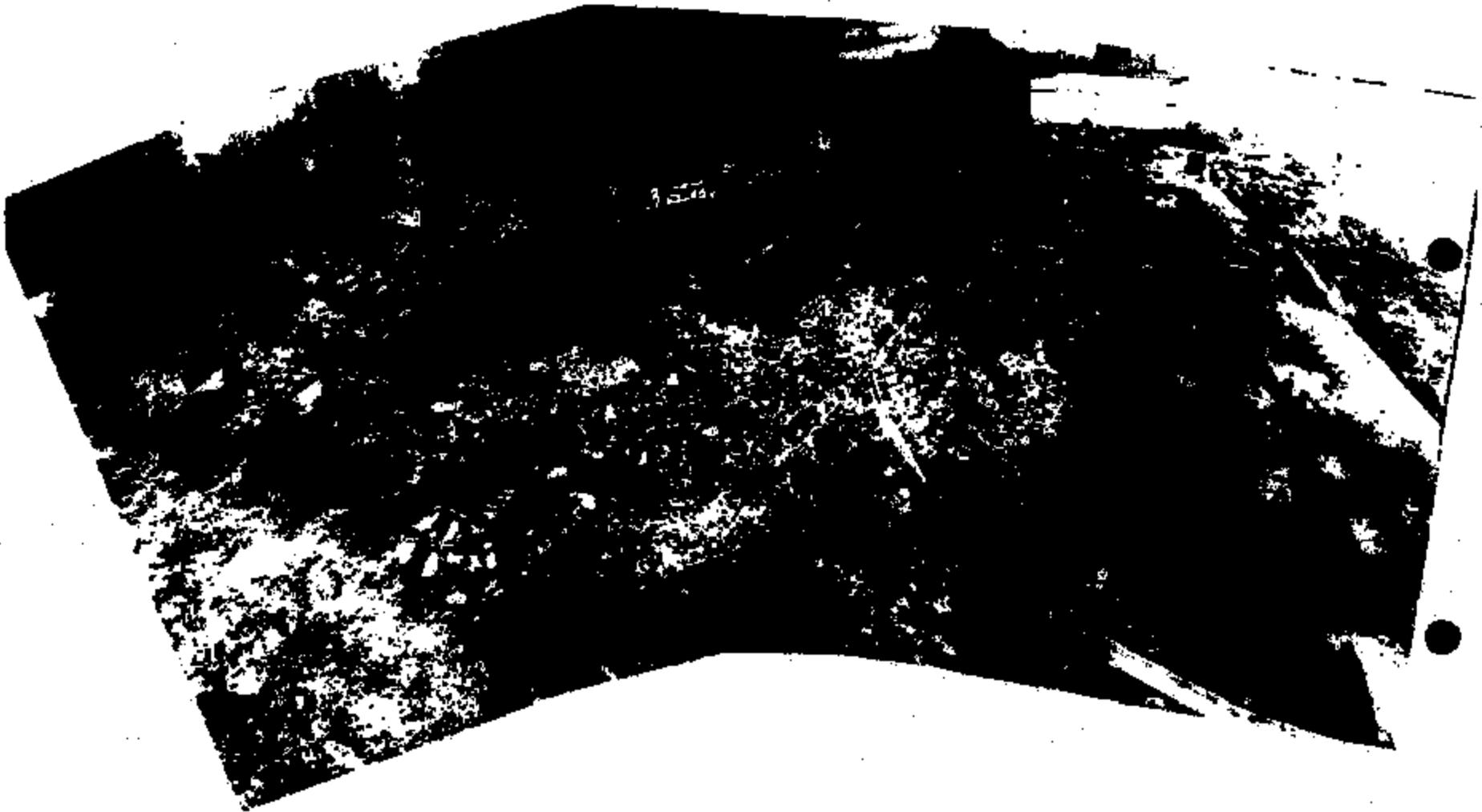


Figure 32

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Volume Claims



Figure 33

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Palunombe Claim

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Figure 34

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Figure 35

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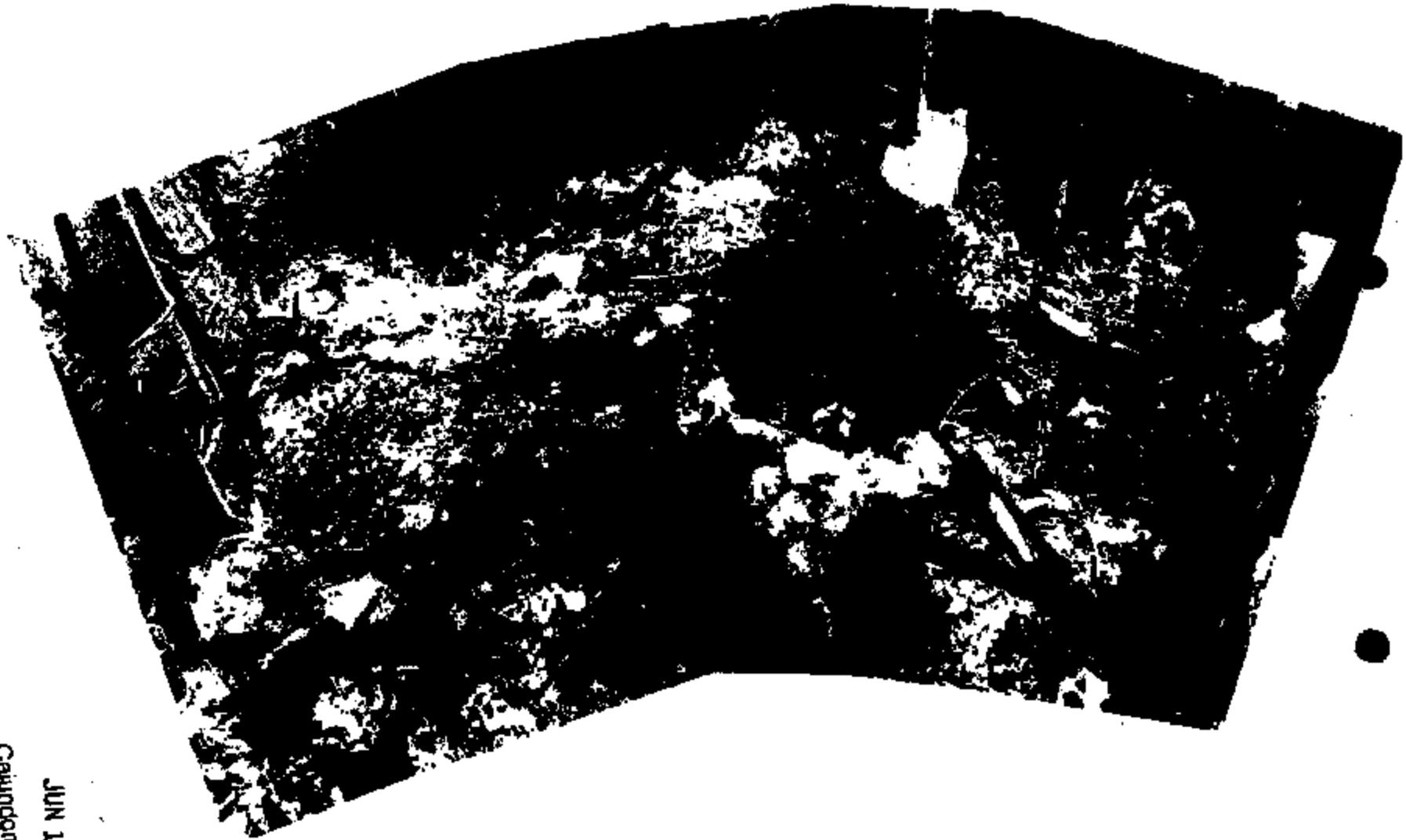


Figure 36

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Figure 37

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Cajundome Claims



Figure 38

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2002-020-3 10007



Figure 39

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Cajun Dome Claims

1992-028-3 10000



Figure 40

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Cajundome Claims

8002-025-8 18000



Figure 41



Figure 42

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Cajundome Claims



Figure 43

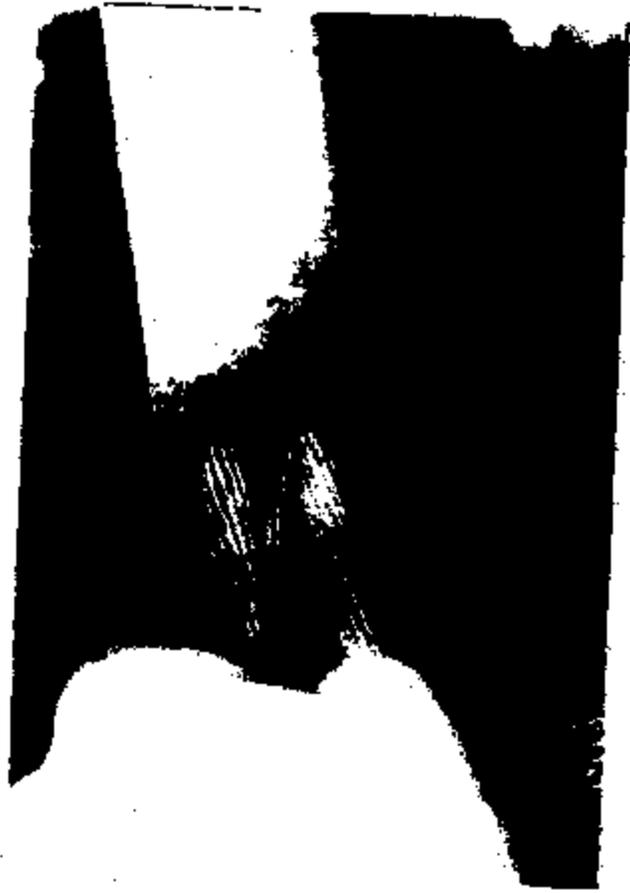


Figure 44

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Cajundome Claims

7002-028-0 10011



Figure 45

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EM02-020-1 10042



Figure 46

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Figure 48

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Figure 50

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Cajundome Claims



Figure 51



Figure 52

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Figure 53

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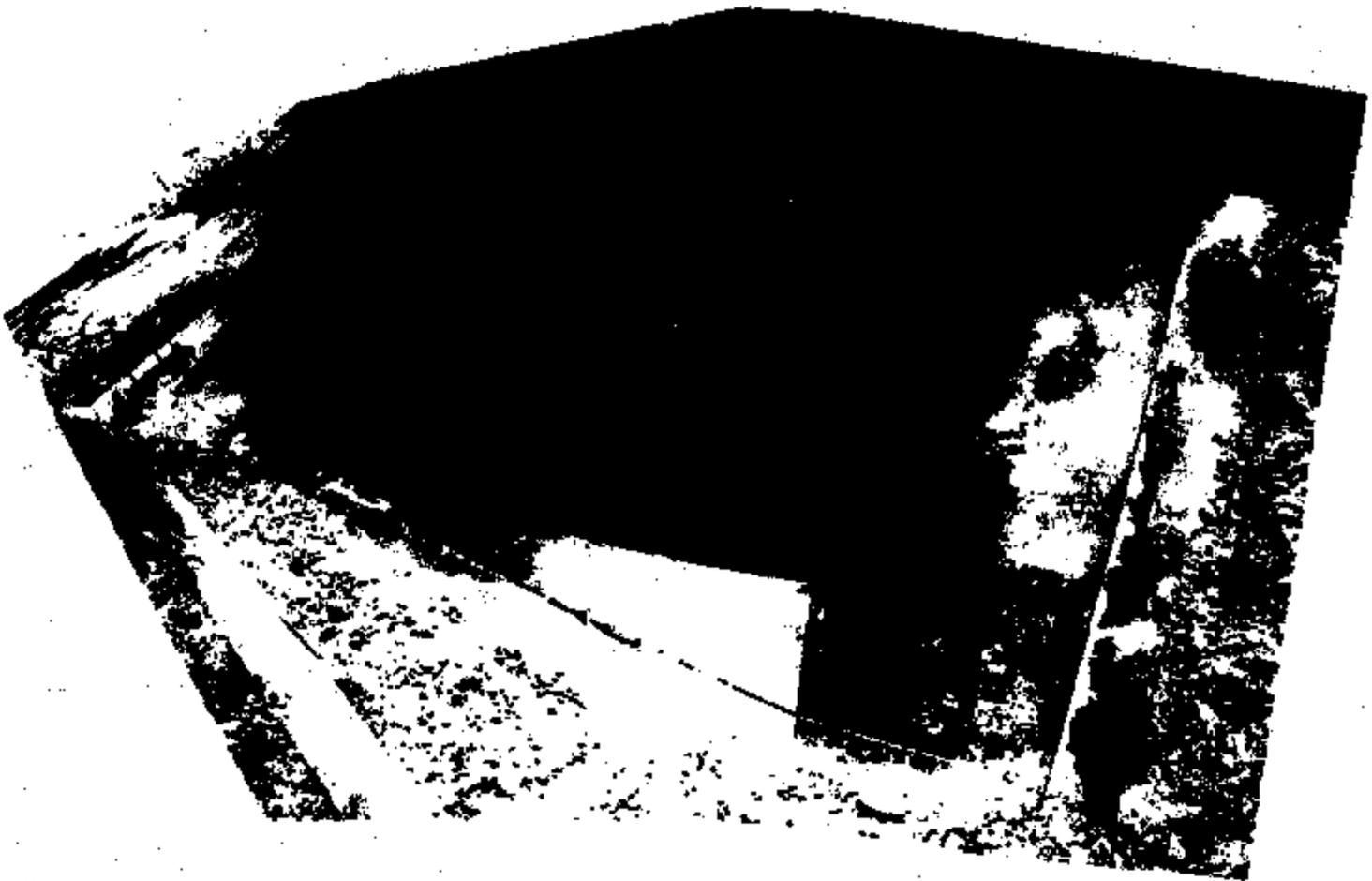


