EA02-025

FORD 10/27/03

APPENDIX M

BOOK 22 OF 22

PART A-D

PART A

[redacted]

702921399

1999
ORLANDO

[redacted]

SFCRIDMA Issue Detail 06/01/99 09:56:40
==>

VIN: 2MELM75W8NX698291 Year: 1992 Model: GRAND MARQUIS
Owner Status: ORIGINAL WSD: 01/13/92 Mileage: 1
Name: [redacted] Em Ph:
Trnt: Case: 702921399 Day Ph: [redacted]
Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason: LEGAL - FIRE CLAIM
Dealer: MARGATE LINCOLN-MERCURY INC
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: Y

A/C DATE	Origin	Description
05/19/99	CAC	NO ACTION REQUIRED; INFORMATION ONLY
05/19/99	CACI38	ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DE
05/20/99	CALGL	MAKE OUTBOUND CALL TO CUSTOMER
05/21/99	CALGL	UPDATE/ADDCO CASE
06/01/99	CALGL	FINAL CASE DISPOSITION
06/01/99	CALGL	REDIRECT TO OGC - REQUEST FOR DISCOVERY

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL56

0617 0588 0914

E982-825-A 17717

SFCHADMA Action Detail 05/20/99 08:03:32

==>

VIN: 2MELM75W8NX698291 Year: 1992 Model: GRAND MARQUIS
Owner Status: ORIGINAL WSD: 01/13/92
Name: [redacted] Hm Ph: [redacted]
Trmt: Case: 702921399 Day Ph:
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - FIRE CLAIM
Dealer: MARGATE LINCOLN-MERCURY INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 1 MI
Analyst: JGRIMM JONATHON GRIMM Document Number:
Action Date: 05/19/99 Action Data: Action Time: 15:24:18 EST
Origin Desc: GENERAL CAC
Action Desc: NO ACTION REQUIRED, INFORMATION ONLY
Comments: CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1997, CUST J
UST HEARD ABOUT RECALL NO. 99S15 AND WANTS COMPENSATION FO
R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED T
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL561

0617 0286 0815

E002-826-A 17718

SFCHDPMA Dealer Information 05/20/99 08:03:40

==>

DEALER: 325256 MARGATE LINCOLN-MERCURY INC
Address: 2250 NORTH STATE ROAD 7
City: MARGATE
State/Prov: FL ZIP/Postal: 33063
Country: USA Trained: Y
Dlr Phone: 954 978 2277
Svc Phone: 954 978 7900
Svc Hours: 7:30 AM TO 5:30 PM MONDAY THRU FRIDAY
Directions:

P&A Code: 11638
Sales Region: 25 ORLANDO
Sales Zone: A
FCSD Region: 24 ORLANDO
Market: A1
Market Area: MERKUR_

A
C

POSITION	Employee Name
GENERAL MANAGER	FAIRCHILD, DENAYNE
PARTS MANAGER	MOROSINI, FRED
SALES MANAGER	MISSICK, MAURICE W
SERVICE MANAGER	NICHOLS, MARK

F1-Help F2-IssueList F7-Prev F8-Next F11-Menu F12-Return
NO MORE RECORDS AVAILABLE LPREL561

0617 0588 0916

DM82-828-A 17718

SFCHSCMA Customer List 05/20/99 08:03:56

==>

VIN: CASE: 0702921399 HOME PHONE:
LAST NAME: ZIP/POSTAL: CTRY:

A C	CUSTOMER NAME/ City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	[redacted]	[redacted]			
	TAMARAC	FL	[redacted]	USA	[redacted]

F1=Help F2=VehicleList F4=UpdCustInfo F5=AddCustIssue
F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL561

0617 0588 0917

0002-025-A 17720

SFCRREMA Recall/CMP Information 05/20/99 08:17:32

==>

VIN: 2MELM75W8NX698291 Year: 1992 Model: GRAND MARQUIS
WSD: 01/13/92 Build Date: 12/04/91

A C	Campaign Number	Type	Description	Status	Status Date	Dealer Code
	94B58	O	OWNER GUIDE	FORCED COMPLETION	03/04/96	AUTOC
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC
	93B31	O	TV ROD BUSHG	COMPLETE	01/14/94	N/A

F1=Help F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL562

0617 0588 0918

EN82-825-A 17721

[redacted]

1394

1994

[redacted] 1997 Denver

T09145368 DENVER

00-215319-15

2-13B-31

** CONFIRMATION REPORT **

TRANSMISSION
TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION		DURATION	PGS	STATUS	MODE
840	NOV. 13 17:02	✓	303 321 5552	0' 00' 31"	002	OK	N ECM

FAX COVER SHEET

TO: DUANE KAMINS
PHONE # 303 321-5400
FAX # 303 321-5552
OF PAGES 2 INCLUDING COVER SHEET

FROM: LEAH GALE
PHONE # 313 446-8930
FAX # 313 446-9347 OR 9471

0210 0522 1366

E982-626 14783

FAX COVER SHEET

TO:	DUANE KAMINS
PHONE #	303 321-5400
FAX #	303 321-5552
# OF PAGES	2 INCLUDING COVER SHEET

FROM:	LEAH GALE
PHONE #	313 446-8930
FAX #	313 446-9347 OR 9471

0210 0522 1369

E982-625 14794

Ford Customer Service Division
Ford Motor Company

300 Renaissance Center
P.O. Box 43368, Suite1800
Detroit, MI 48243

November 13, 1997

Mr. Duane H. Kamins
7500 Martin Luther King Blvd.
Denver, CO 80207

Re: [redacted]
VIN: 2FALP71W8X155617

Dear Mr. Kamins:

Pursuant to our phone conversation of November 13, 1997, this will confirm Ford's position with regard to your client's claim.

As advised, I checked your client's Vehicle Identification Number ("VIN") and have verified that there are no open recalls which would result in a fire occurring. In addition, fire is not covered under the warranty. As the vehicle is not involved in any applicable recalls, we feel this matter needs to be resolved through their insurance company.

Thank you for the opportunity to review your request. Should you have any questions, I can be reached at 446-8930 between 9:30-6:00 EST.

Sincerely,

Leah L. Gale

Leah L. Gale
Consumer Affairs

Sent via fax 11-13-97

0210 0522 1390

5962-626 14769

#106 Denver

109135880 - Inq.

109145368

DUANE H. KAMINS
ATTORNEY AT LAW

[redacted]

November 7, 1997

Ford Motor Company
Consumer Affairs
300 Renaissance Center
P.O. Box 43358
Detroit, MI 48243

97 NOV 10 P2:55
CONSUMER AFFAIRS SECTION

Re: Fire - 1994 Ford Crown Victoria
VIN #2FALP71W1RX155617

To Whom It May Concern:

I represent [redacted] My client operates a fleet of Ford Crown Victorias in Colorado Springs, Colorado. On or about October 25, 1997, [redacted] caught fire and was destroyed.

Based upon similarities between this fire and numerous fires encountered by my former client, [redacted] d/b/a [redacted] in 1993, [redacted] retained the same investigator to determine the cause of the fire. The investigator has concluded that as was the case in 1993, the fire is the result of negligent design. Furthermore, the investigator has advised my client to take immediate remedial action with respect to the remainder of its fleet, as his inspection revealed the likelihood of additional fires.

[redacted] believes Ford is liable for the damages incurred as a result of this fire and the cost of the remedial repairs described above.

I look forward to your immediate reply.

Very truly yours,

Duane H. Kamins

DHK:ak

cc: Mr. Harold Keyes (Sr. Claims Rep. - Ford Motor Company)

0210 0522 1391

ER02-025 14796

CSOR0016 MORS II Legal Contact 11/13/1997 15:34:44

DENVER 56 Zn/Tr: A1 M/A: CONTACT NBR: 109145368 Opened: 11/11/1997
VIN: 2FALP71W1RX155617 Closed:
Last Name: [redacted] Status: OPEN
Title: First Name: MI:
Address: [redacted]
City: COLORADO SPRINGS ST/PV: CO Zip/PC: [redacted] CC: USA
Home Phone: [redacted] Business Phone: [redacted] Ext:
Year: 94 Model: CROWN VICTORIA
Mileage/Km: 135000 WSD: 04/15/1994

Dealer Name: ACADEMY, LLC Sales Code: 156201 P&A: 03134
Causal Code: 0709 Symptoms: 704000
Serv Sales: 1 (1 or 2) Origin: GO Trans Date:
Veh Repl:
Case Type: 4A FIRES - ELECTRICAL Means Code: A LGL INVEST-PROD LIABILITY
Atty Name: DUANE KAMINS;DENVER,CO Atty Memo: 303 321-5400;321-5552(FAX)
Claimed Amt: Award Amt:
CANADA ONLY:
Court Code: Award Code:

F1=HELP F3=EXIT F4=COMMENT F5=ADD F6=UPD F9=CLOSE F12=CANC
I053 REQUESTED CONTACT DISPLAYED LPIM436

0210 0522 1392

BN02-025 14707

CSOR0010 **MORS II Contact Comments** 11/13/1997 15:34:50

Last Name: [redacted] VIN: 2FALP71W1RX155617
Home Phone: [redacted] Bus.Phone: [redacted] Ext:
Dealer: ACADEMY, LLC Dist/Reg: 56

CONTACT NBR: 109145368 Date: 11/11/1997 Analyst Code: 9245LG
File Type: LEGAL Time: 12:35:42 Analyst Name: GALE
Comm Type: M MAIL Micro: Letter Code:

Comments: More?: Y
ATTORNEY LETTER DATED 11-7-97/RECEIVED 11-11-97. SEE CONTACT 109135880.
ATTORNEY(DUANE H. KAMING;303 321-5400;DENVER, CO) WRITES REGARDING FIRE THAT OCCURRED IN VEHICLE ON 10-25-97 WHICH DESTROYED THE VEHICLE. PER ATTORNEY CUSTOMER HAS RETAINED AN INVESTIGATOR TO INSPECT VEHICLE WHO HAS CONCLUDED THAT FIRE IS A RESULT OF NEGLIGENT DESIGN. PER ATTORNEY, INVESTIGATOR ADVISED CUSTOMER TO TAKE IMMEDIATE REMEDIAL ACTION WITH RESPECT TO THE REMAIND OF THE VEHICLES THAT ARE PART OF THIS FLEET DUE TO THE LIKELIHOOD OF ADDITIONAL FIRES ATTORNEY/CUSTOMER SEEK ASSISTANCE WITH DAMAGES INCURRED WITH VEHICLE WHICH CAUGHT FIRE AS WELL AS MAKING CHANGES TO OTHER VEHICLE IN THE FLEET.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
E196 FIRST COMMENTS FOR CONTACT LPIM436

0210 0522 1393

EN62-625 14788

CSOR0010 NOBS II Contact Comments 11/13/1997 15:34:54

Last Name: [redacted] VIN: 2FALP71W1RX155617
Home Phone: [redacted] Bus.Phone: [redacted] Ext:
Dealer: ACADEMY, LLC Dist/Reg: 56

CONTACT NBR: 109145368 Date: 11/11/1997 Analyst Code: 9245LG
File Type: LEGAL Time: 14:59:31 Analyst Name: GALE
Comm Type: U UPDATE Micro: Letter Code:

Comments: More?: N
LPA LEFT A MESSAGE WITH SHIRLEY AT ATTORNEYS OFFICE ASKING THAT ATTORNEY CONTACT ME BACK AT 313 446-8930 BETWEEN 9:30-6 EST.

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CANC LTR F12=BASIC INFO
I002 REQUESTED INFORMATION DISPLAYED LPIM436

0210 0522 1394

ERRZ-025 14708

[redacted]

202

ORL

All Action Details for Issue

VIN: 2FALP73W8RX123619 Year: 1994 Model: CROWN VICTORIA Case: 325622732
Name: [redacted] Owner Status: Original WSD: 0001-01-01
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [redacted]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [redacted]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Dealer: 04811 WATERS FORD COMPANY INC Origin Desc: US CONCERN CASE BASE
Odometer: 100000 MI Comm Type: PHONE
Analyst Name: BRAD ELHOULIA II Analyst: BELHOULI
Action Date: 09/30/2002 Action Time: 9:02 AM Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship

Comments: CUSTOMER SAYS: VEH CAUGHT FIRE WHILE IT WAS PARKED. -FIRE MARSHALL CONCLUDED IT WAS A WIRING PROBLEM (SHORT CIRCUIT) - WOULD LIKE TO KNOW IF VEH IS INVOLVED IN RECALL. -THIS TOOK PLACE ON 4/10/02 (UNDERHOOD FIRE) -VEH CURRENTLY IN CUST'S BACKYARD. -FIRE INCIDENT# 02-041155 (WAYGROSS FIRE DEPT) -VEH ONLY HAD LIABILITY COVERAGE SO ALLSTATE WON'T PROVIDE COVERAGE. -VEH DOESN'T APPEAR REPAIRABLE IN CUST'S OPINION (NO HOOD, ENGINE AND WINDSHIELD MELTED) -CALLING TO INQUIRE IF THERE ARE ANY RECALLS RELATED TO THIS. PER CUSTOMER, DEALER SAYS: OUR HAS NOT EXAMINED VEH CAG ADVISED. - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	Y

B

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
Dealer: 04811 WATERS FORD COMPANY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 100000 MI Comm Type: PHONE
Analyst Name: CASSANDR JONES Analyst: CJONES
Action Date: 10/01/2002 Action Time: 4:35 PM Action Date: Yes
Comments: THERE ARE NO OPEN RECALLS RELATING TO CUST CONCERN. SENDING LETTER OF CLOSING.

