

EA02-025

FORD 10/27/03

APPENDIX M

BOOK 22 OF 22

PART A-D

PART C

WASHINGTON

10784-025-0002

Ford Motor Company

Consumer Affairs

Sent Via U.S. Mail

June 6, 2003

[REDACTED]
Cheverly, MD [REDACTED]

RE: 1994 Grand Marquis
VIN: 2MELM75W5RX607905

Dear [REDACTED]

Thank you for contacting us regarding your 1994 Grand Marquis. We sincerely regret the circumstances you described. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Erika Smith
Consumer Affairs



Customer Info

Customer:		Primary Phone:		Secondary Phone:	
Address:		CHEVERLY		MD	
Country:	USA	Language:	EN		
Cell Phone:		Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

ESB2-025-A 10700

VIN: 2MELN76W5RX807905

No ESP information for this VIN

Recall Information

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

ESP-025-A 2/7/07

**OASIS RESULT:
2MELM75W5RX607905**06/05/2003
09:38:36

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▶ **VEHICLE INFORMATION****VEHICLE DESCRIPTION**
1994 GRAND MARQUIS**BODY STYLE**
4 DR SEDAN LS**ENGINE**
4.6L SOHC
(ROMEO)**ENGINE
CALIBRATION**
416GR00A**TRANSMISSION**
4 SPD OD ADDE**AXLE CODE**
GY▶ **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
09/23/1993**BUILD DATE**
09/17/1993**SALE MILEAGE**▶ **WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**▶ **FIELD SERVICE ACTIONS****NO CAMPAIGN MESSAGE(S) FOUND**▶ **EXTENDED COVERAGES****NO ESP INFORMATION AVAILABLE**▶ **REPAIR HISTORY****NO REPAIR HISTORY ON VEHICLE****END OF OASIS REPORT FOR 2MELM75W5RX607905**

2002-020-A 18783

Update This Information In Stars

FCSD Region		Sales Region		Dealer Detail		
27-WASHINGTON	28-WASHINGTON D.C.	Sales Zone	Market	P&A Code	Sales Code	
		A	B1	10018	L28488	
Dealer Name:		SAFFORD LINCOLN-				
Dealer Address:		MERCURY				
		3110 AUTOMOBILE BLVD				
		SILVER SPRING MD 20904				
Dealer Main Phone:		301-590-3900	Dealer Service Phone:		301-590-3900	
Position			Employee Name			
DEALER/PARTNER			RICK MACAMANNY			
GENERAL MANAGER			MICHAEL P DONOVAN			
PARTS MANAGER			CHARLES H HADDEN			
SALES MANAGER			ANDY R GOLDBMITH			
SERVICE MANAGER			CHRIS JOHNSON			

EM02-023-A 16T00

**GENERAL VEHICLE
INFORMATION:****(Related Claims)**

VIN: 2MELM3W80D0007005 Vch Line: CFP - GRAND MARO (EISEN114) (2-Dr) Body Style: *
Model Year: 1984 Market Derived: CM - MERCURY DIVISION DERIVATIVE Body Eng: W
Vch Type: C Drive Code: CRI - 2 WH. LH REAR DRIVE Engine: CMV - R4 4.6L SOHC EFI NA CMV G-MP
Inv. Dealer: 10070 Body Cab Style: - 4 DOOR SEDAN 4 LITE Transmission: CDK - 4 SPD AUTO TRANS MAAD ACDE
Vehicle Status Code: Version/Serial: CMV - LS VERSION - CAR
Trace Eng Serial No: 1-----2-----3-----4-----5-----6-----7-----8

Trace Trans Serial No:
NA

BUILD INFORMATION:

Region: NA - 000000000 Plant: ASM - ST. THOMAS PLANT BUILD
Country: CPM - 000000000 Prod Date: 17-SEP-1983

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 30000 - *
Country: USA - 000000000 Selling Etr: SEPh: ME
Buyer SEPh: MD
Acq'd Date: 27-SEP-1983 Real Comp Latent: *
Sale Date: 23-SEP-1983 Prod/Valid/Oa. Latent: F
Warranty Start Date: 23-SEP-1983 Modified Vehicle: * Vehicle Count Flag:
Orig Warranty Date: 23-SEP-1983 Reacquired Vehicle: * Vehicle Report Flag: N

VOC/EOC:

87382867965V 4 A5813J50828 CW D PEV3P 07 H83L SK 06J152896 3 A06 W03W 3 2 M7

WEL5 3 2 172A 7MP 5 PE999 A4

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/D - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Clock:	* - [NA]	Instrumentation:	* - [NA]
Audio Radio:	EGACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [NA]
Audio Type:	EGUNS - NON-LIMITED SLIP REAR AXLE	Mirror(Passenger Side):	* - [NA]
Battery Amp Rating:	HC	Paint:	PHDAG - MED MOCHA CC
Bottle Code:	* - [NA]	Power Antenna:	AE - POWER TELESCOPIC RADIO ANTENNA
Brake Code(Servicing):	* - [NA]	Radio:	AE - ELECTRONIC AM/FM STEREO CASSETTE
Calibration Code:	418CRODA	Steering System:	* - [NA]
Color(Accent):	* - [NA]	Steering Tendon Axle:	
Color(Trim):	008S4 -	Tire Manufacturer:	AJ -
Battery Type:	C	Tire Brand:	*
Defrost/Cool Code:	*	Tire Size:	DDGEF - P215/70R18 WSW
Front Seat:	* - [NA]	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/O MD
Paint Type:	* - [NA]	Wheel Size:	

TIRE DOT INFORMATION:

LF: * SF: *

LR: * RL: *

LS: * RS: *

SPARE: * DOT Plant Identification: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Selection Code:	CB - CB
ESP Coverage(Alt):	* Emission Cert Type:	F
ESP Coverage(Truck):	* Emission Cert Label:	KLA
ESP Plant Year:	* Engine Family:	RFM4V6GAEA
ESP Signature Date:		

Any comments? You can contact

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100

EMM2-025-A 16712

11-11-85 JUN-85

11-11-85 JUN-85

VN	ANS VL	WERS VL	MKT DER	BODY GAS	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WORK DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFO	CCC	CD
11-11-85 JUN-85	PP	CFF	CM	CFA	CAJ	CB	AW	CDK	CWN	17-08-83	23-08-83	32820	USA	7	*	THIO	FMAZ	18281	A	600	V79	C05	42
ANS Claim Key:	1003021	Doc #:	106201	Tax Code:	1	Labor Hrs:	3	Labor Cost:	16.24	Material Cost:	21.24	Total Cost:	37.50										
Dir Cd-Sub Cd:	10070	Name:	TOM CURRO LINCOLN-MERCURY INC																				
Cost Comments:	INSPECT A/C SYSTEM NOT COOLING OBS																						
Tech Comments:	REPLACE LOW PRESSURE SWITCH																						
11-11-85 JUN-85	PP	CFF	CM	CFA	CAJ	CB	AW	CDK	CWN	17-08-83	23-08-83	32820	USA	12	*	7381	FIVY	18081	B	800	V78	C05	08
ANS Claim Key:	5730242	Doc #:	848001	Tax Code:	1	Labor Hrs:	4	Labor Cost:	22.44	Material Cost:	63.05	Total Cost:	85.50										
Dir Cd-Sub Cd:	10048	Name:	LAUREL LINCOLN-MERCURY INC																				
Cost Comments:	HEATER - A/C FAN MOTOR NOISEY																						
Tech Comments:	REPLACED BLOWER MOTOR																						
11-11-85 JUN-85	PP	CFF	CM	CFA	CAJ	CB	AW	CDK	CWN	17-08-83	23-08-83	32820	USA	23	*	8J03	*	5421819	*	500	V07	L15	33
ANS Claim Key:	1038207	Doc #:	018008A	Tax Code:	ES4	Labor Hrs:	2	Labor Cost:	11.5	Material Cost:	0	Total Cost:	11.5										
Dir Cd-Sub Cd:	10048	Name:	LAUREL LINCOLN-MERCURY INC																				
Cost Comments:	DRIVERS INTERIOR DOOR PULL IS LOOSE ON RIGHT SIDE																						
Tech Comments:	TIGHTEN BOTH INSIDE DOOR HANDLES LOOSE																						
11-11-85 JUN-85	PP	CFF	CM	CFA	CAJ	CB	AW	CDK	CWN	17-08-83	23-08-83	32820	USA	28	*	8E08	FOVY	5407748	A	500	V03	S10	33
ANS Claim Key:	11411007	Doc #:	017008A	Tax Code:	ES4	Labor Hrs:	4	Labor Cost:	22.27	Material Cost:	1.11	Total Cost:	24.70										
Dir Cd-Sub Cd:	10048	Name:	LAUREL LINCOLN-MERCURY INC																				
Cost Comments:	SEAT RAILS WERE LOOSE AND FELL OFF MISSING S O PARTS ARE IN																						
Tech Comments:	REPLACE SEAT TRIM																						
11-11-85 JUN-85	PP	CFF	CM	CFA	CAJ	CB	AW	CDK	CWN	17-08-83	23-08-83	32820	USA	25	*	8M01	*	5403980	*	500	V74	T85	33
ANS Claim Key:	11411008	Doc #:	017008B	Tax Code:	ES4	Labor Hrs:	8	Labor Cost:	48.42	Material Cost:	0	Total Cost:	48.42										
Dir Cd-Sub Cd:	10048	Name:	LAUREL LINCOLN-MERCURY INC																				
Cost Comments:	A-PILLAR TRIM COVERS ARE LOOSE ON INTERIOR- BOTH SIDES																						
Tech Comments:	REPLACE TRIM PANELS ON BOTH SIDES																						

FP	OFF	CM	C/A	CAJ	C/S	AW	C/DK	C/VN	17-08-83	23-08-83	220000	USA	34	7H00	F3VY	100000	A	800	V79	C05	D6
ANWS Chain Key:	15258262	Spec #:	823227D	Trx Code:	EB3		Labur No:	1.5		Labur Cost:		88.06	Material Cost:	15.12	Total Cost:			115.36			
Dir C/S-Sub C/S:	10048-	Blk:	LAUREL LINCOLN-MERCURY INC	Pr:	-		BE MD		C/SY C/S	USA		Reg C/S:	NA	Regv Date:	17-JUN-1986			cmr/pmlp:31640			
Cond Comments:	AC WONT COOL																				
Tech Comments:	REPLACE LINE SEALS																				

Any comments? You can contact

webmaster

Action Detail

VIN: 2MELM73W6R2607906	Year: 1994	Model: GRAND MARQUIS	Case: 350421949
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1993-09-29	
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: SAFFORD LINCOLN-MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 10018	
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER			
Odometer: 70000 MI	Comm Type: OTHER		
Action Date: 06/06/2003	Action Time: 18:34:00:157	Action Date: No	
Analyst Name: ERIKA SMITH	Analyst: ESMITH08		
COMMENTS: PER CUST, INS HAS PAID CLAIM. WILL SEND RESPONSE.			

E002-025-A 18715

Action Detail

VIN: 2MELM75W3RX807905	Year: 1994	Model: GRAND MARQUIS	Case: 350421949
Name: [REDACTED]	Owner Status: Subsequent	WBD: 1993-09-29	
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: SAFFORD LINCOLN-MERCURY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 10018	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 70000 MI	Comm Type: PHONE		
Action Date: 08/03/2008	Action Time: 08:20:07:753	Action Data: Yes	
Analyst Name: LILLIAM HATFIELD	Analyst: LHATFIE3		

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
COMMENTS: CUSTOMER SAYS: - CUST SAYS HIS VEH COUGHT FIRE IN THE DRIVE WAY AFTER SITTING FOR 7 HOURS ON 6-29-03 - SAYS FIRE DEPT CAME AND PUT OUT THE FIRE - PER CUST FIRE DEPT SAID THIS WAS NOT VANDALISM - CUST SAYS VEH WAS KEPT EXCEPTIONALLY CLEAN - CUST KNOWS VEH WAS OLDER, BUT STILL WANTS TO KNOW HOW FIRE COULD HAVE STARTED AND WHERE ON THE VEH PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. - CSR ADVISED CUST OF ABOVE INFO - INFERENCE CASE ID: 5349				

MARKED AT
2PM
9PM

NEIGHBOR SEE
FIRE

ENGINE COMPARTMENT
DOES HAVE PHOTO'S
NO STRUCTURE

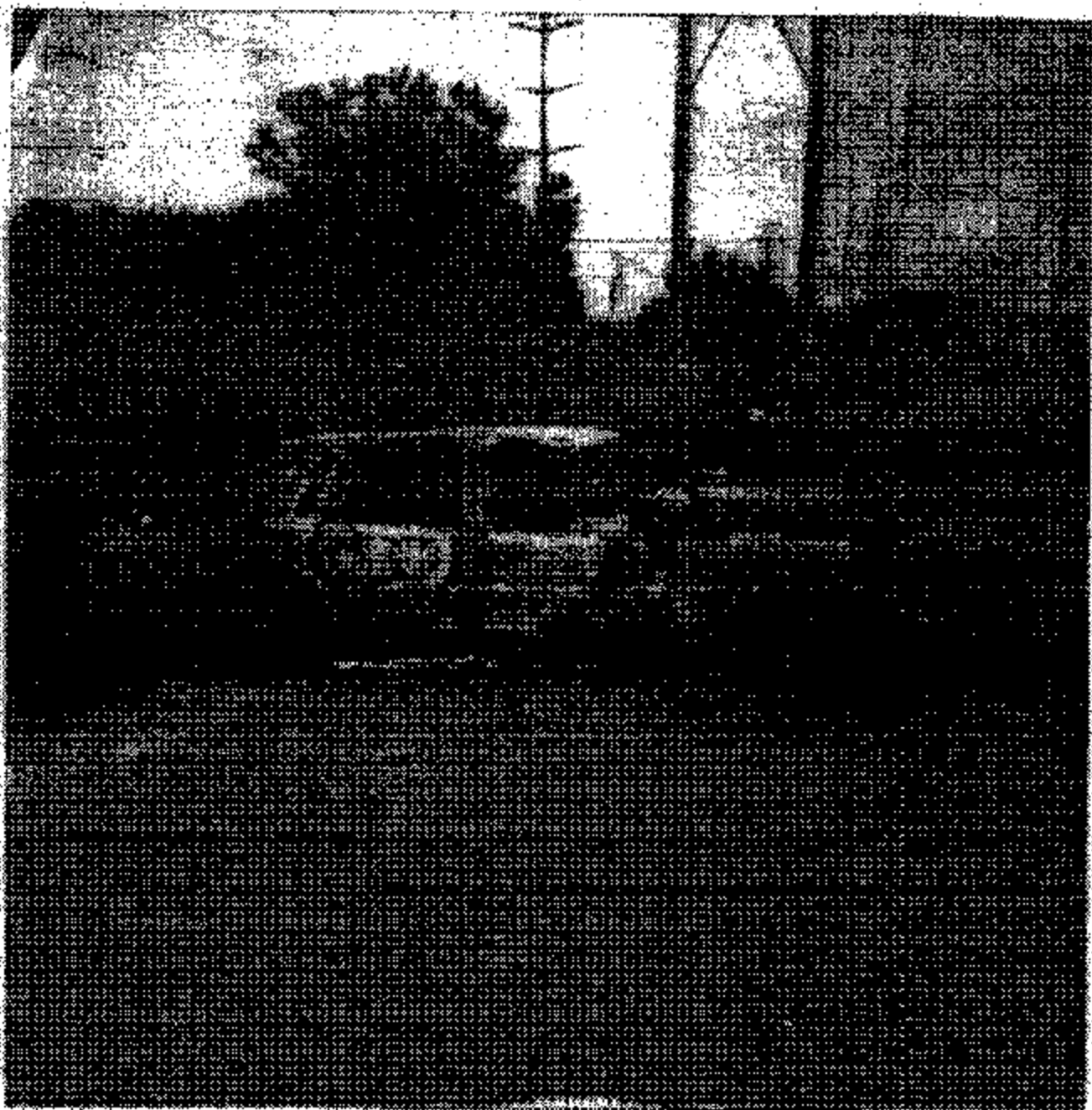
2003

1525213602 ORLANDO

1525213602-4 10/03



CR62-025-R 10007



10000-020-0000

All Action Details for Issue

VIN: 1LNLM81W6RY772000

Name: [REDACTED]

Year: 1994

Owner Status: Original

Model: TOWN CAR

Case: 1525213002

Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Reason Desc: LEGAL - ACCIDENT / FIRE

Issue Type: 07 LEGAL

Issue Status: CLOSED

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 11618 PRESTIGE LINCOLN-MERCURY

Odometer: 9000 MI

Analyst Name: ARLETHA BANKS

Action Date: 12/26/2002

Comm Type: PHONE

Analyst: ABANKS

Action Time: 2:34 PM

Origin Desc: US CONCERN CASE BASE

Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: CUST SAYS "SAYS THAT VEH HAD FIRE" SAYS THAT FIRE DEPT. DETERMINED THAT IT WAS AN ELECTRICAL FIRE AND THAT THEY HAVE SEEN MANY OF THESE VEH'S UNDER SAME INCIDENT "REPORT SAYS NO ONE INJURED IN FIRE" VEH AT ADAMS TOWING GARAGE (NON FILM) "FIRE REPORT FILED IN JACKSONVILLE FIRE AND RESCUE, REPORT # 100202 FINDINGS WERE VEH'S A TOTAL LOSS, NO ARSON, UPON FURTHER INVESTIGATION, ENGINE DASH COMPARTMENT HAS EXTREME DAMAGE, AS WELL AS DASH AND HOOD, DETERMINING IT WAS ELECTRICAL FIRE - SAYS THAT HE IS IN THE PROCESS OF FILING CLAIM WITH INSURANCE BUT IS WORRIED THAT HIS RATES WILL BECOME VERY HIGH - SAYS HE IS FEELING THAT FIRE MAY BE CAUSED BY FILM DEFECT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED. *** CSR ADVISED CUST *** - NO RECALL/CSF - 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: 6348