Figure 54

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Cajundome Claims



Figure 55

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Cajundome Claims

8062-628-B 18991



Figure 56

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Cajundome Claims



Figure 57



Figure 58

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JUN 19 2002

California Claims

0002-028-1 10000



Figure 59



Figure 60

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JUN 13 2002
Vajundama Claims



Figure 61



Figure 62

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JUN 19 2002
Cajundome Claims



Figure 63

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Cajundome Claims



Figure 64

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Cajundome Claims



Figure 65

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Cajundome Claims

DMZ-025-3 10004



Figure 66

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Cajundome Claims



Figure 67



Figure 68

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Cajundome Claims

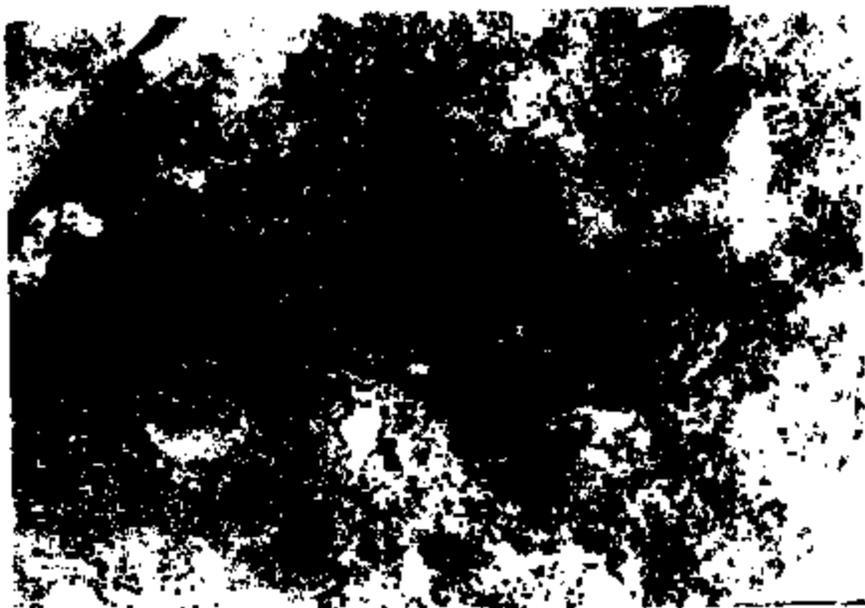


Figure 69



Figure 70

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Lajandome Claims

8882-020-0 10001



Figure 71



Figure 72

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Figure 73



Figure 74

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Figure 75



Figure 76

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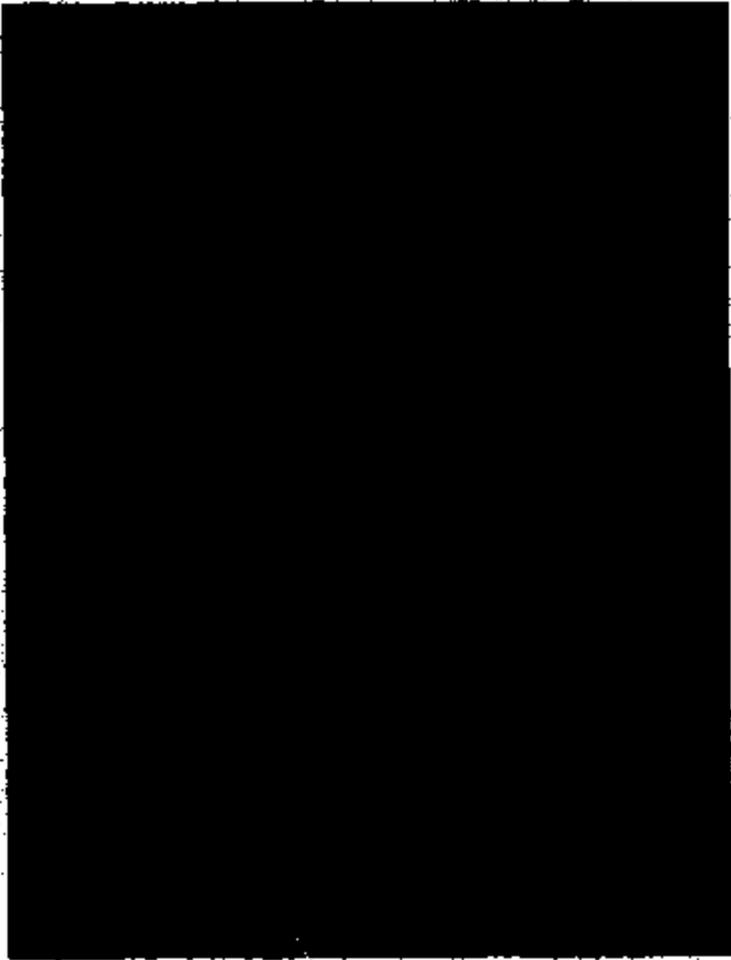
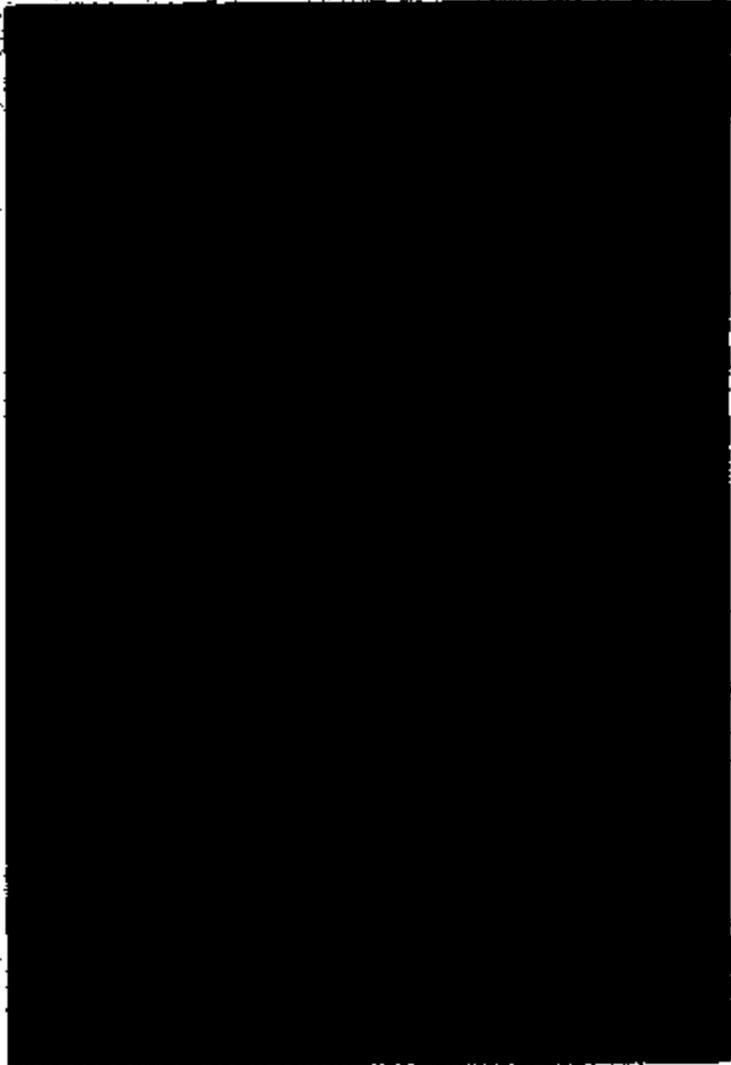
JUN 13 2002

Cajundome Claims



Figure 77

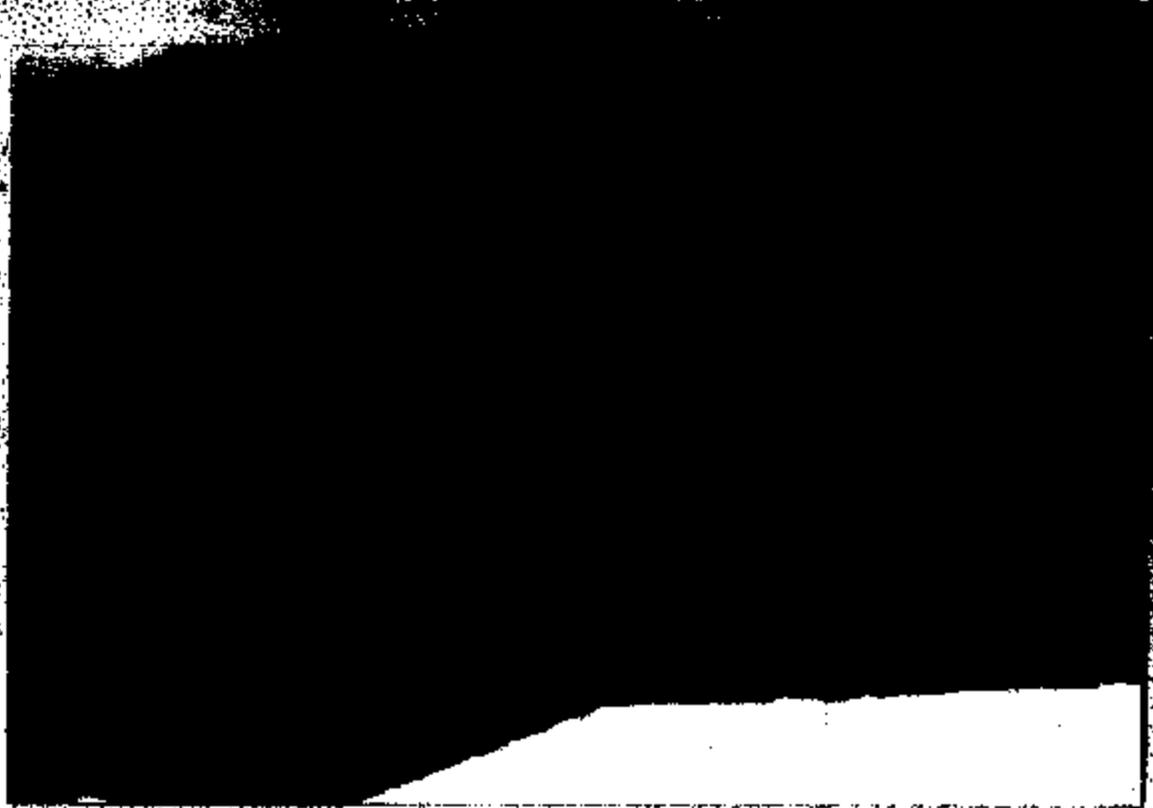
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JUN 19 2002
Cajundome Claims



