

EA02-025

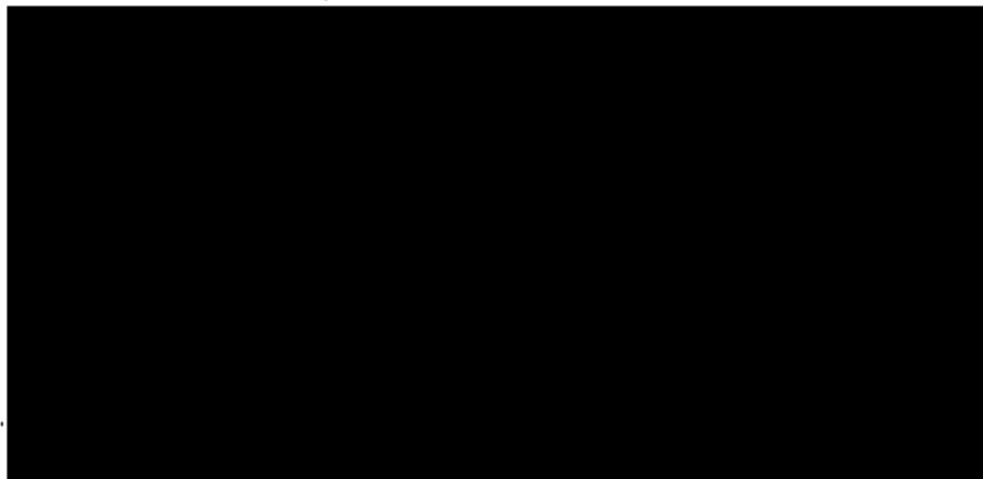
FORD 10/27/03

APPENDIX M

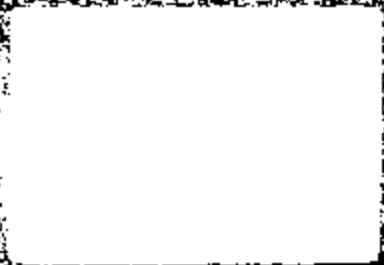
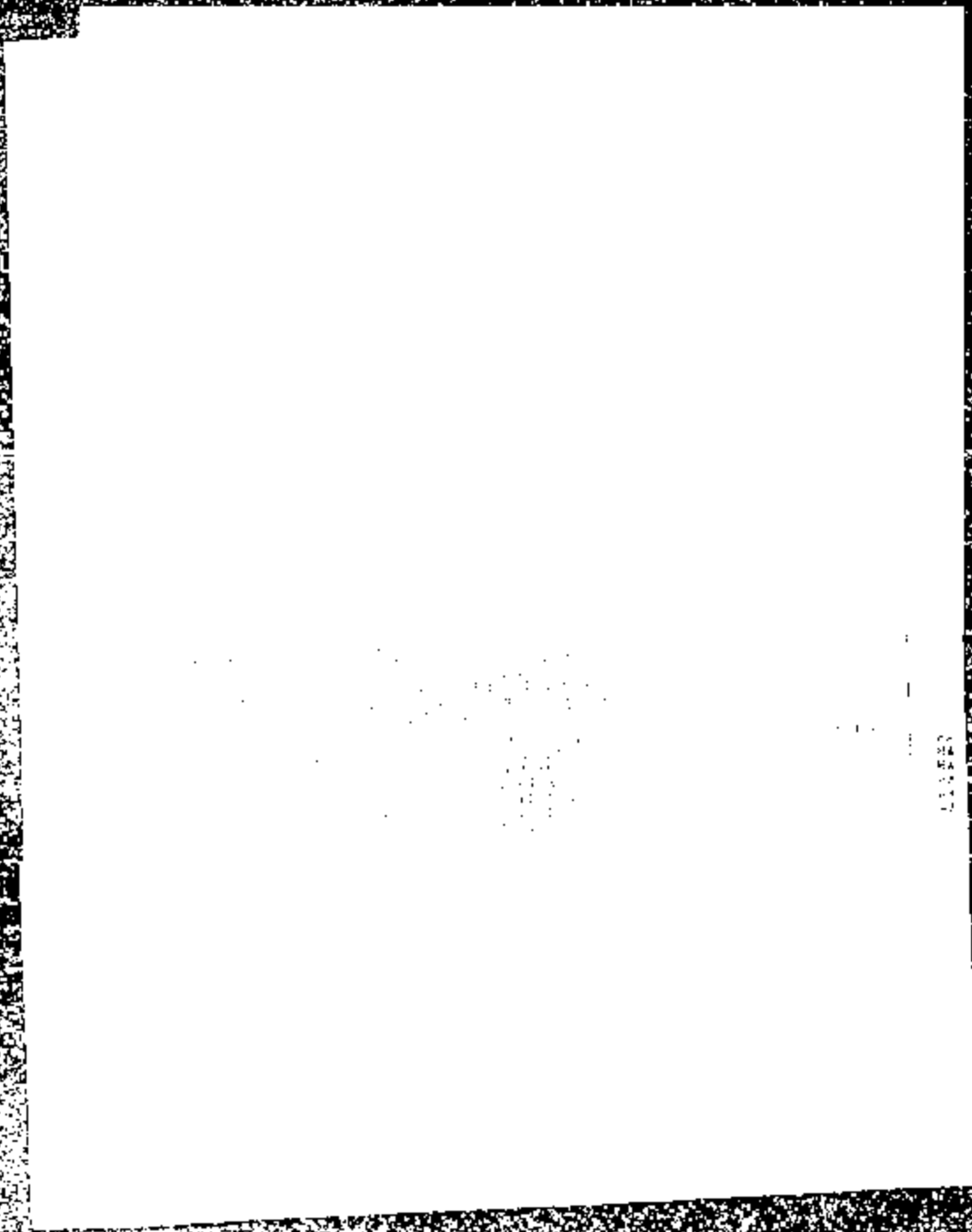
BOOK 22 OF 22