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 11618 PRESTIGE LINCOLN-MERCURY

Odometer: 9000 MI

Analyst Name: ARLETHA BANKS

Action Date: 12/26/2002

Comm Type: PHONE

Analyst: ABANKS

Action Time: 2:34 PM

Origin Desc: US CONCERN CASE BASE

Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: CUST SAYS "SAYS THAT VEH HAD FIRE "SAYS THAT FIRE DEPT. DETERMINED THAT IT WAS AN ELECTRICAL FIRE AND THAT THEY HAVE SEEN MANY OF THESE VEH'S UNDER SAME INCIDENT "REPORT SAYS NO ONE INJURED IN FIRE "VEH AT ADAMS TOWING GARAGE (NON FLAM) "FIRE REPORT FILED IN JACKSONVILLE FIRE AND RESCUE, REPORT # 106202 -FINDINGS WERE VEH IS A TOTAL LOSS, NO ARSON, UPON FURTHER INVESTIGATION, ENGINE DASH COMPARTMENT HAS EXTREME DAMAGE, AS WELL AS DASH AND HOOD, DETERMINING IT WAS ELECTRICAL FIRE -SAYS THAT HE IS IN THE PROCESS OF FILING CLAIM WITH INSURANCE BUT IS WORRIED THAT HIS RATES WILL BECOME VERY HIGH -SAYS HE IS FEELING THAT FIRE MAY BE CAUSED BY FLAM DEFECT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: " "CSR ADVISED CUST" "NO RECALL/CSP - 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

F

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 11618 PRESTIGE LINCOLN-MERCURY

Odometer: 90000 MI

Analyst Name: MORGAN HOWARD

Action Date: 12/30/2002

Comm Type: PHONE

Analyst: MHOWARD

Action Time: 12:39 PM

Origin Desc: US CONCERN CASE BASE

Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -STATES THAT THE VEH EVEN BURNT UP PART OF THE PROPERTY -CUST WANTS TO BE CONTACTED ON EITHER HIS HIS WORK PHONE AT EXT #1 OR ON HIS CELL PHONE IF IT IS DURING BUSINESS HOURS -HE IS LOOKING FOR THE STATUS ON HIS CLAIM PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER

Dealer: 11618 PRESTIGE LINCOLN-MERCURY

Odometer: 90000 MI

Analyst Name: CASSANDER JONES

Action Date: 01/03/2003

Comm Type: MAIL

Analyst: CJONES

Action Time: 4:51 PM

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: Yes

Comments THERE ARE NO RECALLS ADDRESSING CUSTOMER CONCERNS. INSURANCE CO INVESTIGATION IN PROCESS. LETTER OF CLOSING WILL BE SENT TO CUSTOMER ADVISING OF SUBROGATION.

Data Element Name

Data Value

CERTIFIED LETTER IF

USMAIL

1062-825-A 10010

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 11618 PRESTIGE LINCOLN-MERCURY
 Odometer: 90088 MI
 Analyst Name: MORGAN HOWARD
 Action Date: 01/08/2003

Origin Desc: US CONCERN CASE BASE

Comm Type: PHONE
 Analyst: M HOWARD
 Action Time: 1:53 PM

Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name

Initials Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -WANTS TO KNOW WHY NOBODY HAS CONTACTED HIM ON THE LEGAL ISSUE -SAYS THAT EVERYTIME HE CALLS IN HERE THAT PEOPLE TELL HIM THAT A PERSON FROM CONSUMER AFFAIRS WILL CONTACT HIM WITHIN TWO BUSINESS DAYS AND NOBODY HAS PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. -ADVISED CUST OF INFORMATION PER HISTORICALS FROM THE LEGAL DEPT: -THERE ARE NO RECORDS ADDRESSING CUSTOMER CONCERNING INSURANCE CO INVESTIGATION IN PROCESS. LETTER OF CLOSING WILL BE SENT TO CUSTOMER ADVISING OF SUBROGATION. INFERENCE CASE ID: 5348

Date Element Name

Date Value

FIRE/ACCIDENT

F

Action: CREATE CLOSED INFO CONTACT
 Dealer: 11618 PRESTIGE LINCOLN-MERCURY
 Odometer: 90000 MI
 Analyst Name: CASSANDR JONES
 Action Date: 01/08/2003
 Comments REOPEN IN ERROR

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Comm Type: MAIL
 Analyst: CJONES
 Action Time: 5:14 PM

Action Date: No

1002-028-0 10011

All Action Details for Issue

[Print](#)

VIN: 1LNLM81W5RY772980

Year: 1994

Model: TOWN CAR

Case: 1525213502

Name: [REDACTED]

Owner Status: Original

WSD: 1995-01-12

Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Primary Phone: [REDACTED]

Reason Desc: FIRESTONE TIRE ISSUE

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CANCEL

Action: ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS

Dealer: 11818 PRESTIGE LINCOLN-MERCURY

Origin Desc: US CONCERN CASE BASE

Odometer: 98500 MI

Comm Type: PHONE

Analyst Name: TANYA BATTLES

Analyst: TBATTLES

Action Date: 01/08/2003

Action Time: 12:03 PM

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments: CUSTOMER SAYS: -CUST CALLING WANTING TO KNOW THE STATUS OF LEGAL FILE -CUST WANTS TO KNOW IF SOMEONE WILL CONTACT HIM FROM THE LEGAL DEPARTMENT PER CUSTOMER, DEALER SAYS: -NONE CAG ADVISED; THIS INFORMATION HAS BEEN FORWARDED TO THE FORD LEGAL DEPARTMENT FOR REVIEW A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM NO TIME FRAME AVAILABLE PLEASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT THE INCIDENT -CSR PROVIDED CUST WITH WEBSITE ADDRESS (WWW.OWNERCONNECTION.COM) INFERENCE CASE ID: 6305

Action: CANCEL ISSUE

Dealer: 11818 PRESTIGE LINCOLN-MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 98500 MI

Comm Type: MAIL

Analyst Name: CASSANDR JONES

Analyst: CJONES

Action Date: 01/08/2003

Action Time: 5:12 PM

Action Date: No

Comments: 2 CONTACTS OPENED IN ERROR.

EMD-025-A 10012

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1JNME1WRY77299	Vehicle Line: CYS - TOWN CAR (SM364N116) (99-97)	Eng Serial No: *
Model Year: 1994	Market Description: CYN - 1-M DIVISION DERIVATIVE	Body Style: *
Vehicle Type: C	Body Code: C/B - 2 WH. LH BEAR DRIVE	Engine: CYN - R-M 4.6L SOHC 193 NA CYS G-40
Inv. Dealer: 11647	Body Chk Style: C/EC - 4 DOOR SEDAN-6 LITE	Transmission: C/DK - 4 SPD AUTO TRANS NAAD AC0E
	Version/Option: C/A-B - BASE VERSION - CAR	

BUILD INFORMATION:

Region: NA - 00000000 Plant: BA - WINSTON PIANT BUILD
 Country: USA - 00000000 Prod Date: 15-JUN-1994

SALE INFORMATION:

Region: NA - 00000000 Selling Dealer: J25851 - *
 Country: USA - 00000000 Selling Div: H/Proven H.
 Buyer Division: FL
 Arrival Date: 03-JUL-1994 Retailer/Lease: *
 Sale Date: 12-JAN-1995 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 12-JAN-1995 Modified Vehicle: *
 Orig. Warranty Date: 12-JAN-1995 Unacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1	2	3	4	5	6	7	8	9	10
05107771009	3	3	1392751	00 K	007 100	16	A	00	250155
						1	07	00	N
10000 P 0			751A 000						

E002-020-A 10615

Ford Motor Company

Consumer Affairs

*Sent Via U.S. Mail

January 14, 2003

[REDACTED]
Gainesville, FL [REDACTED]

RE: 1994 Lincoln Town Car
VIN: 1LNM81W5RY772989

Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand, however, that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they determine that Ford Motor Company is responsible. Therefore, at this time, Ford proposes no further action.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] GAINESVILLE FL [REDACTED]
Country: USA Language: EN
Cell Phone: 904-237-4053 Pager:
Preferred Contact Method: Fax:
Preferred Contact Time: Email:

ENC-025-R 10010

INSTALLED OPTION INFORMATION:

Air Conditioning:	OC - A/C AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	1
Anti-Lock:	* - [N/A]	Entrustment:	* - [N/A]
Axis Ratio:	ELIAC - 3.08 FINAL DRIVE RATIO	Mirror/Driver Side:	* - [N/A]
Axis Type:	ELIAR - NON-LIMITED SLIP REAR AXLE	Mirror/Passenger Side:	* - [N/A]
Battery Amp Rating:	72	Paint:	PRZM - PERFORMANCE WHITE/CX
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code/Service:	* - [N/A]	Radio:	AQ - BLUETH PREMIUM AM/FM STEREO/TEXT
Calibration Code:	4181R00A	Sound System:	* - [N/A]
Color/Access:	* - [N/A]	Steering Tires:	
Color/Trim:	00BY13 -	Tire Brand:	AJ - MICHELIN - RECYCLABLE
Delivery Type:	6	Tire Size:	235/55R15 WSW
Drivetrain Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Name:	
Rear Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	* RL:	*
LR:	* RR:	*
LL:	* RL:	*
SPARE:	*	

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	1	Emission Code:	C78 - C78
ESP Coverage(Miles):	004	Emission Cert Type:	F
ESP Coverage(Times):	003	Emission Cert Ref:	6BL
ESP Plan Year:	2010	Engine Family:	K1M46VRGAEA
ESP Signature Date:	08-FEB-2010		

EPC2-000-A 10016

Standard Claims List For Model Year 1994

VIN	VER LINE	MKT DISM	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TRN CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	STILL CNT	TS	WCC	CPSC_6	PREF	BASH	SINP	CTY	CD	DIST (Miles)
1LNLM81W5RY772989	CVB	CM	CR	C7AB	CB	BA	CDK	CVN	15-JUN-1994	12-JAN-1995	325051	USA	0	*	NANANA	*	CAMPON	*	AWP	81	4
AWS Chain Key: 4656228 Trx Code: 46587 Labor Hrs: 3																					
Dr CA Sub Ctl	11647	+	Notes	HOWAN LINCOLN-MERCURY INC				Ph	941-2034136	St. H.	Chy Ctl	USA Reg Ctl	NA	Repr Dates	07-JUL-1994	Doc	8057125				
1LNLM81W5RY772989	CVB	CM	CR	C7AB	CB	BA	CDK	CVN	15-JUN-1994	12-JAN-1995	325051	USA	3	GYDS	W10811	*	PREF	*	MP	82	1086
AWS Chain Key: 8647708 Trx Code: LNC Labor Hrs: 1																					
Dr CA Sub Ctl	11618	+	Notes	PRESTIGE LINCOLN-MERCURY INC				Ph	941-3734251	St. H.	Chy Ctl	USA Reg Ctl	NA	Repr Dates	15-MAR-1995	Doc	805615344				
Cust Comments: 1000 MILR INSPECTION																					
Tech Comments: INSPECT DER CHECKLIST																					
1LNLM81W5RY772989	CVB	CM	CR	C7AB	CB	BA	CDK	CVN	15-JUN-1994	12-JAN-1995	325051	USA	3	TDOR	170101	*	13007	*	L22	12	1086
AWS Chain Key: 8647707 Trx Code: 1 Labor Hrs: 5																					
Dr CA Sub Ctl	11618	+	Notes	PRESTIGE LINCOLN-MERCURY INC				Ph	941-3734251	St. H.	Chy Ctl	USA Reg Ctl	NA	Repr Dates	15-MAR-1995	Doc	805615344				
Cust Comments: HEAD LAMPS TOO LOW																					
Tech Comments: REAIM HEAD LAMPS																					
1LNLM81W5RY772989	CVB	CM	CR	C7AB	CB	BA	CDK	CVN	15-JUN-1994	12-JAN-1995	325051	USA	7	*	*	*	*	*	*	*	3700
AWS Chain Key: 10317308 Trx Code: 94889 Labor Hrs: 1.4																					
Dr CA Sub Ctl	08678	+	Notes	KELLY MOTORS				Ph	585-2172757	St. NY	Chy Ctl	USA Reg Ctl	NA	Repr Dates	31-JUL-1995	Doc	813405344				
1LNLM81W5RY772989	CVB	CM	CR	C7AB	CB	BA	CDK	CVN	15-JUN-1994	12-JAN-1995	325051	USA	14	7H11	130045	FAZ	19972	A	COS	DN	7829
AWS Chain Key: 14811812 Trx Code: 893 Labor Hrs: 1.6																					
Dr CA Sub Ctl	11618	+	Notes	PRESTIGE LINCOLN-MERCURY INC				Ph	941-3734251	St. H.	Chy Ctl	USA Reg Ctl	NA	Repr Dates	28-FEB-1996	Doc	80136464				

E002-028-A 10817

Claims List Report

Page 2 of 2

Cost Comments:	AIR CYND. COMING ON, BUT NOT PRODUCING ANY COLD AIR.																		
Tech Comments:	AC OVER CYCLING PARTIAL CHARGE TO CHECK OPERATION LEAK TEST LEAKS DETECTED AT DISCHARGE LINE AND SLIC AT CONDENSER RECOVER FREON AND REPLACE DISCHARGE LINE AND REPLACE 6 OTHER ORINGS SPRINGS AT SPRING LOCK COUPLING CONNECTIONS EVA AND RECH W/ 2 LBS 20Z R134A																		
ILNEM81WSRY772989 C/VB	COM	CPC	CAB	CB	RA	CYDK	CYN	15-JAN-1998	325051	USA	32	2602	031301	FIVV	128379	A	D11	42	20721
AWVS Claim Keys	18020537	Tra Code	S07	Label Line	X														
Dir Cd Sub Cd	00670 *	Name	KELLY MOTORS	Ph	585-2372757	St	NY	City Cd		USA	Reg Cd	NA	Reg Date	25-AUG-1997	Doc	AC28067601			

EW02-026-R 10010

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PSA Code	Sales Code
24-ORLANDO	25-ORLANDO	F	E2	11618	L25051
Dealer Name:		PRESTIGE LINCOLN-MERCURY			
Dealer Address:		2201 NORTH MAIN STREET GAINESVILLE FL 32609			
Dealer Main Phone:		352-372-4251		Dealer Service Phone: 000-000-0000	
Position			Employee Name		
DEALER PARTNER			LEO J HILL		
PARTS MANAGER			ROB MACNEILL		
SALES MANAGER			ROY A HAMMOND		
SERVICE MANAGER			MARK L RIFEE		
Service Hours		7:30 AM - 5:00 PM M-F MERCUR DEALER			
Directions					
Trained		Y			
Additional Information		LSB ENROLLED N/A			

0902-025-A 10010

ESP / Recall Information

VIN: 1LMJM81W5RY772988

Contract: 1 CI

Status: Expire

ESP Purchase Details

Purchase: [REDACTED]
 Expiration Date: 1997-01-12
 Plan Type: USA 1996 NEW 24/26,000
 MAINTENANCECARE

Plan Year:
 1996

Expiration Miles: 26,000
 Selling Dealer: PRESTIGE LINCOLN-
 MERCURY

Rental: 30

Deductible:

Towing
 Allowance:

Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Contract: 2 CI

Status: Expire

ESP Purchase Details

Purchase: [REDACTED]
 Expiration Date: 2000-05-08
 Plan Type: USA 34,000 ROYAL SHIELD POWERTRAIN
 W/ROADSIDE ASSIST

Plan Year:
 2000

Expiration Miles: 40,701
 Selling Dealer: PRESTIGE LINCOLN-
 MERCURY

Rental:

Deductible: 100

Towing
 Allowance:

Purchase Type: N
 Options:

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
94587	S	PUSH RD RET	COMPLETE	1994-07-07	11647
94589	S	ADAPTER PLT.	COMPLETE	1996-07-31	00679
98L12	L	PASS AIR BAG	FORCED COMPLETION	1999-01-22	AUTOC

ESP-025-R 1/29/03

2003

1579511683 SDR-WASHINGTON

EM2-025-A 18031

VIN

1LNLM31W7NYG18379

Year

1992

Model

TOWN CAR

No Open Issues

Vehicle List

Sales Type

INDIVIDUAL RTL

Owner Status

Subsequent Owner

Vehicle Info

No Claims

No Warranty History

1992-025-A 18379

Customer Info

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

EPM2-025-A 10023

ESP / Recall Information

VIN: 1LNLM81W7NY616379

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
95S19	S	HOOD LATCH		COMPLETE	1995-10-27	00137
98L12	L	PASS AIR BAG		FORCED COMPLETION	1998-01-22	AUTOC

ENR-023-A 10034

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	FMA Code	Sales Code
10-SDR	27-WASHINGTON	B	A6	00155	F27901
Dealer Name:	ELLIOTT/WILSON CAPITOL TRK LLC				
Dealer Address:	8800 ARDMORE-ARDMORE ROAD LANDOVER MD 20785				
Dealer Main Phone:	301-541-5500	Dealer Service Phone:	800-787-0000		

