EA02-025

FORD 10/27/03

APPENDIX M

BOOK 17 OF 22

PART A-D

PART C

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 268-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICKUP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 0427 C RO: C22386-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 09/06/95 18:15:16
ANNE ARUNDEL LIC: MD 1 STK#:000R0398
DATES: BEGIN: 090695 DONE: 090695 INSVC:022895 SOLD: 022695 PROD: 113093
ADV: 287 DC: 1FA 27H418
HOME: [redacted] ODOMETER IN:9870 TX: 1
WORK: [redacted]

CN 10K SERVICE | TECH 707 S 11.60
CT COMPLETED SERVICE | REED, DERICH L.
OP-10K

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	XO 5W30 QSP	MOTOR		5	3.31	16.55
	PARTS AMOUNT					25.18
	LAB AMOUNT					11.60
	SERVICE SPECIAL ADJUST					11.83-
	LINE TOTAL - DEPT D					24.95

PARTS	25.18
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.83-
SUB-TOTAL	27.27
TAX	.78
TOTAL-CHARGES	28.05
VISA 004014	28.05

VISA//// MASTERCARD ////

LAB RATE: 64.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM

CT

ER02-025 44493

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6650, WASHINGTON 261-5220
DIRECT LINE 258-6087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0427 C P RO: C22386-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 09/06/95 09:52:09
ANNE ARUNDEL LIC: MD 1 STK#: 000R0398
DATES: BEGIN: 090695 DONE: 090695 INSVC: 022695 SOLD: 022695 PROD: 113093
ADV: 287 DC: 1FA 27H418
HOME: [redacted] ODOMETER IN: 9870 TX: 1
WORK: [redacted]

LN 10K SERVICE 1 TECH 707 S 11.60
#31 COMPLETED SERVICE REED, DERICH L.

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE	EXTENDED
FMC	FL 620	FILTER		1	8.63	8.63
FMC	XO 5W30 QSP	MOTOR O		5	3.31	16.55
	PARTS AMOUNT					25.18
	LAB AMOUNT					11.60
	SERVICE SPECIAL ADJUST					11.83-
	LINE TOTAL - DEPT D					24.95

PARTS	25.18
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.83-
SUB-TOTAL	27.27
TAX	.78
TOTAL-CHARGES	28.05
CASH DUE	28.05

LAB RATE: 44.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM

MG

ER82-825 44494

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: DISCARD ☐ RR ☐ TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY, YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SHOP IF EXCEEDS $50. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

[illegible]

SHOP MATERIAL: A FIXED CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS MADE FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE FLUID, BOLTS, WASHERS, PINS, AEROSOLS, SOLVENT, RAGS, TOWELS, BATTERY CLEANING, ETC.

CHARGING SYSTEM	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	A/C TUNE-UP	TUNE UP MINOR	FUEL INJ. SERVICE	BATTERY SERVICE	BALANCE WHEELS	FRONT END ALIGN	BRAKE SYSTEM	BRAKE TIRES	BRAKE DRUMS	STEER SUSP.	RUN FUEL SYS	RUN BRAKE SYS	ROT & BAL 4 TIRES	A/C COOLING	ADJUST CLUTCH	ELECTRICAL SYS	CHANGE AXLE	R.E.A. 3V3 CHECK	L.O.F. SPECIAL	FORD MAINT.	4 WHEEL ALIGN					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PRIOR A LIFE WARRANTIES 15,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tonearms, Radar Detectors, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for items upon.

INSTRUCTIONS ON DOING PLUS OR DOUT

PG 1 OF 1

	TECH	OPERATION	HRS
10K SERVICE	707	[illegible]	0.2
Comp 2RV			

OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH

RO 22396-1 *TAG 0427* LIC: MD [redacted] SVC ADV: 287 TROY V. GRESHAM

[redacted] MR 94 **VIN: 2FALP74W7 RX126232*

FORD CROWN VIC

LX 4DR SDN

EDGEWATER LICENSE: MD 1 DK RED/MAR CAR

MD [redacted] MFG CODE: 27H410 SVC DLR: 209001 SLM: 912

STOCK NUMBER: 00OR0398

IN-SVC: 022895 SOLD: 022895 PROD: 113093

ODOMETER: LAST: 3073 CURRENT: 9870

AVG PER DAY: 44 PER MONTH: 1320

RCSV

HOME: [redacted]

WORK:

DIST CODE: 1FA

WARNING: POSSIBLE RECHECK 06/23/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00

IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899

09/06/95 07:48:29

****PROMISED DATE: 09/06/95 TIME: 1400 ****

ER02-026 44495

FORD

Koons Ford of Annapolis

FORD

LOCAL 224-2100 | BALTO 841-6660 | WASHINGTON 251-6220 | EASTERN SHORE 352-1415

2540 Riva Rd.

02584 9870.

TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS

1. WRITE YOUR ORDER ON THIS ENVELOPE.
2. LOCK YOUR CAR AND PARK IT IN THE ASSIGNED AREA. DO NOT LEAVE CAR IN DRIVEWAY.
3. PLACE YOUR KEYS IN THIS ENVELOPE.
4. BE SURE TO LEAVE A PHONE NO. WHERE YOU CAN BE REACHED.
5. DROP ENVELOPE IN MAIL SLOT IN SERVICE ENTRANCE DOOR.

T-427

NAME: [redacted]

ADDRESS: [redacted]

CITY: EDGEWA[redacted] [redacted] Zip: 9870

Home Phone: [redacted] Business Phone: [redacted]

What time will you call for your car? 3:30 a.m./p.m.

Year: 94 Make & Model: Crown Vic Color:

USE THIS HANDY CHECK LIST

- ☐ 40K MILE SERV.
- ☐ LUBRICATION SERVICE
- ☐ CHANGE ENGINE OIL
- ☐ CHANGE TRANS. OIL
- ☐ CHANGE DIFF. OIL
- ☐ REPACK FT. WHEEL BEAR.
- ☐ TUNE ENGINE
- ☐ ALIGN FRONT WHEELS
- ☐ BALANCE TIRES
- ☐ ADJUST BRAKES
- ☐ ADJUST PARKING BK.
- ☐ INSPECT BRAKES
- ☐ INSP. EXHAUST SYS.
- ☐ AIM HEADLIGHTS
- ☐ OIL LEAKS (FR)
- ☐ OIL LEAKS (RR)
- ☐ ADJUST CLUTCH
- ☐ UNDERCOAT
- ☐ BODY REPAIR ESTIMATE

Other Work (Details)

CUSTOMER'S RIGHTS

1. Customer wants replaced parts if not returnable under warranty. YES ___ NO ___.
2. Do you want written estimate since it exceeds $50. YES ___ NO ___. (P.G. COUNTY $25.00)
3. Customer agrees that he may be charged not more than 10% of the cost of the written estimate without his consent.
4. Customer consent for additional repairs YES ___ NO ___.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

PLEASE SIGN X [redacted]

YOU WILL BE CALLED AND GIVEN AN ESTIMATE BEFORE ANY WORK IS PERFORMED, UNLESS OTHERWISE ARRANGED. I understand, because of the EARLY BIRD SERVICE, I am unable to receive a copy of the estimated cost.

Time of call ___:___ A.M. P.M. Okay Yes ☐ No ☐

Do you want old parts? Yes ☐ No ☐

2FALP74W7RM126232

ER82-825 44496

ER62-625 44498

NVNP520 MAVIS Financial Screen 09/01/98 13:24:17

==>

VEHICLE ID: 2FRX126232 (WWYPBBBBBB) Vin: 2FALP74W7RX126232 Div: 1 Status: 800

Financial Data- -

Orig Totl Inv:	21982.00	A-Plan Price:	21074.00	Predel Invoic:	.00
Curr Totl Inv:	21982.00	Total Adj:	.00	Schad-A QST:	.00
Base Vehicle:	18916.00	Base Adj:	.00	FOC GST:	.00
Options:	2026.00	Option Adj:	.00	Price Protect:	.00
Base Holdback:	621.00	Base Hb Adj:	.00	Chargebck Amt:	
Optn Holdback:	69.00	Option Hb Adj:	.00	30-Day FP Amt:	.00
Misc Charges:	.50	Gas Amt:	14.50	Floor Plan:	64.11
Finance Chrge:	180.00	Schad-B Amt:	575.00	F&C Charge:	89.30
FDAF/LMDA:	270.00	Mktng Contrib:	220.00	Pre-Dlvry Amt:	.00

Financing Data- -

Finance Source:	0000001	O-Warr Start:	022895	Release Date:	113093
Orig Int St-Sw:	N	Co Tag Number:		Transit Time:	11
Ret Draft Ind:		Pre-del Date:		Rls Plus Trans:	121193
Floor Pln Date:	122593	Prdlvry S.Code:		Ramp Code:	5M
Advt Comm Code:	A	Lease Code:		Method Shipped:	5
Upfront PP Ind:		Invoic In-Proc:	080296	Memo Cons Loc:	

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

OGDB412

```
NVNP510                    NAVIS  Vehicle  Inquiry                09/01/98 13:24:27
==>
 VEHICLE ID: 2FRX126232 (NWYPBBBBBB) Vin: 2FALP74W7RX126232 Div: 1 Status: 800
Vehcle Line: CFB     Convy Deliv: 120893   Orig P-Lvl: 410  Selling Dlr: 27H418
Order Recpt: 102693 ShipTo Stat:           Curr P-Lvl: 410    Sale Date: 022895
 Orig Schd: 112293 Rls-To Stat: MD          Order Dlr: 27418  Demo Date:
   Inv Prep: 112393 Orig Int St: 120193 Orig Rls Dlr: 27418 Deliv Type: 0
  Prod Date: 113093 Curr Int St: 120193  Rls Dlr P&A: 00089  Sales Prd: 095023
   Rls Date: 113093  Dlrfin Ext: 122593   Warr Start: 022895 Cancel Sl:
Memo Consgn:            P&C Ext: 122593    WarrS-Ind:       Sale Status: G
Orig Pltbus: 113093  Advert Ext: 122593                   -Date- -Dealer-
Curr Pltbus: 113093  Slspsn SS#:       6199  Shipped: 120293
T/Name: 1[redacted]                        Curr Stock: 113093  27H418
Addr: [redacted]          State: MD         1st-Prior:
City: EDGEWATER          N/A-Rqpt: 030195    2nd-Prior:
Zip: [redacted]        Warr-Ins-Ind:         3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
P74RXS 4L  L  J2 22L1216      QK D   P3 J37 Q7  3 L6L 7 1S14AA 27H418  4  EG
8    9         0         1         2         3         4         5         6
5678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901
   5H3H  3    W2FAL7 3 E      114A 9WP   S
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                      OGDB412
```

NVNP530 NAVIS Inquiry Screen #3 09/01/98 13:24:33

==>

VEHICLE ID: 2FRX126232 (WWYPBBBBBB) Vin: 2FALP74W7RX126232 Div: 1 Status: 800

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

Selling FIN:
Sold-To Fin:

Distr Status: P
Last NAVIS St: 030195
Distr Stat Dt: 120893
Last Activity: 080296
Serialized Dte: 102993
Scheduled Dte: 112293
Mexico Status:

Component Data -

Dr Post/Calib: LDF
Tire Brand: A4
Emis Cntl Lbl: KLA
EEC:
Engine Tag Cd: EG806AA
Engine Serial: W
Driver Airbag: 1PA3316G10148
Psngr Airbag: 633121406
Axle: GY

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

OGDB412

EA02-025 44803

CSCN140 **VEHICLE DATA** 08/31/98 12:58:44

==>

ENTER VIN ==> 2FALP74W7RX126232

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

OWNER NAME : [redacted]

STREET ADDR : [redacted]

:

CITY : EDGEWATER N/A YY-MM-DD 95-12-04

ST/PRV: MD CTRY: ZIP/POSTAL CODE: [redacted] N/A SOURCE: M

MODEL YEAR : 94 PLANT: X SALE YY-MM-DD 95-02-28

BODY STYLE DESC: 4 DOOR SEDAN LX PRODUCTION YY-MM-DD 93-11-30

VEHICLE DESC : 1994 CROWN VICTORIA

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO	1	27	C	418	23	27
FACING	1	27	C	418		
RESPONSIBLE	1	27	C	418		

CA EMISSION : ENGINE TAG CODE : EG806AA CAMPAIGN COUNTS

NAVIS STATUS : 800 COMPANY CAR IND : TOTAL CAMPAIGNS : 02

DSO DISTRICT : FLEET CODE : OPEN : 00 CLOSED : 02

DSO NUMBER : FLEET STATUS : ACTIVE: 02 HISTORY: 00

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

OGDB412

```
CSCN150                 CAMPAIGN VEHICLE INFORMATION                08/31/98 12:58:53
==> _________ ____________________________________________________________

ENTER CAMPAIGN NUMBER==> 94B58    VIN==> 2FALP74W7RX126232  TYPE OF SEARCH: A
MODEL YEAR: 94 DEFECT: OWNER GUIDE  BODY STYLE: 4 DOOR SEDAN LX
   NEW STATUS CODE: _                                   CAMP DIV      : 6
   REPAIR INFORMATION:      TYPE CODE: _                SUPP CODE     :
     REPAIR DATE: ________ DEALER P/A: _____            KIT CODE      : AA
     MICRO REF: ________ CLAIM NUM: _______             OASIS DATE    :
   DELETE REASON: ___                                   VENDOR N/A INFORMATION:
   RESP DEALER INFORMATION:     NEW: _ __ ___             IND:    MATCH CODE:
     CURRENT: 1 27 418 ASSIGNED: 95-12-05 SOURCE: PX     EXTRACT DATE: 94-11-21
****** STATUS INFORMATION: ******* *********** REPAIR INFORMATION: ************
CODE DESCRIPTION            DATE    TYPE  DATE     P/A    CLAIM#  MICRO#   CL SRC
  F  FORCED COMPLETION    96-03-04  B  96-03-04  AUTOC                     OL
  M  RELEASED FOR MAILING 94-11-29
  H  AWAITING MAILING     94-11-09


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                                          OGDB412
```

```
CSCN130                    NOTIFICATION RECIPIENT HISTORY              08/31/98 12:58:59
==>

ENTER CAMPAIGN NBR ==> 94B58     VIN ==> 2FALP74W7RX126232
  DEFECT        : OWNER GUIDE    BODY STYLE DESC: 4 DOOR SEDAN LX
  RESP DEALER   : 127418               BEGINNING MAILED DATE: 94-12-23 YY-MM-DD
  RELEASE DESC  : NEW ISSUE TOTAL      ENDING MAILED DATE   : 94-12-23 YY-MM-DD
  CAMPAIGN DIV  : 6              FLEET CODE:          FLEET MGMT LOC CODE:
  LAST NAME     :                                                INITIALS:
  STREET ADDR1  :
         ADDR2  :                                                ST/PRV:
  CITY          :                                        CTRY:
  ZIP/POSTAL CODE:               N-A SOURCE:  N N-A EFF DATE: 00-00-00 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
I048-LAST PAGE                                                        OGDB412
```

```
CSCN150                 CAMPAIGN VEHICLE INFORMATION                08/31/98 12:59:06
==> _________ ____________________________________________________

ENTER CAMPAIGN NUMBER==> 96L12     VIN==> 2FALP74W7RX126232  TYPE OF SEARCH: A
MODEL YEAR: 94 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN LX
   NEW STATUS CODE: _                                   CAMP DIV      : 6
   REPAIR INFORMATION:      TYPE CODE: _                SUPP CODE     :
     REPAIR DATE: ________ DEALER P/A: _____            KIT CODE      : BV
     MICRO REF: _______ CLAIM NUM: ______               OASIS DATE    :
   DELETE REASON: ___                                   VENDOR N/A INFORMATION:
   RESP DEALER INFORMATION:     NEW: _ __ ___             IND: Y MATCH CODE:
     CURRENT: 1 27 418 ASSIGNED: 96-11-24 SOURCE: NI     EXTRACT DATE: 96-11-24
****** 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  AUTOC                     OL
  M  RELEASED FOR MAILING  97-02-10
  H  AWAITING MAILING      96-11-24


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                                          OGDB412
```

CSCN130 **NOTIFICATION RECIPIENT HISTORY** 08/31/98 12:59:11
==>

ENTER CAMPAIGN NBR ==> 96L12 **VIN ==>** 2FALP74W7RX126232
DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DOOR SEDAN LX
RESP DEALER : 127418 BEGINNING MAILED DATE: 97-03-04 YY-MM-DD
RELEASE DESC : NI PART KIT CODE ENDING MAILED DATE : 97-03-12 YY-MM-DD
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : [redacted] INITIALS: WR
STREET ADDR1 : [redacted]
ADDR2 : ST/PRV: MD
CITY : EDGEWATER CTRY:
ZIP/POSTAL CODE: [redacted] N-A SOURCE: M N-A EFF DATE: 95-12-04 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
I048-LAST PAGE OGDB412

```
C8CN150                 CAMPAIGN VEHICLE INFORMATION                08/31/98 12:59:18
==> _________ ____________________________________________________

ENTER CAMPAIGN NUMBER==> 96L12     VIN==> 2FALP74W7RX126232  TYPE OF SEARCH: A
MODEL YEAR:    DEFECT:                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)
K007-END OF CAMPAIGNS FOR VEHICLE - CURRENT AND HISTORY DATABASES      OGDB412
```

STANDARD CLAIMS LIST

Cutoff Date : 31 Jul 1996

Print Date : 31 Aug 1996
Print Time : 15.28

Distance Reported In: Miles
Currency Reported In: USD

Dates Reported In: DD-MM-YY

Result ID : 13880188

Model Year : 1994

VEHICLE INFORMATION | REPAIR INFORMATION

VIN	VEH LINE	MARKET DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CODE	TRANS CODE	ENG CODE	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	FULL PART NUMBER PREFIX	BASE	SUFFIX	OCC	CD	DIST (Miles)
2FALP74W7RX126232	C/FB	C/F	C/FC	C/AI	C/B	AW	C/DK	C/VN	30-11-93	28-02-95	127418	USA	4	7522	D9ZZ	14528	D	C06	39	6,078
AWS Claim Key: 10048059	Trx Code:		2		Labor Hrs:		0.2	Labor Cost (USD):			11.19	Material Cost (USD):				0.54	Total Cost (USD):			11.95
Dlr Cd-SubCd: 00089- *	Name: KOONS FORD OF ANNAPOLIS INC								Ph: 410-2863067			St: MD		Cny Cd: USA	Reg Cd: NA		Repr Date: 21-06-95	Doc #:		01818962
Customers Comments:	TURN SIGNALS AND A-C INOP SEE CUST NOTE>																			
Technicians Comments:	FUSE MISSING				FUSE - REPLACE-CHECK OPERATION OFAC & SIGNALS COULD NOT VERIFY>															
2FALP74W7RX126232	C/FB	C/F	C/FC	C/AI	C/B	AW	C/DK	C/VN	30-11-93	28-02-95	127418	USA	0	7K11	F9VY	10849	AR	A95	33	7
AWS Claim Key: 1006780	Trx Code:		1		Labor Hrs:		1.3	Labor Cost (USD):			68.29	Material Cost (USD):				155.57	Total Cost (USD):			223.86
Dlr Cd-SubCd: 00089- *	Name: KOONS FORD OF ANNAPOLIS INC								Ph: 410-2863067			St: MD		Cny Cd: USA	Reg Cd: NA		Repr Date: 16-03-94	Doc #:		090454
Customers Comments:	SPEEDOMETER IN DASH DOES NOT READ OVER 30 MPH																			
Technicians Comments:	LOOSE CONN. DIAG.REPL.HEAD ASSY.																			
2FALP74W7RX126232	C/FB	C/F	C/FC	C/AI	C/B	AW	C/DK	C/VN	30-11-93	28-02-95	127418	USA	0	7B02	F1VY	10348	B	C27	X1	37
AWS Claim Key: 7513728	Trx Code:		E03		Labor Hrs:		1.8	Labor Cost (USD):			97.40	Material Cost (USD):				262.78	Total Cost (USD):			460.04
Dlr Cd-SubCd: 00089- *	Name: KOONS FORD OF ANNAPOLIS INC								Ph: 410-2863067			St: MD		Cny Cd: USA	Reg Cd: NA		Repr Date: 30-01-95	Doc #:		01037161
Customers Comments:	AMP LIGHT ON>																			
Technicians Comments:	BATTERY & ALTERNATOR SHORTED				ALTERNATOR - REMOVE AND INSTALL OR REPLACE>															

Total Number of Repairs for Model Year 1994 = 3

END OF REPORT

Total Number of Repairs to this point = 3

E002-028 44511

CUSTOMIZED CLAIMS LIST

Cutoff Date : 31 Jul 1998

Print Date : 31 Aug 1998
Print Time : 15.29

Distance Reported In: Miles
Currency Reported In: USD

Dates Reported In: DD-MM-YY

Result ID : 13680169
Page : 2

Model Year : 1994

CLAIM_KEY:	DOCUMENT_NUM:	TRANS_REF_NUM:
1608760	080464	UPN19491
7513726	51037151	88CLA0U01
10048089	51818958	HPSUGBP01

Total Number of Repairs for Model Year 1994 = 3

END OF REPORT

Total Number of Repairs to this point = 3

EM2-025 44513

STK 000R0398 VIN 2FALP74W7RX126232 STATUS: NEWCARSL 02/28/95 17:24
ORD# *001216 C002218200L SPEC 114A
94 FORD CROWN VIC LX 4DR SDN ODOMETER 37
COL ELECTRIC RED CC METALLIC
TRIM MOCHA CLOTH SPLIT BENCH
LIST 25660.00 11012089301 HELD BY WITTIG
MODEL NUMBER P74

SIMPSON 2-27-95

STD*	1994 CROWN VC LX 4-DOOR	20715.00
114A	PREFERRED EQUIPMENT PKG.114A	4370.00
12H	.FRONT CARPETED FLOOR MATS	
12G	.REAR CARPETED FLOOR MATS	
47J	.ILLUMINATED ENTRY SYSTEM	
524	.LEATHER-WRAP STEERING WHEEL	
943	.LIGHT/DECOR GROUP	
68A	.GROUP 1:	
	.REAR WINDOW DEFROSTER	
	.POWER LOCK GROUP	
	.SPEED CONTROL	
65C	.GROUP 2:	
	.POWER RADIO ANTENNA	
67A	.GROUP 3:	
	.CORNERING LAMPS	
	.CAST ALUMINUM WHEELS	
65D	.GROUP 4:	
	.DUAL 6-WAY POWER SEATS	
	.REMOTE KEYLESS ENTRY	
	.REAR AIR SUSPENSION	
	.ELECTRONIC GROUP	
	.AUTOMATIC CLIMATE CONTROL A/C	
	.HIGH-LEVEL AUDIO SYSTEM	
	.ANTI-LOCK BRAKES/TRACION CTL	
	.AUTO DIM ELECTRONIC MIRROR	
T37	.P215/70RX15 BSW TIRES	
99W	.4.6L OHC SEFI V8 ENGINE	
44P	.ELECTRONIC AUTO O/D TRANS	
153	FRONT LICENSE PLATE BRACKET	
	DESTINATION & DELIVERY	575.00
DSC*	**SPECIAL ADDED DISCOUNT**	-935.00
	SPECIAL-VALUE DISCOUNT	-1140.00
	10 U.S. GAL GAS FACTORY	
	PRICED DORA	
	REGIONAL MAS/ETTWG/ARUETTGIAG	

EA82-025 44530

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 3909 C RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 03/11/95 11:54:25
EDGEWATER MD [redacted]
ANNE ARUNDEL LIC: MD STK#: 000R0398 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC: 022995 SOLD: 022995 PROD: 113093
ADV: 946 DC: 1FA ACCT: 031095 27H418
HOME: [redacted] ODOMETER IN: 93 TX: 1

LN				
LN	INSTALL FORD 400 ALARM SYSTEM	TECH 134		186.00
51	INSTALL FORD 400 ALARM SYSTEM	OP-INSTALL	CHAMBERS, JOHN AUTH-DW	

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*F3AZ	19A361 C	KIT		1	185.38	185.38
	PARTS AMOUNT					185.38
	LAB AMOUNT					186.00
	LINE TOTAL - DEPT D					371.38

LN				
LN	INSTALL AUTO ARMOR PROT. PKG.	TECH 500	S	484.55
52	INSTALL AUTO ARMOR PROT. PKG.	OP-INSTALL	MISC TECH SVC AUTH-DW	
	LAB AMOUNT			484.55
	LINE TOTAL - DEPT D			484.55

ENTERED
MAR 10 '95 F8

PARTS	185.38
LAB-MECHANICAL	670.55
SUB-TOTAL	855.93
TAX	9.27
TOTAL-CHARGES	865.20
VISA	865.20

VISA //// MASTERCARD ////

004014

1442A 125.00-
4190 125.00
3190 461.48-
2150 32.34-

LAB RATE: 62.00
PREFERRED TREATMENT
LO

LH3110

PAGE 1 OF 3

ER82-625 44532

FORD

Rooms of Annapolis

FORD

LOCAL 224-2100 | BALTO 841-6500 | WASHINGTON 881-8000

DATE: 2/28/95

CUSTOMER INFORMATION

[redacted]

Edgewater | Md. | [redacted] | County: AA | Buyer's Age: 49

[redacted]

[redacted]

ORDER INFORMATION

(1) NEW ☒ (2) USED ☐ (3) DEMO. ☐ (4) TRUCK ☐

Model Year	Make	Model	Body	Serial #
1994	Ford	Crown Vic	LX	2FALP74W7RX126836

Stock #	Price	Mileage	Color	Interior
R0398			tea	53

VEHICLE INFORMATION

BASE PRICE	$		TOTAL BROUGHT FORWARD	$19613 00
Freight				
Accessories/Equipment				
Dep 114A				
4.6 L V8 engine				
ABS				
speed control				
Conventional spare.				
			DEALER PROCESSING CHARGE	[redacted]
Total Forwarded	$		(NOT REQUIRED BY LAW)	
DELIVERED PRICE OF CAR				$19613 00
TITLING TAX - 5% of Delivered Price				980 65
Titling Service	Temp. Plates	New License Plates $	TOTAL	130 00
Transfer Service	Additional Weight $		TOTAL	5 00
Used Car Inspection Fee - Extended Warranty				
TOTAL CASH DELIVERED PRICE OF CAR INCLUDING REGISTRATION FEES				$20728 65

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
CUSTOMER AGREES TO PAY DIFFERENCE IF HIGHER.

ALLOW. FOR TRADE-IN $ _____ DEPOSIT WORDER _____
DEPOSIT WORDER _____
LESS BAL. OWING TO $ _____ NET EQUITY _____
UNPAID BAL. DUE ON DELIVERY $ _____

TRADE INFORMATION

Year	Make	Serial #	Model	Mileage	Lien Holder

Account #	Payoff Amt Good Until	Street	State	Zip

Sal. Co.	Name	Phone	Address
Geico	Direct	1-800-841-3847	

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized.

I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am 18 years of age, or older, and hereby acknowledge receipt of a copy of this order.

Witty 1912 — SALESMAN

[redacted] — BUYER

CO-BUYER

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

APPROVED: _____ DEALER OR AUTHORIZED REPRESENTATIVE

ER82-625 44533

94X126232 02/28/95 17:24:32
1994 CROWN VICTORIA 4 DOOR SEDAN LX
4.6L SOHC (MODULAR) 4180R00A AODE 4 SPEED OD AXLE CODE : 3
*OPEN RECALLS
NO RECALLS FOR VEHICLE
*WARRANTY START DATE 00/00/00 BUILD DATE 11/30/93 START MILEAGE
*EXTENDED SERVIC PLAN
NO ESP INFORMATION AVAILABLE

FOR MORE INFO <RTN>, M. MENU OR 99. BYE

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3057

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0427 C RO: C22386-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 09/06/95 18:15:16
ANNE ARUNDEL LIC: MD 1 STK#100OR0398
DATES: BEGIN: 090695 DONE: 090695 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 287 DC: 1FA 27H418
NOME: [redacted] ODOMETER IN: 9870 TX: 1
WORK:

CN:	10K SERVICE	1 TECH 707	S	11.60
01:	COMPLETED SERVICE		REED, DERICH L.	
		OP-10K		

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMD	FL 820	FILTER		1	8.63	8.63
FMC	XO 5W30 QSP	MOTOR		5	3.31	16.55
	PARTS AMOUNT					25.18
	LAB AMOUNT					11.60
	SERVICE SPECIAL ADJUST					11.83-
	LINE TOTAL - DEPT D					24.95

PARTS	25.18
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.83-
SUB-TOTAL	27.27
TAX	.78
TOTAL-CHARGES	28.05
VISA 004014	28.05

VISA//// MASTERCARD ////

LAB RATE: 64.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM

EA62-025 44538

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 268-3087

P & A CODE 00069

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 8:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0427 C P RO: C22386-1
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN

EDGEWATER MD [redacted]. INVOICED AT: 09/06/95 09:52:07
ANNE ARUNDEL LIC: MD 1 STK#:000R0396
DATES: BEGIN: 090695 DONE: 090695 INSVC:022695 SOLD: 022695 PROD: 113093
ADV: 287 DC: 1FA 27H418
HOME: [redacted] ODOMETER IN:9870 TX: 1
WORK:

LN 10K SERVICE : TECH 707 6 11.60
031 COMPLETED SERVICE REED, DERICH L.

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	XO 5W30 QSP	MOTOR O		5	3.31	16.55
	PARTS AMOUNT					25.18
	LAB AMOUNT					11.60
	SERVICE SPECIAL ADJUST					11.83-
	LINE TOTAL - DEPT- D					24.95

PARTS	25.18
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.83-
SUB-TOTAL	27.27
TAX	.78
TOTAL-CHARGES	28.05
CASH DUE	28.05

LAB RATE: 64.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAN

MG PAGE 1 OF 2

ER82-825 44539

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: DISCARD ☐ RET ☐ TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY, YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50.- YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

CUSTOMER SIGNATURE X _____

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE, USA DEL STATEMENT SHOWN SERVICES BELONGING WERE PERFORMED AT NO CHARGE. NO OWNER WHERE HAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THE CLAIM HAD BEEN CORRECTED BY ANY WAY WITH ANY ACCIDENT, MISHANDLING OR ABUSE. RECEIVED SUPPORTING THIS CLAIM ARE AVAILABLE NOW (by at least FROM THE DATE OF PAYMENT NOR PRIOR AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

DEALER SERVICE MANAGER OR AUTHORIZED PERSON _____ DATE _____

REPAIRS CHARGED FOR WERE NECESSARY AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIAL: A TOWN CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE MUTIL, BOLTS, WASHERS, PAIR, AS NOW PAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANING, ETC.

CHASSIS LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	ENG TRANSMISSION	TUNE UP MINOR	PILOT WHL BRNG	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	STOPS ENGINE	ROTATE MIR.	PLN FRNT BRKS	PLN REAR BRKS	ROT & BALA TIRES	SHO COOL SYS	ADJUST CLUTCH	MAINTENC. INS	REPAIR A/C	S.E.C. SYS CHECK	L.O.F. SPECIAL	FORD MAINT.	4 WHEEL ALIGN				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachographs, Radar Detectors, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

	TECH	OPERATION	HRS
10K SERVICE	DT	[illegible]	0.2
Comment	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH

RO 22386-1 *TAG 0427* LIC: MD 1 SVC ADV: 287 TROY V. GRESHAM

[redacted] MR 94 **VIN: 2FALP74W7 RX126232*

FORD CROWN VIC
LX 4DR SDN
LICENSE: MD 1 DK RED/MAR CAR
MFG CODE: 27H418 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 5073 CURRENT: 9870
AVG PER DAY: 44 PER MONTH: 1320

EDGEWATER
MD [redacted]

RCSV

HOME: [redacted]
WORK:

DIST CODE: 1FA

WARNING: POSSIBLE RECHECK 06/23/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
09/06/95 07:48:29

****PRINTED DATE: 09/06/95 TIME: 1400 ****

E982-825 44548

FORD

Koons Ford of Annapolis

FORD

LOCAL 224-2100 | BALTO 841-6560 | WASHINGTON 251-8220 | EASTERN SHORE 352-1415

2540 Riva Rd.

TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS

1. WRITE YOUR ORDER ON THIS ENVELOPE.
2. LOCK YOUR CAR AND PARK IT IN THE ASSIGNED AREA. DO NOT LEAVE CAR IN DRIVEWAY.
3. PLACE YOUR KEYS IN THIS ENVELOPE.
4. BE SURE TO LEAVE A PHONE NO. WHERE YOU CAN BE REACHED.
5. DROP ENVELOPE IN MAIL SLOT IN SERVICE ENTRANCE DOOR.

T-427

NAME: [redacted] LIC. PLATE: [redacted]

ADDRESS: [redacted]

CITY: EDGEWAR[redacted] [redacted] Mileage: 98 70

Home Phone: [redacted] Business Phone: [redacted]

What time will you call for your car? 3:30 a.m./p.m.

Year: 94 Make & Model: Crown Vic Color:

USE THIS HANDY CHECK LIST

- ☐ 40K MILE SERV.
- ☐ LUBRICATION SERVICE
- ☐ CHANGE ENGINE OIL
- ☐ CHANGE TRANS. OIL
- ☐ CHANGE DIFF. OIL
- ☐ REPACK FT. WHEEL BEAR.
- ☐ TUNE ENGINE
- ☐ ALIGN FRONT WHEELS
- ☐ BALANCE TIRES
- ☐ ADJUST BRAKES
- ☐ ADJUST PARKING BK.
- ☐ INSPECT BRAKES
- ☐ INSP. EXHAUST SYS.
- ☐ AIM HEADLIGHTS
- ☐ OIL LEAKS (FT)
- ☐ OIL LEAKS (FR)
- ☐ ADJUST CLUTCH
- ☐ UNDERCOAT
- ☐ BODY REPAIR ESTIMATE

Other Work (Details)

CUSTOMER'S RIGHTS

1. Customer wants replaced parts if not returnable under warranty. YES ___ NO ___.
2. Do you want written estimate since it exceeds $50. YES ___ NO ___. (P.G. COUNTY $25.00)
3. Customer agrees that he may be charged not more than 10% of the cost of the written estimate without his consent.
4. Customer consent for additional repairs YES ___ NO ___.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control nor for [illegible] or any other cause beyond our control.

PLEASE SIGN [redacted]

YOU WILL BE CALLED AND GIVEN AN ESTIMATE BEFORE ANY WORK IS PERFORMED, UNLESS OTHERWISE ARRANGED. I understand, because of the EARLY BIRD SERVICE, I am unable to receive a copy of the estimated cost.

Time of call ___:___ A.M. P.M. Okay Yes ☐ No ☐

Do you want old parts? Yes ☐ No ☐

EM-MSR-CUST

Reviewed - Requests [illegible]

2FALP74537RM 12/26/232

ER02-025 44541

[illegible]

[illegible] 4 DOOR SEDAN LX

[illegible] VICTORIA

[illegible] (REGULAR) 4[illegible]ADDE 4 SPEED [illegible]

[illegible] RECALLS

NO RECALLS FOR VEHICLE

WARRANTY START DATE 02/28/95 RUTLD DATE [illegible]

EXTENDED SERVICE PLAN

[illegible] USA 1995 NEW 48/75,000 EXTRACARE

[illegible] OWNER NAME WILLIAM STIPSON

[illegible]

[illegible] 02/28/1999 & DIST: 75,000 RN/LI #25 [illegible] TO [illegible] R DVC, [illegible]

REPAIR DATE: [illegible]

[illegible] KOONS FORD OF ANNAPO

[illegible]

WARRANTY PLATE NUMBER: 018189

FUSE - REPLACE CHECK [illegible]

FUSE MISSING

(CODE NOT VERIFY)

PART NUMBER	PART DESCRIPTION	QTY	LABOR OP	CONDITION CODE [illegible]
[illegible]	FUSE-ELECTRICAL CIRC	001	[illegible]	[illegible]

REPAIR DATE: [illegible]

[illegible] KOONS FORD OF ANNAPO

[illegible]

WARRANTY PLATE NUMBER: 018189

ALTERNATOR - REMOVE AND [illegible]

ALTERNATOR SHORTED

PART NUMBER	PART DESCRIPTION	QTY	LABOR OP	CONDITION CODE [illegible]
[illegible]	FUSE-ELECTRICAL CIRC	001	[illegible]	[illegible]
[illegible]	ALTERNATOR LESS PULL	001	[illegible]	
[illegible]	REGULATOR ASY-ALTERN	001	[illegible]	
[illegible]	BRUSH W SPRING-ALTER	001	[illegible]	
[illegible]	MOTORCRAFT BATTERY	001	[illegible]	

EA02-025 44542

[redacted]

EDGEWATER
ANNE ARUNDEL
MD [redacted] UNITED STATES UNITED STATES
[redacted] (410) 111-1111
SRVC & CUST 907 WAR: 684 POL: MFG CD 27H4:2 [illegible] MI 5073
2FALP7AWTRX126202 MD 1 REL DATE 02/28/95 MILE 53 [illegible] 06/15/95
94 F000 CROWN VIC LX 4DR SDW DK RED/-- [illegible] DATE 02/95

RO W19189 06/21/95 5073 648 PTS= .76 POL= .00 TOT= 11.95
PREFERRED TREATMENT
LN32 TECH1-791 .20 OPR-CODE 14526A
FC 99 FP DRZZ14526D
TURN SIGNALS AND A/C INOP SEE CUS
T NOTE
FUSE MISSING
FUSE - REPLACE-CHECK OPERATION OF
AC & SIGNALS COULD NOT VERIFY

RO C10189 06/21/95 5073 648 PTS= 22.02 POL= .00 TOT= 42.04
PREFERRED TREATMENT
LN31 TECH1-791 .40 OPR-CODE 5K
94 5K SVC
COMPLETED SERVICE

RO C12365 03/09/95 99 946 PTS= 185.38 POL= .00 TOT= 365.20
PREFERRED TREATMENT
LN1 TECH1-134 3.00 OPR-CODE INSTALL
AUTH DW
INSTALL FORD 400 ALARM SYSTEM
INSTALL FORD 400 ALARM SYSTEM
LN2 TECH1-500 OPR-CODE INSTALL
AUTH DW
INSTALL AUTO ARMOR PROT. PKG.
INSTALL AUTO ARMOR PROT. PKG.

RO W10371 01/30/95 97 287 PTS= 362.63 POL= .00 TOT= 460.00
LN51 TECH1-889 .70 OPR-CODE 10346A
FC X1 FP F1VY10346B
GRN LIGHT ON
BATTERY & ALTERNATOR SHORTED
ALTERNATOR - REMOVE AND INSTALL O
R REPLACE
LN51-1 TECH1-889 .30 OPR-CODE 10200A
FC X1 FP F1VY10346B
ALTERNATOR CIRCUITS (USING VOLTME
TER) - TEST
LN51-2 TECH1-889 .30 OPR-CODE 10648B
FC X1 FP F1VY10346B
REPLACE BATTERY
LN51-3 TECH1-889 .50 OPR-CODE 14200A
FC X1 FP F1VY10346B
W WIRING ASSEMBLY - REPAIR

RO W20454 03/15/94 7 306 PTS= 155.57 POL= .00 TOT= [illegible]
LN50 TECH1-552 1.10 OPR-CODE 10949A
FC 33 FP 10949
SPEEDOMETER IN DASH DOES NOT READ
[illegible]

ER82-025 44543

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 5:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: W10192-4
2FALP74W7RX126292 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
CDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:17:53
ANNE ARUNDEL LIC: MD 1 STK#:000R0398
DATES: BEGIN: 062195 DONE: 062395 INSVC:022695 SOLD: 022695 PROD: 113090
ADV: 648 DC: IFA 27H410
HOME: [redacted] ODOMETER IN:5073 TX: 1
WORK: [redacted]
95174

LN					
52	TURN SIGNALS AND A/C INOP SEE CUS: TECH 791 LAB HRS		.2		11.19
	T NOTE		SANFORD, ROB		
	FUSE MISSING	526A			FC 59
	FUSE - REPLACE CHECK OPERATION O				
	AC & SIGNALS COULD NOT VERIFY				
VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @ EXTENDED
FMC#D9ZZ	14526 D	FUSE		2	.27 .54
		PARTS COUNT		2	

PARTS AMOUNT .76
LAB AMOUNT 11.19
LINE TOTAL - DEPT D 11.95

PARTS .76
LAB MECHANICAL 11.19
TOTAL CHARGES 11.95
FAC WARRANTY 11.95

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION
CUST-PAY MUST BE PRINTED ALSO

KAM 6/23

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. MENNELL
MO

PAGE 1 OF 1

ER02-825 44544

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE BEFORE IT EXCEEDS $50.00? YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMER'S SIGNATURE ____

TERMS: SEPARATE CHARGE MADE FOR DIAGNOSTIC WORK

CUSTOMER SIGNATURE X ____

ON BEHALF OF REPAIRING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, PREVIOUS CUSTOMER REPAIRS WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY PROBLEM OR MALFUNCTION INVOLVING SUBSEQUENT WARRANTY CLAIMS AND AVAILABLE FOR INSPECTION BY FORD MOTOR COMPANY FOR A PERIOD OF 90 DAYS FROM THE DATE OF REPAIRS.

SIGNATURE OF REPAIRING DEALER ____ DATE ____

* REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS OBTAINED IN-LIEU OR IN-WARRANTY. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF ____ PER HOUR.

@ FOR INFORMATIONAL: A FORM CHARGE EQUIVALENT TO 10% OF LABOR CHARGES IS INCLUDED FOR MISCELLANEOUS ITEMS ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSOLS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

CHARGE LINE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	3PO TRANSMISSION	TUNE UP 1PO/4	TUNE UP 6PO/8	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SERVICE ENGINE	STATE INSP.	RUN FRONT BRAKE	RUN REAR BRAKE	FOR 6 VAL 4 TIRES	3PO COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	E.E.E. SYS CHECK	L.S.F. SPECIAL	FORM MAINT.	4 WHEEL ALIGN					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS REPORTED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Brim Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

[redacted]

	TECH	OPERATION	HRS
94 5K SVC	791		
perform SF	OLH	FLG	FAILED PART
	RC	NET	CND / AUTH
TURN SIGNALS AND A/C INOP SEE CUS	791		
Install 15 amp fuse in position #10	OLH	FLG	FAILED PART
road test. Checked operation of a/c	RC	NET	CND / AUTH
system + turn signals could not verify			
any problem at this time. Advised	OLH	FLG	FAILED PART
	RC	NET	CND / AUTH
customer monitor and if			
this time	OLH	FLG	FAILED PART
	RC	NET	CND / AUTH

**RO 1818[illegible] *TAG 0704* LIC: MD 1 SVC ADV: 648 KARL R. PENNELL

[redacted]

MR 94 **VIN: 2FALP74W7 RX126232**
FORD CROWN VIC
LX 4DR SDN
LICENSE: MD 1 DK RED/MAR CAR
MFG CODE: 27H418 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 93 CURRENT: 5073
AVG PER DAY: . 4 PER MONTH: 120

EDGEWATER
MD [redacted]

HOME: [redacted]
WORK:

PREFERRED CUSTOMER 113 QCP QUALITY CHECK REQ. VAIII DIST CODE: 1FA 1.03

EXTENDED SVC PLAN: TYPE: EXTRA COMMERCIAL DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
06/21/95 16:35:35

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 06/21/95 TIME: 1600 ****

MODEL: P7[illegible]

TAG 0704 **RO 1818[illegible]** SVC ADV: 648 VIN: 2FALP74W7 RX126232

8A02-025 44545

FORD

Koons of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

H 3/28

E982-025 44546

RETURN ☐ CREDIT CARD ☐

CUSTOMER RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $25.00? YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER SIGNATURE _____

CUSTOMER SIGNATURE X

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE; UNLESS OTHERWISE SHOWN THE VEHICLE DESCRIBED HEREON HAS NOT BEEN REPAIRED, ALTERED, OR REPLACED UNDER THIS OR ANY OTHER CLAIM; THERE WAS NO VIOLATION FROM THE SPECIFICATIONS OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CORRECTED IN ANY WAY WITH ANY ADDITIVE, MODIFIER OR MEANS PROPOSED, SUGGESTED OR MADE AVAILABLE THEREIN BY YOUR FIRM THROUGH OR PRIOR TO THE DATE OF REPAIRS REPRESENTATION AT THE DEALERSHIP OR FOR SERVICE DAILY OPERATIONS DEPARTMENT.

