

EA02-025

FORD 10/27/03

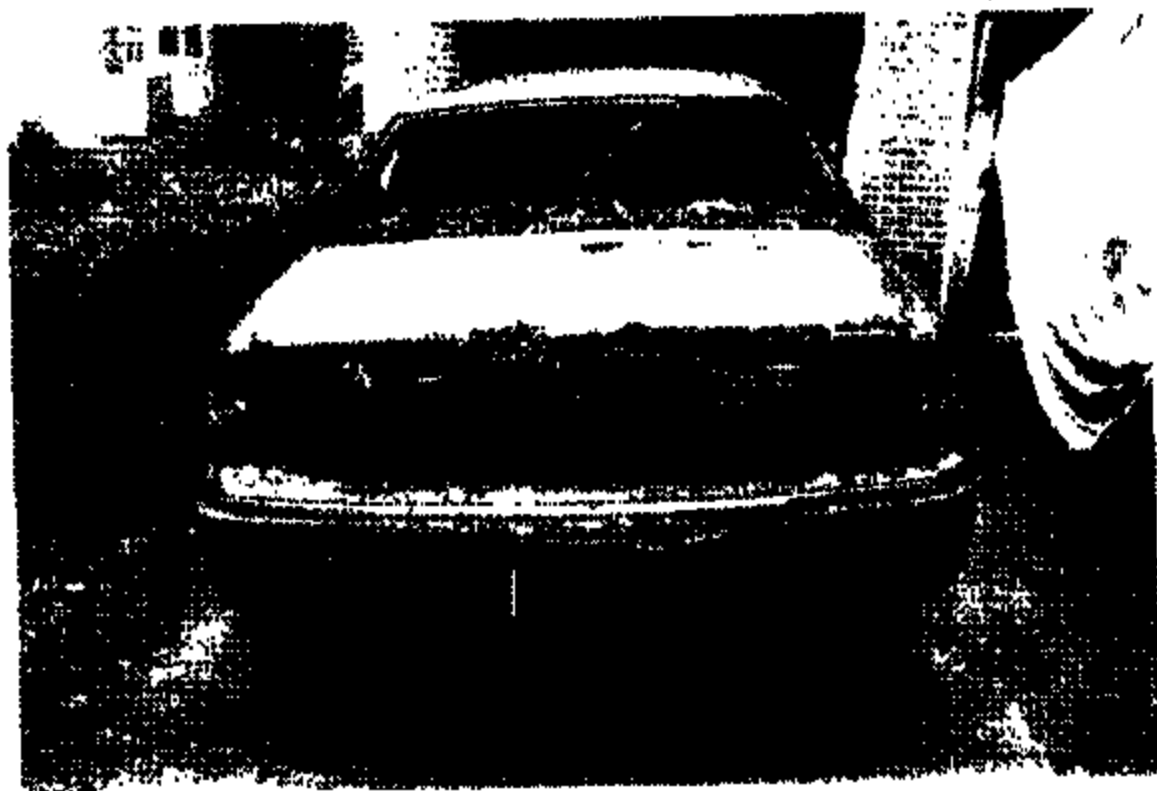
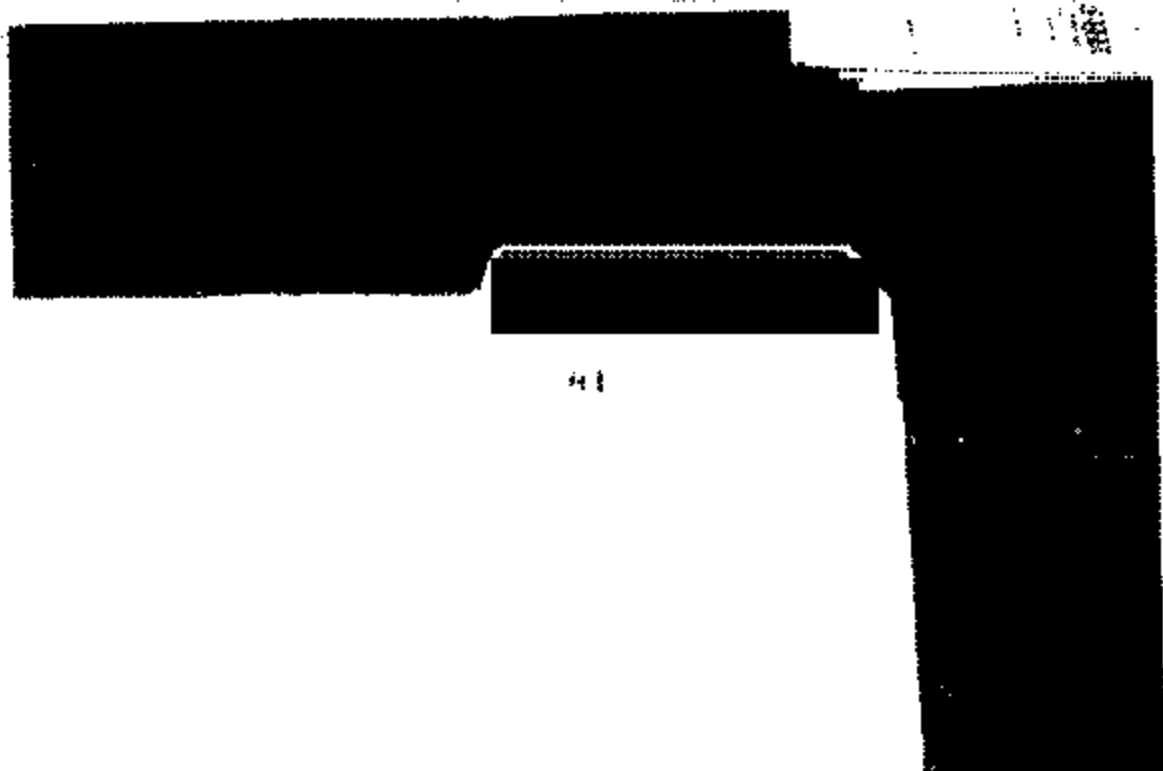
APPENDIX M

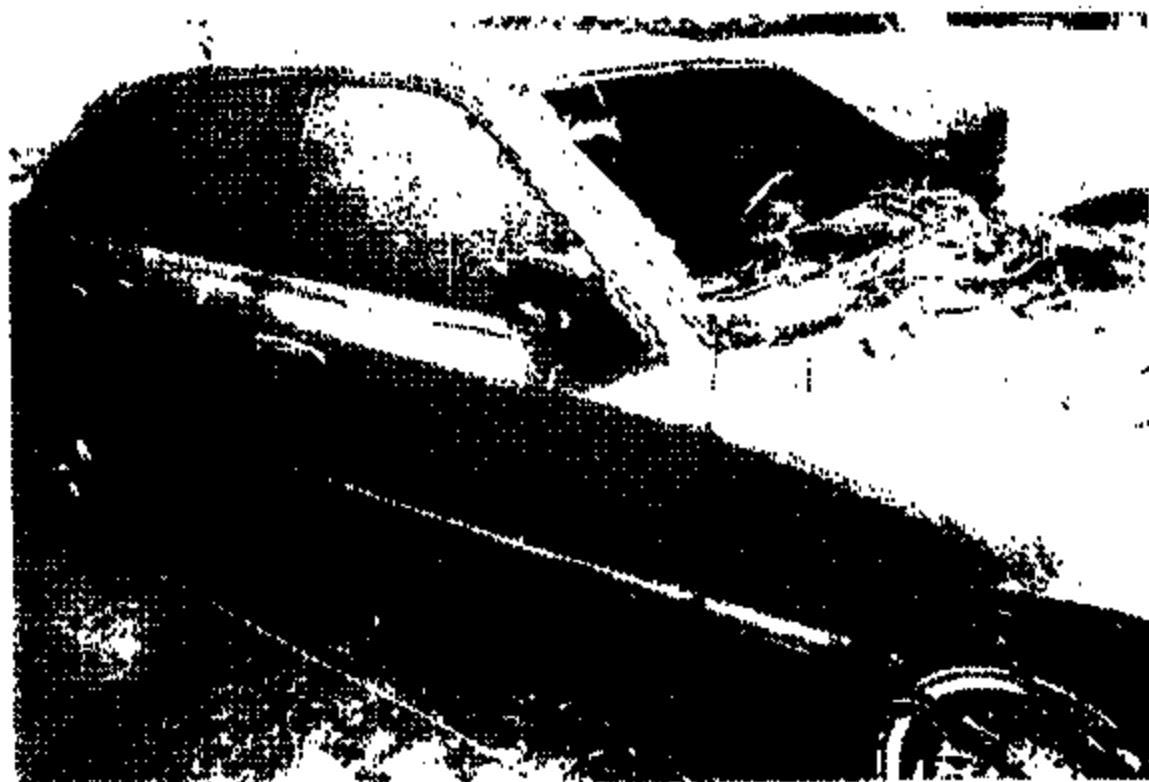
BOOK 19 OF 22

PART A-D

PART A

1002-025 28713 9





E002-025 25714







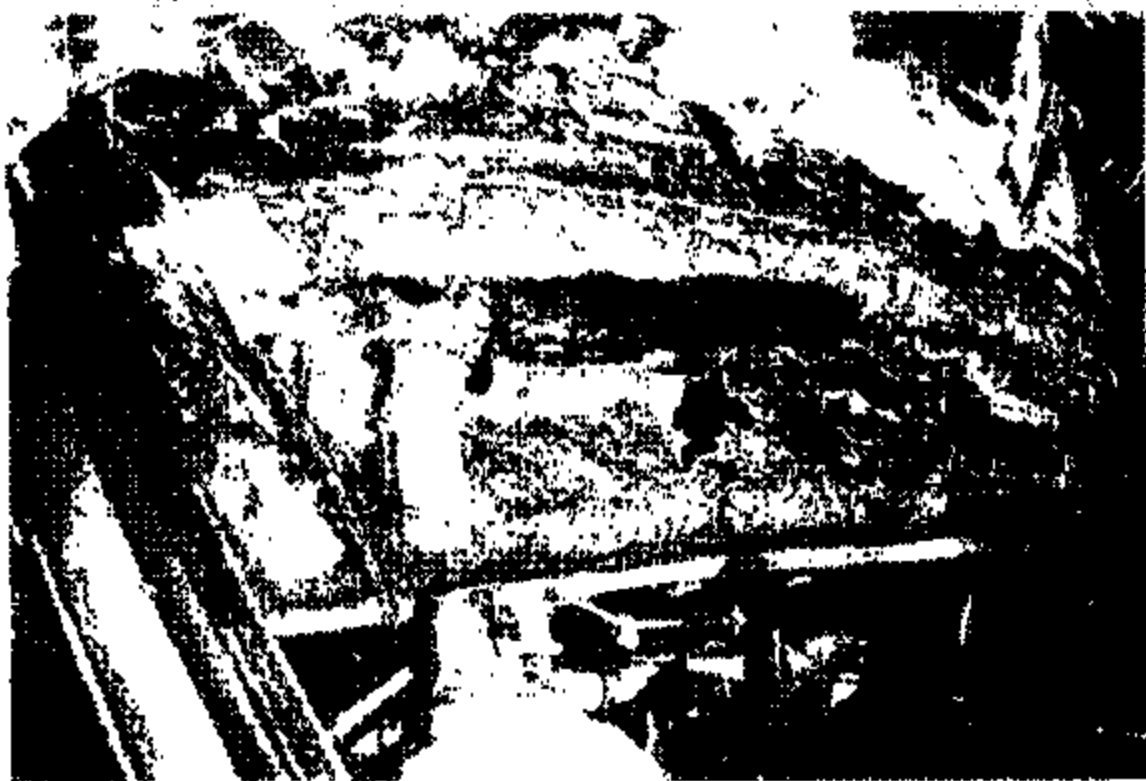


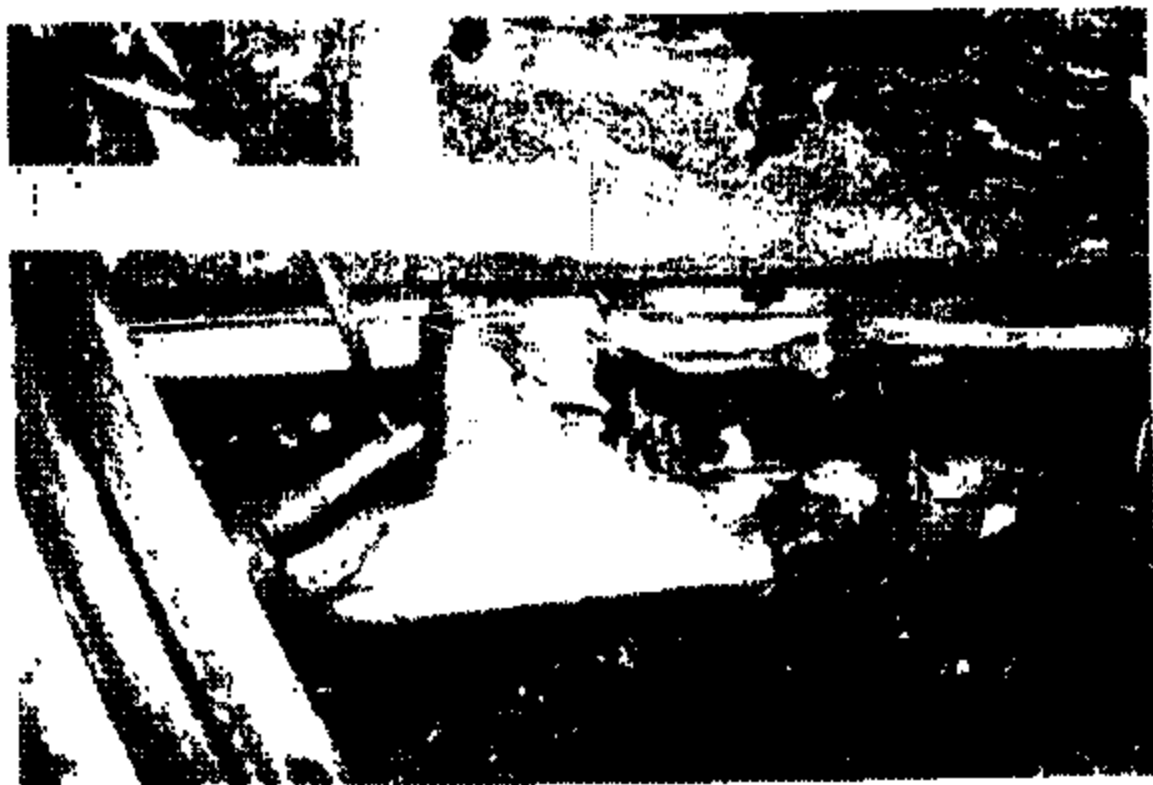
23



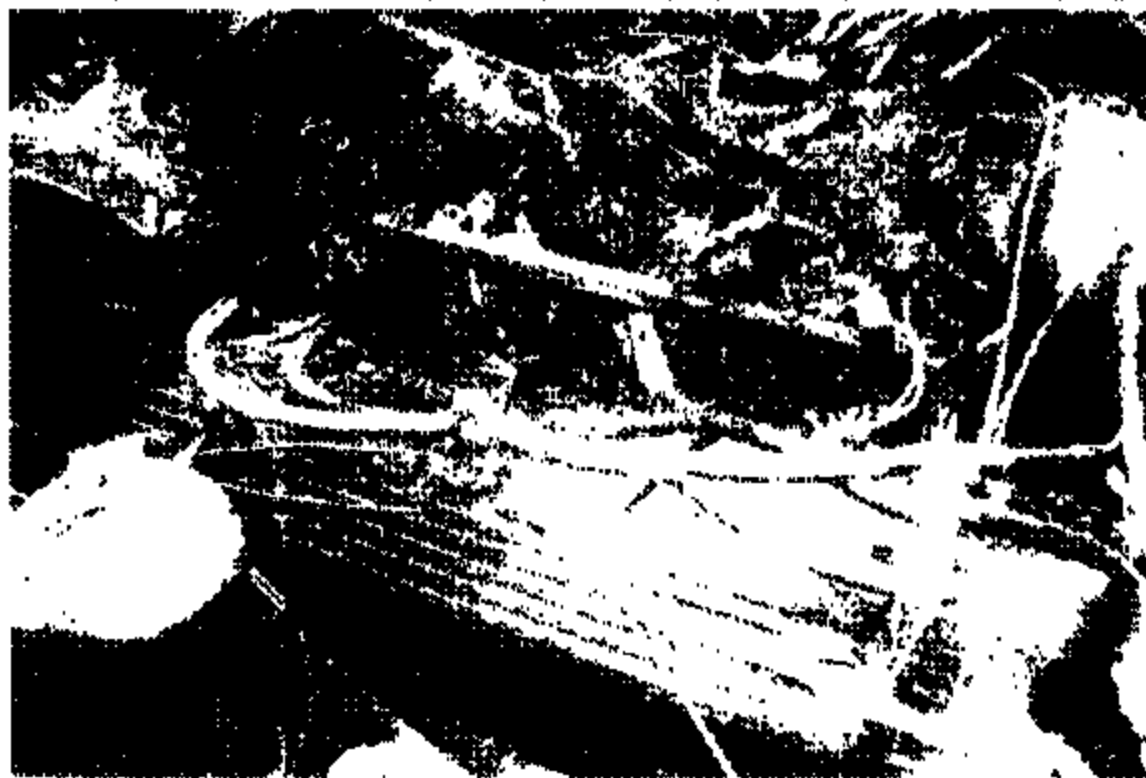
2-)

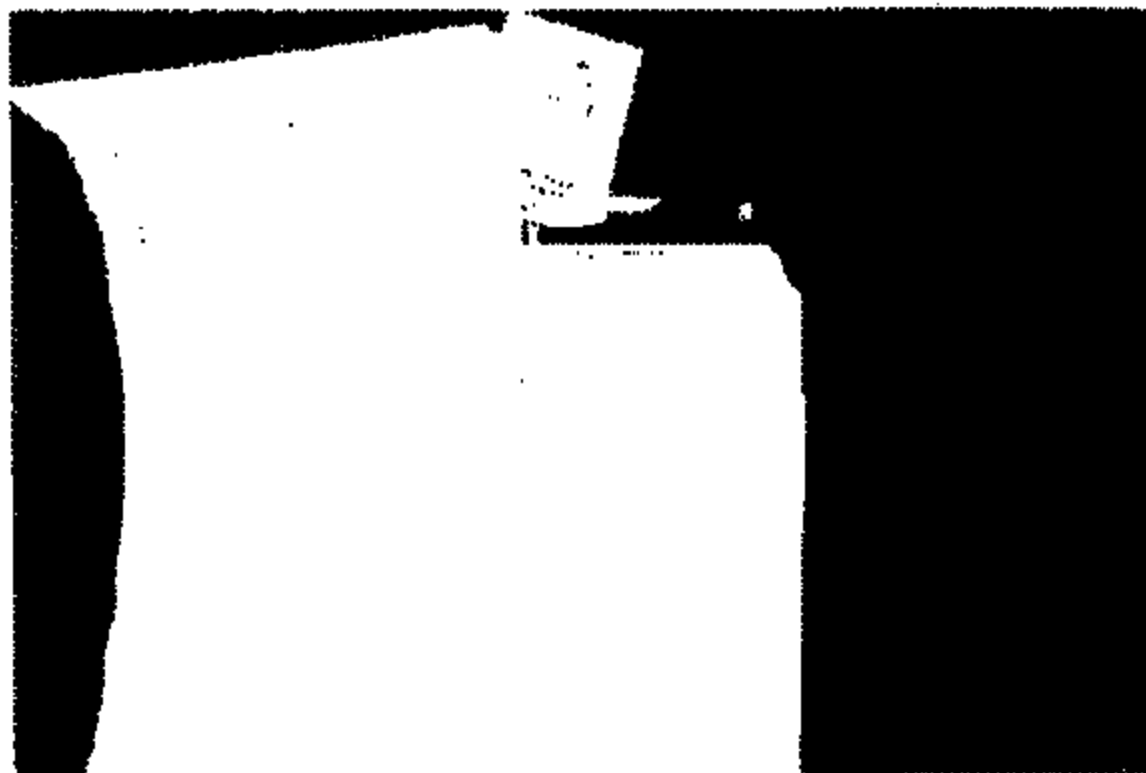








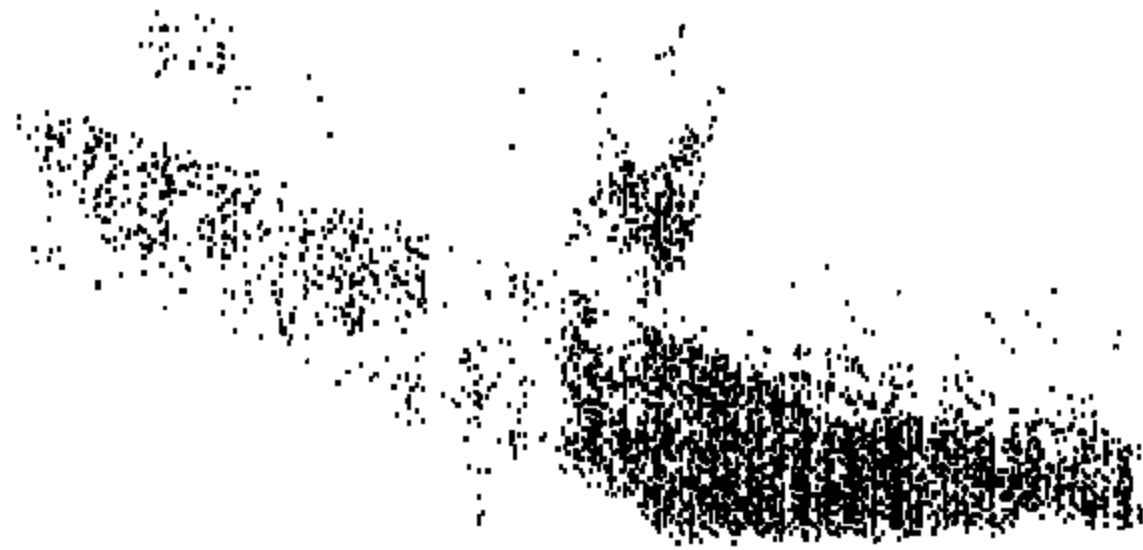
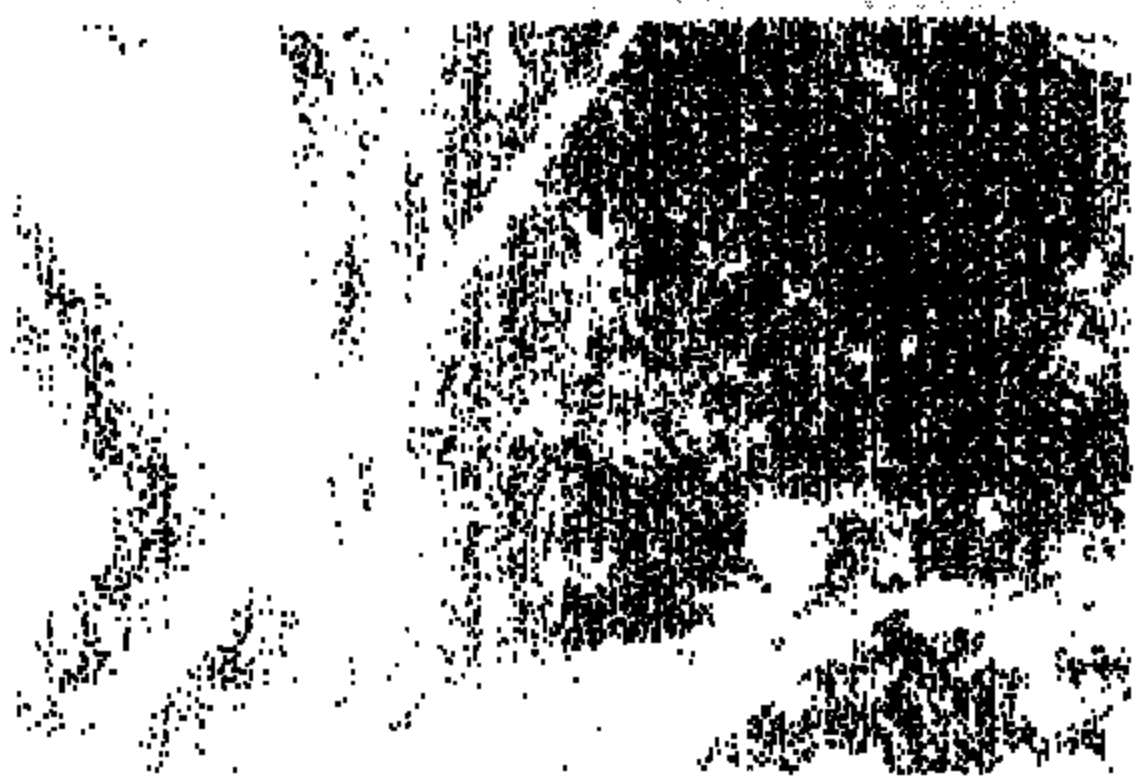