Position	Employee Name
DEALERPARTNER	KRISTINE DE COURCELLE
DEALERPARTNER	LUC VERLOO
DEALERPARTNER	GEORGE WILSON
PARTS MANAGER	ROGER A BAILEY
	Lisa-Old Leman
SERVICE MANAGER	STEVE W DOYLE
SERVICE MANAGER	BILL LARIN

Service Hours 7:00 AM - 9:00 PM MON - FRI, 8:00 AM - 2:00 PM SAT
 Directions
 Transit Y
 Additional Information "MOTORHOME SERVICE DEALER"

2003-025-A 10035

Ford Motor Company

Consumer Affairs

*Sent Via U.S. Mail

July 1, 2003

[REDACTED]
Landover, MD [REDACTED]

RE: 1992 Lincoln Town Car
VIN: 1LNLM81W7NY616379

Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand, however, that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they determine that Ford Motor Company is responsible. Therefore, at this time, Ford proposes no further action.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

All Action Details for Issue

Edit

VIN: 1LNLM81W7NY618379

Year: 1992

Model: TOWN CAR

Case: 1579511683

Name: [REDACTED]

Owner Status: Subsequent

WSD: 0001-01-01

Symptom Desc: FIRE/SMOKE SMOKE 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: 00165 ELLIOTT/WILSON CAPITOL TRK LLC

Origin Desc: US CONCERN CASE BASE

Odometer: 89000 MI

Comm Type: PHONE

Analyst Name: UFIJI MOHAMMED

Analyst: UMOHAMM

Action Date: 09/17/2003

Action Time: 16.06.03.843

Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: - CUST SAYS THAT ON JUNE 18/2003 THE VEHICLE CAUGHT ON FIRE UNDER THE HOOD WHILE PARKED FOR ABOUT 3 HOURS - CUST SAYS THE VEHICLE IS CURRENTLY IN EDMONSTON, MARYLAND OUTSIDE OF HIS WIFE'S WORKPLACE - CUST SAYS THERE WAS A FIRE REPORT FILED BUT HE IS UNSURE OF THE FINDINGS OR THE FIRE REPORT NUMBER BUT THE REPORT WAS FILED IN PRINCE GEORGE COUNTY - CUST SAYS THAT HE HAS FILED A CLAIM WITH INSURANCE CARRIER AND THE VEHICLE HASN'T BEEN REPAIRED YET - CUST SAYS THAT HE SAW ON THE INTERNET THERE WAS A RECALL RELATING TO THIS CONCERN ON 1991 AND 1992 TOWNCARS - CUST SAYS HE READ ABOUT 2 OTHER VEHICLES WHERE THE ENGINE CAUGHT ON FIRE AFTER BEING PARKED FOR 3-5 DAYS PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5348

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: FINAL CASE DISPOSITION

Dealer: 00165 ELLIOTT/WILSON CAPITOL TRK LLC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 89000 MI

Comm Type: MAIL

Analyst Name: CASSANDRA JONES

Analyst: CJONES

Action Date: 08/23/2003

Action Time: 11.10.27.479

Action Date: No

Comments CUST NEEDS TO CONTINUE TO WORK WITH INSURANCE CO FOR ASSISTANCE, THERE ARE NO OPEN FSAs RELATED TO CUST CONCERN. LETTER OF CLOSING WILL BE SENT.

09/23/03-025-01 10:37

000000 000000 000000



1992

REF ID: A625 17845

1962-025 17046

ERG-628 17647

ENC-025 17046

2002-025 17040

502-025 1700

ENC-25 17001

2062-625 17852

ENCLOSURE 17043

12-1-68

1. The first part of the report is a summary of the work done during the period from 1-1-68 to 1-1-69. This part of the report is divided into two sections: a summary of the work done during the period from 1-1-68 to 1-1-69, and a summary of the work done during the period from 1-1-69 to 1-1-70.

2. The second part of the report is a detailed description of the work done during the period from 1-1-68 to 1-1-69. This part of the report is divided into two sections: a description of the work done during the period from 1-1-68 to 1-1-69, and a description of the work done during the period from 1-1-69 to 1-1-70.

3. The third part of the report is a detailed description of the work done during the period from 1-1-69 to 1-1-70. This part of the report is divided into two sections: a description of the work done during the period from 1-1-69 to 1-1-70, and a description of the work done during the period from 1-1-70 to 1-1-71.

4. The fourth part of the report is a detailed description of the work done during the period from 1-1-70 to 1-1-71. This part of the report is divided into two sections: a description of the work done during the period from 1-1-70 to 1-1-71, and a description of the work done during the period from 1-1-71 to 1-1-72.

5. The fifth part of the report is a detailed description of the work done during the period from 1-1-71 to 1-1-72. This part of the report is divided into two sections: a description of the work done during the period from 1-1-71 to 1-1-72, and a description of the work done during the period from 1-1-72 to 1-1-73.

6. The sixth part of the report is a detailed description of the work done during the period from 1-1-72 to 1-1-73. This part of the report is divided into two sections: a description of the work done during the period from 1-1-72 to 1-1-73, and a description of the work done during the period from 1-1-73 to 1-1-74.

7. The seventh part of the report is a detailed description of the work done during the period from 1-1-73 to 1-1-74. This part of the report is divided into two sections: a description of the work done during the period from 1-1-73 to 1-1-74, and a description of the work done during the period from 1-1-74 to 1-1-75.

8. The eighth part of the report is a detailed description of the work done during the period from 1-1-74 to 1-1-75. This part of the report is divided into two sections: a description of the work done during the period from 1-1-74 to 1-1-75, and a description of the work done during the period from 1-1-75 to 1-1-76.

9. The ninth part of the report is a detailed description of the work done during the period from 1-1-75 to 1-1-76. This part of the report is divided into two sections: a description of the work done during the period from 1-1-75 to 1-1-76, and a description of the work done during the period from 1-1-76 to 1-1-77.

10. The tenth part of the report is a detailed description of the work done during the period from 1-1-76 to 1-1-77. This part of the report is divided into two sections: a description of the work done during the period from 1-1-76 to 1-1-77, and a description of the work done during the period from 1-1-77 to 1-1-78.

2002-025 17055

CONFIDENTIAL - SECURITY INFORMATION

1. The following information was obtained from a confidential source who has provided reliable information in the past.

2. The source has provided information that is of a confidential nature and is being provided to you for your information only.

3. The source has provided information that is of a confidential nature and is being provided to you for your information only.

4. The source has provided information that is of a confidential nature and is being provided to you for your information only.

5. The source has provided information that is of a confidential nature and is being provided to you for your information only.

6. The source has provided information that is of a confidential nature and is being provided to you for your information only.

7. The source has provided information that is of a confidential nature and is being provided to you for your information only.

8. The source has provided information that is of a confidential nature and is being provided to you for your information only.

9. The source has provided information that is of a confidential nature and is being provided to you for your information only.

10. The source has provided information that is of a confidential nature and is being provided to you for your information only.

11. The source has provided information that is of a confidential nature and is being provided to you for your information only.

12. The source has provided information that is of a confidential nature and is being provided to you for your information only.

13. The source has provided information that is of a confidential nature and is being provided to you for your information only.

14. The source has provided information that is of a confidential nature and is being provided to you for your information only.

15. The source has provided information that is of a confidential nature and is being provided to you for your information only.

16. The source has provided information that is of a confidential nature and is being provided to you for your information only.

17. The source has provided information that is of a confidential nature and is being provided to you for your information only.

5252-025 17000

2002-000 17000

8902-020 17060

2002-025 17000

2000-020 17001

1002-025 17002

1. *Journal of the American Medical Association*, 2000; 284: 1039-1044.

^a $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^b $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^c $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^d $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^e $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^f $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^g $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^h $\chi^2 = 1.0$, $df = 1$, $p = .32$. ⁱ $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^j $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^k $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^l $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^m $\chi^2 = 1.0$, $df = 1$, $p = .32$. ⁿ $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^o $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^p $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^q $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^r $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^s $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^t $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^u $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^v $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^w $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^x $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^y $\chi^2 = 1.0$, $df = 1$, $p = .32$. ^z $\chi^2 = 1.0$, $df = 1$, $p = .32$.

[illegible]

BA02-025 17003

FORM 100-100

17000-0225-0000

SPC2-226 17868

5202-226 17676

DOC-025 17071

ENCLOSURE 17572

HRON-020 17073

BMG-025 17074

ERR-025 17875

GENERAL & COMPANY, INC.

NEW YORK, N. Y.

1952

TO THE BOARD OF DIRECTORS

OF THE COMPANY

AND TO THE STOCKHOLDERS

OF THE COMPANY

AND TO THE CREDITORS

OF THE COMPANY

AND TO THE

1

1952-53 17075

17877-00000000

042-025 17078

ENCLOSURE 17079

100-1 520-2000

5002-403 17002

KEY

• • • • •

1766-1767

2000-020 17064

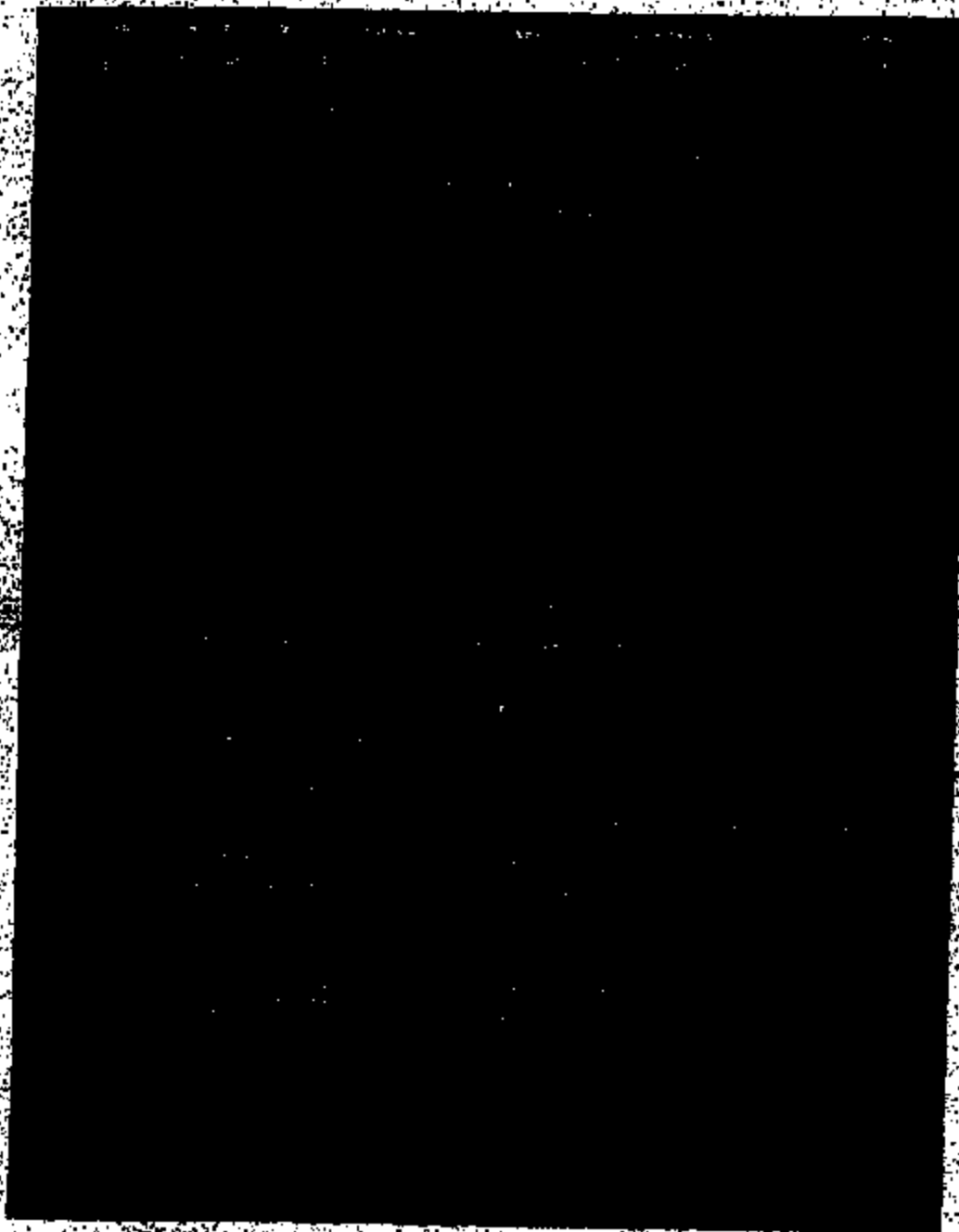
ENC-228 17005

2002-025 17006



1994





ERGZ-026 17276



4/17

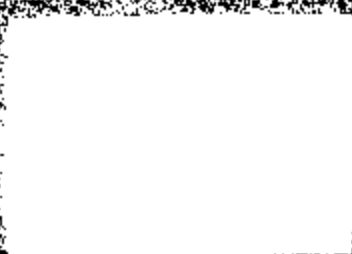
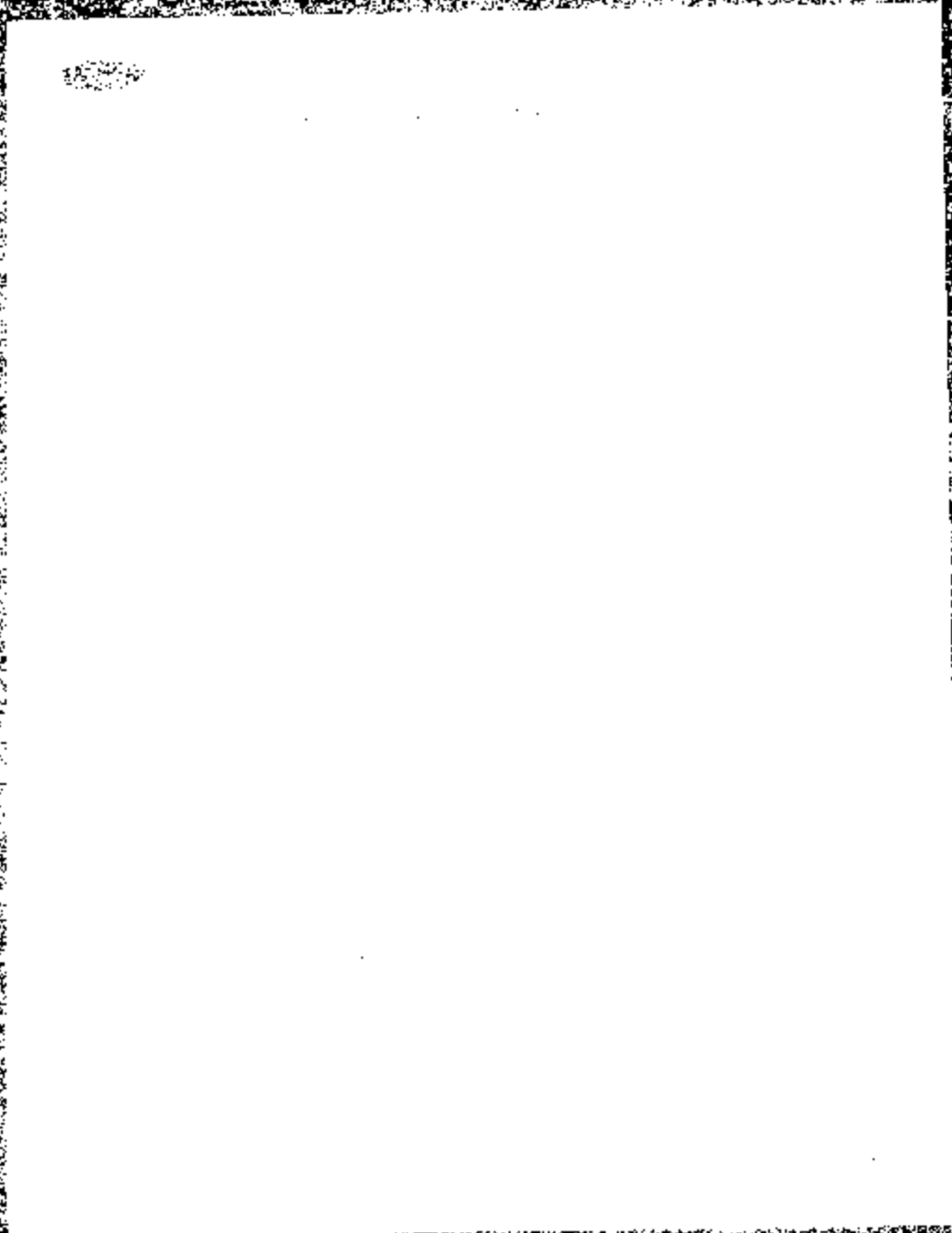
83
86

1992

1002-025 17000

2002-525 17000

2002-028 17001



1002-025 17002

2001

0298020721 SOUTHWEST

1982-823-8 18883

LESS THAN TWO DEALER APPROVED AND NOTED THAT THE CAR IS NOT

EXTENDED COVERAGES
 NO ESP INFORMATION AVAILABLE

1 YEAR WARRANTY HISTORY
 NO REPAIR HISTORY ON VEHICLE

ROMA POLICE DEPARTMENT
OFFENSE/INCIDENT REPORT
 CASE#: 01-6291

☐ OFFENSE:	OFFICER MAKING REPORT: <u>H. B. GOMEZ # 101</u>
☐ INCIDENT: <u>DRUGS AND CASH</u>	DIVISION/SECTION: <u>1st DIV.</u>
DATE TIME OCCURRED: <u>4-23-78 1:15 PM</u>	LOCATION OCCURRED: <u>5101 S. 1st St.</u>
DATE TIME REPORTED: <u>4-23-78 1:15 PM</u>	LOCATION REPORTED: <u>LOMA P.D.</u>

☐ MALE ☒ FEMALE	
☐ COMPLAINANT ☐ VICTIM	
NAME: [REDACTED]	RES. ADD: [REDACTED] <u>Roma, TX</u>
RES. PH: [REDACTED]	BUS. ADD: [REDACTED]
BUS. PH: [REDACTED]	D.O.B.: [REDACTED] D.L.M.D.N.: [REDACTED]
STATE: [REDACTED]	OTHER INFORMATION: [REDACTED]
☒ MALE ☐ FEMALE	
☐ VICTIM ☐ WITNESS	
NAME: [REDACTED]	RES. ADD: <u>SAME</u>
RES. PH: [REDACTED]	D.O.B.: [REDACTED] D.L.M.D.N.: [REDACTED] STATE: [REDACTED]
OTHER INFORMATION: [REDACTED]	
☐ MALE ☐ FEMALE	
☐ VICTIM ☐ WITNESS	

☒ COMPLAINANT	☐ VICTIM	☐ SUSPECT	☐ WITNESS	
☐ PROPERTY:	RESIDENTIAL	BUSINESS	OTHER	

CALIB: 518FR11A
TRANS: 4R70W 4 SPD AUTO
AXLE CD: 58

WARRANTY INFORMATION

WARRANTY START DATE: 10/04/1994 BUILD DATE : 08/24/1994
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

1 YEAR WARRANTY HISTORY

NO REPAIR HISTORY ON VEHICLE

RECALLS

THERE ARE NO RECALLS ASSOCIATED WITH THIS VEHICLE.