Data Element Name	Data Value
CERTIFIED LETTER #	NONE

Action: FINAL CASE DISPOSITION
Dealer: 04811 WATERS FORD COMPANY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 100000 MI Comm Type: PHONE
Analyst Name: CASSANDR JONES Analyst: CJONES
Action Date: 10/01/2002 Action Time: 4:35 PM Action Date: No

SENT LTR TO NHTSA
NO STRUCTURE
START 4 HOURS
UNDERHOOD FIRE
DIRECTED
SIDE
SOME TIMES
CC FOCUSED
NOT WATERS

Comments LETTER OF CLOSING SENT.

Customer Info

Customer: [redacted] Primary Phone: [redacted] Secondary Phone: [redacted]
Address: [redacted] BLACKSHEAR GA [redacted]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

Ford Motor Company

Consumer Affairs

Sent via U.S. Mail

October 4, 2002

[redacted]

Blackshear, GA [redacted]

RE: 1994 Crown Victoria
VIN: 2FALP73W0RX129619

Dear [redacted]

Thank you for contacting Ford Motor Company regarding your vehicle.

Our review indicates that there are no open recalls on your 1994 Crown Victoria. Recalls and Owner Notification Programs (ONP) are Vehicle Identification Number (VIN) and model year specific. Should there be any future recalls on your vehicle, you will be notified via first class mail.

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

PO Box 6248, MD3NE-B, Dearborn, Michigan 48126 USA

Standard Claims List For Model Year 1994

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF BASE	SUFF	OCC CD	DIST Miles
2FALP73W0RX129619	C9B	CP	CPC	C/AB	C/B	AW	C0K	CVM	09-DEC-1993	08-DEC-1993	134476	USA	10	5Y04	NANANA *	CAMPON *	A99	02	26155
AWD Chdln Exp	[illegible]	Trk Chdln		94489	Lgher Brn		1.5												
Dlr Cd-Sub Cd	00025 *	Name	JONES FORD, INC				Ph	, 843-7443311		Ba SC	City Cd		USA	Reg Cd		NA	Rep Date 23-SEP-1994		Dec 04-07-2001

[redacted]

1983

[redacted]

[redacted]

[redacted]

[redacted]

Claims Investigation Report
PIRE

[redacted]

[redacted]

LAMARQUE

LAMARQUE

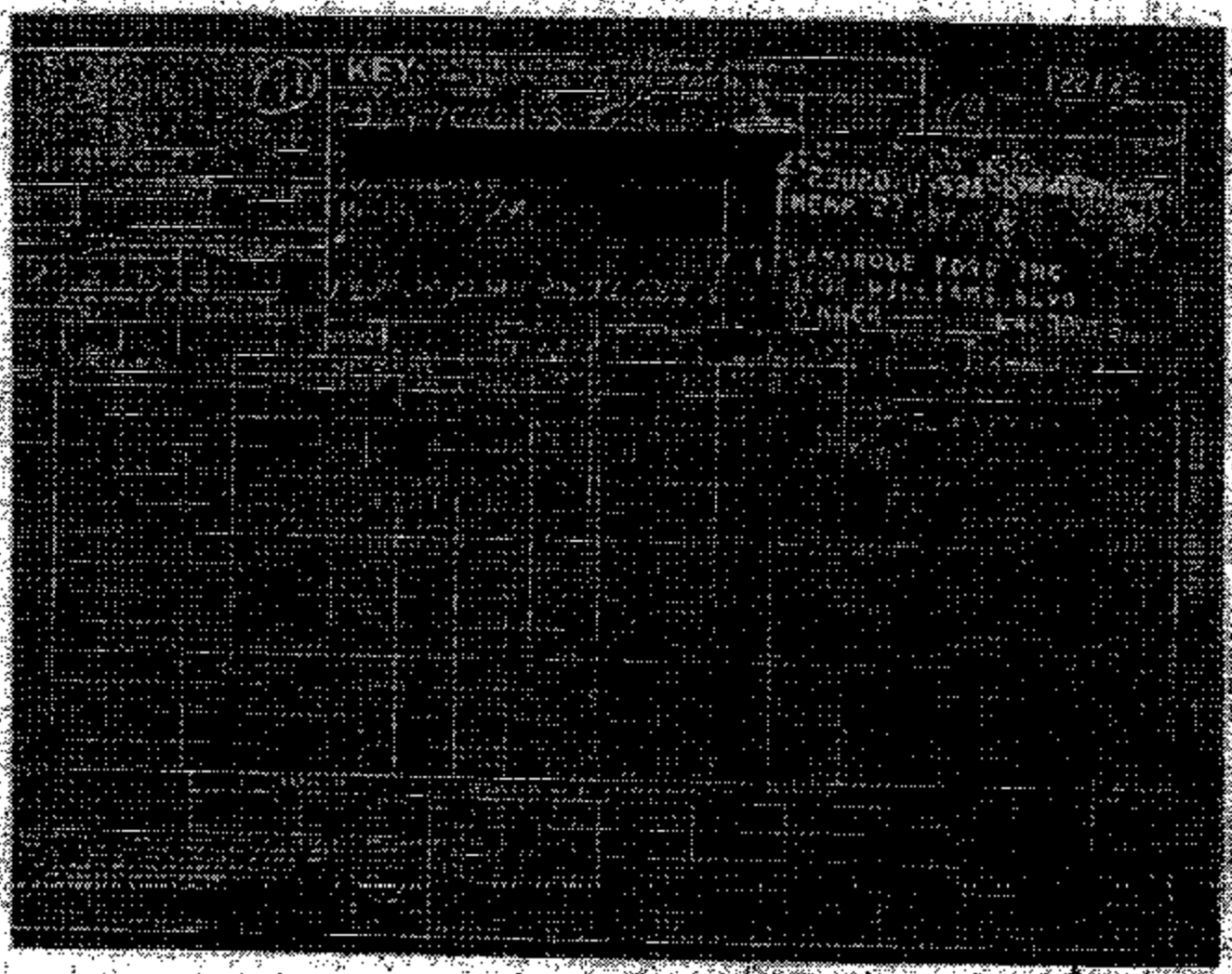
LAMBRUSE

KEY:

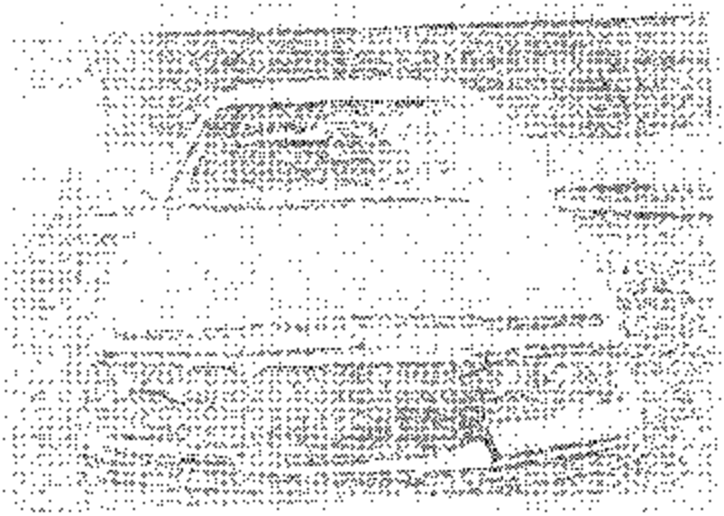
[redacted]

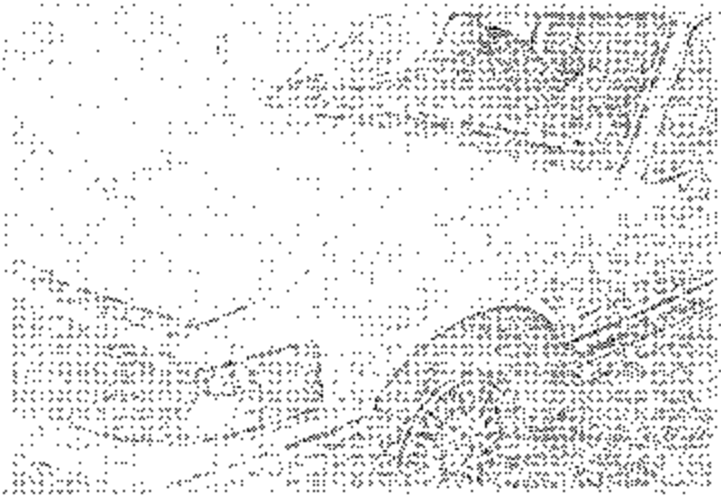
[redacted]

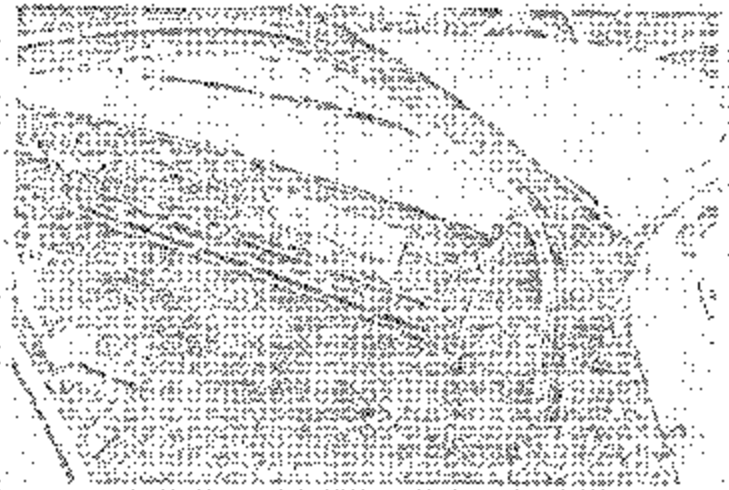
[redacted]

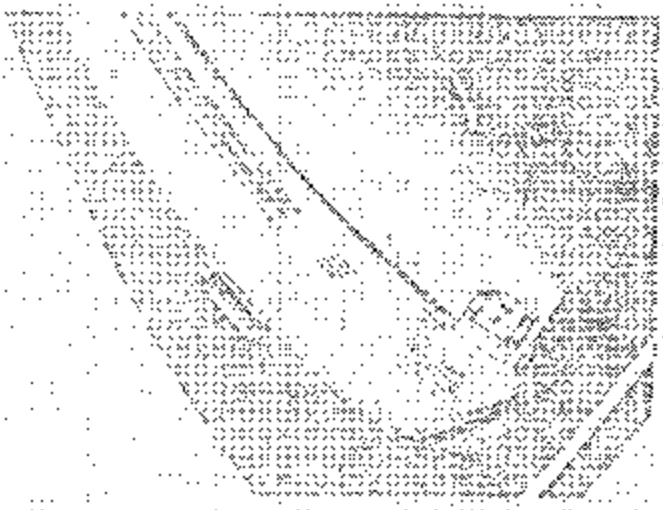


E982-828 17032

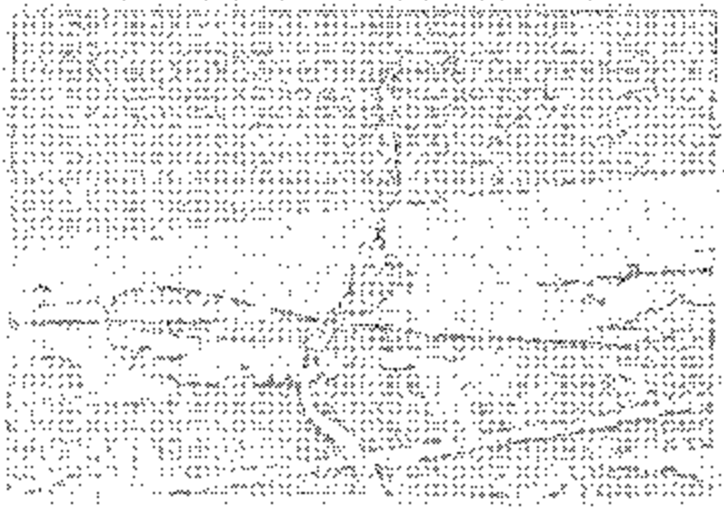








E062-025 17035



1993

[redacted]

[redacted]

2002
ATLANT

COPY

Sent Via U.S. Mail

December 11, 2002

[redacted]

Decatur, GA[redacted]

RE: 1993 Crown Victoria
VIN: 2FACP71W6PX139958

Dear[redacted]

Thank you for contacting us regarding your 1993 Crown Victoria.