DATE 3/21/

DEALER SERVICE MANAGER OR AUTHORIZED REPRESENTATIVE _____ DATE _____

REPAIRS CHARGED FOR THIS REPORT ARE PERFORMED. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE SHOWN OR REPLACED BY REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGE ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIALS: A TOTAL CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CHARGES, ETC.

CHANGE LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	INTO TRANSMISSION	TUNE UP MINOR	PK FT WHL BRKS	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	BODY REPAIR	BRAKE INSP.	SEN PRINT BRKD	SEN PRINT TRANS	HOT & SAL 4 TIRES	EVC COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	U.S.C. SYS CHECK	L.C.F. SPECIAL	FORD MAINT.	4 WHEEL ALIGN

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Beta Speakers, Tape Players or Radios and Personal Jobbers MUST be removed before the car is left for service. We are not responsible for these items.

[redacted]

[redacted]

	TECH	OPERATION		HRS
[redacted]	552			1
SPEEDOMETER TH DASH DOES NOT READ	OLH	FLG	FAILED PART	
Diag Speedometer Replace Head Assy	RC	NET	CND	AUTH
Insp Electrical Connection				
10878A-1.1	TECH	OPERATION		HRS
	OLH	FLG	FAILED PART	
	RC	NET	CND	AUTH
	TECH	OPERATION		HRS
	OLH	FLG	FAILED PART	
	RC	NET	CND	AUTH
	TECH	OPERATION		HRS
	OLH	FLG	FAILED PART	
	RC	NET	CND	AUTH

RO 90854-1 *TAG 0912* LIC: SVC ADV: 306 LAURIE HICKEY
000R0398 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
C002C LX 4DR SDN
308 88 3211 LICENSE: 552 DK RED/MAR CAR
SVC DLR: 1209001
P215/70 R15 STOCK NUMBER: 000R0398 INV ACCT: 1300
Diag. Speedometer, Repl. Head assy. PROD: 113093
CURRENT: 7
AVG PER DAY: PER MONTH:

DIST CODE: 1FA

03/15/94 11:17:45

****PROMISED DATE: 03/15/94 TIME: 1600 ****

MODEL# P74

ER82-025 44547

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 941-6550, WASHINGTON 261-6220
DIRECT LINE 266-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 3909 C RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR 6DN
EDGEWATER MD [redacted] INVOICED AT: 03/11/95 11:54:25
ANNE ARUNDEL LIC: MD STK#:000R0398 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC:022895 SOLD: 022895 PROD: 113093
ADV: 946 DC: 1FA ACCT: 031095 27H416
HOME: [redacted] ODOMETER IN:93 TX: 1

LN 51	INSTALL FORD 400 ALARM SYSTEM INSTALL FORD 400 ALARM SYSTEM	: TECH 134 : OP-INSTALL	186.00 CHAMBERS, JOHN AUTH-DW

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*F3AZ	19A361 C	KIT, E		1	185.38	185.38
	PARTS AMOUNT					185.38
	LAB AMOUNT					186.00
	LINE TOTAL - DEPT D					371.38

LN 52	INSTALL AUTO ARMOR PROT. PKG. INSTALL AUTO ARMOR PROT. PKG.	: TECH 500 : OP-INSTALL	S 484.55 MISC TECH SVC AUTH-DW
	LAB AMOUNT		484.55
	LINE TOTAL - DEPT D		484.55

PARTS	185.38
LAB-MECHANICAL	670.55
SUB-TOTAL	855.93
TAX	9.27
TOTAL-CHARGES	865.20
: VISA 004014	865.20

VISA//// MASTERCARD ////

LAB RATE: 62.00
PREFERRED TREATMENT
LG

LY3110

EA82-625 44549

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ RETURN ☐ CREDIT ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE BEFORE IT EXCEEDS $ _____? YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER SIGNATURE X

CUSTOMER SIGNATURE

REPAIRS CHARGED FOR THIS INVOICE ARE PERFORMED, ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIAL: A FLAT CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. (REPRESENTS SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PAIR, AEROSOL PAINTS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

CHARGE CODE	OIL CHANGE	OIL & FILTER	TRANSMISSION CONTROL	SVC TRANSMISSION	TUNE UP ENGINE	PETROL SYSTEM	DIESEL ENGINE	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	REPAIR TIRES	ADJUST BRAKE	SYSTEM	BLUE PRINT ENG	FLU FLUSH ENG	HOT & BALL WELD	BAD COOL JKT	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE AC	FREON SYS CHECK	LOF SPECIAL	FORD MAINT.	4 WHEEL ALIGN					
01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTIES 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tires, Tubes, Batteries, Radios, CB Radios, Tape Players or Radios and Personal Articles MUST be removed before car is left for service. We are not responsible for these items.

01 PAY TYPE: C CC: 0

INSTALL FORD 400 ALARM SYSTEM

	TECH	OPERATION	HRS
	134		3.0
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH

02 PAY TYPE: C CC: 0

	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND	AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART

RO 12565-3 *TAG 3909* LIC: MD SVC ADV: 946 DAVID W. WHEELER

94 *VIN: 2FALP74W7 RX126232**

8230 CARGUN ROAD

EDGEWATER
MD 21037

FORD CROWN VIC
LX 4DR SDN
LICENSE: MD DK RED/MAR CAR
MFG CODE: 27H418 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398 INV ACCT: 1300
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 37 CURRENT: 93
AVG PER DAY: PER MONTH:

PHONE: [redacted]

DIST CODE: 1FA

PREFERRED CUSTOMER 9
WARNING: POSSIBLE RECHECK 02/02/95

EXTENDED SVC PLAN: TYPE: EKTRA NUMBER: NA DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
03/09/95 18:02:40

NOTE: PREFERRED TREATMENT

****PROMISED DATE: 03/10/95 TIME: 1700 ****

MODEL# P74
TAG 3909 **RO 12565** SVC ADV: 946 VIN: 2FALP74W7 RX126232

ER82-025 44548

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 269-3067

P & A CODE 00069

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 3909 C P RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD[redacted] INVOICED AT: 03/10/95 13:20:00
ANNE ARUNDEL LIC: MD STK#: 000R0399 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 946 DC: 1FA 27H418
HOME: [redacted] ODOMETER IN: 93 TX: 1

LN	INSTALL FORD 400 ALARM SYSTEM	: TECH 134		186.00
51	INSTALL FORD 400 ALARM SYSTEM	:	CHAMBERS, JOHN	
		OP-INSTALL	AUTH-DW	

VEN PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*F3AZ 19A361 C	KIT,ELECT		1	185.38	185.38
PARTS AMOUNT					185.38
LAB AMOUNT					186.00
LINE TOTAL - DEPT D					371.38

LN	INSTALL AUTO ARMOR PROT. PKG.	: TECH 500	S	484.55
52	INSTALL AUTO ARMOR PROT. PKG.	:	MISC TECH SVC	
		OP-INSTALL	AUTH-DW	
	LAB AMOUNT			484.55
	LINE TOTAL - DEPT D			484.55

PARTS	185.38
LAB-MECHANICAL	670.55
SUB-TOTAL	855.93
TAX	9.27
TOTAL-CHARGES	865.20
CHECK RECEIVED	865.20

LAB RATE: 62.00
PREFERRED TREATMENT

DW

PAGE 1 OF 3

Paid Visa 3/10/95 DB

ER02-025 44550

FORD

Koons Ford of Annapolis

ISUZU

2840 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 5:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398

TAG: 9637 I P RO: 184907-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 12/10/93 10:10:07
DATES: BEGIN: 120893 DONE: 121093 PROD: 113093
ADV: 765- DC: 1FA STK#: 000R0398 5020

ODOMETER IN: 4 TX: 1

LN			
	PDI	TECH 749 LAB HRS 1.7	68.85
51	PDI	SELBY, JOSEPH	
	PDI	OP-PDI	
			0
	LAB AMOUNT		68.85
	LINE TOTAL - DEPT		68.85
		MAJOR MECHANICAL	68.85
		CHARGES	68.85
		INTERNAL	68.85

LAB RATE: 54.00
INTERNAL

MS PAGE 1 OF 1

Koons Ford of Annapolis

EA02-025 44551

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE FOR WARRANTY. YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $: 68 ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMER'S SIGNATURE ____

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

CUSTOMER SIGNATURE X ____

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN SERVICE SERVICES WERE PERFORMED AT NO CHARGE TO CUSTOMER. THERE WAS NO AGREEMENT FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS GUARANTEE WERE CONNECTED IN ANY WAY WITH ANY ACCIDENT, SINISTER OR INJURY. RECORDS SUPPORTING THE CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF REPAIR. INFORMATION AT THE SERVICING DEALER FOR INSPECTION BY FORD DIVISION OF FORD

____ DEALER SERVICE MANAGER OR AUTHORIZED NUMBER ____ DATE ____

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE CHARGED OR IN-WRITING. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF ____ PER HOUR.

SHOP MATERIAL: A TOKEN CHARGE EQUIVALENT TO 1HR OF LABOR CHARGE IS INCURRED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS AND NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
CHANGE LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	AUTO TRANSMISSION	TUNE UP MINOR	PCV VAL. SERVICE	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	RUN FRONT BRKS	RUN REAR BRKS	TEST & BAL. 4 TIRES	SVC COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	E.E.C. SYS CHECK	L.O.J. SPECIAL	PERIO MAINT.	4 WHEEL ALIGN				

VEHICLES LEFT OVER 48 HRS SUBJECT TO A STORAGE CHARGE @ $0.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Cave Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

DISTRIBUTION OF WORK TO BE DONE

TECH 749	OPERATION	HRS 1.7	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH

RO 84907-9 *TAG 9637* LIC: SVC ADV: 765 BROOK SHOULTS

000R0398 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0398 INV ACCT: 5020
PROD: 113093
CURRENT: 4

DIST CODE: IFA

12/08/93 14:43:40

255 NOTE: INTERNAL

****PROMISED DATE: 12/08/93 TIME: 1600 ****

MODEL# P74
TAG 9637 **RO 84907** SVC ADV: 765 VIN: 2FALP74W7 RX126232

ER02-025 44552

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6560, WASHINGTON 261-6220
DIRECT LINE 266-2067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398 TAG: 0796 W P RO: W10371-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52
STK#:000R0398 1300
DATES:- BEGIN: 013095 DONE: 020195 PROD: 113093
ADV: 287 DC: 1FA
ODOMETER IN:37 TX: 1
95033

LN 51	AMP LIGHT ON BATTERY & ALTERNATOR SHORTED ALTERNATOR - REMOVE AND INSTALL O: OP-10346A R REPLACE	: TECH 889 LAB HRS VOLTA, CARLO	.7	37.86 FC-X1
LN 51-1	ALTERNATOR CIRCUITS (UGI[illegible] TER) - TEST [illegible]200A	[illegible] 889 LAB HRS VOLTA, CARLO	.3	16.23 FC-X1
LN 51-2	REPLACE BATTERY	TECH 889 LAB HRS VOLTA, CARLO OP-10654B	.3	16.23 FC-X1
LN 51-3	WIRING ASSEMBLY - REPAIR	: TECH 889 LAB HRS VOLTA, CARLO OP-14200A	.5	27.06 FC-X1

VEN PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*E9AZ 14526 A	*WIR ASY-F		1	5.61	5.61
FMC*F1VY 10346 B	ALT ASY-		1	152.75	152.75
FMC*F0DZ 10316 A	REGULATOR		1	37.50	37.50
FMC*F1DZ 10947 A	HOLDER &		1	3.78	3.78
FMC BXT 65 650	BATTERY A		1S	83.14	83.14
	PARTS COUNT		5		
PARTS AMOUNT					362.63
LAB AMOUNT					97.40
LINE TOTAL - DEPT D					460.03

MG PAGE 1 OF 2

ER02-026 44553

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 269-3067

P & A CODE 00099

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 8:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0399

TAG: 0796 W P RO: W10371-9
2FALP74W7RX126232 DK RED/MA
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52

PARTS	362.63
LAB-MECHANICAL	97.40
TOTAL-CHARGES	460.03
FAC WARRANTY	460.03

LAB RATE: 62.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. OREGHAN
MB

Koons Ford of Annapolis

ER02-025 44554

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50.00 YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____

CUSTOMER'S SIGNATURE _____

BEFORE CHARGES FOR WORK WERE ADDED AND PERFORMED, ALL PARTS LISTED ARE U-USED OR R-REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR

CHANGE LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	2WD TRANSMISSION	TUNE UP MINOR	PM PT MIN. DRIVER	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	RUN PRINT LINE	RUN REAR LINE	INST & BALAT	SVC COOL SYS	ADJUST CLUTCH	ELECTRICAL	SERVICE A/C	U.S.C. SYS CHECK	L.O.F. SPECIAL	FORD WARR.	4 WHEEL ALIGN				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tapemasters, Radar Detectors, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

AMP LIGHT ON Clean Bat Terminal Battery	TECH	OPERATION	HRS
Remove Run Distribution Box	OLH	FLG	FAILED PART 10346
Inspect for Faults before Main	RC	NET	CND AUTH
Inside Fuse & Power Box	TECH	OPERATION	HRS
Check charge System	OLH	FLG	FAILED PART
Replace Alternator	RC	NET	CND AUTH
Intermittent Stalled	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND AUTH
	TECH	OPERATION	HRS
	OLH	FLG	FAILED PART
	RC	NET	CND AUTH

RO 103719 *TAG 0796* LIC: SVC ADV: 267 TROY V. GRESHAM
000R0398 94 **VIN: 2FALP74W7 R*126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0398 INV ACCT: 1300
PROD: 113993
ODOMETER: LAST: 7 CURRENT: 37
AVG PER DAY: PER MONTH:

DIST CODE: IPA

WARNING: POSSIBLE RECHECK 0000007

EXTENDED SVC PLAN: TYPE: NO NUMBER: ESP INFORMATION
IN FORCE: N

01/30/95 16:13:13

PROMISED DATE: 01/30/95 TIME: 1800 ****

MODEL# P7

TAG 0796 **RO 10371** SVC ADV: 267 VIN: 2FALP74W7 R*126232

ER82-025 44558

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00069

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: C16189-0
2FALP74W7RX126292 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:16:54

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

MG

ER02-025 44668

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 268-3067

F & A CODE 00068

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

X W.R. Simpson

[redacted]

TAG: 0704 C W P RO: C10189-
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:16:54
ANNE ARUNDEL LIC: MD 1 STK#: 000R0398
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 648 DC: 1F8 271418
HOME: [redacted] ODOMETER IN: 5073 TX: 1
WORK:

LN 94 5K SVC : TECH 791 S 23.20
31 COMPLETED SERVICE SANFORD, ROD

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJUST					4.03-
	LINE TOTAL - DEPT D					36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03-
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
CASH DUE	42.09

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION-
WARRANTY MUST BE PRINTED ALSO

MD PAGE 1 OF 3

ER82-825 44557

[redacted] FORD

[redacted] FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-5850, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00069

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 0704 C W RO: C16169-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

KRP 6/23

EA82-825 44558

FORD

Koons Ford of Annapolis

FORD

2640 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 281-8220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C W RO: C16189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34
ANNE ARUNDEL LIC: MD 1 STK#: 000R0398
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 648 DC: 1FA 27H418
HOME: [redacted] ODOMETER IN: 5073 TX: 1
WORK:

LN 94 5K SVC | TECH 791 S 23.20
01 COMPLETED SERVICE | SANFORD, ROB
OP-5K

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJUST					4.03-
	LINE TOTAL - DEPT D					36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03-
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
VISA 004014	42.09

VISA//// MASTERCARD ////

KAW 6/23

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION
WARRANTY MUST BE PRINTED ALSO
RM

ER02-825 44559

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8650, WASHINGTON 261-8220
DIRECT LINE 265-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C W RO: C16169-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

KRW 6/23

EA02-025 44580

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
APR 01 1997
OFFICE OF THE GENERAL COUNSEL

SERVICE HOURS
MONDAY-SATURDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398 TAG: 0796 W P RD: W10371-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52
SFK#:000R0398 1300
DATES: DEGIN: 013095 DONE: 020195 PROD: 113093
ADV: 287 DC: 1FA
ODOMETER IN: 37 TX: 1
95033

LN 51	AMP LIGHT ON BATTERY & ALTERNATOR SHORTED ALTERNATOR - REMOVE AND INSTALL OR REPLACE	TECH 889 LAB HRS .7 VOLTA, CARLO OP-10346A		37.06 FC-X1
LN 51-1	ALTERNATOR CIRCUITS (USING VOLTMETER) - TEST	TECH 889 LAB HRS .3 VOLTA, CARLO OP-10200A		16.23 FC-X1
LN 51-2	REPLACE BATTERY	TECH 889 LAB HRS .3 VOLTA, CARLO OP-10654B		16.23 FC-X1
LN 51-3	WIRING ASSEMBLY - REPAIR	TECH 889 LAB HRS .5 VOLTA, CARLO OP-14200A		27.06 FC-X1

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*E9AZ	14526 A	*WIR ASY-F		1	5.61	5.61
FMC*F1VV	10346 B	ALT ASY--		1	152.75	152.75
FMC*F0DZ	10316 A	REGULATOR		1	37.50	37.50
FMC*F1DZ	10347 A	HOLDER &		1	3.78	3.78
FMC BXT	65 650	BATTERY A		1C	83.14	83.14
		PARTS COUNT		5		

PARTS AMOUNT	362.63
LAB AMOUNT	97.40
LINE TOTAL - DEPT D	460.03

MG

ER82-028 44582

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 266-3087

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398

TAG: 0796 W P RO: W10371-P
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 11:17:52

PARTS	362.63
LAB-MECHANICAL	97.40
TOTAL-CHARGES	460.03
FAC WARRANTY	460.03

LAB RATE: 62.00

IF YOU HAVE ANY QUESTIONS PLEASE SEE TROY V. GRESHAM
MG

PAGE 2 OF 2

FN 2/2

ER02-625 44563

CUSTOMER PAY [ ] WARRANTY [ ]

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT REI ... BLE UNI
YES _____ NO _____
2. DO YOU WISH A WRITTEN ESTIMATE SINCE IT EXCEEDS $50.00 Y
NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE TH
COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____

CUSTOMER'S SIGNATURE

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR

WEB CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS I.E. APPLICABLE SUPPLY ITEMS AND NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, B.S. BATTERY CLEANERS, ETC.

STORAGE FEE AFTER 30 HRS. SUBJECT TO A STORAGE CHARGE - $10.00 PER DAY

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

CHANGE LUBE	OIL CHANGE	OIL & FILTER	SNUBBER CONTROL	SVC TRANSMISSION	TUNE UP MINOR	PK FT WHL BRGS	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	RUN FRONT BRGS	RUN REAR BRG	NOT & BAL 4 T	SVC COOL SYS	ADJUST CLUTCH	ELECTRICAL S	SERVICE A/C	4 & 6 CYL SVC TS	L.O.F. SPECIAL	FORD GUARD	4 WHEEL ALIGN				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

INSTRUCTIONS OR WORK TO BE DONE

PAY TYPE: W	CCT	TECH	OPERATION		HRS
AMP LIGHT ON Charge Bat Replace Battery					
CAUSE		OLH	FLG	FAILED PART 10346	
Remove Rear Distribution Box					
CORRECTION		RC	NET	CND	AUTH
Inspect for Shorts Replace Main					
COMPLAINT		TECH	OPERATION		HRS
Smell Burnt at Power Box					
CAUSE		OLH	FLG	FAILED PART	
Check charging system					
CORRECTION		RC	NET	CND	AUTH
Replace Alternator					
COMPLAINT		TECH	OPERATION		HRS
Intermittent Shorted					
CAUSE		OLH	FLG	FAILED PART	
CORRECTION		RC	NET	CND	AUTH
COMPLAINT		TECH	OPERATION		HRS
CAUSE		OLH	FLG	FAILED PART	
CORRECTION		RC	NET	CND	AUTH

RO 103719-7 *TRO 0795* LIC: SVC ADV: 287 TROY V. GRESHAM

000R0398 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0398 INV ACCT:1300
PROD:113093
ODOMETER: LAST: 7 CURRENT: 37
AVG PER DAY: PER MONTH:

DIST CODE: 1FA

WARNING: POSSIBLE RECHECK 0000007

EXTENDED SVC PLAN: TYPE: NO NUMBER:ESP INFORMATION
IN FORCE: N

01/30/95 16:13:13

****PROMISED DATE: 01/30/95 TIME: 1800 ****

MODEL# P7

LT: 3 (795) # RO 103719 SVC ADV 287 ER02-025 44584

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 3909 C RO: C12565-3
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 03/11/95 11:54:25
EDGEWATER MD [redacted]
ANNE ARUNDEL LIC: MD STK#:000R0398 1300
DATES: BEGIN: 030995 DONE: 031095 INSVC:022895 SOLD: 022895 PROD: 113093
ADV: 946 DC: 1FA ACCT: 031095 27H418
HOME: [redacted] ODOMETER IN:93 TX: 1

LN	INSTALL FORD 400 ALARM SYSTEM	: TECH 134		186.00
51	INSTALL FORD 400 ALARM SYSTEM	:	CHAMBERS, JOHN	
		OP-INSTALL	AUTH-DW	

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*F3AZ	19A361 C	KIT ELECT		1	185.38	185.38
	PARTS AMOUNT					185.38
	LAB AMOUNT					186.00
	LINE TOTAL - DEPT D					371.38

LN	INSTALL AUTO ARMOR PROT. PKG.	: TECH 500	S	484.55
52	INSTALL AUTO ARMOR PROT. PKG.	:	MISC TECH SVC	
		OP-INSTALL	AUTH-DW	
	LAB AMOUNT			484.55
	LINE TOTAL - DEPT D			484.55

PARTS		185.38
LAB-MECHANICAL		670.55
SUB-TOTAL		855.93
TAX		9.27
TOTAL-CHARGES		865.20
VISA	004014	865.20

VISA//// MASTERCARD ////

LAB RATE: 62.00
PREFERRED TREATMENT
LG

#NC110

ER02-825 44585

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL RETURN ☐ TERMS CREDIT CARD ☐

CUSTOMER'S RIGHT

1. CUSTOMER WANTS REPLACED PARTS IF NOT REPLACEABLE UNDER WARRANTY, YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $30., YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMER'S SIGNATURE

REPAIRS CHARGED FOR WERE ORDERED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE NOTED. REBUILT OR REPAIRED. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF $ PER HOUR.

SHOP MATERIAL: A TOKEN CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANING, ETC.

1 CHANGE LUBE	2 OIL CHANGE	3 OIL FILTER	4 EMISSION CONTROL	5 INSP TRANSMISSION	6 TUNE UP MINOR	7 INSP FUEL SYSTEM	8 INSPECT BRAKES	9 BALANCE WHEELS	10 FRONT END ALIGN	11 SAFETY INSP.	12 ROTATE TIRES	13 SCOPE ENGINE	14 STARTING	15 RUN PART BRKS	16 RUN HEAT ENG	17 INSP & BAL 4 TIRES	18 INS COOL SYS	19 ADJUST CLUTCH	20 ELECTRICAL SYS	21 SERVICE A/C	22 E.P.A. SYS CHECK	23 L.O.F. SPECIAL	24 FORD MAINT.	25 4 WHEEL ALIGN	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tools, Technician, Radio Records, Eyeglasses, Tape Player or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

01 PAY TYPE: C CC: 0
INSTALL FORD 400 ALARM SYSTEM

INSTRUCTIONS ON WORK TO BE DONE

01 COMPLAINT	TECH 134	OPERATION	HRS 3.0
CAUSE	OLH	FLG	FAILED PART
02 PAY TYPE: C CC: 0 CORRECTION INSTALL AUTO ARMOR PROT. PKG.	RC	NET	CND AUTH
02 COMPLAINT 45	TECH	OPERATION	HRS
CAUSE	OLH	FLG	FAILED PART
CORRECTION	RC	NET	CND AUTH
03 COMPLAINT	TECH	OPERATION	HRS
CAUSE	OLH	FLG	FAILED PART
CORRECTION	RC	NET	CND AUTH
04 COMPLAINT	TECH	OPERATION	HRS
CAUSE	OLH	FLG	FAILED PART
CORRECTION	RC	NET	CND AUTH

RO 12565-3 *TAG 3909* LIC: MD SVC ADV: 946 DAVID W. WHEELER

[redacted] MR 94 VIN: 2FALP74W7 RX126232**
FORD CROWN VIC
LX 4DR SDN
SDOEWATER LICENSE: MD DK RED/MAR CAR
HB: [redacted] MFG CODE: 27H418 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398 INV ACCT: 1300
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 37 CURRENT: 93
AVG PER DAY: PER MONTH:

HOME: [redacted]

DIST CODE: 1FA

PREFERRED CUSTOMER 9
WARNING: POSSIBLE RECHECK 02/02/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
03/09/95 18:02:40

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 03/10/95 TIME: 1700 ****

MODEL# P74
TAG 3909 **RO 12565** SVC ADV: 946 VIN: 2FALP74W7 RX126232

ER82-825 44588

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3097

P & A CODE 00069

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

000R0398

TAG: 9637 1 P RO: 184907-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 12/10/93 10:10:07
PROD: 113093
STK#: 000R0398 5020

DATES: BEGIN: 120893 DONE: 121093
ADV: 765 DC: 1FA

ODOMETER IN: 4 TX: 1

LN			
	PDI	TECH 749 LAB HRS 1.7	68.85
51	PDI	SELBY, JOSEPH	
	PDI	OP-PDI	
			0
	LAB AMOUNT		68.85
	LINE TOTAL - DEPT D		68.85

LAB-MECHANICAL	68.85
TOTAL-CHARGES	68.85
INTERNAL	68.85

LAB RATE: 54.00
INTERNAL

MS

EA02-825 44567

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐

CUSTOMER'S RIGHT

1. CUSTOMER WANTS REPLACED PARTS IF NOT RE[illegible]ABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50.. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS ENTERED U-USED OR R-REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIAL: A TOKEN CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
CHASSIS LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	SVC TRANSMISSION	TUNE UP MINOR	PK FT WHL BRKGS	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	RUN FRNT BRKS	RUN REAR BRKS	ROT & BAL 4 TIRES	SVC COOL SYS	ADJUST CLUTCH	ELECTRICAL SVS	SERVICE A/C	E.E.G. SYS CHECK	L.S.F. SPECIAL	FORD MAINT.	4 WHEEL ALIGN				

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

PG 1 OF 1

INSTRUCTIONS ON WORK TO BE DONE

01 COMPLAINT PDI	TECH 749	OPERATION		HRS 1.7	
CAUSE	OLH	FLG	FAILED PART		
CORRECTION	RC	NET	CND	AUTH	
02 COMPLAINT	TECH	OPERATION		HRS	
CAUSE	OLH	FLG	FAILED PART		
CORRECTION	RC	NET	CND	AUTH	
03 COMPLAINT	TECH	OPERATION		HRS	
CAUSE	OLH	FLG	FAILED PART		
CORRECTION	RC	NET	CND	AUTH	
04 COMPLAINT	TECH	OPERATION		HRS	
CAUSE	OLH	FLG	FAILED PART		
CORRECTION	RC	NET	CND	AUTH	

RO 84907-9 *TAG 9637* LIC: SVC ADV: 765 BROOK SHOULTS

000R0398 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0398 INV ACCT:5020
PROD:113093
CURRENT: 4

DIST CODE: 1FA

12/08/93 14:43:48

255 NOTE: INTERNAL

****PROMISED DATE: 12/08/93 TIME: 1600 ****

MODEL# P74
TAG 9637 **RO 84907** SVC ADV: 765 VIN: 2FALP74W7 RX126232

5A82-825 44568

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-5550, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00089

PROGRAM CODE	MECHANIC REFERENCE NUMBER
	AUTHORIZED SIGNATURE AND DATE
	APPROVAL CODE (IF ITEM) / CONTROLLER CODE
	DATE AND MILEAGE AT TIME OF VEHICLE ACCEPT
	DATE / DELIVERY PROMISE
	MO. DAY YR
	DATE AND MILEAGE AT TIME OF VEHICLE RELEASE
	DATE / MILEAGE OUT
	MO. DAY YR

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

```
000R0398                                   TAG: 0912        W P   RO: W90454-1
                                        2FALP74W7RX126232        DK RED/MAR
                                     94 FORD CROWN VIC LX 4DR SDN
                                        INVOICED AT:   03/21/94  12:05:13
DATES:  BEGIN: 031594  DONE: 032194                          PROD: 113093
ADV: 306   DC: 1FA                                     STK#: 000R0398 1300

                                   ODOMETER IN:7                    TX:   1

                                                                     94080
-----------------------------------------------------------------------------
LN   SPEEDOMETER IN DASH DOES NOT READ: TECH 552 LAB HRS    1.1      57.78
5:    OVER 20 MPH                     :                  MONK, ANTHONY
     LOOSE CONN.                      : OP-10848A                   FC-93
     DIAG.,REPL.HEAD ASSY.            : FP-10849
                                                                     A85
PART*FMC F3VY      10849 AR     *CLUSTER          QTY    1   111.12  111.12
                                PARTS COUNT              1
          PARTS AMOUNT                                              155.57
          LAB AMOUNT                                                 57.78
          LINE TOTAL  - DEPT D                                      213.35
-----------------------------------------------------------------------------
                                         PARTS                      155.57
                                         LAB-MECHANICAL              57.78
                                         TOTAL-CHARGES              213.35
                                         FAC WARRANTY               213.35
LAB RATE:     62.00
-----------------------------------------------------------------------------
MV                                                   PAGE  1 OF  1
```

13

H 3/27

E862-825 44569

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: RETURN ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

PARTS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW OR ARE IDENTIFIED USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIAL: A TOWN CHARGE EQUIVALENT TO 10% OF LABOR CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, ABRASIVE, SOLVENT, RAGS, TOWELS, BATTERY CLEANING, ETC.

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY

PARTS & LABOR WARRANTED 15,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Eure Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for those items.

CHANGE LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	SVC TRANSMISSION	TUNE UP MINOR	PK FT WHL BRKGS	INSPECT BRAKES	BALANCE WHEELS	FRONT END NOISE	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	RLR FRONT BRKS	RLR REAR BRKS	ROT & BAL 4 TIRES	SVC COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	E.E.C. SYS CHECK	LOA. SPECIAL	FORD MAINT.	4 WHEEL ALIGN				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

INSTRUCTIONS ON WORK TO BE DONE

01 COMPLAINT: PAY TYPE: C CC: ARS SPEEDOMETER IN DASH DOES NOT READ OVER 20 MPH	TECH 552	OPERATION		HRS
CAUSE: DIAG SPEEDOMETER. REPLACE HEADASSY	OLH	FLG	FAILED PART 10849	
CORRECTION: LOOSE INTERNAL CONNECTION	RC	NET	CND	AUTH
02 COMPLAINT: 105-78A - 1.1	TECH	OPERATION		HRS
CAUSE	OLH	FLG	FAILED PART	
CORRECTION	RC	NET	CND	AUTH
03 COMPLAINT	TECH	OPERATION		HRS
CAUSE	OLH	FLG	FAILED PART	
CORRECTION	RC	NET	CND	AUTH
04 COMPLAINT	TECH	OPERATION		HRS
CAUSE	OLH	FLG	FAILED PART	
CORRECTION	RC	NET	CND	AUTH

RO 90454-1 *TAG 0912* LIC: SVC ADV: 306 LAURIE HICKEY
000R0398 94 **VIN: 2FALP74W7 RX126292**

C002C FORD CROWN VIC
308 883LH LY 4DR SDN
LICENSE: DK RED/NAR CAR
SVC DLR: 120900
P215/70R15 STOCK NUMBER: 000R0398 INV ACCT: 1300
PROD: 113093
CURRENT: 7
AVG PER DAY: PER MONTH:

DIST CODE: 1FA.

03/15/94 11:17:42

***PROMISED DATE: 03/15/94 TIME: 1000

NOD: # 174

EA02-025 44570

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 251-8220
DIRECT LINE 266-3087

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted] TAG: 0704 C W P RO: W16182-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:17:53
ANNE ARUNDEL LIC: MD 1 STK#:000R0378
DATES: DEGIN: 062195 DONE: 062295 INSVC: 022095 SOLD: 022095 PROD: 110092
ADV: 643 DC: IFA 27141
HOME: ODOMETER IN: 5070 TX: 1
WORK: [redacted]
95174

LN					
52	TURN SIGNALS AND A/C INOP SEE CUS: TECH 791 LAB INS	.2			11.19
	T NOTE	1		SANFORD, ROB	
	FUSE MISSING	* OP-14526A			FC 59
	FUSE - REPLACE CHECK OPERATION OF				
	AC & SIGNALS COULD NOT VERIFY				

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC*D2ZZ	14526 B	FUSE		2	.27	.54
		PARTS COUNT		2		
	PARTS AMOUNT					.74
	LAB AMOUNT					11.19
	LINE TOTAL - DEPT D					11.93

PARTS	.74
LAB MECHANICAL	11.19
TOTAL CHARGES	11.93
FAC WARRANTY	11.93

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION-
CUST-PAY MUST BE PRINTED ALSO

KAM 6/23

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. MENNELL
MD PAGE 1 OF 1

E962-025 44571

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY.- YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50., YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMER'S SIGNATURE: [signature] 6/26/95

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY PLANT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF ____ PER HOUR

SHOP MATERIAL: A TOKEN CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
CHASSIS LUBE	OIL CHANGE	OIL & FILTER	BRAKE/WARN CONTROL	SYC TRANSMISSION	TUNE-UP MINOR	PH FT WHL BRKS	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	ALN RNT BRKS	ALN REAR BRKS	ROT & BAL 4 TIRES	SYC COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	M.E.C. SYS CHECK	L.O.F. SPECIAL	FORD MAINT.	4 WHEEL ALIGN				

ESTIMATE CHARGE FOR WORK NOT PERFORMED $ ____ PER DAY

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

INSTRUCTIONS ON WORK TO BE DONE

PG 1 OF 1

COMPLAINT	TECH	OPERATION	HRS
PAY TYPE: C CC: X99 94 5K SVC	791		
CAUSE	OLH	FLG	FAILED PART
perform SE			
CORRECTION	RC	NET	CND / AUTH
COMPLAINT: PAY TYPE: W CC: C05 TURN SIGNALS AND A/C INOP SEE C05	TECH 791	OPERATION	HRS
CAUSE: T NOTE	OLH	FLG	FAILED PART
Install 15 amp fuse in position #10			
CORRECTION	RC	NET	CND / AUTH
road test, check operation of a/c			
COMPLAINT	TECH	OPERATION	HRS
system + turn signals, could not verify			
CAUSE	OLH	FLG	FAILED PART
any problem at this time, run			
CORRECTION	RC	NET	CND / AUTH
service message, none found at			
COMPLAINT	TECH	OPERATION	HRS
this time			
CAUSE	OLH	FLG	FAILED PART
CORRECTION	RC	NET	CND / AUTH

RO 18189-6 *TAG 0704* LIC: MD 1 SVC ADV: 648 KARL R. PENNELL

[redacted] MR 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: MD 1 DK RED/MAR CAR
MFG CODE: 27H418 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 93 CURRENT: 5073
AVG PER DAY: 4 PER MONTH: 120

EDGEWATER
MD [redacted]

HOME: [redacted]
WORK:

PREFERRED CUSTOMER 113 QCP QUALITY CHECK REQ. DIST CODE: 1FA

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NO DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
06/21/95 16:35:35

25# NOTE: PREFERRED TREATMENT

****PROMISED DATE: 06/21/95 TIME: 1600 ****

MODEL# P7

EA02-025 44572

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-8100, BALTIMORE 841-8550, WASHINGTON 251-8220
DIRECT LINE 268-3087

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C W P RO: C18109-
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:16:54
ANNE ARUNDEL LIC: MD 1 STK#:000R0390
DATES: BEGIN: 062195 DONE: 062395 INSVC:022695 SOLD: 022695 PROD: 113093
ADV: 640 DC: 1FA 271410
HOME: [redacted] ODOMETER IN:5073 TX: 1
WORK:

LN 94 5K SVC TECH 791 6 23.20
31 COMPLETED SERVICE SANFORD, ROD
02.5K

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 020	FILTER AO		1	0.63	0.63
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJUST					4.03
	LINE TOTAL - DEPT D					36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
CASH DUE	42.09

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION-
WARRANTY MUST BE PRINTED ALSO

MO PAGE 1 OF 3

EA62-625 44673

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-5220
DIRECT LINE 268-3067

P & A CODE 00089

PROBLEM CODES	[redacted]
REPAIR 1	
REPAIR 2	
REPAIR 3	
DIAGNOSED SOLUTION AND PLAN	
APPROVAL CODE OR NO.	COMPLAINT CODE
DATE AND MILEAGE AT TIME OF VEHICLE PRESENT	
DATE	MILEAGE (ID TERMS)
MO. DAY YR.	
DATE AND MILEAGE AT TIME OF VEHICLE RELEASE	
DATE	MILEAGE (ID TERMS)
MO. DAY YR.	

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 0704 C W RO: C18189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

BJM

ER02-825 44574

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD • ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C W RO: C18189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34
ANNE ARUNDEL LIC: MD 1 STK#: 000R0398
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 648 DC: 1FA 27H418
HOME: ODOMETER IN: 5073 TX: 1
WORK: [redacted]

LN 94 5K SVC : TECH 791 S 23.20
01 COMPLETED SERVICE : SANFORD, ROB
: OP-5K

MEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJUST					4.03-
	LINE TOTAL - DEPT D					36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03-
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
VISA 004014	42.09

VISA//// MASTERCARD ////

KAW 6/23

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION:
WARRANTY MUST BE PRINTED ALSO
KM

ER82-025 44575

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-5650, WASHINGTON 261-5220
DIRECT LINE 266-3067

P & A CODE 00069

PROGRAM CODE	[redacted]
REMARK 1	
REMARK 2	
REMARK 3	AUTHORIZED SIGNATURE AND DATE
	APPROVAL CODE ORIGIN / COMPLAINT CODE
	DATE AND MILEAGE AT TIME OF VEHICLE REWORK
	DATE / MILEAGE (NO TENTHS)
	MO. DAY YR.
	DATE AND MILEAGE AT TIME OF VEHICLE RELEASE
	DATE / MILEAGE (NO TENTHS)
	MO. DAY YR.

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 8:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAC: 0704 C W P RO: 018189-4
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 14:16:54

IF YOU HAVE ANY QUESTIONS -- PLEASE SEE KARL R. PENNELL

MG

ER62-625 44578

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-8650, WASHINGTON 261-8220
DIRECT LINE 269-3087

P & A CODE: 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICKUP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 10A27 C RO: C229B6-1
2FALP[illegible]126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 09/06/95 10:15:16
MD [redacted]
LIC: MD 1 STK#: 000R0398
ANNE ARUNDEL
DATE: REGIN: 090695 DONE: 090695 INSVC: 022895 SOLD: 022895 PROD: 113094
27H410
DC: 1FA
ODOMETER IN: 9870 TX: 1
[redacted]

LUBE SERVICE		TECH 707		S	11.60
COMPLETED SERVICE			REED, DERICH L.		
		OP-10K			
PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FL 820	FILTER		1	8.63	8.63
XO 5W30 QSP	MOTOR		5	3.31	16.55
PARTS AMOUNT					25.18
LAB AMOUNT					11.60
SERVICE SPECIAL ADJUSTMENT					11.60-
LINE TOTAL - DEPT D					24.95

PARTS	25.18
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.60-
SUB-TOTAL	27.27
TAX	.78
TOTAL CHARGES	28.05
VISA # 004014	28.05

VISA //// MASTERCARD ////

DATE: 64.00

IF YOU HAVE ANY QUESTIONS -- PLEASE SEE TROY V. GRESHAM

E082-825 44577

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-5560, WASHINGTON 251-6220
DIRECT LINE 266-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 8:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:30 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0427 C P RO: C22386-1
2FAL P74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD[redacted] INVOICED AT: 09/06/95 08:52:09
ANNE ARUNDEL LIC: MD 1 STK#: 000R0398
DATES: BEGIN: 090695 DONE: 090695 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 287 DC: 1FA 27H410
HOME: ODOMETER IN: 9870 TX: 1
WORK: [redacted]

LN 10K SERVICE TECH 707 S 11.60
COMPLETED SERVICE REED, DERICH L.

OPN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE	EXTENDED
FMC	FL 820	FILTER		1	8.69	8.69
FMC	XO 5W30 QSP	MOTOR O		5	3.31	16.55
	PARTS AMOUNT					25.18
	LAB AMOUNT					11.60
	SERVICE SPECIAL ADJUST					11.83-
	LINE TOTAL - DEPT D					24.95

PARTS	25.18
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.83-
SUB-TOTAL	27.27
TAX	.78
TOTAL-CHARGES	28.05
CASH DUE	28.05

LAB RATE: 64.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM

MD

PAGE 1 OF 2

ER02-625 44578

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL SCRAP ☐ RETURN ☐ TERMS: CASH ☐ CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY, YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50., YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY SPONSOR NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

ON BEHALF OF REPAIRING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. REPAIRS OTHERWISE WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO ALTERATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, MALFUNCTION OR WEAR. REGARDS SUPERSEDING THIS CLAIM ARE AVAILABLE FOR 11 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE REPAIRING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X _____ SIGNATURE (SERVICE MANAGER OR AUTHORIZED REPRESENTATIVE) _____ DATE _____

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIAL: A TOTAL CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. AT PLACES, SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, ABRASIVES, SOLVENT, RAGS, TOWELS, BATTERY CLEANING, ETC.

1 CHARGE LUBE	2 OIL CHANGE	3 OIL & FILTER	4 SERVICE CONTROL	5 SPC TRANSMISSION	6 TUNE UP MINOR	7 FIX FT WHL BRAKE	8 REPACK WHEELS	9 BALANCE WHEELS	10 FRONT END ALIGN	11 SAFETY INSP.	12 ROTATE TIRES	13 SCOPE ENGINE	14 STATE INSP.	15 RUN PART SHOP	16 RUN REAR BRKS	17 ROT & BAL 4 TIRES	18 INSP COOL SYS	19 ADJUST CLUTCH	20 ELECTRICAL SYS	21 SERVICE A/C	22 E.E.S. SYS CHECK	23 L.O.K. SPECIAL	24 FOR WORK	25	26	27	28	29
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometer, Radio Detector, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PG 1 OF 1

[redacted] INSTRUCTIONS ON WORK TO BE DONE

[redacted]

10K SERVICE

Completed

TECH	OPERATION	HRS
707	[redacted]	0.2

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

RO 22396-1 *TAG 0427* LIC: MD [redacted] SVC ADV: 287 TROY V. GRESHAM

[redacted] MR 94 **VIN: 2FALP74W7 RX126232*

FORD CROWN VIC

LX 4DR SDN

EDGEWATER LICENSE: MD 1 DK RED/MAR CAR

MD [redacted] MFG CODE: 27H418 SVC DLR: 209001 SLM: 912

STOCK NUMBER: 000R0398

IN-SVC: 022895 SOLD: 022895 PROD: 113093

ODOMETER: LAST: 5073 CURRENT: 9870

AVG PER DAY: 44 PER MONTH: 1320

RCSV

HOME: [redacted]

WORK:

DIST CODE: 1FA

WARNING: POSSIBLE RECHECK 06/23/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00

IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899

09/06/95 07:48:2

PROMISED DATE: 09/06/95 TIME: 1400 ***

EA02-025 44579

Michelle
95-7760

McChesney & Dale, P.C.