VIN: 2MELM75W2SX602859; PAGE #1

() OFFENSE		OFFICER MAKING REPORT: <u>H. J. G. P. S. 9-11</u>	
INCIDENT: <u>06-10-10-10-10-10</u>		DIVISION/SECTION: <u>7-10-10</u>	
DATE/TIME OCCURRED: <u>06-10-10 1:10 PM</u>		LOCATION OCCURRED: <u>5-10-10-10-10-10</u>	
DATE/TIME REPORTED: <u>07-10-10 1:10 PM</u>		LOCATION REPORTED: <u>10-10-10</u>	

		() MALE () FEMALE	
() COMPLAINANT () VICTIM			
NAME: <u>[REDACTED]</u>		RES. ADD: <u>[REDACTED]</u>	
RES. PH#:		BUS. ADD:	
BUS. PH#:		D.O.B.: <u>[REDACTED]</u> D.L.#/D.#:	
STATE:		OTHER INFORMATION:	
		() MALE () FEMALE	
() VICTIM () WITNESS			
NAME: <u>[REDACTED]</u>		RES. ADD: <u>SAME</u>	
RES. PH#:		D.O.B.: <u>[REDACTED]</u> D.L.#/D.#:	
OTHER INFORMATION:		STATE:	
		() MALE () FEMALE	
() VICTIM () WITNESS			
NAME:		RES. ADD:	
RES. PH#:		D.O.B.: <u>[REDACTED]</u> D.L.#/D.#:	
OTHER INFORMATION:		STATE:	

		() MALE () FEMALE	
() SUSPECT			
NAME:		ADD:	
PH#:		WORKPLACE:	
AGE:		D.O.B.:	
COMPLEXTION:		HEIGHT:	
ALIAS S#:		WEIGHT:	
FACIAL HAIR:		HAIR:	
		EYES:	
		D.L.#/D.#:	
		SSN:	
		LAST SEEN WEARING:	
		GLASSES:	
		LAST SEEN AT:	
		() MALE () FEMALE	
() SUSPECT			
NAME:		ADD:	
PH#:		WORKPLACE:	
AGE:		D.O.B.:	
COMPLEXTION:		HEIGHT:	
ALIAS S#:		WEIGHT:	
FACIAL HAIR:		HAIR:	
		EYES:	
		D.L.#/D.#:	
		SSN:	
		LAST SEEN WEARING:	
		GLASSES:	
		LAST SEEN AT:	

VIN: 2MELM75W2SX602859

03/12/2001

13:44

VEHICLE INFORMATION

VER: 1995 GRAND MARQUIS
BODY: 4 DR SEDAN LS
ENGINE: 4.6L SOHC (ROMEO)
CALIB: 518FR11A
TRANS: 4R70W 4 SPD AUTO
AXLE CD: 58

WARRANTY INFORMATION

WARRANTY START DATE: 10/04/1994 BUILD DATE: 08/24/1994
LESS THAN TWO DEALER APPROVED AND REPAIR VISITS PAID TO DATE

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

1 YEAR WARRANTY HISTORY

NO REPAIR HISTORY ON VEHICLE

RECALLS

THERE ARE NO RECALLS ASSOCIATED WITH THIS VEHICLE.

VIN: 2MELM75W2SX602859; PAGE #1

ROMA POLICE DEPARTMENT
OFFENSE/INCIDENT REPORT
CASE#: 01-0291

() OFFENSE: INCIDENT: <u>1st Degree Murder</u>		OFFICER MAKING REPORT: <u>Det. [Redacted]</u>	
DATE/TIME OCCURRED: <u>02-17-01 1:15 PM</u>		DIVISION/SECTION: <u>7-26</u>	
DATE/TIME REPORTED: <u>02-17-01 1:15 PM</u>		LOCATION OCCURRED: <u>5100 S. [Redacted]</u>	
		LOCATION REPORTED: <u>Roma P.D.</u>	

() MALE () FEMALE			
() COMPLAINANT		() VICTIM	
NAME: [Redacted]		RES. ADD: [Redacted] <u>Roma, IL</u>	
RES. PH#:		BUS. ADD:	
BUS. PH#:		D.O.B.:	
STATE:		D.L.#/I.D.#:	
OTHER INFORMATION:			
() MALE () FEMALE			
() VICTIM		() WITNESS	
NAME: [Redacted]		RES. ADD: <u>SAME</u>	
RES. PH#:		D.O.B.:	
D.L.#/I.D.#:		STATE:	
OTHER INFORMATION:			
() MALE () FEMALE			
() VICTIM		() WITNESS	
NAME:		RES. ADD:	
RES. PH#:		D.O.B.:	
D.L.#/I.D.#:		STATE:	
OTHER INFORMATION:			

() MALE () FEMALE			
() SUSPECT			
NAME: [Redacted] ADD: [Redacted]			
PH#:			
AGE: D.O.B. HEIGHT WEIGHT HAIR EYES			
COMPLEXION: D.L.#/I.D.#: SSN:			
ALIAS: LAST SEEN WEARING:			
FACIAL HAIR: GLASSES: LAST SEEN AT:			
() MALE () FEMALE			
() SUSPECT			
NAME: [Redacted] ADD: [Redacted]			
PH#:			
AGE: D.O.B. HEIGHT WEIGHT HAIR EYES			
COMPLEXION: D.L.#/I.D.#: SSN:			
ALIAS: LAST SEEN WEARING:			
FACIAL HAIR: GLASSES: LAST SEEN AT:			

THE NEW YORK PUBLIC LIBRARY

2MFLM75M29X602899

TEAM MOTEL
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ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED
DATE 07/11/2001 BY 60322 UCBAW

10164

LONG CANYON
IN MICH.

44-38861

LEARNING OBJECTIVES

WGL

3800

42C14D

SANZ MOTORS MCALLEN TX

97044

RESEARCH

ACTUAL MILEAGE

ALTO GRANDE CITY, TX

LIFE OF JOHN EDGAR HOOVER BY LARRY R. H. A VIOLATION OF STATE LAW TO DIS-
 SEMINATE INFORMATION ON A CRIMINAL OR
 INFORMATION ON A CRIMINAL OR

NONE

exp. 4.5 months

UNITED STATES DEPARTMENT OF AGRICULTURE

● 1994 年 11 月 1 日

Paul Liberman, DVM

1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 26

July 1995

THE UNIVERSITY OF _____

F

2025 RELEASE UNDER E.O. 14176

100

IT IS REQUESTED THAT THE PERSON IDENTIFIED AS THE CHAIRMAN OF THE ABOVE ORGANIZATION BE CONTACTED AND ADVISED THAT THE ABOVE ORGANIZATION IS NOT TO BE USED FOR ANY PURPOSES OTHER THAN THE ONE FOR WHICH IT WAS FORMED.

RIGHTS OF SUPPLYING COMPANY. THE COMPANY AND THE KNOWN SIGNATURES ABOVE MENTIONED HEREBY WAIVE THE COMPANY OF THE VEHICLE DESCRIBED ON THE CERTIFICATE OF TITLE SHALL FROM THE DAY FORTHBE BE HELD JOINTLY AND IN THE EVENT OF DEATH OF EITHER THE SIGNATURE ON THE TITLE THE COMPANY OF THE VEHICLE SHALL REST IN THE SUCCESSION

2014-2015-16

DO NOT ACCEPT TITLE SHOWING ERASURE, ALTERATION, OR MUTILATION

TEXAS FIRE INCIDENT REPORTING SYSTEM

La Bonta Fire Department

INCIDENT REPORT

Put in This Space in Your Own Words

Table 1

Exp.	Month	Day	To	Day of the Week
------	-------	-----	----	-----------------

Alarm	Time	Time In, Location
1	08:00	08:00, 08:00
2	08:00	08:00, 08:00
3	08:00	08:00, 08:00
4	08:00	08:00, 08:00
5	08:00	08:00, 08:00
6	08:00	08:00, 08:00
7	08:00	08:00, 08:00
8	08:00	08:00, 08:00
9	08:00	08:00, 08:00
10	08:00	08:00, 08:00
11	08:00	08:00, 08:00
12	08:00	08:00, 08:00
13	08:00	08:00, 08:00
14	08:00	08:00, 08:00
15	08:00	08:00, 08:00
16	08:00	08:00, 08:00
17	08:00	08:00, 08:00
18	08:00	08:00, 08:00
19	08:00	08:00, 08:00
20	08:00	08:00, 08:00
21	08:00	08:00, 08:00
22	08:00	08:00, 08:00
23	08:00	08:00, 08:00
24	08:00	08:00, 08:00
25	08:00	08:00, 08:00
26	08:00	08:00, 08:00
27	08:00	08:00, 08:00
28	08:00	08:00, 08:00
29	08:00	08:00, 08:00
30	08:00	08:00, 08:00
31	08:00	08:00, 08:00
32	08:00	08:00, 08:00
33	08:00	08:00, 08:00
34	08:00	08:00, 08:00
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36	08:00	08:00, 08:00
37	08:00	08:00, 08:00
38	08:00	08:00, 08:00
39	08:00	08:00, 08:00
40	08:00	08:00, 08:00
41	08:00	08:00, 08:00
42	08:00	08:00, 08:00
43	08:00	08:00, 08:00
44	08:00	08:00, 08:00
45	08:00	08:00, 08:00
46	08:00	08:00, 08:00
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64	08:00	08:00, 08:00
65	08:00	08:00, 08:00
66	08:00	08:00, 08:00
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77	08:00	08:00, 08:00
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80	08:00	08:00, 08:00
81	08:00	08:00, 08:00
82	08:00	08:00, 08:00
83	08:00	08:00, 08:00
84	08:00	08:00, 08:00
85	08:00	08:00, 08:00
86	08:00	08:00, 08:00
87	08:00	08:00, 08:00
88	08:00	08:00, 08:00
89	08:00	08:00, 08:00
90	08:00	08:00, 08:00
91	08:00	08:00, 08:00
92	08:00	08:00, 08:00
93		

10

Fill in This Report in Your Own Words.

FD ID VV601		Incident No.		Day 02	Month 25	Year 91	Day of the Week Sunday	Alarm Time 11/15/91	Time in Service 11/31518
CORRECT LOCATION	No.	Dir.	Street Name	Type	Zip Code	Cause Thru			
Method of Alarm from Public Telephone / S.O. 911									
Type of Alarm Vehicle on Fire									
Type of Alarm Ventilation / Extinguish ment									
No. Fire Services Personnel 10014									
Used at Scene 10014									

Complete On All Incidents

No. Injuries-Related Injuries		No. Injuries-Related Fatalities		Charges	
Life Sentence	10018	Life Sentence	10018	Life Sentence	10018
Type of Property Used		Mobile Property Type			
Residential Driveway		Auto mobile		1111	

Complete If Fire

Cause of Fire Origin		Level of Fire Origin		Temperature Scale	
Interior of Vehicle		Undetermined		Smoldering	
Component Involved in Ignition (If any)		Dash board		Undetermined	
Type of Material Ignited		Plastic		Undetermined	
Type of Material Ignited		Plastic		Undetermined	

All Incidents

Structure Type		Construction Type		Combustion Method	
Extent of Flame Damage		Extent of Smoke Damage		Extent of Water Damage	
Extent of Fire Control Damage		Detection Performance		Sprinkler Performance	
IF FLAME SPREAD BEYOND ROOM OR ORIGIN		Type of Material Cleared by Heat Flow		Amount of Flame Travel	
IF SMOKE SPREAD BEYOND ROOM OR ORIGIN		Type of Material Cleared by Heat Flow		Amount of Smoke Travel	

Complete If Fire

Method of Extinguishment		Make Shift Aid		Garden hose	
Estimated Total Dollar Loss		Property Damage Classification		Time to arrive at scene Application	
10018		1000 to 9999		13/10 min	
Officer in Charge (Name, Position, Agency) Alberto Chapa				P.O. 20501	
Member Making Report (If Different from Above) Alberto Chapa				P.O. 20501	

All Incidents

If Mobile Property		Year	Make	Model	Serial No.	License No. (if any)
Automobile		95	Mercury	Grand Marquis	2MELM75W2 S1602194	672-XPB
If Equipment Involved in Ignition		Year	Make	Model	Serial No.	License (if any)

MFR 12 2001 17:51

9564875873

PAGE.01

NOV 12 2001 10:57

EQ-2-428-9 10024

TEXAS FIRE INCIDENT REPORTING SYSTEM

La Rosita Fire Department

INCIDENT REPORT

Fill in This Report in Your Own Words

☐ Delay
☒ Change

A	FD ID VV601	Incident No.	Mo.	Day	Year	Day of the Week	Alarm Time	Time in Service
B	CORRECT LOCATION	No.	Dir.	Street Name	Type	Zip Code	County	Time
C	[Redacted]							
D	[Redacted]							
E	Method of Alarm Given Public Telephone / S.O. 911				Type of Situation Faced Vehicle on Fire			
F	Type of Action Taken Ventilation / Extinguishment				Co. Incident # 1111			
G	No. Fire Services Requested Used at Scene		No. Engines Used at Scene		No. Aerial Apparatus Used at Scene		No. Other Vehicles Used at Scene	
	10014		10014		10014		10010	

Complete On All Sections

H	No. Injuries - related injuries	No. Injuries - related fatalities	Examples
	10010	10010	10010 / 10-Complex 1918
I	Property Type	Mobile Property Type	
	Residential Driveway 1964	Auto mobile	111

Complete II

J	Area of Fire Origin	Level of Fire Origin	Extinguishing Agent
	Interior of Vehicle 19	Undetermined	Smoldering
K	Material Involved in Ignition (If any)	Extinguishing Agent	
	Dash board	Undetermined	1010
L	Type of Material Ignited	Extinguishing Agent	
	Plastic	Undetermined	1010 Undetermined 1010

At Station

M	Structure Type	Construction Type	Extinguishing Method
N	Extent of Flame Damage	Extent of Structural Damage	Extent of Water Damage
O	Extent of Fire Control Damage	Extinguishing Performance	Extinguishing Performance
P	IF FLAME SPREAD BEYOND ROOM OF ORIGIN	Type of Material Generating Flame Spread	Amount of Flame Spread
Q	IF FLAME SPREAD BEYOND ROOM OF ORIGIN	Type of Material Generating Flame Spread	Amount of Flame Spread

Complete III

R	Method of Extinguishment	Time from Alarm to Arrival
	Make Shift Aid a Garden hose	12
S	Estimated Time (in minutes)	Time from Alarm to Arrival
	10010 / 10010	13 10 min
	Officer in Charge (Name, Position, Agency)	
	Alberta Chapp	205-1
	Member Making Report (If Different from Above)	

At Fire

Complete On

U	If Mobile Property	Year	Make	Model	Serial No.	License No. (If any)
	Automobile	95	Mercury	Grand Marquis	2MELM76W2 SX60259	872-XPA
V	If Equipment Involved in Ignition	Year	Make	Model	Serial No.	Weight (If any)

SFCHADMA

Action Detail

03/13/01 10:12:34

==>

VIN: 2MELM75W2SX602859 Year: 1995 Model: GRAND MARQUIS
Owner Status: SUBSEQUENT WSD: 10/04/94
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 298020721 Day Ph:
Symptom Desc: FIRE/SMOKE SMOKE
Reason Desc: LEGAL - FIRE CLAIM
Dealer: RAMIREZ FORD SALES, INC.
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 140215 MI
Analyst: DJACKS58 DANYELL JACKSON Document Number:
Action Date: 03/13/01 Action Date: N Action Time: 08:16:42 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: ***** DEALER REQUEST LETTER *****
REC'D 03/13/01