We sincerely regret any inconveniences that you have experienced regarding your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no recalls or owner notification programs pertaining to a combustion concern on the 1993 Crown Victoria. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Celeste M. Jackson
Consumer Affairs

All Action Details for Issue

Print

VIN: 2FACP71W8PX139958 | Year: 1993 | Model: CROWN VICTORIA | Case: 316723372
Name: [redacted] | Owner Status: Original | WSD: 1995-03-12
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD | Primary Phone: [redacted]
Reason Desc: LEGAL - ACCIDENT / FIRE | Secondary Phone:
Issue Type: 07 LEGAL | Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Dealer: 00277 CAREY PAUL FORD | Origin Desc: US CONCERN CASE BASE
Odometer: 121600 MI | Comm Type: PHONE
Analyst Name: FRANTZ NALVOISIN | Analyst: FNALVO
Action Date: 12/03/2002 | Action Time: 8:37 AM | Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ERANUS		ALEXANDER	4049449170	CHILD

Comments: CUSTOMER SAYS: -THE VEH TOTALLY BURNED UP -HEARED THAT THERE WAS A RECALL ON CUST VEH -09/13/02 -NOT SURE WHERE THE FIRE STARTED -3222 PACES MILL RD -THERE WAS A FIRE DEPARTMENT REPORT -COBB, COUNTY...GEORGIA -THERE WAS NO CLAIM WITH INSURANCE COMPANY -VEH IS NOT REPAIRABLE.... PER CUSTOMER, DEALER SAYS: -NO DLR COMMENTS CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIREACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 00277 CAREY PAUL FORD | Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 121000 MI | Comm Type: PHONE
Analyst Name: CELESTE JACKSON | Analyst: CJACKS84
Action Date: 12/03/2002 | Action Time: 4:15 PM | Action Date: Yes
Comments: LPA COMMENTS: LEFT V-MAIL MESSAGE REQUESTING A RETURN PHONE CALL FROM CALLER.

Data Element Name	Data Value
CONTACT PERSON	V-MAIL(ERANUS ALEXANDER)

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Dealer: 00277 CAREY PAUL FORD
Odometer: 121080 MI
Analyst Name: CELESTE JACKSON
Action Date: 12/11/2002
Contact Type: PHONE
Analyst: CJACKS84
Action Time: 12:10 PM
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Date: No
Comments: LPA COMMENTS: SPOKE WITH CONTACT ERANUS, HE INQUIRED IF THERE WAS AN IGNITION RECALL ON THE VEHICLE. SAYS THAT THERE WERE NO INJURIES. LPA ADVISED THAT THERE WERE NO RECALLS ON THE VEHICLE PERTAINING VEHICLE COMBUSTION.

Customer Info

Customer: [redacted] Primary Phone: [redacted] Secondary Phone:
Address: [redacted] DECATUR GA [redacted]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

ESP / Recall Information

VIN: 2FACP71W6PX139958

No ESP Information for this VIN

Recall Information

Campaign

Number	Type	Description	Status	Status Date	Dealer Code
02B02	O	OPT UPGRADE	COMPLETE	2002-11-21	61000
95S25	S	BEEHIVE BRKT	COMPLETE	1995-11-28	00556
97S63	S	HOOD STRIKER	RELEASED FOR MAILING	1998-12-30	121022
96B64	O	RANGE SENSOR	COMPLETE		N/A

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	2FACP71W9PX159958	Veh Line:	C/9 - CROWN VIC (ENSEMBLE) [93-03]	Eng Serial No:	W
Model Year:	1993	Market Derived:	CF - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	C	Drive Code:	C/B - 2 WHL LH REAR DRIVE	Engine:	C/VN - 8-M 4.6L SOHC EFI HA CIVIL G-NP
Inv. Dealer:	00309	Body Cab Style:	CFC - 4 DOOR SEDAN-6 LITE	Transmission:	C/DK - 4 SPD AUTO TRANS NAAO ACDE
		Version/Series:	C/AB - BASE VERSION - CAR		

BUILD INFORMATION:

Region: NA - [illegible] Plant: AW - ST. THOMAS PLANT BUILD
Country: CAN - [illegible] Prod Date: 01-FEB-1993

SALE INFORMATION:

Region: NA - [illegible] Selling Dealer: 121022 - *
Country: USA - [illegible] Selling Dlr St/Prov: GA
Buyer St/Prov: GA

Arrival Date: 09-FEB-1993 Rel Chgsel Lmsr: *
Sale Date: 12-MAR-1993 Fleet/Rental/Co. Lease: F
Warranty Start Date: 12-MAR-1993 Modified Vehicle: *
Orig Warranty Date: 12-MAR-1993 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

```
---------1---------2---------3---------4---------5---------6---------7---------8---------9---------
F7PP159959V  3  E  A5B0109100 0107 BC 0   P93 340 5  C 6P     1   E7Z1AB2Z6AM42       193    *   0

2FACE 139  E  A122F  WP   A                    B4003       4*
```

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	C
Audio Units:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAEC - 3.27 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Pasgr Side):	* - [N/A]

Battery Amp Rating:	HB	Paint:	* - [N/A]
Brake Code:	AALAT - POLICE EQUIP PACK	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AD - ELECTRONIC AM/FM STEREO RADIO
Calibration Code:	31HR11A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Super Traction Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AF - DUNLOP
Delivery Type:	3	Tire Size:	D30TI - P225/70HR15 BSW A/S
Drivetrain Code:	*	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/O TVD
Front Seat:	C/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LS:	*	RS:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	CB - CB
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Time):	*	Emission Decal Suffix:	JIT
ESP Plan Year:	*	Engine Family:	FFM46V5PDF2
ESP Signature Date:			

Standard Claims List For Model Year 1993

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
2FACP71W6PX139958	CPB	C/F	CFC	C/AB	CB	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	6	5V10	000001	F2AZ	2140	A	A99	82	8121
AWS Claim Key: 2[illegible]		Trx Code:		93025	Labor Hrs:		LT														
Dlr Cd-Sub Cd: 0[illegible]-*		Name:	ALLAN VIGIL FORD				Ph:	770-4717801		St:	City Cd:		USA	Reg Cd:		NA	Repair Date: 31-AUG-1993				Doc #:159493
Tech Comments: RECALL 93025 BRAKE MASTER CYLINDER RETROFIT REPLACEMENT																					
2FACP71W6PX139958	CPB	C/F	CFC	C/AB	CB	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	6	1F05	000006	F2AZ	8A616	F	N11	08	8121
AWS Claim Key: 2[illegible]		Trx Code:		1	Labor Hrs:		.6														
Dlr Cd-Sub Cd: 0[illegible]-*		Name:	ALLAN VIGIL FORD				Ph:	770-4717801		St: NY	City Cd:		USA	Reg Cd:		NA	Repair Date: 31-AUG-1993				Doc #:159494
Tech Comments: [illegible]																					
2FACP71W6PX139958	CPB	C/F	CFC	C/AB	CB	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	6	5Q02	110000	*	3A713	*	L60	33	8121
AWS Claim Key: 2[illegible]		Trx Code:		1	Labor Hrs:		.4														
Dlr Cd-Sub Cd: 0[illegible]-*		Name:	ALLAN VIGIL FORD				Ph:	770-4717801		St:	City Cd:		USA	Reg Cd:		NA	Repair Date: 31-AUG-1993				Doc #:159494
Tech Comments: HAS TO ADD POWER STEERING FLUID																					
2FACP71W6PX139958	CPB	C/F	CFC	C/AB	CB	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	6	7A01	NAKAMA	*	10834	*	L60	00	8121
AWS Claim Key: 2[illegible]		Trx Code:		1	Labor Hrs:		.3														
Dlr Cd-Sub Cd: 0[illegible]-*		Name:	ALLAN VIGIL FORD				Ph:	770-4717801		St:	City Cd:		USA	Reg Cd:		NA	Repair Date: 31-AUG-1993				Doc #:159495
Tech Comments: EXCESSIVE DISCHARGE ON BATTERY																					
2FACP71W6PX139958	CPB	C/F	CFC	C/AB	CB	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	7	1F05	000006	F2AZ	8A616	F	N11	08	8510
AWS Claim Key: 2[illegible]		Trx Code:		2	Labor Hrs:		.6														
Dlr Cd-Sub Cd: 0[illegible]-*		Name:	MEADOWS FORD INC				Ph:	706-8462125		St: GA	City Cd:		USA	Reg Cd:		NA	Repair Date: 10-SEP-1993				Doc #:294866
2FACP71W6PX139958	CPB	C/F	CFC	C/AB	CB	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	7	5F01	110000	F1VY	3A674	B	J022	00	8510
AWS Claim Key: 2[illegible]		Trx Code:		2	Labor Hrs:		1.2														
Dlr Cd-Sub Cd: 0[illegible]-*		Name:	MEADOWS FORD INC				Ph:	706-8462125		St: GA	City Cd:		USA	Reg Cd:		NA	Repair Date: 10-SEP-1993				Doc #:294866
2FACP71W6PX139958	CPB	C/F	CFC	C/AB	CB	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	7	2E03	000001	F2AZ	9F715	A	D13	42	9012

AWS Claim Key:	[illegible]	Trx Code:	2	Labor Hrs:	1																		
Dlr Cd-Sub Cd:	00358-*	Name:	MEADOWS FORD INC				Ph:	706-8462125		St: GA		City Cd:			USA	Reg Cd:		NA	Repair Date: 21-SEP-1993				Doc #: 254085
2FACP71W6PX139958	C/FB	C/F	C/FC	C/AB	C/B	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	8	3A05	070100	P4AZ	7A108	A	P59	30	31830		
AWS Claim Key:	[illegible]	Trx Code:	872	Labor Hrs:	9.1																		
Dlr Cd-Sub Cd:	00271-*	Name:	KING FORD LINCOLN MERCURY				Ph:	334-7367111		St: AL		City Cd:			USA	Reg Cd:		NA	Repair Date: 27-OCT-1993				Doc #: [illegible]
2FACP71W6PX139958	C/FB	C/F	C/FC	C/AB	C/B	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	8	3A05	070100	*	7A108	*	P59	30	31830		
AWS Claim Key:	[illegible]	Trx Code:	872	Labor Hrs:	9																		
Dlr Cd-Sub Cd:	00271-*	Name:	KING FORD LINCOLN MERCURY				Ph:	334-7367111		St: AL		City Cd:			USA	Reg Cd:		NA	Repair Date: 28-OCT-1993				Doc #: [illegible]
2FACP71W6PX139958	C/FB	C/F	C/FC	C/AB	C/B	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	14	2E05	030001	F2AZ	9F715	A	N11	42	17708		
AWS Claim Key:	[illegible]	Trx Code:	507	Labor Hrs:	1.1																		
Dlr Cd-Sub Cd:	00358-*	Name:	MEADOWS FORD INC				Ph:	706-8462125		St: GA		City Cd:			USA	Reg Cd:		NA	Repair Date: 08-APR-1994				Doc #: 255196
2FACP71W6PX139958	C/FB	C/F	C/FC	C/AB	C/B	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	18	2E05	030001	F2AZ	9F715	A	N11	06	23862		
AWS Claim Key:	[illegible]	Trx Code:	507	Labor Hrs:	1.4																		
Dlr Cd-Sub Cd:	00358-*	Name:	MEADOWS FORD INC				Ph:	706-8462125		St: GA		City Cd:			USA	Reg Cd:		NA	Repair Date: 31-AUG-1994				Doc #: [illegible]
2FACP71W6PX139958	C/FB	C/F	C/FC	C/AB	C/B	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	23	7C01	011201	F2AZ	11654	A	L25	08	28792		
AWS Claim Key:	[illegible]	Trx Code:	503	Labor Hrs:	9																		
Dlr Cd-Sub Cd:	00358-*	Name:	MEADOWS FORD INC				Ph:	706-8462125		St: GA		City Cd:			USA	Reg Cd:		NA	Repair Date: 06-JAN-1995				Doc #: [illegible]
Cust Comments:	HEADLAMP GOES OFF AFTER EXTENDED LENGTH OF TIME AND USE																						
Tech Comments:	CHECK ALL ELEC CIRCUITS AND SWITCH REPL SWITCH																						
2FACP71W6PX139958	C/FB	C/F	C/FC	C/AB	C/B	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	33	*	*	*	*	*	*	*	43846		
AWS Claim Key:	[illegible]	Trx Code:	9500A	Labor Hrs:	3																		
Dlr Cd-Sub Cd:	00358-*	Name:	MEADOWS FORD INC				Ph:	706-8462125		St: GA		City Cd:			USA	Reg Cd:		NA	Repair Date: 08-NOV-1995				Doc #: [illegible]
2FACP71W6PX139958	C/FB	C/F	C/FC	C/AB	C/B	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	34	*	*	*	*	*	*	*	45191		
AWS Claim Key:	[illegible]	Trx Code:	9503	Labor Hrs:	3																		
Dlr Cd-Sub Cd:	00358-*	Name:	MEADOWS FORD INC				Ph:	706-8462125		St: GA		City Cd:			USA	Reg Cd:		NA	Repair Date: 28-NOV-1995				Doc #: [illegible]
2FACP71W6PX139958	C/FB	C/F	C/FC	C/AB	C/B	AW	C/DK	C/VN	01-FEB-1993	12-MAR-1993	121022	USA	48	1A01	030006	F3AZ	6006	ABM	050	43	132577		