1002-025 26727







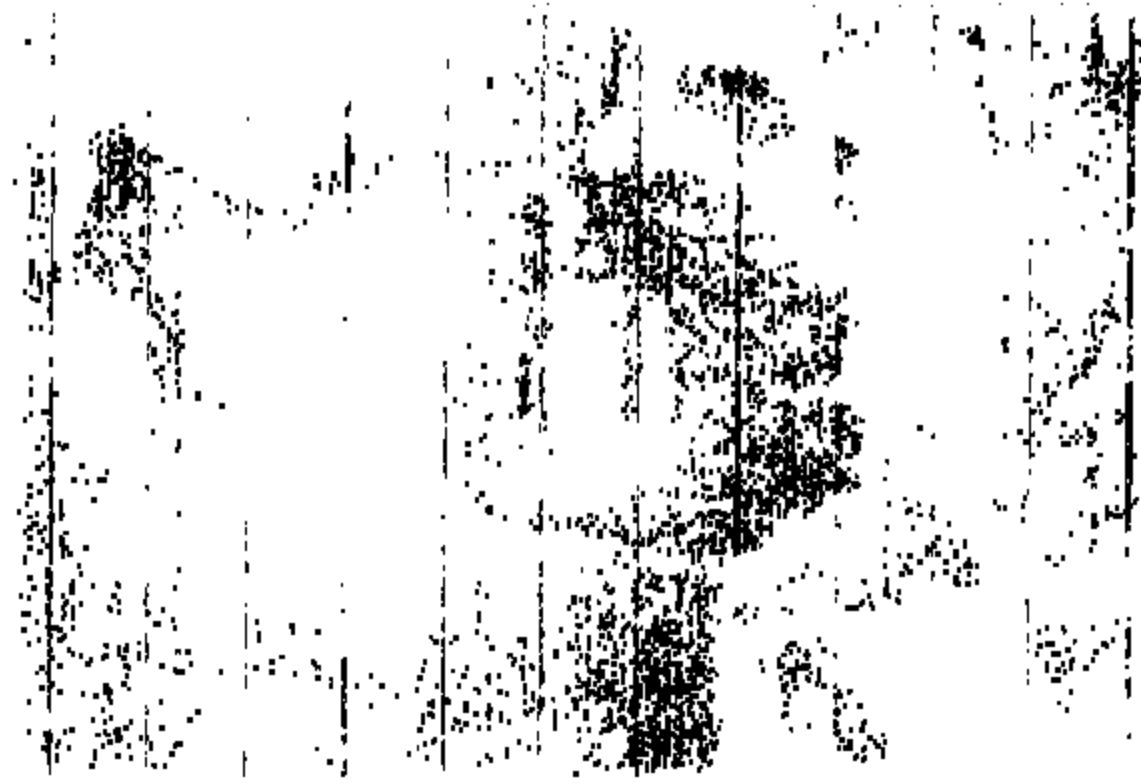














0902-025 25737

ENTER CAMPAIGN NUMBER=> 93B21 VIN=> 2MELM75N9PX636191 TYPE OF SEARCH: E
 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
 E CAMP/PROG EXPIRED E 96-04-11 EXPIRED OL

DELETE REASON:
 F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS
 F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)
 I037-MO MORE DATA TO DISPLAY

OGDH191

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2MELM3W9P0034(S) Vch Line: CFF - GRAND MARQ (ENGINE 114) [53-80] Eng Serial No: W
 Model Year: 1999 Model Description: CM - 1-MISSION DERIVATIVE Body Style: *
 Vch Type: C Drive Code: CB - 2 WHL L/R REAR DRIVE Region: CVN - 2-M 4.0L SOHC I4 NA
 Inv. Dealer: 12550 Body Code Style: CFA - 4 DOOR SEDAN 4 LDR Transmission: CDE - 4 SPD AUTO TRANS N
 Version/Serial: CJA - LS VERSION

BUILD INFORMATION:

Region: NA - 00000000 Plant: AW - FL THOMAS PLANT BUILD
 Country: CAN - 00000000 Prod Date: 01-DEC-1998

SALE INFORMATION:

Region: NA - 00000000 Selling Dealer: 33007 - *
 Country: USA - 00000000 Selling Div: 04 From: NC
 Buyer: 04 From: NC

Arrival Date: 05-DEC-1998 End Capet Lease: *
 Sub Date: 05-SEP-1998 First/Second/On Lease: R
 Warranty Start Date: 05-SEP-1998 Modified Vehicle: *
 Orig Warranty Date: 05-SEP-1998 Registered Vehicle: * Vehicle Export Flag: W

VOC/DOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 875223151X 44 A1 3067007 GL 8 37571927 3 ZEL 8 347807 4 VE EXX 3 3 W
 EXX 3 3 17345910 8

INSTALLED OPTION INFORMATION:

Air Conditioning	CB - MANUAL AIR CONDITIONER	GVW Code	-
Alternator Amp Rating	*	GVW Class Code	L
Audio Unit	*-[DVA]	Instrumentation	*-[DVA]
Audio Radio	*-[DVA]	Mirror(Driver Side)	*-[DVA]
Audio Type	*-[DVA]	Mirror(Passenger Side)	*-[DVA]
Battery Amp Rating	HC	Paint	PRER - MER CRANBERRY CC
Brake Code	*-[DVA]	Power Antenna	AM - POWER TELESCOPIC RADIO ANTENNA
Brake Code/Service	*-[DVA]	Radio	AM - ELECTRONIC AM/FM STEREO/CASSETTE
Collection Code	316R10A	Sound System	*-[DVA]
Color(Accent)	*-[DVA]	Speed Tachometer	*-[DVA]
Color(Trim)	000YD -	Tire Brand	AJ - MICHELIN TIRE VENDOR
Delivery Type	0	Tire Size	D300P - P1570R15 WSW
Exhaust Code	*	Traction Control	AB - ANTI-SPIN TRACT BRAKES W/O IVD
Front Seat	*-[DVA]	Wheel Base	*-[DVA]
Front Type	*-[DVA]		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code	* Emission Code	CN - CN
ESP Coverage(Miles)	* Emission Cert Type	F
ESP Coverage(Chase)	* Emission Descal Rating	HP
ESP Plan Year	* Engine Family	PP0445V1000
ESP Signature Date		

Any comments? You can contact

webmaster@aus-ford.com

Standard Claims List For Model Year 1993

Note: All Costs are in US Dollars

240ELMTSWPFX36191	CFF	CM	CFA	CAI	CB	AW	CDE	CVN	01-DEC-1992	06-SEP-1993	32607	USA	1	6001
AWB Claims Key:	764806	Trx Code:	1	Labour Hour	1.8	Labour Cost:	62.06	Material Cost:	457.52	Total:				
Dr: C&Sub C&:	12330-*	Name:	BOYD LINC-MERC-NORAN	INC	Ph:	232-5221021	St: NC	City C&:	USA	Reg C&:				
240ELMTSWPFX36191	CFF	CM	CFA	CAI	CB	AW	CDE	CVN	01-DEC-1992	06-SEP-1993	32607	USA	14	7903
AWB Claims Key:	1233072	Trx Code:	881	Labour Hour	3	Labour Cost:	10.65	Material Cost:	25.73	Total:				
Dr: C&Sub C&:	12330-*	Name:	BOYD LINC-MERC-NORAN	INC	Ph:	232-5221021	St: NC	City C&:	USA	Reg C&:				
240ELMTSWPFX36191	CFF	CM	CFA	CAI	CB	AW	CDE	CVN	01-DEC-1992	06-SEP-1993	32607	USA	27	*
AWB Claims Key:	12372314	Trx Code:	9284	Labour Hour	5	Labour Cost:	16.36	Material Cost:	8.73	Total:				
Dr: C&Sub C&:	12330-*	Name:	BOYD LINC-MERC-NORAN	INC	Ph:	232-5221021	St: NC	City C&:	USA	Reg C&:				
240ELMTSWPFX36191	CFF	CM	CFA	CAI	CB	AW	CDE	CVN	01-DEC-1992	06-SEP-1993	32607	USA	41	3408
AWB Claims Key:	215015	Trx Code:	808	Labour Hour	44	Labour Cost:	176	Material Cost:	191.72	Total:				
Dr: C&Sub C&:	12330-*	Name:	BOYD LINC-MERC-NORAN	INC	Ph:	232-5221021	St: NC	City C&:	USA	Reg C&:				
240ELMTSWPFX36191	CFF	CM	CFA	CAI	CB	AW	CDE	CVN	01-DEC-1992	06-SEP-1993	32607	USA	45	5901
AWB Claims Key:	216382	Trx Code:	808	Labour Hour	5	Labour Cost:	24	Material Cost:	82.84	Total:				
Dr: C&Sub C&:	12330-*	Name:	BOYD LINC-MERC-NORAN	INC	Ph:	232-5221021	St: NC	City C&:	USA	Reg C&:				
240ELMTSWPFX36191	CFF	CM	CFA	CAI	CB	AW	CDE	CVN	01-DEC-1992	06-SEP-1993	32607	USA	49	2844
AWB Claims Key:	2163826	Trx Code:	807	Labour Hour	1.5	Labour Cost:	51	Material Cost:	61.37	Total:				
Dr: C&Sub C&:	12330-*	Name:	BOYD LINC-MERC-NORAN	INC	Ph:	232-5221021	St: NC	City C&:	USA	Reg C&:				

Any comments? You can contact

webmaster@aaa-ford.com

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 7642906

Vehicle Information

Model Year: 1993
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/AI-LS VERSION
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/FP-GRAND MARQ (EN53/EN114)
[92-00]
Warranty Start Date: 08-SEP-1993
Production Date: 01-DEC-1992
VIN: 2MBLM75W9PK636191

Claim Information

Document Number: 002363
Repair Date: 20-OCT-1993
Distance: 1556
TIS: 2

Dealer Information:

Dealer Name: ROY'S LINC-MERC-NISSAN INC
Dealer Code: 12350 - *
Address: 4051 W VERNON AVENUE
City: KINSTON
State: NC Zip Code: 28504
Country: USA Region Code: NA
Phone: (252)102-1021

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 62.06
Misc. Expense Amount: 0
Part Markup Amount:
Material Cost: 457.52
Total Cost Gross: 519.58

Cust. Concern Code: S10 - OTHER SEATING TROUBLES

Condition Code: D4 - FLAW IN MATERIAL

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
OSL	OUTSIDE LABOR	0

Any comments? You can contact

www.mcafee.com/india

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 12258793

Vehicle Information

Model Year: 1993
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/AJ-LS VERSION
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/FP-GRAND MARQ (EN33/EN114)
[92-00]
Warranty Start Date: 08-SHP-1993
Production Date: 01-DEC-1992
VIN: 2MELM75W9PX636191

Claim Information

Document Number: 041070
Repair Date: 28-OCT-1994
Distance: 12703
TIS: 14

Dealer Information:

Dealer Name: ROY'S LINC-MERC-NISSAN INC
Dealer Code: 12350 - *
Address: 4051 W VERNON AVENUE
City: KINSTON
State: NC Zip Code: 28504
Country: USA Region Code: NA
Phone: (252)102-1021

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 10.65
Misc. Expense Amount: 0
Part Markup Amount:
Material Cost: 23.73
Total Cost Gross: 34.38

Cust. Concern Code: AB5 - OTHER ELECTRICAL ACCESSORY TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment:

Customer Comment:

Labor Op. Code	Labor Op. Description	Labor Op. Cost
14529A	SWITCH - POWER WINDOW REPLACE	0

Any comments? You can contact

webmaster@gsa.ford.com

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 18372914

Vehicle Information

Model Year: 1993
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/AJ-LS VERSION
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/FP-GRAND MARQ (EN53/EN114)
[92-00]
Warranty Start Date: 08-SEP-1993
Production Date: 01-DEC-1992
VIN: 2MELM75W9PX636191

Claim Information

Document Number: 4981731
Repair Date: 20-NOV-1993
Distance: 23160
TIS: 27

Dealer Information:

Dealer Name: ROY'S LINC-MERC-NISSAN INC
Dealer Code: 12350 - *
Address: 4051 W VERNON AVENUE
City: KINSTON
State: NC Zip Code: 28504
Country: USA Region Code: NA
Phone: (252)102-1021

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 18.36
Misc. Expense Amount: 0
Part Markup Amount:
Material Cost: 8.73
Total Cost Gross: 30.15

Cust. Concern Code: * -

Condition Code: * -

Technician Comment:

Customer Comment:

Labor Op Code Labor Op Description Labor Op Cost

B64B	REPLACE	18.36
------	---------	-------

Cancel	Full Part Number	Part	Part	Extended
Flag	PREF BASE SUITE	Description	CPSC	Quantity Amount
N	F3LY 7F293 A	SPEED SENSOR - TRANS MAN LVR 071401	1	8.73

Any comments? You can contact



webmaster@aua-ford.com

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 21526155

Vehicle Information

Model Year: 1993

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

Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE

Version/Series: C/AJ-LS VERSION

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

Vehicle Line: C/FP-GRAND MARQ (ENJ3/EN114)
[92-00]

Warranty Start Date: 08-SEP-1993

Production Date: 01-DEC-1992

VIN: 2MBLM75W9PX636191

Claim Information

Document Number: 3655591

Repair Date: 07-JAN-1997

Distance: 33156

TIS: 41

Dealer Information:

Dealer Name: ROY'S LINC-MERC-NISSAN INC

Dealer Code: 12330 - *

Address: 4051 W VERNON AVENUE

City: KINSTON

State: NC Zip Code: 28504

Country: USA Region Code: NA

Phone: (252)102-1021

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 176

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 191.72

Total Cost Gross: 434.82

Cust. Concern Code: P67 - SHIFTS OCCUR TOO EARLY, TOO LATE, TOO OFTEN

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
7000F	ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS	32
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	120
7000A7	SEAL - FRONT PUMP, OR CONVERTER REPLACE	4

Causal	Full Part Number			Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	F6ZZ	7902	ARM	CONVERTER ASY	070100	1	149.33
N	F2VY	7A098	A	SCREEN ASY - OIL PAN	070100	1	6.95
N	F2VY	7A248	A	OIL SEAL-FRT OIL PUM	070100	1	3.24
N	R2DZ	7052	A	OIL SEAL-TRANS REAR	070100	1	6.06
N	F2VY	7A191	A	GASKET OIL PAN	070100	1	6.5
N	XT	2	ODX	MOTORCRAFT BATTERY	190101	12	17.64

Any comments? You can contact

richmccar@oxs-ford.com

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 21683087

Vehicle Information

Model Year: 1993

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

Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE

Version/Series: C/AJ-LS VERSION

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

Vehicle Line: C/FP-GRAND MARQ (EN53/EN114)
[92-00]

Warranty Start Date: 08-SEP-1993

Production Date: 01-DEC-1992

VIN: 2MHLM75W9PX636191

Claim Information

Document Number: 3636742

Repair Date: 20-FEB-1997

Distance: 35444

TIS: 43

Dealer Information:

Dealer Name: ROY'S LINC-MERC-NISSAN INC

Dealer Code: 12350 - *

Address: 4051 W VERNON AVENUE

City: KINSTON

State: NC Zip Code: 28504

Country: USA Region Code: NA

Phone: (252)102-1021

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 24

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 83.96

Total Cost Gross: 137.95

Cust. Concern Code: N27 - VIBRATION OR SHUDDER WHILE BRAKING

Condition Code: 13 - OUT OF ROUND

Technician Comment:

Customer Comment:

<u>Labor Op. Code</u>	<u>Labor Op. Description</u>	<u>Labor Op. Cost</u>
1102BT	DISC BRAKE ROTOR - FRONT REPLACE	24

Cancel	Full Part Number	Part	Part	Extended
Flag	PREF BASE SUFF	Description	CPSC Quantity	Amount
Y	FSVY 1125 A	DISC - FRONT WHEEL BRAKE	060301 2	83.96

Any comments? You can contact

webmaster@pcs-ford.com

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 21683086

Vehicle Information

Model Year: 1993
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/AJ-LS VERSION
Drive Type: C/E-2 WHL L/H REAR DRIVE
Vehicle Line: C/FP-GRAND MARQ (EN53/EN114)
[92-00]
Warranty Start Date: 08-SEP-1993
Production Date: 01-DEC-1992
VIN: 2MEELM75W9PK636191

Claim Information

Document Number: 3656741
Repair Date: 20-FEB-1997
Distance: 35444
TIS: 43

Dealer Information:

Dealer Name: ROY'S LINC-MERC-NISSAN INC
Dealer Code: 12350 - *
Address: 4051 W VERNON AVENUE
City: KINSTON
State: NC Zip Code: 28504
Country: USA Region Code: NA
Phone: (252) 102-1021

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 52
Misc. Expense Amount: 0
Part Markup Amount:
Material Cost: 62.37
Total Cost Gross: 136.2

Cust. Concern Code: D36 - ENGINE HESITATES/SURGES WHEN ACCELERATING

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment:

Customer Comment:

Labor On Code	Labor Op Description	Labor On Cost
12650D	EBC - (QUICK TEST) DIAGNOSIS	16
12650D55	IGNITION SYSTEM DIAGNOSIS	20
12650D65	WIRE(S) - SPARK PLUG HIGH TENSION REMOVE AND INSTALL OR REPLACE	12
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	4

Consol	Full Part Number	Part	Part	Extended
Flag	FREE BASE SUITE	Description	CPSC	Quantity Amount
Y	F6PZ 12259 KC	WIRE SET-SPARK PLUGS	030704	1 62.37

Any comments? You can contact



webmaster@ford.com

==>

VIN: 2MBLM75W9PZ636191 CASE: HOME PHONE:
LAST NAME: ZIP/POSTAL: CTRY:

A	CUSTOMER NAME/ City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
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NC

USA

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

F4=UpdCustInfo
F11=Menu

F5=AddCustIssue
F12=Return

OGDB191

Name:

Address:

Address:

City:

KINSTON

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: NC

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
	2MELM75W9PK636191	1993	GRAND MARQUIS	Individual Rtl
	ORIGINAL			

F1=Help

F2=IssueList

F3=AddIssue

F7=Prev

F8=Next

F9=ESP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

OGDB191

VIN: 2MELM75W9FX636191

Year: 1993

Model: GRAND MARQUIS

WSD: 09/08/93

Build Date: 12/01/92

-----Campaign-----				Status	Dealer	
C	Number	Type	Description	Status	Date	Code
	95B64	O	RANGE SENSOR	COMPLETE	11/20/95	12350
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC
	93B21	O	TRACT AS ECU	CAMP/PROG EXPIRED	04/11/96	N/A

F1=Help F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE

OGDR191

==>

VEHICLE ID: 2MPX636191 (WVTPR8888) Via: 2MELM75W9PX636191 Div: 3 Status: 800
 Vehicle Line: CVP Convy Deliv: 120992 Orig P-Lvl: 310 Selling Dir: 26V607
 Order Receipt: 111692 ShipTo Stat: Curr P-Lvl: 310 Sale Date: 090893
 Orig Sched: 113092 Als-To Stat: NC Order Dir/Reg: 26607/26 Demo Dt:
 Inv Prep: 112492 Orig Int St: 120492 Orig Als Dir: 26607 Deliv Type: 0
 Prod Date: 120192 Curr Int St: 120492 Als Dir Pch: 12350 Sales Prd: 093091
 Als Date: 120292 Dirfin Ext: 011093 Warr Start: 090893 Cancel Sl:
 Memo Consign: PAC Ext: 011093 Warrs-Ind: Sale Status: G
 Orig Ptlbus: 120292 Advert Ext: 011093 -Date- -Dealer- -Region-
 Curr Ptlbus: 120292 Slapan SSS: 9983 Shipped: 120292
 T/Name: 1 LIONEL STAPLEFORD Curr Stock: 120292 26V607 26
 Addr: 1807 HAMPTON RD State: NC 1st-Prior:
 City: KINSTON N/A-Bopt: 091393 2nd-Prior:
 Zip: 28501 Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 1234567890123456789012345678901234567890123456789012345678901234
 M75PX 44 A2 30L7007 GL S P1 J3PQ7 3 KHL S 26V607 4 EX
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 H63H 3 2 W2MEL9 6 B 172A59WP S
 Fl=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

OGDE191

>

VEHICLE ID: 2MPX636191 (WWTFEBBEB) Vin: 2M3ELM75W9PFX636191 Div: 3 Status: 800

Ordering Name:
Secondary Name:
Ordering VIN:
Order-For VIN:
Orig Order Type: 2

Selling VIN:
Sold-To Vin:

Distr Status: P
Last NAVIS St: 091393
Distr Stat Dt: 120992
Last Activity: 091393
Serialized Dte: 111692
Scheduled Dte: 113092
Mexico Status:

Component Data - - - - -

Dr Post/Calib: HDT Tire Brand: A4
Main Cntl Lbl: JJP RNC:
Engine Tag Cd: 3G806AA
Engine Serial: W
Driver Airbag: 1P2I325F20237
Passngr Airbag: 133166099 Axle: Y8

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

OGNB191

VEHICLE ID: 2MPX636191 (WVYF88888) Vin: 2MELM75W9FX636191 Div: 3 Status: 800

Financial Data

Orig Totl Inv:	22461.50	A-Plan Price:	20023.50	Pre-del Invoice:	.00
Curr Totl Inv:	22461.50	Total Adj:	-1500.00	Sched-A QFT:	.00
Base Vehicle:	19125.00	Base Adj:	.00	FOC GST:	.00
Options:	2350.00	Option Adj:	-1500.00	Price Protect:	.00
Base Holdback:	675.00	Base Hb Adj:	53.00	Chargeback Amt:	.00
Opta Holdback:	83.00	Option Hb Adj:	54.00	30-Day FP Amt:	.00
Misc Charges:	.50	Gas Amt:	14.00	Floor Plan:	56.15
Finance Charge:	180.00	Sched-B Amt:	545.00	PAC Charge:	49.30
FDAY/LMBA:	247.00	Mktng Contrib:	247.00	Pre-Dlvry Amt:	.00