DEALERSHIP CONTACT: FERNANDO DOMINGUEZ 956-487-2582
ALLEGES

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

LPREL49

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 2MELM75W25XG02899 Vch Line: CTF - GRAND MARQ (BUSMEN116) (02-01) Eng Serial No: *
 Model Year: 1995 Market Derived: CM - L-M DIVISION DERIVATIVE Body Style: *
 Vch Type: C Drive Code: C/B - 2 WHE LH REAR DRIVE Engine: C/VN - 2.4L SOHC I
 Inv. Dealer: 13925 Body Chk Style: CFA - 4 DOOR SEDAN-4 LITE Transmission: C/DU - 4 SPD AUTO TR N
 Version/Serial: CTAJ - LS VERSION - CAR

BUILD INFORMATION:

Region: NA - #00000000 Plant: AW - ST. THOMAS PLANT BUILD
 Country: CAN - #00000000 Prod Date: 26-AUG-1994

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 345274 - *
 Country: USA - #00000000 Selling Dir SdProv: MI
 Buyer SdProv: MI

Arrival Date: 30-AUG-1994 Red Carpet Loan: I
 Sale Date: 04-OCT-1994 Fleet/Stock/Co. Loan: R
 Warranty Start Date: 04-OCT-1994 Modified Vehicle: *
 Orig Warranty Date: 04-OCT-1994 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----11-----12-----
 N75X402089Y 4 AB 15X011 UF H V0073P Q7 DEL LR NO 40070 2 TW T12 3 5 W
 2HELS 6 3 172A 70Y 2 JM

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	*
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Deck:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	EQABC - 3.27 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axis Type:	EQJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	EV	Paint:	PYZP - SILVER PONY C/C
Brake Code:	* - [N/A]	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radar:	AB - ELECTRONIC AM/FM STEREO/CASSETTE
Calibration Code:	51MFL1A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Susp Tandem Axle:	* - [N/A]
Color(Trim):	0002V -	Tire Brand:	AJ - MICHELIN - RECYCLABLE
Delivery Type:	F	Tire Size:	D308F - P215/70R15 WFW
Detachable Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Beam:	* - [N/A]
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	•	RF:	•
LR:	•	RR:	•
LL:	•	RL:	•
SPARE:	•		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	C/S - C/S
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Buffer:	LSB
ESP Piss Year:	• Engine Family:	SFM45V63FRA
ESP Signature Data:		

Any comments? You can contact

webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 13-MAR-2001

Note: All Costs are in US Dollars

24ELM75W25X602859 FP	OFF	CM	CFA	CAI	CB	AW	CDU	CYN	24-08-94	04-10-94	345274	USA	0	Q08	GC06	*	*	*	500	V99	A59	B2
AWS Claim Key:	163155	Doc #:	672944	Trx Code:		TDX	Labor Hrs:	0					0	Material Cost:	51.2	Total Cost:	51.2					
Dr Cd-Sub Cd:	13952-*	Name:	KRUG LINCOLN-MERCURY INC			Ph:	313-2748280	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-SEP-1994	DEST@Ship:	0					
24ELM75W25X602859 FP	OFF	CM	CFA	CAI	CB	AW	CDU	CYN	24-08-94	04-10-94	345274	USA	3	Q08	7W04	FSBY	15K601	A	506	V07	L20	46
AWS Claim Key:	635532	Doc #:	084514	Trx Code:		1	Labor Hrs:	2					11.36	Material Cost:	53.2	Total Cost:	64.56					
Dr Cd-Sub Cd:	13952-*	Name:	HINES PARK LINCOLN-MERCURY INC			Ph:	313-4532424	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	29-DEC-1994	DEST@Ship:	4995					
Tech Comments:	REPLACE KEYLESS REMOTE																					
24ELM75W25X602859 FP	OFF	CM	CFA	CAI	CB	AW	CDU	CYN	24-08-94	04-10-94	345274	USA	9	*	*	*	*	500	V80	*	*	
AWS Claim Key:	2221058	Doc #:	1032204	Trx Code:		95512	Labor Hrs:	9					52.86	Material Cost:	.96	Total Cost:	68.1					
Dr Cd-Sub Cd:	13952-*	Name:	HINES PARK LINCOLN-MERCURY INC			Ph:	313-4532424	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	06-JUN-1995	DEST@Ship:	10461					
24ELM75W25X602859 FP	OFF	CM	CFA	CAI	CB	AW	CDU	CYN	24-08-94	04-10-94	345274	USA	14	Q08	7W04	FSBY	15K601	A	506	V07	L20	42
AWS Claim Key:	2218854	Doc #:	1121304	Trx Code:		883	Labor Hrs:	2					11.75	Material Cost:	36	Total Cost:	64.93					
Dr Cd-Sub Cd:	13952-*	Name:	HINES PARK LINCOLN-MERCURY INC			Ph:	313-4532424	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-NOV-1995	DEST@Ship:	16659					
Tech Comments:	REPL REMOTE																					
24ELM75W25X602859 FP	OFF	CM	CFA	CAI	CB	AW	CDU	CYN	24-08-94	04-10-94	345274	USA	15	*	*	*	*	500	V80	*	*	
AWS Claim Key:	6846627	Doc #:	1132781	Trx Code:		98524	Labor Hrs:	2					11.75	Material Cost:	0	Total Cost:	17.62					
Dr Cd-Sub Cd:	13952-*	Name:	HINES PARK LINCOLN-MERCURY INC			Ph:	313-4532424	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	05-DEC-1995	DEST@Ship:	18729					
24ELM75W25X602859 FP	OFF	CM	CFA	CAI	CB	AW	CDU	CYN	24-08-94	04-10-94	345274	USA	20	*	*	*	*	500	V80	*	*	
AWS Claim Key:	9884391	Doc #:	12347801	Trx Code:		90836	Labor Hrs:	2					11.75	Material Cost:	0	Total Cost:	17.62					
Dr Cd-Sub Cd:	13952-*	Name:	HINES PARK LINCOLN-MERCURY INC			Ph:	313-4532424	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-MAY-1996	DEST@Ship:	24469					
24ELM75W25X602859 FP	OFF	CM	CFA	CAI	CB	AW	CDU	CYN	24-08-94	04-10-94	345274	USA	26	Q05	JY01	*	1125	*	511	V21	N27	D4
AWS Claim Key:	14538832	Doc #:	1395904	Trx Code:		884	Labor Hrs:	3.9					216.98	Material Cost:	0	Total Cost:	216.98					
Dr Cd-Sub Cd:	11488-*	Name:	WEST POINT LINCOLN-MERCURY			Ph:	713-5292611	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date:	18-NOV-1996	DEST@Ship:	29000					
Cost Comments:	BRAKES VIBRATE WHEN APPLIED VIB WHEN BRAKING CHECK ROTOR RUNOUT LF .004 RF .005 LR .009 RR .006 MACHINE FRONT ROTORS ON VEHICLE AND SAND FRONT PADS MTIME																					

E002-002-A 10000

Tech Comments: VIB WHEN BRAKING CHECK ROTOR RUNOUT LF .004 RF .003 LR .003 RR .006 MACHINE FRONT ROTORS ON VEHICLE AND SAND FRONT PADS MTIME
MACHINE REAR ROTORS ON VEHICLE AND SAND REAR PADS

Any comments? You can contact

webmaster

VEHICLE ID: 2MSX602859 (WVYFASBBB) VIN: 2MBLM75W2SX602859 DIV: 3 Status: 800
 Vehicle Line: CFP Convy Deliv: 083094 Orig P-Lvl: 500 Selling Dir: 45A274
 Order Recpt: 063094 ShipTo Stat: Curr P-Lvl: 510 Sale Date: 100494
 Orig Sched: 081594 Rls-To Stat: MI Order Dir/Rag: 45070/45 Demo Dt:
 Inv Prep: 090794 Orig Int St: 090994 Orig Rls Dir: 45070 Deliv Type: P
 Prod Date: 082494 Curr Int St: 090994 Rls Dir P&A: 13925 Sales Prd: 094101
 Rls Date: 082594 Dirfin Ext: 101094 Warr Start: 100494 Cancel Sl:
 Memo Consgn: P&C Ext: 101094 Warrs-Ind: Sale Status: G
 Orig Pltbus: 082594 Advert Ext: 101094 -Date- -Dealer- -Region-
 Curr Pltbus: 090894 Slespan SH#: 4929 Shipped: 083094
 T/Name: 6 Curr Stock: 093094 45A274 45
 Addr: State: MI 1st-Prior: 082594 45070
 City: WESTLAND N/A-Rept: 100794 2nd-Prior: 082594 45070
 Zip: Warr-Ins-Ind: 3rd-Prior:
 V.O.: 1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 M758XY 4 A2 15H6011 UF E UI J3P Q7 2HL LR MG 45A070 2 TS
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 T23 3 2 W2MEL2 6 2 172A 7WU S
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPRHL49

VIN: 2MELM75W2SX602859

Year: 1995

Model:

GRAND MARQUIS

WSD: 10/04/94

Build Date: 08/24/94

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
	95S12	S	FT PIPE SEAL	COMPLETE	06/06/95	13952
	95S24	S	CIRC BREAKER	COMPLETE	12/05/95	13952
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/96	AUTOC
	96S36	S	RR RESTRAINT	COMPLETE	05/21/96	13952

F1=Help

F7=Prev

F8=Next

F11=Menu

F12=Return

NO MORE RECORDS AVAILABLE

LPREL49

Labor Allowances For Dealers Not On ACESII

OPERATION DESCRIPTION	LABOR TIME	LABOR CODE
Replace Fuel Tank Grommet	0.9 Hrs.	Insert in Box "B" on Form 1884
Administrative Allowance	0.1 Hrs.	

NOTE:

Add Administrative Allowance to the total repair time.

Labor Allowances For Dealers On ACESII**Submit using DWE.**

OPERATION DESCRIPTION	LABOR TIME	LABOR OPERATION CODE
Replace Fuel Tank Grommet	0.9 Hrs.	Labor Operation 88S12B
Administrative Allowance	0.1 Hrs.	Misc. Expense Code "ADMIN"

Parts Requirements

Parts will not be direct shipped for this recall. Order your parts requirements through normal order processing channels.

PART NUMBER	DESCRIPTION	DEALER PRICE
F42Z-8072-A	Fuel Tank Grommet (1-Required)	\$0.95 ea. (\$1.95 pkg of 2)
N802241-8	Clip (1-Required)	\$0.00 ea. (\$2.01 pkg of 4)

Parts prices current until next issue of Master Price Book. For latest prices, check or call your:

- Order Processing Center
- ODES II
- Updated Price Book

ATTACHMENT III:
Safety Recall 95S12
Fuel Tank Grommet Replacement**Technical Instructions****Removal**

1. Drain fuel from tank so no more than 16 gallons (3/4 tank) remains.
2. Open fuel filler door and remove the four (4) fuel filler pipe-to-housing attaching screws.
3. Open trunk lid. Locate and shut off the air suspension system switch (if so equipped).
4. Raise vehicle on hoist.
5. Remove LH rear wheel and tire assembly.
6. Remove hairpin clip and disconnect signal line connector from fuel filler pipe.
7. Remove one (1) screw used to attach fuel filler pipe tether to the tank.
8. Remove four (4) screws used to attach the quarter panel inner seal to the inner quarter panel (located inside wheel well).
9. Slide fuel filler pipe into tank far enough so that the pipe retainer will clear the inner quarter panel.
10. Rotate filler pipe toward the wheel well opening.
11. Pull filler pipe out of fuel tank through wheel well opening.
12. Remove fuel filler pipe seal. Destroy and discard the seal.

Installation

1. Install new seal into fuel tank opening.
2. Lubricate the inside diameter of the grommet with engine oil to aid in assembly of the filler pipe.

CAUTION

Use only engine oil meeting Ford Specification M3C153-E as an assembly aid.

3. Before inserting the fuel filler pipe, verify the tether is positioned between the set of retaining beads on the pipe.

CAUTION

Use caution when inserting the filler pipe so as not to scratch the wheel opening.

4. Insert fuel filler pipe into fuel tank seal.
6. Install one (1) retaining screw securing tether to fuel tank. Tighten to 5.2-7.2 N-m (46-64 lb-in).
8. Install four (4) retaining screws attaching the quarter panel inner seal to the inner quarter panel (located inside wheel well).
7. Connect signal line and install new backup retainer clip N802241-8.
8. Install wheel and tire assembly. Tighten lug nuts to 115-142 N-m (85-106 lb-ft).
9. Lower vehicle.
10. Install four (4) retaining screws attaching fuel filler pipe to housing. Tighten to 2.3-3.3 N-m (20-29 lb-in). Close fuel filler door.
11. Turn air ride system on (if so equipped). Close trunk lid.
12. Return drained fuel back into tank.
13. Start vehicle and inspect fuel filler pipe assembly to be sure there are no leaks.



J.P. King
Manager
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1884
Dearborn, MI 48121

April, 1995

Serial Number: 12345678901234567 85812

Mr. John Sample
123 Main Street
Anytown, USA 12345

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

Ford Motor Company has determined that a defect which relates to motor vehicle safety exists in certain 1995 Model Year Crown Victoria, Grand Marquis and Lincoln Town Cars.

Safety Defect

The grommet used to seal the fuel filler pipe to the fuel tank may not seal properly. When the fuel tank is full or nearly full, fuel leakage may occur. Fuel leakage in the presence of an ignition source potentially could result in a fire. Until you have your vehicle repaired, we recommend that you keep the fuel tank 3/4 full or less. If leakage occurs, you will probably notice a fuel odor.

Repair

At no charge to you, your dealer will replace the fuel tank grommet on your car. Dealers currently have instructions and parts ordering information.

How Long Will It Take?

The time needed for this service is about one hour. However, due to service scheduling times, your dealer may need your vehicle for one full working day.

Call Your Dealer

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 95812.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week.

When you bring your car in, show the dealer this letter.

If you misplace this letter, your dealer will still do the work, free of charge.

Changed Address Or Sold The Car?

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

If the dealer doesn't make the repair promptly (within 60 days of your first request for repair) and/or without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P.O. Box 43380, Detroit, Michigan 48243. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20560 or call the toll free Auto Safety Hotline 1-800-424-8383 (Washington, D.C. area residents may call 365-0123).

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

Sincerely,



J.P. King

**SAFETY RECALL
95812**

Ford Motor Company

Consumer Affairs

*Sent Via U.S. Mail Only

March 13, 2001

[REDACTED]
Roma, TX [REDACTED]

RE: 1995 Grand Marquis
VIN: 2MELM75W28X602859

Dear [REDACTED]:

This letter is in regards to the incident in which your vehicle was involved.

Ford Motor Company has reviewed your case. According to the information provided by the servicing dealership, we have information indicating that the vehicle has been driven in excess of 140,000 miles. Your vehicle exceeds the terms of the manufacturer warranty. Also, there are no open recalls or owner notification programs that would cause the incident you described. Therefore, we suggest that you contact your insurance company for possible assistance. The insurance company has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,

Danielle Smith
Consumer Affairs

VIN: 2MELM75W2SX602859 Year: 1995 Model: GRAND MARQUIS
Name: XXXXXXXXXX
Trmt: XXXXXXXXXX Case: 298020721
Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
Comm Type: FX FAX Odometer Reading: 140215
Dealer: 04448 RAMIREZ FORD SALES, Odometer Type: MI
Symptom Desc: FIRE/SMOKE SMOKE Document Number: XXXXXXXXXX
Reason Desc: LEGAL - FIRE CLAIM Legal Issue Type: XXXXXXXXXX
Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: XXXXXXXXXX
Action Desc: REFER TO INSURANCE CARRIER- BE CAN Award Code: XXXXXXXXXX
Comments: LPA LOURDES CALLED CUSTOMER BECAUSE I CANNOT SPEAK SPANISH.
LPA LOURDES SPOKE WITH CUSTOMERS BROTHER IN LAW PRECOPIO SA
BALIA AND INFORMED HIM THAT WE WOULD NOT BE ABLE TO ASSIST N
ICOLAS WITH HIS VEHICLE BECAUSE IT IS OUTSIDE OF WARRANTY AN
D THERE ARE NO OPEN RECALLS THAT RELATE TO INCIDENT THAT OCC
URED WITH HIS VEHICLE. LETTER SENT REFERRING TO INSURANCE C
ARRIER. NO FURTHER ACTION NEEDED.