AWS Claim Reg:	2560170	Tra Code:	OTC	Labor Hrs:	0									
Dlr Cd-Sub Cd:	00358-*	Name:	MEADOWS FORD INC			Flu	RS-840120	St: GA	City Cd:		USA Reg Cd:	NA	Repair Date: 28-SEP-1996	Inv: 8-0122601
Cust Comments:	ENGINE SMOKES EXCESSIVELY													
Tech Comments:	PURCHASE ACROSS THE COUNTER ENGINE SMOKES EXCESSIVELY WHEN STARTING OFF													

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	A	C1	00277	F21007

Dealer Name: CAREY PAUL FORD
Dealer Address: 4334 SNAPFINGER WOODS DRIVE
DECATUR GA 30035
Dealer Main Phone: 770-987-9000 **Dealer Service Phone:** 770-987-9000

Position	Employee Name
DEALER/PARTNER	CAREY B PAUL
GENERAL MANAGER	KEN ARCHER
PARTS MANAGER	PHILLIP A BRIGGS
PARTS & SERVICE DIRECTOR	ALAN B CORRELL
SALES MANAGER	PERRY W SMITH
SERVICE MANAGER	EWELL E SHUFF II

Service Hours 7:30-6:00 M-F;SAT 8:00-4:00

Directions

Towed Y

Additional Information LSG ENROLLED TOWING: 770-875-4329 T.C. TOWING

April, 1997

To:
All Ford and L-M Dealers

Subject:
Safety Recall 97S63 - Certain 1992-1997 Ford Crown Victoria Police Interceptor and Taxi Package vehicles equipped with Heavy Duty Suspension - Hood Striker Plate Replacement

Affected Vehicles

1992-1997 Ford Crown Victoria Police Interceptor and Taxi Package vehicles equipped with Heavy Duty Suspension built through October 7, 1996.

Reasons For Recall

On some of these vehicles the hood latch striker plate, over time, may either wear, or detach from the hood. This condition is caused by relative motion between the hood and the radiator support which is unique to vehicles with the heavy duty suspension and police/taxi driving cycle. Should this condition occur, the hood may open unexpectedly while the vehicle is being operated. This could reduce the driver's visibility, which could potentially result in a vehicle crash.

Service Action

To correct this condition, dealers are to install a revised design hood striker.

Questions?

Claims Information 1-800-423-8661
Other Recall Questions 1-800-325-3621

Attachments

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III

- Technical Information

[redacted]

1965-7777- ORIANI

[redacted]

DOUG

Customer Info

Customer: [redacted] Primary Phone: [redacted] Secondary Phone: [redacted]
Address: [redacted] BOCA RATON FL [redacted]
Country: USA Language: EN
Cell Phone: 561-866-6516 Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

CENTER OF FAN AT ENGINE COMP.
AT DRIVERS SIDE
CAR PARKED 4 HOURS
NO STATIC ON
FUSE TO CIGARETTE LIGHTER
BRAKE LIGHTS
DOT WORK
2 DRIVERS SEAT FUSE
NEVER USED C.C.

KEY OFF

ER62-625-A 18383

ESP / Recall Information

VIN: 1LNLM82W0RY659648

No ESP Information for this VIN

Recall Information					
Campaign				Status	Dealer
Number	Type	Description	Status	Date	Code
94S89	S	ADAPTER PLT.	COMPLETE	1995-08-05	10243
96L12	L	PASS AIR BAG	FORCED COMPLETION	1996-01-22	AUTOC

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1LNLM82WXRY699648 **Veh Line:** C/VB - TOWN CAR (FN36/FN116) [91-97] **Eng Serial No:** *
Model Year: 1994 **Market Derived:** C/M - MERCURY DIVISION DERIVATIVE **Body Shell:** *
Veh Type: C **Drive Code:** C/B - 2 WHL L/H REAR DRIVE **Engine:** C/VN - R-M 4.6L SOHC EFI NA CIV8 GNP
Inv. Dealer: 13355 **Body Cab Style:** C/FC - 4 DOOR SEDAN-6 LITE **Transmission:** C/DK - 4 SPD AUTO TRANS NAAO AODE
Version/Series: C/BR - SIGNATURE VERSION

BUILD INFORMATION:

Region: NA - ########## **Plant:** BA - WIXOM PLANT BUILD
Country: USA - ########## **Prod Date:** 01-FEB-1994

SALE INFORMATION:

Region: NA - ########## **Selling Dealer:** 314747 - *
Country: USA - ########## **Selling Dlr St/Prov:** NY
Buyer St/Prov: OK

Arrival Date: 10-FEB-1994 **Red Carpet Lease:** *
Sale Date: 16-FEB-1994 **Fleet/Retail/Cn. Lease:** F
Warranty Start Date: 16-FEB-1994 **Modified Vehicle:** *
Orig Warranty Date: 16-FEB-1994 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

```
---------1----------2----------3----------4----------5----------6----------7----------8----------9----------
M82WY699648   5     5151A0155     5A F 5 PPF  4PL  1  G4     PB   KL4G742  09ANG    P5     4  Y
T4RLX 3 9   B2 A75BA  NF                       B2D01       A
```

INSTALLED OPTION INFORMATION:

Air Conditioning: C/C - ATC AIR CONDITIONER **GVW Code:**
Alternator Amp Rating: * **GVW Class Code:** L
Audio Unit: * - [N/A] **Instrumentation:** * - [N/A]
Axle Ratio: EGACC - 3.08 FINAL DRIVE RATIO **Mirror(Driver Side):** * - [N/A]
Axle Type: EGJAB - NON-LIMITED SLIP REAR AXLE **Mirror(Pangr Side):** * - [N/A]
Battery Amp Rating: 84 **Paint:** PNCXB - LT SANTAFE C/C
Brake Code: * - [N/A] **Power Antenna:** * - [N/A]
Brake Code(Service): * - [N/A] **Radio:** AQ - ELETR PREMIUM AM/FM STEREO/CSTE

Calibration Code:	J1BD00A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Snapo Tandem Axle:	
Color(Trim):	00000 -	Tire Brand:	AJ - MICHELIN
Delivery Type:	H	Tire Size:	DAUSF - 9215/70R15 WSW
Drivetrain Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	SR:	*
SPARE:	*		

ESP INFORMATION:

ESP Code:	*
ESP Coverage(Miles):	*
ESP Coverage(Time):	*
ESP Plan Year:	*
ESP Signature Date:	

EMISSIONS INFORMATION:

Emission Code:	C/B - C/B
Emission Cert Type:	F
Emission Decal Suffix:	KTU
Engine Family:	RFM46VBGAFA

Standard Claims List For Model Year 1994

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREP	BASE	SUFF	CCC	CD	DIST (Miles)
[illegible]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	01-FEB-1994	16-FEB-1994	314747	USA	18	*	*	*	*	*	*	*	21019
AWS Claim Key: [illegible]		Trx Code:		9SJP	Labor Hrs:		1.5														
Dlr Cd-Sub Cd:	10243-*	Name:	LAZARE LINCOLN MERCURY INC			Phc	518-4587550		St: NY	City Cd:			USA	Reg Cd:		NA	Repr Date: 05-AUG-1995				Dur #:170361F
Cust Comments:	PLATE ADAPTER FASTNER																				
Tech Comments:	BACKING PLATES																				
[illegible]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	01-FEB-1994	16-FEB-1994	314747	USA	18	7B06	000000	F3VY	000000	A	C05	30	21019
AWS Claim Key: [illegible]		Trx Code:		E03	Labor Hrs:		1.2														
Dlr Cd-Sub Cd:	10243-*	Name:	LAZARE LINCOLN MERCURY INC			Phc	518-4587550		St: NY	City Cd:			USA	Reg Cd:		NA	Repr Date: 03-AUG-1995				Dur #:170361G
Cust Comments:	CK AC NOT BLOWING COLD																				
[illegible]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	01-FEB-1994	16-FEB-1994	314747	USA	41	3A08	070100	*	7002	*	F59	40	44769
AWS Claim Key: [illegible]		Trx Code:		E04	Labor Hrs:		1.2														
Dlr Cd-Sub Cd:	13359-*	Name:	COLONIAL MOTOR CARS LTD			Phc	914-3393130		St: NY	City Cd:			USA	Reg Cd:		NA	Repr Date: 23-JUN-1997				Dur #:006368I
Cust Comments:	SHUDDER IN TRANS OPERATION																				
Tech Comments:	PERFORM TSB# 94-25-17																				
[illegible]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	01-FEB-1994	16-FEB-1994	314747	USA	42	7F23	011603	F2AZ	170040	A	A05	28	45123
AWS Claim Key: [illegible]		Trx Code:		E03	Labor Hrs:		3														
Dlr Cd-Sub Cd:	13359-*	Name:	COLONIAL MOTOR CARS LTD			Phc	914-3393130		St: NY	City Cd:			USA	Reg Cd:		NA	Repr Date: 01-JUL-1997				Dur #:006419I
Cust Comments:	WASTER FLUID LIVE ON																				
Tech Comments:	REPLACE SENDING UNIT																				
[illegible]	C/VB	C/M	C/FC	C/BR	C/B	BA	C/DK	C/VN	01-FEB-1994	16-FEB-1994	314747	USA	42	7H03	010505	*	14520	*	S15	01	45123
AWS Claim Key: [illegible]		Trx Code:		E03	Labor Hrs:		.4														

Dlr Cd-Sub Cd: 13359-* Name: COLONIAL MOTOR CARS LTD Ph: 914-3393330 St: NY City Cd: USA Reg Cd: NA Repr Date: 01-JUL-1997 Doc #:00004192

Cust Comments: LEFT SEAT CONTROL DONT WORK

Tech Comments: REPLACE CONTROL SWITCH

H.N.M82WXRV[illegible]C/VB C/M C/FC C/BR C/B BA C/DK C/VN 01-FEB-1994 16-FEB-1994 314747 USA 42 6L03 011301 F3VY 5[illegible] A BN5 01 45806

AWS Claim Key: 1[illegible]A3112 Trx Code: E04 Labor Hrs: 5.3

Dlr Cd-Sub Cd: 13359-* Name: COLONIAL MOTOR CARS LTD Ph: 914-3393330 St: NY City Cd: USA Reg Cd: NA Repr Date: 18-JUL-1997 Doc #:00005191

Cust Comments: CENTER DASH VENT BROKEN

Tech Comments: R& R DASH PAD TO ACCESS CENTER VENT,REPLACE VENT

H.N.3[illegible]C/VB C/M C/FC C/BR C/B BA C/DK C/VN 01-FEB-1994 16-FEB-1994 314747 USA 42 7B03 120302 * 19712 * C05 01 45806

AWS Claim Key: [illegible] Trx Code: E03 Labor Hrs: .9

Dlr Cd-Sub Cd: 13359-* Name: COLONIAL MOTOR CARS LTD Ph: 914-3393330 St: NY City Cd: USA Reg Cd: NA Repr Date: 18-JUL-1997 Doc #:00005192

Cust Comments: AC BLOWS WARM

Tech Comments: REPLACE CRACKED O RINGS,RECHARGE SYSTEM

H.N.3[illegible]C/VB C/M C/FC C/BR C/B BA C/DK C/VN 01-FEB-1994 16-FEB-1994 314747 USA 45 5A[illegible] [illegible]15 * NPP * 31[illegible] 82 [illegible]

AWS Claim Key: [illegible] Trx Code: E04 Labor Hrs: .7

Dlr Cd-Sub Cd: 13359-* Name: COLONIAL MOTOR CARS LTD Ph: 914-3393330 St: NY City Cd: USA Reg Cd: NA Repr Date: 17-OCT-1997 Doc #:00069571

Cust Comments: TRANS NOISEY DOESNT SEEM TO SHIFT PROPERLY.

Tech Comments: CK FLUID AN ROADTEST WITH CUSTOMER,UNABLE TO VERIFY COMPLAINT.