Financing Data

Finance Source:	0660934	O-Warr Start:	090893	Release Date:	120292
Orig Int St-Sw:	N	Co Tag Number:		Transit Time:	11
Est Draft Ind:		Pre-del Date:		Als Plus Trans:	121392
Floor Plan Date:	011093	Prdlvry S.Code:		Ramp Code:	32
Advt Comm Code:	A	Lease Code:		Method Shipped:	
Upfront PP Ind:		Invoice In-Proc:	061893	Memo Cons Loc:	

F1=Help F3=Exit F4=Primary Menu F5=Screen #1 F8=Screen #3

OG08191

ENTER CAMPAIGN NUMBER==> 95B64 VIN==> 2NKL75W9PX636191 TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: RANGE SENSOR BODY STYLE: 4 DOOR SEDAN LS
NEW STATUS CODE: _____ CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: _____ SUPP CODE :
REPAIR DATE: _____ DEALER P/A: _____ KIT CODE : AA
MICRO REF: _____ CLAIM NUM: _____ OASIS DATE : 95-10-06
DELETE REASON: _____ VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: _____ IND: MATCH CODE: 2
CURRENT: 3 26 607 ASSIGNED: 96-12-19 SOURCE: FX EXTRACT DATE: 96-12-19
***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE P/A CLAIM# MICRO# CL SRC
C COMPLETE 96-01-15 B 95-11-20 12350 498173 AJ5ND6A AC
M RELEASED FOR MAILING 95-10-06
H AWAITING MAILING 95-07-14

DELETE REASON:

F1=INQUIRY F2=Q140 F3=EXIT F5=Q130 F7=FIRST F8=NEXT F9=MORE STATUS
F10=ADD STATUS F11=REVISE (ALL DATA FIELD DATES YY-MM-DD)
1037=NO MORE DATA TO DISPLAY

OGDE191

**>

ENTER CAMPAIGN NBR ==> 95B64 VIN ==> 2MRKM75W9PK636191
DEFECT : RANGE SENSOR BODY STYLE DESC: 4 DOOR SEDAN LS
RESP DEALER : 326607 BEGINNING MAILED DATE: 95-11-01 YY-MM-DD
RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 95-11-01 YY-MM-DD
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS: L
STREET ADDR1 :
ADDR2 : ST/PRV: NC
CITY : KINSTON CTRY:
ZIP/POSTAL CODE: N-A SOURCE: N N-A EFF DATE: 93-09-13 YY-MM-DD

RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD
RELEASE DESC : ENDING MAILED DATE : YY-MM-DD
CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS:
STREET ADDR1 :
ADDR2 : ST/PRV:
CITY : CTRY:
ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD
F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7-FIRST PAGE F8-NEXT PAGE F9=G140
1048-LAST PAGE OGDB191

==>

ENTER CAMPAIGN NUMBER==> 96L12 VIN==> 2ME1M75W9PX636191 TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN LS
NEW STATUS CODE: _____ CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: _____ SUPP CODE :
REPAIR DATE: _____ DEALER P/A: _____ KIT CODE : CA
MICRO REF: _____ CLAIM NUM: _____ OASIS DATE :
DELETE REASON: _____ VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: _____ IND: MATCH CODE: 2
CURRENT: 3 26 607 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 AUTOC 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

OGDB191

***** CAMPAIGN REF ==> 96L12

VIN ==> 2MELM75W9FX636191

DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DOOR SEDAN LS

RESP DEALER : 326607

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 :

INITIALS: L

STREET ADDR1 :

ADDR2 :

ST/PRV: NC

CITY : KINSTON

CTRY:

ZIP/POSTAL CODE:

N-A SOURCE: N N-A REF DATE: 93-09-13 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 REF DATE:

YY-MM-DD

F1=INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140

-1048-LAST PAGE

OGDB191

ENTER VIN ==> 2MHLM75W9PZ636191

NAME ==> STAPLETON

ZIP ==> 285042013 MODEL YR ==>

OWNER NAME :

STREET ADDR :

CITY : KINSTON

ST/PRV: NC CTRY:

ZIP/POSTAL CODE:

N/A YY-MM-DD 93-09-13

N/A SOURCE: N

MODEL YEAR : 93 PLANT: X

SALE YY-MM-DD 93-09-08

BODY STYLE DESC: 4 DOOR SEDAN LS

PRODUCTION YY-MM-DD 92-12-01

VEHICLE DESC : 1993 GRAND MARQUIS

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	PCSD REGION
SHIP-TO	3	26	G	607	45	21
FACING	3	26	G	607		
RESPONSIBLE	3	26	G	607		

CA EMISSION :

ENGINE TAG CODE : 3G806AA

CAMPAIGN COUNTS

NAVIS STATUS : 800

COMPANY CAR IND :

TOTAL CAMPAIGNS : 03

DSQ DISTRICT :

FLEET CODE :

OPEN : 00 CLOSED : 03

DSQ NUMBER :

FLEET STATUS :

ACTIVE: 02 HISTORY: 01

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

OGDN191

STATE OF NORTH CAROLINA

FILED

COUNTY OF LENOIR

1999 SEP -2 AM 10:47

LENOIR COUNTY

C.S.C.

IN THE EIGHTH JUDICIAL DISTRICT

SUPERIOR COURT

Civil Action No.: 99-05-1461

Plaintiffs,

v.

FORD MOTOR COMPANY,

Defendant.

COMPLAINT FOR DAMAGES

(jury trial demanded)

THE PLAINTIFFS,

by and

through undersigned counsel, complain of the Defendant, FORD MOTOR COMPANY, and allege and state as follows:

PARTIES

1. Plaintiffs,

(hereinafter

the [REDACTED] are and were at all material times residents of Kinston, Lenoir County, North Carolina.

2. Plaintiffs are informed and believe and thereupon allege that Defendant, FORD

MOTOR COMPANY (hereinafter FORD), is a Delaware corporation authorized to do business in the State of North Carolina, and maintains a registered agent in North Carolina: CT Corporation System, 225 Hillsborough Street, Raleigh, NC 27603. At all times material hereto, FORD was doing business in North Carolina and sold its manufactured products in the State of North Carolina.

JURISDICTION AND VENUE

3. Jurisdiction is proper in this Court as the action arose in the state and damages exceed \$10,000.00, exclusive of interest and cost.

4. Venue is proper in this Court as the Defendant FORD is a corporation doing business in Lenoir County, the incident which is the subject matter of this action occurred in Lenoir County, and Plaintiffs are residents of Lenoir County.

ALLEGATIONS COMMON TO ALL COUNTS

5. On August 27, 1999, the [REDACTED] home, located at [REDACTED] Kinston, North Carolina 28504, sustained damages from a fire which originated from a defect in the area of the wiring harness of a 1993 Mercury Grand Marquis, VIN 2ME1M75W9PX636191 ("subject vehicle"), designed, manufactured, and distributed by FORD and owned by the [REDACTED] which was parked in the [REDACTED] garage when the fire began.

6. The [REDACTED] purchased the subject vehicle on September 8, 1993 from Roy's Lincoln-Mercury Nissan, Inc. in Kinston, North Carolina.

7. The subject vehicle has a defect in the area of the wiring harness.

COUNT I: NEGLIGENCE

8. FORD designed, manufactured, and distributed the subject vehicle, and, as such, had a duty to design, manufacture and distribute the subject vehicle in a manner such that it would be safe and free of defects.

9. FORD had a duty to warn the [REDACTED] of defects in the subject vehicle that could cause harm to the person or property of reasonably foreseeable users, including the

dangers associated with continuing to drive the subject vehicle and keep it stored in the [REDACTED] garage.

10. Prior to August 27, 1999, FORD issued a recall on a limited number of 1992-93 Mercury Grand Marquis vehicles advising owners of a defect in these vehicles which could cause the vehicles to catch on fire even when not running, and advising owners to take the vehicles to an authorized dealer for repair of the defect.

11. In undertaking the recall referred to above, FORD had a duty to include the subject vehicle as part of its recall, a duty to advise of the existence of a defect or potential defect to the vehicle that could result in the vehicle catching on fire even while not running, and a duty to warn the owners of these vehicles that they should cease driving the vehicles and should not store their vehicles in the garages of their homes.

12. FORD breached its duty to design, manufacture, and distribute vehicles which are safe and free of defects in that FORD designed, manufactured, and distributed the subject vehicle with a design and/or manufacturing defect in the area of the wiring harness, which defect can cause car fires and did in fact cause a car fire to the car in question while the car was parked in the STAPLEFORDS' garage.

13. FORD breached its duty to warn of dangers associated with the defect in the area of the wiring harness by failing, prior to August 27, 1999, to warn the [REDACTED] of the dangers associated with continuing to drive the subject vehicle and/or keep it stored in their garage, and/or by failing to warn the owners of these vehicles that they should cease driving the vehicles and should not store their vehicles in the garages of their homes.

14. As a direct and proximate result of the breaches of duty alleged in this count, a malfunction occurred in the subject vehicle after [REDACTED] had driven the vehicle and parked it in their garage, the subject vehicle caught fire while in the garage, the fire

spread to the [REDACTED] garage and home, and the [REDACTED] sustained damages to their real and personal property and suffered debris removal costs, all of which are in an amount in excess of \$10,000.00.

COUNT II: BREACH OF IMPLIED WARRANTY

15. FORD impliedly warranted to the [REDACTED] that the subject vehicle was merchantable.

16. FORD impliedly warranted to the [REDACTED] that the subject vehicle was fit for the particular purpose of driving the vehicle and storing it in the garage without it catching fire.

17. FORD breached the implied warranty of merchantability and/or the implied warranty of fitness for a particular purpose by providing a vehicle with a defect in the area of the wiring harness that caused the vehicle to erupt into flames while sitting in the [REDACTED] garage.

18. As a direct and proximate result of the breaches of duty alleged in this count, a malfunction occurred in the subject vehicle after [REDACTED] had driven the vehicle and parked it in their garage, the subject vehicle caught fire while in the garage, the fire spread to the [REDACTED] home, and the [REDACTED] sustained damage to their real and personal property and suffered debris removal costs, all of which are in an amount in excess of \$10,000.00.

WHEREFORE, Plaintiffs pray that this Court enter judgment against the Defendant for:

1. An amount in excess of \$10,000.00 for the real and personal property and other losses incurred as a result of the failure;

2. For such other incidental and consequential damages as may be proven at trial, including but not necessarily limited to debris removal; and

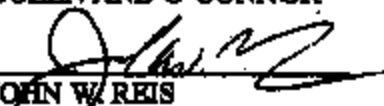
3. For costs, interest, and legal expenses as allowed by law.

DEMAND FOR JURY TRIAL

Plaintiff hereby demands that all issues of fact be tried before a jury.

Respectfully submitted,

COZEN AND O'CONNOR

BY: 

JOHN W. REIS
North Carolina Bar No. 25109
Cozen and O'Connor
One First Union Center, Suite 2100
301 South College Street
Charlotte, NC 28202
(704) 376-3400 or 800-762-3575 phone
(704) 334-3331 fax
ATTORNEY FOR PLAINTIFFS

STATE OF NORTH CAROLINA FILED IN THE EIGHTH JUDICIAL DISTRICT
COUNTY OF LENOIR 1999 SEP -2 IN ID: SUPERIOR COURT

LENOIR COUNTY C.S. Civil Action No.: 49-002-1407

BY _____

Plaintiffs,
v.
FORD MOTOR COMPANY,
Defendant.

COMPLAINT FOR DAMAGES
(jury trial demanded)

THE PLAINTIFFS, _____, by and
through undersigned counsel, complain of the Defendant, FORD MOTOR COMPANY, and
allege and state as follows:

PARTIES

1. Plaintiffs, _____ (hereinafter
the _____), are and were at all material times residents of Kinston, Lenoir County,
North Carolina.

2. Plaintiffs are informed and believe and thereupon allege that Defendant, FORD
MOTOR COMPANY (hereinafter FORD), is a Delaware corporation authorized to do business
in the State of North Carolina, and maintains a registered agent in North Carolina: CT
Corporation System, 225 Hillsborough Street, Raleigh, NC 27603. At all times material hereto,
FORD was doing business in North Carolina and sold its manufactured products in the State of
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JURISDICTION AND VENUE

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ALLEGATIONS COMMON TO ALL COUNTS

5. On August 27, 1999, the [REDACTED] home, located at [REDACTED] Kinston, North Carolina [REDACTED] sustained damages from a fire which originated from a defect in the area of the wiring harness of a 1993 Mercury Grand Marquis, VIN 2MELM75W9PX636191 ("subject vehicle"), designed, manufactured, and distributed by FORD and owned by the [REDACTED] which was parked in the [REDACTED] garage when the fire began.

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7. The subject vehicle has a defect in the area of the wiring harness.

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11. In undertaking the recall referred to above, FORD had a duty to include the subject vehicle as part of its recall, a duty to advise of the existence of a defect or potential defect to the vehicle that could result in the vehicle catching on fire even while not running, and a duty to warn the owners of these vehicles that they should cease driving the vehicles and should not store their vehicles in the garages of their homes.

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18. As a direct and proximate result of the breaches of duty alleged in this count, a malfunction occurred in the subject vehicle after [REDACTED] had driven the vehicle and parked it in their garage, the subject vehicle caught fire while in the garage, the fire spread to the [REDACTED] home, and the [REDACTED] sustained damage to their real and personal property and suffered debris removal costs, all of which are in an amount in excess of \$10,000.00.

WHEREFORE, Plaintiffs pray that this Court enter judgment against the Defendant for:

1. An amount in excess of \$10,000.00 for the real and personal property and other losses incurred as a result of the failure;

2. For such other incidental and consequential damages as may be proven at trial, including but not necessarily limited to debris removal; and

3. For costs, interest, and legal expenses as allowed by law.

DEMAND FOR JURY TRIAL

Plaintiff hereby demands that all issues of fact be tried before a jury.

Respectfully submitted,

COZEN AND O'CONNOR

BY:


JOHN W. REIS

North Carolina Bar No. 25109

Cozen and O'Connor

One First Union Center, Suite 2100

301 South College Street

Charlotte, NC 28202

(704) 376-3400 or 800-762-3575 phone

(704) 334-3351 fax

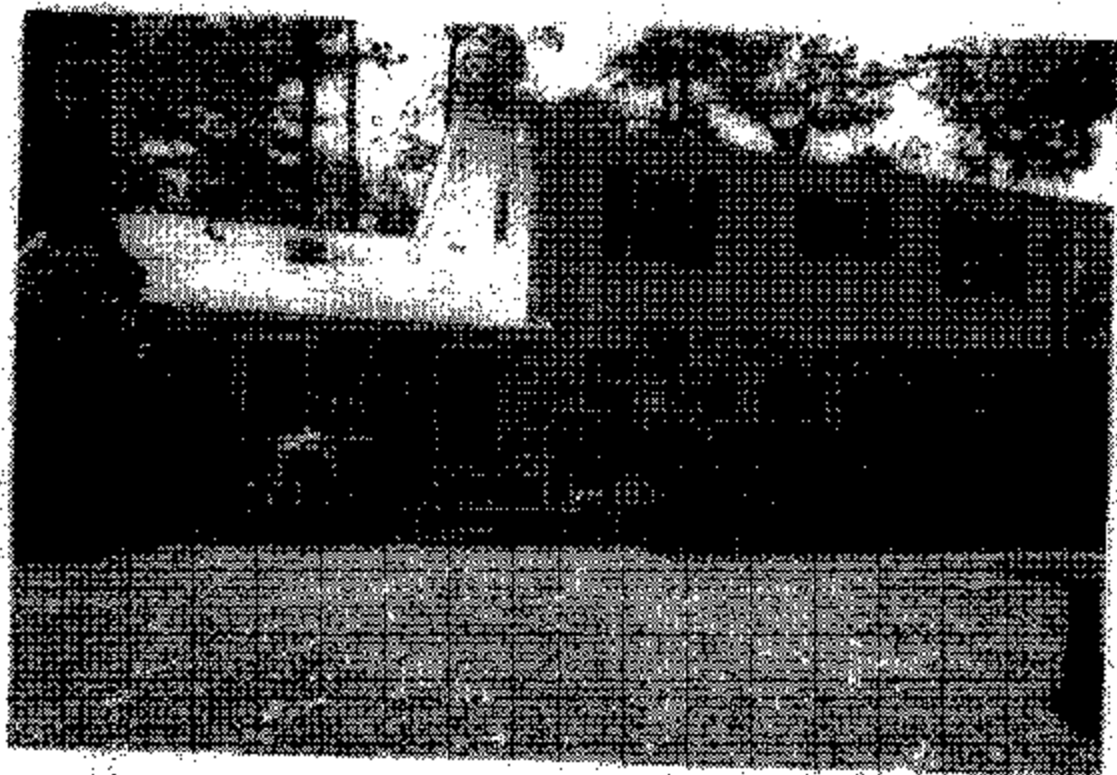
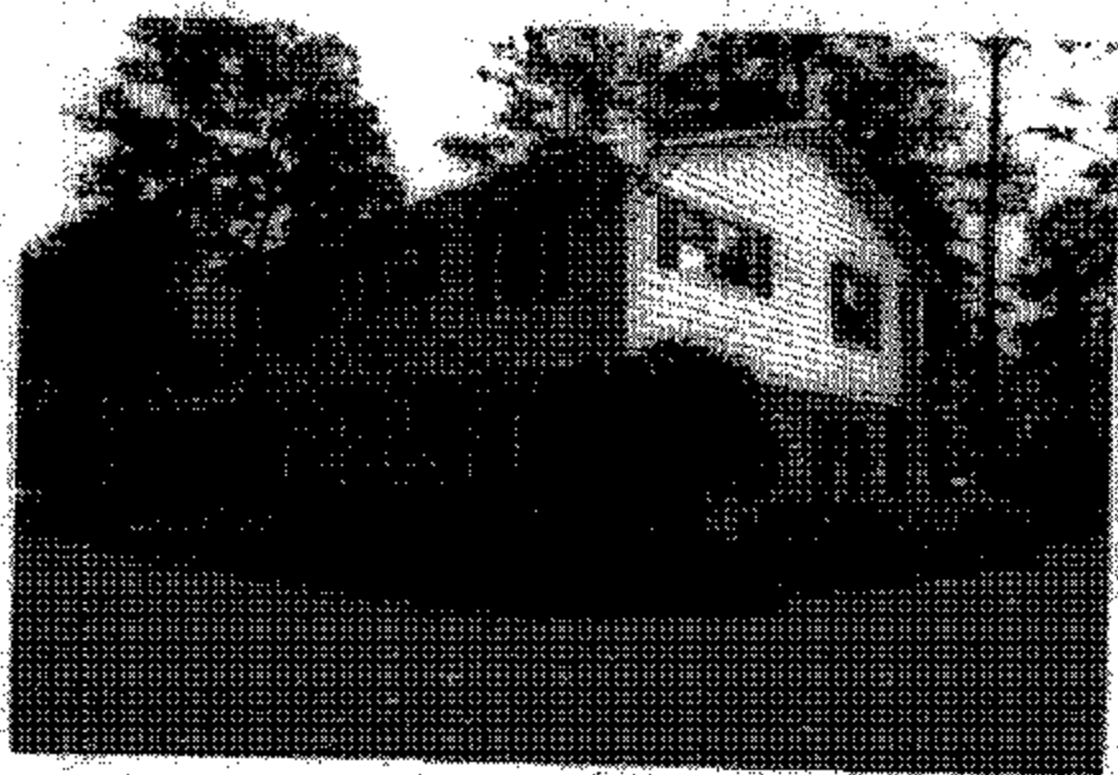
ATTORNEY FOR PLAINTIFFS