F1=Help F2=ActionList F3=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL49



2

FM 2-23-1 1000



Vehicle Information Report

GENERAL VEHICLE
INFORMATION:

VIN: 1JNLMB3W2VY613N3 Vch Line: C/VB - TOWN CAR (FNU/FNI 16) 99197 Eng Serial No: *
 Model Year: 1997 Market Derived: C/M - MERCURY DIVISION DERIVATIVE Body Shell: *
 Vch Type: C Drive Code: C/B - 2 WHL L/H REAR DRIVE Engine: C/VV - R-M 4.6L SOHC EFI NA CIV6 GMP
 Inv. Dealer: 12390 Body Cab Style: CFC - 4 DOOR SEDAN-LITE Transmission: C/OU - 4 SPD AUTO TR NAAD AODEWHE70W
 Version/Serial: C/B5 - CARTIER VERSION

BUILD INFORMATION:

Region: NA - 888888888 Plant: SA - WIXOM PLANT BUILD
 Country: USA - 888888888 Prod Date: 26-AUG-1996

SALE INFORMATION:

Region: NA - 888888888 Selling Dealer: 328037 - *
 Country: USA - 888888888 Selling Dir: SU/Prov: VA
 Buyer: SU/Prov: VA
 Arrival Date: 03-SEP-1996 Red Carpet Lease: *
 Sale Date: 09-SEP-1996 Fleet/Resale/Co. Lease: *
 Warranty Start Date: 09-SEP-1996 Modified Vehicle: *
 Orig Warranty Date: 09-SEP-1996 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
 10/2/96 12:35 3 208P50 5H X OUT 2R 3 LT A B 2MA637 3 16 10 4 11
 11ML2 1 P A760AT7PMA 40867 A

INSTALLED OPTION INFORMATION:

Air Conditioning:	CK - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Chm Code:	1
Audio Blk:	AC - AUDIO/ESC CHANGER PLAYER	Instrumentation:	* - [NA]
Axle Ratio:	EQACU - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [NA]
Axle Type:	EQIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [NA]
Battery Amp Rating:	72	Paint:	PNZIF - SILVER FROST CK
Brake Code:	* - [NA]	Power Antenna:	* - [NA]
Brake Code(Service):	* - [NA]	Radio:	RF - FLEET/ISSING SIGNAL STIMULATOR

Vehicle Information Report

Page 2

Calibration Code: 71B700A
 Color(Accent): * - [N/A]
 Color(Trim): 0002/V-
 Delivery Type: E
 Drivetrain Code: *
 Front Seat: * - [N/A]
 Fuel Type: * - [N/A]

Steering System: * - [N/A]
 Suspension Axle:
 Tire Brand: AJ-MICHELIN
 Tire Size: D3J7Q - P225/60R-16 WSW
 Traction Control: AB - ANTI-SPIN TRACT BRAKES W/O IVD
 Wheel Base:

TIRE DOT INFORMATION:

LF: * RF: *
 LR: * RR: *
 LJ: * RL: *
 SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: C75 - C76
 ESP Coverage(Miles): * Emission Cert Type: F
 ESP Coverage(Thick): * Emission Decal Suffix: SZK
 ESP Plan Year: * Engine Family: VYMHAYBQKEI
 ESP Signature Date:

Customer info

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

Vehicle Information Report

GENERAL VEHICLE
INFORMATION:

VIN: 1LNLMU3W9RY701291
Model Year: 1994
Veh Type: C
Inv. Dealer: 11432

Veh Line:
Market Derivat:
Drive Code:
Body Cab Style:
Version/Service:

(Related Claims)

CVE - TOWN CAR (FNM/FN16) [91 97] Eng. Serial No: *
C/M - MERCURY DIVISION DERIVATIVE Body Shell: *
C/V - 2 WHL L/H REAR DRIVE Engine: C/VN - R-3M 4.6L SOHC EFI NA CIVI GNP
C/FC - 4 DOOR SEDAN 4 LITE Transmission: C/DK - 4 SPD AUTO TRANS NAAD AODE
C/S - CARTER VERSION

BUILD INFORMATION:

Region: NA - 000000000 Plant: NA - WIXOM PLANT BUILD
Country: USA - 000000000 Prod Date: 11-FEB-1994

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 325003 - *
Country: USA - 000000000 Selling Div: BU/Prov: FL
Buyer BU/Prov: FL

Arrival Date: 22-FEB-1994 Red Carpet Limco: 1
Sale Date: 14-SEP-1994 Fleet/Metal/Pl. Limco: K
Warranty Start Date: 14-SEP-1994 Modified Vehicle: *
Orig Warranty Date: 14-SEP-1994 Resequenced Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
REMY704N51 3 5 0785104 10 T 313 318 3 16 A 10 25A045 0 M 31 5 4
11/16 4 F 8 1604 307 A

INSTALLED OPTION INFORMATION:

Air Conditioning: CC - A/C AIR CONDITIONER

Alternator Amp Rating: *

Audio Unit: * - [N/A]

Axle Ratio: BGACC - 3.08 FINAL DRIVE RATIO

Axle Type: BGLAB - NON-LIMITED SLIP REAR AXLE

Battery Amp Rating: 72

Brake Code: * - [N/A]

Brake Code (Service): * - [N/A]

GVW Code:

GVW Class Code: 1

Instrumentation: * - [N/A]

Mirror (Driver Side): * - [N/A]

Mirror (Passenger Side): * - [N/A]

Paint:

Power Antenna: * - [N/A]

Rattle:

AL - CLEAR (MEDIUM ASLPM STRUCSTE)

0000-020-4 10004

Calibration Code: 418JRODA
 Color(Accent): * - [N/A]
 Color(Trim): 000YD -
 Delivery Type: R
 Drivetrain Code: *
 Front Seat: * - [N/A]
 Fuel Type: * - [N/A]

Sound System: * - [N/A]
 Suspension Axle:
 Tire Brand: AJ - MULTILEN
 Tire Size: D9GSE - P215/70R15 WSW
 Traction Control: AB - ANTI-SPIN TRACT BRAKES W/ JVD
 Wheel Disc

TIRE DOT INFORMATION:

LF: * WP: *
 LR: * RR: *
 LL: * RR: *
 SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: C7B - C7B
 ESP Coverage(Miles): * Emission Cert Type: F
 ESP Coverage(Times): * Emission Durat Suffix: KBL
 ESP First Year: * Engine Family: RFM46VEGARA
 ESP Signature Data:

Standard Claims List For Model Year 1994

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SEJL CNT	TIS	WCC	CPSC_6	PREP	BASE	SUFT	CCC CD	INST (Miles)
1LNLMB3W8RY744591C/VB		CRM	CPC	CBS	C/B	DA	C/DK	C/VN	11-FEB-1994	14-SEP-1994	325095	USA	0	SV04	NANANA *		CAMPOR *	A99	02	7
AWS Claim Key: 3202098 Tax Code: 94509 Labor Hrs: 1.5																				
Dir Ctl Sub Ctl: 11652- Name: MIAMI LINCOLNMERCURY INC Pte: 305-7583377 St FL: Ctry Ctl: USA Reg Ctl: NA Rptg Date: 23-AUG-1994 Doc: 8-975641																				
Tech Comments: RECALL																				
1LNLMB3W8RY744591C/VB		CRM	CPC	CBS	C/B	BA	C/DK	C/VN	11-FEB-1994	14-SEP-1994	325095	USA	17	7A04	156002	FFVY	156002	A	135	28 3985
AWS Claim Key: 13166122 Tax Code: B03 Labor Hrs: 1																				
Dir Ctl Sub Ctl: 11655- Name: GABLES LINCOLNMERCURY INC Pte: 305-4457711 St FL: Ctry Ctl: USA Reg Ctl: NA Rptg Date: 16-JAN-1996 Doc: 8-5730499A																				
Cust Comments: BOTH REMOTES WONT LOCK DOORS																				
Tech Comments: IN TIME TO TEST AND REPLACE MODULE REPLACE AND REPROGRAM TWO REMOTES																				
1LNLMB3W8RY744591C/VB		CRM	CPC	CBS	C/B	BA	C/DK	C/VN	11-FEB-1994	14-SEP-1994	325095	USA	22	7A04	140901	BXT	66	650	D02	08 4909
AWS Claim Key: 15206418 Tax Code: B02 Labor Hrs: 3																				
Dir Ctl Sub Ctl: 11655- Name: GABLES LINCOLNMERCURY INC Pte: 305-4457711 St FL: Ctry Ctl: USA Reg Ctl: NA Rptg Date: 20-JUN-1996 Doc: 8-536683H																				
Cust Comments: NO CRANK																				
Tech Comments: REPLACE BATTERY WONT HOLD CHARGE																				
1LNLMB3W8RY744591C/VB		CRM	CPC	CBS	C/B	BA	C/DK	C/VN	11-FEB-1994	14-SEP-1994	325095	USA	37	8J03	011404	F4VY	542189	A	187	42 7742
AWS Claim Key: 1874212 Tax Code: B04 Labor Hrs: 1.1																				
Dir Ctl Sub Ctl: 11655- Name: GABLES LINCOLNMERCURY INC Pte: 305-4457711 St FL: Ctry Ctl: USA Reg Ctl: NA Rptg Date: 04-SEP-1997 Doc: 8-555153A																				
Cust Comments: R-REAR DOOR LOCK INOP																				
Tech Comments: REPLACE INSIDE DOOR HANDLES INOP																				
1LNLMB3W8RY744591C/VB		CRM	CPC	CBS	C/B	BA	C/DK	C/VN	11-FEB-1994	14-SEP-1994	325095	USA	38	SV03	060302	DAZ	ZZZ1	A	N17	42 11014
AWS Claim Key: 19142415 Tax Code: B04 Labor Hrs: 2.6																				

Dr Co-Sub Cb:	11635-A	Name:	GABLES LINCOLN/MERCURY INC	Ph:	305-4457711	St:	FL	City Cb:	USA Reg Cb:	NA	Regr Date:	14-OCT-1997	Doc:	050651A
Cust Comments:	BRAKES SQUEAL AT TIMES													
Tech Comments:	REPLACE FRONT PADS DEFECTIVE OVERHAUL FRONT CALIPERS STICKING AND MACHINE FRONT ROTORS OUT OF ROUND													
ILNLM3WERY704839C/VB	C/M	C/P	C/B	C/B	BA	C/DK	C/VN	11-FEB-1994	14-SEP-1994	325095	USA	38	7025 011091	FOVY 14A701 A S15 42 11014
AWS Chain Key:	2072300	Tra Code:	003	Labr Hrs:	3									
Dr Co-Sub Cb:	11635-A	Name:	GABLES LINCOLN/MERCURY INC	Ph:	305-4457711	St:	FL	City Cb:	USA Reg Cb:	NA	Regr Date:	14-OCT-1997	Doc:	0536031B
Cust Comments:	PASS FRT SEAT INOP BACK AND FORTH CHECK OVERALL OPERATION													
Tech Comments:	REPLACE POWER SEAT SWITCH OPEN CIRCUIT													
ILNLM3WERY704839C/VB	C/M	C/P	C/B	C/B	BA	C/DK	C/VN	11-FEB-1994	14-SEP-1994	325095	USA	38	7025 011091	FOVY 14A701 A S15 42 11014
AWS Chain Key:	2072300	Tra Code:	003	Labr Hrs:	3									
Dr Co-Sub Cb:	11635-A	Name:	GABLES LINCOLN/MERCURY INC	Ph:	305-4457711	St:	FL	City Cb:	USA Reg Cb:	NA	Regr Date:	14-SEP-1998	Doc:	0536031C
Cust Comments:	AC MAX CONTROL BUTTON BROKEN													
Tech Comments:	CK AND REPLACE BROKEN AC CONTROL													
ILNLM3WERY704839C/VB	C/M	C/P	C/B	C/B	BA	C/DK	C/VN	11-FEB-1994	14-SEP-1994	325095	USA	38	7025 011091	FOVY 14A701 A S15 42 11014
AWS Chain Key:	2072300	Tra Code:	003	Labr Hrs:	3									
Dr Co-Sub Cb:	11635-A	Name:	GABLES LINCOLN/MERCURY INC	Ph:	305-4457711	St:	FL	City Cb:	USA Reg Cb:	NA	Regr Date:	14-SEP-1998	Doc:	0536031D
Cust Comments:	AC MAX CONTROL BUTTON BROKEN													
Tech Comments:	CK AND REPLACE BROKEN AC CONTROL													
ILNLM3WERY704839C/VB	C/M	C/P	C/B	C/B	BA	C/DK	C/VN	11-FEB-1994	14-SEP-1994	325095	USA	38	7025 011091	FOVY 14A701 A S15 42 11014
AWS Chain Key:	2072300	Tra Code:	003	Labr Hrs:	3									
Dr Co-Sub Cb:	11635-A	Name:	GABLES LINCOLN/MERCURY INC	Ph:	305-4457711	St:	FL	City Cb:	USA Reg Cb:	NA	Regr Date:	14-SEP-1998	Doc:	0536031E
Cust Comments:	A TRANS STUTTERS ON SHFT													
Tech Comments:	CK AND REPLACE AS PER TSB 95084													
ILNLM3WERY704839C/VB	C/M	C/P	C/B	C/B	BA	C/DK	C/VN	11-FEB-1994	14-SEP-1994	325095	USA	38	7025 011091	FOVY 14A701 A S15 42 11014
AWS Chain Key:	2072300	Tra Code:	003	Labr Hrs:	3									
Dr Co-Sub Cb:	11635-A	Name:	GABLES LINCOLN/MERCURY INC	Ph:	305-4457711	St:	FL	City Cb:	USA Reg Cb:	NA	Regr Date:	14-SEP-1998	Doc:	0536031F
Cust Comments:	ONE AC VENT WONT OPEN													
Tech Comments:	CK AND REPLACE INOP AC VENT													

Dealer Information

PCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	A	A2	04981	F24007

Dealer Name:	GUS MACHADO FORD INC
Dealer Address:	1200 WEST 48TH ST HALEAH FL 33012
Dealer Main Phone:	305-822-3211
Dealer Service Phone:	305-822-8680

Position	Employee Name
CUST RELATIONS MGR	LYDIA MACHADO GRATACOS
DEALER PARTNER	VICTOR R BENITEZ
PARTS MANAGER	AMABLE VALLE
PARTS & SERVICE DIRECTOR	JOSE G BUENZO
SALES MANAGER	ANDRES GAMEZ
SALES MANAGER	LUIS A MONTANO
SALES MANAGER	AURELIO RIVERA
SALES MANAGER	ANDRES L. ROOSEVELT
SALES MANAGER	EDUARDO CLINTANA
SALES MANAGER	RAUL RODRIGUEZ
SALES MANAGER	JOSE R SANCHEZ
SERVICE MANAGER	REINALDO R CABRERA

Service Hours	7:30 AM - 8:00PM SAT 8 AM - 1 PM
Directions	
Trained	Y
Additional Information	LSG ENROLLED TOWING/305-235-8085 (FAX/305-818-8427)

All Action Details for Issue

Print

VIN: 1LNLM53W8RY704859	Year: 1994	Model: TOWN CAR	Case: 431923362
Name: [REDACTED]	Owner Status: Subsequent	WFO: 1994-09-14	
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: 04931 GUS MACHADO FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 43000 MI Comm Type: PHONE
 Analyst Name: TRAN HOANG Analyst: THOANG
 Action Date: 12/02/2002 Action Time: 11.58.33.787 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
EMMA		MENDEZ	8134781711	CHILD

Comments CUSTOMER SAYS: =====CUST STATES: == CUST PURCHASED A 1994 TOWN CAR OVER A 1 MONTH AGO ~2 WKS. AGO WHILE VEH WAS IN PARK GEAR, VEH THEN CAUGHT ON FIRE == THE POLICE TOLD CUST THAT A LOT OF TOWN CAR GET CAUGHT IN FIRE == VEH HAS NO FULL COVERAGE == WHEN VEH WAS ON FIRE AND CAUSED THE VEH NEXT TO THEM WAS ALSO CAUGHT ON FIRE AS WELL == VEH IS CURRENTLY IN RESIDENT, BURNT AND NO HOOD CAN BE FOUND (IT MIGHT HAVE BLEW OFF) == CUST HAS A POLICE CASES AND FIRE DEPT. REPORTS == CUST WOULD LIKE CONSUMER AFFAIRS TO CONTACT CUST BECAUSE HER PARENTS DOES NOT SPEAK ENGLISH PER CUSTOMER, DEALER SAYS: =NONE IF 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: 6349

Data Element Name	Data Value
FIRE/ACCIDENT	F
	REPAIR
	N

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY
 Dealer: 04931 GUS MACHADO FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 43000 MI Comm Type: PHONE
 Analyst Name: CABBANDRA JONES Analyst: JONES
 Action Date: 12/06/2002 Action Time: 07.41.00.495 Action Data: No

Comments THERE ARE NO OPEN FSA'S RELATED TO CUSTOMER CONCERN. NO AWA CAN BE GIVEN. LETTER OF CLOSING SENT TO CUST.

Consumer Affairs

*Sent via U.S. Mail

December 2, 2002

[REDACTED]
Hialeah Gardens, FL [REDACTED]

RE: 1994 Lincoln Town Car
VIN: 1LNLM83W8RY704859

Dear [REDACTED]

Thank you for contacting us regarding your vehicle. We are sorry that the incident occurred. Your insurance carrier normally handles a situation such as the one you described. We suggest that you follow the directions of your insurance carrier. If they determine that Ford Motor Company is liable, they have the right to file a subrogation claim.