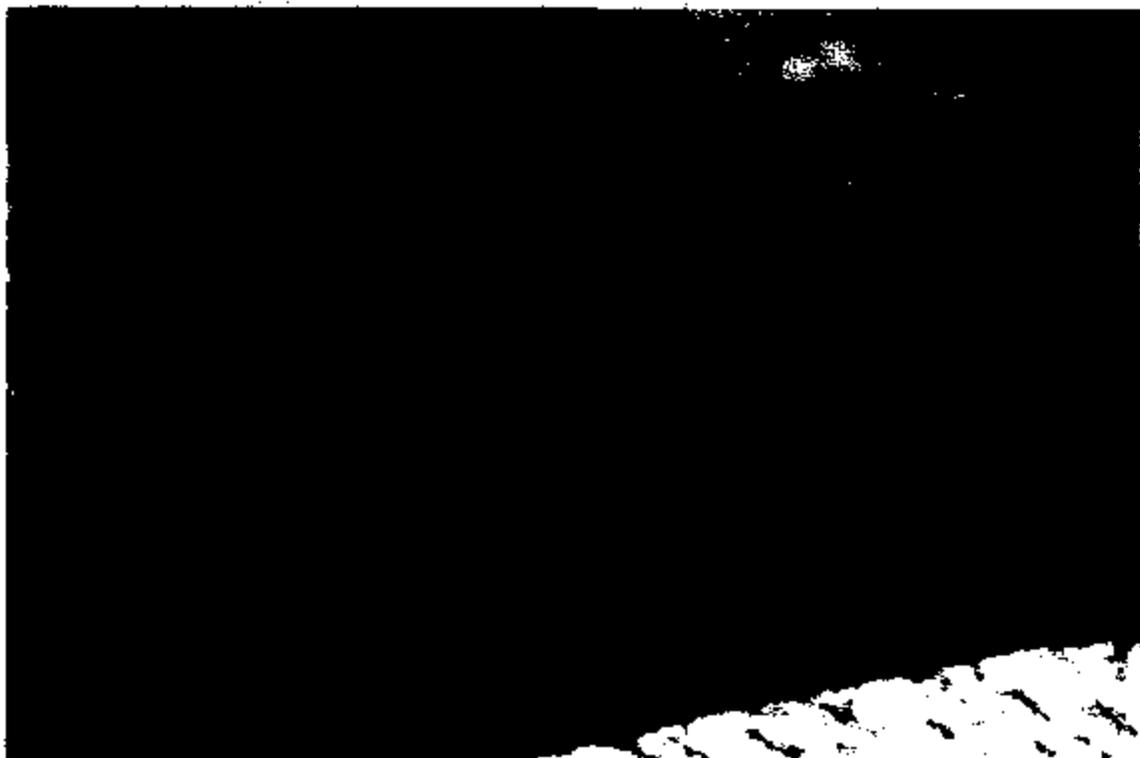
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1962-025-4 10053



1002-025-3 10000



ER62-025-B 10070



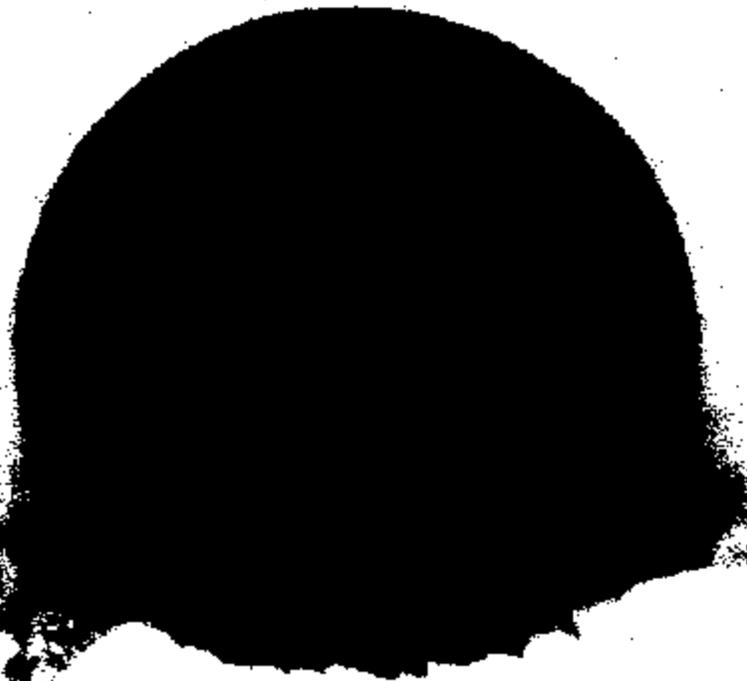
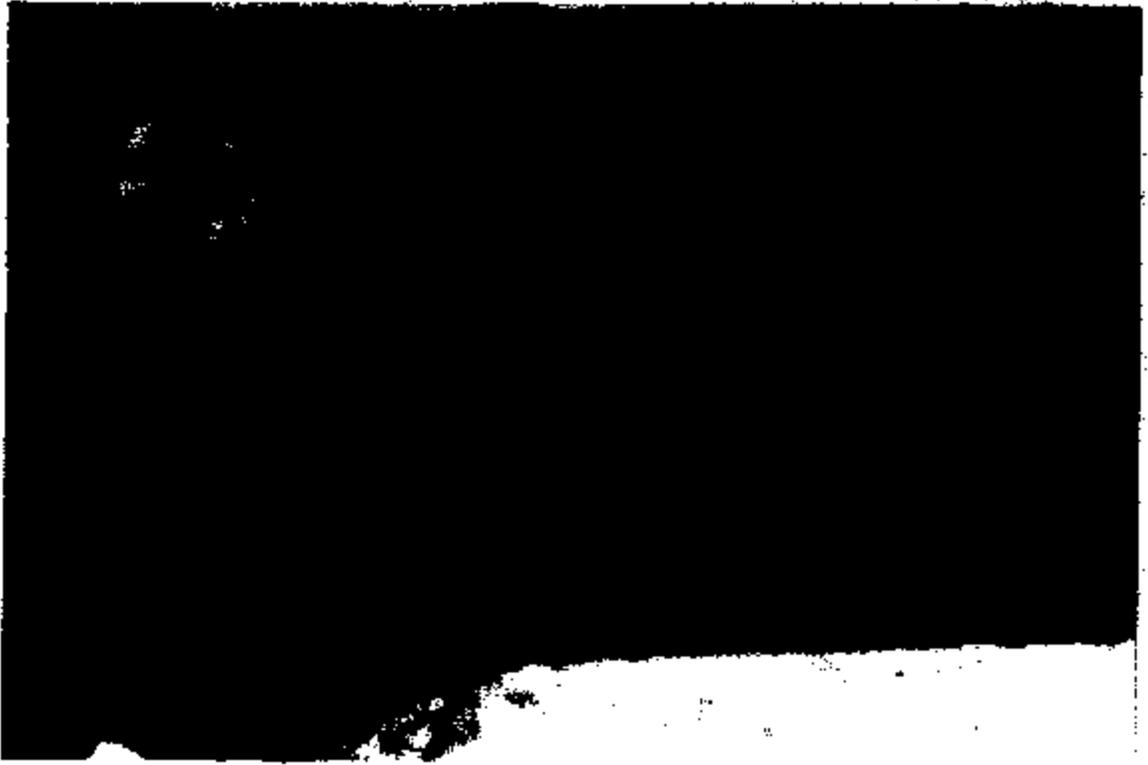
SP2-625-B 18971



ENC-025-B 10072

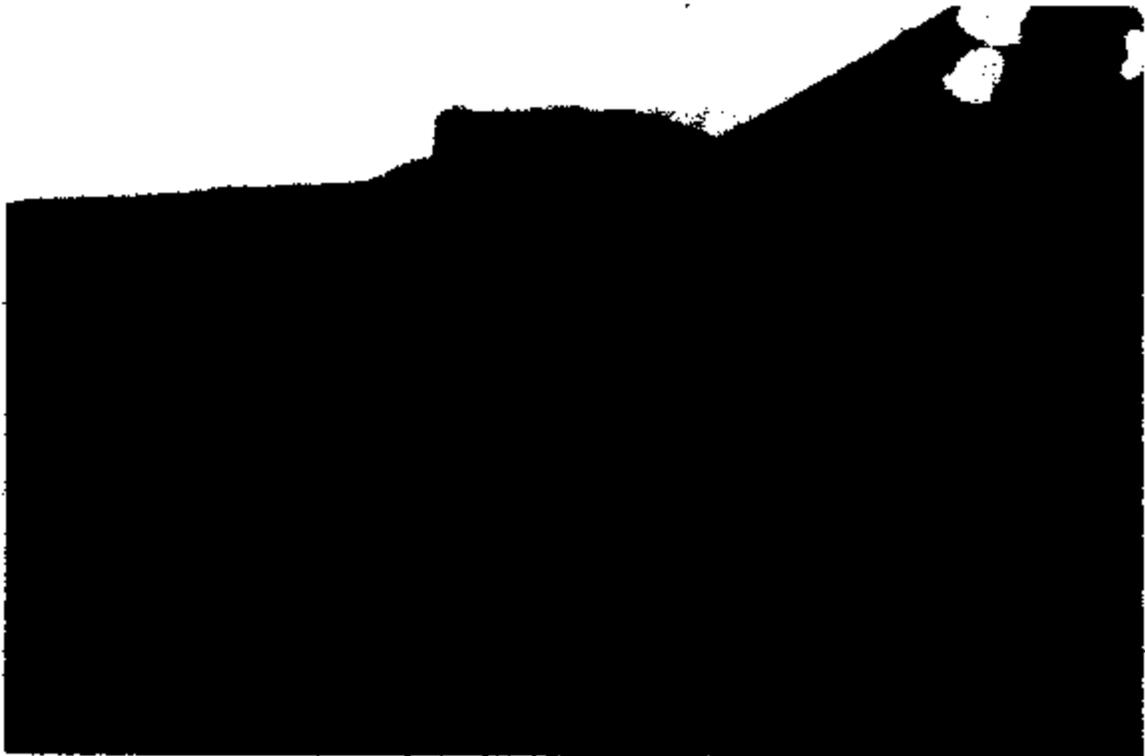


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ERG2-025-8 10074







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State Farm Insurance Companies
CUSTOMER SUPPORT
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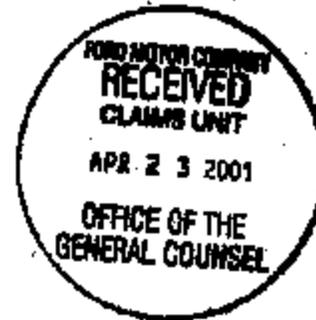


Total Loss Team
P.O. Box 11890
Monroe, LA 71211-1890

APR 11 A 11:30

April 5, 2001

Floyd Phillips (Insured)
Ford Motor Consumer Affairs Dept.
16800 Executive Plaza Dr. MD#3NE-B
Dearborn, MI 48126-7207



RE: Claim Number: 04-1263-186
Date of Loss: January 10, 2001
Our Insured: [REDACTED] (Insured)

Dear Ford Motor Consumer Affairs Dept.:

The 92 Lincoln Town Car Executive 4d-Sedan is insured by State Farm Mutual Ins Co. The 92 Lincoln Town Car Executive 4dr experienced a fire coming from the air/heater vent section of the vehicle.

State Farm would like to give you an opportunity to inspect the 92 Lincoln Town Car Executive 4d-Sedan and give you notice of our potential subrogation claim. Please contact State Farm to set up a time for your inspection.