Attorneys At Law
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4000 Mitchellville Road
Bowie, MD 20716

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Suite 300
Washington, D.C. 20036

2 Wisconsin Circle, Suite 640
Chevy Chase, MD 20815

5661 Columbia Pike, Suite 100
Falls Church, VA 22041
(703) 998-0732

July 30, 1996

Mr. Harold E. Keyes
Senior Claims Analyst
Office of General Counsel
Ford Motor Company
Parklane Towers West, Suite 300
3 Parklane Blvd.
Dearborn, Michigan 48126-2568

RE: [redacted]

Dear Mr. Keyes:

This is a corrected copy of the letter sent to you dated July 25, 1996, signed by Charles F. Fuller. We apologize for any confusion this may have caused. "Please be advised that this firm has been retained to represent [redacted] in his claim for damages arising out of the September 21, 1995 fire involving his 1994 Ford Crown Victoria, VIN 2FLAP74WRX126232. [redacted], as well as Koons Ford of Annapolis, Inc., have previously provided you with notice of this incident and [redacted] intention to make a claim against Ford."

Please forward all future correspondence Charles F. Fuller at the above referenced address.

I thank you for your consideration.

Very truly yours,

Agnes Bowersox

Agnes Bowersox
Paralegal

cc: [redacted]
e-mail [illegible]

Rec'd
8-5

SUGGESTED RETAIL PRICE | AMOUNT

BATCH-ID S170000018 D TA AA

PRICE LEVEL 410130P74 VIN: 2FALP74W7RX126232
REQUESTOR: HATHAWAY CASE: SIMPSON W

This INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REBATES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FORD MOTOR COMPANY TO THE DEALER.
* THIS PORTION OF THE VEHICLE PRICE WILL BE PROVIDED TO THE APPROPRIATE FDAF (LMDA) TO SUPPORT REGIONAL DEALER ADVERTISING.

REGIONAL MARKETING ADVERTISING *	INVOICE TOTAL	LESS HOLDBACK FORD DEALER ACCOUNT	LESS APPROX. FREIGHT PDI COST NOT FOR DEALER ACCOUNT	NET INVOICE LESS HOLDBACK & FIN. COST	A PLAN

SOLD TO
KOONS FORD OF ANNAPOLIS INC 27H418
2540 RIVA ROAD
ANNAPOLIS MD 21401

FURTHER TERMS ON REVERSE SIDE

TO	IN	STATE
2		MD

PLT RLSE DTE 11/30/93
CN03

SHIP TO (IF OTHER THAN ABOVE) 27418

DATE	INV. PREPARED		ITEM NUMBER	TRM	TRANSM
11	23	93	27-1216	5H	12

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO.	FINAL ASSEMBLY POINT	FINANCE COMPANY AND/OR BANK
2FALP74W7RX126232	ST. THOMAS	FORD MOTOR CREDIT 000001

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY

DEALER COPY

EA82-826 44583

		SUGGESTED RETAIL PRICE		AMOUNT	
	1994 (WN VIC LX 4-DOOR	20	5 00	19096	00
EG	ELECTR.C RED C/C METALLIC				
5H	MOCHA CLOTH				
	PREFERRED EQUIPMENT PKG.114A	4370	00	3911	00
12H	.FRONT CARPETED FLOOR MATS				
12Q	.REAR CARPETED FLOOR MATS				
47J	.ILLUMINATED ENTRY SYSTEM				
524	.LEATHER-WRAP STEERING WHEEL				
943	.LIGHT/DECOR GROUP				
68A	.GROUP 1:				
	.REAR WINDOW DEFROSTER				
	.POWER LOCK GROUP				
	.SPEED CONTROL				
65C	.GROUP 2:				
	.POWER RADIO ANTENNA				
47A	.GROUP 3:				
	.CORNERING LAMPS				
	.CAST ALUMINUM WHEELS				
65D	.GROUP 4:				
	.DUAL 6-WAY POWER SEATS				
	.REMOTE KEYLESS ENTRY				
	.REAR AIR SUSPENSION				
	.ELECTRONIC GROUP				
	.HIGH-LEVEL AUDIO SYSTEM				
	.ANTI-LOCK BRAKES/TRACTION CTL				
	.AUTO DIM ELECTRONIC MIRROR				
99W	.4.6L OHC SEFI V8 ENGINE	NC		NC	
44P	.ELECTRONIC AUTO O/D TRANS	NC		NC	
T87	.P215/70RX15 BSW TIRES	NC		NC	
153	FRONT LICENSE PLATE BRACKET		NC	NC	
	TOTAL VEHICLE & OPTIONS	25085	00	23007	00
	DESTINATION & DELIVERY	575	00	575	00
	TOTAL BEFORE DISCOUNTS	25660	00	23582	00
	**$SPECIAL ADDED DISCOUNTS$	935	00-	851	00-
	SPECIAL-VALUE DISCOUNT	1140	00-	1034	00-
	TOTAL SAVINGS	2075	00-	1885	00-
	TOTAL FOR VEHICLE	23585	00		
	10 U.S. GAL GAS FACTORY			14	50
	PRICED DORA				50
	BATCH-ID S170000018 D TA AA				
	SCHEDULE-B LEVEL 00000				
	PRICE LEVEL 410130P74	VIN: 2FALP74W7RX136232			
	SHIPPING WEIGHT 3439 LBS.				

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REBATES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FORD MOTOR COMPANY TO THE DEALER.
* THIS PORTION OF THE VEHICLE PRICE WILL BE PROVIDED TO THE APPROPRIATE FOAF (LMDA) TO SUPPORT REGIONAL/DEALER ADVERTISING.

REGIONAL MARKETING/ ADVERTISING *	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS FORDCE FINANCING COST FOR DEALER ACCOUNT	NET INVOICE LESS HOLDBACK & FIN. COST	A PLAN
270.00	21,982.00	690.00	180.00	21,112.00	21,074.00

690.00 69.00 2026.00 .50 621.00 18916.00

SOLD TO
KOONS FORD OF ANNAPOLIS INC 27H418
2540 RIVA ROAD
ANNAPOLIS MD 21401

FURTHER TERMS ON REVERSE SIDE

TO	A	STATE
2		MD

PLT RLSE DTE 11/30/93 CN03

SHIP TO (IF OTHER THAN ABOVE) 27418

DATE INV. PREPARED			ITEM NUMBER	TRIM	TRANSIT
11	23	93	27-1216	5H	12

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO. 2FALP74W7RX136232 | FINAL ASSEMBLY POINT ST. THOMAS | FINANCE COMPANY AND/OR BANK FORD MOTOR CREDIT 00000

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY

DEALER COPY

EA82-825 44584

000000

2FALP..... A126232

Ford

Quality is Job 1.

VEHICLE DESCRIPTION

CROWN VICTORIA

1994 LX 4-DOOR
6-PASSENGER FULL SIZE
4.6L OHC SEFI V8 ENGINE
ELECTRONIC AUTO O/D TRANS

VIN 2FALP74W7RX 126232

EXTERIOR
ELECTRIC RED C/C METALLIC
INTERIOR
MOCHA CLOTH

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

EXTERIOR
- ALL SEASON BSW STEEL BELTED RADIAL TIRES
- DELUXE WHEEL COVERS
- CLEARCOAT PAINT
- UNIQUE LX TRIM/TINT GLASS
- INTERVAL WINDSHIELD WIPERS
- DUAL REMOTE POWER MIRRORS

INTERIOR
- CLOTH RECLINING SPLIT BENCH SEATS W/ARMRESTS
- TLT STR WHL/CRP HOLDERS
- AM/FM STEREO RADIO
- AUTO ON/OFF HEADLAMPS
- AUTO PARKING BRAKE RELEASE
- AIR CONDITIONING-CFC FREE
- POWER WINDOWS
- REMOTE FUEL DOOR RELEASE
- DRIVER FOOTREST
- CARGO NET/SPARE TIRE CVR

MECHANICAL
- 4.6L OHC V8 ENGINE
- ELECTRONIC 4-SPD AUTOMATIC OVERDRIVE TRANSMISSION
- SLA FR/4-BAR LINK REAR COIL SPRING SUSPENSION
- SPEED SENSITIVE VARIABLE ASSIST POWER STEERING
- NITROGEN GAS-PRESSURIZED FR/RR SHOCK ABSORBERS

SAFETY
- DUAL (DRVR/PASS) AIR BAGS
- FR/RR 3-PT SAFETY BELTS / SHOULDER HARNESSES WITH COMFORT ADJUSTMENT
- CHILDPROOF REAR DOOR LOCKS
- POWER 4-WHEEL DISC BRAKES

WARRANTY
- 36/36 BUMPER TO BUMPER
- ROADSIDE ASSISTANCE

PRICE INFORMATION — Manufacturer's Suggested Retail Price

STANDARD VEHICLE PRICE	$18715.00
OPTIONAL EQUIPMENT	
PREFERRED EQUIPMENT PKG.114A	4371.00
.FRONT CARPETED FLOOR MATS	
.REAR CARPETED FLOOR MATS	
.ILLUMINATED ENTRY SYSTEM	
.LEATHER-WRAP STEERING WHEEL	
.LIGHT/DECOR GROUP	
.REAR WINDOW DEFROSTER	
.POWER LOCK GROUP	
.SPEED CONTROL	
.POWER RADIO ANTENNA	
.CORNERING LAMPS	
.CAST ALUMINUM WHEELS	
.DUAL 6-WAY POWER SEATS	
.REMOTE KEYLESS ENTRY	
.REAR AIR SUSPENSION	
.ELECTRONIC GROUP	
.HIGH-LEVEL AUDIO SYSTEM	
.ANTI-LOCK BRAKES/TRACTION CTL	
.AUTO DIM ELECTRONIC MIRROR	
FRONT LICENSE PLATE BRACKET	NO CHARGE
TOTAL VEHICLE & OPTIONS	23086.00
DESTINATION & DELIVERY	575.00
TOTAL BEFORE DISCOUNTS	23661.00
OPTION PACKAGE SAVINGS COMPARED WITH BUYING THESE OPTIONS SEPARATELY	- 935.00
SPECIAL-VALUE DISCOUNT	- 1160.00
TOTAL SAVINGS	- 2075.00
TOTAL	$21501.00

CITY MPG
18

FUEL ECONOMY INFORMATION

HIGHWAY MPG
25

Actual Mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between 15 and 21 mpg in the city and between 21 and 29 mpg on the highway.

1994 CROWN VICTORIA,
4.6 LITER ENGINE,
(FEEDBACK FUEL SYSTEM),
8 CYLINDERS, FUEL INJECTION,
CATALYST, ELECTRONIC 4-SPEED
AUTOMATIC TRANSMISSION.

Estimated Annual Fuel Cost:$ 900

For Comparison Shopping all vehicles classified as LARGE have been found mileage ratings ranging from 16 to 21 mpg city and 24 to 29 mpg highway.

2FALP74W7RX126232

SOLD TO
KOONS FORD OF ANNAPOLIS INC
2540 RIVA ROAD
ANNAPOLIS
MD 21401

SHIP TO

SHIP THROUGH

ITEM#: 27-1216

VEHICLE IDENTIFICATION NO.	MODEL NO.	PRODUCTION CODE			
2FALP74W7RX126232	27H 418	ST. THOMAS	CROWN	CROWN	5170 D T4 AA 418 D00806

EB02-025 44580

```
 XXXXXXXXXXXXXXXXXXXXXXX      XXXXXXXXXXXXXXXXXXXXXXXXXX      XXXXXXXXXXXX   XXXXXXXXXXXX     ************************
XXXXXXXXXXXXXXXXXXXXXXXXX     XXXXXXXXXXXXXXXXXXXXXXXXXXX     XXXXXXXXXXXX   XXXXXXXXXXXX     *                      *
XXX                     XXX   XXX                     XXX     XXX      XXX   XXX      XXX     *                      *
XXX XXXXXXXXXXXXXXXXXXXX XXX   XXX XXXXXXXXXXXXXXXXXXX XXX     XXXXXX XXXXXX   XXXXXX XXXXXX     ************************
XXX XXXXXXXXXXXXXXXXXXXXXXXX   XXX XXXXXXXXXXXXXXXXXXXXXX     XXXXXX XXXXXX   XXXXXX XXXXXX     *  GENERATED BY:       *
XXX XXX                XXXXXX  XXX XXX                XXXXXX        XXX XXX      XXX XXX        *  MICHELLE RATHAWAY   *
XXX XXX                        XXX XXX                             XXX XXX      XXX XXX        *                      *
XXX XXX                        XXX XXX                             XXX XXX      XXX XXX        *  PHONE: 337-1365     *
XXX XXX                        XXX XXX                             XXX XXX      XXX XXX        *                      *
XXX XXXXXXXXXXXXXXXXXXXXXX     XXX XXXXXXXX                        XXX XXX      XXX XXX        *  JOB: 06083531       *
XXX XXXXXXXXXXXXXXXXXXXXXXX    XXX XXXXXXXX              XXXXX     XXX XXX      XXX XXX        *                      *
XXX                     XXX    XXX        XX             X   X     XXX XXX      XXX XXX        *  JOBDATE: 08/01/96   *
 XXXXXXXXXXXXXXXXXXXXXXX XXX   XXX XXXXXXXX              XXXXX     XXX XXX      XXX XXX        *                      *
  XXXXXXXXXXXXXXXXXXXXXXX XXX  XXX XXXXXXXX                        XXX XXX      XXX XXX        *  TIME: 15:58:42      *
                       XXX XXX XXX XXX                             XXX XXX      XXX XXX        *                      *
                       XXX XXX XXX XXX                             XXX XXX      XXX XXX        *                      *
                       XXX XXX XXX XXX                             XXX XXX      XXX XXX        ************************
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XXXXXXX                XXX XXX XXX XXX              XXXXXXX        XXX XXX      XXX XXX
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XXX                     XXX   XXX                     XXX     XXX      XXX   XXX      XXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXX  XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX     XXXXXXXXXXXX   XXXXXXXXXXXX
  XXXXXXXXXXXXXXXXXXXXXXXXX   XXXXXXXXXXXXXXXXXXXXXXXXXXXXX      XXXXXXXXXXXX   XXXXXXXXXXXX
                             PRODUCTION VERSION 2.7
```

```
*****************************************************************************************************
*                                   VEHICLE HISTORY (SE-I) TYPE                                     *
*****************************************************************************************************
```

* MODEL YEAR = 96
* CUT-OFF DATE = 12JUL96
* REPORT TITLE = [redacted]
* VEHICLE TYPE = CAUS

* REPORT CLAIM TYPE = ALL CLAIMS

* REPORT SORT SEQUENCE = PLANT CODE \ SERIAL NO

* PAGE ON PRIMARY SORT?=

* PARETO MIS VALUE =

* PLANT/SERIAL NUMBERS = X126232

D1AUG96
PAGE 2.D1

1994 9E-1[PARTS BY CONCERN CODE (OLD CONDITION CODE) SUMMARY (12JUL96 C/O)
DATA ORDERED BY DESCENDING PART NO. FREQUENCY
[redacted] MICHELLE HATHAWAY

PART NO	CC	COUNT
10366		1
10849	33	1
14526		1

EA02-023 44958

1994 SE-II PARTS BY CUSTOMER CONCERN CODE SUMMARY (12JUL96 C/O)
DATA ORDERED BY DESCENDING PART NO. FREQUENCY
[redacted] MICHELLE HATHAWAY

PART NO	CCC	COUNT
10346	C29	1
10849	A85	1
14526	C05	1

DR02-025 44589

01AUG96
PAGE 4.01

1994 SE-II PARTS BY CONDITION CODE SUMMARY (12JUL96 C/O)
DATA ORDERED BY DESCENDING PART NO. FREQUENCY
[redacted] MICHELLE RATHAWAY

PART NO	CD	COUNT
10346	X1	1
10849	33	1
14526	59	1

EN02-023 44590

01AUG96
PAGE 5.01

1996 SE-II PART/CONCERN CODE DESCRIPTION SUMMARY (12JUL96 C/O)
DATA ORDERED BY DESCENDING REPAIR COUNT
[redacted] MICHELLE NATHAWAY

NUMBER	PART DESCRIPTION	COUNT	CC-DESCRIPTION	COUNT	CD-DESCRIPTION	COUNT	CCC-DESCRIPTION	COUNT
10346	ALTERNATOR LESS PUL	1	MISSING CODE	2	X1-SHORTED ELEC WR	1	A85-DOES NOT OPER	1
10849	CLUSTER ASY-INST PN	1	33-LOOSE	1	33-LOOSE FIT	1	C05-AC NOT WORKING	1
14526	FUSE-ELECTRICAL CIR	1			S9-MISS/INCOR FAST	1	C29-WARNING IND ON	1

01AUG96 CLAIMS LISTING FOR 1994 MODEL [redacted] 12JUL96 C/D REQUESTED BY:
PAGE 1 SORTED BY PLNTCODE SERIALNO MILEAGE DATA SOURCE: P&HS SE-II X53400

NOTE: IF TIS VALUE HAS (*) THEN CLAIM NOT USED IN TIS MATRIX

<---------- VEHICLE INFORMATION ---------->						<---------- REPAIR INFORMATION ---------->													
SERIAL NUMBER	CAR LINE	B/S CCI	ETS MAN	PLT	PROD DATE	WARR DATE	SELL DEALR	CLAIM NUMBER	MICRO NUMBR	C B	MCC	PART NUMBER	CC	CCC	CD	REPR DATE	T IN	TACT CODE	MILES	MATL. COST	TOTL COST	LBR HRS	REPR DEALR	ST
F26232	FRD	4LL	WPN	STN	30NOV93	28FEB95	00089	090654	UPN19691		7K11	10869	33	AB3	33	15MAR94	0	1	7	155.57	226	1.3	00089	MD
** COMMENTS-CLAIM #1					CCOM-SPEEDOMETER IN DASH DOES NOT READ OVER 20 MPH																			
					TECH-10OBE CONN. DIAG. REPL.HEAD ASSY.																			
F26232	FRD	4LL	WPN	STN	30NOV93	28FEB95	00089	010371	5BCL4000		7B02	10346		C29	X1	30JAN95	0	E83	37	282.78	460	1.8	00089	MD
** COMMENTS-CLAIM #2					CCOM-AMP LIGHT ON>																			
					TECH-BATTERY & ALTERNATOR SHORTED ALTERNATOR - REMOVE AND INSTALL OR REPLACE>																			
F26232	FRD	4LL	WPN	STN	30NOV93	28FEB95	00089	018189	NF8U65F0		7B22	14526		C05	39	21JUN95	4	2	5073	0.54	12	0.2	00089	MD
** COMMENTS-CLAIM #3					CCOM-TURN SIGNALS AND A-C INOP SEE CUST NOTE>																			
					TECH-FUSE MISSING FUSE - REPLACE-CHECK OPERATION OFAC & SIGNALS COULD NOT VERIFY>																			

.....+ THIS LISTING CONTAINED 3 TOTAL CLAIMS .....

McChesney & Dale, P.C.

Attorneys At Law
Suite 222
4000 Mitchellville Road
Bowie, MD 20716

WILLIAM P. DALE DC, MD
CHARLES F. FULLER DC, MD
ROBERT W. McCHESNEY, JR. DC, MD
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JAMES B. POWELL DC, VA (of counsel)
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(301) 805-6080
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1225 Connecticut Ave., N.W.
Suite 300
Washington, D.C. 20036

2 Wisconsin Circle, Suite 640
Chevy Chase, MD 20815

5861 Columbia Pike, Suite 100
Falls Church, VA 22041
(703) 998-0732

July 25, 1996

Mr. Harold E. Keyes
Senior Claims Analysist
Office of General Counsel
Parklane Towers West, Suite 300
3 Parklane Blvd.
Dearborn, Michigan 48126-2568

RE: [redacted]

Dear Mr. Keyes:

Please be advised that this firm has been retained to represent [redacted] in his claim for damages arising out of the September 21, 1995 fire involving his 1994 Ford LTD. [redacted] as well as Koons Ford of Annapolis, Inc., have previously provided you with notice of this incident and [redacted] intention to make a claim against Ford.

Please forward all future correspondence to me at the above referenced address.

I thank you for your consideration.

Very truly yours,

McChesney & Dale, P.C.

By: Charles F. Fuller
Charles F. Fuller

CFF\mb
cc: [redacted]

Rec'd 7/29/96

EA02-025 44598

CS2N140 **VEHICLE DATA** 96/08/01 11:19:35

==>

ENTER VIN ==> 2FALP74W7RX126232

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

OWNER NAME : [redacted]

STREET ADDR : [redacted]

:

CITY : EDGEWATER N/A DATE: 95-12-04

ST/PRV: MD CTRY: ZIP/POSTAL CODE: [redacted] N/A SOURCE: M

MODEL YEAR : 94 PLANT: X SALE DATE: 95-02-28

BODY STYLE DESC: 4 DOOR SEDAN LX PRODUCTION DATE: 93-11-30

VEHICLE DESC : 1994 CROWN VICTORIA

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO						
FACING	1	27	C	418		
RESPONSIBLE	1	27	C	418		

CA EMISSION : ENGINE TAG CODE : EG806AA

NAVIS STATUS : 800 COMPANY CAR IND :

DSO DISTRICT : FLEET CODE :

DSO NUMBER : FLEET STATUS :

CAMPAIGN COUNTS

TOTAL CAMPAIGNS : 01

OPEN : 00 CLOSED : 01

ACTIVE: 01 HISTORY: 00

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

OGDB353

EA02-025 44597

CSCN130 **NOTIFICATION RECIPIENT HISTORY** 96/08/01 11:19:47
==>

ENTER CAMPAIGN NBR ==> 94B58 **VIN ==>** 2FALP74W7RX126232
DEFECT : OWNER GUIDE BODY STYLE DESC: 4 DOOR SEDAN LX
RESP DEALER : 127418 BEGINNING MAILED DATE: 94-12-23
RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 94-12-23
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS:
STREET ADDR1 :
ADDR2 : ST/PRV:
CITY : CTRY:
ZIP/POSTAL CODE: N-A SOURCE: N N-A EFF DATE: 00-00-00
****
RESP DEALER : BEGINNING MAILED DATE:
RELEASE DESC : ENDING MAILED DATE :
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:
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140
I048-LAST PAGE OGDE353

```
CSCN150                 CAMPAIGN VEHICLE INFORMATION                96/08/01 11:19:57
==> _________ ____________ ___________________________ ________

ENTER CAMPAIGN NUMBER==> 94B58    VIN==> 2FALP74W7RX126232  TYPE OF SEARCH: A
MODEL YEAR: 94 DEFECT: OWNER GUIDE  BODY STYLE: 4 DOOR SEDAN LX
   NEW STATUS CODE: _                                   CAMP DIV      : 6
   REPAIR INFORMATION:      TYPE CODE: _                SUPP CODE     :
     REPAIR DATE: ________ DEALER P/A: _____            KIT CODE      : AA
     MICRO REF: ________ CLAIM NUM: _______             OASIS DATE    :
   DELETE REASON: ___                                   VENDOR N/A INFORMATION:
   RESP DEALER INFORMATION:     NEW: _ __ ___             IND:    MATCH CODE:
     CURRENT: 1 27 418 ASSIGNED: 95-12-05 SOURCE: PX      EXTRACT DATE: 94-11-21
****** STATUS INFORMATION: ******* *********** REPAIR INFORMATION: ************
CODE DESCRIPTION            DATE    TYPE  DATE     P/A    CLAIM#  MICRO#   CL SRC
  F  FORCED COMPLETION    96-03-04  B  96-03-04  AUTOC                      OL
  M  RELEASED FOR MAILING 94-11-29
  H  AWAITING MAILING     94-11-09


DELETE REASON:
F1=INQUIRY  F2=G140  F3=EXIT  F5=G130  F7=FIRST  F8=NEXT  F9=MORE STATUS
F10=ADD STATUS  F11=REVISE
I037-NO MORE DATA TO DISPLAY                                              OGDB353
```

```
CSCN150                 CAMPAIGN VEHICLE INFORMATION              96/08/01 11:20:09
==> _________ ____________ ___________________________ ________

ENTER CAMPAIGN NUMBER==> 94B58    VIN==> 2FALP74W7RX126232  TYPE OF SEARCH: A
MODEL YEAR:    DEFECT:                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
E807-END OF CAMPAIGNS FOR VEHICLE - CURRENT AND HISTORY DATABASES      OGDB353
```

CSOR0016 **MORS II Legal Contact** 01/19/1996 13:18:21

WASHINGTON 27 Zn/Tr: C1 m/A: CONTACT NBR: 106315..6 Opened: 12/04/1995
VIN: 2FALP74W7RX126232 Closed: 12/04/1995
Last Name: [redacted] Status: CLOSED
Title: [redacted] First Name: [redacted] MI: [redacted]
Address:
City: EDGEWATER ST/PV: MD Zip/PC: [redacted] CC: USA
Home Phone: [redacted] Business Phone: [redacted] Ext:
Year: 94 Model: CROWN VICTORIA
Mileage/Km: 1 WSD: 02/28/1995

Dealer Name: KOONS FORD OF ANNAPOLI Sales Code: 127418 P&A: 00089
Causal Code: 02 Symptoms: 704100
Serv Sales: 1 (1 or 2) Origin: GO Trans Region: Trans Date:
Veh Repl:
Case Type: 4A FIRES - FUEL FED Means Code: B LGL INVEST-WTY-ATTY LETTE
Atty Name: Atty Memo:
Claimed Amt: Award Amt:
CANADA ONLY:
Court Code: Award Code:

F1=HELP F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F12=CANC
I053 REQUESTED CONTACT DISPLAYED OGDB330

EA02-025 44608

CSOR0016 ORS II Legal Contact 12/04/1995 10:27:20

WASHINGTON 27 Zn/Tr: C1 M/A: CONTACT NBR: 106315696 Opened: 12/04/1995
VIN: 2FALP74W7RX126232 Closed: 12/04/1995
Last Name: [redacted] Status: CLOSED
Title: First Name: [redacted] MI: [redacted]
Address:
City: EDGEWATER ST/PV: MD Zip/PC: [redacted] CC: USA
Home Phone: [redacted] Business Phone: [redacted] Ext:
Year: 94 Model: CROWN VICTORIA
Mileage/Km: 1 WSD: 02/28/1995

Dealer Name: KOONS FORD OF ANNAPOLI Sales Code: 127418 P&A: 00089
Causal Code: 02 Symptoms: 704100
Serv Sales: 1 (1 or 2) Origin: GO Trans Region: Trans Date:
Veh Repl:
Case Type: 4A FIRES - FUEL FED Means Code: B LGL INVEST-WTY-ATTY LETTE
Atty Name: Atty Memo:
Claimed Amt: Award Amt:
CANADA ONLY:
Court Code: Award Code:

F1=HELP F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F12=CANC
I050 CONTACT SUCCESSFULLY CLOSED LPORB35

NC
95-7760

EA02-825 44611

CSOR0010 MO' II Contact Comments 12/04/1995 10:27:28

Last Name: [redacted] VIN: 2FALP74W7RX126232
Home Phone: [redacted] Bus.Phone: [redacted] Ext:
Dealer: KOONS FORD OF ANNAPOLI Region: 27

CONTACT NBR: 106315696 Date: 12/04/1995 Analyst Code: 1635KP
File Type: LEGAL Time: 10:25:19 Analyst Name: PLAYWIN
Comm Type: F FAX Micro: Letter Code:

Comments: More?: Y
PER DEALER FAX DATED 11-30-95.
FAX INDICATES THE VEHICLE WAS PARKED IN A PARKING GARAGE. THE VEHICLE CAUGHT ON FIRE AND BURNED TO THE GROUND PLUS BURNED THE VEHICLE NEXT TO IT. THERE IS DAMAGE TO THE PARKING GARAGE (AMOUNT UNKNOWN AT THIS TIME). THE CUSTOMER IS REQUESTING A REPLACEMENT VEHICLE.

PER CONVERSATION WITH OGC, IT WILL BE HANDLED BY THEM.
SENT TO OGC FOR HANDLING.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
E196 FIRST COMMENTS FOR CONTACT LPORB35

ER02-025 44612

CSOR0010 MO' II Contact Comments 12/04/1995 10:27:35

Last Name: [redacted] VIN: 2FALP74W7RX126232
Home Phone: [redacted] Bus.Phone: [redacted] Ext:
Dealer: KOONS FORD OF ANNAPOLI Region: 27

CONTACT NBR: 106315696 Date: 12/04/1995 Analyst Code: 1635KP
File Type: LEGAL Time: 10:27:16 Analyst Name: PLAYWIN
Comm Type: F FAX Micro: Letter Code:

Comments: More?: N
THIS IS THE CLOSING COMMENT
SENT TO OGC FOR HANDLING.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED LPORB35

ER82-025 44613

DEALER REQUEST FOR LEGAL/OFFICE of the GENERAL COUNSEL CONTACT
(Fax to 313-446-9471, ATTN: Kathy Flaywin)

Requesting Dealer KOONS FORD of ANNAPOLIS FSA 00089 PHONE 410-266-3087

Contact Person DAVE SPARROW Fax No. 410-224-4086

(New) Used Date of Purchase 2-28-95 Yr/Model 1994 CROWN VIC

VIN 2FALP74W7RX126232

Customer Name [redacted]

Address [redacted]

EDGEWATER MARYLAND [redacted]

Home Phone [redacted] Business Phone [redacted]

Incident Involved: Accident ____ Fire ✓ Warranty ____ Sudden Acc ____

If customer is alleging product defect, what type — CAUSE OF FIRE

Any Property damage (other than vehicle)? (yes) no Type BURNED ANOTHER VEHICLE

Any Personal injury? yes (no) Was medical attention sought? yes (no)

Was a police report filed? yes (no) (If yes, where?) FIRE DEPARTMENT REPORT FILED

Name and phone of owner's insurance company (agents name) GEICO (NO AGENT NAME) 1-800-841-3000

POLICY # 64-05-17

DAMAGE CLAIM # 00601-4085-01-01081

Was the insurance co. been contacted? (yes) no

If vehicle is a conversion unit, name of body builder NA

Accident details (date, where, how, etc.) NOV. 28, 1995 IN PARKING GARAGE IN ALEXANDRIA, VIRGINIA. ADJACENT TO 1801 N. BEAUREGARD ST. VEHICLE BURNED TO GROUND PLUS BURNED ANOTHER VEHICLE. DAMAGE TO PARKING GARAGE UNKNOWN AT THIS TIME.

What is the customer requesting? A REPLACEMENT VEHICLE.

IF NEEDED, PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER.

For confirmation use only: Case tracking # 1060315816

_____ Case has been opened and will be handled by Consumer Affairs.
_____ Case has been assigned to EAA for investigation.
_____ Case has been forwarded to the Office of the General Counsel for handling.

VEHICLE CURRENTLY AT A STORAGE LOT AT 5300 EISENHOWER AVE. ALEXANDRIA, VIRGINIA

CSOR0016 **MORS II Legal Contact** 03/24/1997 08:16:02

WASHINGTON 27 Zn/Tr: C1 M/A: CONTACT NBR: 106315696 Opened: 12/04/1995
VIN: 2FALP74W7RX126232 *SCORE* 000 Closed: 12/04/1995
Last Name: [redacted] Status: CLOSED
Title: First Name: [redacted] MI: [redacted]
Address:
City: EDGEWATER ST/PV: MD Zip/PC: [redacted] CC: USA
Home Phone: [redacted] Business Phone: [redacted] Ext:
Year: 94 Model: CROWN VICTORIA
Mileage/Km: 1 WSD: 02/28/1995

Dealer Name: KOONS FORD OF ANNAPOLI Sales Code: 127418 P&A: 00089
Causal Code: 02 Symptoms: 704100
Serv Sales: 1 (1 or 2) Origin: GO Trans Date:
Veh Repl:
Case Type: 4A FIRES - ELECTRICAL Means Code: B LGL INVEST-WTY-ATTY LETTE
Atty Name: Atty Memo:
Claimed Amt: Award Amt:
CANADA ONLY:
Court Code: Award Code:

F1=HELP F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F12=CANC
I053 **REQUESTED CONTACT DISPLAYED** OGDB140

CSOR0010 ' 'S II Contact Comments 03/24/1997 08:16:19

Last Name: [redacted] VIN: 2FALP74W7RX126232
Home Phone: [redacted] Bus.Phone: [redacted] Ext:
Dealer: KOONS FORD OF ANNAPOLI Dist/Reg: 27

CONTACT NBR: 106315696 Date: 12/04/1995 Analyst Code: 1635KP
File Type: LEGAL Time: 10:25:19 Analyst Name: PLAYWIN
Comm Type: F FAX Micro: Letter Code:

Comments: More?: Y
PER DEALER FAX DATED 11-30-95.
FAX INDICATES THE VEHICLE WAS PARKED IN A PARKING GARAGE. THE VEHICLE CAUGHT ON FIRE AND BURNED TO THE GROUND PLUS BURNED THE VEHICLE NEXT TO IT. THERE IS DAMAGE TO THE PARKING GARAGE (AMOUNT UNKNOWN AT THIS TIME). THE CUSTOMER IS REQUESTING A REPLACEMENT VEHICLE.

PER CONVERSATION WITH OGC, IT WILL BE HANDLED BY THEM.
SENT TO OGC FOR HANDLING.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
E196 FIRST COMMENTS FOR CONTACT OGDB140

CSOR0010 ' 'S II Contact Comments 03/24/1997 08:16:24

Last Name: [redacted] VIN: 2FALP74W7RX126232
Home Phone: [redacted] Bus.Phone: [redacted] Ext:
Dealer: KOONS FORD OF ANNAPOLI Dist/Reg: 27

CONTACT NBR: 106315696 Date: 12/04/1995 Analyst Code: 1635KP
File Type: LEGAL Time: 10:27:16 Analyst Name: PLAYWIN
Comm Type: F FAX Micro: Letter Code:

Comments: More?: N
THIS IS THE CLOSING COMMENT
SENT TO OGC FOR HANDLING.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED OGDB140

EA02-025 44817

Ford Motor Company Service Bay Products

Vin: 2FALP74W7RX126232 Date: September 02, 1998 Time: 1:46:43 pm

Vehicle Information

Veh:1994 CROWN VICTORIA **Body:**4 DR SEDAN LX
Engine:4.6L SOHC (ROMEO) **Calib:**418GR00A **Trans:**4 SPD OD AODE AXLE CODE: GY

Warranty Information

Start Date: February 28, 1995 **Build Date:**November 30, 1993 **Start Mileage**

***Open Recalls**

- NO CAMPAIGN MESSAGE(S) FOUND

Vehicle Repair History

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

H0 *EXTENDED SERVICE PLAN

Extended Service Plan

NO ESP INFORMATION AVAILABLE

NO REPAIR HISTORY ON VEHICLE

Service Bay Products <service_bay@fordstar.ford.com>

ER82-025 44618

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

00080298

TAG: 9637 I P RO: IB4907-9
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 12/10/93 10:10:07
DATES: BEGIN: 120893 DONE: 121093 PROD: 113093
ADV: 765 DC: 1FA STK#: 000R0398 5020

ODOMETER IN: 4 TX: 1

LN			
	PDI	: TECH 749 LAB HRS 1.7	68.85
51	PDI	: SELBY, JOSEPH	
	PDI	: OP-PDI	
			0
	LAB AMOUNT		68.85
	LINE TOTAL - DEPT D		68.85
		LAB-MECHANICAL	68.85
		TOTAL CHARGES	68.85
		INTERNAL	68.85

LAB RATE: 54.00
INTERNAL

MS PAGE 1 OF 1

EA82-025 44882

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: RETURN ☐ TERMS: CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY, YES _____ NO _____.
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50.. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE: _____

CUSTOMER (signature) X _____

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT AND CHARGED TO OWNER. THERE WAS NO TOUCH-UP PAINT APPLICATION OF THE VEHICLE OR OTHERWISE THAT MAY PRETAIN AND OR REPLACED UNDER THIS DAMAGE CONTRACTED IN ANY WAY WITH ANY ACCIDENT, HOWEVER, ON MAKE RECORDS SUPPORTING THE CLAIM AND ANY ADJUSTMENT WILL BE MADE FROM THE DATE OF INVOICE NOTARIZATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD

Dealer Service Manager or Authorized Person _____ Date _____

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIAL: A TOKEN CHARGE EQUIVALENT TO 10% OF LABOR COSTS IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PAINT, AEROSPRAYS, SOLVENT, RAGS, TOWELS, BATTERY CLEANING, ETC.

CHASSIS LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	2ND TRANSMISSION	TUNE UP MINOR	FR. FT WHL. BRAKES	BARFOOT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SOURE ENGINE	STATE INSP.	RUN FRONT BRAKE	RUN REAR BRAKE	ROT & BAL 4 TIRES	SVC COOL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	E.E.C. SYS CHECK	L.O.F. SPECIAL	FORD MAINT.	4 WHEEL ALIGN					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE $ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometer, Radar Detectors, Extra Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PAGE 1 OF 1

NOTE BELOW ON WORK TO BE DONE

1	PDI	TECH 749	OPERATION		HRS 1.7
CAUSE		OLH	FLG	FAILED PART	
CORRECTION		RC	NET	CND	AUTH
2 COMPLAINT		TECH	OPERATION		HRS
CAUSE		OLH	FLG	FAILED PART	
CORRECTION		RC	NET	CND	AUTH
3 COMPLAINT		TECH	OPERATION		HRS
CAUSE		OLH	FLG	FAILED PART	
CORRECTION		RC	NET	CND	AUTH
4 COMPLAINT		TECH	OPERATION		HRS
CAUSE		OLH	FLG	FAILED PART	
CORRECTION		RC	NET	CND	AUTH

RO 84907-9 *TAO 9637* LIC: SVC ADV: 765 BROOK SHOLTS

000R0398 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0398 INV ACCT: 5020
PROD: 113093
CURRENT: 4

DIST CODE: IFA

12/08/93 14:43:46

255 NOTE: INTERNAL

****PROMISED DATE: 12/08/93 TIME: 1600 ****

MODEL# P74
TAO 9637 **RO 84907** SVC ADV: 765 VIN: 2FALP74W7 RX126232

ER82-825 44683

CONDITION CODES

NUMERIC

[illegible]

SYMPTOM

Applicable to Drivability Conditions Only

[illegible]		Engine Condition	Code
[illegible]	L1	[illegible]	L1
[illegible]	L2	[illegible]	L2
[illegible]	L3	[illegible]	L3
[illegible]	L4	[illegible]	L4
[illegible]	L5	[illegible]	L5
[illegible]	L6	[illegible]	L6
[illegible]	L7	[illegible]	L7

	Engine Temp. Cold	Warm	Both
Starting Difficulties			
Will Not Crank	J1	L1	N1
Cranks, Will Not Start	J2	L2	N2
Cranks, Hard to Start	J3	L3	N3
Unsatisfactory Idle Quality			
Idle Stage	J4	L4	N4
Idle Too Fast	J5	L5	N5
[illegible]		L6	
Stalls, Dies			
After Starting	J7	L7	N7
Upon Initial Gear Engagement	J8	L8	N8
While In Idle, Stopping	J9	L9	N9
While Driving	K1	M1	P1
Stumbles, Hesitates Upon Acceleration	K2	M2	P2
Surges, Backs, Jerks, Misses			
While Accelerating	K3	M3	P3
At Steady Speed	K4	M4	P4
Upon Deceleration	K5	M5	P5
Lacks Power	K6	M6	P6
Unusual Engine Noise			
Spark Knock	K7	M7	P7
Other Unusual Noise	K8	M8	P8

Applicable to Wheel Alignment Conditions Only

D01 Pull, Wheels	W2	Tire wear. Alignment within specifications	W5
Drive Shaft	W3	Tire wear. Alignment out of specifications	W6

RADIO

0A Broken, cracked	4D Loose connections	5E Damaged insulation	
2G Shorts out	4F Burned out, shorted grounded	9F Crossed circuits	
2H Open circuit	5F Wires, cables, squeaks	9G Damaged terminals	

PAINT DEFECTS

Applicable to Colorcoat Only

[illegible]

PART NAMES

ALBAL	Tire balance (all)Use condition code 02	BRAKE	Brake bleeding - Use condition code 33
FRBAL	Tire balance (front)Use condition code 02	RHADJ	Ride height adjustment, mechanically controlled air suspension
RRBAL	Tire balance (rear)Use condition code 02	SWRBEL	Use for setting step vision position or straightening steering wheel on Bronco/Ranger vehicles. Use condition code W3
FRONT	Front end alignment only (use condition code W5, W6 or W4)		
RTDE	Rear toe-in		
TIRE	Tire repair or replacement		
ALTBELT	Alternator belt	GRILL	Entire grille repaired
PSBELT	Power steering belt	STRIPE	Front paint stripe
ACBELT	Air conditioner belt	BED	Bed of truck body
APBELT	Air pump belt	DAB	Dab of black overlacing (Econoline & Ranger models)
VACBELT	Vacuum pump belt		
WPBELT	Water pump belt		
REFRI	Air conditioner refrigerant		
ENTIRE	Use only when the entire unit or a major portion of panels or trims of an entire unit is damaged		
ALCOK	Anti-lock brake system warning light on vehicle during base vehicle warranty		
EING	EEC diagnosis only (no repair) during base vehicle warranty		

Applicable to Refinish Only

[illegible]

PAINT DAMAGE

AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

[illegible]

AT PRE DELIVERY ONLY

ANTI	Anti-freeze added	AOIL	Foam spacing bars
FUEL	Gasoline added	BOIL	Brake fluid
FWASH	Fluid added to windshield washer reservoir	EOIL	Engine oil
		FOIL	Differential fluid
RWASH	Fluid added to rear window washer reservoir	BOIL	Steering gear lube
		TOIL	All transmission fluids filled

TIME CLOCK

OFF

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

BR02-025 44594

FORD

Koons Ford of Annapolis

ISUZU

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-5550, WASHINGTON 261-6220
DIRECT LINE 266-3087

P & A CODE 00089

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

00OR0398 TAG: 0912 W P RO: 490454-1
2FALP74W7RX126232 DK NEB/MAR
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 03/21/94 12:05:13
DATES: BEGIN: 031594 DONE: 032194 PROD: 113093
ADV: 306 DC: 1FA STK#: 00OR0398 1300

ODOMETER IN:7 TX: 1

94060

LN					
51	SPEEDOMETER IN DASH DOES NOT READ: OVER 20 MPH	TECH 552 LAB HRS	1.1		57.78
		MONK, ANTHONY			
	LOOSE CONN.	: OP-10848A			FC-03
	DIAG.,REPL.HEAD ASSY.	: FP-10849			
					A85
PART#FMC F3VY	10849 AR	*CLUSTER	QTY	1 111.12	111.12
		PARTS COUNT		1	
	PARTS AMOUNT				155.57
	LAB AMOUNT				57.78
	LINE TOTAL - DEPT 0				213.35

PARTS	155.57
LAB-MECHANICAL	57.78
TOTAL-CHARGES	213.35
FAC WARRANTY	213.35

LAB RATE: 62.00

MV PAGE 1 OF

HL 3/28

EA02-025 44885

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: RETURN ☐ TERMS: CREDIT CARD ☐

CUSTOMER RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

CUSTOMER SIGN HERE X

DATE _____ TIME _____ AM/PM

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIAL: A TOTAL CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PAIR, APPROPRIATE SOLVENT, RAGS, TOWELS, ANTIFREEZE, CLEANERS, ETC.