5082-625 28718







6952-025 28778

















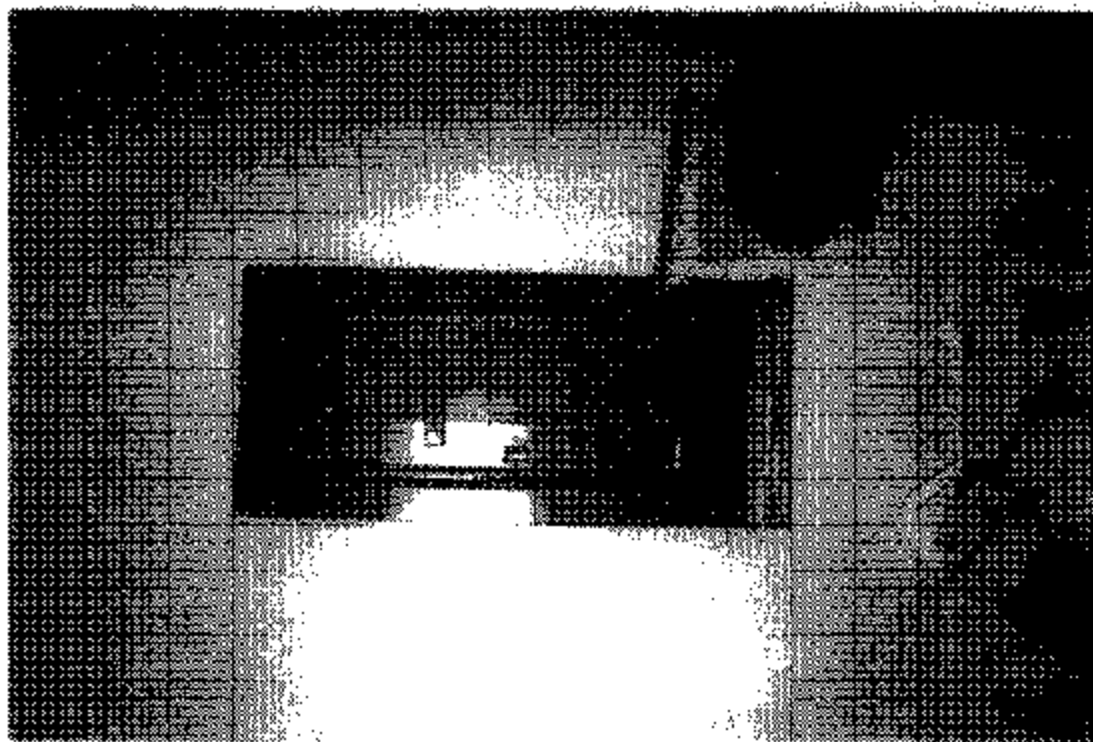


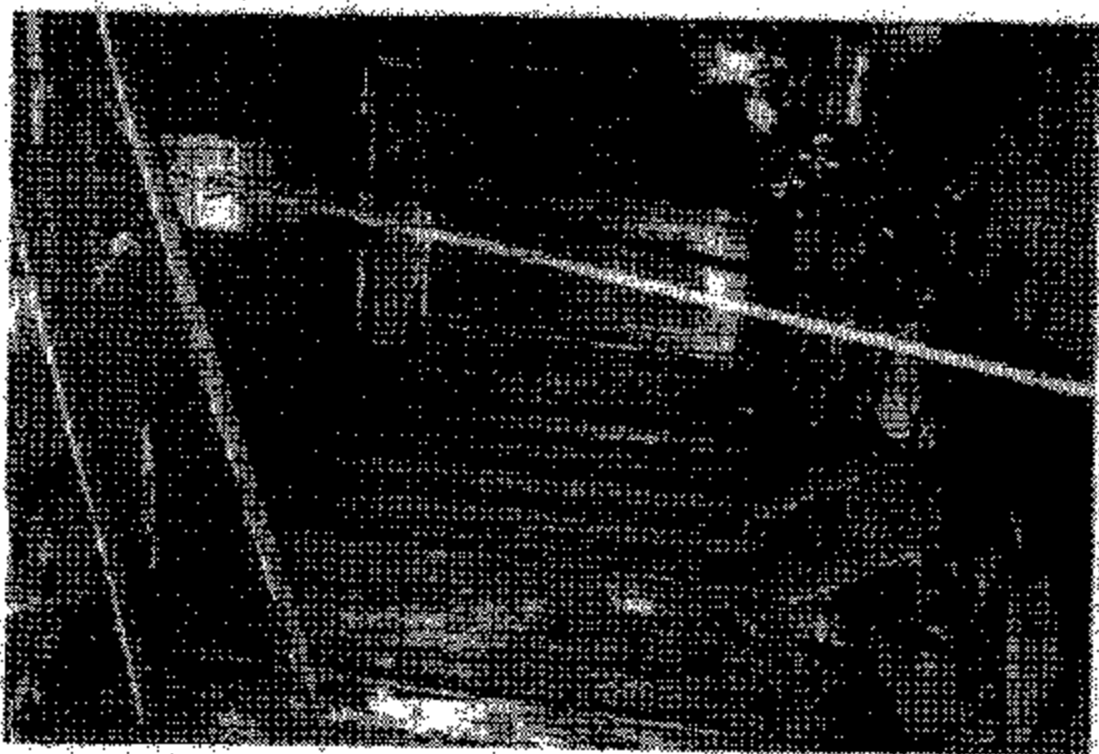


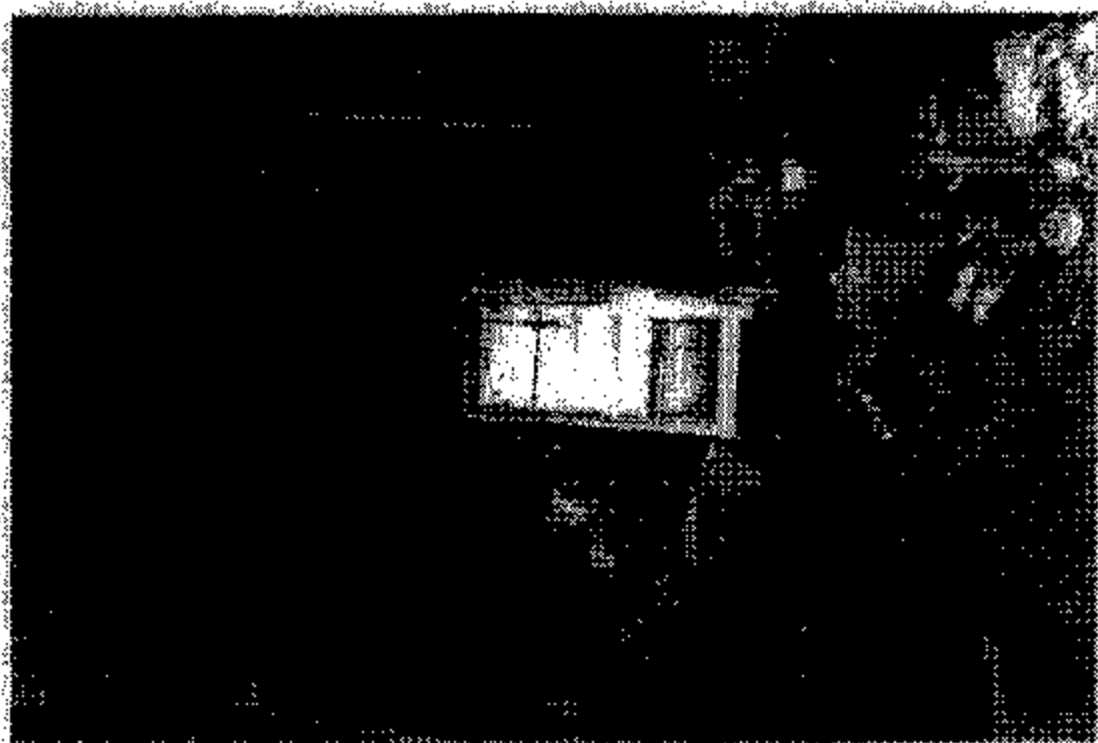


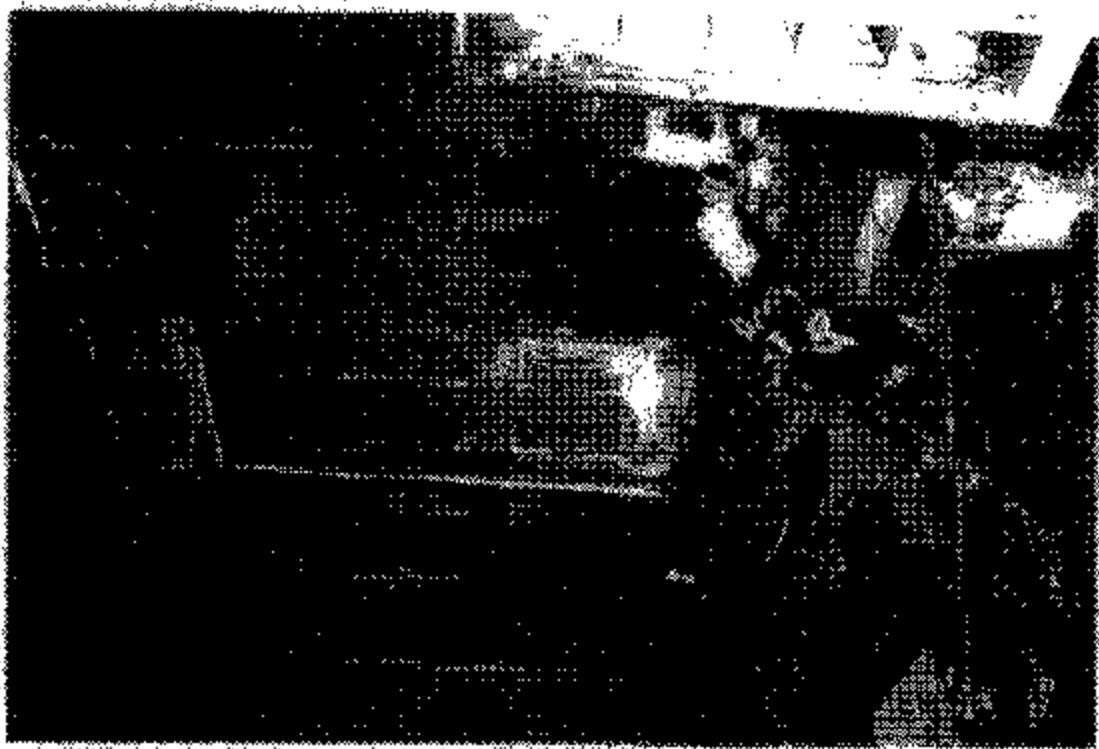


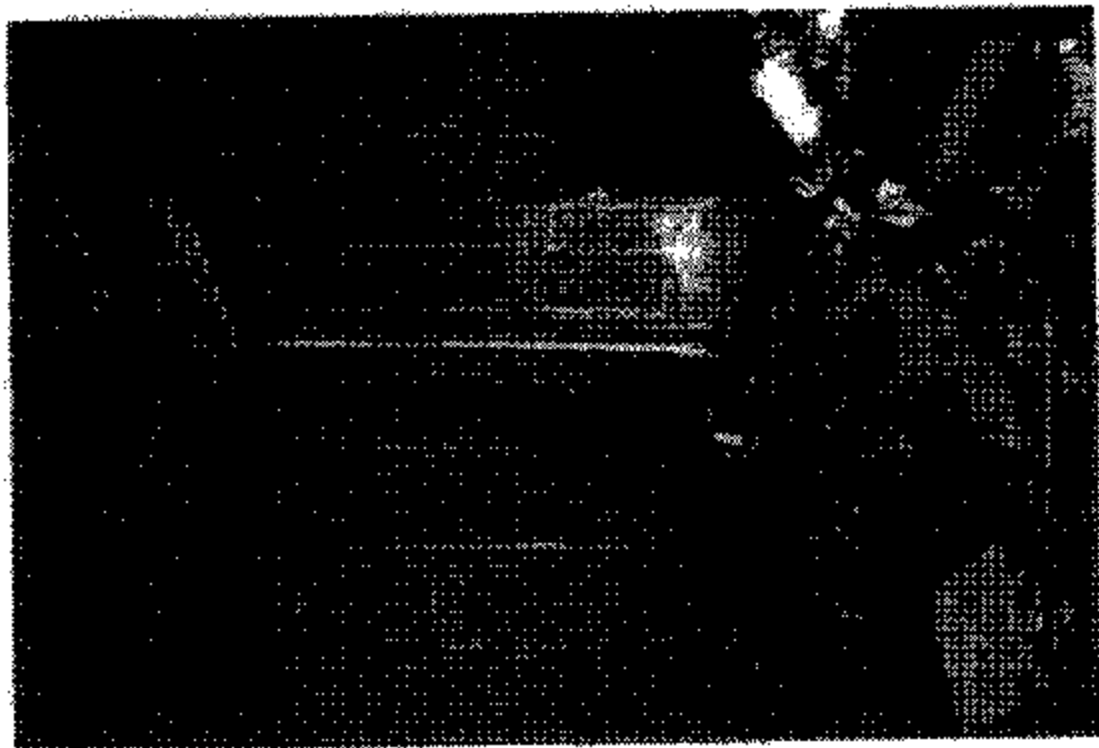
















PHILADELPHIA, PA

ATLANTA, GA

COLUMBIA, SC

DALLAS, TX

LONDON, UK

LOS ANGELES, CA

COZEN AND O'CONNOR

A PROFESSIONAL CORPORATION

SUITE 2100

ONE FIRST UNION CENTER

201 SOUTH COLLEGE STREET

CHARLOTTE, NC 28202

(704) 378-3400

(800) 702-2575

FACSIMILE

(704) 334-3381

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NEW YORK, NY

NEWARK, NJ

SAN DIEGO, CA

SEATTLE, WA

WEST CONSHOHOCKEN, PA

WESTNONT, NJ

JOHN W. REIS

DIRECT DIAL (704) 334-3411

DIRECT FAX (704) 334-3381

E-MAIL: JREIS@COZEN.COM

August 30, 1999

VIA FACSIMILE: 313-390-2107 AND FEDERAL EXPRESS

Ms. Jessie Hollingsworth
Ford Motor Company
Office of the General Counsel
Parklane Towers West, Suite 400
Dearborn, MI 48126

Re: Insured: [REDACTED]
Our Client: Ohio Casualty Insurance Company
Claim No.: [REDACTED]
Date of Loss: 8/27/99
Our File No.: Pending

Dear Ms. Hollingsworth:

I have been retained as subrogation counsel by Ohio Casualty Insurance Company, which insures [REDACTED] whose residence at [REDACTED], Kingston, North Carolina 28504, sustained approximately \$50,000.00 worth of fire damages when their 1993 Mercury Grand Marquis began to catch fire just at, or around, the time that [REDACTED] parked the vehicle into the garage. This is to notify you of our intent to pursue a subrogation claim against Ford, if this investigation should so warrant. We are having a cause and origin investigator, Sandy Kromenacher, inspect the vehicle tomorrow, Tuesday, August 31, 1999, in the afternoon. We have also scheduled Richard Clarke, an automotive engineer, to inspect the vehicle at 9:00 a.m., Tuesday, September 7, 1999. After Mr. Clarke examines the vehicle, he will move it to his facility at 3955 Highway 53, Hoschton, Georgia 30548.

We invite and strongly encourage you to be present at 9:00 a.m., Tuesday, September 7, 1999. The scene is currently preserved and will remain so until that time. If you cannot be present on that time and date, please call me in advance. If I do not hear from you, and if no one

1002-825 26798

Ms. Jessie Hollingsworth
August 30, 1999
Page 2

attends the inspection of September 7, 1999, we will consider you to have waived any claim of spoliation of evidence.

Sincerely,

COZEN AND O'CONNOR



BY: JOHN W. REIS

JWR/ell
cc: Mr. Mac Tilley

CHARLOTTE42151 099994.000

==>

ENTER VIN ==> 2MELM75W9PX636191

NAME ==> STAPLEFORD

ZIP ==> 285042013 MODEL YR ==>

OWNER NAME :

STREET ADDR :

CITY : KINSTON.

ST/PRV: NC CTRY:

ZIP/POSTAL CODE: N/A YY-MM-DD 93-09-13

MODEL YEAR : 93 PLANT: X

N/A SOURCE: N

BODY STYLE DESC: 4 DOOR SEDAN LS

SALE YY-MM-DD 93-09-08

VEHICLE DESC : 1993 GRAND MARQUIS

PRODUCTION YY-MM-DD 92-12-01

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO	3	26	G	607	45	21
FACING	3	26	G	607		
RESPONSIBLE	3	26	G	607		

CA EMISSION :

ENGINE TAG CODE : 3G806AA

CAMPAIGN COUNTS

NAVIS STATUS : 800

COMPANY CAR IND :

TOTAL CAMPAIGNS : 03

DSO DISTRICT :

FLEET CODE :

OPEN : 00 CLOSED : 03

DSO NUMBER :

FLEET STATUS :

ACTIVE: 02 HISTORY: 01

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

CGDB166

ENTER CAMPAIGN NUMBER==> 95B64 VIN==> 2MELM75W9PX636191 TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: RANGE SENSOR BODY STYLE: 4 DOOR SEDAN LS
NEW STATUS CODE: CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: SUPP CODE :
REPAIR DATE: DEALER P/A: KIT CODE : AA
MICRO REF: CLAIM NUM: OASIS DATE : 95-10-06
DELETE REASON: VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 2
CURRENT: 3 26 607 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
C COMPLETE 96-01-15 B 95-11-20 12350 498173 AJ5ND5A AC
M RELEASED FOR MAILING 95-10-06
H AWAITING MAILING 95-07-14

DELETE REASON:

F1-INQUIRY F2-G140 F3-BKIT 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

OGDE166

ENTER CAMPAIGN NBR ==> 95B64 VIN ==> 2MELM75W9PX636191
DEFECT : RANGE SENSOR BODY STYLE DESC: 4 DOOR SEDAN LS
RESP DEALER : 326607 BEGINNING MAILED DATE: 95-11-01 YY-MM-DD
RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 95-11-01 YY-MM-DD
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS: L
STREET ADDR1 :
ADDR2 : ST/PRV: NC
CITY : KINSTON CTRY:
ZIP/POSTAL CODE: N-A SOURCE: N N-A EFF DATE: 93-09-13 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 OGDB166

ENTER CAMPAIGN NUMBER==> 96L12 VIN==> 2MELM75W9PE636191 TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN LS
NEW STATUS CODE: CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: SUPP CODE :
REPAIR DATE: DEALER P/A: KIT CODE : CA
MICRO REF: CLAIM NUM: OASIS DATE :
DELETE REASON: VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 2
CURRENT: 3 26 607 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 FORCHD COMPLETION 98-01-22 B 98-01-22 AUTOC 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)
1037-NO MORE DATA TO DISPLAY

OGDB166

ENTER CAMPAIGN NBR ==> 96L12

VIN ==> 2MELM75W9PK636191

DEFECT : PASS AIR BAG

BODY STYLE DESC: 4 DOOR SEDAN LS

RESP DEALER : 326607

BEGINNING MAILED DATE: 97-03-08 YY-MM-DD

RELEASE DESC : NT PART KIT CODE

ENDING MAILED DATE : 97-03-21 YY-MM-DD

CAMPAIGN DIV : 6

FLEET CODE:

FLEET MGMT LOC CODE:

LAST NAME :

INITIALS: L

STREET ADDR1 :

ADDR2 :

ST/PRV: NC

CITY : KINSTON

CTRY:

ZIP/POSTAL CODE:

N-A SOURCE: N N-A EFF DATE: 93-09-13 YY-MM-DD

RESP DEALER :

BEGINNING MAILED DATE:

YY-MM-DD

RELEASE DESC :

ENDING MAILED DATE :

YY-MM-DD

CAMPAIGN DIV :

FLEET CODE:

FLEET MGMT LOC CODE:

LAST NAME :

INITIALS:

STREET ADDR1 :

ADDR2 :

ST/PRV:

CITY :

CTRY:

ZIP/POSTAL CODE:

N-A SOURCE:

N-A EFF DATE:

YY-MM-DD

F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140

1048-LAST PAGE

OGDB166

ENTER CAMPAIGN NUMBER==> 93B21 VIN==> 2MELM75W9PX636191 TYPE OF SEARCH: H
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
E CAMP/PROG EXPIRED E 96-04-11 EXPIRED OL

DELETE REASON:

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

OGDB166

ENTER CAMPAIGN NBR ==> 93B21

VIN ==> 2MELM75W9PK636191

DEFECT :

BODY STYLE DESC:

RESP DEALER :

BEGINNING MAILED DATE: YY-MM-DD

RELEASE DESC :

ENDING MAILED DATE : YY-MM-DD

CAMPAIGN DIV :

FLEET CODE: FLEET MGMT LOC CODE:

LAST NAME :

INITIALS: _

STREET ADDR1 :

ADDR2 :

ST/PRV: _

CITY :

CTRY: _

ZIP/POSTAL CODE:

N-A SOURCE: _

N-A EFF DATE: _

YY-MM-DD

RESP DEALER :

BEGINNING MAILED DATE: YY-MM-DD

RELEASE DESC :

ENDING MAILED DATE : YY-MM-DD

CAMPAIGN DIV :

FLEET CODE: FLEET MGMT LOC CODE:

LAST NAME :

INITIALS: _

STREET ADDR1 :

ADDR2 :

ST/PRV: _

CITY :

CTRY: _

ZIP/POSTAL CODE:

N-A SOURCE: _

N-A EFF DATE: _

YY-MM-DD

F1-INQUIRY F3=EXIT F4=QUIT F5=G150 F7=FIRST PAGE F8=NEXT PAGE F9=G140

B504-CAMPAIGN FOR THIS VIN NOT FOUND

OGDB166

Standard Claims List For Model Year 1993

Note: All Costs are in US Dollars

2MELM75W9FX636191	C/P	C/M	C/A	C/AJ	C/B	AW	C/DK	C/VN	01-DEC-1992	08-SEP-1993	326607	USA	2	6D01 011
AWB Claim Key:	7642206	Trx Code:	1	Labor Hrs:	1.8	Labor Cost:	62.06	Material Cost:	457.52	Total Cost:				
Dir Cd-Sub Cd:	12350-*	Name:	ROY'S LINC-MERC-NISSAN INC	Ph:	252-3221021	St:	NC	Ctry Cd:	USA	Reg Cd:				
2MELM75W9FX636191	C/P	C/M	C/A	C/AJ	C/B	AW	C/DK	C/VN	01-DEC-1992	08-SEP-1993	326607	USA	14	7N03 011
AWB Claim Key:	12258191	Trx Code:	EB3	Labor Hrs:	5	Labor Cost:	10.65	Material Cost:	23.73	Total Cost:				
Dir Cd-Sub Cd:	12350-*	Name:	ROY'S LINC-MERC-NISSAN INC	Ph:	252-3221021	St:	NC	Ctry Cd:	USA	Reg Cd:				
2MELM75W9FX636191	C/P	C/M	C/A	C/AJ	C/B	AW	C/DK	C/VN	01-DEC-1992	08-SEP-1993	326607	USA	27	* *
AWB Claim Key:	18372814	Trx Code:	95B64	Labor Hrs:	5	Labor Cost:	18.36	Material Cost:	8.73	Total Cost:				
Dir Cd-Sub Cd:	12350-*	Name:	ROY'S LINC-MERC-NISSAN INC	Ph:	252-3221021	St:	NC	Ctry Cd:	USA	Reg Cd:				
2MELM75W9FX636191	C/P	C/M	C/A	C/AJ	C/B	AW	C/DK	C/VN	01-DEC-1992	08-SEP-1993	326607	USA	41	3A08 070
AWB Claim Key:	21526155	Trx Code:	P05	Labor Hrs:	4.4	Labor Cost:	176	Material Cost:	191.72	Total Cost:				
Dir Cd-Sub Cd:	12350-*	Name:	ROY'S LINC-MERC-NISSAN INC	Ph:	252-3221021	St:	NC	Ctry Cd:	USA	Reg Cd:				
2MELM75W9FX636191	C/P	C/M	C/A	C/AJ	C/B	AW	C/DK	C/VN	01-DEC-1992	08-SEP-1993	326607	USA	43	5V01 060
AWB Claim Key:	21683087	Trx Code:	P05	Labor Hrs:	5	Labor Cost:	24	Material Cost:	83.96	Total Cost:				
Dir Cd-Sub Cd:	12350-*	Name:	ROY'S LINC-MERC-NISSAN INC	Ph:	252-3221021	St:	NC	Ctry Cd:	USA	Reg Cd:				
2MELM75W9FX636191	C/P	C/M	C/A	C/AJ	C/B	AW	C/DK	C/VN	01-DEC-1992	08-SEP-1993	326607	USA	43	2B04 030
AWB Claim Key:	21683086	Trx Code:	807	Labor Hrs:	1.3	Labor Cost:	32	Material Cost:	62.37	Total Cost:				
Dir Cd-Sub Cd:	12350-*	Name:	ROY'S LINC-MERC-NISSAN INC	Ph:	252-3221021	St:	NC	Ctry Cd:	USA	Reg Cd:				

Any comments? You can contact

webmaster@aws-ford.com

2MELM75W9PX636191

<http://19.90.240.176/internetpubs/lps/oasis.asp?id=9060614C-5FAB-11d3-B1D4-00062984A2F9>

Vehicle: 1993 GRAND MARQUIS

Body: 4 DR SEDAN LS

Engine: 4.9L 80HC
(ROMEO)

Chassis: 31BFR10A

Trans: 4 SPD OD AODE

Axle: AXLE CD: Y0

There are no recalls associated with this vehicle

REDACTED

WARRANTY START DATE 09/08/1993
START ODOM

BUILD DATE 12/01/1992

Special Message:

NOT ELIGIBLE FOR DEALER APPROVED AWA; TWO PAID
REPAIR VISITS

MORSE:

There is no Extended Service Plan information associated with this vehicle

System Message:

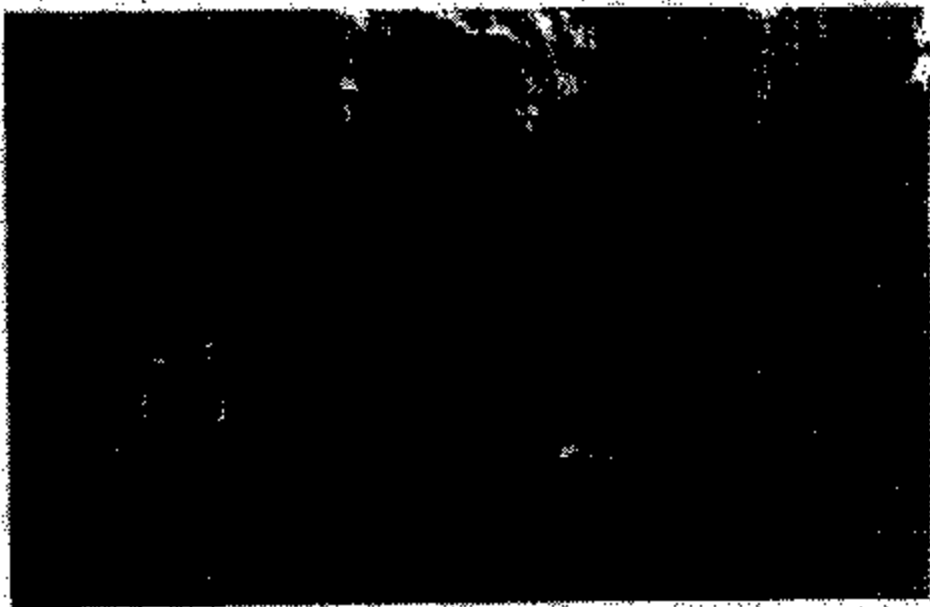
NO REPAIR HISTORY ON VEHICLE

There are no ESP Parts associated with this request

End of OASIS report for 2MELM75W9PX636191



6062-026 28818



6002-028 26011



ENC2-025 20012



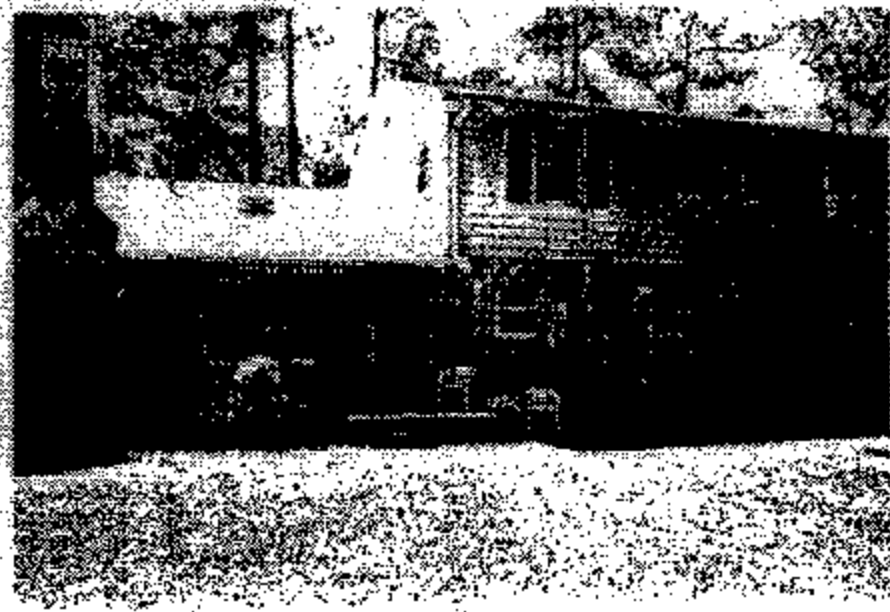
2002-025 25813



2002-025 2014



00000-0000 000000



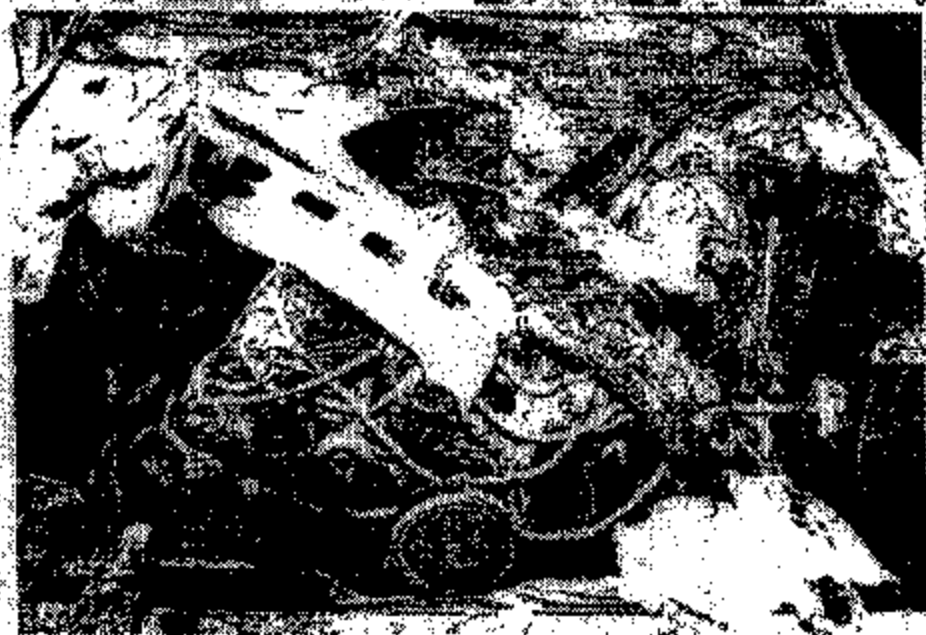


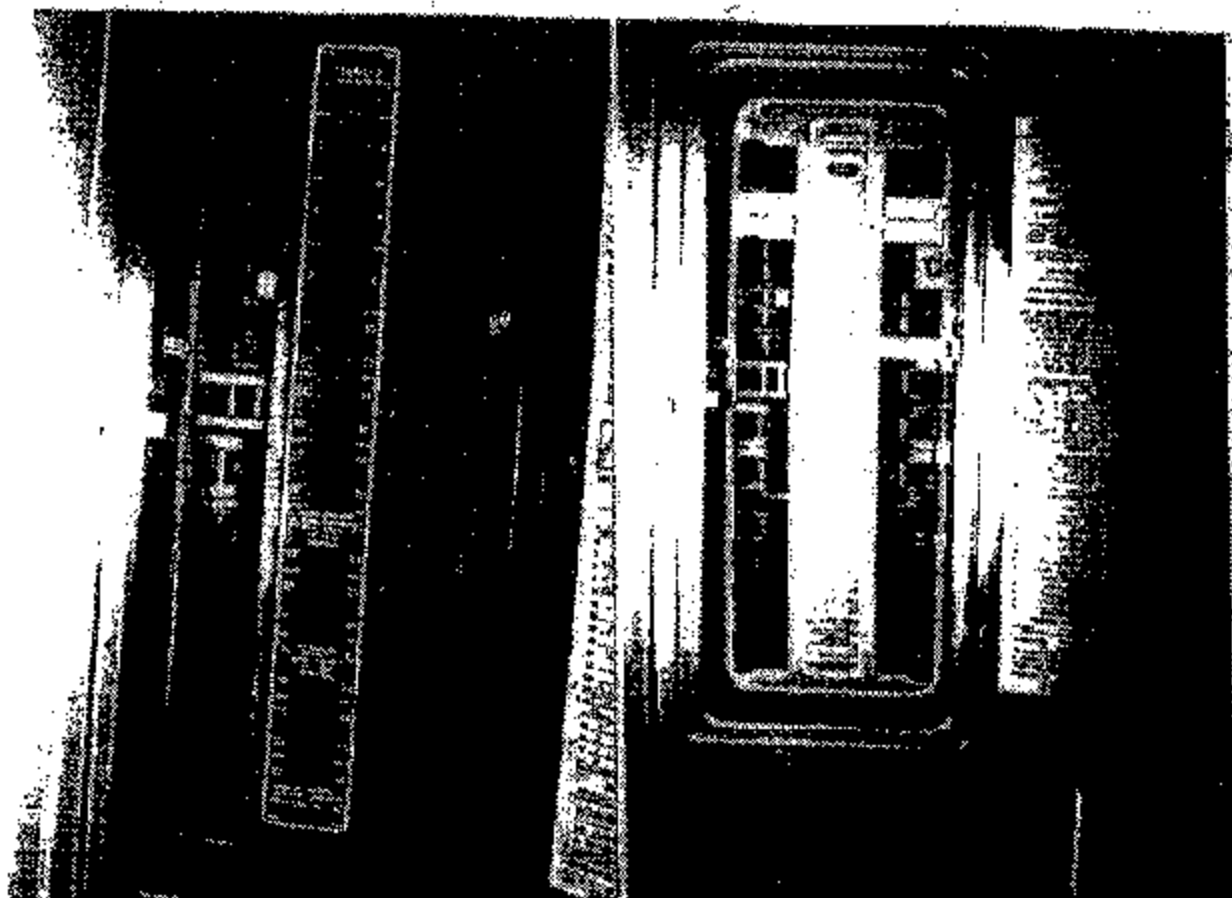
ENCLOSURE 28817





ENCLOSURE 28419







Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2MELM75W9PK636191 Vch Line: CFF - GRAND MARQ (EMM/EN114) (S2-00) Eng Serial No: W
 Model Year: 1993 Market Distric: CM - L-M DIVISION/DERIVATIVE Body Class: *
 Vch Type: C Drive Code: CFE - 2 WHL L/H REAR DRIVE Engine: CVN - 2.4L 4.6L SOHC EFI NA CIV6 G-4P
 Inv. Dealer: 12350 Body Chk Style: CFA - 4 DOOR SEDAN-4 LITE Transmission: CDE - 4 SPD AUTO TRANS NAAD AODE
 Version/Serial: CAJ - LS VERSION

BUILD INFORMATION:

Region: NA - 00000000 Plant: AW - ST THOMAS PLANT BULD
 Country: CAN - 00000000 Prod Date: 01-DEC-1992

SALE INFORMATION:

Region: NA - 00000000 Selling Dealer: 326681 - *
 Country: USA - 00000000 Selling Div: 00 From: NC
 Buyer: 00 From: NC

Arrival Date: 00-DEC-1992 Red Carpet Lease: *
 Sale Date: 00-SEP-1993 Fleet/Hotel/Ca. Lease: R
 Warranty Start Date: 00-SEP-1993 Modified Vehicle: *
 Orig Warranty Date: 00-SEP-1993 Reacquired Vehicle: * Vehicle Export Flag: N

VOCEOC:

1 2 3 4 5 6 7 8 9
 M78901234567 89 A2 30L1007 GL 0 PYB1234567 3 MEL 2 267807 4 MI HERR 3 2 M
 2007/0 6 0 17285907 8

INSTALLED OPTION INFORMATION:

Air Conditioning:	CB - MANUAL AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Auto Radio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Auto Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	HC	Paint:	PNRB - MED CRANBERRY CC
Brake Code:	* - [N/A]	Power Antennae:	AB - POWER TELESCOPIC RADIO ANTENNA
Brake Code(Service):	* - [N/A]	Radio:	AB - ELECTRONIC AM/FM STEREO CASSETTE
Calibration Code:	318F118A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steering Tachometer:	* - [N/A]
Color(Trim):	000YD -	Tire Brand:	AJ - MICHELIN TIRE VENDOR
Battery Type:	0	Tire Size:	EGGSP - P215/70R15 BSW
Driveshaft Code:	*	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/O IVD
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Rear Type:	* - [N/A]		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* - Emissions Code:	CB - C6
ESP Coverage(Mile):	* - Emissions Cert Type:	F
ESP Coverage(Year):	* - Emissions Decal Suffix:	JP
ESP File Year:	* - Engine Family:	FFM4GVSPD2
ESP Signature Data:		

Any comments? You can contact



webmaster

-->

ENTER VIN ==> 2MELM75W9PX636191

NAME ==> STAPLEFORD

ZIP ==> 285042013 MODEL YR ==>

OWNER NAME :

STREET ADDR :

CITY : KINSTON

ST/PRV: NC CTRY:

ZIP/POSTAL CODE: N/A YY-MM-DD 93-09-13

MODEL YEAR : 93

PLANT: X

N/A SOURCE: N

BODY STYLE DESC: 4 DOOR SEDAN LS

SALE YY-MM-DD 93-09-06

VEHICLE DESC : 1993 GRAND MARQUIS

PRODUCTION YY-MM-DD 92-12-01

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	FCSD REGION
SHIP-TO	3	26	G	607	45	21
FACING	3	26	G	607		
RESPONSIBLE	3	26	G	607		

CA EMISSION :

ENGINE TAG CODE : 3G806AA

CAMPAIGN COUNTS

NAVIS STATUS : 800

COMPANY CAR IND :

TOTAL CAMPAIGNS : 03

DSO DISTRICT :

FLEET CODE :

OPEN : 00 CLOSED : 03

DSO NUMBER :

FLEET STATUS :

ACTIVE: 02 HISTORY: 01

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

OGDB166

Standard Claims List For Model Year 1993

Note: All Costs are in US Dollars

CLAIM#	OFF	CM	CFA	CAI	CB	AV	COR	CVN	01-DEC-1992	06-SEP-1993	36607	USA	2	SDR #11181	F3AZ	542501	CTD	SD	DA	1295
AWB Claims Rep:	12336	Trs Code:			1		1.8	Labour Cost:		SLM	Material Cost:		497.52	Total Cost:		519.56				
Dr Cl Sub Cb:	12336	Name:	BOYS LINC-MERC-MISSAN INC				Dr	252-622-1821		St NC	City Cb:		USA	Reg Cb:	NA	Rep Date:06-OCT-1993				Date #001243
CLAIM#	OFF	CM	CFA	CAI	CB	AV	COR	CVN	01-DEC-1992	06-SEP-1993	36607	USA	14	SDR #11189	F3AZ	1425	B	AS	42	1295
AWB Claims Rep:	12336	Trs Code:			583		3	Labour Cost:		SLM	Material Cost:		23.29	Total Cost:		34.38				
Dr Cl Sub Cb:	12336	Name:	BOYS LINC-MERC-MISSAN INC				Dr	252-622-1821		St NC	City Cb:		USA	Reg Cb:	NA	Rep Date:06-OCT-1993				Date #001678
CLAIM#	OFF	CM	CFA	CAI	CB	AV	COR	CVN	01-DEC-1992	06-SEP-1993	36607	USA	21	SDR #11189	F3AZ	1425	B	AS	42	1295
AWB Claims Rep:	12336	Trs Code:			583		5	Labour Cost:		SLM	Material Cost:		2.79	Total Cost:		36.13				
Dr Cl Sub Cb:	12336	Name:	BOYS LINC-MERC-MISSAN INC				Dr	252-622-1821		St NC	City Cb:		USA	Reg Cb:	NA	Rep Date:06-SEP-1993				Date #001731
CLAIM#	OFF	CM	CFA	CAI	CB	AV	COR	CVN	01-DEC-1992	06-SEP-1993	36607	USA	41	SDR #11189	F3AZ	1425	B	AS	42	1295
AWB Claims Rep:	12336	Trs Code:			583		44	Labour Cost:		SLM	Material Cost:		191.72	Total Cost:		494.82				
Dr Cl Sub Cb:	12336	Name:	BOYS LINC-MERC-MISSAN INC				Dr	252-622-1821		St NC	City Cb:		USA	Reg Cb:	NA	Rep Date:07-JAN-1997				Date #03653791
CLAIM#	OFF	CM	CFA	CAI	CB	AV	COR	CVN	01-DEC-1992	06-SEP-1993	36607	USA	43	SDR #11189	F3AZ	1425	B	AS	42	1295
AWB Claims Rep:	12336	Trs Code:			583		5	Labour Cost:		SLM	Material Cost:		23.96	Total Cost:		127.25				
Dr Cl Sub Cb:	12336	Name:	BOYS LINC-MERC-MISSAN INC				Dr	252-622-1821		St NC	City Cb:		USA	Reg Cb:	NA	Rep Date:06-FEB-1997				Date #03654782
CLAIM#	OFF	CM	CFA	CAI	CB	AV	COR	CVN	01-DEC-1992	06-SEP-1993	36607	USA	43	SDR #11189	F3AZ	1425	B	AS	42	1295
AWB Claims Rep:	12336	Trs Code:			583		1.3	Labour Cost:		SLM	Material Cost:		62.33	Total Cost:		136.2				
Dr Cl Sub Cb:	12336	Name:	BOYS LINC-MERC-MISSAN INC				Dr	252-622-1821		St NC	City Cb:		USA	Reg Cb:	NA	Rep Date:06-FEB-1997				Date #03655041

Any comments? You can contact

1-800-4-A-AAA

Causal	Full Part Number	Part	Part	Extended
Flag	PREF BASE SUFF	Description	CPSC	Quantity Amount
Y	FGPZ 12259 KC	WIRE SET-SPARK PLUGS	030704	1 62.37

Any comments? You can contact

webmaster@aws-ford.com

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 21683087

Vehicle Information

Model Year: 1993

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

Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE

Version/Series: C/AJ-LS VERSION

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

Vehicle Line: C/FP-GRAND MARQ (EN53/EN114)
[92-00]

Warranty Start Date: 08-SEP-1993

Production Date: 01-DEC-1992

VIN: 2MELM75W9PX636191

Claim Information

Document Number: 3656742

Repair Date: 20-FEB-1997

Distance: 35444

TIS: 43

Dealer Information:

Dealer Name: ROY'S LINC-MERC-NISSAN INC

Dealer Code: 12350 - *

Address: 4051 W VERNON AVENUE

City: KINSTON

State: NC Zip Code:28504

Country: USA Region Code: NA

Phone: (252)102-1021

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 24

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 83.96

Total Cost Gross: 137.35

Cust. Concern Code: N27 - VIBRATION OR SHUDDER WHILE BRAKING

Condition Code: 13 - OUT OF ROUND

Technician Comment:

Customer Comment:

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
1102BT	DISC BRAKE ROTOR - FRONT REPLACE	24

Causal Flag	Full Part Number PREF BASE SUFF	Part Description	Part CPSC	Extended Quantity	Amount
Y	F3VY 1125 A	DISC - FRONT WHEEL BRAKE	060301	2	83.96

Any comments? You can contact

webmaster@aws-ford.com

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 21526155

Vehicle Information

Model Year: 1993
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/AJ-LS VERSION
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/FP-GRAND MARQ (EN53/EN114)
[92-00]
Warranty Start Date: 08-SEP-1993
Production Date: 01-DEC-1992
VIN: 2MBLM75W9PX636191

Claim Information

Document Number: 3655591
Repair Date: 07-JAN-1997
Distance: 33156
TIS: 41

Dealer Information

Dealer Name: ROY'S LINC-MERC-NISSAN INC
Dealer Code: 12350 - *
Address: 4051 W VERNON AVENUE
City: KINSTON
State: NC Zip Code: 28504
Country: USA Region Code: NA
Phone: (252)102-1021

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 176
Misc. Expense Amount: 0
Part Markup Amount:
Material Cost: 191.72
Total Cost Gross: 434.82

Cust. Concern Code: P67 - SHIFTS OCCUR TOO EARLY, TOO LATE, TOO OFTEN

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
7000F	ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS	52
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	120
7000A7	SEAL - FRONT PUMP, OR CONVERTER REPLACE	4

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
Y	F6ZZ 7902 ARM	CONVERTER ASY	070100	1	149.33
N	F2VY 7A098 A	SCREEN ASY - OIL PAN	070100	1	6.95
N	F2VY 7A248 A	OIL SEAL FRT OIL PUM	070100	1	5.24
N	E2DZ 7052 A	OIL SEAL-TRANS REAR	070100	1	6.06
N	F2VY 7A191 A	GASKET OIL PAN	070100	1	6.5
N	XT 2 QDX	MOTORCRAFT BATTERY	190101	12	17.64

Any comments? You can contact

webmaster@aws-ford.com

Causal Flag	Full Part Number FREE BASE SUFF	Part Description	Part CPSC	Extended Quantity	Amount
N	F3LY 7F293 A	SPEED SENSOR - TRANS MAN LVR	071401	1	8.73

Any comments? You can contact

webmaster@aws-ford.com

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 18372914

Vehicle Information

Model Year: 1993
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/AI-LS VERSION
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/FP-GRAND MARQ (EN53/EN114)
[92-00]
Warranty Start Date: 08-SEP-1993
Production Date: 01-DEC-1992
VIN: 2MELM75W9PX636191

Claim Information

Document Number: 4981731
Repair Date: 20-NOV-1995
Distance: 23160
TIS: 27

Dealer Information:

Dealer Name: ROY'S LINC-MERC-NISSAN INC
Dealer Code: 12350 - *
Address: 4051 W VERNON AVENUE
City: KINSTON
State: NC Zip Code: 28504
Country: USA Region Code: NA
Phone: (252)102-1021

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 18.36
Misc. Expense Amount: 0
Part Markup Amount:
Material Cost: 8.73
Total Cost Gross: 30.15

Cust. Concern Code: * -

Condition Code: * -

Technician Comment:

Customer Comment:

Labor On Code Labor On Description Labor On Cost

B64B	REPLACE	18.36
------	---------	-------

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 12258793

Vehicle Information

Model Year: 1993
Market Derived: C/M - L-M DIVISION DERIVATIVE
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/AJ-LS VERSION
Drive Type: C/B-2 WHL L/H REAR DRIVE
Vehicle Line: C/FP-GRAND MARQ (EN53/EN114)
[92-00]
Warranty Start Date: 08-SEP-1993
Production Date: 01-DEC-1992
VIN: 2MELM75W9PX636191

Dealer Information:

Dealer Name: ROY'S LINC-MERC-NISSAN INC
Dealer Code: 12350 - *
Address: 4051 W VERNON AVENUE
City: KINSTON
State: NC Zip Code: 28504
Country: USA Region Code: NA
Phone: (252)102-1021

Claim Information

Document Number: 041070
Repair Date: 28-OCT-1994
Distance: 12703
TIS: 14

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 10.65
Misc. Expense Amount: 0
Part Markup Amount:
Material Cost: 23.73
Total Cost Gross: 34.38

Cust. Concern Code: A85 - OTHER ELECTRICAL ACCESSORY TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment:

Customer Comment:

Labor Op Code	Labor Op Description	Labor Op Cost
14529A	SWITCH - POWER WINDOW REPLACE	0

Causal Flag	Full Part Number PREF BASE SUFF	Part Description	Part CPSC	Extended Quantity	Amount
Y	F2AZ 14529 B	SWITCH ASY-WINDOW RE	011109	1	0

Any comments? You can contact

webmaster@aws-ford.com

Claim Detail Report

Note: All costs are in US dollars

Model Year = 1993; Claim Key = 7649906

Vehicle Information

Model Year: 1993

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

Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE

Version/Series: C/AJ-LS VERSION

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

Vehicle Line: C/FP-GRAND MARQ (EN53/EN114)
[92-00]

Warranty Start Date: 08-SEP-1993

Production Date: 01-DEC-1992

VIN: 2MELM75W9PX636191

Claim Information

Document Number: 002363

Repair Date: 20-OCT-1993

Distance: 1556

TIS: 2

Dealer Information

Dealer Name: ROY'S LINC-MERC-NISSAN INC

Dealer Code: 12350 - *

Address: 4051 W VERNON AVENUE

City: KINSTON

State: NC Zip Code: 28504

Country: USA Region Code: NA

Phone: (252)102-1021

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 62.06

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 457.52

Total Cost Gross: 519.58

Cust. Concern Code: S10 - OTHER SEATING TROUBLES

Condition Code: D4 - FLAW IN MATERIAL

Technician Comment:

Customer Comment:

Labor Op Code Labor Op Description Labor Op Cost

OSL OUTSIDE LABOR 0

Causal	Full Part Number	Part	Part	Extended			
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	F3AZ	5462901	CYD	COVER FRT ST CUSH L	011001	1	0

Any comments? You can contact

webmaster@aws-ford.com

VIN: 2MELM7SW9PX636191

CASE: _____

HOME PHONE: _____

LAST NAME: _____

ZIP/POSTAL: _____

CTRY: _____

A CUSTOMER NAME/

C City

Address/

St/Prov

Zip/Postal

Address/

Ctry

Home Phone

NC

USA

252 527 4000

F1=Help

F2=VehicleList

F4=UpdCustInfo

F5=AddCustIssue

F7=Prev

F8=Next

F11=Menu

F12=Return

NO MORE RECORDS AVAILABLE

OGDB191

Name:

Address:

Address:

City: KINSTON

Zip/Postal:

Home Phone: 252 527 4000

Day Phone:

State/Prov: NC

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	2NHEM75W9PX636191	1993	GRAND MARQUIS	Individual Rtl
	ORIGINAL			