PART A-D

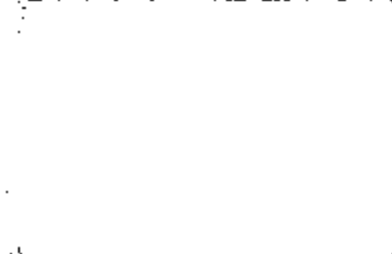
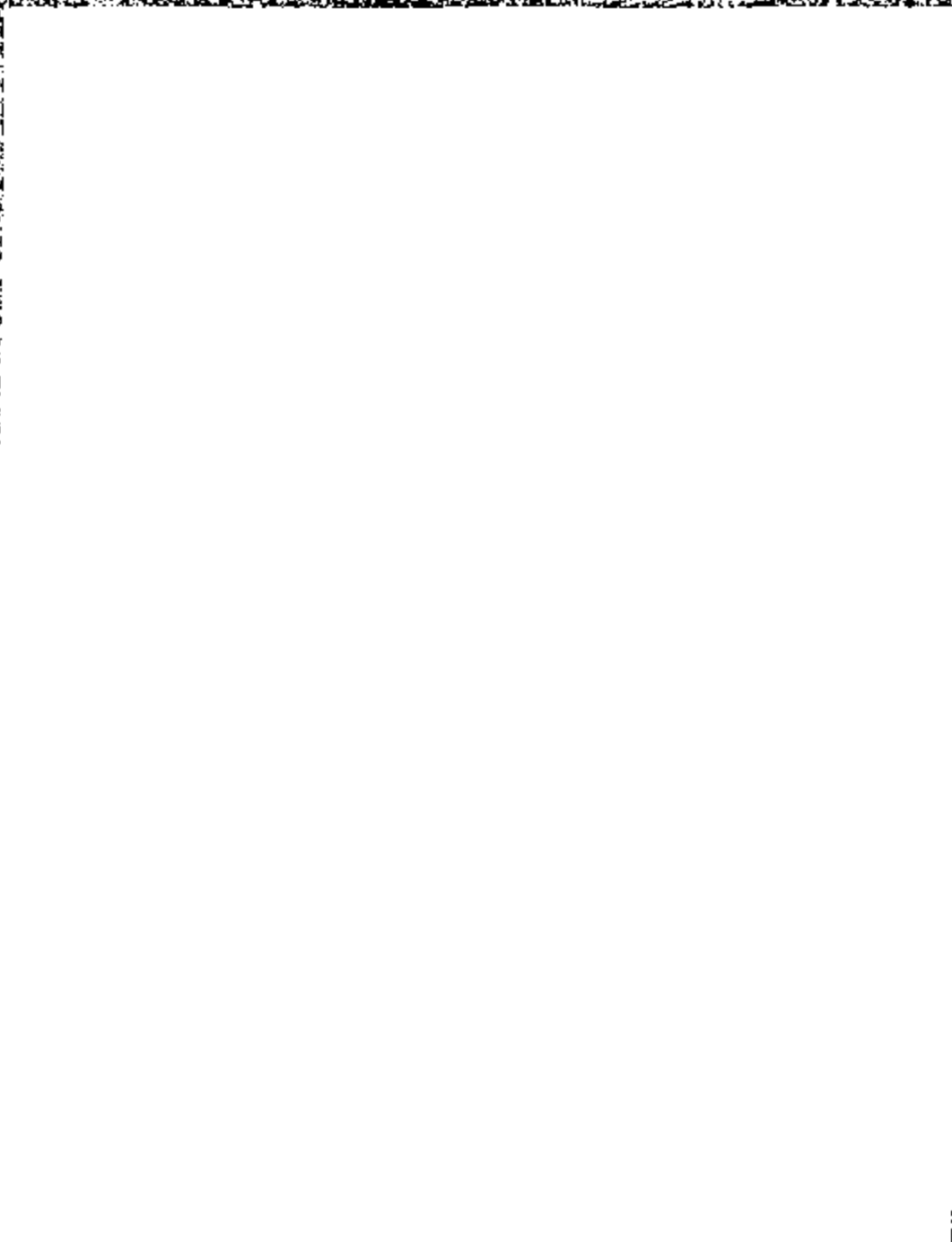
PART D