CHARGE LINE	OIL CHANGE	OIL & FILTER	IMPACT CONTROL	INC TRANSMISSION	TUNE UP WRDR	PE FT WHL BRKGS	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	GROUT INSP.	RUN FRNT BRKS	RUN REAR BRKS	ROT & BAL 4 TIRES	SVC DIESEL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	S.E.D. SYS CHECK	LOUD SPECIAL	FORD WARNT.	4 WHEEL ALIGN				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tuitionables, Radar Detectors, Bars Glasses, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

PAY TYPE: C CC: ABS

SPEEDOMETER IN DASH DOES NOT READ OVER 26 MPH

DIAG SPEEDOMETER. REPLACE HEAD ASSY LOOSE INTERNAL CONNECTION

10898A-1.1

TECH	OPERATION	HRS
552	10849	1
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

1/12

RO 90454-1 *TAG 0912* LIC: SVC ADV: 306 LAURIE HICKEY
000R0398 94 **VIN: 2FALP74W7 RX126232**

C002C FORD CROWN VIC
LX 4DR SDN
308 88 3L LICENSE: 552 DK RED/MAR CAR
SVC DLR: 1209001
P215/70 R15 STOCK NUMBER: 000R0398 INV ACCT: 1300
PROD: 113093
Diag. Speedometer, Repl. Head Assy. CURRENT: 7
AVG PER DAY: PER MONTH:

DIST CODE: 1FA.

03/15/94 11:17:14

****PROMISED DATE: 03/15/94 TIME: 1300 ****

MODEL# P74

TAG 0912 **RO 90454**-1 SVC ADV: 306 VIN: 2FALP74W7 RX

EA02-025 44686

CONDITION CODES

MISC RIC

[illegible]

SYMPTOM

Applicable to Drivability Conditions Only

	Code		Code
Engine Condition		Engine Condition	
Bad Gas	L1	Bad Gas Taste	L6
Dieselling	L2	Exhaust Odor Smoke	L5
Dieselling Idle Excessive	L3	Excessive Noise/Vibration/Knock	L6
		Dual Exhaust (RHT Only)	L7

	Engine Temp Cold	Warm	Both
Starting Difficulties			
Will Not Crank	J1	L1	M1
Cranks Will Not Start	J2	L2	M2
Cranks Hard To Start	J3	L3	M3
Unacceptable Idle Quality			
Idles Rough	J4	L4	M4
Idles Too Fast	J5	L5	M5
Stall Upon Throttle		L6	
Stalls, Dies			
After Starting	J7	L7	N7
Upon Initial Drive Engagement	J8	L8	N8
At Idle Or Slow Rolling	J9	L9	N9
While Driving	K1	M1	P1
Surging, Bucks, Jerks, Misses			
While Accelerating	K2	M2	P2
At Steady Speed	K3	M3	P3
Upon Decelerating	K5	M5	P5
Lack Power	K6	M6	P6
Unusual Engine Noise			
Spark Knock	K7	M7	P7
Other Unusual Noise	K8	M8	P8

Applicable to Wheel Alignment Conditions Only

Pull, Lead, Drift		Tire wear	
Clear Vision		Alignment within specifications	W5
		Tire wear	
		Alignment out of specifications	W6

RADIO

[illegible]		AD	Loose connections	AE	Damaged insulation
[illegible]		AF	Burned out, cracked, [illegible]	AG	Chipped circuits
[illegible]				AH	Damaged tone knob
		AF	Noise, static, squeals		

PAINT DEFECTS

Applicable to Colorcoat Only

[illegible]

Applicable to Refinish Only

[illegible]

PART NAMES

[illegible]	Tire balance only (See condition code X)	[illegible]	Brake Shoeing (See condition code S)
[illegible]	Tire balance (Sport) (See condition code X)	[illegible]	Ride height adjustment (individually controlled air suspension)
[illegible]	Tire balance (Sport) (See condition code X)	[illegible]	Unit for setting rear wheel position or controlling steering wheel [illegible]
[illegible]	Front end alignment only (per condition code W5, W6 or [illegible])		
[illegible]	Rear tire [illegible]		
[illegible]	Tire (front or replacement)		(See condition code W7)
ACTUELT	Alternate belt	[illegible]	Exhaust system assembly
[illegible]	Power steering belt	[illegible]	Pencil panel stripe
[illegible]	Air conditioner belt	RED	Red of truck body
[illegible]	Air compressor belt	[illegible]	Color of truck gear [illegible]
[illegible]	Water pump belt		
[illegible]	Air conditioner compressor		
[illegible]	[illegible]		
[illegible]	[illegible]		
[illegible]	[illegible]		

AT PRE DELIVERY ONLY

[illegible]	Antifreeze added	[illegible]	Power steering fluid
[illegible]	Gasoline added	[illegible]	Brake fluid
[illegible]	Fluid added to windshield washer reservoir	[illegible]	Engine oil
[illegible]	Fluid added to rear window washer	[illegible]	Differential lube
		[illegible]	Steering gear lube
		[illegible]	All transmission fluids lube

PAINT DAMAGE

AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

[illegible]

DHM[illegible]

TIME CLOCK

[illegible]

EA02-025 44487

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-5220
DIRECT LINE 266-3087

P & A CODE 00089

PROGRAM CODES	
REPAIR 1	
REPAIR 2	
REPAIR 3	
DATE AND MILEAGE AT TIME OF VEHICLE RECEIPT	
DATE	MILEAGE (NO TENTHS)
MO. DAY YR.	
DATE AND MILEAGE AT TIME OF VEHICLE DELIVERY	
DATE	MILEAGE (NO TENTHS)
MO. DAY YR.	

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 5:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398

TAG: 0796 W P NO: [illegible]
2FALP74W7RX126232 DK [illegible]
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 [illegible]
STK#: 000R0398 [illegible]
PROD: [illegible]

DATES: BEGIN: 013095 DONE: 020195
ADV: 287 DC: 1FA

ODOMETER IN: 37

LN 51	AMP LIGHT ON BATTERY & ALTERNATOR SHORTED ALTERNATOR - REMOVE AND INSTALL OR REPLACE	TECH 889 LAB HRS .7 VOLTA, CARLO OP-10346A		[illegible]
LN 51-1	ALTERNATOR CIRCUITS (USING VOLTMETER) - TEST	TECH 889 LAB HRS .3 VOLTA, CARLO OP-14200A		[illegible]
LN 51-2	REPLACE BATTERY	TECH 889 LAB HRS .3 VOLTA, CARLO OP-10654B		[illegible]
LN 51-3	WIRING ASSEMBLY - REPAIR	TECH 889 LAB HRS .5 VOLTA, CARLO OP-14200A		[illegible]

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @ [illegible]	
FMC*E9AZ	14526 A	*WIR ASY-F		1	5.61	[illegible]
FMC*F1VY	10346 B	ALT ASY-		1	152.75	[illegible]
FMC*F0DZ	10316 A	REGULATOR		1	37.50	[illegible]
FMC*F1DZ	10347 A	HOLDER &		1	3.79	[illegible]
FMC BXT	65 650	BATTERY A		1S	83.14	[illegible]
		PARTS COUNT		5		

PARTS AMOUNT [illegible]
LAB AMOUNT [illegible]
LINE TOTAL - DEPT D [illegible]

MG

PAGE 1 OF [illegible]

EA02-625 44688

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 268-3087

P & A CODE 00089

PROGRAM CODE	
SERVICE 1	
SERVICE 2	
SERVICE 3	

DATE AND MILEAGE AT TIME OF VEHICLE INCOMPLETE

DATE			MILEAGE (NO TENTHS)
MO.	DAY	YR.	

DATE AND MILEAGE AT TIME OF VEHICLE RELEASE

DATE			MILEAGE (NO TENTHS)
MO.	DAY	YR.	

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

000R0398

TAG: 0796 W P RO: [illegible]
2FALP74W7RX126232 [illegible]
94 FORD CROWN VIC LX 4DR SDN
INVOICED AT: 02/02/95 [illegible]

PARTS	362.[illegible]
LAB-MECHANICAL	97.[illegible]
TOTAL-CHARGES	460.[illegible]
FAC WARRANTY	-460.[illegible]

LAB RATE: 62.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM
MG

Ford

CUSTOMER PAY ☐ WARRANTY ☐

DISPOSAL RETURN ☐ TERMS CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNC YES _____ NO _____
2. DO YOU HAVE A WRITTEN ESTIMATE SINCE IT EXCEEDS $50.. Y NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THA COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____

CUSTOMER'S SIGNATURE

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE U-USED OR A-REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR

CHASSIS LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	SVC TRANSMISSION	TUNE UP MINOR	RK FT WHL BRAKE	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	DRIVE INSP.	PLR FRNT BRK	PLR REAR BRK	RCF & ALIGN 4 T	SVC COOLSYS	ADJUST CLUTCH	ELECTRICAL I	SERVICE AC	ELEC. SYS CHK	L.O.F. SPECIAL	FORD WARNT.	4 WHEEL ALIGN				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLE LEFT OVER 48 HRS SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radio Detectors, Exhaust Systems, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for them.

PG 1 OF 1

INSTRUCTIONS ON BOOK ITEM 1

COMPLAINT TYPE: W CC:

AMP LIGHT ON

CAUSE: Remove Rear Distribution Box

CORRECTION: Inspect for Shorts replace Main Fuse link at Power Box

CAUSE: Check charging system

CORRECTION: Replace Alternator

CAUSE: Internally Shorted

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

TECH	OPERATION	HRS
OLH	FLG	FAILED PART 10346
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

RO 10371-9 *TAG 0796* LIC: SVC ADV: 287 TROY Y. DRESHAM
000R0398 94 **VIN: 2FALP74W7 RX126232**

FORD CROWN VIC
LX 4DR SDN
LICENSE: DK RED/MAR CAR
SVC DLR: 209001
STOCK NUMBER: 000R0398 INV ACCT: 1300
PROD: 113993
ODOMETER: LAST: 7 CURRENT: 37
AVG PER DAY: PER MONTH:

DIST CODE: 1FA

WARNING: POSSIBLE RECHECK 0000007

EXTENDED SVC PLAN: TYPE: NO NUMBER: ESP INFORMATION
IN FORCE: N

01/30/95 16:13:13

****PROMISED DATE: 01/30/95 TIME: 1800 ****

MODEL# P74-
TAG 0796 **RO 10371** SVC ADV: 287 VIN: 2FALP74W7 RX126232

E902-026 44890

CONDITION CODES

NUMERIC

Code	Description
01	Broken, cracked
02	Bent, kinked, backed up/ring
03	Adhesive bond - failure or separation
05	Stud, hub thread repair plugs only)
06	Dents, dings, various defects (sheet metal only)
07	Improper adj (not drivability)
08	Erratic operation
10	Inoperable driving (soft trim only)
11	Underdse
12	Improper vehicle attitude (springs only)
13	Out of round
14	Surface uneven, rough, scratched, scored
15	Will not hold charge (battery only)
16	Oversize
17	Hole incomplete or enlarged
18	Hole out of position
19	Threads stripped
20	Threads swirled
21	Tinged fillers (soft trim only)
22	Undersized
23	Solder broken
24	Poor sealing
25	Deteriorated (glass only)
26	Windshrinks
27	Hole in part
28	Open circuit (electrical only)
29	Cut, torn
30	Excessive wear
31	Split seams
32	Grifed
33	Leaks
34	Wrinkled
35	Poor fit
36	Misaligned, out of position
37	Unable to adjust
38	Wrong part
39	Missing part
40	Excessive oil consumption
41	Static, binds, grabs, sticks
42	Inoperative
43	Improperly routed
44	Loose connections (electrical only)
45	Excessive water / coolant leak
46	Burned out, shorted, grounded (electrical only)
47	Internal water / coolant leak
48	Leaks - other
49	Dirt, foreign material
50	Double vision (glass only)
51	Insufficient lube or fluid
53	Poor performance
54	Attaching standard part stretch stripped
55	Plugged, restricted
56	Noisy, rattles, squeaks
57	Attaching standard part loose
58	Attaching standard part broken
59	Attaching standard part omitted
60	Attaching standard part too long / short
61	Weld broken
62	Attaching standard part - wrong part
63	Twisted, warped
64	Weld or solder omitted
65	Overheating
66	Anything speed, part worn, corroded
67	Shudder vibration, out of balance
68	Sealer omitted or gaffer strips
69	Padding shifted (soft trim only)
70	Chipped, scratched (glass only)
71	Collapsed
72	Exhaust leak
73	Fuel leak
74	Grease leak
75	Blistered, peeling
76	Bubble (glass only)
77	Oil leak
78	Hardened - dried out
79	Improper assembly
80	Chrome or plating omitted
81	Stained, tarnished, faded, discolored
83	Slips, slips out of gear
84	Rusted, corroded
85	Fogged, hazy (glass only)
87	Teeth damaged or worn
88	Too long
89	Too short
91	Dents or nicked
92	Improper wheel balancing
95	Damaged insulation (electrical only)
96	Crossed circuits (electrical only)
97	Damaged terminals (electrical only)
98	Dirty, pits (brake only)
99	Excessive effort

SYMPTOM

Applicable to Drivability Conditions Only

Engine Condition	Code
Stalling	T1
Dieselsi, Runs on	T2
Unsatisfactory Fuel Economy	T3
Fuel Odor, Leaks	T4
Exhaust Odor, Smoke	T5
Emission Non-Compliance Carb	T6
Diag Concern (Calif. Only)	T7

	Engine Temp Cold	Warm	Both
Starting Difficulties			
Will Not Crank	J1	L1	N1
Cranks, Will Not Start	J2	L2	N2
Cranks, Hard To Start	J3	L3	N3
Unsatisfactory Idle Quality			
Idle Rough	J4	L4	N4
Idle Too Fast	J5	L5	N5
Slow Return To Idle		L6	
Stalls, Quits			
After Starting	J7	L7	N7
Upon Initial Drive Engagement	J8	L8	N8
At Idle Or While Stopping	J9	L9	N9
While Driving	P1	M1	P1
Stumbles, Hesitates Upon Acceleration	P2	M2	P2
Surges, Backs, Jerks, Misses			
While Accelerating	P3	M3	P3
At Steady Speed	P4	M4	P4
Upon Decelerating	P5	M5	P5
Lacks Power	P6	M6	P6
Unusual Engine Noise			
Spark Knock	P7	M7	P7
Other Unusual Noise	P8	M8	P8

Applicable to Wheel Alignment Conditions Only

Drift, Pull, Wander	W2	The same Alignment within specifications	W6
Clear Vision	W3	Tire same Alignment out of specifications	W8

PAINT DEFECTS

Applicable to Colorcoat Only

A1	Dirt in paint	A6	Film adhesion on surface	B5	Sealer, deadener under paint
A2	Overspray	A7	Shine - tarnished, faded, discolored	B7	Excessive protective wax
A3	Thin, no paint	A8	Bubbles, blisters, pop out	B9	Peels, collapsed from rotor zone, exterior
A4	Sags, runs, drips	A9	Chalking, dulling	C1	Peels from prime, exterior
A5	Color mismatch, settle poor brush touches	B1	Cracked, checked paint	C2	Peels from interior surfaces (e.g., door jamb)
		B2	Orange peel, crinkling, soft paint	C3	Paint - wrong color (medium vehicle only)

Applicable to Parkleigh Only

D1	Out of primer	D5	Crazing, soft primer	D6	Rust eating into metal
D2	Bubbles, blisters, pop-ups	D7	Chemical contamination	E1	Rust perforating body panel
D3	Sealer - deadener under paint	D8	Light rust on surface	E2	Cracked, chipped primer
D4	Peels to bare metal				

PAINT DAMAGE

AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

F1	Battery acid damage (surface)	G1	Acid pitting (includes bird rain and other antigenic material)	H1	Battery acid through paint
F2	Other miscellaneous fluid damage	G2	Metal dense things in paint		
G3	Water spotting (includes bird rain)				

pinpoint

RADIO

04	Broken, cracked	40	Loose connections	5E	Damaged insulation
20	Hole in part	47	Burned out, shorted, grounded	5F	Crossed circuits
28	Open circuit	5F	Noisy, rattles, squeaks	5G	Damaged terminals

PART NAMES

ALBAL	- Tire balance (left) Use condition code 93
FRBAL	- Tire balance (front) Use condition code 92
RRBAL	- Tire balance (rear) Use condition code 92
FRONT	- Front end alignment only use condition code W1, W2 or W3
RIDE	- Rear toe in
TIRE	- Tire repair or replacement
BRAKE	- Brake bleeding - Use condition code 93
RHRDJ	- Ride height adjustment, electronically controlled air suspension
SWHEEL	- Use for noisy clear when position or wandering steering wheel on Econoline vehicles - use common code W3
ALTBELT	- Alternator belt
PSBELT	- Power steering belt
ACBELT	- Air conditioner belt
APBELT	- Air pump belt
VACBELT	- Vacuum pump belt
WPBELT	- Water pump belt
FREON	- Air conditioner refrigerant
GRILL	- Entire grille assembly
STRPE	- Pencil pinstriping
BED	- Bed of truck body
CAB	- Cab of truck (excluding Econoline & Bronco models)
ENTIRE	- Use only when the entire part or a major portion (4 panels or more) of an entire unit is repaired
ALDCM	- Anti-lock brake system diagnosis only (no repair) during basic vehicle warranty.
DIAG	- EEC diagnosis only (no repair) during basic vehicle warranty.

AT PRE DELIVERY ONLY

ANTI	- Antifreeze added	ADBL	- Power steering fluid
FUEL	- Gasoline added	BOIL	- Brake fluid
RWASH	- Fluid added to windshield washer reservoir	EOIL	- Engine oil
RWASH	- Fluid added to rear window washer	ROIL	- Differential lube
		SOIL	- Steering gear lube
		TOIL	- All transmission fluids lube

TIME CLOCK

ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6560, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: [illegible]
2FALP74W7RX126232 DR [illegible]
94 FORD CROWN VIC LX 4DR SDN
CDGEWATER MD [redacted] INVOICED AT: 06/23/95 [illegible]
ANNE ARUNDEL LIC: MD 1 STK#: 000R0[illegible]
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022895 SOLD: 022895 PROM: [illegible]
ADV: 640 DC: 1FA [illegible]
HOME: [redacted] ODOMETER IN: 5073 TX: 1
WORK: [redacted]

LN					
52	TURN SIGNALS AND A/C INOP SEE CUS: TECH 791 LAB HRS			.2	[illegible]
	T NOTE			SANFORD, [illegible]	
	FUSE MISSING		OF-14526A		[illegible]
	FUSE - REPLACE CHECK OPERATION OF				
	AC & SIGNALS COULD NOT VERIFY				
VCN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @ [illegible]
FMC*	D9ZZ 14526 D	FUSE, [illegible]		2	.27 [illegible]
		PARTS COUNT		2	

PARTS AMOUNT	[illegible]
LAB AMOUNT	[illegible]
LINE TOTAL - DEPT D	[illegible]

PARTS	[illegible]
LAB MECHANICAL	[illegible]
TOTAL CHARGES	[illegible]
FAC WARRANTY	[illegible]

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION
CUST-PAY MUST BE PRINTED ALSO

KMM 6/23

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL
MG PAGE 1 OF 1

E992-825 44692

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: RETURN ☐ TERMS: CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY.. YES ____ NO ____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $65., YES ____ NO ____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES ____ NO ____

CUSTOMERS SIGNATURE: ____

CUSTOMER SIGNATURE X ____

ON BEHALF OF BUTCHER DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. IF REPAIRS DESCRIBED BELOW HAVE BEEN PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDUCEMENT FROM THE REPRESENTATIVE OF THE VEHICLE OR OWNER TO PURCHASE YOUR ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM. NO CLAIM IS TO BE MADE FOR ANY PART WITH ZERO OR LESS MILEAGE. PROOF SUPPORTING THIS CLAIM ARE AVAILABLE FOR A YEAR FROM THE DATE OF PAYMENT. [illegible] FOR INSPECTION BY AUTHORIZED REPRESENTATIVES OF FORD MOTOR COMPANY.

10 [illegible] 6/26/95

DATE

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED LABELED OR REMANUFACTURED. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF ____ PER HOUR.

SHOP MATERIAL: A TOTAL CHARGE EQUIVALENT TO 10% OF LABOR CHARGES IS INCURRED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, ABRASIVES, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

1 CHASSIS LUBE	2 OIL CHANGE	3 OIL & FILTER	4 EXHAUST CONTROL	5 EVAC TRANSMISSION	6 TUNE UP MINOR	7 PK FUEL SYSTEM	8 INSPECT BRAKES	9 BALANCE WHEELS	10 FRONT END ALIGN	11 SAFETY INSP.	12 ROTATE TIRES	13 SCOPE ENGINE	14 STATE INSP.	15 FLR PRINT SERV	16 FLR WASH SERV	17 HOT & BAL A TIRES	18 SVC COOL SYS	19 ADJUST CLUTCH	20 ELECTRICAL SYS	21 SERVICE A/C	22 E.E.L. SYS CHECK	23 L.C.F. SPECIAL	24 FORD SAINT.	25 4 WHEEL ALIGN	26	27	28	29
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tires, Tachometers, Radar Detectors, Auto Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

[redacted]

PG 1 OF 1

COMPLAINT TYPE: C CAUSE: CCP ACT:
94 5K SVC

CAUSE: perform SC

CORRECTION:

COMPLAINT TYPE: H CAUSE: CUS
TURN SIGNALS AND A/C INOP SEE CUS

CAUSE: Install 15 amp fuse in position #10 and test. Initial operation of all system + two assists could not verify any problem at this time. Advise customer upon end of this time

CORRECTION:

TECH	OPERATION	HRS
791		
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH 791	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND	AUTH

RO 18189-6 *TAG 0704* LIC: MD 1 SVC ADV: 648 KARL R. PENNELL

[redacted]

MR 94 **VIN: 2FALP74W7 RX126232**
FORD CROWN VIC
LX 4DR SDN
LICENSE: MD 1 DK RED/MAR CAR
MFG CODE: 27H418 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 93 CURRENT: 5073
AVG PER DAY: .4 PER MONTH: 120

EDGEWATER
MD [redacted]

HOME: [redacted]
WORK: [redacted]

PREFERRED CUSTOMER 113 QCP QUALITY CHECK REQ. DIST CODE: 1FA

EXTENDED SVC PLAN: TYPE: EXTRA COVERING: DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
06/21/95 16:35:35

258 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 06/21/95 TIME: 1600 ****

MODEL# P7[illegible]

TAG 0704 **RO 18189** SVC ADV: 648 VIN: 2FALP74W7 RX126232

EA02-025 44893

CONDITION CODES

NUMERIC

Code	Description
01	Broken, cracked
02	Bent, kinked, buckled spring
03	Adhesive bond - failure or separation
05	Blow, fuel leaked (spark plugs only)
06	Dents, dings, surface defects (sheet metal only)
07	Improper adj. (not dimensional)
08	Erratic operation
10	Improper seating (soft trim only)
11	Undersize
12	Improper vehicle actuate (springs only)
13	Out of round
14	Surface uneven, rough, scratched, scored
15	Wrt act bolt change (battery only)
16	Oversize
17	Hole incomplete or owned
18	Hole out of position
19	Threads stripped
20	Threads cross
21	Threads loose (soft trim only)
22	Unseated
23	Safety broken
24	Face wearing
25	Distortion (glass only)
26	Windrows
27	Hole in part
28	Open circuit (electrical only)
29	Cut, torn
30	Excessive wear
31	Split seams
32	Soiled
33	Loose
34	Wrinkled
35	Poor fit
36	Misaligned, out of position
37	Unable to adjust
38	Wrong part
39	Missing part
40	Excessive oil consumption
41	Splice, binds, gusts, seized
42	Inoperative
43	Improperly routed
44	Loose connections (electrical only)
46	External water / coolant leak
48	Burned out, shorted, grounded (electrical only)
47	Internal water / coolant leak
48	Leaks - other
49	Dirt, foreign materials
50	Double vision (glass only)
51	Insufficient lube or fluid
53	Poor performance
54	Attaching standard part inward stripped
55	Plugged, restricted
56	Noise, rattles, squeaks
57	Attaching standard part loose
58	Attaching standard part broken
59	Attaching standard part seized
60	Attaching standard part too long / short
61	Weld broken
62	Attaching standard part - wrong part
63	Weak, sagged
64	Weld or solder omitted
65	Overheating
66	Attaching stand. part seized, stripped
67	Shorted, obsolete, out of balance
68	Gasket omitted or gasket split
69	Plugging sealer (soft trim only)
70	Chipped, scratched (glass only)
71	Collapsed
72	Exhaust leak
73	Fuel leak
74	Vacuum leak
75	Shattered, cracking
76	Bubbles (glass only)
77	Oil leak
78	Hardened - dried out
79	Improper assembly
80	Chrome or plating, corroded
81	Stained, tarnished, faded, discolored
83	Slips, slips out of gear
84	Rusted, corroded
85	Fogged, hazy (glass only)
87	Tools damaged or worn
88	Too long
90	Too short
91	Bent or nicked
92	Improper wheel balancing
93	Damaged heavy duty (electrical only)
96	Crossed circuits (electrical only)
97	Damaged terminals (electrical only)
98	Dirty, pulls (fuses only)
99	Excessive effort

PAINT DEFECTS
Applicable to Colorcoat Only

Code	Description
A1	Dirt in paint
A2	Overspray
A3	Thin, no paint
A4	Sags, runs, drips
A5	Color mismatch, metallic, poor brush touch-up
A6	Fine adhesion on surface
A7	Stains, tarnished, faded, discolored
A8	Bubbles, blisters, pop-ups
A9	Chalking, dulling
B1	Cracked, checked paint
B2	Orange peel, smoking, soft paint
B3	Sealer, deadener under paint
B7	Excessive protective wax
B9	Peels colorcoat from color coat, sealer
C1	Peels from primer, sealer
C2	Peels from inactive surfaces (e.g., door jambs)
C3	Paint - wrong color (assembly vehicles only)

Applicable to Refinish Only

Code	Description
D1	Dirt in primer
D2	Bubbles, blisters, pop-ups
D3	Sealer, deadener under primer
D4	Ready to take paint
D6	Crazing, soft primer
D7	Corrosion perforation
D8	Light rust on surface
D9	Peel, wipe, rub mark
E1	Peel, pulling (body panel)
E2	Cracked, checked primer

PAINT DAMAGE
AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

Code	Description
B5	Battery acid damage (surfaces)
B6	Other transportation fluid damage
C4	Water spotting (excessive acid rain)
C5	Acid stains (excessive acid rain and other airborne stains)
C6	Stains (road bridge or paint)
D5	Battery acid through primer

Revised

SYMPTOM
Applicable to Drivability Conditions Only

Engine Condition	Code
Backfires	T1
Diesels, Runs on	T2
Unsatisfactory Fuel Economy	T3

Engine Condition	Code
Fuel Odor, Leaks	T4
Exhaust Odor, Smoke	T5
Exceeds Non-Compliance Carb	T6
Diag Concern (Cell. Only)	T7

	Engine Temp Cold	Warm	Both
Starting Difficulties			
Will Not Crank	J1	L1	N1
Cranks, Will Not Start	J2	L2	N2
Cranks, Hard To Start	J3	L3	N3
Unsatisfactory Idle Quality			
Idle Rough	J4	L4	N4
Idle Too Fast	J5	L5	N5
Slow Return To Idle		L6	
Stalls, Cuts			
After Starting	J7	L7	N7
Upon Initial Drive Engagement	J8	L8	N8
At Idle Or While Stopping	J9	L9	N9
While Driving	K1	M1	P1
Stumbles, Hesitates Upon Acceleration	K2	M2	P2
Surges, Bucks, Jerks, Misses			
While Accelerating	K3	M3	P3
At Steady Speed	K4	M4	P4
Upon Deceleration	K5	M5	P5
Lacks Power	K6	M6	P6
Unusual Engine Noise			
Spark Knock	K7	M7	P7
Other Unusual Noise	K8	M8	P8

Applicable to Wheel Alignment Conditions Only

Dart, Pull, Wander	W2	Tire wear: Alignment within specifications	W5
Crow Vision	W3	Tire wear: Alignment out of specifications	W6

RADIO

0A	Broken, cracked	4D	Loose connections	9E	Damaged insulation
2G	Hole in part	4F	Burned out, shorted grounded	9F	Crossed circuits
3H	Open circuit	5F	Noise, rattles, squeaks	9G	Damaged terminals

PART NAMES

ALBAL	- Tire balance (all) Use condition code 92	BRAKE	- Brake pleating - Use condition code 83
FRBAL	- Tire balance (front) Use condition code 92	RHGHT	- Ride height adjustment, (electronically controlled) or installation
RRBAL	- Tire balance (rear) Use condition code 92	STWHEEL	- Use for setting steering wheel position or repositioning steering wheel on Econoline vehicles - use condition code 100
FRONT	- Front end alignment only (use condition code W1, W3 or W4)		
RTOE	- Rear toe-in		
TIRE	- Tire repair or replacement		

ALTBELT	- Alternator belt	GRILL	- Entire grille assembly
PSBELT	- Power steering belt	STRPE	- Front panel strips
ACBELT	- Air conditioner belt	BED	- Bed of truck only
APBELT	- Air pump belt	CAB	- Cab or truck excluding Econoline & Bronco models
VACBELT	- Vacuum pump belt		
WPBELT	- Water pump belt		
FREON	- Air conditioner refrigerant		

ENTIRE	- Use only when the entire unit or a major portion of parts or more of an entire unit is repaired
ALOCK	- Anti-lock brake system diagnosis only (no repair) during base vehicle warranty
DIAG	- EEC diagnosis only no repair during base vehicle warranty

AT PRE DELIVERY ONLY

ANTI	- Antifreeze added	ADR	- Power steering fluid
FUEL	- Diesel fuel added	BDL	- Brake fluid
FWASH	- Fluid added to windshield washer reservoir	EDL	- Engine oil
RWASH	- Fluid added to rear window reservoir	RDL	- Differential fluid
		SDL	- Steering gear fluid
		TDL	- All transmission fluids fluid

TIME CLOCK

ON	
OFF	11-6-23
ON	
OFF	11-8-23
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	

ER82-025 44894

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 265-3067

P & A CODE 00089

[redacted]

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SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0427 C RO:
2FALP74W7RX126232
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 09/06/95
ANNE ARUNDEL LIC: MD 1 STK#: 000R0398
DATES: BEGIN: 090695 DONE: 090695 INSVC: 022895 SOLD: 022895 PROD:
ADV: 287 DC: 1FA
HOME: [redacted] ODOMETER IN: 9870
WORK:

LN 10K SERVICE : TECH 707 S
31 COMPLETED SERVICE : REED, DERICH
OP-10K

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMD	FL 820	FILTER		1	8.63	[illegible]
FMC	XO 5W30 QSP	MOTOR OIL		5	3.31	[illegible]
	PARTS AMOUNT					[illegible]
	LAB AMOUNT					[illegible]
	SERVICE SPECIAL ADJUST					[illegible]
	LINE TOTAL - DEPT D					[illegible]

PARTS	[illegible]
SUPPLIES	[illegible]
LAB-MECHANICAL	[illegible]
SERVICE SPECIAL ADJUSTMENT	[illegible]
SUB-TOTAL	[illegible]
TAX	[illegible]
TOTAL-CHARGES	[illegible]
VISA 004014	[illegible]

VISA//// MASTERCARD ////

LAB RATE: 64.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM

CT

ER02-025 44695

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0427 C P RO: C22396-
2FALP74W7RX126232 DK RED/MA
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 09/06/95 09:52:0
ANNE ARUNDEL LIC: MD 1 STKN: 000R0998
DATES: BEGIN: 090695 DONE: 090695 INSVC: 022695 SOLD: 022695 PROD: 113093
ADV: 287 DC: 1FA 27H41
HOME: [redacted] ODOMETER IN: 9870 TX: 1
WORK:

LN 10K SERVICE : TECH 707 S 11.60
*31 COMPLETED SERVICE : REED, DERICH L.
OP-10K

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE	EXTENDED
FMC	FL 820	FILTER OIL		1	8.63	8.63
FMC	XO 5W30 QSP	MOTOR OIL		5	3.31	16.55
	PARTS AMOUNT					25.18
	LAB AMOUNT					11.60
	SERVICE SPECIAL ADJUST					11.83-
	LINE TOTAL - DEPT D					24.95

PARTS	25.16
SUPPLIES	2.32
LAB-MECHANICAL	11.60
SERVICE SPECIAL ADJUSTMENT	11.83-
SUB-TOTAL	27.27
TAX	.78
TOTAL-CHARGES	28.05
CASH DUE	28.05

LAB RATE: 64.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TROY V. GRESHAM

MG

EA02-025 44898

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: RETURN ☐ TERMS: CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER'S SIGNATURE _____

CUSTOMER SIGNATURE X _____

DEALER GENERAL MANAGER OR AUTHORIZED REPRESENTATIVE _____ DATE _____

REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE SPECIFIED. USED OR REBUILT. LABOR CHARGES ARE COMPUTED BY FLAT RATE UNLESS OTHERWISE SPECIFIED. CUSTOMER LABOR CHARGES ARE BASED ON THE RATE OF _____ PER HOUR.

SHOP MATERIAL: A TOTAL CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE GLUE, SEALER, WASHERS, PINS, AEROSOL CANS, SOLVENT, RAGS, TOWELS, BUTCHER CLEANERS, ETC.

CHANGE LUBE	OIL CHANGE	OIL & FILTER	EMISSION CONTROL	SVC TRANSMISSION	TUNE UP MINOR	FIT TIRE, BRAKES	INSPECT BRAKES	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	ALIG FRONT BRKS	ALIG REAR BRKS	TUNE & BALANCE	SVC DIESEL SYS	ADJUST CLUTCH	ELECTRICAL SYS	SERVICE A/C	E.E.C. SYS CHECK	L.O.F. SPECIAL	FORD MAINT.	4 WHEEL ALIGN					
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ 10.00 PER DAY.

PARTS & LABOR WARRANTED 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tachometers, Radar Detectors, Zero's Speakers, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

U.S. STD. HOURS ON WORK TO BE DONE

PG 1 OF 1

"STD" PAY TYPE: C CC: X99

10K SERVICE

TECH 707	OPERATION		HRS 0.2
CAUSE	OLH	FLG	FAILED PART
CORRECTION Completed	RC	NET	CND / AUTH
COMPLAINT	TECH	OPERATION	HRS
CAUSE	OLH	FLG	FAILED PART
CORRECTION	RC	NET	CND / AUTH
COMPLAINT	TECH	OPERATION	HRS
CAUSE	OLH	FLG	FAILED PART
CORRECTION	RC	NET	CND / AUTH
COMPLAINT	TECH	OPERATION	HRS
CAUSE	OLH	FLG	FAILED PART
CORRECTION	RC	NET	CND / AUTH

RO 22386-1 *TAG 0427* LIC: MD [redacted] SVC ADV: 287 TROY V. GRESHAM

[redacted] MR 94 **VIN: 2FALP74W7 RX126232*

FORD CROWN VIC

LX 4DR SDN

EDGEWATER

MD [redacted]

LICENSE: MD 1 DK RED/MAR CAR

MFG CODE: 27H419 SVC DLR: 209001 SLM: 912

STOCK NUMBER: 000R0398

IN-SVC: 022895 SOLD: 022895 PROD: 113093

ODOMETER: LAST: 5073 CURRENT: 9870

AVG PER DAY: 44 PER MONTH: 1320

RESV

HOME: [redacted]

WORK:

DIST CODE: 1FA

WARNING: POSSIBLE RECHECK 06/23/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00

IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899

09/06/95 07:48:29

****PROMISED DATE: 09/06/95 TIME: 1400 ****

MODEL# P74

TAG 0427 **RO 22386** SVC ADV: 287 RESV: 029 VIN: 2FALP74W7 RX126232

ER02-025 44887

CONDITION CODES

NUMERIC

Code Description

01 Broken, cracked
02 Bent, twisted, buckled, kinking
03 Adhesive bond - failure or separation
05 Short, fuel fouled (spark plugs only)
06 Cracks, chips, surface defects (sheet metal only)
07 Improper adj. (not drivability)
08 Erratic operation
09 Improper sealing (belt film only)
11 Underwire
12 Improper vehicle attitude (springs only)
13 Out of round
14 Surface uneven, rough, scratched, scored
15 Will not hold charge (battery only)
16 Oversize
17 Hole incomplete or omitted
18 Hole out of position
19 Threads stripped
20 Threads omitted
21 Thread fillers (bolt hole only)
22 Unmapped
23 Solder broken
24 Poor bonding
25 Discolored (glass only)
26 Wrinkles
27 Hole in part
28 Open circuit (electrical only)
29 Out, torn
30 Excessive wear
31 Soft spring
32 Spread
33 Loose
34 Unhinged
35 Poor fit
36 Misaligned, out of position
37 Unable to adjust
38 Wrong part
39 Missing part
40 Excessive oil consumption
41 Blocks, binds, grates, seized
42 Inoperative
43 Improperly routed
44 Loose connections (electrical only)
45 External water / coolant leak
46 Burned out, shorted, grounded (electrical only)
47 Internal water / coolant leak
48 Leaks - other
49 Dirt, foreign material
50 Double roll on (glass only)
51 Insufficient lube or fluid
53 Poor performance
54 Attaching standard part thread stripped
55 Plugged, restricted
56 Noise, rattles, squeaks
57 Attaching standard part loose
58 Attaching standard part broken
59 Attaching standard part omitted
60 Attaching standard part too long / short
61 Weld broken
62 Attaching standard part - wrong part
63 Weak, sagging
64 Wrinkle in solder omitted
65 Overheating
66 Mounting stand, arm rusted, corroded
67 Shudder, vibration, out of balance
68 Sealer omitted or dealer plugs
69 Painting shifted (bolt trim only)
70 Chipped, scratched (glass only)
71 Collapsed
72 Exhaust leak
73 Fuel leak
74 Vacuum leak
75 Blistered, peeling
76 Bubbles (glass only)
77 Oil leak
78 Hardened - dried out
79 Improper assembly
80 Chrome or plating omitted
81 Stains, tarnished, tested, discolored
83 Slips, slips out of gear
84 Rusted, corroded
86 Fogged, hazy (glass only)
87 Teeth damaged or worn
89 Too long
90 Too short
91 Bump or stickup
92 Improper wheel balancing
95 Damaged insulation (electrical only)
96 Dropped circuits (electrical only)
97 Damaged terminals (electrical only)
98 Dirty, nuts (brakes only)
99 Excessive oilcoil

SYMPTOM

Applicable to Drivability Conditions Only

Engine Condition	Code
Backfires	T1
Diesels, Runs on	T2
Unsatisfactory Fuel Economy	T3
Fuel Odor, Leaks	T4
Exhaust Odor, Smoke	T5
Evaporation Non-Compliance Carb	T6
Diag Concern (Calif. Only)	T7

	Engine Temp Cold	Warm	Both
Starting Difficulties			
Will Not Crank	J9	L1	N1
Cranks, Will Not Start	J2	L2	N2
Cranks, Hard To Start	J3	L3	N3
Unsatisfactory Idle Quality			
Idles Rough	J4	L4	N4
Idles Too Fast	J5	L5	N5
Slow Return To Idle		L6	
Stalls, Dies			
After Starting	J7	L7	N7
Upon Initial Drive Engagement	J8	L8	N8
At Idle Or While Stopping	J9	L9	N9
While Driving	K1	M1	P1
Stumbles, Hesitates Upon Acceleration	K2	M2	P2
Surges, Bucks, Jerks, Misses			
While Accelerating	K3	M3	P3
At Steady Speed	K4	M4	P4
Upon Deceleration	K5	M5	P5
Lacks Power	K6	M6	P6
Unusual Engine Noise			
Spark Knock	K7	M7	P7
Other Unusual Noise	K8	M8	P8

Applicable to Wheel Alignment Conditions Only

Drift, Pull, Wander	W2
Clear Vision	W3
Tire wear, Alignment within specifications	W5
Tire wear, Alignment out of specifications	W6

RADIO

0A Broken, cracked	4D Loose connections	9E Damaged insulation
0S Hole in part	4F Burned out, shorted, grounded	9F Crossed circuits
0H Open circuit	9P Noise, rattles, squeaks	9G Damaged terminals

PAINT DEFECTS

Applicable to Colorcoat Only

A1 Dirt in paint
A2 Overspray
A3 Thin, no paint
A4 Sags, runs, drips
A5 Color mismatch, mottle, poor brush touchup
A6 Trim adhesive on surface
A7 Stains, tarnished, tested, discolored
A8 Bubbles, blisters, pop-ups
A9 Chipping, chiling
B1 Cracked, checked paint
B2 Orange peel, crazing, salt paint
B3 Sealer, deadener under paint
B7 Excessive protective wax
B9 Peels colorcoat from color coat, exterior
C1 Peels from prime, exterior
C2 Peels from interior surfaces (bug, door jamb)
C3 Paint - wrong color (pickup vehicles only)

Applicable to Refinish Only

D1 Dirt in primer
D2 Blisters, blisters, pop-ups
D3 Sealer deadener under primer
D6 Peels to base metal
D8 Crazing, soft primer
D7 Corrosion perforation
D8 Light rust on surface
D9 Rust seeing lap seam
E1 Rust perforating (body panel)
E2 Cracked, checked primer

PART DAMAGE

AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

B5 Battery acid damage (defect)
B6 Other transportation fluid damage
C4 Water spotting (includes acid rain)
C5 Acid etching (includes acid rain and other airborne material)
C6 Metal (rust) through in paint
D4 Battery acid through primer

PART NAMES

AUBAL - Tire balance (left)-Use condition code W
FRBAL - Tire balance (front)-Use condition code W
RRBAL - Tire balance (rear)-Use condition code W
FRONT - Front end alignment only (use condition code W1, W2 or W3)
RTOE - Rear toe-in
TIRE - Tire repair or replacement
BRAKE - Brake bleeding - tire condition code W
RHADJ - Ride height adjustment, electronically controlled air suspension
SWHEEL - Use for testing clear video position or repositioning steering wheel on Econoline vehicles - use condition code W3

ALTBELT - Alternator belt
PSBELT - Power steering belt
ACBELT - Air conditioner belt
APBELT - Air pump belt
VACBELT - Vacuum pump belt
WPBELT - Water pump belt
FREON - Air conditioner refrigerant
GRILL - Entire grille assembly
STRIPE - Pencil paint stripe
BED - Bed of truck body
CAB - Cab of truck (including Econoline & Bronco models)

ENTIRE - Use only when the entire unit or a major portion (4 panels or more) of an entire part is repaired.
ALOCK - Anti-lock brake system (diagnosis only (no repair) during basic vehicle warranty.
DIAG - EEC diagnosis only (no repair) during basic vehicle warranty.

AT PRE DELIVERY ONLY

ANTI - Antifreeze added
FUEL - Gasoline added
FWASH - Fluid added to windshield washer reservoir
RWASH - Fluid added to rear washer reservoir
ADL - Power steering fluid
BOIL - Brake fluid
EOIL - Engine oil
HOIL - Differential lube
SOIL - Steering gear lube
TOIL - All transmission fluids lube

TIME CLOCK

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E0B2-B2B 44698

DRUMIG

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-5550, WASHINGTON 261-8290
DIRECT LINE 266-3087

P & A CODE 00089

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐ PARTS DISPOSAL: RETURN ☐ TERMS: CREDIT CARD ☐

CUSTOMER'S RIGHTS

1. CUSTOMER WANTS REPLACED PARTS IF NOT RETURNABLE UNDER WARRANTY. YES _____ NO _____
2. DO YOU WANT A WRITTEN ESTIMATE SINCE IT EXCEEDS $50. YES _____ NO _____
3. CUSTOMER AGREES THAT HE MAY BE CHARGED NOT MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
4. CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES _____ NO _____

CUSTOMER SIGNATURE

X

CHARGE LINE	OIL CHANGE	OIL & FILTER	CARBURETOR CONTROL	ENG TUNE-UP	TUNE-UP MINOR	PERF WHL BRAKE	INSPECT BRAKE	BALANCE WHEELS	FRONT END ALIGN	SAFETY INSP.	ROTATE TIRES	SCOPE ENGINE	STATE INSP.	RUN PRINT DIAG	RUN FIXED DIAG	HOT & SMALL A TUNE	SVC COOLSYS	REMOVE CLUTCH	ELECTRICAL SYS	SERVICE A/C	E.G.R. SYS CHECK	L.O.F. INTERVAL	FORD MAINT.	4 WHEEL ALIGN				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29

VEHICLES LEFT OVER 48 HRS. SUBJECT TO A STORAGE CHARGE @ $10.00 PER DAY.