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next F9=ESP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

OGDB191

VIN: 2MELM75W9PX636191
WSD: 09/08/93

Year: 1993

Model: GRAND MARQUIS
Build Date: 12/01/92

A	-----	Campaign	-----	Status	-----	Dealer
C	Number	Type	Description	Status	Date	Code
	95B64	O	RANGE SENSOR	COMPLETE	11/20/95	12350
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC
	93B21	D	TRACT AS ECU	CAMP/PROG EXPIRED	04/11/96	N/A

F1=Help F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE

OGDB191

```

VEHICLE ID: 2MPX636191 (WORKPENDING) Vin: 2MELM75W9PX636191 Div: 3 Status: 800
Vehicle Line: CFP Convy Deliv: 120992 Orig P-Lvl: 310 Selling Dlr: 26V607
Order Recpt: 111692 ShipTo Stat: Curr P-Lvl: 310 Sale Date: 090893
Orig Sched: 113092 Rls-To Stat: NC Order Dlr/Rsg: 26607/26 Demo Dt:
Inv Prep: 112492 Orig Int St: 120492 Orig Rls Dlr: 26607 Deliv Type: 0
Prod Date: 120192 Curr Int St: 120492 Rls Dlr PAA: 12350 Sales Prd: 093091
Rls Date: 120292 Dlrfin Ext: 011093 Warr Start: 090893 Cancel Sl:
Memo Consign: P&C Ext: 011093 Warrs-Ind: Sale Status: G
Orig Fltbus: 120292 Advert Ext: 011093 -Date- -Dealer- -Region-
Curr Fltbus: 120292 Slapsh SH#: 9983 Shipped: 120292
T/Name: STAPLEFORD Curr Stock: 120292 26V607 26
Addr: State: NC 1st-Prior:
City: KINSTON W/A-Rcpt: 091393 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M75PKY 44 A2 30L7007 GL S PL J3PPQ7 3 KHL S 26V607 4 EX
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
H63H 3 2 W2MEL9 6 B 172A59WP S
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

```

OGDB191

==>

VEHICLE ID: 2MPX636191 (WWYFBBB888) Vin: 2MBLM75W9PX636191 Div: 3 Status: 800

Ordering Name:
Secondary Name:
Ordering VIN:
Order-For VIN:
Orig Order Type: 2

Selling VIN:
Sold-To Vin:

Distr Status: P
Last NAVIS St: 091393
Distr Stat Dt: 120992
Last Activity: 091393
Serialized Dte: 111692
Scheduled Dte: 113092
Mexico Status:

Component Data

Dr Post/Calib: HDT Tire Brand: A4
Main Cntl Lbl: JJP MEC:
Engine Tag Cd: 3G806AA
Engine Serial: W
Driver Airbag: 1P21325820237
Passgr Airbag: 133166099 Axle: Y8

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

OGDB191

F4>

VEHICLE ID: 2MPX636191 (WWYPB88888) Vin: 2ME1M75W9PX636191 Div: 3 Status: 800

Financial Data-					
Orig Totl Inv:	22461.50	A-Plan Price:	20023.50	Pre-del Invoic:	.00
Curr Totl Inv:	22461.50	Total Adj:	-1500.00	Sched-A GST:	.00
Base Vehicle:	19125.00	Base Adj:	.00	FOC GST:	.00
Options:	2350.00	Option Adj:	-1500.00	Price Protect:	.00
Base Holdback:	675.00	Base Hb Adj:	53.00	Chargeback Amt:	.00
Optn Holdback:	83.00	Option Hb Adj:	54.00	30-Day FP Amt:	.00
Misc Charges:	.50	Gas Amt:	14.00	Floor Plan:	56.15
Finance Chrg:	180.00	Sched-B Amt:	545.00	PAC Charge:	49.30
FDAF/LMDA:	247.00	Mktng Contrib:	247.00	Pre-Dlvry Amt:	.00
Financing Data-					
Finance Source:	0660934	O-Warr Start:	090893	Release Date:	120292
Orig Int St-Sw:	N	Co Tag Number:		Transit Time:	11
Rat Draft Ind:		Pre-del Date:		Rls Plus Trans:	121392
Floor Pln Date:	011093	Prdlvry S.Code:		Ramp Code:	32
Advt Comm Code:	A	Lease Code:		Method Shipped:	
Upfront FP Ind:		Invoice In-Proc:	061893	Warr Cons Loc:	

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

CGDB191

ENTER CAMPAIGN NUMBER==> 95B64 VIN==> 2MELM75W9PX636191 TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: RANGE SENSOR BODY STYLE: 4 DOOR SEDAN LS
NEW STATUS CODE: _ CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: _ SUPP CODE :
REPAIR DATE: _ DEALER P/A: _ KIT CODE : AA
MICRO REF: _ CLAIM NUM: _ OASIS DATE : 95-10-06
DELETE REASON: _ VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: _ IND: MATCH CODE: 2
CURRENT: 3 26 607 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
C COMPLETE 96-01-15 B 95-11-20 12350 498173 AJ5ND6A AC
M RELEASED FOR MAILING 95-10-06
H AWAITING MAILING 95-07-14

DELETE REASON:

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

OGDB191

==>

ENTER CAMPAIGN NBR ==> 95B64 VIN ==> 2MELM75W9PX636191
DEFECT : RANGE SENSOR BODY STYLE DESC: 4 DOOR SEDAN LS
RESP DEALER : 326607 BEGINNING MAILED DATE: 95-11-01 YY-MM-DD
RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 95-11-01 YY-MM-DD
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS: L
STREET ADDR1 :
ADDR2 :
CITY : KINSTON CTRY:
ZIP/POSTAL CODE: N-A SOURCE: N N-A EFF DATE: 93-09-13 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 OGDB191

ENTER CAMPAIGN NUMBER==> 96L12 VIN==> 2MELM75W9PX636191 TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN LS
NEW STATUS CODE: _ CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: _ SUPP CODE :
REPAIR DATE: _ DEALER P/A: _ KIT CODE : CA
MICRO REF: _ CLAIM NUM: _ OASIS DATE :
DELETE REASON: _ VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: _ IND: MATCH CODE: 2
CURRENT: 3 26 607 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 AUTOC OL
M RELEASED FOR MAILING 97-02-25
H AWAITING MAILING 96-11-22

DELETE REASON:

F1=INQUIRY F2=G140 F3=EXIT F5=G110 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

OGDB191

==>

ENTER CAMPAIGN NBR ==> 96L12 VIN ==> 2MELM75W9PX636191
DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DOOR SEDAN LS
RESP DEALER : 325607 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 : INITIALS: L
STREET ADDR1 :
ADDR2 : ST/PRV: NC
CITY : KINSTON CTRY:
ZIP/POSTAL CODE: N-A SOURCE: N N-A EFF DATE: 93-09-13 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
I040-LAST PAGE OGDE191

==>

ENTER VIN ==> 2MELM75W9PX636191

NAME ==> STAPLEFORD

ZIP ==> 285042013 MODEL YR ==>

OWNER NAME :

STREET ADDR :

CITY : KINSTON

N/A YY-MM-DD 93-09-13

ST/PRV: NC CTRY:

ZIP/POSTAL CODE: N/A SOURCE: N

MODEL YEAR : 93 PLANT: X

SALE YY-MM-DD 93-09-08

BODY STYLE DESC: 4 DOOR SEDAN LS

PRODUCTION YY-MM-DD 92-12-01

VEHICLE DESC : 1993 GRAND MARQUIS

	DIVISION	DISTRICT	ZONE	DEALER	FDC CODE	FCSD REGION
SHIP-TO	3	26	G	607	45	21
FACING	3	26	G	607		
RESPONSIBLE	3	26	G	607		

CA EMISSION :

ENGINE TAG CODE : 3G806AA

CAMPAIGN COUNTS

NAVIS STATUS : 800

COMPANY CAR IND :

TOTAL CAMPAIGNS : 03

DSO DISTRICT :

FLEET CODE :

OPEN : 00 CLOSED : 03

DSO NUMBER :

FLEET STATUS :

ACTIVE: 02 HISTORY: 01

F1=INQUIRY F3=EXIT F4=Q160 F5=Q150 F8=CONTINUE SEARCH F9=Q130

OGDE191

==>
ENTER CAMPAIGN NUMBER--> 93B21 VIN--> 2MELM75W9PX636191 TYPE OF SEARCH: H
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
E CAMP/PROG EXPIRED E 96-04-11 EXPIRED OL

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

OGDB166

==>

ENTER CAMPAIGN NBR ==> 93B21 VIN ==> 2MELM75W9PK636191

DEFECT : _____ BODY STYLE DESC: _____
RESP DEALER : _____ BEGINNING MAILED DATE: _____ YY-MM-DD
RELEASE DESC : _____ ENDING MAILED DATE : _____ YY-MM-DD
CAMPAIGN DIV : _____ FLEET CODE: _____ FLEET MGMT LOC CODE: _____
LAST NAME : _____ INITIALS: _____
STREET ADDR1 : _____
ADDR2 : _____ ST/PRV: _____

CITY : _____ CTRY: _____
ZIP/POSTAL CODE: _____ N-A SOURCE: _____ N-A EFF DATE: _____ YY-MM-DD

RESP DEALER : _____ BEGINNING MAILED DATE: _____ YY-MM-DD
RELEASE DESC : _____ ENDING MAILED DATE : _____ YY-MM-DD
CAMPAIGN DIV : _____ FLEET CODE: _____ FLEET MGMT LOC CODE: _____
LAST NAME : _____ INITIALS: _____
STREET ADDR1 : _____
ADDR2 : _____ ST/PRV: _____

CITY : _____ CTRY: _____
ZIP/POSTAL CODE: _____ N-A SOURCE: _____ N-A EFF DATE: _____ YY-MM-DD

F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140
E504-CAMPAIGN FOR THIS VIN NOT FOUND OQDB166

ENTER CAMPAIGN NUMBER==> 95E64 VIN==> 2MELM75W9PX636191 TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: RANGE SENSOR BODY STYLE: 4 DOOR SEDAN LS
NEW STATUS CODE: CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: SUPP CODE :
REPAIR DATE: DEALER P/A: KIT CODE : AA
MICRO REF: CLAIM NUM: OASIS DATE : 95-10-06
DELETE REASON: VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 2
CURRENT: 3 26 607 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
C COMPLETE 96-01-15 B 95-11-20 12350 498173 AJ5ND6A AC
M RELEASED FOR MAILING 95-10-06
H AWAITING MAILING 95-07-14

DELETE REASON:

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

CGDB166

-->

ENTER CAMPAIGN NBR ==> 95B64 VIN ==> 3MELM75W9PX636191
DEFECT : RANGE SENSOR BODY STYLE DESC: 4 DOOR SEDAN LS
RESP DEALER : 326607 BEGINNING MAILED DATE: 95-11-01 YY-MM-DD
RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 95-11-01 YY-MM-DD
CAMPAIGN DIV : 6 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS: L
STREET ADDR1 :
ADDR2 : ST/PRV: NC
CITY : KINSTON CTRY:
ZIP/POSTAL CODE: N-A SOURCE: N N-A EFF DATE: 93-09-13 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 OGDB166

ENTER CAMPAIGN NUMBER--> 96L12 VIN--> 2MELM75W9PX636191 TYPE OF SEARCH: A
MODEL YEAR: 93 DEFECT: PASS AIR BAG BODY STYLE: 4 DOOR SEDAN LS
NEW STATUS CODE: CAMP DIV : 6
REPAIR INFORMATION: TYPE CODE: SUPP CODE :
REPAIR DATE: DEALER P/A: KIT CODE : CA
MICRO REF: CLAIM NUM: OASIS DATE :
DELETE REASON: VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: IND: MATCH CODE: 2
CURRENT: 3 26 607 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 AUTOC OL
M RELEASED FOR MAILING 97-02-25
H AWAITING MAILING 96-11-22

DELETE REASON:

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

OGDB166

==>

ENTER CAMPAIGN NBR ==> 96L12 VIN ==> 3MELM75W9PX636191

DEFECT : PASS AIR BAG BODY STYLE DESC: 4 DOOR SEDAN LS
RESP DEALER : 326607 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 : INITIALS: L
STREET ADDR1 :
ADDR2 : ST/PRV: NC

CITY : KINSTON CTRY:
ZIP/POSTAL CODE: N-A SOURCE: N N-A EFF DATE: 93-09-13 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 CGDB166

443022

SNORTON1
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FE

02-217831-35
4-12WB-11-1

02-217831-35

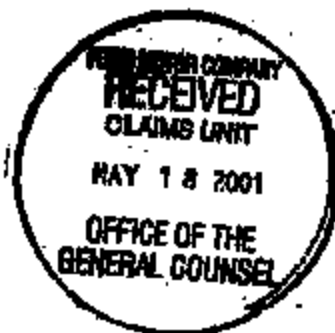
State Farm Insurance Companies



North Montgomery Service Center
P.O. Box 210188
Montgomery, AL 36121-0188
Telephone: (334) 213-1000

May 16, 2001

Ford Motor Company
Parklane Towers West, Suite 400
Three Parkland Blvd.
Dearborn, MI 48126-2688



Re:	Claim Number	01-6252-284
	Our Insured	[REDACTED]
	Date of Loss	April 4, 2001
	Car	1994 Ford Crown Victoria LX
	Description	Four door sedan
	VIN	2FALP74W8RX138810

Dear Sir or Madam:

The identified vehicle is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a fire.

State Farm would like to give you an opportunity to inspect the vehicle and give you advanced notice of our potential subrogation claim.

Please contact me at 334-213-1005 to set up a time for your inspection.

Sincerely,

Cindy Oliver

Cindy Oliver
Sr. Claim Representative
State Farm Mutual Automobile Insurance Company
Phone: (334) 213-1005

0160516007

REDACTED

JUN-12-2002 00:20

From: PENNEY KELLEY WIGMORE BUSH

+1248288421

T-060 P.005

F-016

STEMILE

0402-025 22790

JUN 12 2002 09:48

+1248288421

PAGE. 05

6930 Honor Keith Road
Trussville, AL 35173

PYRTECH, INC.



COMPLETE FIRE AND GENERAL INVESTIGATIONS

**PRIVILEGED AND CONFIDENTIAL
REPORT NUMBER ONE**

May 21, 2001

Business (205) 653-8454
Fax (205) 653-7024

PREPARED FOR:

State Farm Insurance Co.
P.O. Box 210159
Montgomery, Alabama 36121

ATTENTION:

Clady Oliver

INSURED:

[REDACTED]

DAY & DATE OF LOSS:

Monday, April 2, 2001

VEHICLE DESCRIPTION:

1994 Ford Crown Victoria

LOCATION OF VEHICLE:

Sadisco
Montgomery, Alabama

CLAIM NUMBER:

01-652-284

PYRTECH FILE NUMBER:

21176

E-Mail pyrtch@mindspring.com

0002-020 22791

ENCLOSURES:

1. Eighteen mounted color photographs
2. Unmounted photographs and negatives of all photographs

ASSIGNMENT:

This assignment was received on May 9, 2001 from Ms. Clady Oliver, with specific instructions to conduct an origin and cause examination. This examination was conducted on May 14, 2001.

VEHICLE DESCRIPTION:

This is a red 1994, Ford Crown Victoria, bearing identification number 2FALP74W8RX136610. The odometer displays 103,664 miles. All directional references are made from facing the rear.

EXTERIOR EXAMINATION:

Fire damage is located on the two front fenders, the hood and grill assembly. Physical damage is also present on the grill and forward edge of the hood. This damage was caused by firefighters during extinguishing operations.

The front windshield is fire damaged in the lower left corner, with some fire damage extending away toward the center.

Burn patterns revealed that burning in the engine compartment caused the fire damage on the front. Burning also extended out the left front wheel opening over the surface of the fender. The remainder of the fire damage was caused by heat exposure from burning in the engine compartment. The burning extending out the left fender well caused the left front tire to deflate after the inside sidewall was damaged.

Burn patterns revealed this fire did not originate on the exterior.

INTERIOR EXAMINATION:

The interior is lightly fire damaged due to burning in the engine compartment that extended into the interior through normal openings in the body construction.

All the correct amperage fuses are located in the interior power distribution panel. After market wiring has been inserted to tap power from two of the fuses. This after market wiring did not cause or contribute to the fire. This fire did not originate in the interior.

ENGINE COMPARTMENT EXAMINATION:

The engine compartment is heavily fire damaged on the left side by flame. This was due to burning of the left plastic inner fender. Direct flame contact from the burning of the plastic fender extended upward causing the aluminum alloy constructed hood to melt above the top center area of the left fire. The plastic nylon fuel lines that connect the steel fuel rails extending forward along the left frame rail and the engine compartment are fire destroyed. These lines, connected to additional steel fuel lines, are part of the fuel injection system components. The additional nylon plastic line melted that connected the left fuel injection line to the right fuel rail. Failure of these fuel lines would have released several ounces of flammable gasoline contained in the fuel system.

The battery is moderately fire damaged over the entire case. The engine compartment power distribution panel, the plastic reservoir for the engine cooling system and windshield washer components are moderately to heavily fire damaged. The electric motor that is contained in the windshield washer reservoir displays light fire damage.

The charging system alternator also displays light fire damage over the surface of its housing and its wiring. The air conditioning components display light fire damage over their surfaces. There are no patterns of high heat burning around these components, which revealed the combustible air conditioning lubricant was released. There is however physical damage to the air conditioning condenser that occurred during the extinguishing operations that would have released the lubricant.

The brake master cylinder plastic reservoir is heavily fire damaged, which would have released approximately six to eight ounces of the combustible brake fluid. The burning of the released brake fluid is also adjacent to the fire destroyed fuel lines. A high heat burn pattern is present over the lower side and the front of the steel constructed brake servo. The plastic constructed cowl trim panel on either side of the brake servo is also heavily fire damaged. This revealed the brake servo housing most likely deflected flames and heat exposure from burning below it to the left and right sides and the forward area.

One wiring harness extends outward from the cowl connection below the brake master cylinder onto the engine. The majority of these wires are primarily engine sensor wires that are energized only when the ignition switch is in the "on" position. There is also fire damage to an additional wiring harness that extends out from the cowl that extends forward through the left side of the radiator support panel. These wires supply electrical power for the front lighting system components. They would also carry power from the engine compartment power distribution panel into the interior. All these wires are evenly fire damaged and do not display any signs of electrical shorting or resistance heating. The burn patterns are also higher in this area, which revealed fire originated farther rearward.

The steel housing of the engine oil filter is fire damaged due to drop down burning of the plastic components such as the engine air filter housing, and other components that direct the air flow to the engine intake manifold. This also revealed the fire originated farther rearward. This fire did not originate due to the ignition of leaking gasoline or engine oil.

This fire did not originate due to an electrical malfunction of the alternator. The brake pressure switch is mounted in a metal block below the brake master cylinder. Power is connected by a break out electrical wiring harness that extends from the cowl bulkhead connector. The plastic connectors on this two-wire harness display heavier fire damage on one side. The metal connectors the switch attaches to are not present on the switch but may be present in the fire-damaged remains of the plastic connector remaining on the wiring harness.

The contacts in this switch remain normally closed and power is served through the switch with the ignition switch in the "off" position.

A fifteen-amp fuse in the interior power distribution panel protects this circuit. Per Ford Motor Company Service Literature, this is a redundant switch that is used to disconnect the cruise control servo should the interior brake light switch fail, which also activates the brake lights and disengages the cruise control servo. However, the interior brake switch internal contacts are in the open position, which means that power cannot flow through the switch when the brake pedal is not applied.

ORIGIN AREA EXAMINATION:

Examination of the burn patterns revealed this fire originated in the left rear corner of the engine compartment. The burn patterns on this vehicle are consistent with those on other vehicles that I have examined and determined to have been caused by the ignition of plastic on the brake pressure switch. Prior models of this specific vehicle have been involved in a recall to replace the defective switches. My research of the National Highway Traffic Administration Data Base did not list any recalls involving this specific vehicle. However, the website reported there was an error in the database and a number of records are missing.

Additional conversations with Ms. Cindy Oliver revealed that State Farm Insurance Company's research of the Ford "Oasis" vehicle history did not list any specific recalls concerning the brake pressure switch of this vehicle.

INVESTIGATION:

Charles Stemle, 334-270-0093, stated the vehicle was purchased new and has received regular service. He has not been experiencing any electrical problems. His wife drove the vehicle and parked it in the carport around 6:00 P.M. on the day of the fire. Approximately thirty to forty minutes later, they heard a popping sound and assumed it may have been kids playing across the street.

Shortly thereafter, he began seeing a lot of smoke blow by his kitchen door and he went to investigate.

As he looked into the carport, he saw smoke was coming primarily from the left front fender well and along the rear edge of the hood.

At this time, he did not recall the fire venting through the hood or the tire having been deflated because the vehicle appeared to be sitting normally. They called the fire department and he discharged two fire extinguishers into the left fender well opening.

DETERMINATION OF ORIGIN AND CAUSE:

It is my opinion that this fire is accidental in origin. It originated due to electrical resistance heating of the brake pressure switch. The resistance heating ignited the plastic of the switch and the corrugated plastic looms that have been installed on other exemplar vehicles that I have examined. The corrugated plastic loom acts like a chimney and causes the corrugated plastic loom to rapidly burn.

At this time, I have completed all assigned investigation. Should you desire further investigation or if you have any questions please do not hesitate to call.