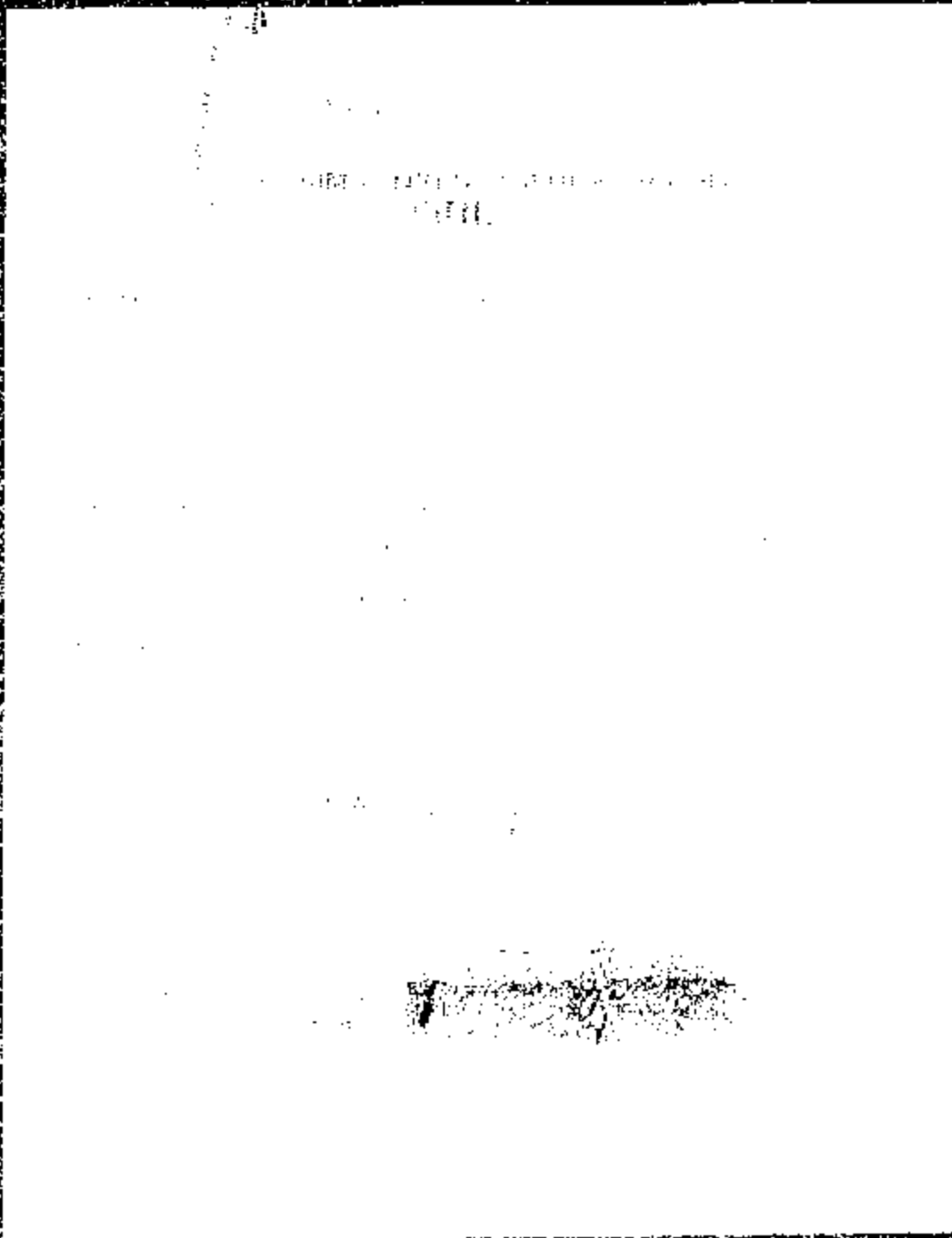


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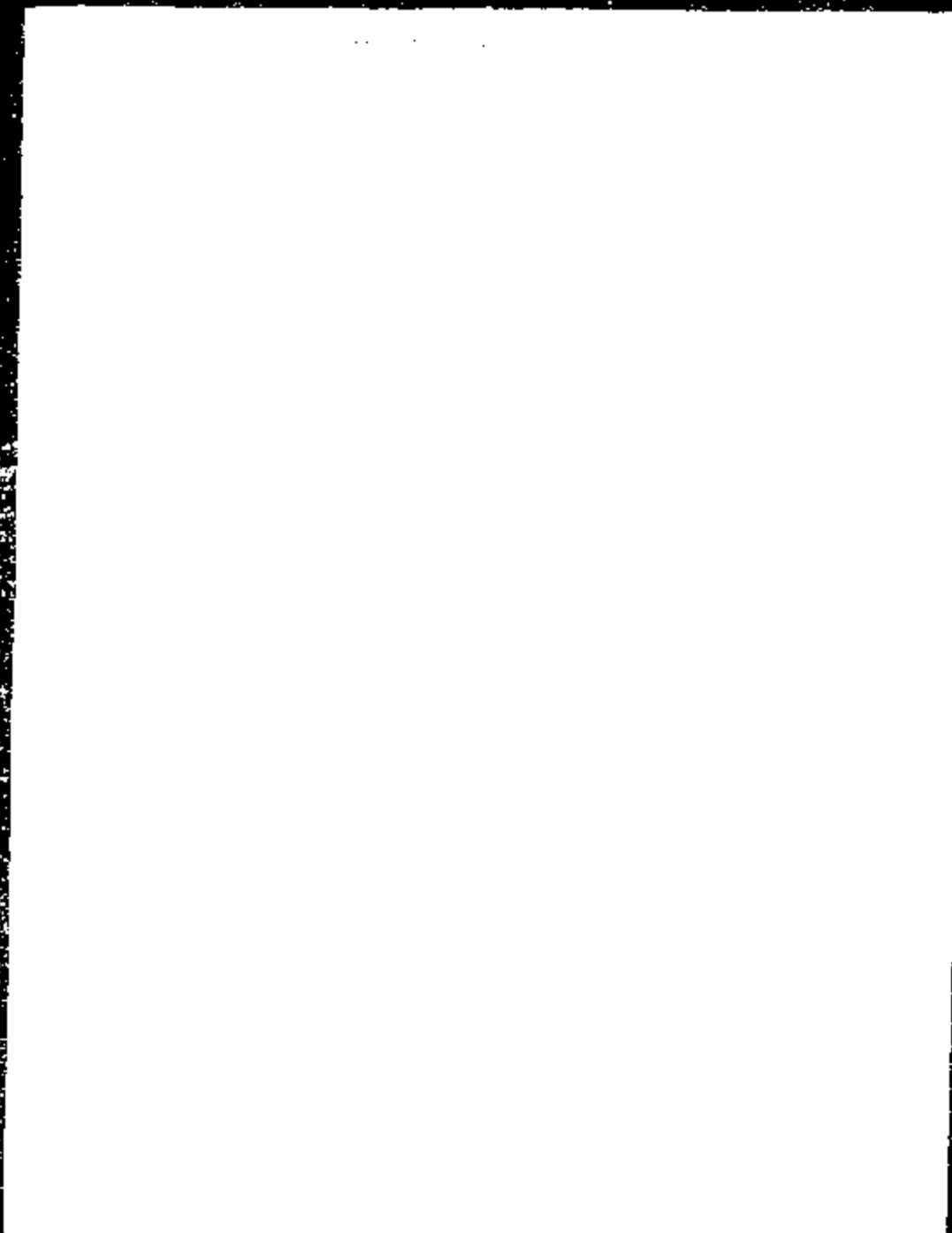