Sincerely,

Roderick Hannibal
Claim Representative
(800) 448-4587

State Farm Fire and Casualty Company

U/62

480420

SNORTON1
FL

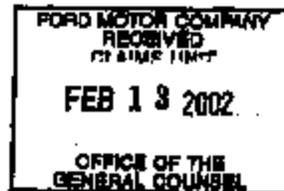
1229-27
1-10WC-52

EM02-025 42848

1236 Willowood Lakes Blvd.
Apt #203
Naples, FL 34104
(813) 348-0220

February 8, 2002

Ms. Shawn L. Norton
Office of the General Counsel
Ford Motor Company
Three Parklane Blvd.
Parklane Towers West
Suite 400
Dearborn, MI 48126-2588



Dear Ms. Norton,

In order to ensure that my claim concerning the recent under-hood fire of my 1993 Lincoln Towncar Executive, V.I.N 1LNLM81W1PY671641, arrives at your office for review, I am contacting you directly. I am enclosing copies of the Police Report, the Fire Report, Pictures of the damage to the vehicle, and other pertinent information you may review of this claim.

As Ford Motor Company records indicate this certain vehicle has the manufacture date of December 8, 1992. This certain vehicle was manufactured at Wixom Assembly Plant. As Ford Motor Company records also indicate, there has been a recall on Lincoln Towncars manufactured at the Wixom Plant, Campaign number 99S16, affecting vehicles manufactured from November 4, 1991 through November 30, 1992. According to this recall action the vehicles affected may have an under-hood fire resulting from a defective speed-control deactivation switch determined to cause electrical overheating which, in turn, may cause an electrical fire.

There are numerous reports of extensive fire damage resulting from this defect. After reading the Fire Marshall and Police Reports, and also reviewing information about the recall action on these vehicles, this occurrence with my vehicle is more than isolated and coincidental.

The vehicle had been parked and looked at my residence after arriving home from work at 2:45pm on January 30, 2002 with no apparent problems. At about 4:00pm on the same date, a neighbor knocked on my door and informed me about the fire. Rushing down to the vehicle, I grabbed a fire extinguisher and yelled to neighbors to call 911. When I reached the vehicle, flames were shooting out of the hood/windshield area on the driver's side, and from behind the front wheel almost to the hinged area of the front drivers side door.

I emptied the entire extinguisher at these two fire points without any effect at all. I had to withdraw at this point and wait for the Fire Dept. to arrive. When the Fire Dept. arrived, the entire front third of the vehicle was completely on fire with six foot or higher flames. After the fire had been extinguished the Fire Marshall reported to me that the vehicle was a total loss. The reports from Fire and Police are included with this reported claim.

I contend that this vehicle, a 1993 Lincoln Towncar V.I.N 1LNLM81W1PY671641, has been manufactured with a defective speed control deactivation switch after the date of November 30, 1992. It is highly probable that this has happened because of the close proximity of the vehicle date of manufacture at the Wixom Assembly Plant (December 8, 1992) and the dates of manufacture of vehicles under the recall action (November 4, 1991- November 30, 1992) The electrical under-hood fire which has caused this vehicle to be declared a total loss, had apparently started in the general area of the defective speed control deactivation switch location. Thus I contend that this defect resulting in the under-hood fire of this vehicle as being the source of the electrical fire.

I purchased this vehicle in January 1999 at the Tamiami Ford Dealership in Naples, FL. I have been the purchaser of this vehicle at the time of Ford Motor Co. recall notices of May 20, 1999 and did not

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EA02-025 42951 M

February 8, 2002

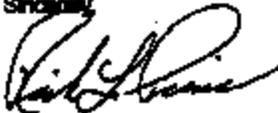
receive any notice of a recall from Ford Motor Co. The vehicle had approximately 112,300 miles on the odometer at the time of loss. The vehicle has had no major problems at all before this occurrence.

I am seeking remedy of this loss in what I believe is a fair and equitable solution. What I request is to have Ford Motor Co. relinquish the remainder of the balance owed on loan with Ford Credit, and pay all towing and accumulated storage charges with Economy Collision Center, 2240 Davis Blvd Naples, FL 34104 (941) 775-8880 where the vehicle is located, by order of the Fire Dept, accrued as of settlement date.

I also request that Ford Motor Co. Finance another Ford Vehicle at the area Ford Dealership, preferably a clean, dependable, pre-owned late model at dealership cost and financing with Ford Credit, at an attractive rate. Again, I believe this to be a fair and equitable settlement offer for the loss and the miserable and stressful occurrence, which had happened through no fault of my actions or myself. I have to purchase another vehicle as soon as possible and with Ford Motor Company's Product Line, hopefully it will be another Ford Product.

Prompt review and settlement will be beneficial to all parties involved without any further litigation becoming necessary.

Sincerely,



Rick L. Pierce

Exhibit C
Towing and Storage
NOTICE OF CLAIM OF LIEN AND PROPOSED SALE OF MOTOR VEHICLE
DATE: 02/03/02

ANY REGISTERED OWNER WHO DOES NOT SATISFY THE TOWING & STORAGE CHARGES ON THEIR VEHICLE/VESSEL WILL BE PLACED ON A LIST WITH THE STATE OF FLORIDA THAT WILL NOT ALLOW THEM TO PURCHASE A NEW LICENSE PLATE OR REVALIDATION STICKER FOR ANY VEHICLE/VESSEL UNTIL TOWING & STORAGE CHARGES HAVE BEEN PAID PER FLORIDA STATUTE 713.78

TO: REGISTERED OWNER

LIENHOLDER

NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY, STATE, ZIP: NAPLES, FL [REDACTED]

NAME: FORD MOTOR CREDIT
ADDRESS: P.O. BOX 10278
CITY, STATE, ZIP: FORT MYERS, FL 33908-0278

NAMES AND ADDRESSES OF ANY OTHER PERSONS, INCLUDING ANY OTHER LIENHOLDERS OR INSURANCE COMPANY, CLAIMING AN INTEREST IN THE MOTOR VEHICLE:

NAME: DIRECT GENERAL INSURANCE
ADDRESS: 1251 W. WILFLEYSBORO RD 3-01
CITY, STATE, ZIP: NASHVILLE, TN 37201

NAME:
ADDRESS:
CITY, STATE, ZIP:

LIENOR (TOWING & STORAGE COMPANY)
NAME: ECONOMY BODY SHOP & TOWING
ADDRESS: 2240 DAVIS BLVD.
CITY, STATE, ZIP: NAPLES, FL 34104
TELEPHONE: 941-775-0860

DESCRIPTION OF MOTOR VEHICLE
YEAR: 83 MAKE: LINCOLN
VIN #: 1LNLM81W1FY871841
LOCATION OF VEHICLE: ECONOMY
2240 DAVIS BLVD NAPLES, FL

EACH OF YOU ARE HEREBY NOTIFIED THAT THE ABOVE VEHICLE WAS TOWED AT THE REQUEST OF COLLIER CO. SHERIFF'S ON 1/30/02 AND THE ABOVE NAMED TOWING COMPANY IS IN POSSESSION OF AND CLAIMS A LIEN ON THE ABOVE DESCRIBED MOTOR VEHICLE FOR TOWING AND STORAGE CHARGES ACCUMULATED IN THE AMOUNT OF: (TOTAL) \$332.00 (ITEMIZED CHARGES: (TOWING CHARGE: \$50.00 (STORAGE CHARGES: \$180.00 FOR 3 DAYS AT \$60.00 PER DAY, (RELEASE: \$32.00 (180) \$2.00 PER MILE) AND (OTHER: \$50.00 FOR PROCESSING. THE CHARGES WILL CONTINUE TO ACCUMULATE AT THE RATE OF \$50.00 PER DAY.

THE LIEN CLAIMED BY THE ABOVE NAMED TOWING COMPANY IS SUBJECT TO ENFORCEMENT PURSUANT TO F.S. 713.78 AND UNLESS SAID MOTOR VEHICLE IS REDEEMED FROM SAID TOWING COMPANY BY PAYMENT AS ALLOWED BY LAW, THE ABOVE DESCRIBED VEHICLE MAY BE SOLD TO SATISFY THE LIEN. IF THE VEHICLE IS NOT REDEEMED AND THAT MOTOR VEHICLE REMAINS UNCLAIMED OR FOR WHICH THE CHARGES FOR RECOVERY, TOWING, OR STORAGE SERVICES REMAIN UNPAID, MAY BE SOLD FREE OF ALL PRIOR LIENS AFTER 35 DAYS IF THE VEHICLE IS MORE THAN 3 YEARS OF AGE AND AFTER 60 DAYS IF THE VEHICLE IS 3 YEARS OF AGE OR LESS. THE OWNER, LIENHOLDER OR INSURANCE COMPANY, IF ANY, HAS THE RIGHT TO A HEARING AS SET FORTH IN SUBSECTION (5). THE ABOVE DESIGNATED TOWING COMPANY PROPOSES TO SELL THE VEHICLE AS FOLLOWS:

PUBLIC AUCTION TO BE HELD AT: ECONOMY BODY SHOP AND TOWING 2240 DAVIS BLVD. NAPLES, FL 34104, COMMENCING AT 2:00 AM ON THE 12TH DAY OF MARCH, 2002.

STATEMENT OF OWNERS RIGHTS

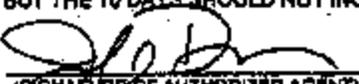
NOTICE THAT THE OWNER, LIENHOLDER OR INSURANCE COMPANY WITHIN 10 DAYS AFTER THE TIME THEY HAVE KNOWLEDGE OF THE LOCATION OF THE VEHICLE, MAY FILE A COMPLAINT IN THE COUNTY COURT IN WHICH THE VEHICLE IS STORED OR IN WHICH THE OWNER RESIDES TO DETERMINE IF THEIR PROPERTY WAS WRONGFULLY TAKEN OR WITHHELD FROM THEM.

NOTICE THAT UPON FILING A COMPLAINT, AN OWNER, LIENHOLDER, OR INSURANCE COMPANY MAY HAVE THEIR MOTOR VEHICLE RELEASED UPON POSTING WITH THE COURT A CASH OR SURETY BOND OR OTHER ADEQUATE SECURITY EQUAL TO THE AMOUNT OF THE CHARGES FOR TOWING AND STORAGE TO ENSURE THE PAYMENT OF SUCH CHARGES IN THE EVENT THEY DO NOT PREVAIL.

NOTICE THAT ANY PROCEEDS FROM THE SALE OF THE MOTOR VEHICLE REMAINING AFTER PAYMENT OF THE AMOUNT CLAIMED TO BE DUE AND OWING TO THE TOWING COMPANY WILL BE DEPOSITED WITH THE CLERK OF THE CIRCUIT COURT FOR DISPOSITION UPON COURT ORDER PURSUANT TO SUBSECTION (5) OF F.S. 713.78.

NOTE: THE 35TH OR 60TH DAY TIME FRAME THAT THE MOTOR VEHICLE MUST BE HELD SHOULD NOT INCLUDE THE DAY OF TOWING & STORAGE, OR THE DATE OF THE SALE, WHEN A SEPARATE NOTICE IS SENT 15 DAYS PRIOR TO THE SALE DATE. THE DATE THE NOTICE WAS MAILED OR THE DATE OF SALE SHOULD NOT BE INCLUDED IN THE 15 DAYS. THE NEWSPAPER AD MUST BE PLACED 10 DAYS PRIOR TO THE SCHEDULED DATE OF SALE, BUT THE 10 DAYS SHOULD NOT INCLUDE THE DATE THE NOTICE WAS PLACED IN THE NEWSPAPER OR THE DATE OF THE SALE.

DATED THIS 5TH DAY OF FEBRUARY, 2002


(SIGNATURE OF AUTHORIZED AGENT)



Office of Defects Investigation Consumer Complaints Database

Call the **Auto Safety Hotline** toll free at 1-888-DASH-2-DOT to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: February 1, 2002 10:13:19 AM

NOTE: Click the checkboxes in the first column to order more research on these records.