PARTS & LABOR WARRANTED THREE MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE.

Tapes, Tuner-amplifiers, Radios, Cassettes, Tape Players or Radios and Personal Articles MUST be removed before the car is left for service. We are not responsible for these items.

01 PAY TYPE: C CC: O
INSTALL FORD 400 ALARM SYSTEM

[redacted]

TECH	OPERATION	HRS
134		3.0

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

02 PAY TYPE: C CC: O
INSTALL AUTO ARMOR PROT. PKG.

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

TECH	OPERATION	HRS

OLH	FLG	FAILED PART

RC	NET	CND	AUTH

RO 12565-3 *TAG 3909* LIC: MD SVC ADV: 946 DAVID W. WHEELER

[redacted] MD 94 VIN: 2FALP74W7 RX126232**
FORD CROWN VIC
LX 4DR SDN
LICENSE: MD DK RED/MAR CAR
MFG CODE: 27H418 SVC DLR: 209001 SLM: 912
STOCK NUMBER: 000R0398 INV ACCT: 1300
IN-SVC: 022895 SOLD: 022895 PROD: 113093
ODOMETER: LAST: 37 CURRENT: 93
AVG PER DAY: PER MONTH:

EDGEWATER
HB: [redacted]

HOME: [redacted]

DIST CODE: 1FA

PREFERRED CUSTOMER 9
WARNING: POSSIBLE RECHECK 02/02/95

EXTENDED SVC PLAN: TYPE: EXTRA NUMBER: NA DEDUCTIBLE: 50.00
IN FORCE: Y MONTHS: 48 MILEAGE: 75000 EXPIRES: 022899
03/09/95 18:02:40

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 03/10/95 TIME: 1700 ****

MODEL# P74
TAG 3909 **RO 12565** SVC ADV: 946 VIN: 2FALP74W7 RX126232

W10371 013095 37 297

EA02-025 44700

CONDITION CODES

NUMERIC

Code	Description
01	Broken, cracked
02	Bent, kinked, twisted, sprung
03	Adhesive bead - failure or separation
05	Dirty, fuel fouled (spark plugs only)
06	Dents, dings, surface defects (stage metal only)
07	Improper adj. (not preventive)
08	Erratic operation
10	Improper sewing (soft trim only)
11	Underdriv
12	Improper vehicle attitude (springs only)
13	Out of round
14	Surface stained, rough, scratched, scored
15	Drill and fuel charge (battery only)
16	Oversize
17	Hole inoperative or omitted
18	Hole out of position
19	Threads stripped
20	Threads galled
21	Thread failure (soft trim only)
22	Undersized
23	Rotor broken
24	Poor sealing
25	Separation (glass only)
26	Windbreaks
27	Hole in part
28	Open circuit (electrical only)
29	Out, torn
30	Excessive wear
31	Split seams
32	Soiled
33	Loose
34	Wrinkled
35	Poor fit
36	Misaligned, out of position
37	Unable to adjust
38	Wrong part
39	Missing part
40	Excessive oil consumption
41	Stains, blots, specks, soiled
42	Inoperative
43	Improperly started
44	Loose connections (electrical only)
45	External water / coolant leak
46	Burned out, shorted, grounded (electrical only)
47	Internal water / coolant leak
48	Leaks - other
49	Dirt, foreign material
50	Double vision (glass only)
51	Insufficient lube or fluid
53	Poor performance
54	Attaching standard part thread stripped
55	Plugged, restricted
56	Noise, rattle, squeak
57	Attaching standard part loose
58	Attaching standard part broken
59	Attaching standard part omitted
60	Attaching standard part too long / short
61	Weld broken
62	Attaching standard part - wrong part
63	Weak, sagged
64	Welds or solder omitted
65	Overheating
66	Attaching stand. part twisted, corroded
67	Shudder, vibration, out of balance
68	Roller omitted or sealer strips
69	Packing shifted (soft trim only)
70	Chipped, scratched (glass only)
71	Collapsed
72	Exhaust leak
73	Fuel leak
74	Vacuum leak
75	Blistered, peeling
76	Bubbles (glass only)
77	Oil leak
78	Hardened - dried out
79	Improper assembly
80	Chipped or plating omitted
81	Stains, tarnished, faded, discolored
83	Misc. other out of order
84	Rusted, corroded
85	Fogged, hazy (glass only)
87	Seals damaged or worn
88	Too long
89	Too short
91	Dents or flaked
92	Improper wheel balancing
95	Damaged insulation (electrical only)
96	Crossed circuits (electrical only)
97	Damaged terminals (electrical only)
98	Worn, pulls (flashes only)
99	Excessive offset

PAINT DEFECTS
Applicable to Colorcoat Only

Code	Description
A1	Dirt in paint
A2	Overspray
A3	Thin, on paint
A4	Sags, runs, drips
A5	Color mismatch, metallic, poor brush touches
A6	Trim adhesive on surface
A7	Stains, tarnished, faded, discolored
A8	Bubbles, blisters, pop-ups
A9	Cracking, chalking
B1	Cracked, checked paint
B2	Orange peel, crazing, soft paint
B3	Sander, deadener under paint
B7	Excessive propeller wax
B9	Paint colorcoat does color coat, primer
C1	Paint from palms, exterior
C2	Paint from interior surfaces (e.g., door locks)
C3	Paint - wrong color (assembly vehicles only)

Applicable to Refinish Only

Code	Description
D1	Dirt in primer
D2	Bubbles, blisters, pop-ups
D3	Sander, deadener under primer
D5	Puffs in base metal
D6	Crazing, soft primer
D7	Corrosion perforation
D9	Light rust on surface
D8	Rust coating trim metal
E7	Rust perforating body panel
E8	Cracked, checked primer

PAINT DAMAGE
AIRBORNE MATERIAL (ENVIRONMENTAL FALLOUT) FLUID DRIPPINGS

Code	Description
B5	Battery acid damage (surface)
B6	Other transportation field damage
C4	Water spotting (includes acid rain)
C5	Acid etching (includes acid rain and other airborne materials)
C6	Metal grind filings in paint
D4	Battery acid through primer

209-SROR/792

SYMPTOM
Applicable to Drivability Conditions Only

Engine Condition	Code
Stalches	T1
Stands, Hard on	T2
Unsatisfactory Fuel Economy	T3
Fuel Odor, Leaks	T4
Exhaust Odor, Smoke	T5
Excessive Mini-Consumption Code	T6
Diag Concern (Cont. Code)	T7

	Engine Temp. Cold	Warm	Hot
Starting Difficulties			
Will Not Crank	J1	L1	N1
Cranks, Will Not Start	J2	L2	N2
Cranks, Hard To Start	J3	L3	N3
Unsatisfactory Idle Quality			
Idle Rough	J4	L4	N4
Idle Too Fast	J5	L5	N5
Idle Returns To Idle		L6	
Stalls, Bucks			
After Starting	J7	L7	N7
Upon Initial Drive Engagement	J8	L8	N8
At Idle Or While Coasting	J9	L9	N9
While Idling	K1	M1	P1
Stumbles, Bucks Upon Acceleration	K2	M2	P2
Surges, Bucks, Jerks, Misses			
While Accelerating	K3	M3	P3
At Steady Speed	K4	M4	P4
Upon Deceleration	K5	M5	P5
Lacks Power	K6	M6	P6
Unusual Engine Noise			
Spark Knock	K7	M7	P7
Other Unusual Noise	K8	M8	P8

Applicable to Wheel Alignment Conditions Only

	Code		Code
Drift, Pull, Wander	W2	Tire noise, Alignment within specifications	W4
Door Noise	W3	Tire noise, Alignment out of specifications	W5

RADIO

D4	Broken, cracked	K3	Loose connections	B5	Damaged insulation
D5	Hole in part	K4	Burned out, shorted, grounded	B6	Crossed circuits
D4	Open circuit	K5	Stains, tarnish, opaque	B8	Damaged terminals

PART NAMED

ALBAL	– Tire balance (all-Use condition code B2)	BRAKE	– Brake labeling - Use condition code B2
FRBAL	– Tire balance (front)-Use condition code B2	FRAMJ	– Ride height adjustment, discontinuity (complete all suspension)
RRBAL	– Tire balance (rear)-Use condition code B2	SHWEL	– Use for pulling door white position or adjusting steering wheel on Econoline vehicles - use condition code B2
FRDWY	– Front end alignment only (use condition code W4, W2 or W4)		
RTOE	– Rear toe-in		
TIRE	– Tire repair or replacement		
ALTBELT	– Alternator belt	GRILL	– Extra grille assembly
PSBELT	– Power steering belt	STRIPE	– Panel paint stripe
ACBELT	– Air conditioner belt	BED	– Bed of truck body
APBELT	– Air pump belt	CAB	– Cab of truck (including Econoline & Bronco models)
VACBELT	– Vacuum pump belt		
WPBELT	– Water pump belt		
FREON	– Air conditioner refrigerant		

ENTIRE – Use only when the entire unit or a major portion (4 panels or more) of an object unit is required.

ALCOK – Anti-lock brake system diagnosis only (no repair) during basic vehicle warranty.

Diag – EGC diagnosis only (no repair) during basic vehicle warranty.

AT PRE DELIVERY ONLY

ANTI	– Antifreeze added	ASL	– Power steering fluid
FUEL	– Gasoline added	BRL	– Brake fluid
RWASH	– Fluid added to windshield washer reservoir	EOL	– Engine oil
BWASH	– Fluid added to rear washer reservoir	RDL	– Differential Lube
		SOL	– Steering gear lube
		TOL	– Air transmission fluid lube

TIME CLOCK

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FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 268-3087

P & A CODE 00080

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 9:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

[redacted]

TAG: 0704 C W RO: C18189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

KM

ER02-025 44702

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 647-8550, WASHINGTON 261-8220
DIRECT LINE 266-3067

P & A CODE 00068

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICKUP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

[redacted]

TAG: 0704 C W RO: C19189-6
2FALP74W7RX126232 DK RED/MAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 19:03:34
ANNE ARUNDEL LIC: MD 1 STK#: D00R0398
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022895 SOLD: 022895 PROD: 113093
ADV: 448 DC: 1EA 27H410
HOME: [redacted] ODOMETER IN: 5073 TX: 1
WORK:

LN	94 5K SVC	TECH 791	$	23.20
31	COMPLETED SERVICE	SANFORD, ROB		
		DP-5K		

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.63	8.63
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJUST					4.03-
	LINE TOTAL - DEPT D					36.55

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.03-
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
VISA 004014	42.09

VISA//// MASTERCARD ////

KMM 6/23

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION----------
WARRANTY MUST BE PRINTED ALSO
KM

EA02-025 44783

FORD

Koons Ford of Annapolis

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-5550, WASHINGTON 261-8820
DIRECT LINE 268-8087

P & A CODE 00069

PROGRAM CODE
REPAIR 1
REPAIR 2
REPAIR 3
ACCOUNT CODE
DATE AND MILEAGE AT TIME OF VEHICLE RECEIPT
DATE
MILEAGE (NO TENTHS)
MO. DAY YR.
DATE AND MILEAGE AT TIME OF VEHICLE RELEASE
DATE
MILEAGE (NO TENTHS)
MO. DAY YR.

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P NO: 010109
2FALP74W7RX126232 DC 1620/SA
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 17:16:
ANNE ARUNDEL LIC: MD 1 STK#: 000R0351
DATES: BEGIN: 062195 DONE: 062395 INSVC: 022695 SOLD: 022695 PROD: 11302
ADV: 646 DC: 1FA 27153
HOME: [redacted] ODOMETER IN: 5073 OUT: 5
WORK:

LN 94 5K SVC : TECH 791 $ 30.00
31 COMPLETED SERVICE SANFORD, ROD

VEN	PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
FMC	FL 820	FILTER		1	8.69	8.69
FMC	5W30	OIL		5	1.75	8.75
	PARTS AMOUNT					17.38
	LAB AMOUNT					23.20
	SERVICE SPECIAL ADJUST					4.00
	LINE TOTAL - DEPT D					36.58

PARTS	17.38
SUPPLIES	4.64
LAB-MECHANICAL	23.20
SERVICE SPECIAL ADJUSTMENT	4.00
SUB-TOTAL	41.19
TAX	.90
TOTAL-CHARGES	42.09
CASH DUE	42.09

LAB RATE: 64.00
PREFERRED TREATMENT
ATTENTION-
WARRANTY MUST BE PRINTED ALSO

MG PAGE 1 OF 1

EA82-029 44784

FORD

FORD

2540 RIVA ROAD ANNAPOLIS, MARYLAND 21401
ANNAPOLIS 224-2100, BALTIMORE 841-6550, WASHINGTON 261-6220
DIRECT LINE 268-3087

P & A CODE 00089

[redacted]

PLEASE RETAIN THIS COPY AS YOUR SERVICE RECORD. ANY CLAIMS OR ADJUSTMENTS MUST BE ACCOMPANIED BY THIS INVOICE AND MUST BE MADE WITHIN 12,000 MILES OR ONE YEAR FROM DATE WORK WAS PERFORMED.

SERVICE HOURS:
MONDAY THRU FRIDAY
7:30 AM TO 6:00 PM

CASHIER AND CUSTOMER PICK-UP
7:30 AM TO 7:00 PM
SAT. 8:00 AM TO 1:00 PM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

[redacted]

TAG: 0704 C W P RO: [illegible]
2FALP74W7RX126232 DK RED/PAR
94 FORD CROWN VIC LX 4DR SDN
EDGEWATER MD [redacted] INVOICED AT: 06/23/95 [illegible]

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KARL R. PENNELL

MG

ER02-025 44705

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EA02-025 21526

Service COPY

[redacted]	•	DOCKET NO: 42941 DIVISION: D
	•	19TH JUDICIAL DISTRICT COURT
VERSUS	•	PARISH OF EAST BATON ROUGE
FORD MOTOR COMPANY	•	STATE OF LOUISIANA

PETITION

NOW INTO COURT, through undersigned counsel, come plaintiffs, STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY and STATE FARM FIRE & CASUALTY COMPANY, foreign insurers, authorized to do and doing business in the State of Louisiana, and [redacted], persons of the full age of majority, domiciled in the Parish of East Baton Rouge, State of Louisiana, who, with respect, represent the following:

1.

Named defendant herein is Ford Motor Company, a foreign company, authorized to do and doing business in the State of Louisiana, who is indebted unto plaintiffs, for the following, to wit:

2.

At all times pertinent hereto, [redacted] were the owners of a certain residence located at [redacted], Baton Rouge, Louisiana (hereinafter referred to as the [redacted] residence") and a 1993 Lincoln Town Car, identified by Vehicle Identification Number (VIN) 1LNLM81W7PY777849, (hereafter referred to as the "Sims vehicle").

3.

On or about March 5, 2001, while the [redacted] vehicle was parked in the carport at the [redacted] residence, a fire occurred in the Sims vehicle causing substantial damage to both the vehicle and the [redacted] residence.

4.

The fire originated in the engine compartment of a 1993 Lincoln Town Car owned by the [redacted] and was caused by a defect in the speed control deactivation switch, the electrical system, and/or other defects within the 1993 Lincoln Town Car.

5.

The 1993 Lincoln Town Car was designed, manufactured, assembled and sold by defendant, Ford Motor Company.

6.

In May 1999, defendant, Ford Motor Company issued a recall on the 1993 Lincoln Town Car for replacement of the speed control deactivation switch at all times pertinent hereto. Ford Motor Company was aware that the speed control deactivation switch could develop a resistive short in the electrical circuit that could potentially result in an underhood fire.

7.

Defendant, Ford Motor Company, is liable unto plaintiffs for the following acts of negligence and/or fault:

A. Manufacturing, assembling, marketing and/or selling a product which was unreasonably dangerous in construction or composition;

B. Manufacturing, assembling, marketing and/or selling a product which is unreasonably dangerous in design;

C. Manufacturing, assembling marketing and/or selling a product which is unreasonably dangerous because an adequate warning about the product was not provided; and

D. Failure to adequately warn users of the risks/dangers of the product subsequent to acquiring such knowledge.

8.

At all times pertinent hereto, State Farm Mutual Automobile Insurance Company insured the [redacted] vehicle, and provided coverage for the damages sustained thereto.

9.

Pursuant to the terms of its insurance policy and as a result of the fire, State Farm Mutual Automobile Insurance Company paid to or on behalf of its insureds [redacted], the sum of TEN THOUSAND EIGHT HUNDRED THIRTY-TWO and 20/100 ($10,832.20) DOLLARS.

10.

At all times pertinent hereto, State Farm Fire and Casualty Company insured the [redacted] residence, and provided coverage for the damages sustained thereto.

11.

Pursuant to the terms of its insurance policy and as a result of the fire, State Farm Fire and Casualty Company paid to or on behalf of its insureds [redacted] the sum of TWO THOUSAND EIGHT HUNDRED EIGHTEEN and 17/100 ($2,818.17) DOLLARS.

12.

Petitioners, State Farm Mutual Automobile Insurance Company and State Farm Fire & Casualty Company is subrogated, legally, conventionally, and by the terms of the policies, to the

rights of [redacted] against defendant, Ford Motor Company, to the extent of payments made herein to, or on behalf of, the Sims.

13.

As a result of the incident described above, [redacted] have suffered a loss in the form of a deductible in the amount of FIVE HUNDRED FIFTY ($550.00) DOLLARS, in addition to other property damage, mental anguish, inconvenience, lost wages, and loss of use of their property.

Despite amicable demand, defendant has refused to reimburse plaintiffs for their losses.

WHEREFORE, plaintiffs pray that after due proceedings are had herein, there be judgment in favor of plaintiffs, State Farm Mutual Automobile Insurance Company, State Farm Fire & Casualty Company, and [redacted] and against defendant, Ford Motor Company, for the sum of all damages proven at trial, together with legal interest from date of judicial demand until paid, and for all costs of these proceedings. Plaintiffs further pray for all general and equitable relief to which they may be entitled.

By Attorneys:

HANNAH, COLVIN & PIPES
2051 Silverside Drive, Suite 260
Baton Rouge, LA 70808
Telephone: (225) 766-8240

By: _____
W. Raglan Pipes (LA Bar #17748)
Krystena L. Harper (LA Bar #27494)

PLEASE SERVE:

FORD MOTOR COMPANY
through its agent for service of process:
CT Corporation Systems
8550 United Plaza Blvd.
Baton Rouge, LA 70809

FILED
Deputy Clerk

ESP / Recall Information

VIN: 1LNLM81W7PY777849

Contract: 1 Of

Status: Expire

ESP Purchase Details

Purchaser: [redacted]
Expiration Date: 1997-04-18
Expiration Miles: 65,000
Plan Type: USA 1994 USED 36/45,000 LEASEGUARD LIMITED WARRANTY
Plan Year: 1994
Selling Dealer: ROBINSON BROS INC
Rental:
Deductible: 100
Towing Allowance:
Purchase Type: N
Options:

ESP Cancellation Details

Cancel Date:
Process Date:
Refund Percent:
Dealer Received Date:
Dealer Credited:

Recall Information

Campaign				Status	Dealer
Number	Type	Description	Status	Date	Code
96L12	L	PASS AIR BAG	FORCED COMPLETION	1998-01-22	AUTOC

E962-625 21538

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1LNLM81W7PY777849	Veh Line:	C/VB - TOWN CAR (PN36/PN116) [91-97]	Eng Serial No:	W
Model Year:	1993	Market Derived:	C/M - MERCURY DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	C	Drive Code:	C/B - 2 WHL L/H REAR DRIVE	Engine:	C/VN - R-M 4.6L SOHC EFI NA CIVR G-NF
Inv. Dealer:	11618	Body Cab Style:	C/FC - 4 DOOR SEDAN-6 LITE	Transmission:	C/DK - 4 SPD AUTO TRANS NAAO AODE
		Version/Series:	C/AB - BASE VERSION - CAR		

BUILD INFORMATION:

Engine: NA - ########## Plant: BA - WIXOM PLANT BUILD
Country: USA - ########## Prod Date: 29-JUL-1993

SALE INFORMATION:

Engine: NA - ########## Selling Dealer: 325707 - *
Country: USA - ########## Selling Dlr St/Prov: FL
Buyer St/Prov: FL

Arrival Date: 09-AUG-1993 Red Carpet Lease: *
Sale Date: 13-AUG-1993 Fleet/Retail/Co. Lease: F
Warranty Start Date: 13-AUG-1993 Modified Vehicle: *
Orig Warranty Date: 13-AUG-1993 Recognized Vehicle: * Vehicle Export Flag: N

VOC/EOC:

```
-------1-------2-------3-------4-------5-------6-------7-------8-------9-------
1LNLM81W7PY777849 4L     5681603703     IF 2   EXT 1F  4  2E6A     P    3256787  2 AUG     EM    E    E

11618 4 2  2  A261A  YD                        H0007       2
```

D02-025 21031

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/C - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Disk:	* - [N/A]	Instrumentation:	AC - ELECTRONIC INSTRUMENTATION
Axle Ratio:	EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Pssgr Side):	* - [N/A]
Battery Amp Rating:	72	Paint:	PNDAC - MED MOCHA C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR PREMIUM AM/FM STEREO/CSTB
Calibration Code:	31ED811A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Supra Tandem Axle:	
Color(Trim):	00054 -	Tire Brand:	AJ - MICHELIN
Delivery Type:	M	Tire Size:	DXGSF - P215/70R15 WSW
Driveshaft Code:	*	Traction Controls:	* - [N/A]
Front Seat:	C/K - SEAT-SPLIT BENCH	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	J	Emission Code:	CB - CB
ESP Coverage(Miles):	055	Emission Cert Type:	F
ESP Coverage(Time):	036	Emission Decal Suffix:	JY
ESP Plan Year:	1994	Engine Fam/Ry:	FFM46V5FDF2
ESP Signature Date:	18-APR-1994		

E002-025 / 21832

Standard Claims List For Model Year 1993

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1LNLM81W7PY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	2	7H11	120803	F3VY	19972	A	C05	D1	7539
AWS Claim Key:	1357346	Trx Code:		2	Labor Hrs:		1.1														
Dlr Cd-Sub Cd:	46055-*	Name:	BUDGET RAC - ORLANDO				Ph:	*-*			St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:25-SEP-1993			Doc #:070381
1LNLM81W7PY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	5	5V01	060501	F3VY	1125	A	N27	13	18783
AWS Claim Key:	1357348	Trx Code:		E84	Labor Hrs:		1.3														
Dlr Cd-Sub Cd:	46055-*	Name:	BUDGET RAC - ORLANDO				Ph:	*-*			St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:09-JAN-1994			Doc #:282942
1LNLM81W7PY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	5	7003	120102	*	ODOR	*	C06	08	18783
AWS Claim Key:	1357349	Trx Code:		6	Labor Hrs:		.6														
Dlr Cd-Sub Cd:	46055-*	Name:	BUDGET RAC - ORLANDO				Ph:	*-*			St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:09-JAN-1994			Doc #:282942
1LNLM81W7PY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	6	6R31	011404	F1VY	5421819	A	B05	42	18783
AWS Claim Key:	1357347	Trx Code:		E84	Labor Hrs:		.6														
Dlr Cd-Sub Cd:	46055-*	Name:	BUDGET RAC - ORLANDO				Ph:	*-*			St: FL	City Cd:		USA	Reg Cd:		NA	Repr Date:10-JAN-1994			Doc #:282400
1LNLM81W7PY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	9	6F48	NANANA	*	40110	*	R06	08	20561
AWS Claim Key:	1357350	Trx Code:		E84	Labor Hrs:		0														
Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.				Ph:	225-9247068			St: LA	City Cd:		USA	Reg Cd:		NA	Repr Date:05-MAY-1994			Doc #:005399
Tech Comments:	SUBLET TO WATER DOCTORS TO REPAIR WATER LEAK AT TRUNK SEALS.																				
1LNLM81W7PY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	9	6M01	018505	F3VY	5403598	A	T53	D4	20561
AWS Claim Key:	1357351	Trx Code:		E84	Labor Hrs:		.2														
Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.				Ph:	225-9247068			St: LA	City Cd:		USA	Reg Cd:		NA	Repr Date:05-MAY-1994			Doc #:005399

E062-025 21633

1LNLM81W7FY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	9	4M01 0105XX	*	5403598	*	A99	FP 20561
AWS Claim Key:	8357342	Trx Code:		B84	Labor Hrs:		0												
Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.			Ph:	225-9247068			St: LA	City Cd:		USA	Reg Cd:	NA	Repr Date:06-MAY-1994			Doc #:005449
1LNLM81W7FY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	13	2E03 03001XX	*	9F715	*	A99	FP 26134
AWS Claim Key:	11146092	Trx Code:		807	Labor Hrs:		0												
Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.			Ph:	225-9247068			St: LA	City Cd:		USA	Reg Cd:	NA	Repr Date:31-AUG-1994			Doc #:010749
1LNLM81W7FY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	13	2E03 030001	F2AZ	9F715	A	D41	42 26134
AWS Claim Key:	11146091	Trx Code:		807	Labor Hrs:		1.3												
Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.			Ph:	225-9247068			St: LA	City Cd:		USA	Reg Cd:	NA	Repr Date:31-AUG-1994			Doc #:010749
1LNLM81W7FY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	24	7E01 000000	F4LY	19753	A	C05	08 36817
AWS Claim Key:	16378793	Trx Code:		B83	Labor Hrs:		5.2												
Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.			Ph:	225-9247068			St: LA	City Cd:		USA	Reg Cd:	NA	Repr Date:02-AUG-1995			Doc #:02408701
Cust Comments:	NOT GETTING COLD--JUST COOL--USUALLY RUN ON AUTO AND ABOUT 67 DEG.																		
Tech Comments:	REPLACED AC COMPRESSOR, ACCUMULATOR, ORIFICE TUBE AND ALL ORINGS. INSTALLED FILTER KIT																		
1LNLM81W7FY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	24	2E03 030001	F2AZ	9F715	A	N11	08 36817
AWS Claim Key:	16378792	Trx Code:		807	Labor Hrs:		1.2												
Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.			Ph:	225-9247068			St: LA	City Cd:		USA	Reg Cd:	NA	Repr Date:02-AUG-1995			Doc #:02408702
Cust Comments:	FOG HORN TYPE NOISE AT TIMES--CAN WORK ACCEL. PEDAL AND STOP NOISE																		
Tech Comments:	ESC TEST, REPLACED AIR INTAKE TUBE AS PER TSB, REPLACED ESC MOTOR.																		
1LNLM81W7FY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	30	7L01 130681	F2VY	13B32	A	A85	42 43002
AWS Claim Key:	18781888	Trx Code:		B83	Labor Hrs:		.4												
Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.			Ph:	225-9247068			St: LA	City Cd:		USA	Reg Cd:	NA	Repr Date:12-JAN-1996			Doc #:03066001
Cust Comments:	HORN INOP--																		
Tech Comments:	REPLACED HORNS AND RELAY																		
1LNLM81W7FY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DK	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	35	7N03 011109	F3AZ	14B118	A	G07	42 49217
AWS Claim Key:	28599941	Trx Code:		B83	Labor Hrs:		.7												

Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.			Ph:	225-9247068		St: LA		City Cd:			USA	Reg Cd:	NA	Repr Date: 10-JUN-1996			Doc #: 03646301	
Cust Comments:	L. FRONT WINDOW WON'T GO DOWN ALL THE WAY WHEN FIRST HITTING SWITCH AND THEN STILL HAVE TO WORK SWIT																				
Tech Comments:	REPLACED WINDOW SWITCH AND RELAY																				
1LNLM81W7FY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DX	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	35	7M01 000000	FOVY	18808	C	A06	08	49217	
AWS Claim Key:	20222942	Trx Code:		583	Labor Hrs:		L9														
Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.			Ph:	225-9247068		St: LA		City Cd:			USA	Reg Cd:	NA	Repr Date: 10-JUN-1996			Doc #: 03646302	
Cust Comments:	SOF IN--ONE OF SPEAKERS--INOP																				
Tech Comments:	RMR RADIO AND AMOPLIFIER TO TEST SYSTEM, REPLACED RIGHT FRONT SPEAKER.																				
1LNLM81W7FY777849	C/VB	C/M	C/FC	C/AB	C/B	BA	C/DX	C/VN	29-JUL-1993	13-AUG-1993	325707	USA	35	1A08 070100	9522	7902	ARM	P59	08	49217	
AWS Claim Key:	20413189	Trx Code:		584	Labor Hrs:		4.9														
Dlr Cd-Sub Cd:	12294-*	Name:	ROBINSON BROTHERS, INC.			Ph:	225-9247068		St: LA		City Cd:			USA	Reg Cd:	NA	Repr Date: 10-JUN-1996			Doc #: 03646304	
Cust Comments:	SHUDDER WHEN SHIFTING INTO OVERDRIVE																				
Tech Comments:	EEC TEST, REPLACED CONVERTER, FILTER AND FLUID AS PER TSB																				

Claim Detail Report

Model Year = 1993; Claim Key = 8357346

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 070381
Repair Date: 25-SEP-1993
Distance: 7599
TIS: 2

Dealer Information

Dealer Name BUDGET RAC - ORLANDO
Dealer Code: 46055 - *
Address: 8855 RENT-A-CAR ROAD
City: ORLANDO
State: FL Zip Code:32812
Country: USA Region Code: NA
Phone: (*)-*

Cust. Concern Code: C05 - A/C DOES NOT WORK
Condition Code: D1 - POROSITY
Technician Comment:
Customer Comment:

EA02-025 21838

Labor Op Code	Labor Op Description
19700A	PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CH DIAGNOSIS
19700A10	DISCHARGE LINE - COMPRESSOR TO CONDENSER REPLACE
19700B	R-12 REFRIGERANT RECOVERY

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	F3VY	19972	A	LINE COMP TO COND	120305	1
N	*	OSP	*	OUTSIDE PART	120305	1

D002-020 21637

Claim Detail Report

Model Year = 1993; Claim Key = 8357348

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 282942
Repair Date: 09-JAN-1994
Distance: 18783
TIS: 5

Dealer Information

Dealer Name BUDGET RAC - ORLANDO
Dealer Code: 46055 - *
Address: 8855 RENT-A-CAR ROAD
City: ORLANDO
State: FL Zip Code:32812
Country: USA Region Code: NA
Phone: (*)-*

Cust. Concern Code: N27 - VIBRATION OR SHUDDER WHILE BRAKING
Condition Code: 13 - OUT OF ROUND
Technician Comment:
Customer Comment:

Labor Op Code	Labor Op Description
2001AF	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC REMOVE AND INSTALL OR REPLACE
2001A5T	DISC BRAKE ROTOR REPLACE

ER82-625 21538

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	F3VY	1125	A	DISC - FRONT WHEEL BRAKE	060301	2
N	F3AZ	2001	C	KIT-BRAKE SHOE LININ	060302	1

Claim Detail Report

Model Year = 1993; Claim Key = 8357349

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 282942
Repair Date: 09-JAN-1994
Distance: 18783
TIS: 5

Dealer Information

Dealer Name BUDGET RAC - ORLANDO
Dealer Code: 46055 - *
Address: 8855 RENT-A-CAR ROAD
City: ORLANDO
State: FL Zip Code:32812
Country: USA Region Code: NA
Phone: (*)-*

Cust. Concern Code: C08 - A/C HEATER/DEFROSTER ODOR ONLY AT STARTUP
Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)
Technician Comment:
Customer Comment:

Labor Op Code	Labor Op Description
930909A	REPLACE

5982-825 21848

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	*	ODOR	*	MUSTY ODOR PLENUM	120102	0
N	*	OSP	*	OUTSIDE PART	120102	1

E002-020 21941

Claim Detail Report

Model Year = 1993; Claim Key = 8357347

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 282400
Repair Date: 10-JAN-1994
Distance: 18783
TIS: 6

Dealer Information

Dealer Name BUDGET RAC - ORLANDO
Dealer Code: 46055 - *
Address: 8855 RENT-A-CAR ROAD
City: ORLANDO
State: FL Zip Code:32812
Country: USA Region Code: NA
Phone: (*)-*

Cust. Concern Code: B05 - BODY PANELS HARD TO OPEN
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment:
Customer Comment:

Labor Op Code	Labor Op Description
21818A	CONTROL AND LINK ASSEMBLY - FRONT/REAR DOOR LATCH REPLACE

ER02-025 21842

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	F1VY	5421819	A	REM CNTL ASY L	011404	1

Claim Detail Report

Model Year = 1993; Claim Key = 8357350

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 005399
Repair Date: 05-MAY-1994
Distance: 20561
TIS: 9

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: R06 - WATER LEAK AROUND TRUNK/HATCHBK/LIFTGT/RR CARGO DR
Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)
Technician Comment: SUBLET TO WATER DOCTORS TO REPAIR WATER LEAK AT TRUNK SEALS.
Customer Comment:

Labor Op Code	Labor Op Description
OSL	OUTSIDE LABOR

ER82-625 21844

Causal Flag	Fail Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	*	40110	*	DOOR ASY-LUGGAGE	NANANA	0

PRZ2-0728 21845

Claim Detail Report

Model Year = 1993; **Claim Key** = 8357351

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 005399
Repair Date: 05-MAY-1994
Distance: 20561
TIS: 9

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: T53 - INTERIOR MOLDINGS-LOOSE, POOR FIT, WARPED,WRINKLED
Condition Code: D4 - FLAW IN MATERIAL
Technician Comment:
Customer Comment:

Labor Op Code	Labor Op Description
03598A	MOULDING - WINDSHIELD GARNISH - SIDE REPLACE -

E962-025 21846

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	F3VY	5403598	A	MLDG,W/S GARN R	010505	1

EXHIBIT 21947

Claim Detail Report

Model Year = 1993; Claim Key = 8357352

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 005449
Repair Date: 06-MAY-1994
Distance: 20561
TIS: 9

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: A99 - ADMINISTRATIVE (PARTS RETURN/ETC.)
Condition Code: PP - LOANER CAR
Technician Comment:
Customer Comment:

Labor Op Code	Labor Op Description

Cancel Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	*	5403598	*	MLDG,W/S GARN R	0105XX	1

6262-826 71849

Claim Detail Report

Model Year = 1993; Claim Key = 11146092

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/PC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 010749
Repair Date: 31-AUG-1994
Distance: 26134
TIS: 13

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: A99 - ADMINISTRATIVE (PARTS RETURN/ETC.)
Condition Code: PP - LOANER CAR
Technician Comment:
Customer Comment:

Labor Op Code	Labor Op Description

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	*	9F715	*	VALVE-AIR BYPASS	0300XX	2

BMC-020 21801

Claim Detail Report

Model Year = 1993; Claim Key = 11146091

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 010749
Repair Date: 31-AUG-1994
Distance: 26134
TIS: 13

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: D41 - ENGINE HESITATES/SURGES AT STEADY SPEED
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment:
Customer Comment:

Labor Op Code	Labor Op Description
12650D	REC - (QUICK TEST) DIAGNOSIS
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST
12650D45	PIN POINT TEST DIAGNOSIS
12650D3	VALVE ASSEMBLY (IDLE AIR CONTROL) - IAC REPLACE

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	F2AZ	9F715	A	VALVE-AIR BYPASS	030001	1

Claim Detail Report

Model Year = 1993; Claim Key = 16378793

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 02408701
Repair Date: 02-AUG-1995
Distance: 36817
TIS: 24

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: C05 - A/C DOES NOT WORK
Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)
Technician Comment: REPLACED AC COMPRESSOR, ACCUMULATOR, ORIFICE TUBE AND ALL ORINGS. INSTALLED FILTER KIT
Customer Comment: NOT GETTING COLD--JUST COOL--USUALLY RUN ON AUTO AND ABOUT 67 DEG.

Labor Op Code	Labor Op Description
19700A	PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CH DIAGNOSIS
19700B	R-12 REFRIGERANT RECOVERY
19700C	EVAPORATOR CORE LEAKAGE TEST DIAGNOSIS
19700A3T	O-RING(S) OR O-RING KIT REPLACE
19700A4	COMPRESSOR ASSEMBLY - AIR CONDITIONER REPLACE
19700A8	LIQUID LINE-CONDENSER TO EVAPORATOR REPLACE
19700A9	SUCTION LINE - EVAPORATOR TO COMPRESSOR REPLACE
19700A10	DISCHARGE LINE - COMPRESSOR TO CONDENSER REPLACE
19700A17	ORIFICE - AIR CONDITIONER EVAPORATOR CORE REPLACE
19700A18	ACCUMULATOR ASSEMBLY-AIR CONDITIONER REPLACE
930908A	REPLACE
930908C	REPLACE

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	F4LY	19703	A	COMPRESSOR-A/C	000000	1
N	F3VY	19C836	A	ACCUMULATOR/HOSE	NANANA	1
N	F3XY	19D990	A	ORIFICE-EXPANSION	NANANA	1
N	F2VY	19E773	C	KIT A/C SYSTEM FILTR	NANANA	1
N	F3AZ	19B519	SA	R-12 FREON	NANANA	38
N	*	OSP	*	OUTSIDE PART	000000	1

EH02-025 21095

Claim Detail Report

Model Year = 1993; Claim Key = 16378792

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 02408702
Repair Date: 02-AUG-1995
Distance: 36817
TIS: 24

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: N11 - UNUSUAL ENGINE NOISE AT IDLE
Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)
Technician Comment: EEC TEST, REPLACED AIR INTAKE TUBE AS PER TSB, REPLACED ISC MOTOR
Customer Comment: FOG HORN TYPE NOISE AT TIMES--CAN WORK ACCEL PEDAL AND STOP NOISE

FP02-025 21858

Labor Op Code	Labor Op Description
12650D	EEC - (QUICK TEST) DIAGNOSIS
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST
12650D3	VALVE ASSEMBLY (IDLE AIR CONTROL) - IAC REPLACE
942204B	REPLACE

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	F2AZ	9F715	A	VALVE-AIR BYPASS	030001	1
N	E7SZ	9F670	A	GSKT AIR B/PASS VLVE	03XXXX	1
N	F5AZ	9H308	A	TUBE ASSY AIR VALVE	030001	1

E002-628 21687

Claim Detail Report

Model Year = 1993; Claim Key = 18781889

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 03066001
Repair Date: 12-JAN-1996
Distance: 43002
TIS: 30

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: A85 - OTHER ELECTRICAL ACCESSORY TROUBLES
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: REPLACED HORNS AND RELAY
Customer Comment: HORN INOP--

Labor Op Code	Labor Op Description
13832A	HORN ASSEMBLY - ELECTRIC REPLACE
13025B	HORN RELAY REPLACE

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	F2VY	13832	A	HORN ASY-HIGH PITCH	130601	1
N	FOAZ	14N089	A	RELAY ASSY	1801XX	1

E982-0215 21689

Claim Detail Report

Model Year = 1993; Claim Key = 20399943

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 03646301
Repair Date: 10-JUN-1996
Distance: 49217
TIS: 35

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: G07 - WINDOW OPENING, CLOSING TROUBLES-POWER
Condition Code: 42 - DOES NOT OPERATE PROPERLY
Technician Comment: REPLACED WINDOW SWITCH AND RELAY
Customer Comment: L. FRONT WINDOW WON T GO DOWN ALL THE WAY WHEN FIRST HITTING SWITCH AND THEN STILL HAVE TO WORK SWIT

Labor Op Code	Labor Op Description
14529A	SWITCH - POWER WINDOW REPLACE
14677A	RELAY-POWER WINDOW REPLACE

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	F3AZ	14B118	A	CNTRL WDO REGULATOR	011109	1
N	FOVY	14529	A	SWITCH ASY-WINDOW RE	011109	1

BMD-CDS 21881

Claim Detail Report

Model Year = 1993; Claim Key = 20399942

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 03646302
Repair Date: 10-JUN-1996
Distance: 49217
TIS: 35

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: A06 - SPEAKER TROUBLES
Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)
Technician Comment: RNR RADIO AND AMOPLIFIER TO TEST SYSTEM, REPLACED RIGHT FRON T SPEAKER
Customer Comment: SOP IN—ONE OF SPEAKERS—INOP

Labor Op Code	Labor Op Description
18808AF	SPEAKER(S) - RADIO REPLACE
18805B	RADIO REMOVE
18805C	RADIO - AFTER REPAIR INSTALL
18849A	AMPLIFIER - PREMIUM SOUND REMOVE
18849B	AMPLIFIER ASSEMBLY - PREMIUM SOUND INSTALL

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	POVY	18808	C	SPEAKER ASY	000000	1

E882-0025 21683

Claim Detail Report

Model Year = 1993; Claim Key = 20413189

Vehicle Information

Model Year: 1993
Market Derived: C/M - MERCURY DIVISION DERIVATIVE
Body/Cab Type: C/FC - 4 DOOR SEDAN-6 LITE
Version/Series: C/AB-BASE VERSION - CAR
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/VB-TOWN CAR (FN36/FN116) [91-97]
Warranty Start Date: 13-AUG-1993
Production Date: 29-JUL-1993
VIN: 1LNLM81W7PY777849

Claim Information

Document Number: 03646304
Repair Date: 10-JUN-1996
Distance: 49217
TIS: 35

Dealer Information

Dealer Name ROBINSON BROTHERS, INC.
Dealer Code: 12294 - *
Address: 9550 INTERLINE DR
City: BATON ROUGE
State: LA Zip Code:70809
Country: USA Region Code: NA
Phone: (225)706-7068

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES
Condition Code: 08 - OTHER/UNKNOWN(NO APPROPRIATE COND. CODE)
Technician Comment: EEC TEST, REPLACED CONVERTER, FILTER AND FLUID AS PER TSB
Customer Comment: SHUDDER WHEN SHIFTING INTO OVERDRIVE

Labor Op Code	Labor Op Description
952304I	REPLACE

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity
Y	F5ZZ	7902	ARM	CONVERTER ASY	070100	1
N	XT	2	QDX	MOTORCRAFT BATTERY	190101	10
N	F2VY	7A098	A	SCREEN ASY - OIL PAN	070100	1

EMC-2003 21006

CSCN140 VEHICLE DATA 07/25/03 14:54:24

==>

ENTER VIN ==> 1LNLM81W7PY777849

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

OWNER NAME : [redacted]

STREET ADDR : [redacted]

:

CITY : BATON ROUGE N/A YY-MM-DD 95-02-06

ST/PRV: LA CTRY: ZIP/POSTAL CODE: [redacted] N/A SOURCE: P

MODEL YEAR : 93 PLANT: Y SALE YY-MM-DD 93-08-13

BODY STYLE DESC: 4 DR SEDAN PRODUCTION YY-MM-DD 93-07-29

VEHICLE DESC : 1993 TOWN CAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO	3	68	E	214	45	CC
FACING	3	25	D	707		
RESPONSIBLE	3	22	D	408		

CA EMISSION : ENGINE TAG CODE : 3G812BA CAMPAIGN COUNTS

NAVIS STATUS : 800 COMPANY CAR IND : TOTAL CAMPAIGNS : 01

DSO DISTRICT : FLEET CODE : OPEN : 00 CLOSED : 01

DSO NUMBER : FLEET STATUS : ACTIVE: 01 HISTORY: 00

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

OGDB432

ER62-025 21686

```
CSCN150                 CAMPAIGN VEHICLE INFORMATION              07/25/03 14:54:30
===> _________ ____________________________________________________

ENTER CAMPAIGN NUMBER==> 96L12     VIN==> 1LNLM81W7PY777849  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: 4
     CURRENT: 3 22 408 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                                          OGDB432
```

CSCN130 **NOTIFICATION RECIPIENT HISTORY** 07/25/03 14:54:32
==>

ENTER CAMPAIGN NBR ==> 96L12 **VIN ==>** 1LNLM81W7PY777849
DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DR SEDAN
RESP DEALER : 322408 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 : [redacted] INITIALS: CM
STREET ADDR1 : [redacted]
ADDR2 : ST/PRV: LA
CITY : BATON ROUGE CTRY:
ZIP/POSTAL CODE: [redacted] N-A SOURCE: P N-A EFF DATE: 95-02-06 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
I048-LAST PAGE OGDB432