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PSA Code	Sales Code
24-ORLANDO	25-ORLANDO	A	A3	11812	L26032

Dealer Name: DELRAY LINCOLN-MERCURY,INC
Dealer Address: 2102 S FEDERAL HIGHWAY
DELRAY BEACH FL 33483
Dealer Main Phone: 561-279-2411 **Dealer Service Phone:** 561-279-2411

Position	Employee Name
CUST RELATIONS MGR	ANGELA M STEWART
CUST RELATIONS MGR	TARA A RICH
DEALER/PARTNER	Edwin W Young
DEALER/PARTNER	ROY T YOUNG
PARTS MANAGER	LISA M YOUNG
PARTS MANAGER	JOHN B YOUNG
PARTS & SERVICE DIRECTOR	CAROLE A BERG
SALES MANAGER	ROBERT A TODD
SALES MANAGER	PAUL L ORSINI
SALES MANAGER	SCOTT J ROBINSON
SERVICE MANAGER	JOSEPH C SASSIN

Service Hours 7:30 AM TO 6:30 PM UPDATED12-12-96
Directions
Trained Y
Additional Information LSG ENROLLED ***LCAC CONTACT IS REGGIE HORTON****

[redacted]

1992

[redacted]

1995

(A) [redacted] 2002

1648351612 NEW YORK

[redacted]

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
2MELM75W7P6873272	1993	GRAND MARQUIS	INDIVIDUAL RTL	Subsequent Owner	Owls
	No Open Issues				Warranty History

ESP / Recall Information

VIN: 2MELM75W7PX673272

No ESP Information for this VIN

Recall Information

Campaign				Status Date	Dealer Code
Number	Type	Description	Status		
98L12	L	PASS AIR BAG	FORCED COMPLETION	1998-01-22	AUTOC

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	[illegible]	Veh Line:	CFF - GRAND MARQ (SEGMENT [illegible])	Eng Serial No:	W
Model Year:	1993	Market Derivat:	CM - L-M DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	C	Drive Code:	CB - 2 WHL L/H REAR DRIVE	Engine:	CVN - [illegible]
Inv. Dealer:	11246	Body Cab Style:	CFA - 4 DOOR SEDAN-4 LITE	Transmission:	CDK - 4 SPD AUTO TRANS RAAO ADDE
		Version/Series:	CAJ - LS VERSION - CAR		

BUILD INFORMATION:

Engine: NA - [illegible] Plant: AW - ST. THOMAS PLANT BUILD
Country: CAN - [illegible] Prod Date: 03-JUN-1993

SALE INFORMATION:

Engine: NA - [illegible] Selling Dealer: 314103 - *
Country: USA - [illegible] Selling Dlr St/Prov: NY
Buyer St/Prov: NY

Arrival Date: 16-JUN-1993 Red Carpet Lease: *
Sale Date: 29-JUL-1993 Fleet/Retail/Co. Lease: R
Warranty Start Date: 29-JUL-1993 Modified Vehicle: *
Orig Warranty Date: 29-JUL-1993 Recycled Vehicle: * Vehicle Export Flag: N

VOC/EOC:

```
---------1---------2---------3---------4---------5---------6---------7---------8---------9---------
[illegible]

[illegible]
```

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]
Axle Ratio:	EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGIAC - LIMITED SLIP REAR AXLE	Mirror(Pasgr Side):	* - [N/A]

Battery Amp Rating:	TC	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	AE - POWER TELESCOPIC RADIO ANTENNA
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREO/CASSETTE
Calibration Code:	310GR11A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Supps Traction Axle:	* - [N/A]
Color(Trim):	60WD -	Tire Brand:	AJ - MICHELIN - RECYCLABLE
Delivery Type:	*	Tire Size:	D8OSF - P215/70R15 98SW
Drivetrain Code:	*	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/O 4WD
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LT:	*	RT:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	C/B - C/B
ESP Coverage(Miles):	*	Emission Cert Type:	F
ESP Coverage(Time):	*	Emission Decal Suffix:	JT
ESP Plan Year:	*	Engine Family:	FPM06V5FDF2
ESP Signature Date:			

Standard Claims List For Model Year 1993

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TH	WCC	CPHC_6	PRIP	BASE	SUFF	CCC	CD	DIST (Miles)
2MELM75W7PX673272	C/PP	C/M	C/FA	C/AJ	C/B	AW	C/DK	C/VW	03-JUN-1993	29-JUL-1993	314185	USA	3	6D06	04 HDI	FSAZ	5466000	CVD	830	02	7000
AWS Claim Key:	7713320	Trx Code:		1	Labor Line:		0														
Dlr Cl-Sub Cl:	11246-*	Name:	APPLE LINCOLN-MERCURY CORP				Ph:	718-4574400	St: NY	City Cl:			USA	Reg Cl:		NA	Mfgr 1993	Mdl:30-SEP-			Doc #:012255
2MELM75W7PX673272	C/PP	C/M	C/FA	C/AJ	C/B	AW	C/DK	C/VW	03-JUN-1993	29-JUL-1993	314185	USA	5	6F06	NAMANA *	20126	*	9M5	12	7000
AWS Claim Key:	7713320	Trx Code:		1	Labor Line:		2														
Dlr Cl-Sub Cl:	11246-*	Name:	APPLE LINCOLN-MERCURY CORP				Ph:	718-4574400	St: NY	City Cl:			USA	Reg Cl:		NA	Mfgr 1993	Mdl:30-SEP-			Doc #:012255

Customer Info

Customer: [redacted] Primary Phone: [redacted] Secondary Phone: [redacted]
Address: [redacted] BROOKLYN NY [redacted]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

All Action Details for Issue

VIN: 2MELM75W7P6873272 | Year: 1993 | Model: GRAND MARQUIS | Case: 1846351612
Name: [redacted] | Owner Status: Subsequent | WSD: 0001-01-01
Symptom Desc: FIRE/SMOKE SMOKE | Primary Phone: [redacted]
Reason Desc: LEGAL - FIRE CLAIM | Secondary Phone: [redacted]
Issue Type: 07 LEGAL | Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Dealer: 11250 BAY RIDGE LINCOLN-MERCURY INC | Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 1 MI | Comm Type: MAIL
Analyst Name: MOLLY KELSEY | Analyst: MKELSEY2
Action Date: 07/03/2002 | Action Time: 12:39 AM | Action Date: No
Comments ********** CUSTOMER LETTER ********** RECD 07/03/02 CUSTOMER ALLEGES HIS VEHICLE IS DEFECTIVE. **CUSTOMER REQUESTS A FORD REPRESENTATIVE CONTACT HIM TO DISCUSS THIS MATTER.**

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
Dealer: 11250 BAY RIDGE LINCOLN-MERCURY INC | Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 1 MI | Comm Type: MAIL
Analyst Name: MICHELLE HULL | Analyst: 9835MH
Action Date: 07/08/2002 | Action Time: 3:59 PM | Action Date: Yes
Comments NO COMMENTS ADDED

Data Element Name	Data Value
CERTIFIED LETTER #	VIA US MAIL

Action: REDIRECT TO OGC - PROPERTY DAMAGE OVER $10,000
Dealer: 11250 BAY RIDGE LINCOLN-MERCURY INC | Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 1 MI | Comm Type: MAIL
Analyst Name: MICHELLE HULL | Analyst: 9835MH
Action Date: 08/30/2002 | Action Time: 12:46 AM | Action Date: No
Comments CUSTOMER IS ALLEGING DAMAGE TO HOME IN THE AMOUNT OF OVER $10,000. HE IS ALSO ALLEGING HIS 10 MONTH OLD CHILD HAS SPOKE INHALATION CONCERNS. AS PER CUSTOMER VEHICLE WAS INSPECTED BYT THE FIRE MARSHAL AND THE CAUSE OF THE FIRE COULD NOT BE IDENTIFIED. VEHICLE WAS TOWED TO A JUNK YARD.

tption to have this device replaced. I know that according to your recall database, my vehicle was not part of the recall series. But with all the evidence and Fire Report from the New York Fire
Department, there is no doubt in my mind that it was an electrical fire that caused the fire which could've burned down my whole house and killed my whole family. There were no recent repairs done on the car for the past seven months. There were no signs of any problem on my father's drive home. I can provide documentation of the past annual inspection records. Unfortunately, the car and the whole garage are burned thoroughly. They have to be redone and replaced.
Firstly, I am writing to demand a Fire Inspector/Specialist to do an investigation of the remains of the car, which was tow to TJ Mustang Towing, Inc. located at 2170 Mill Avenue, Brooklyn, New York 11234. I demand proof that this fire was not caused by the Speed Control Deactivation Switch. Ford should recall all the 1993 Grand Marquis models in addition to doing
more electrical engineering research on this model in order to prevent any additional innocent victims.
Secondly, I just received a call back from Mr. Ben Donaghy. Mr. Donaghy initially told me that my case information would be forwarded to the Consumer Affairs Department for further investigation. He then tells me on his callback that since there was no one injured at the fire, my case would NOT be forward to the Customer Affairs Department. As a consumer and responsible citizen, I do not know what type of lousy customer service and/or warranty Ford is giving their customers. My house was almost burned down and my whole family would have been killed. Ford is telling me that unless someone was injured or killed from this fire caused by Ford's vehicle, Ford would not be responsible for their own manufactured products. This is total nonsense.
Thirdly, the Fire Report from the New York Fire Department clearly indicates the cause of the fire originates from the hood area of the car. I am writing to file a claim NOT ONLY on my vehicle, but also for the fire damages of my home caused by the fire. I DO NOT want to go through other possible venues with Customer Affairs, media coverage with Fox 5 Problem Solvers & ABA from Channel4 News. If I do not receive any response within the next 48 hours, you would leave me no choice but to the mentioned venues not excluding a punitive damage lawsuit. I am doubtful that you would want the national consumers to have the image of Ford with the association of a Ford Vehicle and an
explosion in their house. I will wait for your prompt response in the next two business days or you'll be hearing from my attorney.

[redacted]

Entire Conversation:

SETTLEMENT

At least reasonable monetary settlement that would cover for the vehicle and the fire damage done to my home.

Thank you for your message of 06/19/02 regarding your 1993 Mercury Grand Marquis. We appreciate the time you have taken to write us concerning the fire in the vehicle.

As previously communicated to you on 06/19/2002, we feel that every consideration has been given to this matter and was appropriately addressed in our prior response. If any additional information regarding this matter should become available in the future, please let us know. This will be our last written communication to you from our Center on this concern; however, if you would like to discuss this matter any further, please contact us directly at our Customer Relationship Center at 1-800-392-3673.

We encourage and welcome you to communicate with us again via e-mail should you have a different issue or inquiry.

If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Gavin
Ford Motor Company
Customer Relationship Center

Original Message Follows:

Title: [redacted]
First Name: [redacted]
Last Name: [redacted]
Address: [redacted]
City: Brooklyn
State: NY
ZIP: [redacted]
EMail Address: [redacted]
Vehicle Owner: Yes
Telephone Number: [redacted]
Model Year: 1993
Brand: Mercury
Model: Grand Marquis
VIN Number:
Mileage: 290000
Category of Query/Concern: Vehicle Problems
Site Escalating From: Mercury
Description of Issue/Concern: Pursuant to my phone conversation with Customer Service Representative Dolores at extension 3793 and the Supervisor Ben Donaghy, this is a follow up email regarding my claim for my father's 1993 Grand Marquis with VIN# 2MELM75W7PX673272. As discussed, this vehicle was parked inside my garage at 3:30am on 6/6/02. Twenty minutes later, we heard an explosive noise from the garage. As my father went to check on the garage, he discovered that the left side of the hood was on fire. We immediately evacuated the house & notify the fire department. The car and the garage were burning for over 5 minutes before the Fire Department arrived. I am writing to demand a Fire Inspector to find out the cause of this fire. As stated on Consumer Affairs NHTSA Number 99V124000, there was a recall for the 1993 Grand Marquis for the Speed Control Deactivation Switch. This defective device could potentially result in an underhood fire due to a resistive short in the electrical circuit. I would like to know why I was not notified Or given the

started a fire mysteriously while the engine was off on June 6, 2002 around 3:30am. I have found a recall notice of the same year model from the Consumer Affairs web site. This recall was for a Speed Control Deactivation Switch. "The Speed Control Deactivation Switch can develop a resistive short in the electrical circuit that could potentially result i!
n an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off." There is no doubt in my mind that was the cause that initiated the fire in my father's car. Ford is denying the recall of my father's vehicle based on our VIN number. I strongly believe there is a defect on the car that could possibly short-circuit the wires and started the fire mysteriously. Just the past Saturday, June 22, 2002, I saw a taxicab in the middle of Broadway around the downtown area of Manhattan blew up from the hood area and the fire spread to the back, led to the explosion of the gas tank that blew up the trunk of the car. This was a Crown Victoria, a sister model of the Grand Marquis with the same exact parts manufactured by Ford in the same exact factories. I also noticed there is an action suit from the Police Department against Ford for their use of the Crown Victoria as police patrol cars which they believe have some defects that causes ex!
plosion of the gas tank. Unfortunately, it was a nine-year-ol!
d car; we did not have full coverage on the auto insurance. We have the dwelling policy on the house that did not have personal property damage coverage or the content coverage. I have contacted the auto, house insurance on numerous occasions but they were not in anyway helpful since they claim that we do not have a claim on their policy for fire damage. I have contacted the New York Fire Department to see if they can send someone to do an inspection of what's left of the car to see what actually caused the fire. I have contacted Ford several times via email and telephone as well to demand to find out the cause of the fire. As a consumer, I would like to find out for myself what caused the fire in the vehicle that almost burn down my house and killed my family. I am getting the runaround by all the insurance companies, fire department, and the car manufacturer. I have the NY Fire Department Fire Report that clearly states the fire started on the hood of the vehicle an!
d is still waiting for the Fire Marshall Report, which should arrive in the next 6 weeks. I have proof of the recent annual inspection record, which shows the passing of the last few annual inspections required by the NYS Department of Motor Vehicle. Attached is the irresponsible email reply I received from Ford's Customer Service Representative telling me they have done everything possible. I know there must be some class action suit out there against Ford because I have seen their vehicle blew up several times before. It just happened that this time, the fire started from my parked vehicle inside my garage. I would be happy to supply any documentation and information about the fire, vehicle and the insurance policies. Please help us in this disaster. I have the vehicle towed to an empty lot paying for the storage on a daily basis. Please contact me via email: [redacted] if you need any additional !
information.
Thank you for your assistance in this matter.