Search for records on

Year: 1993
Make: LINCOLN
Model: TOWN CAR
Component: ELECTRICAL
SYSTEM:WIRING:HARNES:FRONT:UNDERHOOD

Consumer Complaints

8 Record(s) found

<input type="checkbox"/> Check to order research. Select below.	ODI ID: 727895 Make: LINCOLN Model: TOWN CAR Year: 1993 Incident: No Fire: Yes Number of Injuries: 0 Date of Failure: 02/19/1999 Component: ELECTRICAL SYSTEM:WIRING:HARNES:FRONT:UNDERHOOD Summary: WHILE CAR WAS PARKED AT WORKPLACE PARKING LOT AFTER BEING PARKED FOR APPROXIMATELY 30 MINUTES, THE VEHICLE CAUGHT FIRE UNDER THE HOOD. *AK
<input type="checkbox"/> Check to order research. Select below.	ODI ID: 747985 Make: LINCOLN Model: TOWN CAR Year: 1993 Incident: No Fire: Yes Number of Injuries: 0 Date of Failure: 06/26/2001 Component: ELECTRICAL SYSTEM:WIRING:HARNES:FRONT:UNDERHOOD Summary: CAR WAS PARKED APPROX 5 HOURS SELF IGNITED AT MAIN WIRING HARNES. SMOKE AND FLAMES WERE COMING FROM UNDER THE

	HOOD. WE PUT FIRE OUT AND DISCONNECTED BATTERY AS WIRES WERE STILL SMOKING. INSURANCE COMPANY WAS CALLED AND APPRAISER CAME OUT BUT WILL NOT COVER AS WAS A CAUSE/DEFECT NOT COMPLETELY BURNED. *AK
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 823462 Make: LINCOLN Model: TOWN CAR Year: 1993 Incident: No Fire: Yes Number of Injuries: 0 Date of Failure: Component: ELECTRICAL SYSTEM:WIRING:HARNESS:FRONT:UNDERHOOD Summary: VEHICLE CAUGHT ON FIRE WHILE PARKED IN DRIVEWAY. THE FIRE STARTED UNDER THE HOOD IN THE ENGINE. FIRE DEPARTMENT SAID IT WAS A SHORT IN THE WIRING UNDER THE HOOD. *AK
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 831530 Make: LINCOLN Model: TOWN CAR Year: 1993 Incident: No Fire: Yes Number of Injuries: 0 Date of Failure: Component: ELECTRICAL SYSTEM:WIRING:HARNESS:FRONT:UNDERHOOD Summary: AFTER BEING PARKED FOR 40 MINUTES THE VEHICLE CAUGHT FIRE UNDER THE HOOD. CAUSE OF FIRE IS NOT KNOWN. *AK
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 837324 Make: LINCOLN Model: TOWN CAR Year: 1993 Incident: No Fire: Yes Number of Injuries: 0 Date of Failure: 02/06/1999 Component: ELECTRICAL SYSTEM:WIRING:HARNESS:FRONT:UNDERHOOD Summary: VEHICLE CAUGHT ON FIRE WHILE PARKED IN DRIVEWAY. FIRE MARSHALL INFORMED OF AN ELECTRICAL FIRE THAT OCCURRED UNDER THE HOOD. MANUFACTURER WAS NOTIFIED. *AK
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 838215 Make: LINCOLN Model: TOWN CAR Year: 1993 Incident: No Fire: Yes Number of Injuries: 0 Date of Failure: 05/17/1999 Component: ELECTRICAL SYSTEM:WIRING:HARNESS:FRONT:UNDERHOOD Summary: AN HOUR AFTER BEING PARKED, VEHICLE CAUGHT ON FIRE AND BURNED TOTALLY. *AK
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 849326 Make: LINCOLN Model: TOWN CAR Year: 1993 Incident: No Fire: Yes Number of Injuries: 0 Date of Failure: 09/06/1999 Component: ELECTRICAL SYSTEM:WIRING:HARNESS:FRONT:UNDERHOOD Summary: WHILE DRIVING NOTICED FRONT END OF VEHICLE HAD STEAM COMING FROM UNDER THE HOOD. PULLED VEHICLE OVER & CHECKED. FLAMES SHOT OUT FROM THE HOOD. FIRE DEPARTMENT CALLED & ARRIVED TO PUT FLAMES OUT. INDICATED IT WAS AN ELECTRICAL FIRE NEAR THE ENGINE. *AK

Check to order research. Submit below.

ODI ID: 871877

Make: LINCOLN

Model: TOWN CAR

Year: 1993

Incident: No

Fire: Yes

Number of Injuries: 0

Date of Failure:

Component: ELECTRICAL SYSTEM:WIRING:HARNES:FRONT:UNDERHOOD

Summary: VEHICLE WAS PARKED IN GARAGE AFTER TAKING VEHICLE TO GET OIL CHANGE . HOURS LATER CONSUMER SMELT SMOKE, AND NOTICED THAT VEHICLE HAD CAUGHT ON FIRE, CAUSING \$300,000 WORTH OF DAMEGE TO HOUSE.*AK

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Office of Defects Investigation Defects Investigation Database

Call the Auto Safety Hotline toll free at 1-888-DASH-2-DOT to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: February 1, 2002 01:44:33 PM

NOTE: Click the checkboxes in the first column to order more research on these records.

Search for records on

Year: 1993

Make: LINCOLN

Model: TOWN CAR

Component: ELECTRICAL SYSTEM

Defect Investigations

2 Record(s) found

Click
to order
research.
Submit
below.

NHTSA Action Number: EA99006 Make: LINCOLN Model: TOWN CAR Year: 1993
Component: ELECTRICAL SYSTEM
Manufacturer: FORD MOTOR COMPANY
Date Investigation Opened: Thu, March 11, 1999 Date Investigation Closed: Wed, May 19, 1999
NHTSA Recall Campaign Number: 99V124000
Summary:

UNDER HOOD FIRES

Click
to order
research.
Submit
below.

NHTSA Action Number: PE98055 Make: LINCOLN Model: TOWN CAR Year: 1993
Component: ELECTRICAL SYSTEM
Manufacturer: FORD MOTOR COMPANY
Date Investigation Opened: Tue, October Date Investigation Closed: Thu, March

27, 1998

11, 1999

NHTSA Recall Campaign Number:

Summary:

UNDER HOOD FIRES

SUBMIT

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Office of Defects Investigation Recall Database

Call the Auto Safety Hotline toll free at 1-888-DASH-2-DOT to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: February 1, 2002 01:25:53 PM

NOTE: Click the checkboxes in the first column then **SUBMIT** at the bottom to order more research on those records.

Search for records on

Year: 1993

Make: LINCOLN

Model: TOWN CAR

Component: ELECTRICAL SYSTEM

Recalls

Click to
order
records.
Submit
below.

NHTSA CAMPAIGN ID Number: 99V124000
Component: ELECTRICAL SYSTEM
Manufacturer: FORD MOTOR COMPANY

Year: 1993

Make: LINCOLN

Model: TOWN
CAR

Recall Date:
05/20/1999

Type of Report: Vehicle

Potential Number of Units Affected: 262695
Manufactured: 11/1991 - 11/1992

Defect Summary:

VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE SPEED CONTROL DEACTIVATION SWITCH CAN DEVELOP A RESISTIVE SHORT IN THE ELECTRICAL CIRCUIT THAT COULD POTENTIALLY RESULT IN AN UNDERHOOD FIRE. A FIRE IS POSSIBLE BOTH WHEN THE VEHICLE IS RUNNING AND WHEN THE VEHICLE ENGINE IS OFF. ALSO, THE SHORT COULD DISABLE THE SPEED CONTROL SYSTEM OR CAUSE THE BRAKE LIGHT FUSE TO OPEN.

Consequence Summary:

A FIRE CAN ORIGINATE IN THE LEFT FRONT UNDERHOOD AREA.

Corrective Summary:

DEALERS WILL INSTALL A NEW SPEED CONTROL DEACTIVATION SWITCH AND CONNECTOR SHELL.

SUBMIT

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May 11, 1989

Mr. Kenneth Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
450 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Weinstein:

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defects and Noncompliance Reports, Ford Motor Company submits the following information concerning a safety-related recall action that it is initiating.

573.5 (c) (1).

Certain 1982-1985 model year Lincoln Town Car vehicles built at the Wixom Assembly Plant from November 4, 1982 through November 30, 1982 and certain 1982-1985 Ford Crown Victoria and Mercury Grand Marquis built at the St. Thomas Assembly Plant in Canada from February 1, 1982 through November 30, 1982.

Because these vehicles are not produced in VIN order, information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-800-343-3873) or contacting a local Ford or Lincoln/Mercury dealer, who can obtain specific information regarding the vehicles from the Ford CSRT computer system.

573.5 (c) (1).

Approximately 279,000 vehicles.

573.5 (c) (4).

Unknown.

573.5 (c) (5).

The vehicles may experience a fire originating in the left front under hood area as a result of electrical overheating of the speed control deactivation switch.

572.E (c) (8)

In November, 1958 Ford received NHTSA inquiry 9988-058 concerning under hood fires in 31 1958 and 1959 model year Lincoln Town Car vehicles. Over the course of the investigation, an additional 87 reports were identified by NHTSA and 94 reports were identified by Ford. Subsequent studies, including vehicle inspections and owner interviews found additional incidents which appeared to have resulted from electrical overloading of the switch and which exhibited prior vehicle symptoms, such as: speed control not functioning, could not shift out of park, battery loses charge, brake lights not functioning, brake warning lamp illuminated, blown fuse number 12 and/or improper fuse in number 12 position. Laboratory analysis of switches returned from service found internal brake fluid leaks. Laboratory experiments demonstrated that internal leaks would result in internal shorting in the switch which could create a conductive path to ground, ultimately resulting in sufficient internal heat to result in a fire. Some of the reports indicate visible flames were observed at the speed control deactivation switch while the vehicles were in for repair.

572.E (d) (8)

Orders of recall of the affected vehicles will be notified by Ford that vehicles should be returned to dealers for installation of a new speed control deactivation switch and connector shell. Notification of owners will begin May 31, 1959.

572.E (e) (8)

Ford plans to make a public statement concerning this action commensurate with owner notification. Copies of the notification letters to dealers and owners from Ford Customer Service Division will be forwarded when available.

572.E (f) (8)

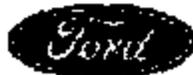
Ford has assigned campaign number 99815 to this action.

Very truly yours,

R. A. Mori

L. M. Day

A. L. O'Hall
Director
Vehicle Recalls and Programs
Ford Customer Service Division



Ford Motor Company
P.O. Box 1804
Dearborn, MI 48117-1804

May, 1999

THIS LETTER WAS OBTAINED FROM INTERNET. IT IS TO BE
REGARDED AS A FORM LETTER IN GENERAL FORM FOR PURPOSE
OF RECALL NOTICES SENT TO OWNERS OF AFFECTED VEHICLES.

Bill L. Pinner
2-06-02

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control.

**Safety
Defect:**

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause the brake light fuse to open.

Repairs:

Repair parts may not be available until mid-June, 1999. If your dealer is not able to obtain the parts needed for this recall, an Interim Repair can be performed at no charge to you. However a second visit to your dealer will be required at a later date to have the permanent repair performed. We regret this inconvenience, but your safety is our primary concern.

Interim Repair: If parts are not available, the Interim Repair should be performed immediately. This repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch and protecting the connector end from contamination. The Speed Control system will be inoperative until the Permanent Repair is performed; normal vehicle operation without Speed Control is not affected.

Permanent Repair: Parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the

**How Long
Will It Take?**

The time needed for either of the repairs is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time. Please call your dealer for a service date.

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 99S13.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. If available, parts would be expected to arrive within a week after ordering. If parts are not available, your dealer can perform the Interim Repair free of charge. When parts are available, your dealer will perform the Permanent Repair free of charge.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

Refunds

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

**Changed Address
Or Sold The
Vehicle?**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P.O. Box 6248, Dearborn, Michigan 48131. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline 1-800-424-9393 (Washington, D.C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford or Lincoln built vehicle.

Sincerely,



A. R. O'Neill
Director
Vehicle Service and Programs



Vaux | Mazda | Lincoln | Ford | Mercury | Jaguar | Aston Martin | Land Rover

Ford Credit | Quality Care | Kwik-Fit | Hertz

FORD SUV VEHICLES

FORD SUV SERVICE

FORD SUV COMPANY

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Recall Information

Be advised that this web page provides recall information regarding national safety and emissions programs announced since 1995 for a specific vehicle. For complete information regarding regional recall programs or concerns you are experiencing with your vehicle, please contact your local Ford, or Lincoln Mercury Dealer.