ER82-025 21668

```
CSCN150              CAMPAIGN VEHICLE INFORMATION              07/25/03 14:54:34
==> _________ ____________________________________________________________

ENTER CAMPAIGN NUMBER==> 96L12    VIN==> 1LNLM81W7PY777849  TYPE OF SEARCH: A
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


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      OGDB432
```

E882-025 21669

4

5

3

3

1

ER02-025 21678

REQ: 1LNLM81W7PY777849 KEY: 95Y777849 REQUESTED BY: SHDC001 REQUEST ID: LAST ACTIVE: 04/18/96

VEHICLE ORDER IMAGE

| LINE | | |

LINE #	N/A RECEIPT DATE	CURR OWN EFF DATE	VEH MOD CDE	CERT CODE	POST SALE DATE	POST RLSE DATE
10	930813	930813	F			

LINE #	ORDERING NAME	P&C CHARGE	FL PLN ALLOW	P&C EXTRACT DATE	DEALER FIN EXT DATE	PD SC	ADV CMT CDE	ADV EXTRACT DATE	PRE-DLVRY AMT	PRE-DELIVERY CENTER	FLOOR PLAN DATE	PRE-DELIVERY DATE
11	BUDGET ORL	92.50	84.87	930825					0.00	0.00	930825	

LINE #	ENGINE CALIBRAT	SOLD-TO FIN CODE	KTP FPA	HVY TRK LN SET DATE	NT SR	CENTRAL IN PROC DATE	CEN PRC CDE	MKT SO CTR	OPT IND	SPC REQ 1	SPC REQ 2	VIN	WARR STAT CODE	M S B	D U R	ENI COM IND	ORDER FIN-CODE	4TH PRIOR
12	318DR11A	Y	0			940216		0	Y			1LNLM81W7PY777849				JJY	BU007	

LINE #	STK DEALERS & DATES 5TH PRIOR	4TH PRIOR	3RD PRIOR	FOC TAX	S R S	P P I	ADV IPC	TRANSMISSION SERIAL NBR	FT PR CD	DRIVER-AIR-BAG SERIAL NBR	PASSENGER-AIR-BAG SERIAL NBR	PROD HOUR	CUSTOMER PHONE
13				09000.00			00000			04 FT4124D0320	10173A139		NOT-AVAILABL

LINE #	BUSINESS PHONE	PRETENSIONER DRIVER SIDE CODE	PRETENSIONER PASSENGER SIDE CODE	ENGINE FAMILY	SALES PRSN	CTY	L	T	CD	CAR LESSEE FIRST NAME	MI	TAG NUMB NAME	REP
14	NOT-AVAILABLE			PFM4.6V5FBF2	1111		9					BUDGET REN	

LINE #	DEPT	GARAGE	SOC	COUNTRY
15	ADDRESS		CITY	ST -ZIP P.O.BOX /APPT #
	225 E ROBINSON ST		ORLANDO	FL 32801 87509-A

LINE #	SELLING FIN CDE	L T	FIRST NAME	SECONDARY NAME MI	LAST NAME
16	BU007				

EA02-025 21072

LINE # 17	IMPORT ACTIVE DATE	INV BASE COST	SHIP REF	DMG CDE	IVS INV LVL	IVS INVOICE OPTIONS	PLANT RELEASE	PORT ARRIVAL	SHIP TO US	EST US ARRIVAL	US PORT ARRIVAL	DAMAGE REPORT	DAMAGE REPAIR	AVAIL ASSIGN	ASSIGN DEALER

LINE # 18	IVS INV RECEIPT DATE	INV LND PROCESS DATE	EXP VEH ACTIVTY DATE	EXPORT STEAMER NAME	EXPORT BOOKED DATE	STEAMER SAIL DATE	STEAMER ETA DATE

LINE # 19	ACTIVTY DATE	DVR	VEH LN	LBL IND	BODY SER	ENGINE TAG NUM	ENG CODE	TRAN CODE	AXLE CODE	CALF EMIS	HIGH ALT	CAT CODE	MHL BASE	RSVD FLD
	930750		Y	Y	BA4	HFU	H	P		M	L	C		

LINE # 20	(1756)--EPA MILEAGE DATA---(1788)	EPA CNTRY CODE	CAN LAB DATA	CAN LAB TYPE	CAN UNB	CAN HOV	CAN RATE	BASE FMV AMOUNT	OPTION MMV AMOUNT	GAS FMV AMOUNT	MISC FMV AMOUNT
	3 4 5 6 7 8 8 678901234567890123456789012345678 0241826085700001020132951521223 0	U									

MASTER FILE REPORT VIN: 1LNLM81N7PY777849 REQUEST DATE: 03/25/02 PAGE 1

REQ: 1LNLM81N7PY777849 KEY: 95Y777849 REQUESTED BY: SMDC001 REQUEST ID: LAST ACTIVE: 06/18/96

PREF. 85

VEHICLE ORDER IMAGE

LINE	MO YR	MNI	P L Y	BASE SERIAL	M K S	VEH CVB	MST STS B80	1	2	3	4	5	6	7	8	9	0
01	P	1L	Y	777849	S	CVB	B80	M81PY 4L	562685785	IF D	P1	XP 4	20L6	P	J25C707	Z AD0	BM H M1LNL7

VEHICLE ORDER IMAGE

LINE	0	1	2	3	4	5	6	ST OR	BT AMP	AL AMP	CAR AXL	TR SZ	TR DR	ENG MDL	ENGINE AG	A X	ENG BTMD	E R	CAL LBL	ENGINE NUMBER	SERL
02	4	B	2	A751A	MP																
	5678901234567890123456789012345678901234567890123456789							8	72		JY		A	BA4	3G8128A		09413		HFU		M

LINE	IGNITION KEY CODE	TRUNK KEY CODE	SELLING DEALER	FACING DEALER	SHIPTO DEALER	PRIOR S&A DEALER	ORD MST	ORD DLR	CURR STOCK	1ST PRIOR	2ND PRIOR	3RD PRIOR	ORIG RLSE DEALER
03	CLASSIFIED		25C707	25C707	88J214	25C707	25	707	25C707				25707

LINE	CURR STOCK	1ST PRIOR	2ND PRIOR	3RD PRIOR	P&A DEALER	ORD TYP	ORDER RECPT	SERIAL	ORIG SCHED	REV SCHED	SUBMIT	BUCKED	PRODUCE	CANCEL PROD
04	930729				11658	5	930618	930621	930726	930726	930625	930729	930729	

LINE	MEMO CONSON	RAIL RELEASE	INV PREP	RELEASE	ORIG PLTBUS	CURR PLTBUS	SHIPPED	CONVOY RPT DV	CONVOY DELIVRY	STATUS CHANGE	LAST ACTIVE	SALE	CANCEL SALE	SLS CD RECEIPT
05		930729	930722	930729	930729	930729	930802	930809	930812	930813	960418	930813		930813

LINE	SALE PERIOD	DEMO	DEMO PERIOD	MARR START	ORIG MSB	FAC DL EFFECT	S H	F T O	LS CD	D T M	FRNT SPRG	REAR SPRG	DLR DMD CDE	DEMO OUT	DLR DMD MST	MILE AT DEL	SH AS IND I	H T D E	FLT RET IND F	M / L M	FDAF IND	FDAF DATE	Q C P
06	93082			930813	930813	930813		O		M													

LINE	DOC STATUS DATE	ST CD	COPAC DATE	RAMP CODE	MT SH	TRN TIME	MK AL	RAILCAR ID	RAIL TIME	TOT CURR INVOICE	BASE VEHICLE	OPTIONS	BASE HOLDBACK	OPTION HOLDBACK	TOTAL ADJ
07	930809	P	930806	14	7	10	24	ETTX984504	10	29108.15	27986.00	462.00	0.00	0.00	0.00

LINE	BASE VEH ADJ	OPTION ADJ	BASE MB ADJ	OPTION MB ADJ	ADVER FUND	FINANCE CHARGE	ORD PFL	ORIG SCH B	CURR PFLC	CURR SCH B	RL ST IL	SH ST	PRICE PROTECT DATE	PRICE PROTECT AMOUNT	MC LC	C B	CHG BACK AMT
08	0.00	0.00	0.00	0.00	0.00	0.00	540		340								

LINE	ORDERD -FOR FIN CD	30-DAY FF AMT	RT DR	M S O	INT ST DATE	INT ST DATE	TOTAL INVOICE	ORIG B CHARGES	CURR A CHARGES	ORIGINAL COD CHRG	SCHEDULE MISC CHARGES	SCHEDULE GAS/ A-FRZ	FINANCE SOURCE
09		0.00			930730	930730	29108.15	625.00	0.00	0.00	7.96	20.15	0000001

E002-025 21874

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LINE # 10	W/A RECEIPT DATE	CURR OWN EFF DATE	VEH MOD CDE	CERT CODE	POST SALE DATE	POST RLSE DATE
	930815	930815	F			

LINE # 11	ORDERING NAME	P&C CHARGE	FL PLN ALLOW	P&C EXTRACT DATE	DEALER FIN EXT DATE	PD SC	ADV CNT CDE	ADV EXTRACT DATE	PRE-DLVRY AMT	PRE-DELIVERY CENTER	FLOOR PLAN DATE	PRE-DELIVERY DATE
	BUDGET ORL	92.50	84.87	931825					0.00	0.00	950825	

LINE # 12	ENGINE CALIBRAT	SOLD-TO FIN CODE	ETP FPA	HWY TRK LN SET DATE	HT SR	CENTRAL IN PROC DATE	CEN PRC CDE	MKT SB CTR	OPT INB	SPC REQ 1	SPC REQ 2	VIN	WARR STAT CODE	W S D	D U R	EXI CON IND	ORDER FIN-CODE	4TH PRIOR
	31ABR11A	Y	0			940214		0	Y			1LNLM81W7PY777849				JJY	BU007	

LINE # 15	STK DEALERS # DATES 5TH PRIOR	4TH PRIOR	5TH PRIOR	FOC TAX	S R S	P P I	ADV 1PC	TRANSMISSION SERIAL NBR	FT PR CB	DRIVER-AIR-BAG SERIAL NBR	PASSENGR-AIR-BAG SERIAL NBR	PROD HOUR	CUSTOMER PHONE
				00000.00			00000			04 FT4124D8320	18173A139		NOT-AVAILABI

LINE # 14	BUSINESS PHONE	PRETENSIONER DRIVER SIDE CODE	PRETENSIONER PASSENGR SIDE CODE	ENGINE FAMILY	SALES PRSN	CTY	L	T	CO CDE	CAR I	L	LESSEE FIRST NAME	MI	TAG NUMB	REP NAME
	NOT-AVAILABLE			PFN4.6V5F0F2	1111	0					9			BUDGET REN	

LINE # 15	DEPT	GARAGE	SOC	COUNTRY	P.O.BOX
	ADDRESS		CITY	ST	ZIP / APPT #
	225 E ROBINSON ST		ORLANDO	FL	32801 37509-A

LINE # 16	SELLING FIN CDE	T	T FIRST NAME	MI	SECONDARY NAME LAST NAME
	BU007				

MASTER FILE REPORT VIN: 1LNLM81W7FY777849 REQUEST DATE: 03/23/02 PAGE 3

LINE 17	IMPORT ACTIVE DATE	INV BASE COST	SHIP REF	DMB CDE	IVS INV LVL	IVS INVOICE OPTIONS	DATES: PLANT RELEASE	PORT ARRIVAL	SHIP TO US	EST US ARRIVAL	US PORT ARRIVAL	DAMAGE REPORT	DAMAGE REPAIR	AVAIL ASSIGN	ASSIGN DEALER

LINE 18	IVS INV RECEIPT DATE	INV LMB PROCESS DATE	EXP VEH ACTIVTY DATE	EXPORT STEAMER —NAME—	EXPORT BOOKED DATE	STEAMER SAIL DATE	STEAMER ETA DATE

EPA

LINE 19	ACTIVTY DATE	DWR	VEH LM	LBL IND	BODY SER	ENGINE TAG NUM	ERB CODE	TRAN CODE	AXLE CODE	CALF EMIS	HIGH ALT	CAT CODE	MHL BASE	RSVD FLD
	930730		Y	Y	BA4	HFU	M	P		N	L	C		

LINE 20	(1736)—EPA MILEAGE DATA—(1788) 5 6 7 8 8	EPA CNTRY CODE	CAN LAB DATA	CAN LAB TYPE	CAN URB	CAN HWY	CAN RATE	BASE FMV AMOUNT	OPTION FMV AMOUNT	GAS FMV AMOUNT	MISC FMV AMOUNT
	678901234567890123456789012345678										
	0241826085700001020132951521223 0	U									

1993 TOWN CAR

E002-000-B 19977

1 19TH JUDICIAL DISTRICT COURT
2 PARISH OF EAST BATON ROUGE
3 STATE OF LOUISIANA

4 CASE NO. 492,941

5 DIVISION "C"

6 STATE FARM MUTUAL *
7 AUTOMOBILE INSURANCE *
8 COMPANY, ET AL. *
9 *
10 VERSUS *
11 *
12 FORD MOTOR COMPANY *
13 *
14 * * * * * * * * *

15 Deposition of MARK E. HOFFMAN,
16 THREE PARKLANE BOULEVARD, SUITE 320 EAST,
17 DEARBORN, MICHIGAN 48126, taken in the
18 offices of MCCRANIE, SISTRUNK, ANZELMO,
19 HARDY, MAXWELL & MCDANIEL, PC, 3445 North
20 Causeway Boulevard, Suite 800, Metairie,
21 Louisiana 70001, commencing at 1:04 p.m.,
22 on the 18TH day of September, 2001.

23 APPEARANCES:

24 HANNAH, CULVIN & PIPES, L.L.P.
25 Attorneys at Law
(By: W. Randon Pipes, Esquire)
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REPORTED BY:

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Registered Professional Reporter
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I N D E X

Page
EXAMINATION BY MR. PIPES: 4

E X H I B I T S

EXHIBIT NO1 21
EXHIBIT NO2 24

S T I P U L A T I O N

It is stipulated and agreed by and between counsel for the parties hereto that the deposition of the aforementioned witness is hereby being taken under the Louisiana Code of Civil Procedure, Article 1421, et seq., for all purposes, in accordance with law;

That the formalities of reading and signing are specifically not waived;

That the formalities of filing, sealing and certification are specifically waived;

That all objections, save those as to the form of the question and the responsiveness of the answer, are hereby reserved until such time as this deposition, or any part thereof, may be used or sought to be used in evidence.

* * * *

KELLY B. WALLACE, Certified Court Reporter, Registered Professional Reporter, in and for the Parish of Orleans, State of Louisiana, officiated in administering the oath to the witness.

MARK E. HOFFMAN,
after having been first duly sworn by the above-mentioned Certified Court Reporter, did testify as follows:

EXAMINATION BY MR. PIPES:

Q. Mr. Hoffman, as you know, my name is Randy Pipes. And we're here to take your deposition on this occasion in the Sims matter; is that correct?

A. Yes, sir.

Q. Okay. Do you have a current copy of your CV?

A. No, I do not, not with me.

THE WITNESS:
Do you have a copy?

MR. RATHER:
Not with me.

EXAMINATION BY MR. PIPES:

Q. I believe I have taken your deposition in the last six months. Assuming that is true, what updates would you have as far as seminars, either attending or lecturing or education, any changes?

A. Just one, we taught at a seminar

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a couple of weeks ago in West Virginia for the West Virginia chapter of International Association Of Arson Investigators. I think otherwise the copy you have should be up to date.

Q. That was a vehicle fire seminar?

A. Yes.

Q. In connection with fire investigation of a vehicle fire?

A. Yes.

Q. Were you a lecturer or attendee?

A. I was a lecturer.

Q. Along with who else?

A. A group of us from Ford, some of the other design analysis engineers.

Q. Who were they specifically?

A. Specifically?

Q. Yeah.

A. Let me think. Chuck Adams was one of them. John Washington was there, Tom Desantis.

Q. How do you spell Desantis?

A. D-E-S-A-N-T-I-S.

Q. Okay.

A. I came in late. I'm not really

sure who else was there. Now that I think about it, there were seven of us I think.

Q. All lecturers or were you one of the few?

A. Yes.

Q. Were there materials passed out in connection with the lecture?

A. You know, I don't know. I think some of the other guys might have had some handouts. I didn't particularly.

Q. An outline perhaps?

A. I guess you would call it a table of contents that would be published as part of the seminar.

Q. Were Larry Halton and Ralph Newell in attendance?

A. They were scheduled to be in attendance, but Ralph had fallen sick that — the night before. So he was actually in the hospital there in West Virginia that day. So they didn't actually attend the seminar.

Q. Is this a seminar similar to ones that y'all have put on in other places?

A. Yes.

Q. It's kind of a canned seminar that you have done before?

A. I wouldn't exactly call it canned, we freshen it up as experience dictates. But it's very similar in format, yes.

Q. Y'all did an actual car burn, a vehicle burn?

A. Three of them, yes.

Q. What model vehicles were burned?

A. I'm not sure of the model year but they were three Aerostar minivans, which having three vehicles of the same model gave us the opportunity to actually start fires in three different locations and be able to compare the burn patterns from one vehicle to the next.

Q. Can you recall any lectures or seminars in which you either taught or attended wherein either a Town Car, Grand Marquis or Crown Vic were burned?

A. I don't believe I recall ever burning any of those vehicles in a seminar.

Q. In connection with these seminars, are records kept for information

purposes as far as to build some type of research data base, for example?

A. No, not specifically.

Q. Are they videotaped?

A. We do videotape most of them now, yes.

Q. And the videos and photographs from the seminars are kept?

A. I believe so, yeah.

Q. Is any particular model selected for a reason or purpose?

A. No.

Q. Since you have been at Ford have you ever participated in a vehicle burn of a Lincoln Town Car?

A. Yes.

Q. Where did that take place?

A. There was a test burn that we did in Dearborn, Michigan. I don't recall the exact date. It was sometime in 1999.

Q. For what purpose?

A. I believe it had to do with recall 99S15 on the speed control deactivation switch.

Q. Do you recall if the test burn

was performed while the root cause of the fire was being investigated?

A. You know, I don't recall the exact date. I don't think so. I think it was after the recall.

Q. Have you participated formally or informally in any investigation or research subsequent to the recall other than these particular claims that are assigned to you?

A. No other specific scientific research, just lawsuits and insurance claims that I've investigated.

Q. Okay. And again, I want to ask some questions that are exclusive of just the claims that are coming in. I want to know if Ford has assembled an individual or group of individuals to investigate whether or not the scope of the initial recall was sufficient or appropriate.

MR. RATNER:

I'm going to object right there, Randy, for the same reason we objected last time. This is not a 1442 deposition. To the extent this answer or any answer requires a

corporate response from Ford, I am going to object and instruct him not to answer.

If it's his personal knowledge —

MR. PIPES:

That's all I'm asking. For the record, I will assume that all of his responses are based on his personal knowledge and not that of Ford.

THE WITNESS:

Can I have the question again, please?

EXAMINATION BY MR. PIPES:

Q. Sure. Are you aware of any individual or group of individuals that have been assigned the task or requested to investigate whether or not the scope of the 99 recall was sufficient or appropriate regarding the speed control deactivation switch problems?

A. I know that the National Highway Traffic Safety Administration has re-investigated the recall 99S15 a couple

of times since the recall. And our automotive safety office, they are the people who are responsible for interfacing with the National Highway Traffic Safety Administration.

Q. What communication if any do you have with the safety office?

A. In this particular case, 99S15, they will sometimes come over and discuss just general technology about the switch with me because they know I've been working a lot of the investigations.

Q. Do you know whether or not NHTSA has an ongoing or pending investigation into the scope of 99S15?

A. I believe there is still a study pending at the moment.

Q. Have you participated in any way in the gathering of information in connection with that subsequent or pending investigation of NHTSA?

A. I have turned over my engineering files on cases that were relevant to NHTSA's request for information, so that those files could be copied and sent to

NHTSA as part of the corporate response.

Q. The files that you copied in connection with your testimony, would that have been files wherein you felt that the switch was involved or merely when the switch was allegedly involved in a fire?

A. These were all of the files or cases that I have been assigned to.

Q. Involving a switch?

A. Either involving a switch or an allegation around the switch.

Q. And that was my question. You turned the files over whether you agreed or disagreed with the involvement of the switch?

A. That's correct.

Q. Okay. Do you know how many alleged fires involving the Town Cars, Grand Marquises and Crown Vics are now known by Ford?

A. No.

Q. Do you have any idea or have you known in the past what the total or approximate total of the alleged fires are?

A. Just a rough idea, order of

magnitudewise it was in the hundreds. I would say -- I would say 400 or 500, something in that order. That's a rough guesstimate.

Q. When was that known to you? How long ago was it that you thought that 400 to 500 was the ballpark?

A. I really couldn't say. As I said, it's just kind of a, you know, a guess. So just more of a feeling, I guess, than I would say a guess.

Q. What was your involvement if any in the original investigation by NHTSA and the resulting 99S15 recall?

A. I was not involved in the original recall work at all.

Q. What have you done subsequent to the recall to educate and inform yourself as to the history of this switch from its initial design and manufacture to the recall itself or to the present time even?

A. The legal staff -- excuse me -- the legal staff and I went around and discussed the recall work that had been done by all of the people who were

involved. And subsequent to that, there's been an awful lot of information back and forth because of lawsuits and whatnot. So there's been information available from not only plaintiffs' investigators, but also from Texas Instruments and Dupont, who TI made the switch and Dupont supplied some of the material for the switch. So we've seen some information from them as well.

Q. Are you aware of any claims in which Dupont was involved directly or indirectly in the claim or litigation?

A. I believe they have been involved in some of the litigation, yes.

Q. Are you aware of any incident or situation wherein Dupont participated in the settlement from a financial standpoint?

A. You know, I really don't know for sure. I don't typically get involved in the settlement conversation. I'm just the technical person.

Q. Do you recall what the allegations of fault or liability were as to Dupont with these switches?

A. Not specifically. It varied from

case to case.

Q. Do you recall whether or not Dupont was involved because they were a manufacturer of the coating on the diaphram or disk in the switch?

A. They were the supplier of the material to Texas Instruments, I believe that's why their involvement in these cases occurred.

Q. Have you seen anything in your claims or investigation or research that would indicate that there was anything wrong either in the material or application of the material supplied by Dupont?

A. Not that I've seen, no.

Q. You're not aware of anything that would indicate that a potential cause, root cause of the switch failures was related in any way to materials supplied by Dupont?

A. Not the material itself, no, not anything that I've seen.

Q. And when you say not the material itself, is there anything that you have seen that would potentially incriminate Dupont, if you will, in the switch problem?

MR. RATNER:

I'll object to the form.

You can answer.

THE WITNESS:

No.

EXAMINATION BY MR. FIPES:

Q. Did you participate in any way in the Campbell lawsuit?

A. No, not really.

Q. And when I say that you didn't ask me what I was asking about, so you are familiar with the Campbell suit?

A. I know the name of the case, yes.

Q. Why does that one stand out?

A. It was, as I recall, one of the first ones that actually went to trial on the subject of this part.

Q. That was in Mississippi?

A. If my memory serves me correctly, yes, it was in Mississippi.

Q. And TI was a party to that suit?

A. I'm not sure, I think they were. I'm not certain.

Q. Have you ever had an opportunity to review the 28,000 some odd pages of

1 documents that Texas Instruments has
2 regarding the design and manufacture, sale,
3 of the switch dating back to approximately
4 1990?
5 A. I have never seen anything from
6 Texas Instruments that amounted to 28,000
7 pages, no.
8 Q. Okay. And in all fairness
9 probably out of 28,000 pages, there's
10 probably only 14,000 unique documents.
11 There's a lot of repetition in those
12 documents, but they are Bates stamped. And
13 it's my understanding they were Bates
14 stamped in connection with the Campbell
15 litigation. You've not had the opportunity
16 to see those?
17 A. I don't believe so, no.
18 Q. Okay. What information do you
19 have or have you seen regarding the initial
20 design and manufacturing process and the
21 supply of the switches from Texas
22 Instruments to Ford?
23 A. I did see some documents, very
24 small number of pages, nowhere near the
25 thousands you're talking about that were

1 entitled Highlights that the Texas
2 Instruments manufacturing people wrote.
3 They are basically one page management
4 summaries of their part's status and these
5 highlights, it appears as if it was an
6 executive summary that was used to review
7 their part's status every week with their
8 management and I did see a set of those.
9 Q. Did those highlights indicate the
10 progression of designing and then actually
11 manufacturing and testing these switches
12 prior to their being shipped to Ford?
13 A. There wasn't, as I recall, this
14 has been a long, long time ago. As I
15 recall, there wasn't a lot of discussion of
16 design because the switch design is really
17 older than this particular application.
18 Texas Instruments has been a pressure
19 switch manufacturer for years, so the
20 design was similar to their other switches
21 if you will, but the documents that I had
22 seen started shortly before the parts were
23 due to be installed on Ford vehicles, so it
24 was more of the manufacturing related kinds
25 of notes that I reviewed.

1 Q. Are you aware of any changes in
2 the design or manufacture of this switch
3 within 12 months prior to Texas Instruments
4 supplying those switches to Ford?
5 A. Yes.
6 Q. What type of design changes are
7 you aware of?
8 A. I'm sorry. I thought you said
9 design or manufacture was your question.
10 Q. Yes.
11 A. As I say, these documents were
12 pretty close to the launch date, so they
13 spoke predominantly of the manufacture. It
14 sounded from reviewing these documents that
15 Texas Instruments had begun to construct an
16 automated assembly process to build the
17 switches for us because of the volumes that
18 were going to occur after the switches were
19 initially launched. They would be used on
20 subsequent vehicles later on. And so they
21 had decided they needed an automated
22 manufacturing process to be able to make
23 that number of parts.
24 Q. You don't recall any changes in
25 the actual design within 12 months of being

1 supplied these switches?
2 A. I can't recall the exact dates.
3 They would be on the design drawings. I
4 think there were a couple of minor
5 modifications to the electrical connector,
6 the way it fit together with the wire
7 harness connector. Just some dimensional
8 changes on the drawing. And I can't think
9 of anything else that was actually in the
10 documents that specifically spoke of design
11 changes.
12 Q. Mr. Hoffman, have you ever had an
13 opportunity to go from a point in time of
14 first manufacture of the switch until the
15 present time, if they are still being made,
16 in this particular switch to look at the
17 various design changes through the history
18 of this part?
19 A. As far as I know there have been
20 no significant changes to this part since
21 that time.
22 Q. Okay. Are you aware if the
23 design stayed the same? Are you aware
24 through the progress history of this part
25 whether there were any changes in the

1 component materials used, materials
2 comprising the components of that switch?
3 A. There were some other versions of
4 the switch. When you say the switch, I
5 assume you mean that was in the '92 or
6 '93 Town Cars, like the vehicle that's
7 involved in this case.
8 Q. Right. What's the part number?
9 A. F2VC9F924, I think.
10 Q. Okay. If I say switch in this
11 deposition, I am referring to that
12 particular switch, the one that was subject
13 to the recall.
14 A. Yes.
15 Q. And if I want to speak of another
16 switch, then I will let you know.
17 A. Okay.
18 Q. Okay. The switch was first
19 manufactured and supplied for Ford in
20 connection with the Crown Vic, Grand
21 Marquis and Lincoln Town Car line in
22 approximately '91?
23 A. November of 1991 on the Town Car
24 was the first time it was used, yes.
25 Q. I would assume that Ford plans

1 its production years in advance, correct?
2 A. What do you mean by production?
3 Q. Well, for example, Ford didn't
4 say in October of '91 let's use an
5 electronic speed control deactivation
6 switch, give them to us in a month.
7 A. No.
8 Q. Okay.
9 A. It does take several years.
10 Q. So in all likelihood the
11 electronic switch versus the vacuum type of
12 switch was planned at least a year or so
13 prior to November of '91?
14 A. Several years before, yes.
15 Q. Okay. And you've already
16 testified that you're not aware of any
17 substantial or significant changes in the
18 design of that switch from the time that
19 Ford originally received it in '91 until
20 the present time, correct?
21 A. That's correct.
22 Q. Is that switch still purchased
23 from Texas Instruments by Ford?
24 A. I believe it's still being
25 purchased for service.

1 Q. No change in the design that
2 you're aware of?
3 A. No, sir.
4 Q. If I were to go buy a switch
5 today, the switch, it would be the same
6 exact design as if I had purchased one back
7 in November of '91?
8 A. To the best of my knowledge, that
9 is true, yes.
10 Q. That covers design as far as you
11 are aware.
12 Now, same design but possibly a
13 different supplier of materials or
14 component parts. Are you aware of any
15 changes from original purchase by Ford
16 until the present time?
17 A. The part is what we in the
18 engineering community call a black box
19 design. We contracted with Texas
20 Instruments to design and supply us with a
21 component. We didn't have any input or any
22 knowledge basically of what goes inside
23 that part because they're the pressure
24 switch experts. We went to them, asked
25 them to give us a pressure switch. We at

1 Ford have really no way of knowing if
2 anything inside the switch itself has
3 changed or not.
4 Q. Okay.
5 A. We don't have control of those
6 internal component pieces, if you will.
7 Q. Or the supplier?
8 A. That's correct.
9 Q. Or the composition?
10 A. That's correct.
11 Q. So your answer would be you
12 personally — I realize you're not
13 answering today on behalf of Ford — but
14 you personally are not aware of any changes
15 then in the composition or component
16 suppliers of that switch?
17 A. That's correct.
18 Q. Have you ever heard the term
19 quiet switch?
20 A. Yes.
21 Q. What does that mean to you?
22 A. I believe it was the light truck
23 version of that switch could actually be
24 audibly heard when it was being actuated in
25 some of the prototype vehicles. So the

truck engineers on that version of the design asked Texas Instruments if they could make the actuation mechanism operate more quietly.

Q. Do you have any knowledge of the design differences between the switch used in the Ford trucks, light trucks and the Lincoln Town Car?

A. Yeah, I believe there are a couple of differences. The actuator doesn't make as much noise. And I am not exactly sure what they did to the actual design of the actuator to make that happen, but there was that change or that difference, I guess you would call it. And then the material that is used for the electrical shell or the electrical half of the switch is different on the truck parts than it is on the F2VC part.

Q. What is the material made of in the light truck division?

A. You know, I don't recall off the top of my head. I know that it was changed before it went into production.

Q. Is it --

A. I can't remember what material it was that they changed to.

Q. Is it combustible?

A. It's plastic.

Q. Do you have an opinion as to whether or not the electrical portion of the switch used in the Town Cars, Crown Vics and Grand Marquises is combustible?

A. Any plastic can be raised to a temperature where it would melt and begin to decompose. And the product of that decomposition will be combustible eventually. All plastics will melt and eventually burn.

Q. Are you aware of any consideration or testing being given to the possibility of fires related to the switch prior to the switch being incorporated into the Ford vehicles?

A. I'm not sure I am clear on what you're asking me.

Q. Prior to authorizing the use of this new switch, electronic speed control deactivation switch, I assume that the use of the switch had to pass many tests and

questions posed by engineers at Ford, correct?

A. Yes.

Q. Have you seen anything or heard of anything wherein the possibility of fires related to that switch was one of the concerns or specific tests?

A. I don't recall ever seeing anything having to do with fire, no.

Q. Okay. To your knowledge are you aware of any test or studies being conducted regarding the potential hazard of fire associated with that switch prior to those tests and studies associated with the recall?

A. Not to my knowledge, no, I don't recall anything.

Q. Subsequent to the recall or the NHTSA investigation, are you aware of any tests conducted or studies conducted by Ford with other speed control deactivation switches for other vehicles regarding the potential for fire?

MR. RATHER:

Object to the form.

THE WITNESS:

I guess I'm not quite sure what you mean about the potential for fire.

EXAMINATION BY MR. PIPES:

Q. I know what I mean, I just probably didn't say it. It's my understanding from what documents I've reviewed that the potential for fire with this speed control deactivation switch was never even considered any potential risk of fire, just wasn't a concern in the original design of this switch. When the test and studies and research began in association with NHTSA's inquiry, it was determined that a fire could result from a leaking switch; is that correct?

A. That was determined by the recall team, yes.

Q. Okay. So my question now is: With that knowledge are you aware of any other tests, research or studies conducted by Ford in association with these speed control deactivation switches, whether they be the same model or not incorporated in

other Ford vehicles?

MR. RATHER:

Object to the form.

THE WITNESS:

Any studies?

EXAMINATION BY MR. PIPES:

Q. Or research or tests?

A. Well, again, they all go through spec testing, vehicle testing, all sorts of tests.

Q. I realize that. But that would have been true had I asked you that in 1992 on this particular switch. No tests were ever conducted regarding the potential for fire on this switch until '99.

My question is: Now that you've had a situation, I want to know if you're aware of any of these switches, the use of the switch in any other vehicle line has been tested specifically for the risk of fire?

A. I guess I am still not sure what you're asking. The risk of fire?

Q. Let me just put it in my layman's terms and see if I can get my point across.

I work for Ford. We have NHTSA say there's a potential problem with this vehicle, Ford and Texas Instruments get together, they do all of the research, they finally come out with, "Hey, this switch can fail and leak brake fluid into the electrical portion of the switch. If the contacts corrode and there's a short or an ark under the right circumstances, we might have a fire in this switch. We've never even thought about that. But look, here it is, it can happen."

My question now is: If anybody turned around and said, "You know, we're using similar switches in other vehicle lines, I think now we should go back and look at all of those and see if we have the same potential with those vehicle lines," that's what I am trying to ask you, was that ever done?

MR. RATHER:

Object to the form.

THE WITNESS:

All of the other vehicle lines that have got this switch have

always been reviewed since 99915 was done. Part of what the recall team did in 1999 when they were doing their initial work was look at all of the applications of all of the versions of this part. Unless I was misunderstanding your question, we've looked at all of them all of the time, every one of the studies that NHTSA has requested, we've gone back and reviewed all of those component parts.

EXAMINATION BY MR. PIPES:

Q. I understand your response. I want to make sure, I want to go beyond this particular switch the 924. I'm talking about has Ford tried to determine if there's a potential problem in any other speed control deactivation switch in any other line of vehicles?

MR. RATHER:

Object to the form of the question.

THE WITNESS:

Yes.

EXAMINATION BY MR. PIPES:

Q. Okay. Are you aware of any other tests, studies or research that would indicate the potential for a fire being started by a failed speed control deactivation switch in any other model vehicle?

A. Again, we've researched and studied all of those other model years and vehicle lines every time we've been asked by NHTSA to re-investigate it.

Q. Okay. And my question was: Regardless of NHTSA asking you to do it, once it was determined by Ford that a speed control deactivation switch failure can result in a fire, did Ford try to investigate on its own whether or not there was a potential problem associated with these speed control deactivation switches in other model vehicles?

MR. RATHER:

Object to the form.

THE WITNESS:

Unless I'm totally misunderstanding, I think I've answered your question two or three

times. I'm not sure.
EXAMINATION BY MR. PIPES:
Q. You said, "Yes, we have."
A. Yes.
Q. Okay. So even if it wasn't the 924 switch, even if it wasn't a Grand Marquis or Crown Vic or Lincoln Town Car, Ford went and looked at, for example, its Mustangs and/or trucks and said, "Okay. This one's using a speed control deactivation switch, do we have a potential problem here?"
A. We have looked at all of the other vehicle lines and versions of the switch.
Q. Okay. Then my follow-up question was: After doing so, are you aware of Ford ever finding a potential problem associated with any other line of vehicles or any other switch?
A. No.
Q. Okay.
A. I'm sorry. Maybe I wasn't understanding the question.
Q. That was my question I can assure

you.
I've asked you about your knowledge of the changes if any in the design from 1991 to present. I've asked you about components or component materials. And I would like to now ask you what you know about the change in the manufacturing process from approximately 1991 until present on this particular switch?
A. I'm really not aware of any significant changes.
Q. Other than what you already mentioned, at some point they were trying to use a fully automated process?
A. They were in the process of installing and starting up that process at the beginning, yes.
Q. Okay. Based on all of the information that you have and all of your investigations and all of your experience, do you have an opinion as to the root cause of the switch failures in the recall population?
A. Yes.

Q. What is that?
A. My opinion is that there was some issue with the manufacturing process at the initial launch of this component that caused a failure later on in that part's life that was a rather unique set of circumstances that allowed the switch to fail in such a way that it could actually start a fire.
Q. Let's be more specific. What was the manufacturing process that allowed a defective switch to be manufactured? And I want to make sure we're on the same page. Is it your belief that some switches were manufactured in a way that the specifications did not match the design specifications?
A. Yes.
Q. So it's your belief that the root cause of the problem was that because of some problem in the manufacturing process, switches were produced that didn't meet the design criteria?
A. That would not eventually meet the design criteria.

Q. Okay. Explain what you mean by that, they would not meet?
A. Well, some of the design criteria have to do with durability and longevity of the life of the part, which requires time as a variable. So until that time or number of cycles or whatever that measures life in components had occurred, then the failure would not have occurred. So there's a time function, if you will.
Q. Okay. And I want to know specifically what your opinions are on that. If in fact there was a flaw in the manufacturing process that produced a part that I believe you said would possibly fail or would have a defect --
A. It would have a condition that would potentially cause it to fail in such a way that it could start a fire.
Q. Okay.
A. In the future after many years of use.
Q. After X-number of cycles or certain number of — certain unknown number of cycles?

A. Either cycles or extremes of temperature, extreme, you know, environmental situation on top of those cycles.

Q. If one were to look at two switches immediately after manufacture, would one be able to determine this one is not going to fail catastrophically or result in a fire and this one is?

A. No.

Q. What was the specific manufacturing problem and what was the result of that manufacturing problem?

A. Since, again, this was a black box kind of design, we weren't -- we at Ford Motor Company and our engineers weren't that aware of the actual manufacturing process itself. But from what we've been able to pick up from different reports, it sounds as if there was a crimping operation that was causing the seals to be deformed and that would cause the part to fail before the life cycle test was completed and it would leak brake fluid.

Q. And that was the beginning of the failure mechanism?

A. That was the failure mechanism at that time, yes.

Q. The brake fluid would then leak into the electrical portion of the switch, corrosion may occur and then shorting and a fire?

A. As far as the work that was done in 1999 by the recall team, they determined the rest of those steps. The initial issue was just the switches would leak brake fluid which fails the specification testing.

Q. Okay. But my summary of the failure mechanism is still what Ford believes or that is still Ford's opinion as to the failure mechanism, correct?

MR. RATHER:

Object to the form of the question. You can ask him what his opinion is.

EXAMINATION BY MR. PIPES:

Q. Or is that your opinion?

A. That is my opinion, I guess.

Q. Again, the summary I'm referring to, my summary is that there is some manufacture defect in the seal, it allows brake fluid to leak from the hydraulic side of the switch to the electrical side of the switch, corrosion occurs through some form of arking or shorting, a resistive type heating, a fire may result?

A. That's not exactly accurate, but that's what most people have been using to describe it, yes.

Q. I want you to give it to me accurately then.

A. The corrosion aspect of it takes a long period of time which you didn't mention. It doesn't just happen instantaneously overnight. It requires a long period of time because it's a slow reaction. You also mentioned arking or shorting and its really not an electrical ark necessarily, it is what would be called a resistive short circuit that is conductive enough to generate enough heat to start the fire.

Q. Okay. What would happen if the

corrosion caused the contacts to fail and actually touch each other, would that be considered a direct short?

A. No, if contacts touch each other all the time the switch is normally closed.

Q. Okay. Is there only one conductor inside that switch, one contact?

A. There is one set of contacts.

Q. Okay. Is there only one wire or lead to that switch?

A. No.

Q. Okay. There's two?

A. Yes, sir.

Q. Does the failure mechanism involve in any way the two wires internally either arking or shorting?

A. The two wires, no.

Q. Okay. So the heat buildup is from resistant heating at the contacts?

A. No. It's between one of the contacts and the base of the switch itself.

Q. Okay. And not every switch that leaks brake fluid results in corrosion, correct?

A. Correct.

Q. And not every switch that leaks brake fluid and has some corrosion causes a failed switch, correct?

A. Well, it will eventually cause a failed switch, that would be one of the failure modes in that part.

Q. But there may be some switches out there right now that are still operable, but they have some early stage of corrosion because of leaking?

A. They could possibly have corrosion from leaking or just corrosion from actual aging of the part itself.

Q. Okay. Have you seen any studies or test results that would indicate how many switches failed due to this manufacturing defect that failed in a safe manner, in other words, no fire versus how many failed catastrophically and resulted in a fire?

A. No.

Q. Do you know if Ford ever tried to determine how many switches had failed and been replaced that didn't lead or result in a fire?

A. I don't know if anyone's done that or not.

Q. Do you have an opinion, just you Mark Hoffman, as to, you know, how many of these would result in fires versus just a failed switch?

A. No. I have really no data to back up an opinion of that nature.

Q. If you wanted that data, you would want to know either through warranty or service how many switches had been replaced over the years, correct?

A. I know the recall team when they studied it, they looked at the warranty data.

Q. If the vehicles were replacing switches outside the warranty period, how would you get that data?

A. If it's outside the warranty period, it would probably be a little tougher. You would have to — I think the only data that Ford has is how many parts they sell to service, sell for service every year.

Q. And then they would have to try

to decipher from that the turnover ratio or how many from the sales records, how many were probably being replaced?

A. It would just tell you how many were being purchased. You would have no way of knowing how many of those were still sitting in someone's inventory, whether they have been used, why they have been used, they may have been used because of a collision, for instance, or for some other reason.

Q. So it would be difficult to determine the number of failed switches that did not result in fires if in fact they were occurring after the warranty period?

A. There is no data available for that kind of a study, no, right.

Q. The majority of failed switches under this defect situation would occur after a warranty period, correct?

MR. RATHER:

Object to the use of the term defect.

But go ahead and answer.

THE WITNESS:

In the case of 99815, there is a long period of usage that is required for this type of a failure to manifest itself. So they would typically be outside of the warranty period, yes.

EXAMINATION BY MR. PIPES:

Q. Okay. Do you have an opinion as to the most common range of mileage wherein the switches have failed?

A. I know the recall team looked at it and subsequent studies for the NHTSA reviews have indicated that the vehicles were typically five to seven years in service and again just a range between 60,000 and 120,000 miles.