R. Clint Massengale, CFI
Automotive Division

Reviewed by:
Richard J. Keith, CFI, CFPO, CFEL, CET
President

PHOTOGRAPH SHEET

INSURED

NO.: 1 OF 18

Vehicle Identification number. The number reads 2FALP74W8RX136610

RED. BY FORD MOTOR CO. OF CANADA LTD.
DATE: 01/94 CWR: 5438LB/2466KG
FRONT GWR: 2890LB 1178KG
REAR GWR: 2843LB 1299KG
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 2FALP74W8RX136610 F0104
TYPE: PASSENGER R0314
EXTENSION PAINT COLOR
BODY TYPE: LXR R 54 H Y P43LC
MADE IN CANADA UPOED-0000-013-00

E982-025 22797

PHOTOGRAPH SHEET

INSURED: [REDACTED] NO. 2 OF 18

The front and right side



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 3 OF 18

The rear and left side



PHOTOGRAPH SHEET

INSURED: [REDACTED] NO. 4 OF 18

The front and left side



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 5 OF 18

Interior



0002-075 22001

PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 6 OF 18

Interior

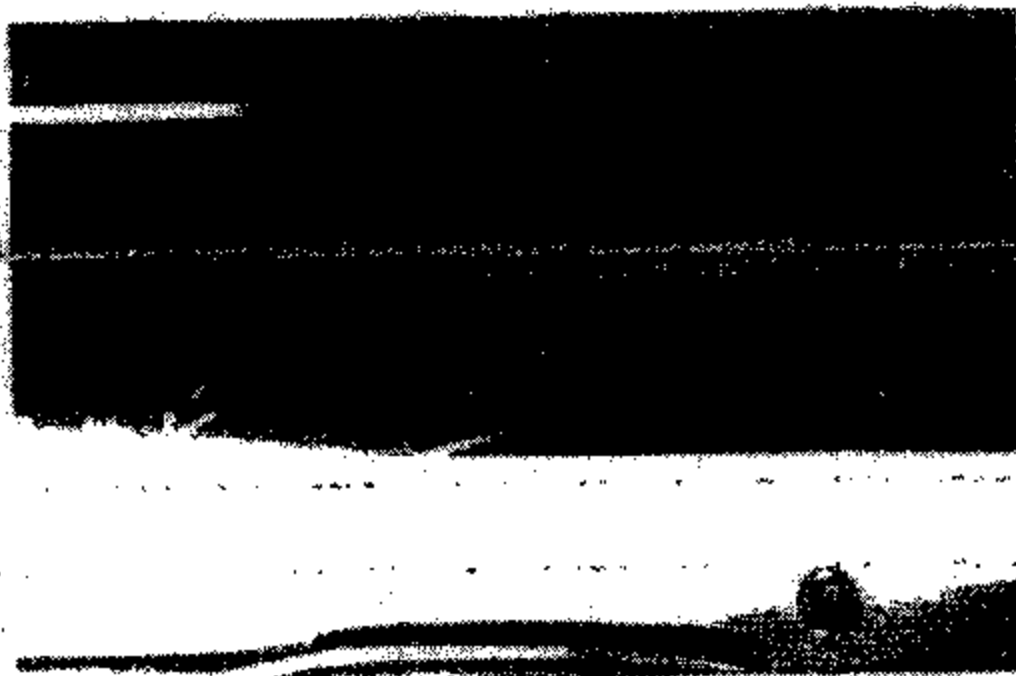


PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 7 OF 18

The odometer. The odometer reads 103.664 miles

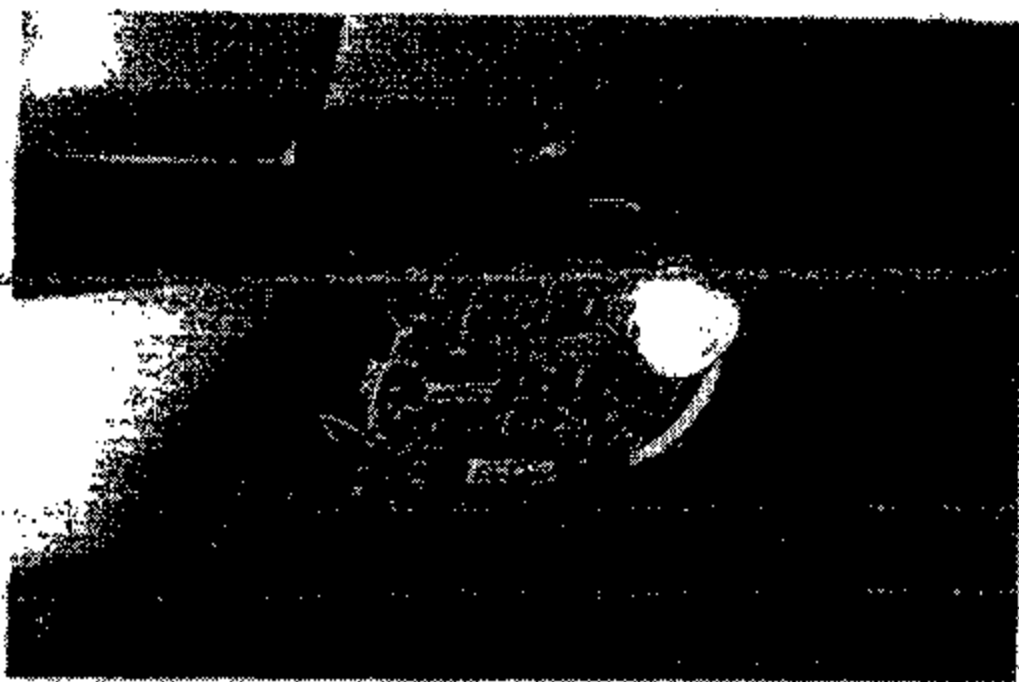


PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO.: 8 OF 18

The interior power distribution panel



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO.: 9 OF 18

Fire damage to the hood



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 10 OF 18

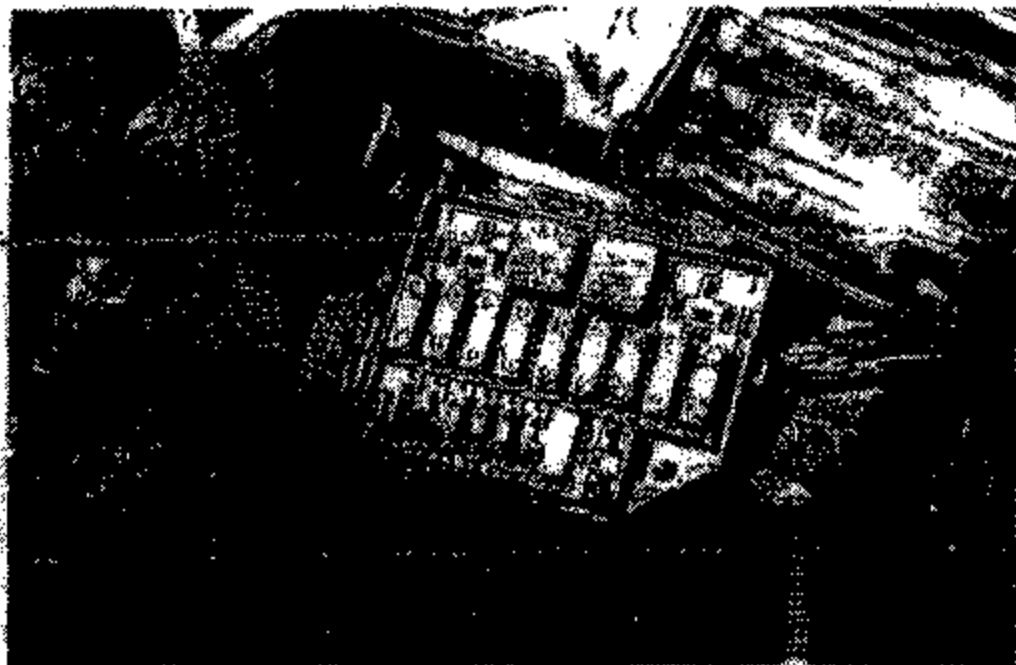
The engine compartment



PHOTOGRAPH SHEET

INSURED: [REDACTED] NO. 11 OF 18

The engine compartment power distribution panel



JUN-12-2002 08:27

From: PENNEY COLLET WIENNER BUSH

+12482580421

1-055 P-032/033 P-386

PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 12 OF 18

Fire damage to the left side of engine and wiring extending through the cowling



0302-025 22886

JUN 12 2002 09:53

+12482580421

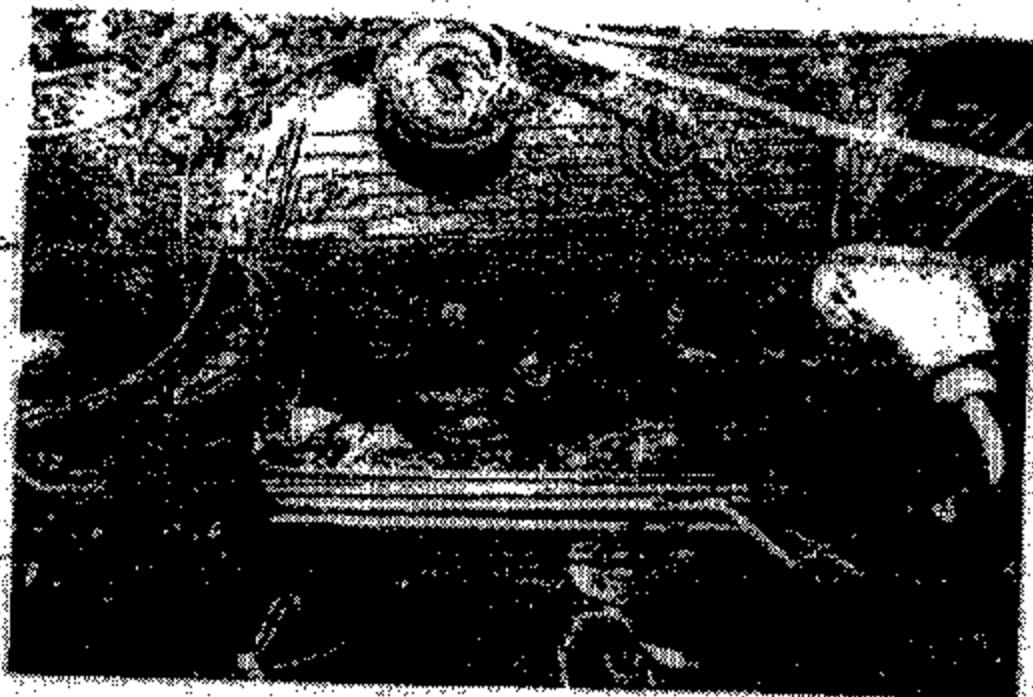
PAGE 23

PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 13 OF 18

Fire damage to the left side of engine



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 14 OF 19

Fire damaged remains of the engine mass air flow sensor and the windshield washer reservoir and electric pump



0002-025 02010

PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 15 OF 18

Fire damaged antilock braking system electric hydraulic assist motor



E902-025 22811

PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 16 OF 18

Fire damaged electrical wiring extending through the left side of the radiator support panel



E002-025 22812

PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 17 OF 18

The fire damaged remains of the hydraulic brake pressure switch



PHOTOGRAPH SHEET

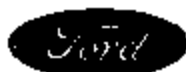
INSURED: [REDACTED]

NO. 18 OF 18

The fire-damaged wires and connector for the hydraulic brake switch



0002-025 22014



Office of the General Counsel
Ford Motor Company

PRIVILEGED & CONFIDENTIAL

Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 48126-2908

July 18, 2001

North Montgomery Service Center
PO BOX 210159
Montgomery, AL 36121-0159

ATTENTION: CINDY OLIVER

Re: Claimant: [REDACTED]
D/O/E: April 4, 2001
Vehicle: Four-Door Sedan
Your Claim #: 01-6252-284

Dear Ms. Oliver

We are in receipt of the material submitted dated July 5, 2001

It is our opinion the material submitted does not sufficiently support your allegation that Ford Motor Company is solely responsible for this loss. We understand that you are preserving the vehicle. However, it would be incorrect to assume that Ford Motor Company does not wish to inspect the vehicle. If you are going to pursue this claim, we assume you will comply with your duty to preserve the evidence and such duty does not expire until any possible litigation is completed.

Please be advised that all necessary steps must be taken to ensure that the subject vehicle and all its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

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

Sincerely,

Claims Analyst

EP02-625 22518

State Farm Insurance Companies



North Montgomery Service Center
P.O. Box 210189
Montgomery, AL 36121-0189
Telephone: (334) 213-1000

July 5, 2001

Ford Motor Company
Attention: Shawn L. Norton
Parklane Towers West, Suite 300
Three Parklane Boulevard
Dearborn, MI 48128-2588

Re: Our Claim Number 01-8252-284
Our Insured [REDACTED]
Date of Loss April 4, 2001
Type of Vehicle 1994 Ford Crown Victoria LX
Vehicle Description Four-door, Sedan
VIN 2FALP74W8RX136610

REDACTED

Dear Mr. Norton:

This State Farm® insured vehicle was involved in a fire loss. We settled the claim with our insured in the amount of \$6,598.00. Of this amount, \$400.00 was for Rental Coverage for our insured. The remainder was paid for the total loss to our insured's vehicle. There is no deductible involved for our insured.

Our investigation revealed the cause of the loss was due to the ignition of plastic on the brake pressure switch.

Enclosed is State Farm's documentation for this claim. The evidence is being held for your inspection. You may contact me at (334) 213-1005 to make arrangements to inspect the 1994 Ford Crown Victoria LX.

Please consider this letter as our demand to Ford Motor Company for reimbursement of \$6,598.00.

Sincerely,

Cindy Oliver
Cindy Oliver, Sr. Claim Representative
State Farm Mutual Automobile Insurance Company
Phone: (334) 213-1005

REDACTED

030/0705003

Enclosures

State Farm Insurance Companies



North Montgomery Service Center
P.O. Box 210188
Montgomery, AL 36121-0188
Telephone: (334) 213-1000

June 15, 2001

Ford Motor Company
Attention: Shawn L. Norton
Parklane Towers West, Suite 300
Three Parklane Blvd
Dearborn, MI 48128-2588

Re: Claim Number	01-8252-284
Our Insured	[REDACTED]
Date of Loss	April 4, 2001
Car	1994 Ford Crown Victoria LX
Description	4-door Sedan
VIN	2FALP74W8RX138610

Dear Mr. Norton:

I am in receipt of your letter dated May 30, 2001, and am supplying you with the requested information.

1. The date of incident and city and state in which this occurred is April 2, 2001, in Montgomery, Alabama.
2. A complete description of the incident, including events which occurred prior to and subsequent to the loss, see enclosed cause and origin report.
3. A copy of the fire report is enclosed.
4. For each person alleged injured. No injuries involved.
5. Vehicle year, model, and serial number. 1994 Ford Crown Victoria, 2FALP74W8RX138610.
6. The mileage on the vehicle at the time of the incident. 103,884.
7. Photographs of the vehicle's collision/fire damage and the alleged defective parts from several different angles. Photographs enclosed.
8. N/A.
9. N/A.

0002-025 22818

June 15, 2001

10. What is the alleged defect. Brake pressure switch.
11. Documentation to substantiate your defect allegation, including a copy of your expert's report and the expert's original photographs. Cause and origin report enclosed.
12. Has the alleged defective part been repaired or replaced. No, the vehicle was a total loss.
13. The present location of the alleged defective part of the vehicle. Sedisco Auto Salvage Sale in Montgomery, Alabama.
14. The repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident and copies of draft payments. The repair estimate, total loss paperwork, and copy of the draft payments are enclosed.
15. A complete service history for the subject vehicle including any tune-ups and oil changes. The service history report is attached. All service work done while the vehicle was under warranty was done at Townsend Ford in Tuscaloosa, Alabama. All additional service work was done at Big 10 Tires in Montgomery, Alabama.
16. List any aftermarket additions or modifications that were made to the vehicle. No market additions or modifications were made to the vehicle.
17. N/A.
18. N/A.
19. N/A.
20. N/A.
21. Was the engine running. No.
22. Were the keys in the ignition. No.
23. N/A.
24. N/A.
25. If this vehicle was purchased as used by the insured, please provide: date of purchase, mileage at time of purchase, and from whom the vehicle was purchased. The vehicle was purchased new in 1994 from Townsend Ford in Tuscaloosa, Alabama.

Ford Motor Company
Page 3
June 15, 2001

Should you require any further information, please do not hesitate to contact me at the telephone number listed below.

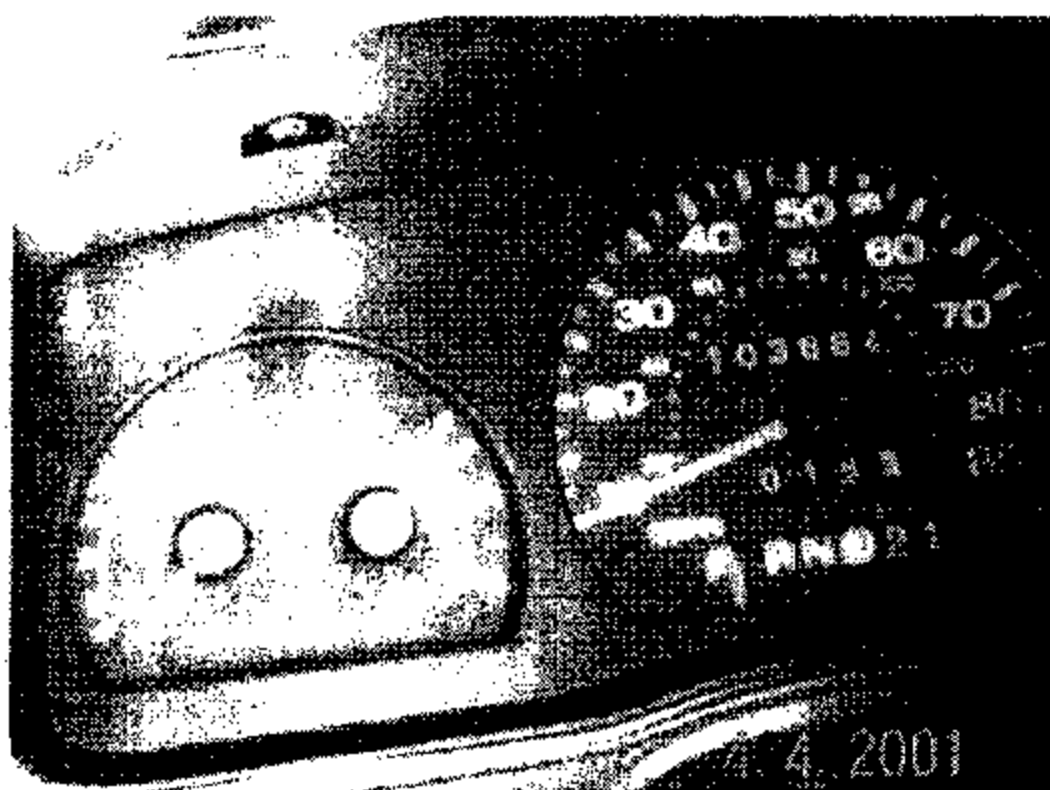
Sincerely,

Cindy Oliver

Cindy Oliver
Sr. Claim Representative
State Farm Mutual Automobile Insurance Company
Phone: (334) 213-1005

011/0615008

EN02-025 22828







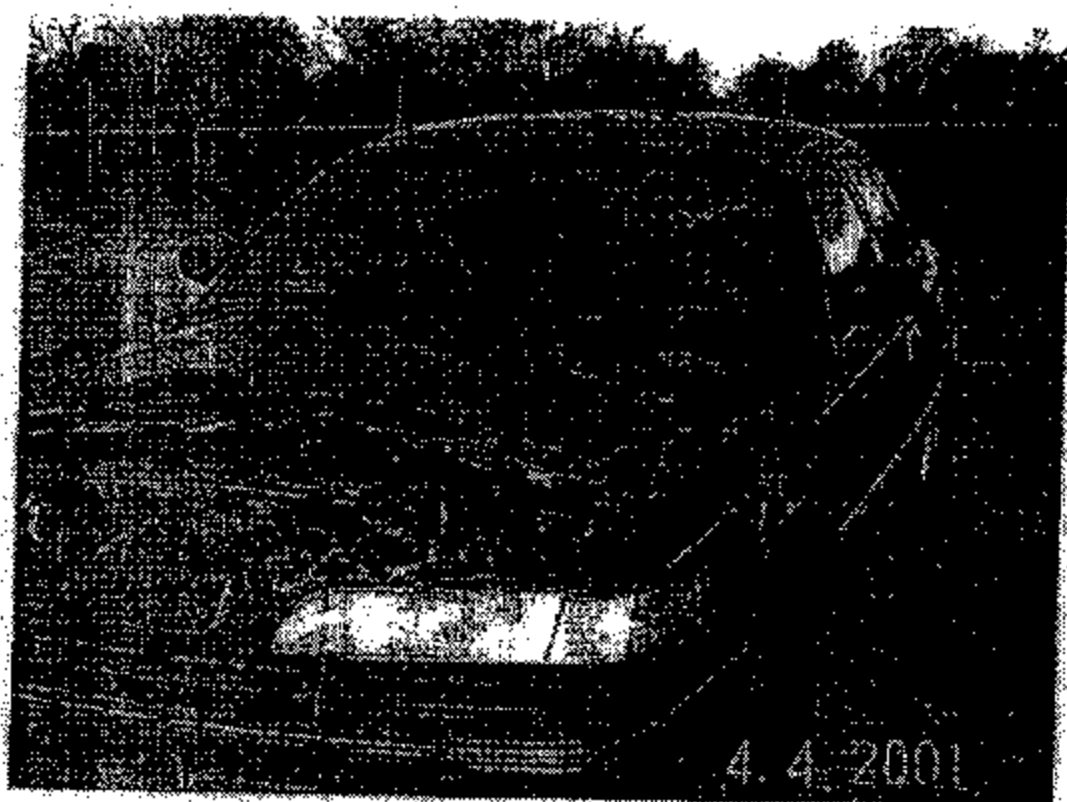


BMX-028 22824



2002-025 22425





0002-025 22027

BASIC INCIDENT REPORT
 Fill in this Report
 in Your Own Words

Form 902F

MONTGOMERY

Fire Department

☐ Revised
☐ Report

FD ID	Incident No. 6025	Index No.	No. 04	Day 02	Year 01	Alarm Time 1833	Time on Scene 1836	Time Last Unit Clear 1903
Location/Address			City/Town Montgomery		Zip Code		Property No.	
Owner Name (Last, First, MI) Same			Address Same		Telephone No. Same		Room or Apt.	
Method of Alarm in Fire Department 911						Type of Situation Form Vehicle Fire		
Type of Action Taken Extinguishment		1	5	Device H	MM C	No. of Alarm W-1	Outside Fire Service Assistance None	
General Property Use Vehicle Storage		3	3	Specific Property Use Garage		3	3	1
No. of Fire Suppression Apparatus		0	4	No. of Emergency Medical Apparatus		0	0	0
No. of Fire Service Personnel		0	0	No. of Other Fire Service Personnel		0	0	0
No. of Injuries Fire Service		0	0	No. of Injuries Non-Fire Service		0	0	0
Condition of Fire on Arrival of First Unit Smoke Showing						Area of Fire Origin Engine Area		
Equipment Involved in Ignition Undetermined		0	0	Year	Brand Name	Model	Serial No.	
Fuel or Heat Ignition Undetermined		0	0	Material First Ignited None Undetermined		0	0	0
Ignition Factor Undetermined		0	0	Method of Extinguishment Extinguished		2		
Property Loss Seven Thousand Dollars		7	0	0	0	Number of Acres Burned None		
Type of Construction		No. of Stories		Level of Origin				
Structure Status		No. of Occupants at Time of Incident						
Material Contributing to Fire Growth None		Type						
Factor Contributing to Flame Travel		Avenue of Smoke Travel						
Detector Type		Detector Power Supply						
Detector Performance		Reason for Detector Failure						
Type of Automatic Sprinkler System		Coverage of Sprinkler System						
Sprinkler System Performance		No. of Sprinkler Heads Operated		Reason for Sprinkler System Failure				
Extent of Flame Damage		Extent of Smoke Damage		Extent of Extinguishing Agent Damage				
Vehicle Property Type Automobile		1	1	Year 1994	Make Ford	Model Crown Victoria	Serial/VIN No. 2FALP74W8KXE36610	
License No. 3HE10285		Owner's Name R.K. Bruckin, E-13, F&F		Date 4/2/01	Officer in Charge (Name, Position, Assignment) C.M. Fournier, E-13		Date 04/03/01	
Remarks Engine 13 responded to a vehicle fire inside the parking area of a dwelling. Engine 13 arrived on the scene and extinguished the fire. Car 23 called a W-1 with Engine 13. Cancelled Engine 15 and Truck 46. Expense report attached.								
☐ Remarks continued on reverse side								

COMPLETE ON ALL INCIDENTS

11-9-9

11-1-15

12-14

 COMPLETE IF FIRE
 TYPE OR INCIDENT (11-9-15)
 FOR STRUCTURE FIRE
COMPLETE ON
ALL INCIDENTS

* A Form 902F must be completed for each fire company.
 This form is for use with NFPA 902, Fire Reporting Field Incident Guide. Users also should refer to NFPA 901, Standard Classification for Incident Reporting and Fire Protection Data. For information on fire reaction systems and data classifications to be entered on this