Vehicle

1993 LINCOLN TOWN CAR
EXECUTIVE

VIN

1LNLM81W1PY671841

There are no safety or emissions recalls for your vehicle. This system tracks safety and emission recall notifications that were launched on or after January 1, 1995. For more information on Ford Motor Company recalls/vehicle campaigns or concerns you may be having with your vehicle, please contact your local dealer directly.

[Locate a Ford dealer](#)

[Site Map](#) | [Privacy](#) | [FAQs](#) | [Contact Us](#)  leads to an external site

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Office of the General Counsel

Ford Motor Company
Ford Plaza, Dearborn West
Suite 400
Three Parklane Boulevard
Dearborn, Michigan 48120-2508

THIS LETTER WAS OBTAINED FROM THE INTERNET. IT IS TO BE
REGARDED AS A GENERAL FORM GUIDELINE REQUEST FOR ITEMS
REQUIRED FOR CLAIM REVIEW.

[REDACTED]
2-06-02

We acknowledge your recent contact to Ford Motor Company. Your complaint has been directed to this office for further handling. In order to assist us in evaluating your claim, we request that you provide us with the following information:

- 1. The date of incident and the city and state in which it occurred.
- 2. A complete description of the incident, including events which occurred prior to and subsequent to the loss.
- 3. A copy of the police and/or fire report.
- 4. For each person alleged injured: full name, date of birth, home address, marital status and name of spouse, social security number, occupation, a complete description of the injuries, the names and addresses of all treating physicians, and copies of all medical bills and reports.
- 5. The vehicle year, model, and serial number.
- 6. The mileage on the vehicle at the time of the incident.
- 7. Original photographs of the vehicle's damage, from several different angles, or color laser copies.
- 8. Original photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- 9. Original photographs of the accident scene showing the grade of the road.
- 10. What is the alleged defect?
- 11. Documentation to substantiate your defect allegation, including a copy of your expert's report and the expert's original photographs.
- 12. Has the alleged defective part been repaired or replaced?
- 13. The present location of the alleged defective part and the vehicle.
- 14. The repair estimate, repair order, or your total loss worksheet for the vehicle's damage, and copies of draft payments.

17. We will be pleased to conduct non-destructive testing on your alleged defective part should you choose to remove the part and assembly and ship it at your own expense. Please follow the directions listed in the attached shipping instructions.
18. Lost wage verification (if applicable).
19. Was the parking brake applied?
20. Was the engine running?
21. Were the keys in the ignition?
22. Has any insurance company been advised of this incident? If so, please state the name, address, and telephone number of those insurance companies; their claim number, and the agent's name.
23. If an attorney has been retained by you to settle this claim, please include his/her name, telephone number, and address.
24. If this vehicle was purchased as used by the insured please provide: the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased.
25. Other:

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file.

Please be advised that 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.

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,

A <input type="text" value="64022"/> <input type="text" value="FL"/> <input type="text" value="01"/> <input type="text" value="30"/> <input type="text" value="2002"/> <input type="text" value="70"/> <input type="text" value="02-0001522"/> <input type="text" value="000"/>		<input type="checkbox"/> Delete <input type="checkbox"/> Change <input checked="" type="checkbox"/> No Activity	MPRS -1 Passive
B Location* <input type="checkbox"/> Check this box to indicate that the address for this incident is provided on the incident form under the section "Alternative Location Specifications". Use only the incident file.			
<input checked="" type="checkbox"/> Street address <input type="checkbox"/> Intersection <input type="checkbox"/> In front of <input type="checkbox"/> Rear of <input type="checkbox"/> Adjacent to <input type="checkbox"/> Directions			
Number/Alphabet Prefix Street or Highway Subject Type Prefix Apt./Suite/Box City State Zip Cross street or direction, as applicable			
C Incident Type * <input checked="" type="checkbox"/> 131 Passenger vehicle fire		E1 Date & Times Midnight is 0000 Check boxes if details are for: <input type="checkbox"/> Alarm always required Alarm * <input type="text" value="01"/> <input type="text" value="30"/> <input type="text" value="2002"/> <input type="text" value="15:38:00"/> Arrival * <input checked="" type="checkbox"/> <input type="text" value="01"/> <input type="text" value="30"/> <input type="text" value="2002"/> <input type="text" value="15:48:00"/> Cleared <input checked="" type="checkbox"/> <input type="text" value="01"/> <input type="text" value="30"/> <input type="text" value="2002"/> <input type="text" value="16:20:00"/>	
D Aid Given or Received* 1 <input type="checkbox"/> Actual aid received 2 <input type="checkbox"/> Ambulance aid given 3 <input type="checkbox"/> Medical aid given 4 <input type="checkbox"/> Ambulance aid given 5 <input type="checkbox"/> Other aid given 6 <input checked="" type="checkbox"/> None		E2 Shift & Alarm Local Option <input type="text" value="00"/> <input type="text" value="70"/> Shift or Alarm District E3 Special Studies Local Option <input type="text" value=""/> <input type="text" value=""/> Special Study ID# Special Study Value	
F Actions Taken * <input checked="" type="checkbox"/> 11 Retinguish Primary Action Taken (1) Additional Action Taken (2) Additional Action Taken (3)		G1 Resources * <input checked="" type="checkbox"/> Check this box and skip this section if in apparatus or personnel form is used. Apparatus Personnel Suppression <input type="text" value="0002"/> <input type="text" value="0004"/> Other <input type="text" value=""/> <input type="checkbox"/> Check box if resources provide explicit aid received information.	
		G2 Estimated Dollar Losses & Values (00000) Required for all fires if known. Optional for non-fires. Property \$ <input type="text" value=""/> , <input type="text" value="000"/> , <input type="text" value="000"/> Contents \$ <input type="text" value=""/> , <input type="text" value="000"/> , <input type="text" value="000"/> Property \$ <input type="text" value=""/> , <input type="text" value="000"/> , <input type="text" value="000"/> Contents \$ <input type="text" value=""/> , <input type="text" value="000"/> , <input type="text" value="000"/>	
Completed Modules <input checked="" type="checkbox"/> Fire-2 <input type="checkbox"/> Structure-3 <input type="checkbox"/> Civil Fire Cas.-4 <input type="checkbox"/> Fire Serv. Cas.-5 <input type="checkbox"/> Haz-6 <input type="checkbox"/> Hazmat-7 <input type="checkbox"/> Wildland Fire-8 <input type="checkbox"/> Apparatus-9 <input type="checkbox"/> Personnel-10 <input type="checkbox"/> Annex-11		H1 Casualties <input type="checkbox"/> None Deaths Injuries Fire Service <input type="text" value=""/> <input type="text" value=""/> Civilian <input type="text" value=""/> <input type="text" value=""/> H2 Detachments Required for Certified Fires. 1 <input type="checkbox"/> Detachment started operations 2 <input type="checkbox"/> Detachment did not start work 3 <input type="checkbox"/> Unknown	
		H3 Hazardous Materials Release <input type="checkbox"/> None 1 <input type="checkbox"/> Volatile Gas; also check in section of other codes 2 <input type="checkbox"/> Suspended gas; on the tank or in low lying gas 3 <input type="checkbox"/> Gasoline; vehicle fuel tank or portable container 4 <input type="checkbox"/> Petroleum; fuel tank or portable container 5 <input type="checkbox"/> Liquid fuel/coolant; radiator tank or portable 6 <input type="checkbox"/> Household solvents; household spill, cleanup only 7 <input type="checkbox"/> Motor oil; low engine or portable container 8 <input type="checkbox"/> Paint; low point use container & 4 gallon 9 <input type="checkbox"/> Other; Special Hazmat release container or spill > 5 gal., also complete the Hazmat form	
J Property Used Structures		I Mixed Use Property <input type="checkbox"/> Not Mixed 10 <input type="checkbox"/> Assembly use 20 <input type="checkbox"/> Education use 30 <input type="checkbox"/> Medical use 40 <input type="checkbox"/> Residential use 50 <input type="checkbox"/> Row of stores 51 <input type="checkbox"/> Enclosed mall 52 <input type="checkbox"/> Shop & Residential 53 <input type="checkbox"/> Office use 60 <input type="checkbox"/> Industrial use 61 <input type="checkbox"/> Military use 62 <input type="checkbox"/> Farm use 63 <input type="checkbox"/> Other mixed use	
121 <input type="checkbox"/> Church, place of worship 161 <input type="checkbox"/> Restaurant or cafeteria 162 <input type="checkbox"/> Bar/ tavern or nightclub 213 <input type="checkbox"/> Elementary school or kindergarten 215 <input type="checkbox"/> High school or junior high 241 <input type="checkbox"/> College, adult education 311 <input type="checkbox"/> Care facility for the aged 331 <input type="checkbox"/> Hospital		341 <input type="checkbox"/> Clinic, clinic type infirmary 342 <input type="checkbox"/> Doctor/ dentist office 361 <input type="checkbox"/> Jail or jail, not juvenile 419 <input type="checkbox"/> 1- or 2-family dwelling 429 <input type="checkbox"/> Multi-family dwelling 439 <input type="checkbox"/> Nursing/boarding house 449 <input type="checkbox"/> Commercial hotel or motel 459 <input type="checkbox"/> Residential, board and care 464 <input type="checkbox"/> Outwitory/homage 519 <input type="checkbox"/> Food and beverage sales 534 <input type="checkbox"/> Vacuum lot 538 <input type="checkbox"/> Paved/curb for plot of land 546 <input type="checkbox"/> Lake, river, stream 551 <input type="checkbox"/> Railroad right of way 560 <input type="checkbox"/> Other street 561 <input type="checkbox"/> Highway/divided highway 562 <input type="checkbox"/> Residential street/driveway	
Outside 124 <input type="checkbox"/> Playground or park 655 <input type="checkbox"/> Garage or carport 669 <input type="checkbox"/> Forest (timberland) 807 <input type="checkbox"/> Outdoor storage area 919 <input type="checkbox"/> Dump or sanitary landfill 931 <input type="checkbox"/> Open land or field		599 <input type="checkbox"/> Household goods, sales, repairs 579 <input type="checkbox"/> Motor vehicle/boat sales/repair 571 <input type="checkbox"/> Gas or service station 599 <input type="checkbox"/> Business office 615 <input type="checkbox"/> Electric generating plant 629 <input type="checkbox"/> Laboratory/scientific lab 700 <input type="checkbox"/> Manufacturing plant 819 <input type="checkbox"/> Livestock/poultry storage (house) 882 <input type="checkbox"/> Non-residential parking garage 891 <input type="checkbox"/> Warehouse 981 <input type="checkbox"/> Construction site 984 <input type="checkbox"/> Industrial plant yard Look up and enter a Property Use code only if you have not assigned a Property Use code. Property Use <input type="text" value="985"/> Vehicle parking area MPRS-1 Revision 03/11/99	

64022 FL 1 30 2002 70 02-0001522 000

Complete Narrative

Narrative:

Dispatched to vehicle fire. EN70 responded from station 70 status 3. On scene found a Lincoln town car with fire in the engine comp and some fire in the passenger comp. Used front pre-con off EN-70 to put the fire out. MR-70 did investigation of the fire, cause undetermined.
01/30/2002 22:44:21 HEATH

02/05/2002 08:49:18 ANDERSONDEAN

Fire Marshal's Report:

Upon arrive found a 1993 Ford Lincoln Town Car FL Tag GKD 53C Vin#1LNLMNS1W1PY671641. The vehicle showed sever fire damage to the engine compartment with extension into the passenger compartment. The hood was destroyed the engine compartment had heavy damage though tout but the area on the drivers near the fire wall seemed more extensive.

The owner [redacted] stated that he had parked the car earlier about 2:45 pm and went inside, then a neighbor saw the car was on fire and got him this was about 4:00pm. The fire department was called. [redacted] stated that he was not having any problems with the car, nor had any work been done on it recently.

Photos of the car were taken.

Estimates value of loss is \$5000.00

The cause of the fire is undetermined, but appears to be accidental in nature.