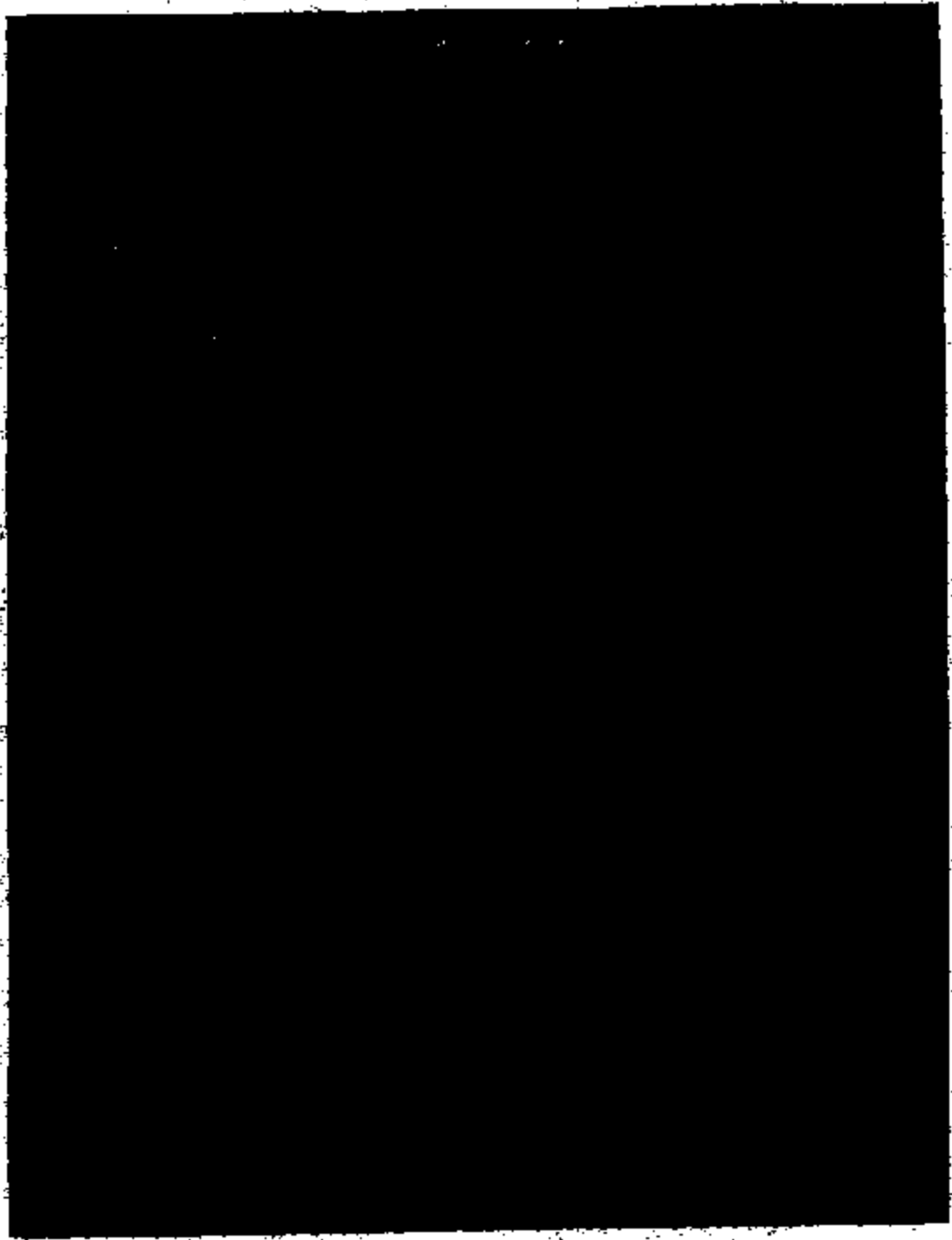




1995







Facsimile Cover Sheet



PROCEEDINGS OF THE INVESTIGATION

OF THE

COMMISSIONER OF THE

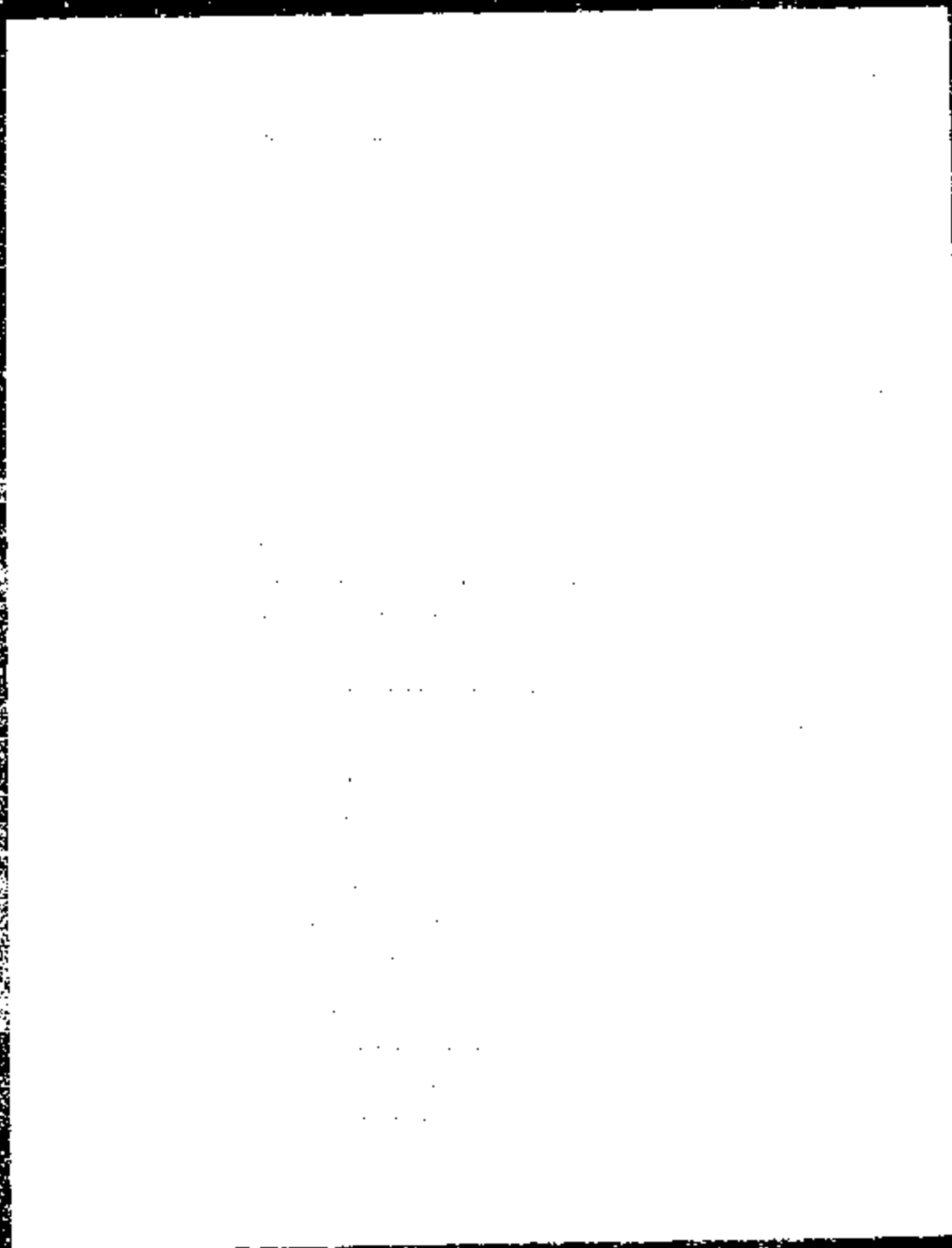
INVESTIGATION OF THE

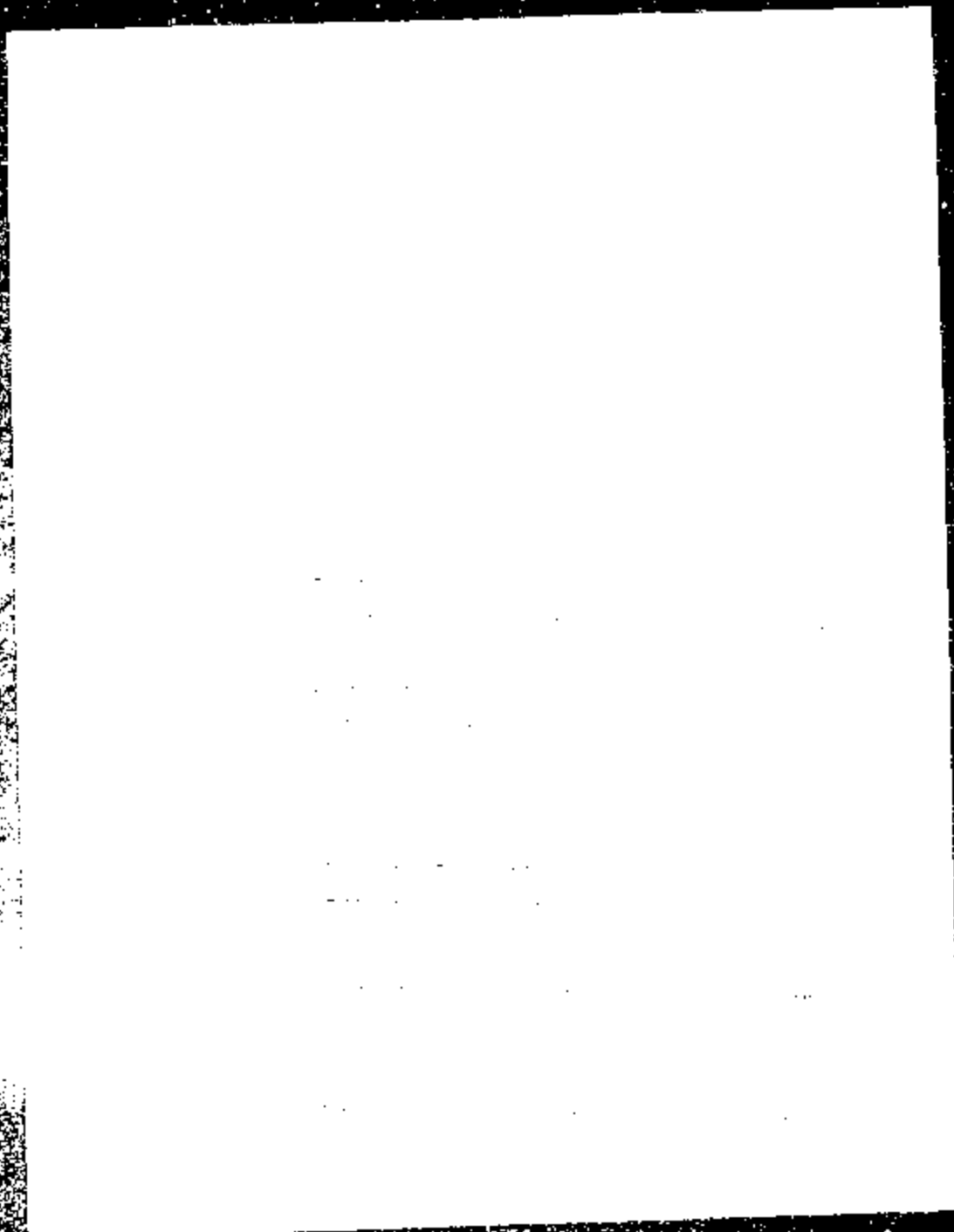
REPORT

OF THE

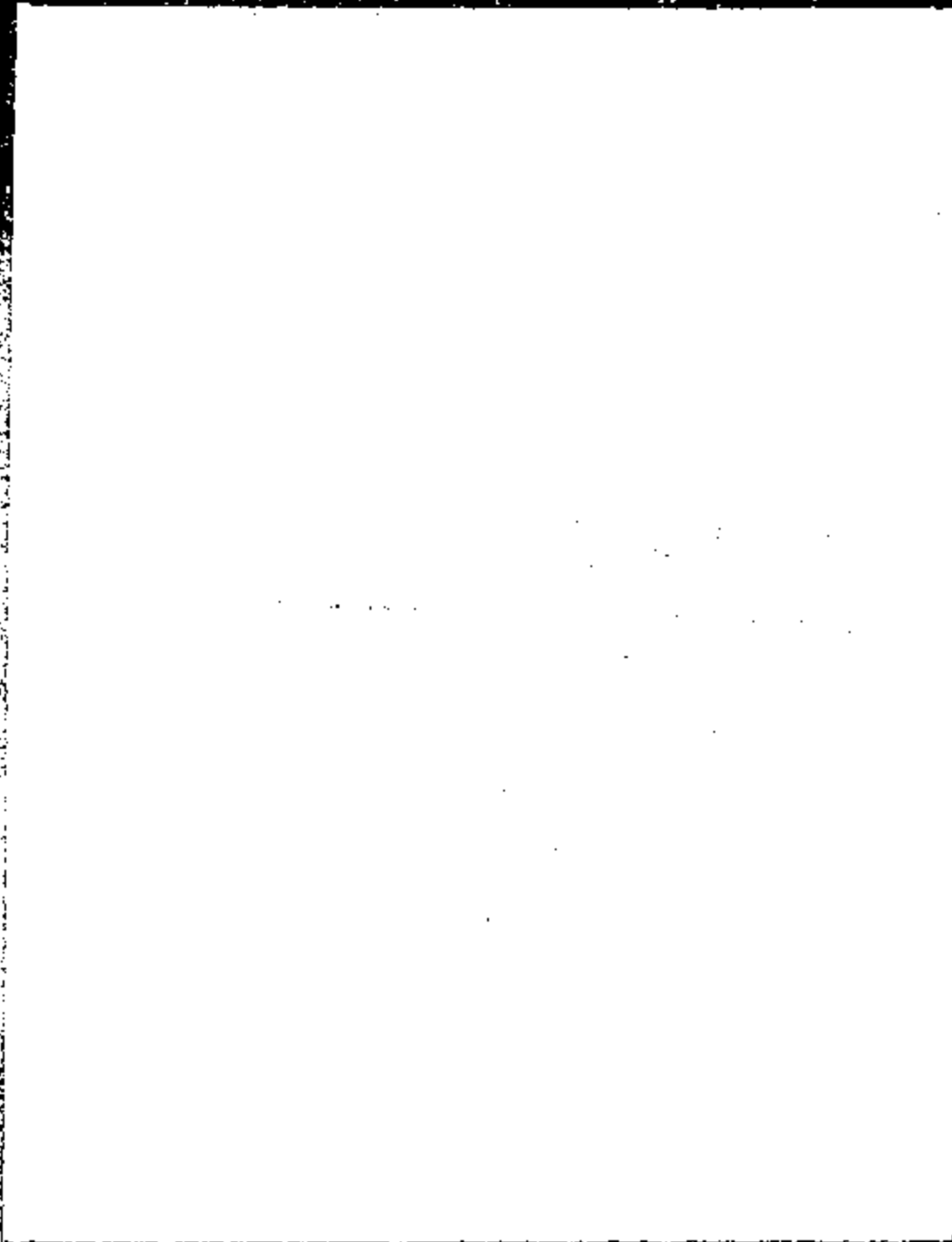
COMMISSIONER OF THE

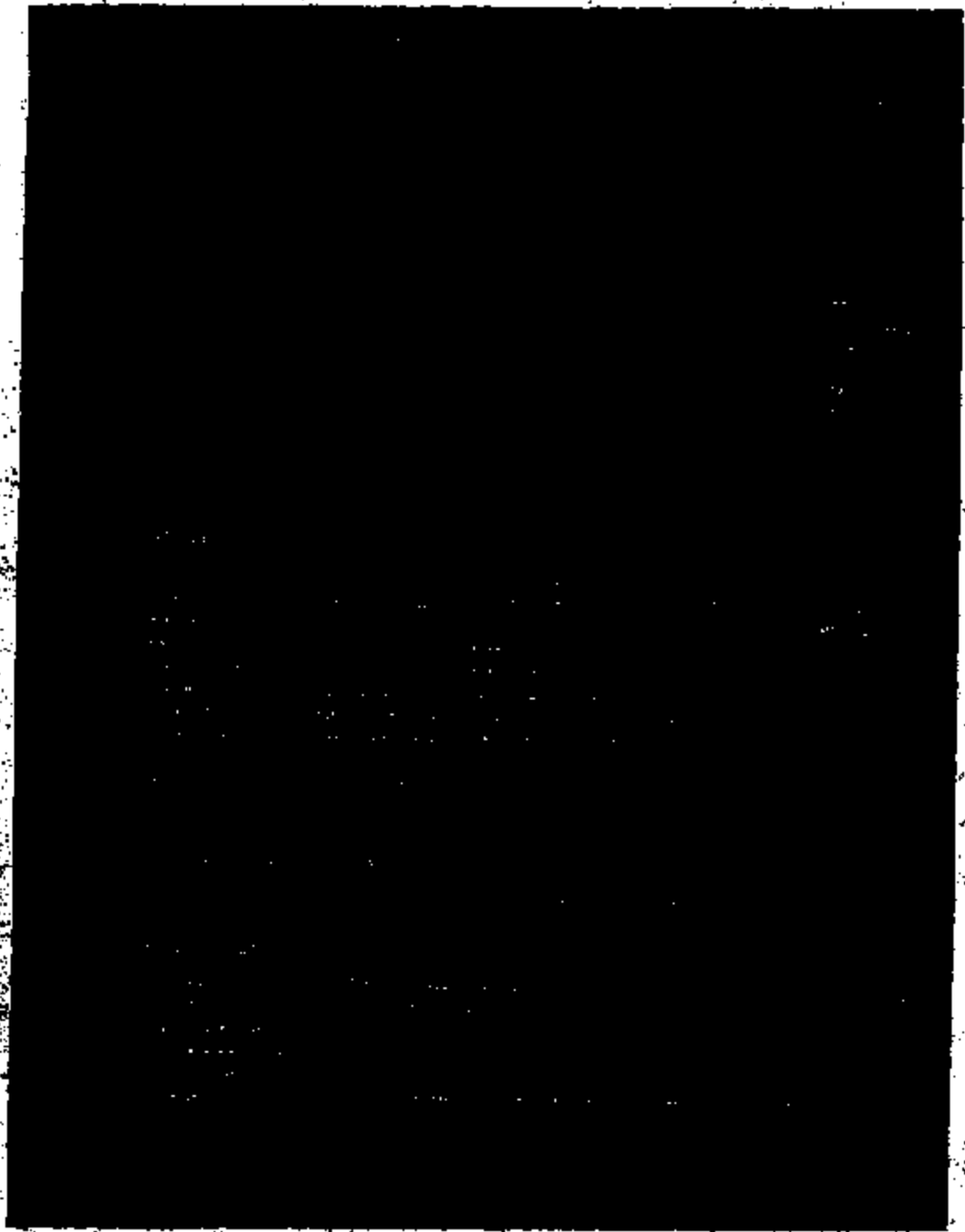
INVESTIGATION OF THE





0502-025 17325





1. The following information is being furnished to you for your information and use only. It is not to be distributed outside your organization.

2. This information is being furnished to you for your information and use only.

3. The following information is being furnished to you for your information and use only. It is not to be distributed outside your organization.

4. The following information is being furnished to you for your information and use only. It is not to be distributed outside your organization.