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

1476211791

2001
ORLANDO

ENC2-025-0 10071

Ford Motor Company

Consumer Affairs

September 18, 2001

[REDACTED]
Eustis, FL [REDACTED]

RE: 1993 Town Car
VIN: 1LNLM81W1PY674586

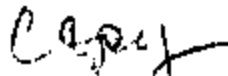
SENT VIA MAIL

Dear [REDACTED]

Thank you for contacting us regarding your 1993 Town Car. We are sorry that the incident occurred and we are glad no one was injured. A situation such as the one you described is normally handled by your insurance carrier. We suggest that you follow the directions of your insurance carrier. If they determine that a product defect was the cause of the fire, they have the right to file a subrogation claim against Ford Motor Company if they wish to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,


Kathy Kecskes
Sr. Legal Analyst
Consumer Affairs

VIN: 1LNLM81W1PY674586 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 12/26/92 Mileage: 1
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 476201791 Day Ph: [REDACTED]
Symptom: FIRE/SMOKE SMOKE
Reason: LEGAL - FIRE CLAIM
Dealer: DELAND FORD
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSTI Contact: N

A/C DATE	Origin	Description
09/13/01	CALGL	OPEN LEGAL CONTACT - PRODUCT LIABILITY
09/13/01	CALGL	MAKE OUTBOUND CALL TO CUSTOMER
09/18/01	CALGL	DENY ASSISTANCE - REFER TO INSURANCE CARRIER

F1-Help F2-AddAction F4>ActionDetail F6-DealerInfo
F7-Prev F8-Next F9-ViewMORSTI F11-Menu F12-Return
NO MORE RECORDS AVAILABLE LPREL38

SFCHADMA

Action Detail

09/18/01 12:29:31

VIN: 1LNLM81W1PY674586 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 12/26/92
Name: [REDACTED] Km Ph: [REDACTED]
Trmt: [REDACTED] Case: 476201791 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SMOKE
Reason Desc: LEGAL - FIRE CLAIM
Dealer: DELAND FORD
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 4825KK KATHY KECSKES Document Number:
Action Date: 09/18/01 Action Data: N Action Time: 12:29:23 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Comments: LPA REFERRED CUSTOMER TO HER INSURANCE COMPANY IN THIS
MATTER AS THERE ARE NO RECALLS ON THIS VEHICLE FOR FIRE
CONCERNS. FIRE OCCURRED IN JUNE 2001. VEHICLE HAD OVER
107,000 MILES AT THE TIME. CUSTOMER HAS SAVED PARTS AND HAS
HAD VEHICLE REPAIRED. WANTS REIMBURSEMENT. REQUEST DENIED.
CUSTOMER WILL SAVE RECEIPTS SHE SAYS IN CASE RECALL DOES

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

LPRRL38

Closing

E282-625-A 18974

SFCHADMA

Action Detail

09/18/01 12:29:33

VIN: 1LNLM81W1PY674586 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT WSP: 12/26/92
Name: Hm Ph: [REDACTED]
Text: Case: 476201791 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SMOKE
Reason Desc: LEGAL - FIRE CLAIM
Dealer: DELAND FORD
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 4825KK KATHY KECSKES Document Number:
Action Date: 09/18/01 Action Data: N Action Time: 12:29:23 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Comments: CUSTOMER WILL SAVE RECEIPTS SHE SAYS IN CASE RECALL DOES
COME OUT LATER. CLOSING LETTER SENT.

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

LPREL38

VIN: 1LNLM81W1PY674586 Year: 1993 Model: TOWN CAR
 Owner Status: SUBSEQUENT WSD: 12/26/92 Mileage: 1
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 476201791 Day Ph: [REDACTED]
 Symptom: FIRE/SMOKE SMOKE
 Reason: LEGAL - FIRE CLAIM
 Dealer: DELAND FORD
 Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
 Issue Status: K ACKNOWLEDG CAN Award: MORISII Contact: N

A/C DATE	Origin Description
09/13/01	CALGL OPEN LEGAL CONTACT - PRODUCT LIABILITY
09/13/01	CALGL MAKE OUTBOUND CALL TO CUSTOMER

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo F12=Return
 F7=Prev F8=Next F9=ViewMORSII F11=Menu LPREL31
 NO MORE RECORDS AVAILABLE

*Fire ~~claim~~ IN June 01 - no injuries
 over 107,000 miles*

*PL
 No attorney*

Last warranty repair (Jan 1992)

NO fire related recalls this vehicle

*Deny - refer to insurance
 comp again **

*ACK (Marquinta) ✓
 TRK ✓
 AWS ✓
 opening ✓*

*Label
 CSM (no deny)*

Name:

Address:

Address:

City: EUSTIS

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: FL

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	1LNLM81W1PY674586	1993	TOWN CAR	Individual Rtl
	SUBSEQUENT			Y

F1-Help

F2-IssueList

F5-AddIssue

F7-Prev

F8-Next F9-ESP

F10-WarrHistory

F11-Menu

F12-Return

F13-Recall/OND

F14-SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL38

PCSD REGION: _____ MARKET: _____ ISSUE STATUS: _____
P&A CODE: _____
VIN: 1LNLM81W1PY674586 CASE NUMBER: _____
SALES REGION: _____ SALES ZONE: _____ ISSUE TYPE: _____

A	LAST HND/	Customer Phone Number/	Reason/	Stat/
C	P&A LAO	Trmt Customer Name	Year Model	Type
	09/13/01		(B) LEGAL - FIRE CLAIM	K
	03898		1993 TOWN CAR	07
	07/09/01		(B) LEGAL - INSURANCE COMPANY SETT	C
			1993 TOWN CAR	02
	07/04/01		(B) MISC INQUIRY - CSR OBC	C
			1993 TOWN CAR	01

F1-Help F2-AddAction F5-CustomerList F6-DealerInfo
F7-Prev F8-Next F10-IssueDetail F11-Menu F12-Return
NO MORE RECORDS AVAILABLE LPREL38

-->

DEALER: F24510 DELAND FORD
Address: 2655 N. VOLUSIA AVENUE
City: ORANGE CITY
State/Prov: FL ZIP/Postal: 32763
Country: USA Trained: Y
Dlr Phone: 904 775 1000
Svc Phone: 904 775 1000
Svc Hours: MON-FRI 7:30-6PM SATURDAY 8:00 AM TO 5:PM
Directions:

P&A Code: 03898
Sales Region: 24 ORLANDO
Sales Zone: D
FCSD Region: 24 ORLANDO
Market: C2
Market Area:

A

C POSITION	Employee Name
CUST RELATIONS MGR	HONEYMAN, TINA R
DEALER/PARTNER	LACEY, EDWARD T
FINANCE & INSUR MANAGER	BITTS, RICK
GENERAL MANAGER	TABAR, PAULA L
PARTS MANAGER	GUTHRIE, MIKE
SALES MANAGER	TABAR, JOHN

F1=Help F2=IssueList
MORE RECORDS AVAILABLE

F7-Prev

F8-Next

F11-Menu

F12-Return

LPR5138

VIN: 1LNLM81W1PY674586
MSD: 12/26/92

Year: 1993

Model: TOWN CAR
Build Date: 12/09/92

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
	96L12	L	PASS AIR BAG	FORCED COMPLETION	01/22/98	AUTOC
	95B64	O	RANGE SENSOR	COMPLETE	03/11/96	N/A

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

LPREL31

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 13-SEP-2001

Note: All Costs are in US Dollars

LINE#	WIPY674586 VB	CVB	CM	CPC	CAB	CB	BA	CDK	CYV	09-12-92	26-12-92	314422	USA	2	Q90 6Y65 *	PIREP *	580	V06	M99	82
AWS Claim Key:	883352	Doc #:	030451	Trx Code:	LNC	Labor Hrs:	1	Labor Cost:	0	Material Cost:	0	Total Cost:	79							
Dir CA-Sub Cb:	13411-*	Name:	WESTWOOD LINC-MERC	Plc:	201-2657700	St:	NY	City Cb:	USA	Reg Cb:	NA	Repr Date:	23-JAN-1993							
Cost Comments:																				
Tech Comments:																				
LINE#	WIPY674586 VB	CVB	CM	CPC	CAB	CB	BA	CDK	CYV	09-12-92	26-12-92	314422	USA	13	Q44 7F03 *	17508 *	580	V99	A99	PP
AWS Claim Key:	883351	Doc #:	029149	Trx Code:	E70	Labor Hrs:	1.1	Labor Cost:	0	Material Cost:	0	Total Cost:	30							
Dir CA-Sub Cb:	13411-*	Name:	WESTWOOD LINC-MERC	Plc:	201-2657700	St:		City Cb:	USA	Reg Cb:	NA	Repr Date:	11-JAN-1994							
Cost Comments:																				
Tech Comments:																				
LINE#	WIPY674586 VB	CVB	CM	CPC	CAB	CB	BA	CDK	CYV	09-12-92	26-12-92	314422	USA	13	Q44 7F03 *	17508 *	580	V99	A99	46
AWS Claim Key:	883352	Doc #:	029149	Trx Code:	E70	Labor Hrs:	0	Labor Cost:	70.8	Material Cost:	126.77	Total Cost:	197.57							
Dir CA-Sub Cb:	13411-*	Name:	WESTWOOD LINC-MERC	Plc:	201-2657700	St:		City Cb:	USA	Reg Cb:	NA	Repr Date:	11-JAN-1994							
Cost Comments:																				
Tech Comments:																				
LINE#	WIPY674586 VB	CVB	CM	CPC	CAB	CB	BA	CDK	CYV	09-12-92	26-12-92	314422	USA	19	Q65 7T03 *	3C218 *	580	V99	A99	79
AWS Claim Key:	93822	Doc #:	037449	Trx Code:	93821	Labor Hrs:	4	Labor Cost:	25.52	Material Cost:	382.98	Total Cost:	408.5							
Dir CA-Sub Cb:	13411-*	Name:	WESTWOOD LINC-MERC	Plc:	201-2657700	St:	NY	City Cb:	USA	Reg Cb:	NA	Repr Date:	20-JUN-1994							
Cost Comments:																				
Tech Comments:																				
LINE#	WIPY674586 VB	CVB	CM	CPC	CAB	CB	BA	CDK	CYV	09-12-92	26-12-92	314422	USA	24	Q29 6H02 FAVY	9413208 *	580	V74	T33	01
AWS Claim Key:	1242066	Doc #:	0462652	Trx Code:	EM	Labor Hrs:	3	Labor Cost:	19.89	Material Cost:	10	Total Cost:	33.39							
Dir CA-Sub Cb:	13411-*	Name:	WESTWOOD LINC-MERC	Plc:	201-2657700	St:	NY	City Cb:	USA	Reg Cb:	NA	Repr Date:	09-DEC-1994							
Cost Comments:																				
Tech Comments:																				

19937 0-920-0001

ILNLMSIWIPY674586 VB CVB CM CFC C/AB CB BA CDK CVN 09-12-92 26-12-92 314422 USA 39 Q20 GCT6 F3VY 5404132 C S09 V74 T90 01
 AWS Chain Key: 1938229 Dec #: 05636953 Trx Code: E84 Labor Hrs: 2 Labor Cost: 9.4 Material Cost: 1.45 Total Cost: 14.1
 Dir CA-Sub Cb: 11635-0 Name: DELAND LINCOLN MERCURY, INC. Pk: 904-7751000 St: FL City Cb: USA Reg Cb: NA Rpt Date: 05-MAR-1996 DEST(MB): 37465
 Cust Comments: R VISOR HANGS DOWN
 Tech Comments: BROKEN REPL VISOR CLIP

ILNLMSIWIPY674586 VB CVB CM CFC C/AB CB BA CDK CVN 09-12-92 26-12-92 314422 USA 39 Q30 608 ENFZ 7421850 A S06 V07 L15 01
 AWS Chain Key: 1938230 Dec #: 05636954 Trx Code: E84 Labor Hrs: 1 Labor Cost: 9.4 Material Cost: 1.06 Total Cost: 10.83
 Dir CA-Sub Cb: 11635-0 Name: DELAND LINCOLN MERCURY, INC. Pk: 904-7751000 St: FL City Cb: USA Reg Cb: NA Rpt Date: 05-MAR-1996 DEST(MB): 37465
 Cust Comments: DOOR LOCK KNOB BROKEN
 Tech Comments: BROKEN REPL DOOR LOCK KNOB ONLY

ILNLMSIWIPY674586 VB CVB CM CFC C/AB CB BA CDK CVN 09-12-92 26-12-92 314422 USA 39 Q43 71661 F3AZ 18A886 A S12 V81 A07 41
 AWS Chain Key: 1938230 Dec #: 05636955 Trx Code: E83 Labor Hrs: 4 Labor Cost: 18.79 Material Cost: 24 Total Cost: 51.19
 Dir CA-Sub Cb: 11635-0 Name: DELAND LINCOLN MERCURY, INC. Pk: 904-7751000 St: FL City Cb: USA Reg Cb: NA Rpt Date: 05-MAR-1996 DEST(MB): 37465
 Cust Comments: ANTENNA WONT GO UP OR DOWN
 Tech Comments: BENDING MAST - RADIO ANTENNA - REPLACE

ILNLMSIWIPY674586 VB CVB CM CFC C/AB CB BA CDK CVN 09-12-92 26-12-92 314422 USA 39 * * * * S00 V00 * *
 AWS Chain Key: 1948229 Dec #: 05636952 Trx Code: 95864 Labor Hrs: 3 Labor Cost: 23.49 Material Cost: 11 Total Cost: 38.54
 Dir CA-Sub Cb: 11635-0 Name: DELAND LINCOLN MERCURY, INC. Pk: 904-7751000 St: FL City Cb: USA Reg Cb: NA Rpt Date: 05-MAR-1996 DEST(MB): 37465
 Cust Comments: RECALL 95864
 Tech Comments: 95864 RECALL

ILNLMSIWIPY674586 VB CVB CM CFC C/AB CB BA CDK CVN 09-12-92 26-12-92 314422 USA 39 Q65 5V81 F3VY 3125 A S11 V21 N27 14
 AWS Chain Key: 1938230 Dec #: 05636956 Trx Code: E84 Labor Hrs: 1.7 Labor Cost: 79.87 Material Cost: 147.36 Total Cost: 278.83
 Dir CA-Sub Cb: 11635-0 Name: DELAND LINCOLN MERCURY, INC. Pk: 904-7751000 St: FL City Cb: USA Reg Cb: NA Rpt Date: 05-MAR-1996 DEST(MB): 37465
 Cust Comments: CK BRAKE PULSATION
 Tech Comments: WARPED DISC BRAKE ROTOR - FRONT - REPLACE

ILNLMSIWIPY674586 VB CVB CM CFC C/AB CB BA CDK CVN 09-12-92 26-12-92 314422 USA 40 Q47 7110 E3VY 19E361 A S10 V17 A25 46
 AWS Chain Key: 19038509 Dec #: 05603151 Trx Code: E83 Labor Hrs: 1 Labor Cost: 46.98 Material Cost: 13.93 Total Cost: 68.49
 Dir CA-Sub Cb: 04976-0 Name: DELAND FORD, INC. Pk: 904-7751000 St: FL City Cb: USA Reg Cb: NA Rpt Date: 01-APR-1996 DEST(MB): 37881
 Cust Comments: INTERIOR LITES NOT WORKING
 Tech Comments: BURNED OUT FUSE - REPLACE

ILNLMSIWIPY674586 VB CVB CM CFC C/AB CB BA CDK CVN 09-12-92 26-12-92 314422 USA 44 T10 3A08 P522 7902 ARM S13 V48 P51 08
 AWS Chain Key: 20723957 Dec #: 06663151 Trx Code: E84 Labor Hrs: 3.1 Labor Cost: 247.76 Material Cost: 179.5 Total Cost: 490.09

1992-03-01 10:00

Mr C&Sub C&: 11635- Name: DELAND LINCOLN MERCURY, INC. P#: 904-7751000 St: FL City C&: USA Reg C&: NA Regr Dates: 05-AUG-1996 DEST(Mile): 40007
 Cust Comments: INSTALL SOP VIBRATION SHUDDER WHEN SHIFTS
 Tech Comments: 95 23 04 TSB 95 23 04 TSB PERFORMED REPLACED TORQUE CONVERTER

ILNLMP1W1PY674586 VB CVB C/M C/P C/A/B C/B BA C/DK C/VN 09-12-92 26-12-92 314422 USA 43 Q46 TAD1 BXT 65 690 S10 V19 C25 48
 AWS Claim Key: 20288168 Dec #: 06884051 Trx Code: S82 Labor Hrs: 6 Labor Cost: 29.14 Material Cost: 21.01 Total Cost: 50.15
 Mr C&Sub C&: 04976- Name: DELAND FORD, INC. P#: 904-7751000 St: FL City C&: USA Reg C&: NA Regr Dates: 05-SEP-1996 DEST(Mile): 41458
 Cust Comments: WONT CRANK HAD TO JUMP START ADVISE PRO RATA 771 WANTS HILT FOR POST TO PREVENT
 Tech Comments: DEAD WEAK BATTERY BATTERY CHARGE AND TEST

ILNLMP1W1PY674586 VB CVB C/M C/P C/A/B C/B BA C/DK C/VN 08-12-92 26-12-92 314422 USA 50 Q41 PCN F3VY 11654 A S10 V17 A25 28
 AWS Claim Key: 21524192 Dec #: 07799952 Trx Code: P05 Labor Hrs: 8 Labor Cost: 38.80 Material Cost: 38.19 Total Cost: 76.99
 Mr C&Sub C&: 04976- Name: DELAND FORD, INC. P#: 904-7751000 St: FL City C&: USA Reg C&: NA Regr Dates: 16-JAN-1997 DEST(Mile): 44343
 Cust Comments: DOOR COURTESY LIGHTS STAY ON UNLESS WIGGLE LIGHT SWITCH ON DASH
 Tech Comments: OPEN CIRCUIT SWITCH-HEADLAMP CONTROL REPLACE

ILNLMP1W1PY674586 VB CVB C/M C/P C/A/B C/B BA C/DK C/VN 09-12-92 26-12-92 314422 USA 58 Q63 W01 F1VY 13C359 C S10 V17 A25 XI
 AWS Claim Key: 21524192 Dec #: 07799953 Trx Code: P05 Labor Hrs: 1.1 Labor Cost: 53.44 Material Cost: 46.27 Total Cost: 115.9
 Mr C&Sub C&: 04976- Name: DELAND FORD, INC. P#: 904-7751000 St: FL City C&: USA Reg C&: NA Regr Dates: 16-JAN-1997 DEST(Mile): 44343
 Cust Comments: FRONT BEAM BUMP AT SWITCH UNLESS HOLD TO FLASH
 Tech Comments: FRONT CONTACT OR GROUND STEERING COLUMN-DASH SWITCH ASSEMBLIES - DIAGNOSIS