Owner: [redacted]
[redacted]
Naples, FL [redacted]
FL DL [redacted]
DOB 11-10-53
INSURENCE FLCR161608541

CCSO Case # 3481-02
Deputy 708

02/08/2002 15:48:56 SILVESTER

OFFENSE INCIDENT REPORT

Agency ORI Number: FL 0110000



SHERIFF'S OFFICE
COLLIER COUNTY
NAPLES, FLORIDA

v2

Report Number: 0200003481

Date of Incident:	Time:	Day:	Date of Report:	Related Incident:
FM: 01/30/02	1538	WED	01/30/02	
TO: / /			Dispatch Date:	
			01/30/02	
Dispatched:	Arrival:		In-Service:	Case Suspended?
1538	1547		1645	Yes: <input type="checkbox"/> No: <input type="checkbox"/>

Location of Incident: WILDWOOD LAKES BLVD (THE ENCLAVE) District: 3 Grid: 3114

Location Code/Type: 02 APARTMENT/CONDO Area: 1 UNINCORPORATED

Children Present? NO DCF Contacted? NO

Weapon Code/Type: 00 N/A Forced Entry? 0-N/A
Special Circumstances: 08 GATED COMM Number:
Of Premises: 0
Offenders: 0
Arrested: 0

Investigator - Name/ID: Notified: NO Referred To:
 Responded: NO Assigned To:

#	Clearance:	Commit? Fel/ Attempt: Misd.	Incident Code:	Off:
1	SO-38011	FIRMS - ALL OTHERS NOT ARROW	04351	9880
2	Exception #8	0		

ORIGINAL

Summary: Reporters: 0 Victims: 1 Suspects/Arrested: 0 Drugs: 0
Witnesses: 0 Missing: 0 Property Items: 0 Vehicles: 1

Reporting Officer: *[Signature]* ID: District/Section: Unit: Date Printed: *[Signature]*
CPL. DEAN PECK 0708 District 3 3A20 01/30/02

Incident Report



PERSONS - VICTIM

Report Number: 0200003481

VICTIM:				Charges/Offenses: 1	
Name (Last, First Middle)				Height Weight Hair Eyes Ethnic Origin	
[REDACTED]				511 230 GRY BRO AMERICAN - EUROPE	
Race Sex Date of Birth		Age SSN:		Drivers License No.:	
W M 11/10/53		48 421761638		N/A	
Place of Birth: g/A				Residence Status: LOCAL	
Address:				Employer/School:	
[REDACTED] Apt: [REDACTED]				FOREST GLEN	
NAPLES, FL [REDACTED]				CLUBHOUSE MAINTENANCE	
Phone: [REDACTED]				Phone: (941) 354-9220	
Victim Type: 3 ADULT			Victim Relationship To Suspect:		
Injury:			Treatment Received:		
Injury Types:			Photo Type:		
Photos Of Injuries Taken:			Victim Demeanor:		
Other Data:					

Reporting Officer:
CPL. DEAN PECK

ID: 0708 District/Section:
District 3

Collier County Sheriff's Office, Naples, FL

Date Printed:
01/30/02
Page 2 of 4

Incident Report



VEHICLES

Report Number: 0200003481

Status	DAMAGED		Vehicle type	AUTO		Used in Felony?	NO	
Owners Name	[REDACTED]		Race	Sex	DOB	Age		
			W	M	11/10/53	48		
Address	[REDACTED]		City		St	Home phone		
			NAPES		FL	[REDACTED]		
Other Contact Information	FOREST GLEN CLUBHOUSE MAINT.					Business phone	[REDACTED]	
Vin	Year	Make			Model			
ILNLS81W1PY671641	1993	LINCOLN			TOWN CAR			
Style	Primary	Second	Interior					
HARD TOP, 4 DR.	Colors	BRZ			NCIC/FCIC Entry?			
Vehicle Characteristics	Tag		Decal	State	Year			
	[REDACTED]		UNK	FL	02			
	Odometer		Loss Value					
			300.00					
Remarks								
Time	Method	Code						
Driver/Last Person in Possession	Altered VIN?		Odometer Reading					
Recovery Location	VIN Check w/REG?		Recovery Value					
Recovery Condition	Date		0.00					
Remarks	/ /							
Wrecker	Phone							
Date	Stored							
/ /								
Original Reporting Agency	Case Number	Contact						
Hold Reason	Authority	Release?	Release To					
Owner Notified By	Release Date	Time	Wrecked? Driveable?					
Damage Code	/ /							
Inventory	NCIC/FCIC Removal?							

Reporting Officer:
CPL. [REDACTED]

ID: 0708 District/Section:
District 3
Collier County Sheriff's Office, Naples, FL

Date Printed:
01/30/02
Page 3 of 4

Incident Report



NARRATIVE

REPORT NUMBER: 0200003481

ON 01-30-02 I RESPONDED TO 1235 WILDWOOD LAKES BLVD (THE ENCLAVE) IN REFERENCE TO A VEHICLE ON FIRE.

ON ARRIVAL, I OBSERVED THAT THE FRONT HALF OF THE VEHICLE WAS FULLY ENGLUPED IN FLAMES. GOLDEN GATE FIRE RESPONDED TO THE SCENE AND EXTINGUISHED THE FIRE.

I MADE CONTACT WITH THE OWNER/VICTIM (REDACTED) AT THE SCENE. (REDACTED) INFORMED ME THAT HE RETURNED HOME AND PARKED HIS VEHICLE AT 1445 HOURS THIS DATE ON THE WEST SIDE OF THE ENCLOSED GARGAGES ACROSS FROM HIS APARTMENT. PIERCE ADVISED THAT HE DID NOT NOTICE ANYTHING UNUSUAL OR SMELL ANY SMOKE PRIOR TO THE FIRE.

FIRE INSPECTOR SCOTT MORRIS ARRIVED ON SCENE AND BELIEVED THAT THE CAUSE OF THE FIRE WAS ELECTRICAL.

FIRE MARSHALL BILL SYLVESTOR ALSO ARRIVED ON THE SCENE AND ADVISED THAT THERE WAS NO INDICATION THAT THE FIRE WAS INTENTIONALLY SET AND REQUESTED THE VEHICLE BE TOWED IN CASE FURTHER INVESTIGATION WAS REQUIRED. FIRE MARSHALL SYLVESTOR INFORMED ME THAT THERE WAS NO INVESTIGATIVE HOLD ON THE VEHICLE AT THIS TIME.

VEHICLE WAS A TOTAL LOSS. ESTIMATED DAMAGE 2500.00

ECONOMY TOWING RESPONDED TO THE SCENE TO RETRIEVE THE VEHICLE

Reporters:	0	Victims:	1	Suspects/Arrested:	0	Drugs:	0	NARRATIVE
Witnesses:	0	Missing:	0	Property Items:	0	Vehicles:	1	

Reporting Officer:
CPL. DEAN PECK

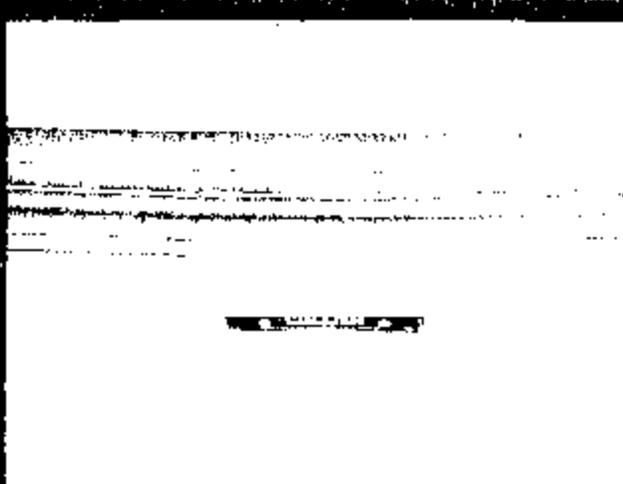
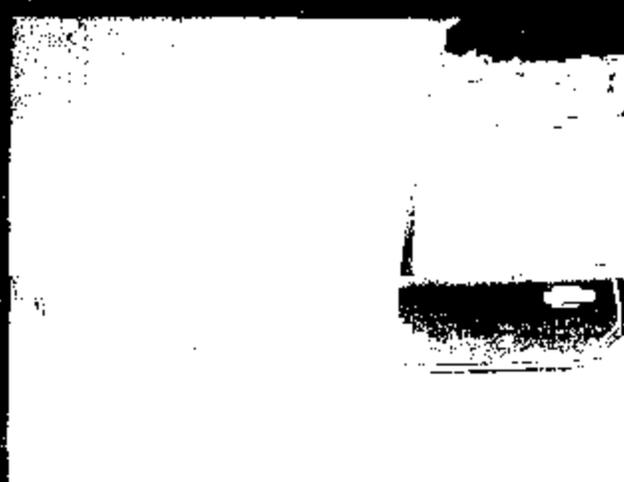
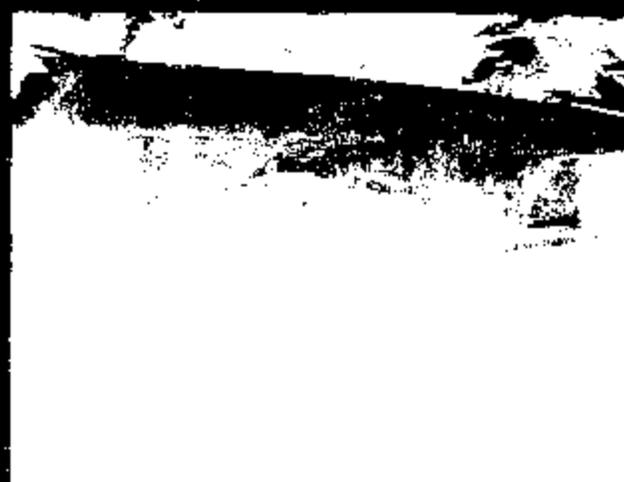
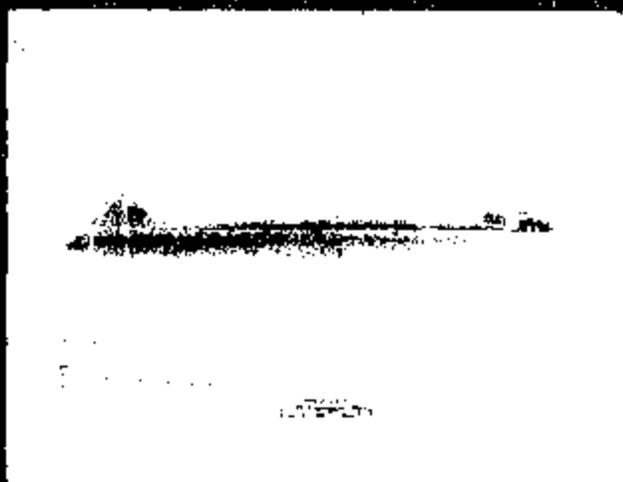
ID#
0706

District/Section:
District 3

Date Printed:
01/30/02

Collier County Sheriff's Office, Naples, FL

Page 4 of 9



DP-2-020 42078

V.I.N. 1LNLM81W1PY671641

JAN.30, 2002



0002-025 42578

V.I.N. 1LNLM81W1PY671641

JAN.30.2002

ENTER VIN ==> 1LNLM81W1PY671641

NAME ==> [REDACTED] ZIP ==> [REDACTED] MODEL YR ==>

OWNER NAME : [REDACTED]
STREET ADDR : [REDACTED]

CITY : NAPLES N/A YY-MM-DD 95-10-06
ST/PRV: FL CTRY: ZIP/POSTAL CODE: [REDACTED] N/A SOURCE: R
MODEL YEAR : 93 PLANT: Y SALE YY-MM-DD 93-08-19
BODY STYLE DESC: 4 DR SEDAN PRODUCTION YY-MM-DD 92-12-08
VEHICLE DESC : 1993 TOWN CAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	ECSD REGION
SHIP-TO	3	18	C	607	34	44
FACING	3	18	C	607		
RESPONSIBLE	3	25	C	111		