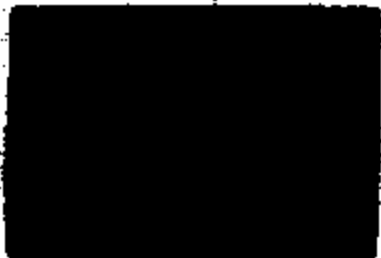
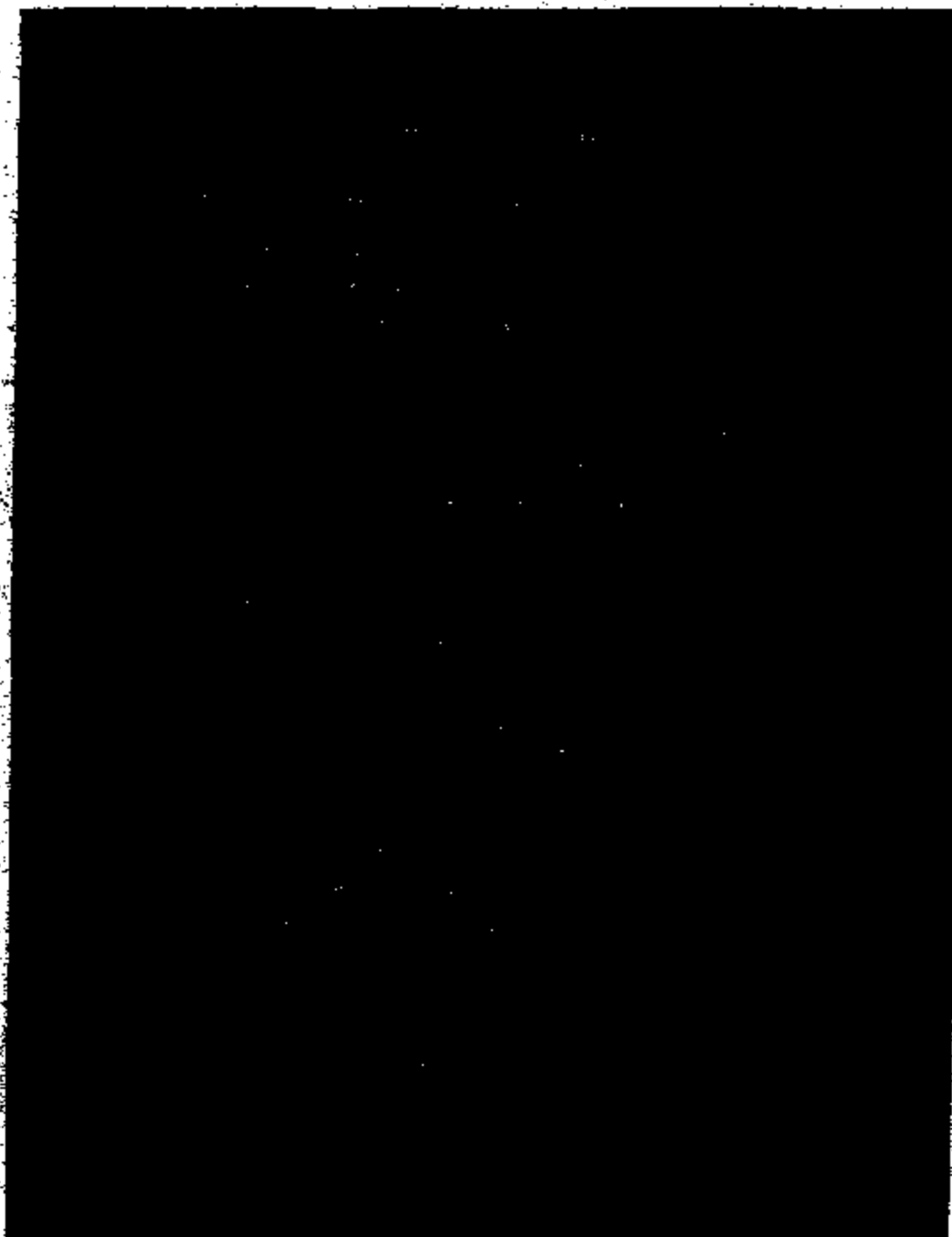
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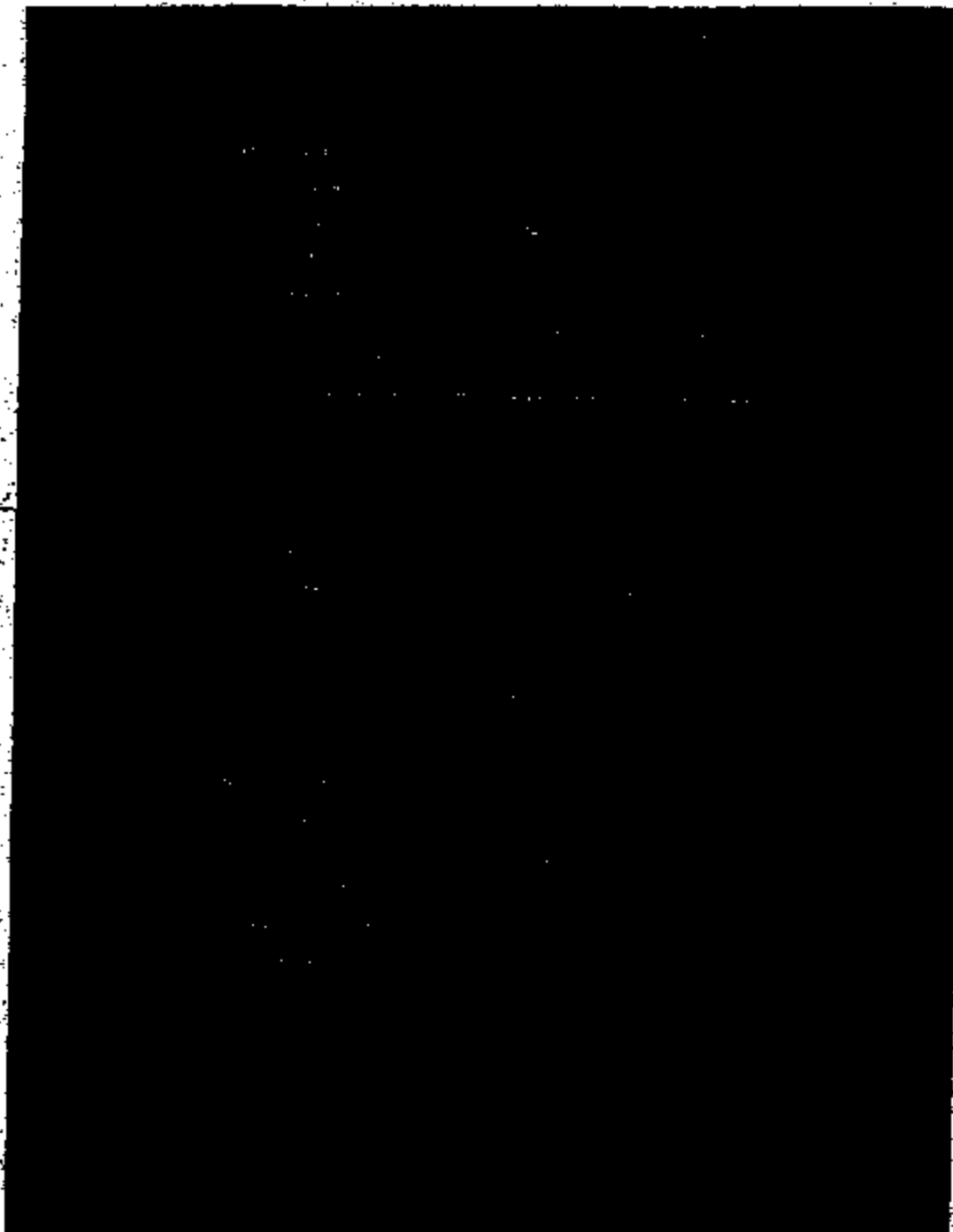