Any comments? You can contact

webmaster

0002-025-4 10000

VIN: 1LNLM81W1PY674586 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 12/26/92 Mileage:
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 476201791 Day Ph: [REDACTED]
Symptom:
Reason: LEGAL - INSURANCE COMPANY SETTLEMENT
Dealer:
Issue Type: 02 INFORMATION CAN Court: Legal Issue Type:
Issue Status: C CLOSED CAN Award: MORSII Contact: N

A/C DATE Origin Description

06/28/01 CACI38 ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE
07/02/01 CACM02 LINCOLN FILE UPDATE
07/03/01 CACM02 LINCOLN FILE UPDATE
07/09/01 CACM02 LINCOLN FILE UPDATE
07/09/01 CACM02 LINCOLN FILE CLOSED

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo
F7=Prev F8=Next F9=ViewMORSII F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL31

*They referred
customer to
insurance company*

VIN: 1LNLM81W1PY674586 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 12/26/92
Name: [REDACTED] Hm Ph: [REDACTED]
Tmt: Case: 476201791 Day Ph: [REDACTED]
Symptom Desc:
Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT
Dealer:
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 106500 MI
Analyst: DBOWEN8 DANE BOWEN Document Number:
Action Date: 06/28/01 Action Data: Action Time: 13:13:12 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE
Comments: CUSTOMER SAYS: = TUESDAY JUNE 26 2001 APPROX 2PM THE VEH W
AS SITTING ON THE CUST PARKING LOT AT WORK SINCE 8AM WHEN CU
ST SAW SMOKE COMING OUT OF THE TRUNK AREA OF THE VEH WHILE
BEING SHUT OFF = CUST WAS ABLE TO EXTINGUISH THE FIRE BUT I
T KEPT SMOKING SO CUST DISCONNECTED THE BATTERY AND IT STOPP
ED = CUST INSURANCE CO. ADVISED CUST TO CONTACT LCRC AND SA

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

LPREL31

SPCHADMA

Action Detail

09/13/01 10:14:42

==>

VIN: 1LNLM81W1PY674586 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT NSD: 12/26/92
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 476201791 Day Ph: [REDACTED]
Symptom Desc:
Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT
Dealer:
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 106500 MI
Analyst: DBOWENS DANE BOWEN Document Number:
Action Date: 06/28/01 Action Data: Action Time: 13:13:12 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE
Comments: ED = CUST INSURANCE CO. ADVISED CUST TO CONTACT LCRC AND SA
ID CUST DID NOT NEED A POLICE OR FIRE REPORT = THE INSURANC
E CO. LOOKED AT THE VEH THIS MORNING BUT DOES NOT KNOW THE E
XTENT OF THE DAMAGES AND HAS NOT YET TOUCHED THE VEH = WHAT
SHOULD CUST DO NEXT PER CUSTOMER, DEALER SAYS: NONE CAC
ADVISED: - THIS IS NOT A SITUATION THAT FORD MOTOR COMPANY
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL31

SPCHADMA

Action Detail

09/13/01 10:14:46

==>
VIN: 1LNLM81W1PY674586 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 12/26/92
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 476201791 Day Ph: [REDACTED]
Symptom Desc:
Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT
Dealer:
Issue Type: 02 INFORMATION Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 106500 MI
Analyst: DBOWEN8 DANE BOWEN Document Number:
Action Date: 06/28/01 Action Data: Action Time: 13:13:12 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE
Comments: ADVISED: - THIS IS NOT A SITUATION THAT FORD MOTOR COMPANY
IS ABLE TO ASSIST YOU WITH - PLEASE CONTACT YOUR INSURANCE
CARRIER FOR DIRECTIONS (INSURANCE CO. HAS THE RIGHT TO SUBR
OGATE FORD) INFERENCE CASE ID: 4748

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

LPREL31

VIN: 1LNLM81W1PY674586 Year: Model:
Contract: of Status:

-----Purchase Details-----

Purchaser:
Expiration Date:
Expiration Miles:
Plan Type:
Plan Year:
Selling Dealer:
Rental:
Deductible:
Towing Allowance:
Purchase Type:
Options:

-----Cancellation Details-----

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:
Dealer Credited:

F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return

NO ESP DATA FOUND

LPREL31

FCSD REGION: _____ MARKET: _____ ISSUE STATUS: _____
PEA CODE: _____
VIN: _____ CASE NUMBER: 476201791
SALES REGION: _____ SALES ZONE: _____ ISSUE TYPE: _____

A	LAST HND/	Customer Phone Number/	Reason/	Stat/
C	PEA LAO	Trmt Customer Name	Year Model	Type
	09/13/01	[REDACTED]	(B) LEGAL - FIRE CLAIM	K
	03898		1993 TOWN CAR	07
	07/09/01		(B) LEGAL - INSURANCE COMPANY SETT	C
			1993 TOWN CAR	02
	07/04/01		(B) MISC INQUIRY - CSR OBC	C
			1993 TOWN CAR	01

F1=Help F2=AddAction F5=CustomerList F6=DealerInfo
F7=Prev F8=Next F10=IssueDetail F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPRBL31

==>
VEHICLE ID: 1LPY674586 (WVTPB8888) Vin: 1LNLM81W1PY674586 Div: 3 Status: 800
Vehicle Line: CVB Convy Deliv: 122192 Orig P-Lvl: 310 Selling Dlr: 14D422
Order Recpt: 112792 ShipTo Stat: Curr P-Lvl: 310 Sale Date: 122692
Orig Sched: 121492 Rls-To Stat: NJ Order Dlr/Reg: 14422/14 Demo Dt:
Inv Prep: 120392 Orig Int St: 121192 Orig Rls Dlr: 14422 Deliv Type: R
Prod Date: 120992 Curr Int St: 121192 Rls Dlr PAA: 13411 Sales Prd: 092123
Rls Date: 121092 Dlrfin Ext: 011093 Warr Start: 122692 Cancel Sl:
Name Consgn: PAC Ext: 011093 Warrs-Ind: Sale Status: G
Orig Fltbus: 121092 Advert Ext: 011093 -Date- -Dealer- -Region-
Curr Fltbus: 121092 Elapsed SS#: 2147 Shipped: 121092
T/Name: 1 Curr Stock: 121092 14D422 14
Addr: State: NJ 1st-Prior:
City: SADDLE BROOK, N/A-Rcpt: 010493 2nd-Prior:
Zip: Warr-Ins-Ind: 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
M81PY 4L 1 14M9629 RL E P14 3P 4 3 L6 P 14D422 4 MD
8 9 0 1 2 3 4 5 6
367890123456789012345678901234567890123456789012345678901234567890
BY H WLLNL1 8 B 751A WP
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL31

SPCHADMA

Action Detail

09/17/01 16:26:58

VIN: 1LNLM81W1PY674586 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 12/26/92
Name: [REDACTED] Hn Ph: [REDACTED]
Trmt: [REDACTED] Case: 476201791 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SMOKE
Reason Desc: LEGAL - FIRE CLAIM
Dealer: DELAND FORD
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: ABEASLE1 ALICIA BEASLEY Document Number:
Action Date: 09/13/01 Action Data: N Action Time: 09:11:35 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: ***** CUSTOMER LETTER *****
REC'D 09/13/01

ALLEGES

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

LPRHL38

Opening

SFCHADMA

Action Detail

09/17/01 16:27:04

==>

VIN: 1LNLM81W1FY674586 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 12/26/92
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 476201791 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SMOKE
Reason Desc: LEGAL - FIRE CLAIM
Dealer: DELAND FORD
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: ABRASLE1 ALICIA BEASLEY Document Number:
Action Date: 09/13/01 Action Data: N Action Time: 09:11:35 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments:

CUSTOMER ALLEGES THAT HIS VEHICLE IS DEFECTIVE.

**CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO
DISCUSS THIS MATTER.**

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

LPREL38

0476201791

Eustis, FL.
Tel. [REDACTED]

September 5, 2001

Ford Motor Company
Litigation Prevention
16800 Executive Plaza Drive
MDW3
NE-B
Dearborn, MI 48126

RE: 1993 Lincoln Town Car
VIN 1LNLM81W1PY674586

1 SEP 12 AM 53
UNIONED AFFAIRS
SECTION

To whom it may concern,

We own above car, and on June 26, 2001, it self ignited at the main wiring harness, while parked in front of our office. It had been parked for approximately 6 hours without running. My husband put out the fire with a fire extinguisher. Our insurance company would not cover repairs, as was caused by electrical failure/defect. (Please see attached). We cancelled a vacation/ airline tickets due to the fire.

We contacted Ford Customer Relations on numerous occasions, spoke primarily to Dane, ID # 2617, and requested a supervisor contact us. We failed to ever receive any call from any supervisor. We contacted local dealerships and spoke with Service manager, who notified area supervisor/Rep.(Jennifer Tarrantino), but we did not receive a call either. The last conversation with Customer Relations ended with they advise us to seek legal advise. Needless to say, we were very disappointed at the way anything was handled.

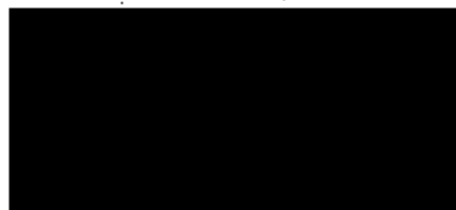
In the meantime we had contacted the NHTSA and filed a complaint, since we had found on the internet more of same complaints, and a recall on 1992 & 1993 Town cars. They have since contacted me, and I believe are opening a formal investigation due to the similar complaints of fires, as it seems there's a possibility that Ford underestimated how many cars were affected.(See attached).

We have also been in contact with an attorney, who suggested we write to you first, to avoid litigation or unnecessary legal fees on both parts.

We have had the repairs completed, and have all the damaged parts for inspection, if needed. They had to manufacture the wiring harness, as it was discontinued (which would indicate a problem with them). The master brake cylinder, booster, reservoir and sensor were also replaced, due to damage from the fire. The total cost of repairs was \$1371.39. we also lost \$225.00 in airline ticket penalties and were charged \$37.50 towing fee.

We are requesting, as a goodwill gesture, you will re-inburse us for above, as we feel this was due to a Ford defect, and not normal wear & tear on a vehicle.

We would like to feel confident about purchasing your product in the future.





AIG Claim Services, Inc.

4801 North Point Parkway, Suite 400
Alpharetta, Georgia 30022-0303
Phone: (800) 235-3621
Fax: (770) 753-8894

Specialty Auto Division

July 9, 2001

[REDACTED]
Boca, FL [REDACTED]

Our Insured: [REDACTED]
Policy Number: [REDACTED]
Claim Number: [REDACTED]
Date of Loss: 06/26/2001
Insurer: AIN Insurance Company

Dear [REDACTED]:

This letter is to follow up on our phone conversation of July 2, 2001. Our appraiser inspected your vehicle and has determined that the damage to the electrical harnesses was caused by an electrical failure. Therefore, that damage would not be covered under the policy. I specifically refer you to page 7 of your policy under, Part D - Exclusions, which reads:

We will not pay for:

2. Damage due and confined to:
 - a. wear and tear
 - b. freezing;
 - c. mechanical or electrical breakdown or failure; or
 - d. road damage to tires

However, any damage that was caused by the resulting fire would be covered. The appraiser could not find any such damage. Please notify us immediately if you discover any damage that is fire related. If you have any further information or any questions, please call.

Sincerely,

Keith Druffner
Claims Representative
Ext. # 2410

06/28/2001 at 12:36 PM
61789

File ID: M-142CE0509760000 V1

PRELIMINARY ESTIMATE

1993 LINCOLN TOWN CAR EXECUTIVE 8-4.6L-VT 4D SED LT BLUE ME Int:

Estimate Notes:

INSPECTED AT VEHICLE LOCATION 6/28/01. ELECTRICAL FIRE UNDER HOOD. NO BODY OR PAINT DAMAGE. APPEARS MAIN WIRE HARNESSES SHORTED OUT. OWNER EXTINGUISHED WITH FIRE EXTINGUISHER & BY DISCONNECTING BATTERY. LAQ VENDERS WILL NOT FULL HARNESS. FT HARNESS AVAILABLE, HARNESS FROM COWELL TO INSIDE OF DASH DISCONTINUED. PRICED WITH LINCOLN MERC DEALER PARTS DEPT. HARNESS TO DASH WILL HAVE TO BE HAND REPAIRED. VERY LIKELY COMPUTER IS SHORTED OUT, BUT CAN NOT BE CERTAIN UNTILL WIRING REPAIRED. OWNER WILL NOT AUTHORIZE TEAR DOWN OR START OF REPAIRS AT THIS TIME. HAS STATED HE NO LONGER WANTS VEHICLE. (SAFETY FACTOR). OWNER HAS ALSO SUPPLIED RE-CALL NOTIFICATION OBTAINED FROM INTERNET. HAVE ADVISED OWNER TO CONTACT FORD MOTOR CO. ABOUT RECALL. POSSIBLE FORD MAY ACCEPT LIABILITY & HAVE VEHICLE BROUGHT TO DEALER. AM SUBMITTING FILE AS PRELIMINARY AT THIS TIME AS DAMAGE, PLACE OF REPAIR & CARRIER LIABILITY ALL SUBJECT TO CHANGE. COPY LEFT WITH OWNER.

Parts		611.72
Mechanical Labor	14.0 hrs @ \$ 59.00/hr	826.00

SUBTOTAL		\$ 1437.72
Sales Tax	\$ 1437.72 @ 7.0000%	100.64

TOTAL COST OF REPAIRS		\$ 1538.36
ADJUSTMENTS:		
Deductible		0.00

TOTAL ADJUSTMENTS		\$ 0.00
NET COST OF REPAIRS		\$ 1538.36

NOTE: This recall campaign supersedes recall campaign 93V-106. Owner notification is expected to begin January 18, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

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

Year: 1992

Make: LINCOLN

Model: TOWN CAR

Year of Recall: '99

Type of Report: Vehicle

Potential Number of Units Affected: 262695

Summary:

Vehicle Description: Passenger vehicles. The Speed Control Deactivation Switch can develop a resistance short in the electrical circuit that could potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short could disable the speed control system or cause the brake light fuse to open.

A fire can originate in the left front underhood area.

Dealers will install a new speed control deactivation switch and connector shell.

Owner notification began May 20, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

This search returned 7 records.

[New Search](#)

[Return to Safety Problems and Issues](#)

NAVIGATE THE SITE AUTO SAFETY HOTLINE

[Send mail to the Web Master](#)

2155 Old Highway 441
Mt. Dora, Florida 32757
(800) 353-7277

PARTS		QUANTITY	UNIT	PRICE
Tape, wire, butt-				
connectors, tie - downs etc.		160	00	
Sensor		15	87	
Master Cylinder		112	01	
Receiver		35	48	
Booster		143	00	
Brake Fluid		3	15	00

32157
4007
4310
45802

PLEASE READ CAREFULLY, CHECK ONE OF THE FOLLOWING BOXES AND SIGN I CERTIFY THAT UNDER OATH I AM EMPLOYED BY A UNITED STATES, IF MY FIRM, WILL BE SOON SO.

☐ I EMPLOY A UNITED STATES.

☐ I DO NOT EMPLOY A UNITED STATES AS LONG AS THE UNITED STATES IS NOT EMPLOYED I

THE ABOVE MAY NOT EMPLOY THIS COMPANY WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT EMPLOY A UNITED STATES.

TAKAHASHI

NAME	[REDACTED]	DATE	6/26/01
AGE	[REDACTED]	DATE & TIME OF REPORT	
CITY	EASTON FL [REDACTED]	ADDRESS	[REDACTED]
	[REDACTED]	PHONE NO.	(NNN) 518-374-7967

CLAIM # [REDACTED] **AIG NATIONAL INSURANCE CO**
1-800-551-7346

ESTIMATE ONLY

Found crank linkage to be bent at brake y control

Brake sensor burnt.
Master cylinder, a reservoir leaking.
Booster contaminated. = V

~~Red and Green~~

For others who cannot afford to buy a car, the solution is to use a car-sharing service.

LOCAL CHECKS ONLY

THERE IS A CHARGE FOR DIAGNOSTIC TIME

[illegible]

NOT TO BE USED IN THE UNITED STATES TO OBTAIN A PASSPORT OR TO OBTAIN A VISA

1. 凡在本行開辦之各項業務，均應遵守本行所訂之各項規章，並應隨時注意本行所訂之各項規章，如有違反者，本行將依法究辦。

100-443888-100

Cost Item	By	Amount
TRAVEL ALLOWANCE	900	00
TOTAL POINTS	331	12
EXPENSES	139	12
SALES TAX	89	72
OPERATING		
TOTAL	139	25
EXPENSE		

HURLEY'S TOWING & RECOVERY

31121 Industry Drive

Tarpon, Florida 34778

(813) 546-1000 (813) 547-0000

24 Hour Towing Service

Phone Order

Name

Date

6/26

20.01

Location

Tarpon - Mr. Duck

License #

Color

Blue

Make

Lincoln T/C

Year

Make Year 12 Mo. ☐

Make Year 12 Mo. ☐

Time

Remarks

1/1

From

To

Start

Finish

Driver

Van #

Vehicle

To Trade Auto Inc

37.50

Insurance

License

Vehicle Type

Year

Accessories

Remarks

Driver

License

Vehicle Type

Year

TOTAL

37.50

Driver

Deck

Truck #

4

Paid by

Received by

Signature

Signature

Signature

Signature

Signature

Signature

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