Sincerely,

[redacted]

Ford's Response on my email dated 6/19/02.

Dear [redacted]

1G4835Kd2

Yates, Julie (J.A.)

From:	ivanchiang@yahoo.com
Sent:	Thursday, June 27, 2002 5:49 PM
To:	complaints@easternmichiganbbb.org
Cc:	fordcacl@ford.com
Subject:	Complaint Form

CONSUMER COMPLAINT
submitted by way of Better Business Bureau of Detroit & Eastern Michigan

Date Occurred June 6, 2002
Date Purchased July 24, 1993
Amount Involved $10,000
Date Complained to Co. June 19th, 2002

COMPANY

Name Mercury
Address 16800 Executive Plaza Dr.
Dearborn, MI 48121
Phone 800-392-3673

CONSUMER AFFAIRS SECTION
2 JUN 28 AM 8:49

CUSTOMER

Name [redacted]
Address [redacted]
Brooklyn, NY
Phone [redacted]
Email

VEHICLE

Make/Model Mercury / Grand Marquis
Year 1993
VIN # 2MELM75W7PX673272

EXPLANATION

I am writing to inquire about the possible action I can take with a Ford Manufactured 1993 Grand Marquis that almost burn down my house. I am frustrated dealing with all the insurance companies, fire departments, Ford Motors without getting anywhere with any of them. My father brought the brand new 1993 Grand Marquis from Apple Lincoln Mercury dealer in Woodside, Queens on July 24, 1993. My father was the only owner to this vehicle with VIN# 2MELM75W7PX673272. We did not have any major work done on the car within the last year. I have records of the last two annual inspections. This vehicle was parked in my garage and

started a fire mysteriously while the engine was off on June 6, 2002 around 3:30am. I have found a recall notice of the same year model from the Consumer Affairs web site. This recall was for a Speed Control Deactivation Switch. "The Speed Control Deactivation Switch can develop a resistive short in the electrical circuit that could potentially result i!
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information.
Thank you for your assistance in this matter.

Sincerely,

[redacted]

Ford's Response on my email dated 6/19/02.

Dear [redacted]

Thank you for your message of 06/19/02 regarding your 1993 Mercury Grand Marquis. We appreciate the time you have taken to write us concerning the fire in the vehicle.

As previously communicated to you on 06/19/2002, we feel that every consideration has been given to this matter and was appropriately addressed in our prior response. If any additional information regarding this matter should become available in the future, please let us know. This will be our last written communication to you from our Center on this concern; however, if you would like to discuss this matter any further, please contact us directly at our Customer Relationship Center at 1-800-392-3673.

We encourage and welcome you to communicate with us again via e-mail should you have a different issue or inquiry.

If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Gavin
Ford Motor Company
Customer Relationship Center

Original Message Follows:

Title: [redacted]
First Name: [redacted]
Last Name: [redacted]
Address: [redacted]
City: Brooklyn
State: NY
ZIP: [redacted]
EMail Address: [redacted]
Vehicle Owner: Yes
Telephone Number: [redacted]
Model Year: 1993
Brand: Mercury
Model: Grand Marquis
VIN Number:
Mileage: 290000
Category of Query/Concern: Vehicle Problems
Site Escalating From: Mercury
Description of Issue/Concern: Pursuant to my phone conversation with Customer Service Representative Dolores at extension 3793 and the Supervisor Ben Donaghy, this is a follow up email regarding my claim for my father's 1993 Grand Marquis with VIN# 2MELM75W7PX673272. As discussed, this vehicle was parked inside my garage at 3:30am on 6/6/02. Twenty minutes later, we heard an explosive noise from the garage. As my father went to check on the garage, he discovered that the left side of the hood was on fire. We immediately evacuated the house & notify the fire department. The car and the garage were burning for over 5 minutes before the Fire Department arrived. I am writing to demand a Fire Inspector to find out the cause of this fire. As stated on Consumer Affairs NHTSA Number 99V124000, there was a recall for the 1993 Grand Marquis for the Speed Control Deactivation Switch. This defective device could potentially result in an underhood fire due to a resistive short in the electrical circuit. I would like to know why I was not notified Or given the

option to have this device replaced. I know that according to your recall database, my vehicle was not part of the recall series. But with all the evidence and Fire Report from the New York Fire Department, there is no doubt in my mind that it was an electrical fire that caused the fire which could've burned down my whole house and killed my whole family. There were no recent repairs done on the car for the past seven months. There were no signs of any problem on my father's drive home. I can provide documentation of the past annual inspection records. Unfortunately, the car and the whole garage are burned thoroughly. They have to be redone and replaced.

Firstly, I am writing to demand a Fire Inspector/Specialist to do an investigation of the remains of the car, which was tow to TU Mustang Towing, Inc. located at 2170 Mill Avenue, Brooklyn, New York 11234. I demand proof that this fire was not caused by the Speed Control Deactivation Switch. Ford should recall all the 1993 Grand Marquis models in addition to doing more electrical engineering research on this model in order to prevent any additional innocent victims.

Secondly, I just received a call back from Mr. Ben Donaghy. Mr. Donaghy initially told me that my case information would be forwarded to the Consumer Affairs Department for further investigation. He then tells me on his callback that since there was no one injured at the fire, my case would NOT be forward to the Customer Affairs Department. As a consumer and responsible citizen, I do not know what type of lousy customer service and/or warranty Ford is giving their customers. My house was almost burned down and my whole family would have been killed. Ford is telling me that unless someone was injured or killed from this fire caused by Ford's vehicle, Ford would not be responsible for their own manufactured products. This is total nonsense.

Thirdly, the Fire Report from the New York Fire Department clearly indicates the cause of the fire originates from the hood area of the car. I am writing to file a claim NOT ONLY on my vehicle, but also for the fire damages of my home caused by the fire. I DO NOT want to go through other possible venues with Customer Affairs, media coverage with Fox 5 Problem Solvers & A&A from Channel4 News. If I do not receive any response within the next 48 hours, you would leave me no choice but to the mentioned venues not excluding a punitive damage lawsuit. I am doubtful that you would want the national consumers to have the image of Ford with the association of a Ford Vehicle and an explosion in their house. I will wait for your prompt response in the next two business days or you'll be hearing from my attorney.

[redacted]

Entire Conversation:

SETTLEMENT

At least reasonable monetary settlement that would cover for the vehicle and the fire damage done to my home.

1641835162

Yates, Julie (J.A.)

From:	ivanchiang@yahoo.com
Sent:	Thursday, June 27, 2002 5:48 PM
To:	complaints@easternmichiganbbb.org
Cc:	fordcsc@ford.com
Subject:	Complaint Form

CONSUMER COMPLAINT
submitted by way of Better Business Bureau of Detroit & Eastern Michigan

Date Occurred June 6, 2002
Date Purchased July 24, 1993
Amount Involved $10,000
Date Complained to Co. June 19th, 2002

COMPANY

Name Mercury
Address 16800 Executive Plaza Dr.
Dearborn, MI 48121
Phone 800-392-3673

CONSUMER AFFAIRS SECTION
2 JUN 28 A8:49

CUSTOMER

Name [redacted]
Address [redacted]
Brooklyn, NY [redacted]
Phone [redacted]
Email [redacted]

VEHICLE

Make/Model Mercury / Grand Marquis
Year 1993
VIN # 2MELM75W7PX673272

EXPLANATION

I am writing to inquire about the possible action I can take with a Ford Manufactured 1993 Grand Marquis that almost burn down my house. I am frustrated dealing with all the insurance companies, fire departments, Ford Motors without getting anywhere with any of them. My father brought the brand new 1993 Grand Marquis from Apple Lincoln Mercury dealer in Woodside, Queens on July 24, 1993. My father was the only owner to this vehicle with VIN# 2MELM75W7PX673272. We did not have any major work done on the car within the last year. I have records of the last two annual inspections. This vehicle was parked in my garage and

ER02-825-A 10428

1999
ORLANDO

SFCHIDMA Issue Detail 05/25/99 10:50:13
==>

VIN: 2FACP71W[illegible]X148162 Year: 1993 Model: CROWN VICTORIA
Owner Status: SUBSEQUENT WSD: 03/10/93 Mileage: 95207
Name: [redacted] Hm Ph: [redacted]
Trmt: Case: 1532811449 Day Ph:
Symptom: FIRE/SMOKE SCORCHED/BURNT
Reason: LEGAL - FIRE CLAIM
Dealer: GABLES LINCOLN-MERCURY INC
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C	DATE	Origin	Description
	05/24/99	CALGL	OPEN LEGAL CONTACT - PRODUCT LIABILITY
	05/25/99	CALGL	MAKE OUTBOUND CALL TO DEALER
	05/25/99	CALGL	INFORMATION CALL/FAX WITH DEALER
	05/25/99	CALGL	DENY ASSISTANCE - BEYOND WARRANTY

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LFREL362

0527 0585 2502

[illegible]-025-A 17282

[redacted] Dealer Fax

5-2599 BBC & Jim Embry @ Dodge LA, left message

Inbound call from Jim Embry. He indicated the vehicle is at the dealer and it appears the fire is to the same circumstances as indicated in the claim 99515.

CPA advised the vehicle is not involved in the recall, therefore no financial assistance was offered.

0527 0885-2602

8062-828-A 17283

[redacted]

"IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED"

DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

FOR DEALER USE ONLY #1532811449

Requesting Dealer [redacted] P&A: WEES Region: Orlando

Contact Person: [redacted] Phone Number: [redacted]

New or Used: New Date of Purchase: 3/16/93 Yr/Model: 93 Mileage: 95207

VIN: 2FACP71WXPX148162

Customer Name: [redacted]

Address: [redacted]

City: Coral Gables County: Dade State: FL Zip Code: [redacted]

Home Phone: Business Phone: [redacted]

Incident Involves: Accident: Fire: ✓ Other:

Date of Incident:

If customer is alleging product defect, what type: electrical

Personal Injury? Was medical attention sought?

Was a police report filed (where)?

Has the insurance company been contacted?

What did the insurance company advise?

Name and phone of owner's insurance company (agent's name):

If the vehicle is a conversion unit, name of the body builder:

Accident details (date, where, how, etc.): Fire under hood ...

What is the customer requesting? vehicle should be evaluated in Recall 99S15 speed control

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

Fax to: (313) 446-9671 or (313) 446-9347

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED.