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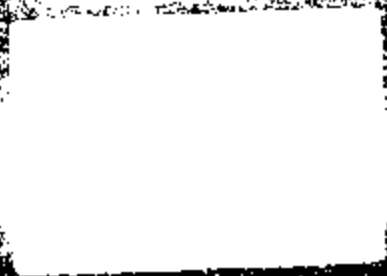
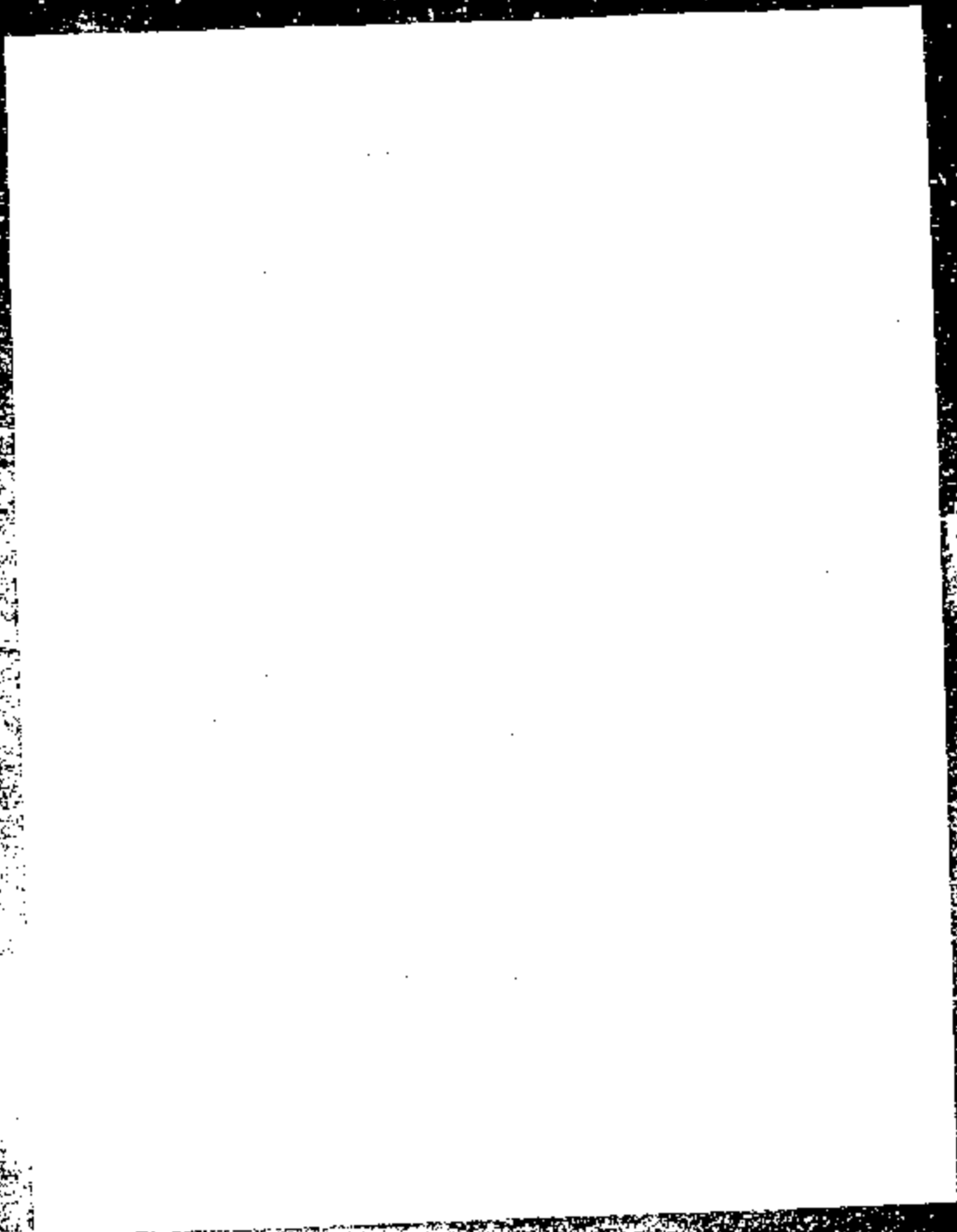
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