NFPA 902-625 22928

Exposure #1

Form 902F

BASIC INCIDENT REPORT

Fill in this Report
in Your Own Words

MONTGOMERY

Fire Department

☐ Revised
Report

FD ID	Incident No. 6026	Index No.	No. 04	Day 02	Year 01	Alarm Time 1833	Time on Scene 1836	Time Last Unit Clear 1903
Location/Address		City/Town		Montgomery		Zip Code		Property No.
						Telephone No.		Room or Apt.
Owner Name (Last, First, MI)		Address		Same		Telephone No.		Same
Method of Alarm to Fire Department		911		Type of Situation Found		Structure Fire		1 1
Type of Action Taken		1 5		District		II		1 1
Reclassification		1 5		Type of Alarm		W-1		Outside Fire Service Assistance
General Property Use		Specific Property Use		County		Contact Trust		8
Vehicle Storage		Garage		1 8 1				
No. of Fire Departments		No. of Emergency Medical Services		No. of Other Fire Services				
Apparatus		Personnel		Apparatus		Personnel		
0 4		0 0		0 0		0 0		
No. of Fire Service		Non-Fire Service		0 0		Non-Fire Service		0 0
0 0		0 0		0 0		0 0		
Condition of Fire on Arrival of First Unit		Area of Fire Origin		7		4		7
Exposures Involved		Equipment Involved in Ignition		Year		Brand Name		Model
Passenger Car		0 1 1						Serial No.
Type of Fuel Ignited		Material First Ignited		0 0		Type Undetermined		0 0
Undetermined		0 0		Form Undetermined		0 0		0 0
Ignition Factor		Method of Extinguishment		2				
Undetermined		0 0		0 0				
Property Loss		Number of Acres Burned		0				
Two Thousand Dollars		2 0 0 0		None				
Type of Construction		No. of Stories		Level of Origin		Grade		A 0 0 1
III		3 One		0 1				
Structural Status		In Use		No. of Occupants at Time of Incident		Two		2
Material Contributing to Fire Growth		Type Wire Installation		4		3		
Fuel Vehicle Components		6 9						
Factor Contributing to Flame Travel		Average of Smoke Travel		Not Classified				
No Important Factor		9 9						
Detector Type		Detector Power Supply		None Present				
None Present		None Present						
Detector Performance		Reason for Detector Failure		No Failure				
None Present		None Present						
Type of Automatic Sprinkler System		Coverage of Sprinkler System		No System Present				
None Present		None Present						
Sprinkler System Performance		No. of Sprinkler Heads Operated		Reason for Sprinkler System Failure		No Failure		
No System Present		None		0 0				
Extent of Flame Damage		Extent of Smoke Damage		Extent of Extinguishing Agent Damage		No Damage		
Object of Origin		1						
Model Year/Type		Year		Make		Model/Type		Serial/VIN No.
Automobile		1 1		1994		Ford		2FALP7W8RX136610
License No.		3DE30285						
Member Making Report		Date		Officer in Charge (Name, Position, Assignment)		Date		
A.K. Brackin, E-13, FF		4/2/01		P.M. Piquet E-13		04/02/01		
Remarks: This is the exposure report for the run Engine 13 made to 1734 Laurelwood La. The smoke from the vehicle fire caused smoke damage to the ceiling of the carport area. Engine 15 and Truck 46 were canceled on this run.								
☐ Remarks continued on reverse side								

COMPLETE ON ALL INCIDENTS

11-9-9

COMPLETE IF FIRE
TYPE OF INCIDENT (1) 10-19
FOR STRUCTURE FIRE

11-11-95

12-14

COMPLETE ON
ALL INCIDENTS

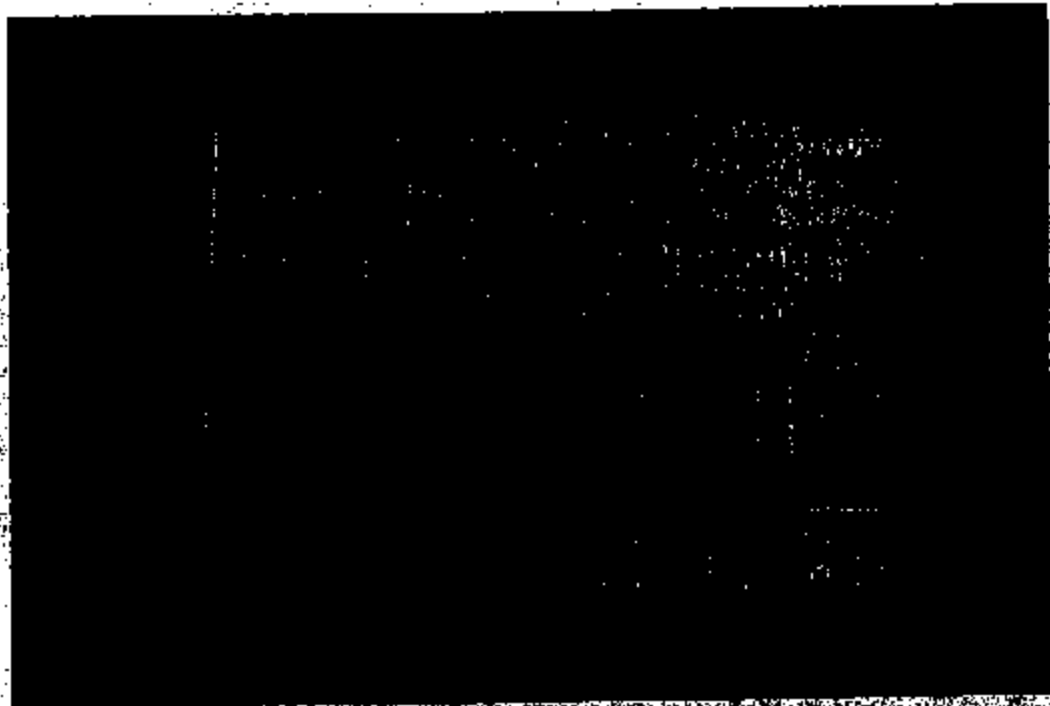
* A Form 902F must be completed for each fire casualty.

This form is for use with NFPA 902, Fire Reporting Field Incident Guide. Users also should refer to NFPA 902, Standard Classifications for Incident Reporting and Fire Protection Data. For information on fire service systems and data classifications to be entered on this

PHOTOGRAPH SHEET

INSURED: [REDACTED] **NO. 1 OF 18**

Vehicle identification number. The number reads 2FALP74W8RX136610



PHOTOGRAPH SHEET

INSURED: [REDACTED] NO. 2 OF 18

The front and right side



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 3 OF 18

The rear and left side



EG02-075 22832

PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO.: 4 OF 18

The front and left side



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 5 OF 18

Interior



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 6 OF 18

Interior

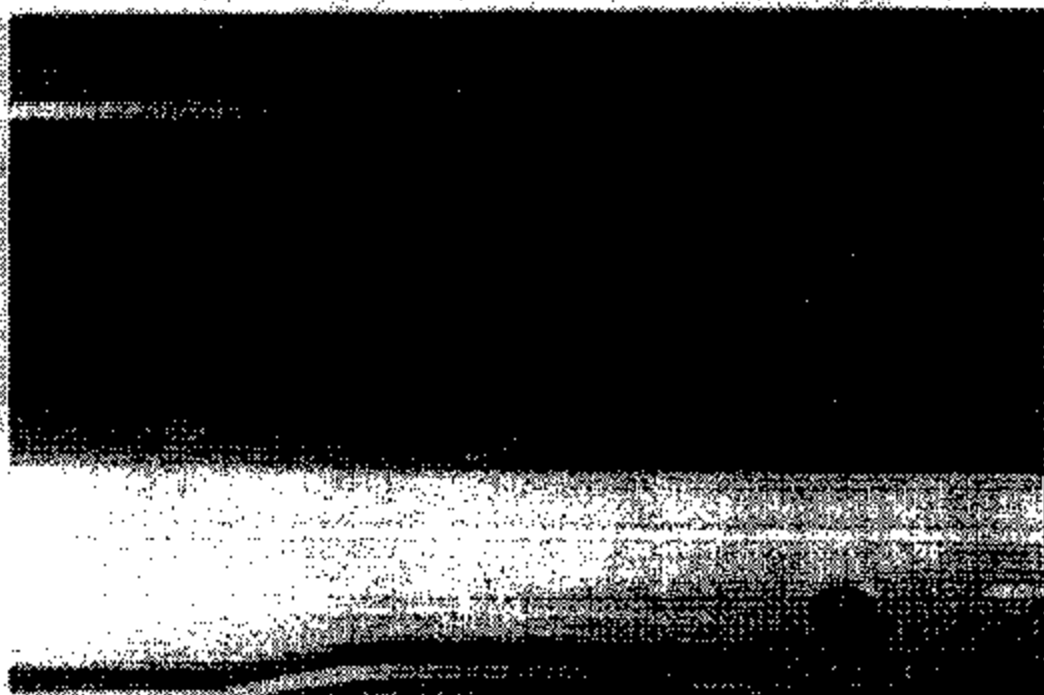


PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 7 OF 18

The odometer. The odometer reads 193,664 miles



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 8 OF 18

The interior power distribution panel



PHOTOGRAPH SHEET

INSURED: [REDACTED] NO.: 2 OF 18

Fire damage to the hood



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO.: 10 OF 18

The engine compartment



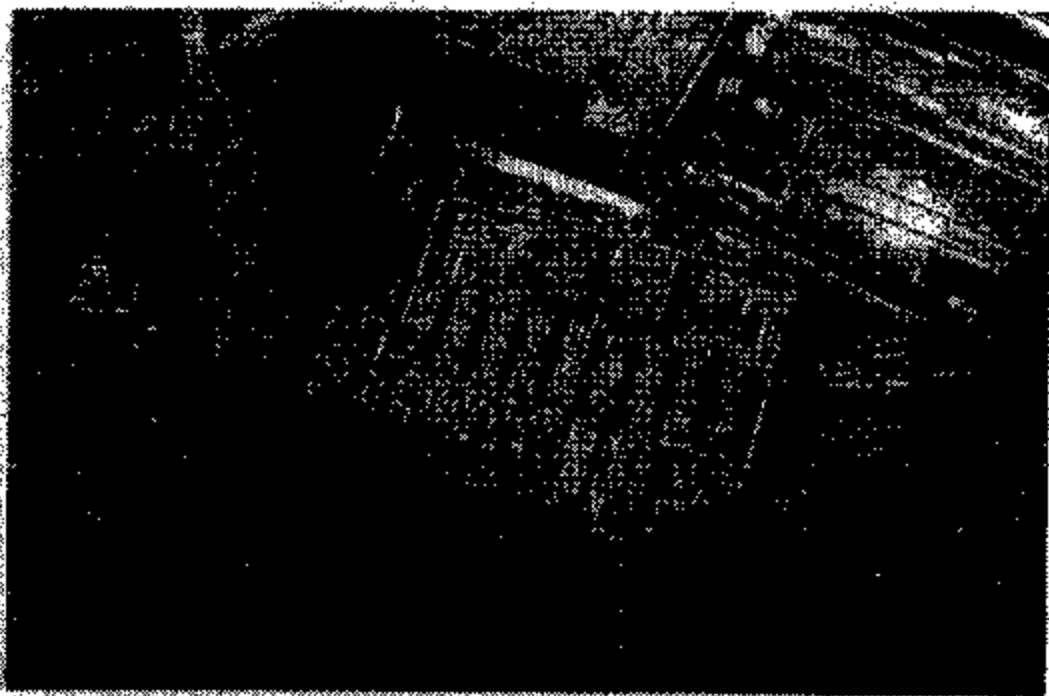
E902-025 22438

PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 11 OF 18

The engine compartment power distribution panel



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 12 OF 18

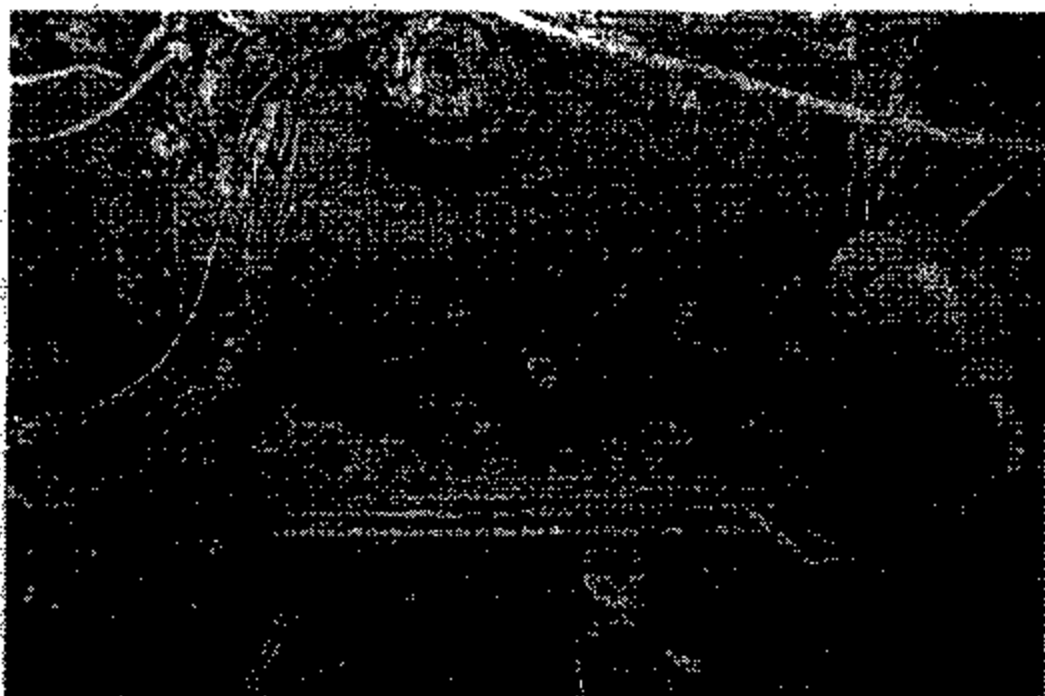
Fire damage to the left side of engine and wiring extending through the cowling



PHOTOGRAPH SHEET

INSURED: [REDACTED] NO. 13 OF 18

Fire damage to the left side of engine



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO.: 14 OF 18

Fire damaged remains of the engine mass air flow sensor and the windshield washer reservoir and electric pump



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 15 OF 18

Fire damaged antilock braking system electric hydraulic assist motor



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 16 OF 18

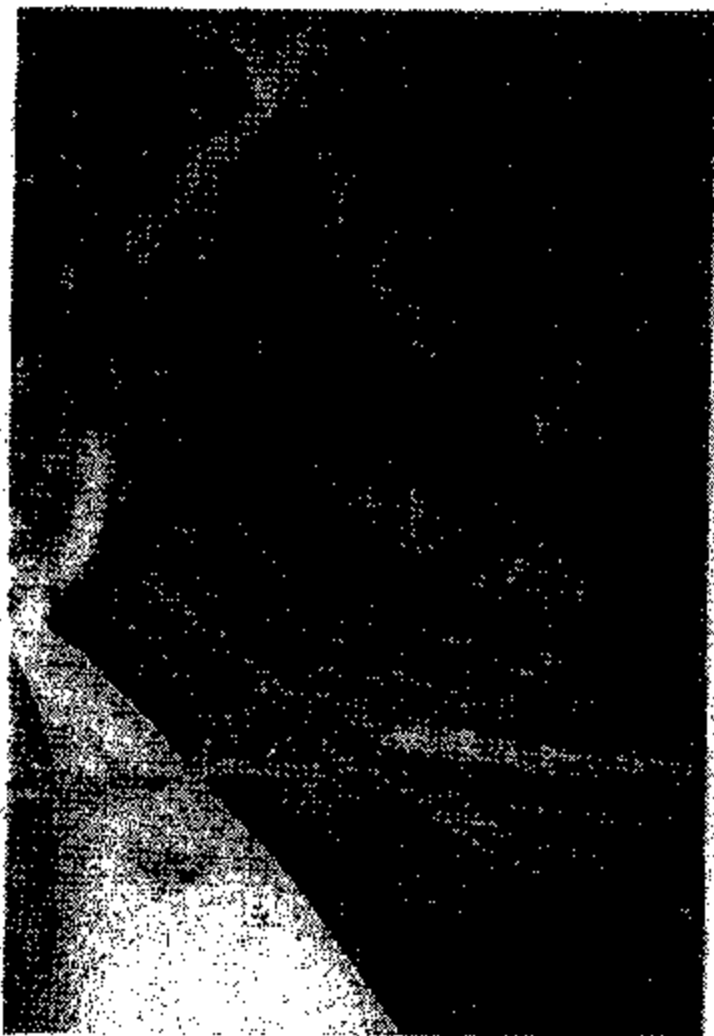
Fire damaged electrical wiring extending through the left side of the radiator support panel



PHOTOGRAPH SHEET

INSURED: [REDACTED] NO. 17 OF 18

The fire damaged remains of the hydraulic brake pressure switch



PHOTOGRAPH SHEET

INSURED: [REDACTED]

NO. 18 OF 18

The fire damaged wires and connector for the hydraulic brake switch



ENCLOSURES:

1. Eighteen mounted color photographs
2. Unmounted photographs and negatives of all photographs

ASSIGNMENT:

This assignment was received on May 9, 2001 from Ms. Cindy Oliver, with specific instructions to conduct an origin and cause examination. This examination was conducted on May 14, 2001.

VEHICLE DESCRIPTION:

This is a red 1994, Ford Crown Victoria, bearing identification number 2FALP74W8RX136610. The odometer displays 103,664 miles. All directional references are made from facing the rear.

EXTERIOR EXAMINATION:

Fire damage is located on the two front fenders, the hood and grill assembly. Physical damage is also present on the grill and forward edge of the hood. This damage was caused by firefighters during extinguishing operations.

The front windshield is fire damaged in the lower left corner, with some fire damage extending away toward the center.

Burn patterns revealed that burning in the engine compartment caused the fire damage on the front. Burning also extended out the left front wheel opening over the surface of the fender. The remainder of the fire damage was caused by heat exposure from burning in the engine compartment. The burning extending out the left fender well caused the left front tire to deflate after the inside sidewall was damaged.

Burn patterns revealed this fire did not originate on the exterior.

INTERIOR EXAMINATION:

The interior is lightly fire damaged due to burning in the engine compartment that extended into the interior through normal openings in the body construction.

All the correct amperage fuses are located in the interior power distribution panel. After market wiring has been inserted to tap power from two of the fuses. This after market wiring did not cause or contribute to the fire. This fire did not originate in the interior.

ENGINE COMPARTMENT EXAMINATION:

The engine compartment is heavily fire damaged on the left side by flame. This was due to burning of the left plastic inner fender. Direct flame contact from the burning of the plastic fender extended upward causing the aluminum alloy constructed hood to melt above the top center area of the left tire. The plastic nylon fuel lines that connect the steel fuel rails extending forward along the left frame rail and the engine compartment are fire destroyed. These lines, connected to additional steel fuel lines, are part of the fuel injection system components. The additional nylon plastic line melted that connected the left fuel injection line to the right fuel rail. Failure of these fuel lines would have released several ounces of flammable gasoline contained in the fuel system.

The battery is moderately fire damaged over the entire case. The engine compartment power distribution panel, the plastic reservoir for the engine cooling system and windshield washer components are moderately to heavily fire damaged. The electric motor that is contained in the windshield washer reservoir displays light fire damage.

The charging system alternator also displays light fire damage over the surface of its housing and its wiring. The air conditioning components display light fire damage over their surfaces. There are no patterns of high heat burning around these components, which revealed the combustible air conditioning lubricant was released. There is however physical damage to the air conditioning condenser that occurred during the extinguishing operations that would have released the lubricant.

The brake master cylinder plastic reservoir is heavily fire damaged, which would have released approximately six to eight ounces of the combustible brake fluid. The burning of the released brake fluid is also adjacent to the fire destroyed fuel lines. A high heat burn pattern is present over the lower side and the front of the steel constructed brake servo. The plastic constructed cowl trim panel on either side of the brake servo is also heavily fire damaged. This revealed the brake servo housing most likely deflected flames and heat exposure from burning below it to the left and right sides and the forward area.

One wiring harness extends outward from the cowl connection below the brake master cylinder onto the engine. The majority of these wires are primarily engine sensor wires that are energized only when the ignition switch is in the "on" position. There is also fire damage to an additional wiring harness that extends out from the cowl that extends forward through the left side of the radiator support panel. These wires supply electrical power for the front lighting system components. They would also carry power from the engine compartment power distribution panel into the interior. All these wires are evenly fire damaged and do not display any signs of electrical shorting or resistance heating. The burn patterns are also higher in this area, which revealed fire originated farther rearward.

The steel housing of the engine oil filter is fire damaged due to drop down burning of the plastic components such as the engine air filter housing, and other components that direct the air flow to the engine intake manifold. This also revealed the fire originated farther rearward. This fire did not originate due to the ignition of leaking gasoline or engine oil.

This fire did not originate due to an electrical malfunction of the alternator. The brake pressure switch is mounted in a metal block below the brake master cylinder. Power is connected by a break out electrical wiring harness that extends from the cowl bulkhead connector. The plastic connectors on this two-wire harness displays heavier fire damage on one side. The metal connectors the switch attaches to are not present on the switch but may be present in the fire-damaged remains of the plastic connector remaining on the wiring harness.

The contacts in this switch remain normally closed and power is served through the switch with the ignition switch in the "off" position.

A fifteen-amp fuse in the interior power distribution panel protects this circuit. Per Ford Motor Company Service literature, this is a redundant switch that is used to disconnect the cruise control servo should the interior brake light switch fail, which also activates the brake lights and disengages the cruise control servo. However, the interior brake switch internal contacts are in the open position, which means that power cannot flow through the switch when the brake pedal is not applied.

ORIGIN AREA EXAMINATION:

Examination of the burn patterns revealed this fire originated in the left rear corner of the engine compartment. The burn patterns on this vehicle are consistent with those on other vehicles that I have examined and determined to have been caused by the ignition of plastic on the brake pressure switch. Prior models of this specific vehicle have been involved in a recall to replace the defective switches. My research of the National Highway Traffic Administration Data Base did not list any recalls involving this specific vehicle. However, the website reported there was an error in the database and a number of records are missing.

Additional conversations with Ms. Cindy Oliver revealed that State Farm Insurance Company's research of the Ford "Oasis" vehicle history did not list any specific recalls concerning the brake pressure switch of this vehicle.

INVESTIGATION:

██████████ stated the vehicle was purchased new and has received regular service. He has not been experiencing any electrical problems. His wife drove the vehicle and parked it in the carport around 6:00 P.M. on the day of the fire. Approximately thirty to forty minutes later, they heard a popping sound and assumed it may have been kids playing across the street.

Shortly thereafter, he began seeing a lot of smoke blow by his kitchen door and he went to investigate.

As he looked into the carport, he saw smoke was coming primarily from the left front fender well and along the rear edge of the hood.

At this time, he did not recall the fire venting through the hood or the tire having been deflated because the vehicle appeared to be sitting normally. They called the fire department and he discharged two fire extinguishers into the left fender well opening.

DETERMINATION OF ORIGIN AND CAUSE:

It is my opinion that this fire is accidental in origin. It originated due to electrical resistance heating of the brake pressure switch. The resistance heating ignited the plastic of the switch and the corrugated plastic looms that have been installed on other exemplar vehicles that I have examined. The corrugated plastic loom acts like a chimney and causes the corrugated plastic loom to rapidly burn.

At this time, I have completed all assigned investigation. Should you desire further investigation or if you have any questions please do not hesitate to call.

R. Clint Massengale, CFI
Automotive Division

Reviewed by:
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