Q. You're aware of switch failures that led to fires before — I'm sorry — earlier and later than that range, correct?

A. I believe that they were using the data that they had available. I don't think it was all inclusive data so —

Q. And I realize that. I am asking you from all your studies, your actual

1 claim investigations, et cetera, you have
2 seen switch failures occur before 60,000
3 miles as well as after 120,000 miles, have
4 you not?
5 A. I'm not sure I have seen too many
6 with lower mileage. I've seen quite a few
7 with a lot more mileage.
8 Q. Would you agree with me that
9 given the problem associated with this
10 part, assuming you're correct that it's a
11 manufacturing problem that may manifest
12 itself down the road, the more cycles or
13 the more miles on vehicles the more likely
14 a switch is to manifest a problem if in
15 fact it had a manufacturing problem?
16 A. I'm not sure what you just asked
17 me.
18 Q. Okay. If in fact you are correct
19 that switches are manufactured in a way
20 that there was a problem in the
21 manufacturing process and a problem may
22 result later down the road, that was your
23 earlier testimony, correct?
24 A. In the case of the components
25 that are recalled under 998157

1 Q. Correct.
2 A. Yes.
3 Q. Given that as true, would you
4 agree with me that a switch containing that
5 problem would be more likely to manifest
6 itself with more miles, the more miles the
7 more likely that problem is to manifest
8 itself?
9 A. No. If the defect were built
10 into the switch, the switch would have been
11 in the population and it would have to have
12 a certain minimum number of miles. I would
13 think, again, that's kind of my opinion
14 based on what I have observed. But it
15 would have had to have been manufactured in
16 that particular time frame when the defect
17 existed in the manufacturing process and
18 then would have had to have gone through
19 some period of years of service as well as
20 miles.
21 Q. And I'm not asking you to comment
22 or give an opinion on whether the recall
23 cut off -- commencement and cut-off dates
24 are accurate or appropriate. Let's assume
25 we have a switch that was made within the

1 recall period, the manufacturing recall
2 period November of '91 to November 30 of
3 '92, you said you haven't seen that many
4 fail with less than 60,000 miles, correct?
5 A. That's correct.
6 Q. Okay. My question is: In
7 general, it would be more likely for a
8 switch to fail, one of these problem
9 switches, as the mileage increases?
10 And let me just give you an
11 analogy before you answer. We have a
12 problem switch, it was manufactured with
13 the problem and the crimping, for example,
14 it has an unreasonable or higher likelihood
15 of failure because of that, it has the
16 potential of failing, correct, because of
17 that manufacturing defect?
18 A. It has a potential to fail like
19 anything in the world that ages.
20 Q. But it has an increased
21 likelihood of failure because of the
22 manufacturing defect, correct?
23 MR. RATHER:
24 Object to the form.
25 THE WITNESS:

1 I'm not sure that it
2 increases the probability. Everything
3 wears out, you know, through the
4 course of its life. The unique
5 situation with the switches that were
6 recalled was that the failure of a
7 leak would cause a fire.
8 EXAMINATION BY MR. PIPES:
9 Q. Okay.
10 A. Instead of just causing a worn
11 out switch that needs to be replaced.
12 Q. Okay.
13 A. So I'm not quite sure what you're
14 asking me.
15 Q. That's what I am talking about.
16 The failure, the failure that leads to a
17 fire, okay. If one were manufactured
18 without the crimping problem during the
19 manufacturing process, it's less likely to
20 fail in the future than one that had the
21 manufacturing problem, correct?
22 A. When you say fail, are you
23 talking about failing in such a way that it
24 causes a fire?
25 Q. Yes.

A. Okay. If you're talking about a fire specific case, you could have one that has the defect in it that would have a higher probability of causing a fire than one that didn't have that defect built into it. Is that what you're asking me?

Q. Are you saying it could have -- yes, I am. Are you saying it could have or it didn't? One switch with a defect and one switch without, they have the same likelihood of causing a fire down the road?

A. No.

Q. That's my question, that the one with the defect is much more likely to cause a fire than one without the manufacturing defect?

MR. RATHER:

We need to clarify what you mean by failure. Because to Mark I think failure means stopping the work. And then you might be -- why don't we --

EXAMINATION BY MR. FIPES:

Q. I'm talking about catastrophic failure, a fire.

A. Talking about a fire, yes.

Q. Yes. One that went through the process that was flawed, the manufacturing process that has a problem is much more likely than one that did not have the manufacturing problem to fail catastrophically and cause a fire down the road, correct?

A. No. The only ones that have any potential to start fire are the ones that had the defect.

Q. Okay.

A. Does that answer the question?

Q. I said more, you're saying any at all. You're saying the one that didn't have the manufacturing process does not have the potential to cause a fire?

A. That's correct.

Q. Okay. Then you would agree with me then that if you have one with and one without, the one that went through the manufacturing process with the defect is much more likely if not the only possibility of causing a fire?

A. More likely than one that doesn't

have.

Q. Yes.

A. It's the only likelihood, so yes, it's more likely, I guess, okay.

Q. Now, I only want to talk about the ones with the manufacturing defect. Okay. The only ones -- and I'm using manufacturing defect because you said that through some manufacturing process they were made in a way that did not meet the design criteria, correct?

A. That's my understanding, yes.

Q. Without asking you to assume liability or any type of legal term, I'm going to call those defective, okay, the switches that went through a problem in the manufacturing process. Okay. Given that we're dealing with a defective switch, the more miles you put on that switch, the increased probability of failure results; is that not accurate?

A. I think you might be confusing the issue. First of all, not all of the parts built in that time frame had this condition that you call a defect built into

that.

Q. I've asked you to assume that it did. Let's eliminate that.

A. Now we're talking about the few that did?

Q. Yes.

A. You're now asking what those --

Q. That the likelihood of failure or that problem to manifest itself increases with mileage?

A. I'm not sure that there's any data that indicates that it changes its probability of failure, of failing in that way as increased mileage. The switch could fail for other reasons before it ever got to that point where that defect manifested itself in a fire.

Q. I'm not asking you for exceptions. I'm asking you generally, is it your opinion if we took a thousand switches that we knew had the crimping problem associated with it, i.e., defective switches, we took a thousand of them, you don't think that there would be any trend -- in ones we've charted their

1 failure that resulted in a fire, the ones
2 that did, you don't think there would be a
3 trend that shows the more mileage you have
4 on them, the more likely they are to fail?
5 A. I don't really think I can answer
6 that question.
7 Q. You've never done any studies or
8 seen any?
9 A. There's no way of knowing all of
10 the data to analyze that kind of problem.
11 We don't know where they were used, how
12 they were used, the kind of mileage, the
13 kind of brake applications that each of
14 those customers used those parts, so
15 there's just too many other variables.
16 You're trying to simplify it down to one
17 simple variable. You can't do that.
18 Q. Okay. Let's not try to cut this
19 pie too thin. If we're dealing with a
20 defective switch, is it just as likely for
21 that switch to fail at 60,000 miles as it
22 is 150,000 miles?
23 A. I'm really not sure what the
24 overall durability of the part is with that
25 defect. I don't know. I'm not familiar in

1 any way with any specific data.
2 Q. How many alleged speed control
3 deactivation switch fires have you
4 personally investigated?
5 A. I am not sure off the top of my
6 head. I think it's 150 to 200, something
7 on that order.
8 Q. Okay. Have you ever gone with
9 any of the other design analysis engineers
10 to discuss how many they have looked at?
11 A. Not until just recently with
12 collecting files, but I have handled the
13 vast majority of them myself.
14 Q. Okay. I believe I deposed
15 Mr. Sharma the other day. He thought that
16 he had investigated approximately 200 to
17 300 alleged switch fires. Does that sound
18 correct or accurate to you, if you know?
19 MR. RATHER:
20 I'm going to object. I
21 think that mistates the testimony, but
22 if you know --
23 THE WITNESS:
24 I would find that highly
25 unlikely.

1 MR. PIPES:
2 Okay. Let's go off the
3 record for a minute.
4 (Whereupon the proceedings went
5 off the record.)
6 EXAMINATION BY MR. PIPES:
7 Q. I apologize. Off the record, it
8 was Larry Halton that told me he had
9 investigated 200 or 300.
10 But you feel like you've taken a
11 majority of the alleged switch claims for
12 Ford?
13 A. Yes.
14 Q. And you've investigated how many?
15 A. Again, I don't keep score. I
16 believe it's around a couple hundred.
17 Q. Of those couple hundred
18 investigations, how many have you either
19 individually or collectively with other
20 experts determined that the speed control
21 deactivation either was or could have been,
22 i.e., can't be eliminated as the cause of
23 the fire?
24 A. Again, I don't keep score, so it
25 would just be a guess. I don't know off

1 the top of my head. Say somewhere between
2 50 and 75 percent, I guess. I don't know.
3 Q. Either were or could have been
4 the cause of the fire?
5 A. Yeah, I guess. I would rather
6 not give you a number but --
7 Q. Well, by your testimony, and I'm
8 not trying to hold you to a specific
9 percentage, but by your testimony that
10 would mean the converse being that between
11 25 and 50 percent definitely were not the
12 cause of the fire in those claims that
13 you've investigated?
14 A. Obviously, the other percentage
15 would be ones that were not, yes.
16 Q. Okay. And I guess my question is
17 then with as many as you have investigated
18 and have opinions on have you ever tried to
19 gather those files together and chart out
20 any type of trends or analyze the data that
21 you have 200 claims to try to see if it's
22 more or less likely in vehicles with
23 X-number of miles or in these particular
24 climates or anything or is that something
25 Mark Hoffman has no time for?

A. I have not had the time to actually lay it out and graph it.

Q. Right. But you could have?

A. As far as the time in service and mileage, if that information was available, it's relatively straightforward to do.

Q. And I guess that's what NHTSA wanted your files for. Is that what they are going to do with them, you think?

A. I really don't know what NHTSA has planned for the files.

Q. In the files that you have provided to NHTSA when you made copies, do those, do the copies of your files contain your opinions as to whether or not the switch was or was not the cause of the fire?

A. If I had rendered an opinion in a case, it would probably be in that file, yes.

Q. Okay. Do you know how many claims were involved in the analysis for the scope of the recall back in '99?

A. How many claims?

Q. Right.

A. I don't know the exact number. I know it was a lot, a very large pile of paper was reviewed by the recall team.

Q. I guess what I mean is, what I want to know specifically is how many claims were known and actually analyzed in determining the cut-off dates of manufacture of November of '91 and November 30 of '92?

A. When you say claims you're not talking about insurance claims or you're talking about any customer complaint?

Q. Anyone making a claim that this fire was caused by a defective speed control deactivation switch, no matter what its source, do you know how many were analyzed to determine that, the scope of the recall?

A. Back when the recall team was working on this problem, they weren't even aware to start with of what component part was of concern. They were actually looking at five or six different component parts in that general area of the vehicle. I'm not sure exactly what you're looking for. They

looked at thousands of complaints and comments that had comp in from customers that were in our customer service data bases to try and determine, first of all, which component part it was that was causing the fires.

Q. You're not personally aware of exactly what data this team reviewed in actually coming up with the November '91 to November '92 cut-off dates for the recall?

A. I have discussed the work that they did and I saw some of the forms that they had reviewed.

Q. Okay. You've seen Attachment A to the response to NHTSA, have you not? The graph that shows the number of claims for each month of production beginning in sometime in '91 and running out through say '93 or '94?

A. I don't know if I have.

Q. Okay.

A. I've seen a lot of graphs. I don't know which one you're talking about specifically.

Q. It was called Attachment A to

Ford's response to NHTSA. And it was a graph showing that they had looked at approximately 110 underhood Town Car fires.

A. This was the original response?

Q. Yes. You've seen that graph?

A. I think we talked about it in one of my earlier depositions, didn't we?

Q. We might have.

A. It's in what's called the 14D or the white paper, is that what — there's a couple of graphs in there. I think one is by mileage, one is by —

Q. By manufacturing date?

A. It was manufacturing date.

Q. And those are the graphs I'm referring to now.

A. Okay.

Q. Do you know if Ford has ever gone back now that we're — now that everyone's aware that there's more than these 110 alleged underhood fires of trying to regraph all of that information to determine if those production commencement and cut-off dates were sufficient?

MR. RATHER:

Object to the form.
THE WITNESS:
As I understand, that has been done twice since then.
EXAMINATION BY MR. PIPES:
Q. All right. Have you been shown the results of those studies or investigations?
A. I have been in meetings where it has been reviewed. I haven't actually, you know, seen it enough to remember much of it other than the fact that it has supported the original recall team's findings every time it's been redone.
Q. And the recall was based on trends, not necessarily incidents of fire. Have you investigated any fires wherein you found that the cause of the fire was a speed control deactivation switch in a vehicle manufactured outside of the recall date?
A. Back to the beginning of the question, you said something I didn't quite understand. You said it was based on allegations not —

Q. The graph that was in the attachment, that graph reflected the number of alleged underhood fires in Ford vehicles, correct?
A. Yes.
Q. Okay. Do you know if every one of those fires reflected in that graph were investigated by Ford?
A. No, I don't.
Q. So you also don't know if every one of those graphed on there were determined to be caused by a speed control deactivation switch, correct?
A. That is correct.
Q. Okay. On that graph it also shows incidents outside the recall date, correct?
MR. RATHER:
Again, you can go on and ask him about it. He doesn't have the graph in front of him. I hate to have him questioned on a graph that he can't see. He might be wrong. You can ask him general questions without that graph in front of him.

EXAMINATION BY MR. PIPES:
Q. Let me just ask you, do you know in Ford's investigation or in its response to NHTSA whether in fact there were incidents that occurred outside of the November '91 to November '92 manufacturing dates?
A. What do you mean by the -- mean by the use of the term incident?
Q. Alleged fires in vehicles manufactured out of that date.
A. There have been allegations. You're quite aware of them.
Q. Yes, but at that time, even back in '99 at the time of the recall Ford was aware of allegations of switch fires in vehicles manufactured outside of those dates.
MR. RATHER:
Object to the form of what Ford was aware of. Mark, answer what you know. But what Ford was aware —
THE WITNESS:
You're kind of jumping back and forth in time and back and forth

in graphs. I'm not sure.
EXAMINATION BY MR. PIPES:
Q. Let me ask you this then. Do you know back in '99 when Ford cut the commencement and cut-off date of its vehicles whether or not they were aware of any alleged switch fires in vehicles that would have fallen outside of that range?
MR. RATHER:
Object to the form of the question. You asked him what Ford knew.
MR. PIPES:
No, I asked him what he knows.
THE WITNESS:
In 1999 the recall team investigated initially the Town Car, the Crown Vic, the Grand Marquis, because that was the initial request from the National Highway Traffic Safety Administration. They looked at -- I believe it was about five different component parts to try and determine what was the cause of these

1 fires. They determined this switch
2 was one of them. They then looked at
3 all versions of the switch used by
4 Ford until 1999, which is the date
5 they were doing this study and all
6 vehicle lines that used all of those
7 switches up until 1999 to begin to try
8 and identify what population would
9 need to be recalled. They looked at
10 the same type of data they looked at
11 for the Town Car, Crown Vic, Grand
12 Marquis on all of these other
13 vehicles, the same type of reports and
14 didn't see the same trend that they
15 saw in the customer complaint reports
16 that they looked at for the Town Car,
17 Crown Vic and Grand Marquis.
18 EXAMINATION BY MR. PIPES:
19 Q. We're on different pages but that
20 may have been a future question.
21 My question is simple. And let
22 me just break down and try to tell you what
23 I'm after. Back in '99 when Ford was
24 investigating these underhood fires, they
25 eventually determined that these fires were

1 caused by these switches, correct?
2 A. Yes.
3 Q. Okay. They then looked at, they
4 charted the manufacturing date of the
5 vehicles in these alleged underhood fires
6 and determined that a great majority, but
7 not all of the fires occurred within a
8 certain time frame. And they then used
9 that range as the commencement and cut-off
10 date for the recall, correct?
11 A. They used the data that they got
12 from reviewing those reports to determine
13 the end date. The beginning date was when
14 they first went into production, that was
15 the very start, so that the front end isn't
16 in question.
17 Q. That's a given?
18 A. That's the first time they ever
19 showed up.
20 Q. The cut-off date that was used,
21 are you aware of any claims back in the '99
22 time frame that fell beyond or outside the
23 November 30, '92 manufacturing cut-off
24 date?
25 A. Again, I would want to refer back

1 to that chart to make sure. I believe they
2 looked at everything up to the current
3 information that was available to them in
4 '99.
5 Q. Okay.
6 A. I mean they didn't just stop
7 looking at claims.
8 Q. No. No. No.
9 A. That's what it sounds like you
10 were asking me.
11 Q. When the recall was issued, it
12 had a specific cut-off date for vehicles
13 manufactured prior to November 30, '92,
14 correct?
15 A. Yes.
16 Q. That was the cut-off date. I'm
17 simply asking you if you know whether or
18 not Ford was aware of any claims that would
19 have fallen beyond or outside that
20 November 30, '92 cut-off date?
21 MR. RATNER:
22 Object. You're asking him
23 what Ford was aware of. You're
24 putting it in terms of what does he
25 know Ford was aware of. I don't know

1 if he can answer that in today's
2 deposition.
3 EXAMINATION BY MR. PIPES:
4 Q. To the extent you can and then
5 the follow-up would be if you know, do tell
6 me how you know. The obvious answer to
7 that is you've seen documentation. I in
8 fact have seen documentation, the graph
9 itself that we don't have here
10 unfortunately that shows incidents of fire
11 in the Crown Vics, Lincoln Town Cars, Grand
12 Marquises that are manufactured outside of
13 November 30 of '92, after November 30 of
14 '92, I'm simply asking if you are aware of
15 that.
16 A. From what I recall, what the
17 recall team did, they reviewed all customer
18 concerns that had to do with any of the
19 symptoms that they suspected that might
20 indicate that there was a fault occurring
21 and that would have been anything up to
22 whatever that current day was in 1999 when
23 they were reviewing that pile of concerns
24 that they were looking at. Some of them
25 were after that date. Some of them were

before that date, that range of time. They went before it and they went after it so they could make sure of what you call a noise level. On any kind of data, you're going to have a noise floor or noise level where there's always going to be a common number of events of certain things that you're trying to measure and you want to make sure that you are -- that you're not including that noise, if you will, or that inaccuracy in your conclusions. So they had data from before the switch even existed that showed what the normal tendency was having an allegation about one of these vehicles having a problem with this particular, you know, area and they wanted to know what that number was so that when that number returned, they knew that they had captured the population. That is why there are some of those numbers after the end of the recall date, that's just normal trend that you might see —

Q. Okay. All right.

A. — in any of that data.

Q. Then you are aware that there was

some noise or allegations, incidents occurring outside of the recall date?

A. I would call that the noise. That's the normal incidents for any other reasons that are possible. And that's just a standard practice when they are trying to define a recall population, they need to know what is the normal rate before and when does it return to that normal rate of occurrence. That's how you tell when you've captured the population.

Q. Of the approximate 200 alleged switch fires that you have investigated, how many have you found the switch to have been the cause of the fire and that switch was located in a vehicle with a manufacturing date after November 30 of '92?

A. So you're asking me if I've ever seen a vehicle out of the population where I suspected the switch started the fire?

Q. Yes.

A. I don't recall any case of that nature without some other, you know, alteration to the vehicle having been

performed as well.

Q. How many do you think that you have seen outside the November 30, '92 date that might have also involved some type of alteration or misuse or some other factor wherein, yes, the switch caused the fire but there was some type of alteration or misuse?

A. I would say only a couple that I can think of.

Q. Of the 200 approximate switch fires that you have investigated, how many of those investigations involve vehicles manufactured after November 30 of '92?

A. How many after November of '92 that I have looked at?

Q. Uh-huh (indicating affirmatively.

A. That have that allegation?

Q. Yes.

A. Again, I don't know. I don't keep score. I am really not sure, to be honest with you.

Q. That's one of the most significant things you look for to see if it's inside or outside of the recall

period?

A. I try to approach all of my cases very objectively. If someone alleges it's a speed control deactivation switch, I try to approach it just as objectively as if it were in or out of the population.

Q. Do you have an opinion as to whether or not all of the potential problem switches would have been weeded out prior to November 30 of '92?

A. Yes, I have an opinion.

Q. What is it?

A. That they were all significantly well within that population.

Q. Okay. So you don't think that any vehicle manufactured after November 30 of '92 would have had — could have had a potential defective switch?

A. I have not found anything that would indicate anything to the contrary.

Q. Okay.

A. Unless someone took a switch out of an old vehicle and put it into a different one.

Q. Okay. So you think that at some

point Texas Instruments remedied the manufacturing problem and that completely eliminated this switch defect or potential for causing fires?

A. That's what everything that I have seen indicates to me, yes.

Q. Have you ever seen a document or any other information that would reflect exactly what the problem in the manufacturing process was?

A. Not specifically. There were some comments made in some of those highlights documents that we talked about earlier, but not enough detail to know exactly what was going on at the time.

Q. There was a known date when Texas Instruments remedied the problem and the switches manufactured after a certain date have no potential or problem associated with them?

A. There isn't a clear delineation of that that I am aware of.

Q. How often are you able to read the manufacturing date of the switch after a fire?

A. Fairly often I would say.

Q. More often than not?

A. I would say more than half of them, if the switch isn't too damaged, you can find it and read the date code.

Q. Have you tried to analyze that information to determine if there's any trend in the manufacturing date of the switch itself and the number of claims you've investigated?

A. Again, just, you know, in a general way, not actually sitting down and laying out a graph, but it does appear that the parts that have an earlier date seem to have a higher probability of being involved in a fire and possibly being the cause of that fire.

Q. An earlier date than what?

A. The earlier portion of the recall population, the November of '91 to -- I don't know. I would say maybe April or May of '92. That's why that's about half. The first half, if you will, of the population seems to contain a vast majority of the incidents, you know, components that were

made in the first half of the population.

Q. Do you know if it was ever determined when all of the switches must have been used or discarded or was that even possible?

A. I know it was looked at, you know, a couple of instances, but because of the difference in handling of the component depending on which car line it was going into, it made it kind of difficult to be able to delineate that.

Q. Do you even know whether the Ford plant manufacturing the Crown Vics, Lincoln Town Cars and the Grand Marquises use some type of FIFO system in its production?

A. Well, there's two different plants involved, first of all. And I would imagine any manufacturing, when I was in manufacturing engineering you do try to use a first-in-first-out kind of a process, but I don't think it was held too religiously. But I think that would be the tendency, yes.

Q. Okay. You merely copied your files and sent copies to the NHTSA,

correct?

A. No, I didn't. I turned them over to our office of general counsel's discovery department. They take care of all of the copying and shipping and whatever.

Q. Okay. If you wanted to, you could still go back on the files that you've handled and graph out, if you will, the date of manufacture in the vehicle involved as well as the date of manufacture of the switches that were located if discernible?

A. It's possible. I believe the data is in the files although it's rather skewed data. I'm not sure what it would tell me.

Q. You mentioned earlier that you believe you've only found two or three fires caused by switches in vehicles manufactured after November 30 of '92 and those would have involved some other factor, correct?

A. It appears in all of those cases that the switch had just failed at the end

of its normal life. And the problem was misdiagnosed and the fusing had been replaced with larger fuses which then caused the switch to continue to fail. It had blown a fuse. Basically the switch had failed, blown a fuse like it should and the vehicle was misdiagnosed or someone had made an alteration to the vehicle where they increased the size of the fuse in the first place, so that the switch really didn't have the fusing protection that was designed into it originally, so it became overstressed, overloaded electrically because the fuse was too large.

Q. Are those claims still pending?

A. I don't know. It's up to the legal office as to whether they are settled or not.

Q. Are your files still open on those two or three?

A. I'm not really sure if they ever became actual case files. They were, I guess, what you would call early warning.

Q. Have you tried to determine either from information available to you or

from your specific files your claims on how many occasions the fuse is blown versus — or open, versus not in connection with these claims?

A. Well, if the fuse box has survived the fire, it's something that most good fire investigators will try to take a look at. It's sometimes difficult to draw conclusions from it because of the damage to the wiring because of the fire. I mean, a blown fuse doesn't necessarily mean a short circuit before the fire, it could have been a short circuit because of the fire, but it should go — you should take a look at that.

Q. Regardless of the cause of the blown fuse, can you tell me how many occasions wherein it was discernible percentagewise that you found the fuse to be blown?

A. No, not really. There are so many other cases where the fuse isn't — doesn't even survive the fire, it's not something that I think about numbers-wise because it is not there enough to think

about.

Q. Do you have an opinion as to whether or not this switch can — the defective switches can fail and cause a fire without blowing or opening the fuse?

A. It appears in some cases that it has been able to do that without blowing the standard sized fuse, the switches that were in the population.

Q. And that system is designed around a 15-amp fuse?

A. Yes.

Q. Okay. If it is possible for the switch to have resistive heating without opening a 15-amp fuse, then it would certainly be able to do the same thing with a 20-amp fuse, correct?

A. Yes.

Q. Okay. What have you done in connection with this particular claim, the claim of the Sims?

A. I inspected the switch remains that Mr. Stringer had removed from the vehicle when he did his inspection.

Q. When was that done?

A. That was done sometime in calendar year 2002. I think it was April, if I remember correctly.

Q. Where was that done?

A. At his -- at Mr. Stringer's office here in Metairie.

Q. Okay.

A. If I remember correctly.

Q. What else have you done?

A. Then we were able to track down the remains of the vehicle at a salvage yard or I'm not sure if it was a salvage yard, it was a rather rustic looking place out in Pearl River, Louisiana. And I went out there this past — again, it's just a guess — I think it was February of this year, March of this year, something like that. And I inspected the remains of the vehicle there.

Q. Who accompanied you on that inspection?

A. No one.

Q. You were by yourself?

A. Yes, sir.

Q. Did you photograph it?

A. Yes, sir.
Q. Did you photograph the switch at Mr. Stringer's office?
A. Yes, I did.
Q. What else have you done?
A. Well, unknown at the time I inspected the fire scene itself sometime after this incident had -- the repair work had begun on their home.
Q. When was that done?
A. That was shortly after the fire, I guess. I can't recall. I was here at the request of the Baton Rouge Fire Department looking at several vehicles with one of their investigators and this case happened -- this is before it was a lawsuit, this happened to be one of the vehicles that the Baton Rouge Fire Department asked us to assist with.
Q. So the Baton Rouge Fire Department contacted Ford prior to State Farm?
A. Actually, I think it was a newspaper article in Baton Rouge that the Ford public relations people got a hold of

and contacted us and then we contacted the Baton Rouge Fire Department.
Q. So Ford was aware of the fire probably the next day when it was published in the newspaper?
A. No, the story had to do with a series of them over a period of time, so I don't recall chronologically how long it was. I know by the time I got to Baton Rouge, the Sims' house was already being rebuilt and reconstructed and the vehicle was nowhere to be found. So it was a matter of months at least.
Q. Was it the newspaper article after the Cook fire or do you recall?
A. Well, again, I don't recall the actual chronology. There were three or four cases that the Baton Rouge fire investigator and I worked on at the same time and Cook is another name that sounds familiar.
Q. That was Barry Mounds that contacted -- that was contacted at the fire department?
A. I think initially we had to

contact Mr. Mounds because he was their public relations person or something and then he put us in touch with the actual fire investigators themselves.
Q. That was Hailey Carter?
A. Yes. We remembered Hailey's first name. We couldn't remember his last name. But yeah, Hailey Carter was the investigator I was working with.
Q. After the initial contact with the fire department were there any subsequent fires in which the fire department contacted Ford, said we've had another one?
A. You know, I can't remember all of the details. I know that I came down and did a couple of different inspections with him. But I don't recall if there were any additional ones. I think he had an old case that they brought out of the archives that we looked at, but then we realized it wasn't involved in the same situation.
Q. Other than looking at the switch remains and looking at the vehicle and going to the Sims residence sometime

immediately after the fire, but date unknown, have you done anything else in connection with this claim?
A. My standard review of all of the Ford sales and service records that I could find and looking at the actual model year of this vehicle and anything that was unique possibly to its design.
Q. What was the manufacturing date of the Sims vehicle?
A. I don't recall exactly. Let me take a look here. The build date was July 29, 1993.
Q. That would be outside of the recall population, correct?
A. Yes, sir.
Q. What have you determined, if you have, to be the origin of this fire?
A. The driver's side of the engine compartment rearward in the engine compartment.
Q. What do you believe to have been the cause of this fire?
A. There was an aftermarket wire found stuffed through a hole in the dash

panel.
Q. The hole in which the speedometer wire or cable ran?
A. No. There is nothing in that hole normally, I don't believe.
Q. It's just an open hole?
A. It's just a drain hole or a tooling hole that has a plug put in it, I believe. There was a single stand of wire hanging through that hole.
Q. Who located that wire initially, you or Mr. Helton?
A. I think if I remember the chronology correctly, I saw the vehicle before he did. I think I was the one who found the wire.
Q. Did you photograph it?
A. Yes, sir.
Q. Have you provided Mr. Helton with those photographs?
A. I do believe he saw those photographs.
Q. May I see them, please? Have you spoken to Mr. Helton about his investigation?

A. Well, just insofar as he wanted to take a look at these pictures because I think he had a copy of them or something. I guess you had shown him some pictures. He wasn't sure where they came from, so he was asking me.
What pictures did you want precisely?
Q. Well, I will look at them in just a minute. Let me get this straight.
You didn't speak to Mr. Helton about this particular claim until after I took his deposition?
A. No. I talked to him twice. Once he asked me if he could look at my photographs, I showed him. And then once subsequent to that we got — both of us I think got copies of Mr. Stringer's photographs. I assume they came from your office.
Q. All right. So both times, instances in which you have spoken to Mr. Helton, that occurred after his deposition?
A. I think one was before and one

was after. I mean, his deposition was last Monday, I guess. Is that correct?
Q. I believe. It's been within the last week or so. But if he was asking you to see your photographs because I had asked him about it, then it must have been after the deposition, correct?
A. I don't know.
Q. Okay. Had you ever received an opinion from Mr. Helton as to his finding as to cause or origin?
A. Not me personally.
Q. Okay. You've never asked him for his opinion?
A. That's not what I do. That's a lawyer's question to him, not my question to him.
Q. You didn't ask him when you spoke to him what did you find during your investigation as to either origin or cause or both?
A. I don't believe we ever talked about origin and cause. We talked about some of the observations we both made.
Q. At one point you had provided

Mr. Helton with copies of your photographs, not reprints, but just copies, color copies?
A. I'm not sure if he got a set of color copies or not.
Q. At his deposition he only had photocopies of photographs. He doesn't have reprints. You supplied him with actual photographs after his deposition?
A. No, I showed him this set in front of me.
Q. Personally?
A. Yes.
Q. When did that take place?
A. We were at the firm seminar in West Virginia. Before he went home we went through these photographs.
Q. Okay. So that occurred in West Virginia on what date?
A. The 4th of September.
Q. Had you already provided him with copies at that point, photocopies?
A. I hadn't, no. Sounds like, from what you were saying, somebody did give him a set of copies of these.

Q. Okay. What did you determine if anything from your visual inspection of the switch at Mr. Stringer's office?

A. I really did not at that time or even subsequent to it have much of an opinion at all. I was mildly surprised there was as much of the switch remaining and I also got the date code so that I could verify when the part was made.

Q. When was the part made, do you recall?

A. I would have to look at those photos. I don't recall off the top of my head. The date code was the 152nd day of 1993 so somewhere around May of 1993.

Q. Okay. If in fact the switches have a date code on them, why was the recall not tied to manufacturing date of the switch rather than the manufacturing date of the vehicle?

A. Because Ford makes vehicles and we recall vehicles, so we use vehicle build dates.

Q. Okay. Ford has never issued a recall in which one were to simply look at

the date of component part manufacture, the date of manufacture of the component part rather than the date of manufacture of the vehicle?

A. I have no idea what other recall teams do.

Q. All right. Have you ever expressed your opinion as to the cause of this fire to anyone associated with Ford?

A. Other than our legal counsel, no.

Q. Okay.

A. That I can think of.

Q. Had you advised legal counsel of your opinion as to origin and cause prior to Mr. Halton's inspection of the vehicle?

MR. RATHER:

Object to the — don't answer that, that asks for attorney-client privilege. What his conversations with Ford's legal counsel were are absolutely privileged. I instruct you not to answer that question.

EXAMINATION BY MR. PIPES:

Q. When did you first complete your

opinion or reach an opinion as to the origin and cause of this fire?

A. Again, I was pretty much following my standard procedure that I do on these cases. I wait until I have my photographs back and analyze those in detail and make sure that, you know, I've looked into all of the possible causes that I could determine based on what I see in all of these photographs. So sometime after that inspection I would say.

Q. That occurred back in February of 2002?

A. No, I think that was 2003. I looked at parts in 2002. I looked at the vehicle in 2003, I think. I would have to go back and doublecheck my calendar to make sure.

Q. You don't have anything in your file to reflect when you went and looked at it?

A. I don't think I do.

Q. What is in your file, by the way, other than these photographs?

A. A copy of the lawsuit, the

vehicle information.

Q. May I see the vehicle information, please?

A. We got sales and service information.

MR. PIPES:

I would like to copy this in globo and mark it as MH1.

THE WITNESS:

And then any engineer or technical stuff that I've used, you know, to review.

EXAMINATION BY MR. PIPES:

Q. Okay.

A. Here's an extra copy. You don't need to copy that if you want.

Q. You are referring to 13-13 power distribution for this vehicle?

A. Yeah, there were some excerpts that I took out of the Electrical and Vacuum Troubleshooting Manual of the vehicle electrical schematic. Is that what that is, Mr. Pipes?

Q. Yes.

A. Is that in that, this picture?

Q. You're referring to a document entitled Circuit Protection Fuse Panel. It is not. 11-4.

A. All right. I thought this was a copy of this. Why don't you take this stuff and give me that back?

Q. All right. You have provided me with five pages from the service manual. Is this from the 1993 Lincoln Town Car?

A. It's from the Electrical and Vacuum Troubleshooting Manual, which is from the service manual.

Q. And you have provided me with 11-4, 13-13, 87-1 and 87-2 from that manual.

A. Yes, sir.

Q. On your document 11-4, you have circled fuse position number 11 as well as highlighting it and someone has written blown out the side; is that your handing?

A. Yes, sir, it is.

Q. Why did you write that?

A. Fuse 11 in the interior fuse panel had been open circuited, which I discovered in my inspection. And so when I

got back, I looked at what circuits Fuse Number 11 protected and that's my highlighted notes.

Q. And you have highlighted Fuse Position 12, which is the 15-amp fuse that serves the speed control as well as other systems, correct?

A. Yes, sir.

Q. Was that open or closed?

A. It's not noted, so it was still intact.

Q. Had it been blown, you probably would have written blown out beside it as well?

A. Probably, yes, sir.

Q. Did you photograph the fuse in connection with your inspection?

A. I believe so. It would be in this pile of pictures. Yes.

Q. It shows Fuse 11 blown and Fuse 12 closed; is that correct?

A. Actually I think the pictures only show fuse, yeah, the pictures are only of the blown fuse.

Q. That would be 11?

A. Yeah, the rest of them are of the fuse box itself and the cover.

Q. When the vehicle ignition is turned to the off position is anything serviced by Fuse 11 still energized?

A. Yes. Fuse 11 is powered at all times.

Q. Okay. As well as 12?

A. Yes, sir.

Q. Okay. Any other fuses that are powered at all times?

A. Yes.

Q. Which ones?

A. Couldn't tell you off the top of my head, I would have to go back through the Electrical and Vacuum Troubleshooting. I would have to look at schematics. That's not a complete set. I would have to go back through the book itself.

MR. PIPES:

I'm going to go ahead and attach as MH2 these documents that you've provided me.

EXAMINATION BY MR. PIPES:

Q. At the time that you reviewed

your actual photographs with Mr. Helton did you also tell him that you had identified this wire that you believe to be an aftermarket wire and the cause of this fire?

A. I don't recall exactly what we discussed. He was concerned more about the level of decomposition of the vehicle when he saw it because I think he was the last — of Mr. Stringer and Mr. Helton and I, I think he was the last one to see it. And he was concerned because there was an awful lot of decomposition in the vehicle and I believe in part of that conversation was the area where the wire was found.

Q. Had he reached an opinion when you talked to him as to the origin or the cause of this fire?

A. Yes.

Q. When you spoke to him in West Virginia he had already reached an opinion?

A. I'm sorry. I thought you were asking me if I have reached an opinion.

Q. No. No. No. Had Mr. Helton at the time you spoke to him in West Virginia,

had he already reached an opinion as to origin and/or cause?

A. No. I'm not really certain about Larry. Again, I know that was one of the reasons he wanted to see a set of photographs from earlier than his inspection.

Q. Okay. At the time that you spoke to him in West Virginia was he even aware of this wire that you had found during your investigation?

A. You know, I really don't know if he was or not.

Q. Okay. But you recall showing him the wire in your photographs?

A. Yes.

Q. Okay. When you showed him that wire, do you recall if he said whether that was even still existing at the time that he went and inspected the vehicle?

A. Well, again, that's why I recall the gist of the conversation because he had said that that whole section of the sheet metal of the vehicle was no longer there when he saw the vehicle.

Q. Right. And he advised me of the same thing during his deposition, that that entire area had rusted away. And so that's why I'm asking you at the time that you met with him in West Virginia, he must not have even been aware or at least he didn't physically see the wire that you allege to be the cause of this fire?

A. Yeah, not knowing exactly what he had seen before that, I think he was a bit skeptical and so he wanted to see my photographs because what he saw at his inspection didn't seem to go along with what he had heard about the case, I am assuming. I really don't know for sure.

Q. Well, based on the fact that he told both of us at the time of this inspection that that entire area of the vehicle where this aftermarket wire may have run through a hole was deteriorated or decomposed or rusted away the first time that he was aware of this wire that you found back in — was it — February of 2003 was probably the first time that he was even aware of it, correct?

MR. RATHER:

Randy, I don't know if Mark knows when.

MR. PIPES:

He spoke to him. I want to know his opinion.

THE WITNESS:

My opinion on what? When he knew something?

EXAMINATION BY MR. PIPES:

Q. Your opinion as to when you showed him those photographs if that was the first occasion that he was even aware of that wire?

A. I don't know if that was the first time he was aware of that wire.

Q. Okay. How many photographs did you take at the inspection of the switch at Mr. Stringer's office?

A. I believe it was about a roll's worth of film, roughly 36 photographs.

Q. That occurred prior to your inspection of the vehicle?

A. Yes, sir.

Q. When you inspected the switch

without being able to inspect the vehicle itself, was the switch alone — your inspection of the switch alone sufficient for you to render an opinion as to whether or not the switch was the cause of this fire?

A. In this particular case, there was sufficient enough materials remaining that if forced to, I guess I could have rendered an opinion, although I do believe after seeing this, I requested that we find the vehicle because I wanted to see the rest of the vehicle. So I'm not sure what you mean by that, rendering an opinion.

Q. Well, rendering the origin or cause of a fire to be undetermined is certainly something that's done quite often in fire investigation, correct?

A. In a fire investigation, yes.

Q. Okay. And I want to know if the only thing you had available to you was the inspection of that switch itself, if you could have rendered an opinion as to the origin and/or cause of the fire based solely on the inspection of that switch?

A. I don't think anyone should try to render an opinion of a fire cause and origin based on the remains of one object that was in the fire.

Q. Okay. After your inspection of the switch at Mr. Stringer's office were you in a position of rendering an opinion that the switch was not the cause of this fire?

A. As I recall, what I saw at Mr. Stringer's office made me very suspicious that the switch was not the cause of this fire, which is why I asked that we go out and find the remains of the vehicle, so I could look at the rest of the vehicle.

Q. And the basis for your skepticism was the lack of severity of damage to the switch?

A. And the remains of the pieces that I saw, yes.

Q. Anything else?

A. Not at that time, no. That's all I saw.

Q. Just the lack of severity of

damage?

A. The relative level of damage compared to other, you know, other switches I've seen.

Q. Okay. All right. Let me see the photographs. And you have them turned a certain way. Are those like duplicate sets, is that why you have them turned?

A. You mean in each stack?

Q. Yes.

A. No, it's just a different section of pictures, you know. This one is this set and this part of the vehicle and that part of the vehicle, just my way of organizing so I can find things a little quicker.

Q. I had asked at Mr. Halton's deposition for a copy of those photographs. So if we can get reprints as soon as possible, that would be great.

MR. RATHER:

We have a disk.

THE WITNESS:

I think there's two of them.

EXAMINATION BY MR. PIPES:

Q. Mr. Hoffman, this wire that you have identified as the cause of this fire, where was the actual failure of the wire or the origin of this fire in your opinion?

A. It appears that the wire short circuited against the edge of a hole in the sheet metal of the dash panel right basically in front of the driver's foot position, but in the engine compartment of the side of the dash panel.

Q. Is this a hole that normally there's no wiring passing through?

A. That's correct.

Q. Okay. In other words, in Ford's normal assembly process, no original wiring would have passed through that hole?

A. That's correct.

Q. Okay. Where is that hole located on the bulkhead exactly?

A. It is approximately and this is just an approximation, I would say about 12 inches inboard from the driver's side of the vehicle and about two or three inches above the floor pan, the bottom of the body, if you will.

Q. Well, would that make it outboard of the brake booster?

A. It is outboard of the brake booster, yes.

Q. And would it be even with or below the brake booster?

A. It's well below the brake booster.

Q. How many inches below?

A. Again, it's just a guess, probably around 16 inches or something or something like that.

Q. If you were to draw a line from the center of the brake booster downward, how many inches outboard of the center of the brake booster would it be?

A. Again, this is just an estimate but I would say somewhere in the same vicinity maybe, no, probably a little shorter than that, maybe 12 inches outboard of the centerline of the booster.

Q. Where is the speed control deactivation switch located?

A. It's directly below the brake booster.

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Q. How many inches?
A. Again, I'm just guessing, maybe 14 inches, 12 inches something like that.
Q. Okay. It's directly below?
A. Yes.
Q. Okay. How many inches would separate this hole from the switch approximately?
A. Again, just a guess, I would say they are probably a foot apart.
Q. Twelve inches?
A. Twelve, fourteen inches maybe.
Q. And the wire itself is not a good fuel source, correct? Even assuming it was the ignition source, it is not a fuel load?
A. It's not a huge fuel load, no. There's just a little bit of insulation of plastic on it.
Q. Same thing with the switch fire, the switch may be the actual ignition source, but it's not a good fuel load in and of itself, correct?
A. The switch has a little more plastic content than a piece of wire does, plus if it has failed in that way, it has

brake fluid in it, there's a bit more fuel in that situation than there is in a single wire.
Q. Did you attempt to do an investigation as to origin utilizing fire patterns, damage gradients, a normal fire investigation?
A. Well, yes. That was the intent of going out and finding the vehicle after I had looked at the switch, I did try to do an investigation of the whole vehicle.
Q. You have two, let's just limit our discussion to two potential ignition sources, the switch and then 10 to 12 inches away, a wire. Is there going to be any significant difference in fire patterns, damage gradients in a fire starting because of a failed switch versus an arked wire or shorted wire?
A. It can create different patterns even though the two things were relatively close together physically.
Q. Did you attempt to distinguish the fire patterns or damage gradients assuming both scenarios?

A. Based on what I saw in the vehicle inspection, there are some significant differences.
Q. What walk me throw the fire spread. If we assume that you are correct, that the fire started at a short in the wire passing through the bulkhead —
A. One of the unique things about this particular vehicle is through the fire pattern the is the kind of — I guess you could almost say widespread burning rather than there's a concentration on the driver's side like you normally get because of fluids there. But there's also kind of a path, very narrow path that goes behind the engine which would have been a possible path for an aftermarket wire to go from that hole to the battery. And that pattern seemed a little more evident in this vehicle than I had seen in other vehicles of this type.
Q. Are there other wiring harnesses that also run behind the engine on the bulkhead?
A. Not in this model year vehicle, I

don't believe. There's a couple of take-outs that come out to different devices, but there is no main harness across there.
Q. Were you able to determine the origination point and termination point of this wire?
A. No. The wire was damaged in the fire. And it basically was broken off about — I guess about eight inches into the engine compartment from the hole.
Q. It actually passed through the hole?
A. Yes.
Q. Okay. How much of the wire was remaining on the passenger side of the hole?
A. I didn't do any further investigation into the passenger compartment at that time because I was alone. I figured if anyone afterwards wanted to delve into that, we could go back and do it when all parties were available, since I knew this was involved in a lawsuit, I didn't want to do any movement.

Q. Did you attempt to tell anybody of your findings so that that particular area of the vehicle could be preserved?

A. I believe we spoke, either Jim or I or one of Ford's counsel and I.

Q. Do you know if that information was ever passed on to my office or anyone associated with State Farm?

A. What information? As far as --

Q. That you found a shorted wire that you felt to be the cause of the fire and that that should be preserved.

A. I don't know if that was ever communicated to you or not.

Q. Did you do anything to attempt to preserve that wire in that area of the vehicle that you felt was the origin of the fire and the cause of the fire?

A. Other than there were some pieces of carpeting that had been lain across the engine compartment when I got there, I put them back in place to try and protect the area as it had been protected when I got there.

Q. Other than your camera, what

equipment did you take with you to the scene?