[redacted]

[redacted]

ER82-025-6 17284

SFCHADMA Action Detail 05/24/99 16:05:27

==>

VIN: 2FACP71WXPX148162 Year: 1993 Model: CROWN VICTORIA
Owner Status: SUBSEQUENT WSD: 03/10/93
Name: [redacted] Hm Ph: [redacted]
Trmt: Case: 1532811449 Day Ph:
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT
Reason Desc: LEGAL - FIRE CLAIM
Dealer: GABLES LINCOLN-MERCURY INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 95207 MI
Analyst: 4636LS LUVENIA SMITH Document Number:
Action Date: 05/24/99 Action Data: N Action Time: 14:48:01 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: ********** DEALER REQUEST LETTER **********
REC'D 05/21/99

DEALERSHIP CONTACT: JIM INBERG @ (305) 445-7711
ALLEGES ELECTRICAL DEFECT UNDER HOOD CAUSED FIRE. CITED
VEHICLE SHOULD BE INCLUDED IN RECALL #99815.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPRELS6

0527 0595 2505

EN62-828-A 17286

SFCHDPMA Dealer Information 05/24/99 16:05:36

==>

DEALER: 325201 GABLES LINCOLN-MERCURY INC
Address:
City: CORAL GABLES
State/Prov: FL ZIP/Postal: 33134
Country: USA Trained: Y
Dlr Phone: 305 445 7711
Svc Phone: 305 445 7711
Svc Hours: 8:00 AM-6:00 PM MERKUR DEALER
Directions:

P&A Code: 11655
Sales Region: 25 ORLANDO
Sales Zone: A
FCSD Region: 24 ORLANDO
Market: A2
Market Area:

A
C POSITION Employee Name

GENERAL MANAGER	SCHAEFER, PAUL T
PARTS MANAGER	SCHAEFER, THOMAS W
SALES MANAGER	RAMKISSOON, DOODNATH
SERVICE MANAGER	ENBERG, JAMES H

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL56

0527 0585 2504

ER02-025-0 17200

SFCRSCMA Customer List 05/24/99 16:05:48

==>

VIN: CASE: 1532811449 HOME PHONE:
LAST NAME: ZIP/POSTAL: CTRY:

A C	CUSTOMER NAME/ City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	[redacted]	[redacted]			
	MIAMI	FL	[redacted]	USA	[redacted]

F1=Help F2=VehicleList F4=UpdCustInfo F5=AddCustIssue
F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL56

0527 0585 2507

ERS2-625-A 17297

SFCHREMA Recall/ONP Information 05/24/99 16:13:32
==>

VIN: 2FACP71WXPX148162 Year: 1993 Model: CROWN VICTORIA
WSD: 03/10/93 Build Date: 02/19/93

A C	Campaign Number	Type	Description	Status	Status Date	Dealer Code
	93876	S	PWR SEAT CON	COMPLETE	08/12/94	11655
	95B64	O	RANGE SENSOR	COMPLETE	11/20/95	11655
	95S25	S	BEEHIVE BRKT	COMPLETE	12/19/95	11655
	97863	S	HOOD STRIKER	COMPLETE	05/08/97	11655

F1-Help F7-Prev F8-Next F11-Menu F12-Return
NO MORE RECORDS AVAILABLE LPREL562

0527 0585 2508

RM2-828-A 17288

[redacted]

Info 10/5/94
Case No: 194740648
Dallas District

Crown Vic - 1994
2FALP71W7RX-155279
This Vehicle Unit No [redacted] 115

Owner: [redacted]
Dunnavant, Jr
Self Financed
Entered - 10/04/94

Vehicle at Dunnavant Impoundment.

~~Vehicle [illegible] to [illegible]~~ (Not true)

Claims Investigation Report

FIRE

Dallas — 104740643

[illegible] — Assembly Plant, [illegible] — Red Bird Ford, Duncanville, Tx

Driver's Name and Address: Police Interception (911)

Telephone No. — Vehicle No.: Grand Prix - Red w/Blackwall tires

Vehicle Model: Cougar Vic — Year: 1994 — Mileage: 618 — Vehicle Identification Number: 2FAL P71W7RX-154777

Date of Fire: 10/04/94 — Location: 700 N. Cockrell Hill, Dunnavant, Hq, Tx

See driver's Report Prepared, Dunning Crosby.

Any Record of Abuse or Lack of Maintenance: Yes ___ No X

Driver, Witnesses or Police Service Members, Mechanics, and Tow Truck Driver.

[redacted] — Date: 10/4/94 — yes - Refineries & Van Ruell - Management Dunnavant Crisis Service Supt.

[redacted] — Did Anyone Previously Handle Vehicle?

Investigator: [illegible] — Date: 10/9/94

How was the vehicle being used when the fire was first noticed? How long? (e.g., parked with engine off for 15 minutes, idling for 5 minutes, stop and go driving for 30 minutes, etc.).

Response: Vehicle functioning as traffic observer when [illegible] — driver observations of vehicle performance prior to noticing fire (e.g., running rough previous 15-30 minutes, smelled electrical, smelled fuel, heard "pop", noticed nothing unusual, etc.).

Same was extinguished by Supervisor, Alan Powell.

Description: [illegible] — Vehicle was taken to Mercedes Benz Center garage - maintenance and service garage.

Form 97 Revised

8982-825-9 28512

I. A. Location of Initial Fire — be as specific as possible (e.g., underhood - right side, or trunk - right rear).

1. X Underhood: left rear — area of master cylinder
2. ___ Instrument Panel/Dash: _____
3. ___ Trunk: _____
4. ___ Motor Vehicle: _____
5. ___ Seat (Front/Rear; Left/Right/Center): _____
6. ___ Steering Column: _____
7. ___ Fuel Filler Area: _____
8. ___ Other: _____

B. Smoke/Flame

1. Location of Initial Smoke: Under hood
2. Color of Smoke: black - dirty
3. Direction of Smoke: _____
4. Location of Initial Flame (or "No Flame/Smoke Only"): Under hood — through hood
5. When Was Flame First Seen: after smoke and vehicle was finally stopped and parking brake

C. Type of Fire (Describe)

1. Electrical: All but one fuse is Power Outlet fuse blown
2. Exhaust System: Not involved
3. Fuel Leak: _____
4. Other Vehicle Fluid Leak: _____
5. Battery: _____
6. Other: Vehicle had brakes (foot) — possible brake line failure at master cylinder.
7. Unknown: otherwise unknown — the highlighting of brake fluid at either of four wheels.

II. Vehicle System Inspection

A. Electrical System

1. Apparent Point of Fire Origin: all wiring burned at cowl on left rear of engine compartment — note burned hole above fuel inlet line location.

2. Check Fuse/Circuit Breaker Blown: Power Dist. Box Fuses blown. Nos. 1, 2, 3, 4, 8.

a. Fuse/Circuit Breakers Blown: _____

b. Overtime Fuses Used: None determined.

3. Note Electrical Components Damaged/Destroyed: Police radio equipment power lines melted across front of car - right to left then to left rear of engine compartment burned

4. Check Wiring at Point of Fire Origin:

a. Wire(s) Functional by Shortcircuit, or compromised/melted spliced:
Unable to check due to damage

b. Proper/Improper Routing: Unable to check due to damage

c. Insulation/Resistance Condition —Subject to Chafing/Scorch: " " " " "

d. Color of any Burnt Copper Wire: all appeared burned from inside

e. Wire Strands Fused/Melted Together: None determined

f. Beading or Melting of Wires Where Impressed: " "

5. Check Condition of Components

a. Utilize External Power Source to Determine if Components Still Functions (Excessive Drain - Drag):
Unable to test

b. Attempt to Manually Rotate Electromechanical Components (e.g., Blower Motor, etc.): " " "

B. Exhaust System

1. Check Appearance of

a. Catalytic Converter: Not involved

b. Muffler: "

c. Exhaust Manifold: may have cracked brake block

d. Component Clearance to Tailpipe, Crossmember, Other Components, etc.: Not involved

e. Note Any Holes, Dents, Separation, Missing Components (e.g., Heat Shields, Muffler Bags, etc.). Comment:
None determined

[illegible] check engine idle speed, ignition timing, etc. Comment: ____

C. Fuel System

1. Examine tank, lines, fuel metering systems for evidence of fuel leaks

a. Fuel Tank Configuration, Seams, Sending Units, etc.): Not involved

b. Fuel Lines, Hoses, Fittings and Connections: burned off at pressure regulator

c. Fuel Metering System (Carburetor/Fuel Rail, Injectors): See #6

2. Note any evidence of unofficial or Non-OEM components (e.g., retrofitted fuel or vapor lines, non-OEM gas caps, unofficial filler pipe, etc.): Velick Radio & Radar equipment.

D. Other Fluid Leaks

1. Examine engine for evidence of possible oil leaks (e.g., valve cover gaskets): None determined

2. Possible brake fluid leaks (check master cylinder fluid level, examine for cut/pinched/crossed lines): brake lines just below master cylinder reservoir — at the rear lines at the [illegible] valve lines.

3. Transmission cooler connections (fluid level and condition, examine lines): Not involved

4. Power steering fluid (fluid level, examine lines): Not involved

1. Analyze and describe here patterns

a. Paint Raised/Pealed/Blistered: Hood - left fender

b. Metal Bared and Oxidized (Rust Red): _____

c. Low Temperature Metals (see Chart) Heat Damaged: _____

d. Condition of Plastic, Rubber, Cloth Fabrics: Dash, Fan belts, Air Inlet on other

2. Were any Non GSE Equipment Installed: Police Radio equipment wiring went through left side of engine compartment firewall.

3. Other Observations/Comments: _____

I feel between the cause of the engine compartment fire but the drain stated a lack of fuel lines - right want to flow through lines, would prevent from under hood. The fuel line of hose line which connects to the steel line that goes to the mechanical fuel system. Both are located in rear section of the fuel area.

[redacted] 10/9/94

NAME DATE

```
                                                                  10/06/94  10:
 ENTER VIN (R7N)  FOR VEHICLE WARRANTY HISTORY OR (RTN) FOR 94X1[illegible]
   M. MENU      1-4. MENU SELECTION NUMBER      99. BYE
[illegible]
```

Unit No 175

```
                                                                  10/06/94  10:46:42
 1994 CROWN VICTORIA                POLICE INTERCEPTOR
 4.6L SOHC (MODULAR)  4[illegible]  MODE 4 SPEED 00              RULE CODE : 4
 *OPEN RECALLS
   94[illegible]      REPLACE THE FASTENERS OF THE REAR BRAKE BACKING PLATE/ADAPTORS
 *WARRANTY   START DATE 94/01/94   BUILD DATE 93/16/94   START MILEAGE
 *EXTENDED SERVICE PLAN
NO EXP INFORMATION AVAILABLE

                                                                  10/06/94  10:46:42
NO REPAIR HISTORY ON VEHICLE

                                                                  10/06/94  10:46:42
 ENTER VIN (R7N)  FOR VEHICLE WARRANTY HISTORY OR (RTN) FOR 94X1[illegible]
   M. MENU      1-4. MENU SELECTION NUMBER      99. BYE
99

                                                                  10/06/94  10:47:0
THANK YOU FOR USING THE DASIS/EDSR MENU SYSTEM


DISCONNECTED FROM FORD COMPUTER  [illegible]
THANK YOU FOR TYPING BYE, THIS HELPS TO REDUCE LOGIN TIME FOR DASIS/EDSR.

PLEASE TURN OFF YOUR TERMINAL...

please log in: ** FORD PARTS AND SERVICE ***                    [illegible]
                          APPLICATION IDENTIFICATION
PLEASE ENTER APPLICATION ID FOLLOWED BY REQUIRED APPLICATION INFORMATION
oasis,[illegible]

        OASIS MENU -  RED BIRD FORD INC                           10/06/94  10:[illegible]
     1. VEHICLE INFORMATION
     2. VEHICLE AND 180-DAY WARRANTY REPAIR INFORMATION
     3. SERVICE CODE INFORMATION
     4. EXP BASE PART NUMBER VERIFICATION
     5. ANNOUNCEMENT MESSAGES
     6. E D S R - ELECTRONIC DEALER SERVICE REPORT
    99. DISCONNECT FROM OASIS
 ENTER SELECTION NUMBER (RTN)
2
```

UNIT [redacted]

[illegible]

[illegible] Damaged Property

[illegible]

[redacted]

[redacted]

[illegible]

[redacted]

[redacted]

[illegible]

[redacted]

[redacted]

N 657-VJD TX [illegible] Ford Crown Vic [illegible] [illegible]

Front Fender / Rear Bumper

[illegible]

An vehicle on line in [illegible]

DISPOSITION:

Reporting Officer

unit 115

Vehicle/Property Recovery

Recovery Date | Recovered Year | Number

Recovery Location | Recovered By | Storage Location | Storage Type

Narrative: [illegible] the [illegible] and they were taken to a [illegible] as possible. The front of the vehicle was totally engulfed in flames. Flames [illegible] initially coming from the bottom of the engine.