CA EMISSION :	ENGINE TAG CODE : 3G812AA	CAMPAIGN COUNTS
NAVIS STATUS : 800	COMPANY CAR IND :	TOTAL CAMPAIGNS : 02
DSO DISTRICT :	FLEET CODE :	OPEN : 00 CLOSED : 02
DSQ NUMBER :	FLEET STATUS :	ACTIVE: 01 HISTORY: 01

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

OGDB166

REDACTED

ENTER CAMPAIGN NUMBER=> 96L12 VIN=> 1LNLM51W1PY671641 TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DR SEDAN

NEW STATUS CODE: _____ CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: _____ SUPP CODE :
REPAIR DATE: _____ DEALER P/A: _____ KIT CODE : CI
MICRO REF: _____ CLAIM NUM: _____ OASIS DATE :

DELETE REASON: _____ VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: _____ IND: MATCH CODE: 2

CURRENT: 3 25 111 ASSIGNED: 96-12-19 SOURCE: PX EXTRACT DATE: 96-12-19

***** 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					OL
M	RELEASED FOR MAILING	97-02-25							
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)
I037=NO MORE DATA TO DISPLAY

OGDB166

-->

ENTER CAMPAIGN NBR ==> 96L12 VIN ==> 1LNLM81W1PY671641
 DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DR SEDAN
 RESP DEALER : 325111 BEGINNING MAILED DATE: 97-03-08 YY-MM-DD
 RELEASE DESC : NI PART KIT CODE ENDING MAILED DATE : 97-03-21 YY-MM-DD
 CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
 LAST NAME : HAMILTON INITIALS: JW
 STREET ADDR1 : 1400 BLUE POINT AVE APT 203
 ADDR2 :
 CITY : NAPLES CTRY:
 ZIP/POSTAL CODE: 341020590 N-A SOURCE: R N-A EFF DATE: 95-10-06 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 : ST/PRV:
 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
 1048-LAST PAGE OGDB166

ENTER CAMPAIGN NUMBER--> 95B64 VIN=> 1LNLM81W1PY671641 TYPE OF SEARCH: H
MODEL YEAR: DEFECT: PASS AIR BAG BODY STYLE:

NEW STATUS CODE: CAMP DIV :
REPAIR INFORMATION: TYPE CODE: SUPP CODE :
REPAIR DATE: DEALER P/A: KIT CODE :
MICRO REF: CLAIM NUM: OASIS DATE :
DELETE REASON: VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: IND: MATCH CODE:
CURRENT: ASSIGNED: SOURCE: EXTRACT DATE:

***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC
C COMPLETE B 96-01-11 069646 AB0SC6A AC

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 OGDB166

ENTER CAMPAIGN NBR ==> 95864

VIN ==> 1LNLM81W1PY671641

DEFECT : _____ BODY STYLE DESC: _____
 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 : _____ ST/PRV: _____
 CITY : _____ CTRY: _____
 ZIP/POSTAL CODE: _____ N-A SOURCE: _____ N-A EFF DATE: _____ 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 : _____ ST/PRV: _____
 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
 #504-CAMPAIGN FOR THIS VIN NOT FOUND OGD8166

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ENTER CAMPAIGN NUMBER--> 96L12 VIN--> 1LNLMB1W1PY671641 TYPE OF SEARCH: A
 MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DR SEDAN
 NEW STATUS CODE: _____ CAMP DIV : 6
 REPAIR INFORMATION: TYPE CODE: _____ SUPP CODE :
 REPAIR DATE: _____ DEALER P/A: _____ KIT CODE : CI
 MICRO REF: _____ CLAIM NUM: _____ OASIS DATE :
 DELETE REASON: _____ VENDOR N/A INFORMATION:
 RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 2
 CURRENT: 3 25 111 ASSIGNED: 96-12-19 SOURCE: PX EXTRACT DATE: 96-12-19

***** 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					OL
M	RELEASED FOR MAILING	97-02-25							
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)
 I037-NO MORE DATA TO DISPLAY

OGDB166

=>

ENTER CAMPAIGN NUMBER--> 95B64 VIN--> 1LNLM81W1PY671641 TYPE OF SEARCH: H
MODEL YEAR: DEFECT: RANGE SENSOR BODY STYLE:

NEW STATUS CODE: CAMP DIV :
REPAIR INFORMATION: TYPE CODE: SUPP CODE :
REPAIR DATE: DEALER P/A: KIT CODE :
MICRO REF: CLAIM NUM: OASIS DATE :
DELETE REASON: VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: IND: MATCH CODE:
CURRENT: ASSIGNED: SOURCE: EXTRACT DATE:

***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# 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 OGDB166

SFCHADMA

Action Detail

02/13/02 07:23:56

VIN: 1LNLM81W1PY671641 Year: 1993 Model: TOWN CAR
 Owner Status: SUBSEQUENT WSD: 08/19/93
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 455101199 Day Ph: [REDACTED]
 Symptom Desc:
 Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT
 Dealer:
 Issue Type: 02 INFORMATION Issue Status: C CLOSED
 Comm Type: PH PHONE Odometer Reading: 112000 MI
 Analyst: ABILLING ANNEMARIE BILLINGSLE Document Number:
 Action Date: 02/04/02 Action Data: Action Time: 16:52:23 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSIS
 Comments: CUSTOMER SAYS: - CUSTOMER REQUSETING THE OFFICE PHONE NUMB
 ER FOR MS. SHAWN L. NORTON IN THE LEGAL CONCIL. - CUSTOMER
 STATING HE WANTS TO SPEAK TO SOMEONE THERE BECAUSE HIS VEHI
 CLE HAS BURNT UP AND IT WAS MADE 8 DAYS AFTER THE VEHICLES T
 HAT WERE RECALLED. - CUSTOMER IS REPRESENTING HIMSELF AND C
 LAIMS FORD IS AT FAULT PER CUSTOMER, DEALER SAYS: - NONE

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

OGDB166

SFCHADMA

Action Detail

02/13/02 07:24:46

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VIN: 1LNLM81W1PY671641 Year: 1993 Model: TOWN CAR
 Owner Status: SUBSEQUENT WSD: 08/19/93
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 455101199 Day Ph: [REDACTED]
 Symptom Desc:
 Reason Desc: TECHNICAL INQUIRY - VEH CONTENT SPEC
 Dealer:
 Issue Type: 01 INQUIRY Issue Status: C CLOSED
 Comm Type: PH PHONE Odometer Reading: 112000 MI
 Analyst: MBARCELO MARIE CHRIS BARCELON Document Number:
 Action Date: 02/01/02 Action Data: Action Time: 15:07:42 EST
 Origin Desc: US INQUIRY CASE BASE
 Action Desc: PROVIDE INFORMATION USING AVAILABLE RESOURCES
 Comments: CUSTOMER SAYS: -CUST SAYS: -HE WOULD LIKE TO KNOW WHERE A
 ND WHEN THE VEH WAS BUILT PER CUSTOMER, DEALER SAYS: NONE
 CAC ADVISED: - PROVIDE INFORMATION AVAILABLE IN SMARTT AN
 D SOURCE BOOK -ADVISED CUST ASSEMBLY PLANT IS LOCATED IN
 WIXOM, WEST OF DETROIT, MICHIGAN -ADVISED CUST BUILD DATE O
 F VEH IS 12/08/1992 INFERENCE CASE ID: 756

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

OGDB166

All Action Details for issue

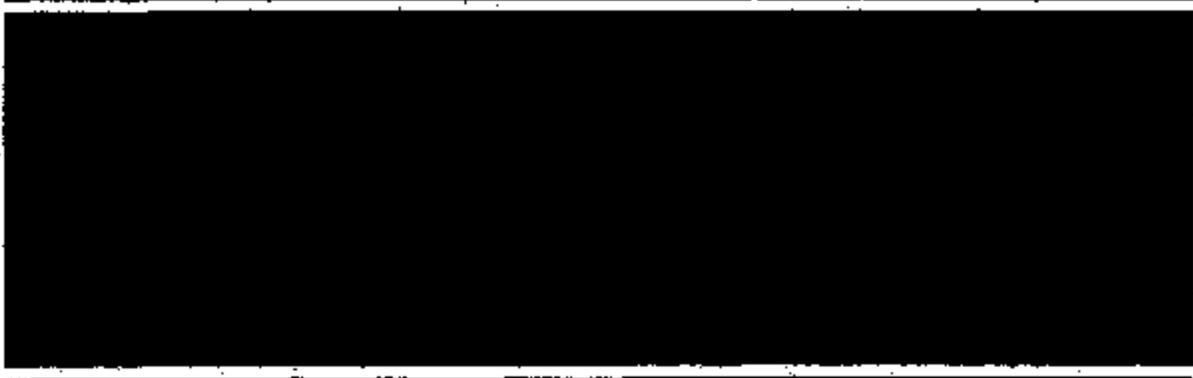
VIN: 1LNLM81W1PY871641	Year: 1993	Model: TOWN CAR	Case: 455101198
Name: [REDACTED]	Owner Status: Subsequent	WSD: [REDACTED]	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: MISC INQUIRY - MEDIA REPORTS		Secondary Phone: [REDACTED]	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

All Action Details for Issue

VIN: 1JNLN81WHPY671641	Year: 1993	Model: TOWN CAR	Case: 456101195
Name: [REDACTED]	Owner Status: Subsequent	WBD: 1993-08-18	Primary Phone: [REDACTED]
Symptom Desc:		Secondary Phone: [REDACTED]	
Reason Desc: MISC INQUIRY - COMPANY ADDRESS REQUEST			
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

All Action Details for Issue

VIN: 1LNLM81W1PY671641	Year: 1993	Model: TOWN CAR	Case: 455101100
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1993-08-19	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: TECHNICAL INQUIRY - VEH CONTENT SPEC		Secondary Phone: [REDACTED]	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		



==>

VIN: 1LNLM81W1PY671641 Year: 1993 Model: TOWN CAR
 Owner Status: SUBSEQUENT WSD: 08/19/93
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: [REDACTED] Day Ph: [REDACTED]
 Symptom Desc:
 Reason Desc: REDIRECTED CALL - LEGAL SECTION
 Dealer:
 Issue Type: 02 INFORMATION Issue Status: C CLOSED
 Comm Type: ML MAIL Odometer Reading: 112000 MI
 Analyst: MBOODHAI MITRA BOODHAI Document Number:
 Action Date: 02/04/02 Action Data: Action Time: 17:00:11 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: CONSUMER AFFAIRS; ADDRESS AVAILABLE IN PHRASEOLOGY
 Comments: CUSTOMER SAYS: -CUST CLAIMS -THE VEH HAS BURNT TO THE GRO
 UND DUE TO A DEFECT -THE CASE NUMBER WITH THE FIRE DEPARTME
 NT IS 02-00003481 -WANTS THE FORD LEGAL DEPARTMENT INVOLVED
 PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - PLEASE
 SEND A DEMAND LETTER TO FORD MOTOR COMPANY, CONSUMER AFFAIRS
 P.O. BOX 6248, MD-3NE-B DEARBORN, MICHIGAN 48126 INFERENCE

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

OGDB166

SFCHADMA

Action Detail

02/13/02 07:22:59

VIN: 1LNLM8LW1PY671641 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 08/19/93
Name: [REDACTED] Em Ph: [REDACTED]
Trmt: [REDACTED] Case: 455101199 Day Ph: [REDACTED]
Symptom Desc: [REDACTED]
Reason Desc: REDIRECTED CALL - LEGAL SECTION
Dealer: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 112000 MI
Analyst: MBOODHAI MITRA BOODHAI Document Number:
Action Date: 02/04/02 Action Data: Action Time: 17:00:11 EST
Origin Desc: MANUAL - PHONE CSR
Action Desc: SUPERVISOR REFERRAL FOLLOW-UP
Comments: CUSTOMER SAYS: -CUST CLAIMS -THE VEH HAS BURNT TO THE GRO
UND DUE TO A DEFECT -THE CASE NUMBER WITH THE FIRE DEPARTME
NT IS 02-00003481 -WANTS THE FORD LEGAL DEPARTMENT INVOLVED
PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: *****CA
LL TRANSFERED TO SUP MITCH 2779***** *****SUP ADVISED THE
CUST TO CONTACT THE LEGAL DEPARTMENT AND PROVIDED THE ADDRES

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

OGDB166