A. I had my bag that I carry my equipment in. I usually have extra film and a marker to mark the film. And what else do I have in there? A tape measure, you know, some other odds and ends tools, a pad of paper, my overalls.

Q. What magnification do you have on your camera for zoom purposes?

A. You know, I'm not exactly sure what the magnification level is. It's a 50-millimeter lense, but I'm not sure what the --

Q. Did you take any close-up shots of this wire?

A. As close as I can get without disturbing a lot of things, you know, in the surrounding areas, yes.

Q. Did you have with you any type of magnifying lense or anything of that nature to look at the wire closer?

A. No.

Q. How were you able to determine that that wire had shorted?

A. There were a couple of half circular shapes cut into the steel around the perimeter of the hole that wouldn't have been there normally.

Q. I'm sorry. What did you see?

A. The diameter of the hole was no longer round. There were two notches that I could see. Anyway from where I was, there were two notches in the sheet metal, in the steel itself which was an indication to me that the wire may have been arking against the sheet metal and causing the sheet metal to basically be destroyed, to be melted.

Q. Do your photographs reflect those two notches?

A. I think so, yes.

Q. Can you find all of the photographs that you have of the hole and/or the wire?

A. I think these four are the ones that I have that specifically have the wire in the hole.

MR. PIPES:

These photographs are not

marked other than possibly during developing. I'll identify them on the back as Roll 4 Number 23A, Roll 4 Number 20A and Roll 4, 21A and 22A Roll 4. And I would like to attach just black-and-white copies to the deposition.

EXAMINATION BY MR. PIPES:

Q. And before I discuss those photographs, I am terrible, I interrupted you. I wanted you to walk me through the fire from your origin, the wire, tell me how this fire started in your opinion.

A. Well, it appears that this wire was being run out into the engine compartment to make a connection to battery power for some aftermarket electrical addition to the vehicle.

Q. What gauge wire was it approximately?

A. Again, I didn't actually get a chance to measure it. I guess it could be measured, I guess, if we could go out and find it, it appears to be probably 16-gauge wire.

Q. Relatively small?
A. That's just a guess. I'm looking from a distance.
Q. Relatively small wire?
A. I would call that an average size wire.
Q. And you don't know if it was fused or not?
A. No. Because about eight inches past the hole into the engine compartment is where the wire was actually parted loose from the fire.
Q. You don't know if it actually ran directly to the battery or to some other spot in the engine compartment?
A. Right. I never was able to pick up a trail on the rest of the wiring. Again, I was also trying not to disturb too much, but I could not find any other pieces of that wire.
Q. Does Ford use any 16-gauge wire in its assembly process?
A. Yes.
Q. And how were you able to determine that this wasn't a normal wire

other than its location, a wire originally found in this vehicle?
A. We don't put single wires through holes in the dash panel, it's just not done.
Q. How much was sticking out into the engine compartment?
A. That one photograph there is not the best in the world, but maybe six or eight inches. Again, I'm just estimating these distances off the top of my head. We could measure them.
Q. And none actually traveled into the passenger compartment?
A. Well, again, I didn't excavate into the passenger compartment. That's where the other end of it went. I didn't dig into the passenger compartment.
Q. Did you actually go into the passenger compartment or just run into the bulkhead?
A. As can you see in the photographs, it went right through the hole. It's hanging on the edge of the hole there.

Q. Was it fused to the bulkhead at all or just ran through the hole?
A. I don't believe that it was actually fused to it. It was stuck down in one of those notches. So it's with all of the corrosion that occurred from the vehicle being out in the weather, it's hard to say whether it was actually ever affixed to it or not.
Q. Did you find any signs of arking on the wire?
A. Didn't want to disturb it, so I didn't get too close to it other than the fact that it's parted about eight inches away. There's no, you know, no observations made closely enough yet to see if the wire's damaged in any way.
Q. Well, at the end that you could -- the two ends that you could find, there were signs of arking on either end?
A. The two ends?
Q. Uh-huh (indicating affirmatively).
A. I never found two ends.
Q. How can you only find one?

A. The other one is buried into the interior.
Q. You mean it continued to run into the interior?
A. Yes.
Q. And you didn't track it down?
A. No, sir, not without other parties involved in this lawsuit being there, I wasn't about to start tearing down a piece of evidence by myself.
Q. Did Mr. Belton?
A. I don't know.
Q. On the end that you could see that stuck out approximately eight inches, no signs of arking on that end?
A. I didn't look for any evidence because I didn't want to damage the wire and the area around it. You would have to take that piece of wire and look at it under a microscope to see if it was arking or at least get it out of the hole. You've got to realize this is about the middle of your shin high. You're leaning in over a fender. I'm trying not to move anything.
Q. I understand that, but --

A. So I didn't get what I would call a good enough look to see. All I saw was the irregularities on the edge of the hole and that was enough indication to me there was more activity at that location where the wire was touching the steel than other parts of the perimeter of that hole.

Q. Well, there was no signs of arking on the wire immediately adjacent to the hole?

A. I don't know. I haven't looked at the wire that closely.

Q. Well, you think there would have been shorting on that wire capable of actually damaging the bulkhead without damaging the wire?

A. I don't know if the wire's damaged because I can't get close enough to it. On that particular day I couldn't get close enough to it to look at that. With the corrosion that's occurred because of the vehicle being stored outside, outdoors for three years after the fire, I don't know what's been corroded away by exposure to the elements. It's not something I want

to jump to a conclusion at, but I did note irregularities to the hole which was much more telling to me because copper usually melts long before steel does.

Q. Mr. Hoffman, you're not a metallurgist, correct?

A. I'm not a degreed metallurgist, no.

Q. Okay. The maximum voltage on that wire assuming no additional source would have been 12 volts from the battery, correct?

A. Somewhere between 12.6 and 13.4, yes.

Q. Okay. And in your opinion a 16-gauge wire can short to a -- that's a steel bulkhead, correct?

A. Yes.

Q. A steel bulkhead and actually cause physical damage to the bulkhead without separating a copper wire?

A. That is a rusted piece of steel and I don't know exactly what happened during the actual event.

Q. Okay. But back to my question,

let's assume that my pen is a 16-gauge copper wire. Was is it stranded or solid?

A. It's stranded.

Q. Okay. Let's assume that my hand here, I'm doing the "okay" sign, is the hole in the bulkhead. Is it your opinion that a 16-gauge wire carrying between 12.6 and 13.4 volts can touch the side of this steel bulkhead and cause physical damage to the bulkhead without separating the copper wire?

A. The physical damage to the bulkhead is caused by rust and corrosion from having been left outdoors. The wire was stuck to it when I got there, but I couldn't tell if it was melted to it or not. And I could not tell you for a fact that when the wire initially touched the sheet metal whether it actually melted any of the wire, that's not typical, or melted any of the sheet metal, that's not typical. But it may have gotten hot enough and stressed it badly enough during the arking event when you add the aging and corrosion due to being left out in the environment,

that piece of the hole edge would have been weaker from having been annealed by the electrical ark, it may not have melted the wire, it may not have melted the steel. It may have annealed the steel and burned away enough of the -- I think the fire eventually burned away all of the paint. Even then I'm not certain, all I'm saying, there were irregularities at the end of that hole that indicate that there may have been a short circuit event going on between that wire and the edge of that hole.

Q. There were irregularities in that hole also that showed deterioration from oxidation and weathering, correct?

A. The whole piece of sheet metal showed the effect of aging.

Q. But that hole did as well, did it not?

A. Yes.

Q. Okay. And you didn't really get a good look at this hole from the position that you had out there at the scene, did you not?

A. Other than what's depicted in

those photographs.

Q. And you're not a metallurgist and you didn't have any type of magnification possibilities out there. Can you tell me how you were able to discern that the damage to that hole was some type of electrical event versus just normal degradation from oxidation in the environment?

A. Well, when the shape of that mark on the edge of the hole, for loss of a better word, is the same shape as a piece of wire that is parted six or eight inches away, it makes me very suspicious that something happened between that wire and that notch in the steel where I found that wire that caused that notch to occur. It's not just magic that that notch should occur. Corrosion doesn't happen that point specific in space.

Q. I'm looking at all four of your photographs. In all four of your photographs, the wire passes through the opening without a break. And it is not touching the sides. Did you have — you

said when you got there, it was still touching one of the sides. In this photograph, it's not touching the side.

A. Yes, it is. It's touching in both of these pictures.

Q. I disagree with you. In any event --

A. This one, it started to fall away. You can disagree all you want.

Q. In that photograph, would you agree with me it's not touching and that's Photograph 20A?

A. It is hard to say, but it doesn't look like it's touching in this picture.

Q. All right. Now, I'm showing you photograph — I'm sorry, which one is that?

A. Twenty-three.

Q. It's 23A. Do you think that it is touching in that photograph?

A. Yeah, the reason I moved from this angle to that angle is to show the relationship of that notch in the edge of the hole to where the wire is.

Q. Okay.

A. So that's why I took these those

two pictures from two different angles.

Q. My question is: Is it your opinion in Photograph 23A, the wire's touching the side of that hole?

A. That there's physical contact now?

Q. Yes.

A. No. I'm sorry, I misunderstood you. I thought you said that wire had touched that hole. It was touching the hole at one point when I looked at it.

Q. Show me the photograph that you have where it clearly is touching the hole.

A. I may have moved the wire in attempting to try and get one of these photographs, but the touching of the hole is indicated by the notch in the side of the hole.

Q. Okay.

A. Okay.

Q. You may not have a photograph of the wire actually touching the side of the hole then; is that correct?

A. That may be true.

Q. Let me have that one back.

please.

A. That's just one of the wire itself.

Q. Okay. So we may not have a photograph that even shows the wire touching the hole, correct?

A. I don't believe that we have one physically touching.

Q. Looking at the sequence of those photographs, how might you have touched that wire in a way that made it not touch the hole?

A. The wire's dangling out the hole, hanging in mid air. So attempts to try and move around the vehicle and take photographs of my inspection, I may have had occasion to contact that end of that piece of wire and it came loose.

Q. And it was not welded or attached to the bulkhead?

A. I seem to have a recollection of it contacting. Now, I may not have made that evident in a photograph, but I do recall that it was contacting the sheet metal. But it could have been pushed over

there sometime between the fire and when I saw it too. Whether it's touching or not, it's not hugely compelling.

Q. Was it melted to the bulkhead? Did it show signs of being —

A. I don't recall it being, you know, physically affixed, again, unless you look at the two pieces under a microscope and get some idea of what might have occurred, it's hard to say whether they ever adhered to one another.

Q. So you think that it's possible in your opinion that this 16-gauge wire carrying between 12.6 and 13.4 volts had some type of ark or short to this bulkhead without in any way melting or arking, actually physically attaching to the bulkhead or damaging the wire or separating the wire?

A. I don't know that any of what you just said is true until you take all of that steel and that piece of wire out of there and look at them under a microscope and possibly do some chemical analysis, it's hard to say what may have happened at

the point when the fire started.

Q. Well, you walked --

A. And how do you separate what happened during the fire, during the corrosion or separating what happened at the fire from the corrosion effects?

Q. If that wire was energized prior to the fire and the fire started somewhere else, then that wire may short or ark as a victim of firespread actually getting to that wire rather than a cause of fire, correct?

A. Possibly.

Q. How can you distinguish that, even assuming that we do find arking on this wire?

A. Because of the notch in the steel, that notch in the steel is not natural.

Q. Okay. My question is: A fire starts somewhere else, compromises the insulation on this wire where it passes through the bulkhead and actually arks against that bulkhead, how are you going to look at this vehicle now or your

photographs and determine if the wire was the cause of the fire versus a victim of the fire?

A. The fire patterns on the vehicle point more toward where that wire is than any other thing on this vehicle. That's the only thing in that area that could have been the origin of the fire or the ignition source of the fire.

Q. You didn't pull this wire in or out prior to photographing it, did you?

A. I don't believe so. Again, taking my photographs and not knowing that that was there at the time, there's a possibility I might have moved it. But I do recall seeing it touching when I first looked at it.

Q. Without seeing any signs of arking, without tracing the wire to where it went, without doing any of that, how did you walk away from this inspection and identify that wire as the cause of this fire?

A. Because that's where the burn patterns pointed. That side of the dash

panel was totally destroyed and the base of the area, the most damage was that wire with a notch in the steel next to it, that seemed pretty clear to me.

Q. Without any signs of damage to the wire itself that appeared clear to you?

A. The wire's gone. What do you mean no damage?

Q. Well, I'm looking at a photograph of the wire.

A. The rest of the piece of wire is gone.

Q. You mean after it extends eight inches into the engine compartment, it's gone?

A. It's gone.

Q. So you don't think the fire started at the bulkhead, you think it started on the wire somewhere within the engine compartment?

A. The wire itself will heat up its entire length, it will begin to heat up objects around it and they will ignite at different times. And any plastic component that that was up against, it would burn

that plastic component until the copper got hot enough to melt itself.

Q. Do you think the fire started at that hole where that wire ran through the bulkhead?

A. I think it started near there.

Q. Where? Like what is your area of origin?

A. The area of origin is the dash panel, the lower portion of the dash panel on the driver's side of the engine compartment. That's where the lowest and most severe point of burn is.

Q. And the switch is located within that area of origin as well, is it not?

A. Well, the switch is slightly more inboard than that. This point of origin is markedly farther outboard than the switch which is mounted on the frame rail, which is over next to the origin. This is over toward the wheel well.

Q. Well, they are 10 to 12 inches apart. So you're able to actually identify a specific area of origin that would eliminate something 10 inches or 12 inches

away, that's how specific you can get with your fire investigation in this case?

A. With that remains in this component 10 or 12 inches away, it's still pretty much in intact with the small bit of fire damage to it. Yes, I can make that differentiation in this case.

Q. What are the fuel loads in this area of origin?

A. It's hard to say because I don't know where the wire was routed. It's not a production wire. Say the wire is routed up and wrapped around the harness that goes into the bulkhead right above there, all of a sudden you had all of the insulation and plastic from that wire harness, if it was routed across the power steering reservoir, which is slightly forward or the brake reservoir, which is slightly above, it's hard to say because we really don't know where the wire went, we know that the wire is burned off though right above the area so the wire was evidently very hot.

Q. I'm looking at the ends of the wire in Photograph 21A and it doesn't

appear that that is an arking type of break in that wire. Is that a mechanical break?

A. This one frayed or this one stranded?

Q. Yeah.

A. I don't know exactly. The end of it isn't very clear in that photograph. I was trying to photograph the hole at the time.

Q. You were right there. If you had seen signs of arking on that wire, you would have photographed it, would you have not?

A. It was awfully frayed, so I didn't spend too much time taking pictures of the end of the wire because it was pretty damaged from the having been moved around, I thought. I was afraid it might have been from being moved around, but these individual strands were snapped off.

Q. Okay. No arking?

A. It could have been, I don't know.

Q. You don't have a clear photograph of that, the end of this wire?

A. No. Because it was so frayed it

looked like it had been mechanically damaged.

Q. Okay. Mechanically damaged, not electrically?

A. From being moved, from the vehicle being moved around. See, I didn't want to -- I didn't feel that there was anything there to take a picture of.

Q. All right. At least what's there didn't show any signs of electrical activity.

A. Well, what was there was so badly damaged, you couldn't tell.

Q. Where this wire passed through the bulkhead, if in fact it traveled toward the battery, it would have gone inboard, not outboard, correct?

A. I don't know that, to be honest with you.

Q. So you don't know where the wire traveled?

A. Not for certain. There's only eight inches of it left, so it's hard to — it was dangling straight out of the hole because it had been broken.

Q. I thought you said earlier one of the reasons you thought it was this wire was because you saw an unusual fire spread across the back of the engine where this wire would have traveled?

A. Yes.

Q. But no other wiring harness of Ford's travels?

A. Where it could have traveled, yes. But it's speculation on my part to say that based on just the fire patterns. But my speculation would be it ran up and over the top of the brake master cylinder and across the back of the engine against the dash panel. That's just speculation, there's no --

Q. If your area of origin is within eight or ten inches of this hole; is that correct?

A. Yes.

Q. If it was within eight to ten inches of this hole and we're looking at eight to ten inches of copper wire without any arking on it, what is your ignition source?

A. The electrical activity on that wire is the ignition source. The wire will become hot and it will start to ignite materials around it.

Q. So what do you think? You think it ignited the insulation?

A. Most likely, depending on what grade of wire it is.

Q. Walk me through. Walk me through the start of this fire until extinguishment. What happened?

A. It's hard to get super specific about it when you look at damage patterns on the vehicle, the burn pattern and the damage pattern around that hole, it appears that the wire began to short circuit against the sheet metal and it may very well have been resistive in nature, which is why you don't see the catastrophic destruction of the copper wire and nothing else. And because you've got insulation that's rubbing against it, there's a seal in that hole that this was probably pushed against or pushed through. So there's a lot of nonconductive materials that could

be rubbing between the sheet metal and the wire, the copper wire itself. You now have a resistance in there and that resistance will start to draw current away from that wire. The wire appears to have not been fused anywhere because I couldn't find any evidence of a fuse, although that's not necessarily conclusive. It does mean there is a lot of electrical current available to feed to that resistance.

Q. Let me stop you. You didn't find any signs of that wire being fused. You didn't trace the wire, did you?

A. I tried to guess where it may have been connected. And I looked at the alternator and the battery, which was two typical places where we find aftermarket wiring being added on and I didn't find any evidence of any added on wires. But I also didn't excavate the interior of the vehicle. It may have been hooked somewhere in the interior. I don't know.

Q. It may have been fused to the fuse panel in the vehicle, correct?

A. It could have been, yes.

Q. It may have had an inline fuse between the product that it was servicing and the bulkhead?

A. It could have.

Q. Could have been an inline fuse from where we see it terminate to wherever it ran to the battery?

A. Yes.

Q. Okay. Is there also a fuse box in the engine compartment?

A. Yes.

Q. Okay. It could have utilized that fuse box?

A. Possibly.

Q. So you can't say either way?

A. No.

Q. So you have no idea if that wire was or was not fused?

A. That's correct.

Q. Okay. And I interrupted you. This wire somehow compromises the insulation on the wire and the rubber seal on the bulkhead, correct?

A. No. No. The hole in the bulkhead would have a rubber seal in it in

normal production. To get a wire in there, someone would have had to have moved the seal aside and fed the wire in between the seal and the sheet metal hole and then let the seal snap back into place, basically, so it will hold wire and it would also be doing its job of sealing the hole.

Q. Unless they just punctured a hole in the seal and passed the wire through.

A. You could conceivably puncture that. Either one of those cases with the vibration of body and whatever this wire was connected to overtime, this vibration would cause the wire to either cut through the rubber seal or if it had been put through the edge of the seal it could have cut through the insulation on the wire.

Q. Or both?

A. Eventually it has to get both.

Q. Then there's direct contact between the wire and the bulkhead?

A. I'm not sure that you could say direct, does not appear like that was a direct short because the wire isn't destroyed at the point of short circuit.

Q. Okay.

A. As you were kind of alluding to before, copper melts before steel. The damage that I observed, and again, I'm trying to equate this with some known corrosion of having been stored, you know, for a couple of years outdoors, but from what I observed it appears like there was a resistive short circuit that was in existence for some period of time. It may have been intermittent. It may have been bouncing back and forth overtime. It had wire insulation. It had a seal. It had the — in fact it was probably, you know, just making intermittent contact, all sort of added together into a rather complex situation where it's making a lot of heat possibly without actually being in contact long enough to melt the metals because the heat's being dissipated away by the metals.

Q. So the wire overheats?

A. The wire —

Q. This resistive heating right there at the opening, what is ignited, the the insulation on the wire?

A. It's hard to say what gets ignited first. Fires tend to be pretty chaotic. But the insulation on the wire is going to start to melt. Anything that that wire is contacting, that piece of copper will be hot and the heat will begin to extend up the copper wire because copper is a very good conductor of heat and, again, at that point just like trying to find the fuse and being unsuccessful, speculating on the route of that wire is somewhat speculative. I'm looking at the dash panel on the vehicle and thinking it was routed up over the top of the brake master cylinder where the brake fluid reservoir is and somehow started to heat up the brake reservoir and got brake fluid involved, which really got the fire started.

Q. I thought the area of origin was within an eight-to-ten-inch area around that hole. That's not where the fire originated?

A. The area of origin, I believe at the very beginning I said it was on the driver's side of the engine compartment in

the back near the dash panel.

Q. Okay. And the eight-to-ten-inch area that excludes the switch?

A. Well, an eight-to-ten-inch-wide area that we were talking about in that photograph, somewhere in that area, yes.

Q. Okay. What was —

A. That's why the term area is used, not point.

Q. You just mentioned something, it may have ignited the reservoir.

A. I was speculating. You asked me to speculating how the fire progressed.

Q. Is that within the eight-or-ten-inch area?

A. It would be once the fluid dumps out of it. I'm not sure what you're asking.

Q. I want you to walk me through the fire based on your investigation and tell me what you can and can't determine. Did the fire originate because the wire got hot because of resistive heating here but it may have started four feet away or did the fire actually start here at the bulkhead

and propagate upward and outward from that area?

A. It is not as simple as to say this very spot right here is where the fire started. That is an ignition source, that wire against that piece of sheet metal is an ignition source that is within an area of origin. The area of origin is the one that has the lowest and highest levels of burn.

Q. Okay.

A. You asked me to then describe all of the individual steps in between. Okay. That is pure speculation, which I said right at the beginning of that discussion it is speculation. Okay. The point of the area of the origin is on the driver's side of the engine compartment near the dash panel and in that area is that wire up against that piece of sheet metal as a source of ignition.

Q. What fuel load do you have in that area of origin other than the insulation on this aftermarket wire?

A. There is insulation and there are

other wires and shields on wire harnesses that are close by. There is a plastic inner fender. There is, as I was trying to describe in the one scenario that I was speculating on, there is a brake fluid reservoir that is above and slightly inboard from that point. There are quite a few.

Q. All of those are more than eight to ten inches from that hole, are they not?

A. The fire moved more than eight to ten inches from the hole as can you see from the damage of the Sims' home.

Q. I realize that. But we seem to be backing up because generally fire investigation involves looking at fire patterns and burn damage gradients and determining the area of origin. Within that area of origin, source of ignition. We seem to be yo-yoing back and forth. You have an area of origin within eight to ten inches of a hole, then you start pointing out reservoirs and wheel fenders and things like that that are outside of your area of origin.

A. No, that is not true. That is a misrepresentation of what I said.

Q. Correct me.

A. Okay.

Q. Okay.

A. I told you the area of origin is the driver's side of the engine compartment in the rear area near the dash panel. You were talking about eight or ten inches away in reference to the switch and the hole and then you asked me what the point of — what the ignition source is. I'm sorry. I may have misunderstood you. I was talking about the ignition source being the wire in the hole. That doesn't mean that the fire has to start within eight to ten inches of that hole. The area of origin is the area around the dash panel of the vehicle on the driver's side of the engine compartment. It will always be that area of origin.

Q. The fire patterns indicate the first fuel load was possibly the reservoir or the fuel or -- the wheel fender, the wheel well fender?

A. The inner fender is plastic. The

reservoir is plastic and has flammable fluid inside of it. There is a very large wire harness that comes out of the dash panel from the engine control module that's directly above of that hole. It has a huge number of wires, connectors, tape, shields.

Q. You're saying fuel loads. The fender, wire harness, the shields or the reservoir, all of those may have been the first fuel load ignited by this wire?

A. No. Those, you would have fuel load, those are the things that add fuel load to the fire which causes the damage pattern that you see on the dash panel of the vehicle.

Q. If those are the things that cause the fire patterns, how are you able to say that the source of ignition is down by this hole within a 10-inch area rather than up at the reservoir, over at the wheel fender?

A. I'm sorry. What did you call it? Did you call it a point of origin?

Q. Yes.

A. There is an area of origin.

Q. Yes.
A. Not a point of origin, there is an ignition source inside that area of origin.
Q. Eight to ten inches you've said from that hole, that's your area of origin?
A. The area of origin, no, I never said that the area of origin was within eight to ten inches of the hole. I said the wire in the hole is the ignition source, that the area of origin, I think when we first started this whole conversation about these photographs, was that it is on the driver's side of the engine compartment, rearward in the engine compartment at the dash panel.
Q. You have said in fact that at least 20 times in this deposition in response to my questions that the area of origin is eight to ten inches from this hole in the bulkhead. Now, did you misspeak? Did you not understand those questions?
A. I don't think that — I don't think that I answered any of your questions

in that specific way.
Q. Okay. Let's start over. You originally said that you thought the fire started from a short at the bulkhead where this hole is. I then pointed out to you that about 10 inches away —
A. No. The wire shorting against the sheet metal is an ignition source.
Q. The heat source. Okay.
A. It is the ignition source.
Q. The ignition source. Where did the fire originate? What was the first thing ignited?
A. Those are two separate questions.
Q. Okay. Where did the fire begin? First of all, do you have a point of origin? Do you have an exact point of origin?
A. I have an area of origin.
Q. You don't have a point of origin?
A. No.
Q. Where is your area of origin? Tell me how big it is and exactly where it is.
A. It is on the driver's side of the

engine compartment in the rearward portion of the engine compartment against the dash panel.
Q. Okay. Would the hole in the bulkhead be at the center of your suspected area of origin?
A. At the center, it is roughly at the center widthwise and at the bottom heightwise.
Q. And the switch is not within your area of origin; is that correct?
A. It is slightly closer to the centerline of the vehicle than this area I'm talking about.
Q. So the answer's no, the switch is not within my area of origin?
A. The switch is not within the area of origin.
Q. So you are able to identify an area of origin approximately 10 inches in radius from that hole?
A. Well, say 10 inches either side of the hole and the area of most damage up at the dash panel goes about two feet, I guess. Again, I'm guessing at dimensions.

I didn't measure any of this, but the entire dash panel on the driver's side of the engine compartment between the brake booster and the fender was totally destroyed. The steel was exposed to so much heat during the fire, it was rusted all the way through by the time I saw it two years later. So that was the most intense part of the fire over there.
Q. You were able to determine your area of origin from fire patterns and burn damage gradients caused by fuel loads within the area of origin, correct?
A. In part.
Q. Okay. And that would not involve the small 16-gauge wire, the 16-gauge wire that you think was the ignition source, certainly didn't cause these patterns in and of itself, the fuel load of this particular wire is negligible, correct?
A. Nothing does anything by itself in a fire. These are very chaotic and complex occurrences.
Q. But the wire, the heat from the wire under your scenario had to ignite some

1 bigger, larger fuel loads to cause a fire
2 pattern that you could come back in April,
3 I'm sorry, February of 2003 and discern and
4 track back and identify as an area of
5 origin?
6 A. The area of origin is pretty
7 clear based on the damage, the burn damage
8 in that area.
9 Q. Okay. And I want to know what
10 the fuel loades are within your area of
11 origin. What are the fuel loads within
12 your area of origin? Not where it
13 propagated later.
14 A. They're the same as the ones I
15 mentioned earlier. There are wire
16 harnesses. There are connectors and
17 bulkhead connectors for the wire harness
18 and grommets. There's the inner fender,
19 which is plastic. There is the brake
20 lines, the fuel lines. Again, this is
21 getting a little bit farther toward the
22 perimeter, but all the materials around
23 that area are predominantly made of
24 plastic. All of those things are gone in
25 the fire, they have been consumed in this

1 fire, therefore, they were part of the fuel
2 load.
3 Q. Those are the things that caused
4 a majority of the patterns and damage,
5 those larger fuel loads that put off more
6 heat for longer periods of time.
7 A. As far as the fuel loads that are
8 in the engine compartment in that area,
9 yes.
10 Q. In a true switch fire, those that
11 you have found to have been caused by
12 switches, those exact same fuel loads are
13 consumed in the fire, correct?
14 A. The fuel load is consumed pretty
15 much the same.
16 Q. The same wiring harness?
17 A. The same parts and the same
18 materials —
19 Q. They are all burned?
20 A. -- are pretty much consumed —
21 Q. Okay.
22 A. -- in most of these fires, yes.
23 Q. How are you able to determine
24 that this fire was caused by something 12
25 inches away from the switch and not the

1 switch itself?
2 A. Well, there are several things that
3 have survived. We've been talking about
4 fuel load. But the switch housing itself
5 survived the fire, which I wasn't aware of
6 until last week when we got a copy of
7 Mr. Springer's photographs when he
8 inspected the vehicle. The switch was
9 actually still intact, which I didn't know.
10 When I saw it, it was actually in two
11 pieces. But that's a piece of plastic that
12 was not consumed. There's another piece
13 of —
14 Q. What do you mean by consumed?
15 A. Typically the plastic of the
16 switch housing will be consumed in the
17 fire.
18 Q. It was severely damaged. You say
19 it wasn't burned to completion?
20 A. Yeah, it was fire damaged. It
21 was not consumed in this area. There is a
22 grommet in the brake booster which
23 typically is consumed when the fire is
24 right underneath the brake booster and that
25 grommet was still there even three years

1 later or two years later when I saw it.
2 The grommet to the steering shaft, it's
3 still present. It's only a few inches away
4 from the switch. Also through a hole in
5 the dash panel, the damage is markedly
6 different and it isn't a great distance,
7 but the switch is here and if the fire
8 starts here at the switch and burns upward
9 and outward, you tend to see more consumed
10 fuels in here, in this "V", if you will,
11 than in this particular case where the "V"
12 is over here, pointing at this wire through
13 this hole.
14 Q. In a switch fire, walk me through
15 one of those. The switch starts to burn,
16 correct, like a candle, I believe the
17 mechanic in Tennessee said?
18 A. In one particular case where they
19 actually saw the part, yes.
20 Q. Burns about like a candle,
21 correct?
22 A. That's what he saw, yeah.
23 Q. Do you have any reason to believe
24 in a switch fire that it burns in any other
25 manner?

A. The possibilities are limitless as to how it could progress from that point.

Q. But we've had an eyewitness to a switch fire that described the burning switch as like a candle flame. I want to know if you have any reason to believe that it would be otherwise. If you do, tell me what it is. Have you run tests and started a switch fire where it didn't burn like a candle? I mean, if it went off like a Roman candle, I want you to tell me that's a possibility. And if so, why do you believe that to be a possibility?

A. I guess I'm not sure exactly what you want to know.

Q. All right. I am now trying to distinguish between the fire patterns in your scenario versus a normal switch fire or a switch fire. And an eyewitness to a switch fire has described the flame from the switch as that flame of a candle. And I want to know if you feel that that flame can be different than that of a candle and if so, why?

A. Again, depending on the scenario, I mean you're asking me to invent a story based on that one incident and my level of knowledge of science and engineering and I am not sure what you want me to —

Q. You work at Ford. Ford has investigated hundreds and hundreds of these fires. They have collaborated with Texas Instruments to run a multitude of tests and do an incredible amount of research. And I want to know if you know how one burns when you have the actual failed switch. Describe the fire.

A. Again, I can describe all kinds of different scenarios. You haven't given me enough information to be able to describe anything, okay, beyond that point when you're looking at fire damage, all you can do is use the science that's available and the rest of it is somewhat speculative in nature because the fire tends to damage so many things.

Q. These switches cause fires. What I want to know is if you know how they burn initially, how they start a fire. We've

had a mechanic in a dealership say it was burning right there at the top of the switch like a candle. If you know that that is not the only way that one burns after a failure, then please tell me. If you have no idea how a switch fails and starts a fire or what it looks like or how it burns, then you can tell me that too. I want to know what you know.

A. That observation made by that mechanic is the only data that I know of that exists on how these switches will burn.

Q. Okay. The brake fluid leaks into the electrical portion, correct?

A. Yes.

Q. Is the brake fluid under pressure?

A. It is in the brake lines.

Q. Okay. And that pressure actually forces the brake fluid past the disk and into the electrical portion of the switch, correct?

A. I would assume so.

Q. At some point?

A. I'm not certain of that being true.

Q. Okay. Do you know if, when a switch begins to burn, if it damages the disk?

A. When you say the disk, are you talking about the actuator inside the disk.

Q. Yes. The disk that separates the hydraulic side from the electrical side.

A. The seals.

Q. The seal, the actual round piece that is pushed like a contact lense going one way or the other to actuate the actual switch?

A. The actuator is what that's called.

Q. Okay. No, not I'm not talking about that. I'm talking about the round seal that separates the hydraulic side from the electrical side that is the part that fails and allows the brake fluid to leak, correct?

A. I don't know of any round seal.

Q. It's not round. What shape is it?

A. Well, what part are we talking about?

Q. In the switch, is there not a substance, a part that is crimped and it separates the hydraulic side from the electrical side?

A. There are three of them.

Q. What are they called?

A. They are seals.

Q. Okay. Are they coated with some material manufactured by Dupont?

A. They are coated with teflon.

Q. Manufactured by Dupont?

A. I think the whole piece of material is manufactured by Dupont, yes.

Q. Okay. Do you know, for example, if the seal is compromised during the switch fire?

A. Is compromised?

Q. Consumed, burned, damaged?

A. It can be.

Q. What happens when the seal is damaged? Does it release high pressure brake fluid?

A. No.

Q. Does it dribble out? I want to know in all of these investigations you've had have you ever either tried to set up a test to say, look, let's burn this switch, I want to see if brake fluid goes spewing out of this switch because it's under pressure on the hydraulic side or if it just drops out or if it rolls out. How does the switch fire occur, do you know? Or the only data you know is what was described by the mechanic in Tennessee?

A. The switch fire can occur in a multitude of different ways, as I said to begin with. It depends on the scenario.

Q. Okay. Tell me the multitude. Tell me how they occur.

A. It could be any of a million different ways. It would be ridiculous to sit here -- you could speculate on anything.

Q. You don't think there's a general way in which these switches burn?

A. I think that what the mechanic in Tennessee saw, which is what helped the recall team pinpoint what to go for is

probably the most typical.

Q. Why do you have an opinion it can occur in a million ways?

A. Because you're not talking about the flame coming out of the switch. You've been asking the question based on how did it propagate.

Q. No, I haven't.

A. You've been alluding to that.

Q. I've been asking you to describe if it's going to occur other than it's described by the mechanic, how it's going to happen.

A. Why were you mentioning brake pressure and brake fluid, all of the other different scenarios? I still don't quite understand what you're trying to get at, what you're asking me.

Q. All right. Let's back up. The brake switch operates off brake pressure, correct, hydraulic pressure? It uses brake fluid and it's a hydraulic switch, correct, on one side? And the hydraulic fluid, the increase in pressure from utilization of the brake pushes hydraulic fluid to the

switch and makes the seal push in against the actuator, correct?

A. Yes.

Q. Okay. There is a certain amount of brake fluid on the hydraulic side of that switch, correct? It is a pressurized system?

A. There's always brake fluid on the other -- on the brake line side of the switch.

Q. Exactly. My question is: When the electrical side causes a fire and burns, I wanted to know if you knew if the seal was compromised to see what would happen with the brake fluid, does it spray out? Does it flow out? Does it dribble out? Does it not come out at all?

A. Brake fluid can't move unless there is pressure behind it. The only place the pressure comes from is from your foot on the brake pedal. Unless you're sitting in the vehicle pressing on the brake pedal, there shouldn't be much pressure behind it.

Q. All right. Then that eliminates

1 the spray or blow torch or anything like
2 that scenario, right, the brake fluid is
3 not going to have any reason to come out of
4 the switch during the fire?
5 A. During the fire.
6 Q. Initially?
7 A. Unless there's someone sitting
8 there pushing on the pedal.
9 Q. Okay. Thank you.
10 Now, my question is: Do you have
11 any reason to believe that a fire in a
12 switch would appear or burn in any manner
13 other than as described by the mechanic,
14 that being like a candle?
15 A. Talking about just inside the
16 switch?
17 Q. Yes.
18 A. Just inside the switch, no,
19 there's no evidence or studies that I am
20 aware of that indicate anything different
21 than that.
22 Q. In a brake switch case then how
23 does the fire spread in the initial
24 ignition of the switch itself?
25 A. And that's where some speculation

1 comes into play.
2 Q. What do you think the normal
3 spread is?
4 A. I really couldn't tell you the
5 normal spread. I can just tell you
6 different observations that have been made.
7 There's a couple of things that's going on.
8 Q. It can happen in a lot of ways.
9 A. Depending on the circumstances
10 that were surrounding it, yes.
11 Q. How do you know that it didn't
12 burn in a way that looks exactly like or
13 indistinguishable from your alleged cause,
14 this wire?
15 A. I'm sorry. We were talking about
16 the switch. Now we're talking about a
17 wire?
18 Q. Yeah. The whole reason I want to
19 know how the fire spreads in a switch case
20 is because you're saying that you were able
21 to go out there in February of 2003 and
22 look at fire patterns, damage gradients and
23 distinguish between a switch fire and this
24 fire that you allege was caused by a
25 16-gauge wire that may or may not have been

1 energized, may or may not have been fused
2 and may or may not have any electrical
3 arking activity on it because we don't see
4 any. And I want to know how you're able to
5 look at the fire patterns and tell me that
6 this was not a switch because there's a
7 difference in the fire patterns caused by
8 the switch fire versus this fire,
9 especially in light of the fact that you
10 just told me it can burn a million
11 different ways in a switch fire.
12 A. Well, again, I don't see a
13 question. What are you asking me?
14 Q. If a switch fire can occur in a
15 million different ways and apparently cause
16 many different fire patterns, how were you
17 able to distinguish between this being a
18 switch fire and some other cause as you
19 have alleged?
20 A. Because the things that typically
21 are consumed in a switch fire -- and I
22 can't always tell you exactly how the fire
23 will progress — the things that are
24 typically consumed in a switch fire or a
25 suspected switch fire were not consumed in

1 this vehicle and other things were.
2 Q. Okay. You mentioned the rubber
3 grommet. What else? What else wasn't
4 consumed that normally was?
5 A. The steering shaft has a grommet
6 and a seal around it also where it goes
7 through the dash panel.
8 Q. Okay.
9 A. The driver's side of the engine,
10 the rocker cover which is made of
11 fiberglass was not severely damaged
12 indicating that the fire was farther away
13 from it than where the switch is mounted.
14 The proportioning valve as I recall when I
15 saw it at Mr. Stringer's office, although
16 his pictures show it still intact in the
17 vehicle, but it was actually broken, one of
18 the proportioning valves was broken loose,
19 which made me think it might have seen a
20 little more heat than the other one.
21 That's why it came loose from the assembly.
22 It was one that was more outboard. The
23 relative -- sometimes the relative damage
24 between the two proportioning valves is the
25 indicator of the direction of heat flow.

So all of these things were pointing toward something farther outboard in the vehicle than the switch being the area of origin in this fire.

Q. Okay.

A. I would have had no reason to look where this wire is because it was underneath an existing wire harness if the patterns on the vehicle didn't lead me to look there.

Q. All right. And I know you're being tendered at trial not as a fire cause and origin expert, which are 99 percent of my questions, but I'm still intrigued. What was the wind speed and direction on the night of this fire?

A. I do not know.

Q. Never checked, did you?

A. No, sir.

Q. Okay. Nor do you know the location of the house and carport or any other obstacle in comparison to the wind speed and direction?

A. Not as far as the wind speed is concerned, the Baton Rouge Fire Department

photographs and having driven by the address give me a rough idea of how the structures played together and where the vehicle was roughly but —

Q. Does the house face east, west, north, south?

A. I believe the house, the front of the house faces north, I think, if memory serves me correctly.

Q. How long do you think this fire burned before extinguishment?

A. I don't recall seeing a fire report on it, so I'm not certain how long it was.

Q. Well, based on the fact that you've looked at a couple hundred of these, how long do you think this fire burned?

A. My guess would be somewhere between 15 and 30 minutes.

Q. In the 200 or so fires you've investigated on a scale of one to ten where is the severity of damage for this vehicle?

A. Well, actually I would just go based on the percentage of the vehicle, typically how we kind of describe them, the

engine compartment is pretty damaged, but there's still some of the plastic left on the front and from the eight pillars back, it was still fairly well intact so I would say this is about 20 to 25 percent consumed.

Q. Of the 200 or so fires you've investigated, underhood fires involving these vehicles, would this be -- what percentage would be more severely burned than this vehicle?

A. I don't know. That's a guess. I really don't know an answer to that question.

Q. Okay. If we exclude any fire cause and origin investigation, what have you done in connection with this claim?

A. What do you mean?

Q. You're going to testify at trial as to what, an engineer on the design of the vehicle or what?

A. That was my assumption.

Q. Okay.

A. And the components of the vehicle.

Q. In your area of origin, what other devices are energized when the vehicle is off?

A. The devices themselves that are energized, the brake pressure switch.

Q. Or wiring or anything what is in that area of —

A. The head lamp wiring runs through that, the main harness really between the interior and the engine compartment goes through the area of origin. All of the —

Q. It remains energized?

A. Some of the circuits do. The head lamps do, the parking lamps need to function according to safety regulations. So there are circuits in there that could be energized, power going to them.

Q. The wires running to the switches are energized, but the wires running from the switches, head lamps and the parking lamps, et cetera, are de-energized until the switch is on?

A. Right, but the power feeds to them.

Q. They run through your general

area of origin?

A. Above it, the wire harness passes through that area from the engine compartment to the interior.

Q. It's in your area of origin, that wiring harness?

A. That area I described as being from the brake booster over and from the base of the dash panel up, yes, it goes through there.

Q. Okay. Anything else?

A. Anything else?

Q. In your area of origin that would have been energized?

A. I don't think so. There might be one more wire, kind of getting off to the edges now, that goes to the windshield wipers. I don't think that's energized.

Q. Did you see anything in the documentation that you have regarding this particular vehicle that would help rule in or rule out any potential causes of this fire?

A. As far as the Ford records are concerned?

Q. Sure.

A. No, there's nothing sensational about the --

Q. Nothing significant?

A. -- the records of this vehicle, no.

Q. Do you have any evidence of abuse, misuse that may have led to this fire?

A. No, not specifically.

Q. Failure to maintain, failure to repair, anything like that?

A. I don't remember if it has been maintained properly. There are no records one way or the other whether it was maintained properly or improperly. It's an old vehicle. It was seven-and-a-half years old, had quite a few miles on it.

Q. You didn't see anything on the physical evidence that would indicate any type of owner fault?

A. There was some minor -- what appeared to be sheet metal damage to the driver's side fender, but I don't know if that could have had anything to do with

this or not. But as far as tearing down an engine or transmission to look at how worn out it is --

Q. I'm talking about only as to potential cause of this fire, did you see anything that would indicate owner fault or some third party fault that may have led to this fire?

A. Other than the wire through the hole in the dash, no.

Q. Have you seen any anything that would indicate that there was an aftermarket product in use in this vehicle at the time of the fire?

A. No.

Q. You really don't even know if the wire was still energized at the time of the fire?

A. Not really, not without specific excavation to find out where the other end of the wire was in the interior of the vehicle.

Q. Is there anything that you intend to do or want to do in connection with your opinions on this particular fire?

A. Not at the moment.

MR. PIPES:

All right. That's all I have. Thank you. Let's just get black-and-whites, Jim.

(Whereupon the deposition was concluded at 4:18 p.m.)

WITNESS' CERTIFICATE

I have read or have had the foregoing testimony read to me and hereby certify that it is a true and correct transcription of my testimony, with the exception of any attached corrections or changes.

MARK E. HOFFMAN

REPORTER'S CERTIFICATE

I, KELLY B. WALLACE, Certified Court Reporter, in and for the State of Louisiana, as the officer before whom this testimony was taken, do hereby certify that MARK E. HOFFMAN, after having been duly sworn by me upon authority of R.S. 37:2554, did testify as hereinbefore set forth in the foregoing 172 pages; that this testimony was reported by me in the stenotype reporting method, was prepared and transcribed by me or under my personal direction and supervision, and is a true and correct transcript to the best of my ability and understanding; that I am not related to counsel or the parties herein, nor am I otherwise interested in the outcome of this matter.

KELLY B. WALLACE
Certified Court Reporter
Registered Professional Reporter
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