Recovery Officer | Supervising Officer | [ ] Property Entered into [illegible] | [ ] Vehicle [illegible]

[redacted]

[redacted]

DATE IN: 6-23-94
TIME IN: 5:30 am
DATE OUT: 6-23-94
TIME OUT: 11:30 am

CITY OF DUNCANVILLE
MAINTENANCE WORK ORDER

WORK ORDER #: 5496
UNIT #: 115-94
MILEAGE: 3724

MECHANIC #1: 331 TOTAL HOURS TO COMPLETE JOB: 7 VARIABLE COST: Lord
MECHANIC #2: TOTAL HOURS TO COMPLETE JOB: VARIABLE COST:

MAINTENANCE WORK INSTRUCTIONS (PROBLEM): Tune Service

MAINTENANCE WORK COMPLETED (SOLUTION): Serviced checked dampers, tested cont and checked lights, fluid levels, air pressure. Washed Dressed

QUANTITY	PART NUMBER	COST CODE	UNIT PRICE	TOTAL
1	1972 E-Filter	Lube	3.45	3.45
5 qts	40W oil	Lube	1.00	5.00
1	Lube	Lube	2.00	2.00

LABOR:
PARTS:
OUTSIDE LABOR:
TOTAL:

OUTSIDE LABOR - COMPANY:

QUANTITY	PART NUMBER	UNIT PRICE	TOTAL

COMMENTS:

LABOR:
PARTS:
TOTAL:

EMS-025-A 20021

U.S.
Nationwide
Broadcast
by Duncanville
Police Dept

MSG: AM
DESTINATION(S): AF [redacted]
TEXT: [redacted]
[redacted]
[redacted] BY FIRE WITHIN THE LAST FOUR AND A HALF. THE FIRE
APPEARS TO HAVE STARTED IN THE ENGINE COMPARTMENT ON THE LEFT HAND
SIDE IN THE AREA OF THE FUEL LINES. PRIOR TO THE FIRES, BOTH CARS
WERE ON ROUTINE PATROL BEING DRIVEN AT NORMAL SPEED. IN ONE
INSTANCE, GAS AND FUMES WERE DETECTED BY THE OFFICER AND IN THE
OTHER, NO FUMES WERE DETECTED AND IN BOTH CASES THE OFFICERS
REPORTED LOSING TOTAL BRAKES.
BOTH CARS WERE 1984 FORD CROWN VICTORIA 4.6L FFI. ONE HAD 61K
MILES ON THE ODOMETER AND THE OTHER HAD 3,784 MILES.
ANY DEPARTMENT EXPERIENCING SIMILAR PROBLEMS, PLEASE CONTACT
[redacted] ASSISTANT CHIEF OF POLICE. [redacted]
[redacted], ORI T[redacted]
ATTN CHIEF MARKS

SIGNATURE: PD DUNCANVILLE,TX 06/1988

- one unit No 114 had a non-Ford
fuel filter mounted in engine compart-
- ment below mastercylinder -
Had these filters removed from 4 of 5
other vehicles after their first vehicle
fire on their unit. Gasoline filter is
additional to standard system.
Unit [redacted]115 which burned secondly did
not have the added non-Ford filter.
It has the standard gasoline filter.

[redacted]

EM82-625-A 28622

[redacted]

TLETS ADMINISTRATIVE MESSAGE

MSG NR: [redacted] DESTINATION(S): AZAA

REF: REQUEST STATEWIDE BROADCAST ON APB WARRANT

TEXT OFFICER SAFETY ALERT

[redacted] 108884

[redacted]

BY FIRE WITHIN THE LAST MONTH AND A HALF. THE FIRE APPEARS TO HAVE STARTED IN THE ENGINE COMPARTMENT ON THE LEFT HAND SIDE IN THE AREA OF THE FUEL LINES. PRIOR TO THE FIRES, BOTH CARS WERE ON ROUTINE PATROL BEING DRIVEN AT NORMAL SPEED. IN ONE INCIDENT RAW GAS FUMES WERE DETECTED BY THE OFFICER AND IN THE OTHER, NO FUMES WERE DETECTED, AND IN BOTH CASES THE OFFICERS REPORTED LOSING THEIR BRAKES. BOTH CARS WERE 1984 FORD CROWN VICTORIA, 4.9L FFI. ONE HAD 818 MILES ON THE ODOMETER AND THE OTHER HAD 8,704 MILES.

ANY DEPARTMENT EXPERIENCING SIMILAR PROBLEMS, PLEASE CONTACT [redacted] ASSISTANT CHIEF OF POLICE, [redacted], OR [redacted]

SIGNATURE: AUTH CHIEF NAME

PD BURCANVILLE MCCURE/CORR 06/1988

[redacted]

DESTINATION(S): MINNEAPOLIS MANAGER, _____ Minneapolis Police.

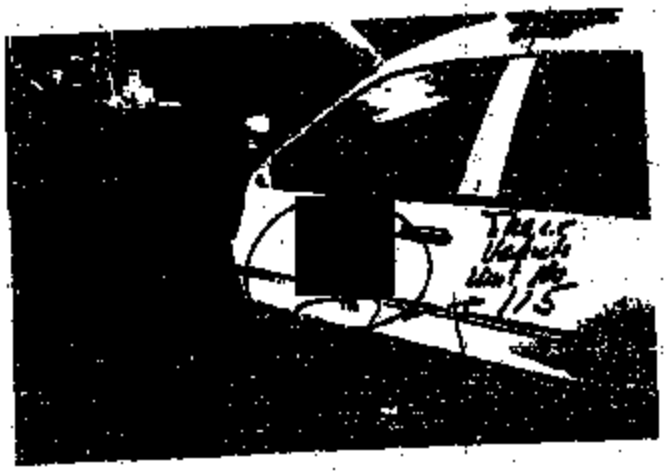
TEXT: [redacted] TX

ATTN SGT ROBERT KING

[redacted]
DISCOVERED BY FIRE WITHIN THE LAST MONTH AND A HALF. THE FIRE APPEARS TO HAVE STARTED IN THE ENGINE COMPARTMENT ON THE LEFT HAND SIDE IN THE AREA OF THE FUEL LINES. PRIOR TO THE FIRES, BOTH CARS WERE ON ROUTINE PATROL BEING DRIVEN AT NORMAL SPEED. IN ONE INCIDENT NO GAS FUMES WERE DETECTED BY THE OFFICER AND IN THE OTHER NO FUMES WERE DETECTED AND IN BOTH CASES THE OFFICERS REPORTED LOSING THEIR BRAKES.
BOTH CARS WERE 1986 FORD CROWN VICTORIA 4.6L FFI. ONE HAD 610 MILES ON THE ODOMETER AND THE OTHER HAD 8,784 MILES.

SIGNATURE: [redacted] TX 08/11/89

ER02-025-R 20624



1976 CR VIC POLICE INTERCEPTOR	19370.00	17837.00
[illegible]	615.00	547.00
[illegible]	NC	NC
[illegible]	441.00	5[illegible].00
[illegible]	26.00	21.00
[illegible]	NC	NC
[illegible]	1[illegible]	1[illegible].00
[illegible]	316.00	137.00
[illegible]	21[illegible]	14[illegible]
SCHEDULE A (MONTH) .00		
TOTAL FOR VEHICLE	21369.00	
10 GAL. GAS GAS FACTORY		16.50

R1282

FA280D579

UP

270.00	16,536.00	612.00		17,726.00	

612.00 21.00 1169.00 2499.00- 581.00 17627.00

DEALER
ARLINGTON FORD SALES INC 520816
P O BOX 1328
ARLINGTON TX 76004

RC18

RC1A687 NP 18

E002-825-A 20828

Their Vehicle Unit No

[illegible]

715

1994 CE VIC POLICE INTERCEPTOR 19570.00 17087.00

[illegible] 2000.00-

[illegible] CLEARCOAT

[illegible] EQUIPMENT PKG.125P 616.00 547.00

[illegible] DEFROSTER

[illegible] ENGINE NC NC

[illegible] NC NC

[illegible] NC NC

[illegible]

[illegible] SWITCH) 24.00 21.00

[illegible]

SCHEDULE A CREDIT .00

TOTAL FOR VEHICLE 21252.00

10 U.S. GAL GAS FACTORY 14.50

[illegible]

PRICE LEVEL [illegible]

R1282

FA020579

Wholesale [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
270.00	14,334.00	612.00	---	13,784.00	

612.00 31.00 1169.00 $475.00- 861.00 17427.00

ARLINGTON FORD SALES INC 02016
P.O. BOX 1326
ARLINGTON TX 76004

CSCR0016 [illegible] II Legal Contact 08/29/1995 10:04:38

DALLAS 82 Rn/Tr: 14 W/A: CONTACT NBR: 104740641 Opened: 10/21/1994
VIN: 2FALP71W7RX150279 Closed: 10/21/1994
Last Name: [redacted] Status: CLOSED
Title: [redacted] First Name: [redacted] MI:
Address: [redacted] DUNCANVILLE POLICE DEPARTMENT
City: DUNCANVILLE St/Pv: TX Zip/PC: [redacted]
Home Owner: [redacted] Business Phone: [redacted] Ext:
Year: 94 Model: CROWN VICTORIA
Mileage/Hr: 2700 MFD: 04/01/1994

Dealer Name: RED BIRD FORD INC Sales Code: 150001 Zip: 07120
Causal Code: Symptoms: 704100
Origin: SO Trans Region: Trans Date:
Veh Impl:
Case Type: 4A FIRES - FUEL FED Means Code: A LEL INVEST-FRED LIMBIRITY
Atty Name: Atty Phone:
Claimed Amt: Award Amt:
CANADA ONLY:
Court Code: Award Code:

F1=HELP F3=EXIT F4=CONSENT F5=MOD F6=UPD F9=CLOSE F12=CANC
[illegible] REQUESTED CONTACT DISPLAYED LMRMA11

ER82-020-R 20632

CRCE0010 NCSS II Contact Comments 08/23/1996 10:06:43

Last Name: [redacted] VIN: 2FALP73W7XX118878

Home Phone: [redacted] Bus.Phone: [redacted] EQ:

Dealer: JOE KIRD FORD INC Region: 53

CONTACT NBR: 104740648 Date: 10/15/1996 Analyst Code: 2281EB

File Type: LEGAL Time: 11:02:26 Analyst Name: EVERLY

Comm Type: P PHONE Micro: Letter Code:

Comments: Notes?: Y

CUSTOMER ALLEGES ENGINE CAUSED FIRE AND NO INJURY INVOLVED

*

CUSTOMER ALLEGES THAT THIS IS THE SECOND VEHICLE THAT CAUSED FIRE

OTHER VEHICLE IS A 1994 GRAND MARQUIS (2FALP71W7RX150280) WITH 800 MILES

CUSTOMER ALLEGES BOTH BURNED IDENTICAL

*

CUSTOMER ALLEGES THEY ARE SELF-INSURED (FLEET VEHICLE) WITH THE [redacted]

*

CUSTOMER ALLEGES THAT THE CAUSE OF FIRE MAY BE FROM THE HOSE GOING TO THE

FUEL INJECTION PUMP

F1=HELP F3=EXIT F8=ADD F7=PREV F8=NEXT F11=CHNG I/R F12=BASIC INFO

2194 FIRST COMMENTS FOR CONTACT LOCKED:13

ERGZ-025-A 20633

CMCM010 MCM II Contact Comments 08/30/1996 10:04:48

Last Name: [redacted] VIN: [illegible]

Home Phone: [redacted] Bus.Phone: [redacted] Ext:

Dealer: RED BIRD FORD INC Region: 82

CONTACT NBR: 104760843 Date: 10/05/1994 Analyst Code: [illegible]

File Type: [illegible] Time: 11:04:48 Analyst Name: [illegible]

Comm Type: V UNDATE Minor: Letter Code:

Comments: More?: Y

CAC ADVISED CUSTOMER THAT SOMEONE FROM DISTRICT OFFICE WILL BE IN TOUCH WITH HIM TO RESOLVE CONCERNS

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO

1004 REQUESTED INFORMATION DISPLAYED L/FRELIS

CRSN010 NHTSA IX Contact Comments 08/29/1995 16:04:21

Last Name: [redacted] VIN: [illegible]

Home Phone: [redacted] Bus.Phone: [redacted] Ext:

Dealer: [illegible] FORD INC Region: [illegible]

CONTACT NBR: 104740642 Date: 10/05/1994 Analyst Code: [illegible]

File Type: LEGAL Time: 11:13:26 Analyst Name: EVERLY

Comm Type: [illegible] Micro: Letter Code:

Comments: Name?: Y

CORRECTION ON VIN RECORD 94 MODEL VIN WITH 400 MILES IS [illegible]

F1=HELP F3=EXIT F5=ADD F7=PREV F8=NEXT F11=CHNG LTR F12=BASIC INFO

1000 REQUIRED INFORMATION DISPLAYED LPRELIS

CMDR0310 MMS II Contact Comments 06/29/1998 10:06:07

Last Name: [redacted] VIN: 2FAL[illegible]

Home Phone: [redacted] Bus.Phone: [redacted] Ext:

Dealer: [illegible] FORD INC Region: 02

CONTACT NBR: 204744843 Date: 10/31/1994 Analyst Code: [illegible]

File Type: NORMAL Time: 09:52:07 Analyst Name: SULLIVAN

Comm Type: U UPDATE Micro: Letter Code:

Comments: Screen: 2

THIS IS THE CLOSING COMMENT

GAI INCLUDED THIS VEHICLE AS WELL WITH VEHICLE IN CONTACT 204740516. GAI REQUESTED FILE TO FEDERAL FORWARDED TO THEM FOR HANDLING. FILES FEDERAL EXPIRED ON 10/12/94.

F1-HELP F3-EXIT F8-ADD F7-PREV F8-NEXT F11-CONC I/R F12-BASIC INFO

ZERO REQUESTED INFORMATION DISPLAYED LPRIL11

TOTAL FOR VEHICLE

82619
FA289266
3634

ARLINGTON FORD SALES INC
ARLINGTON TX 76004