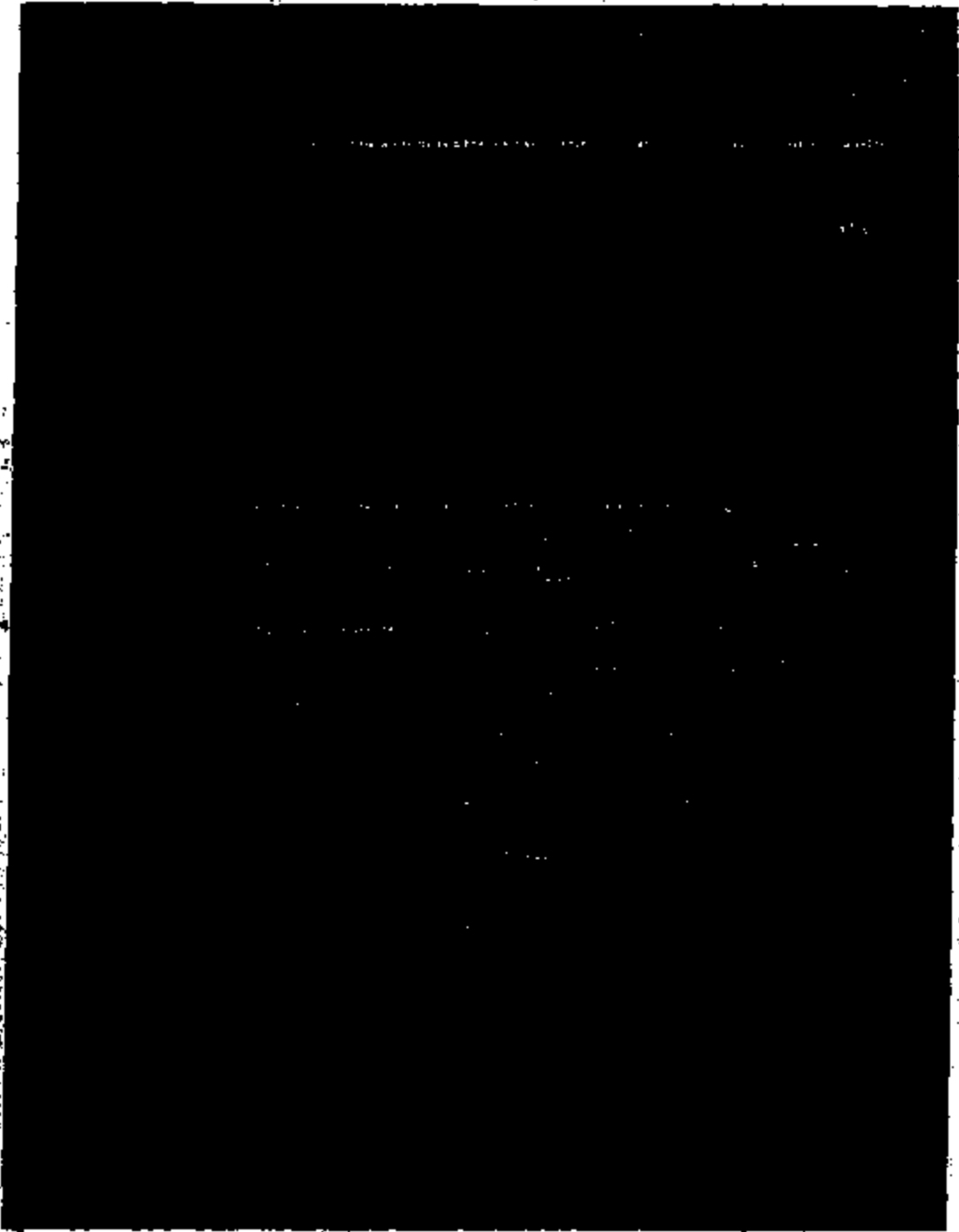
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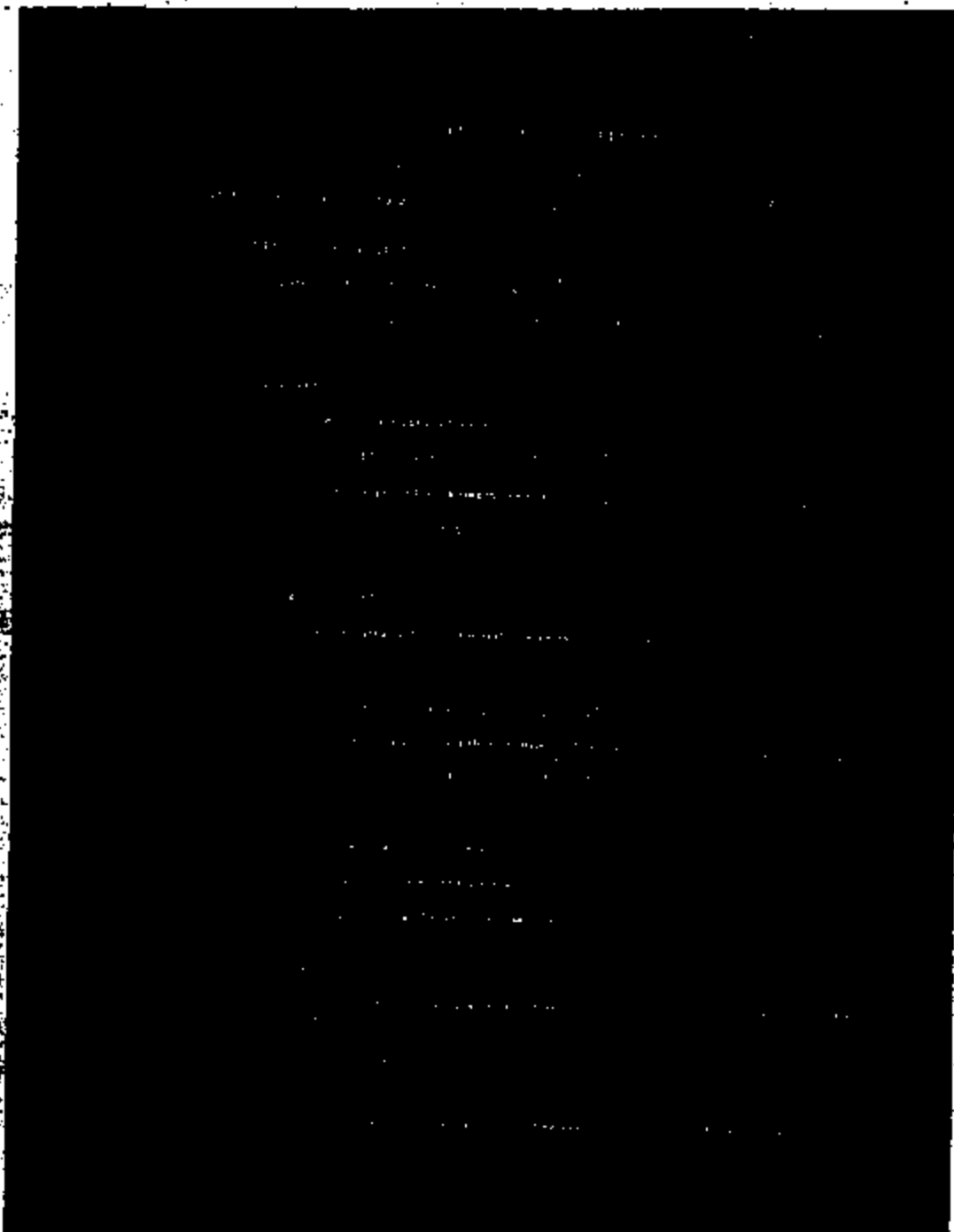
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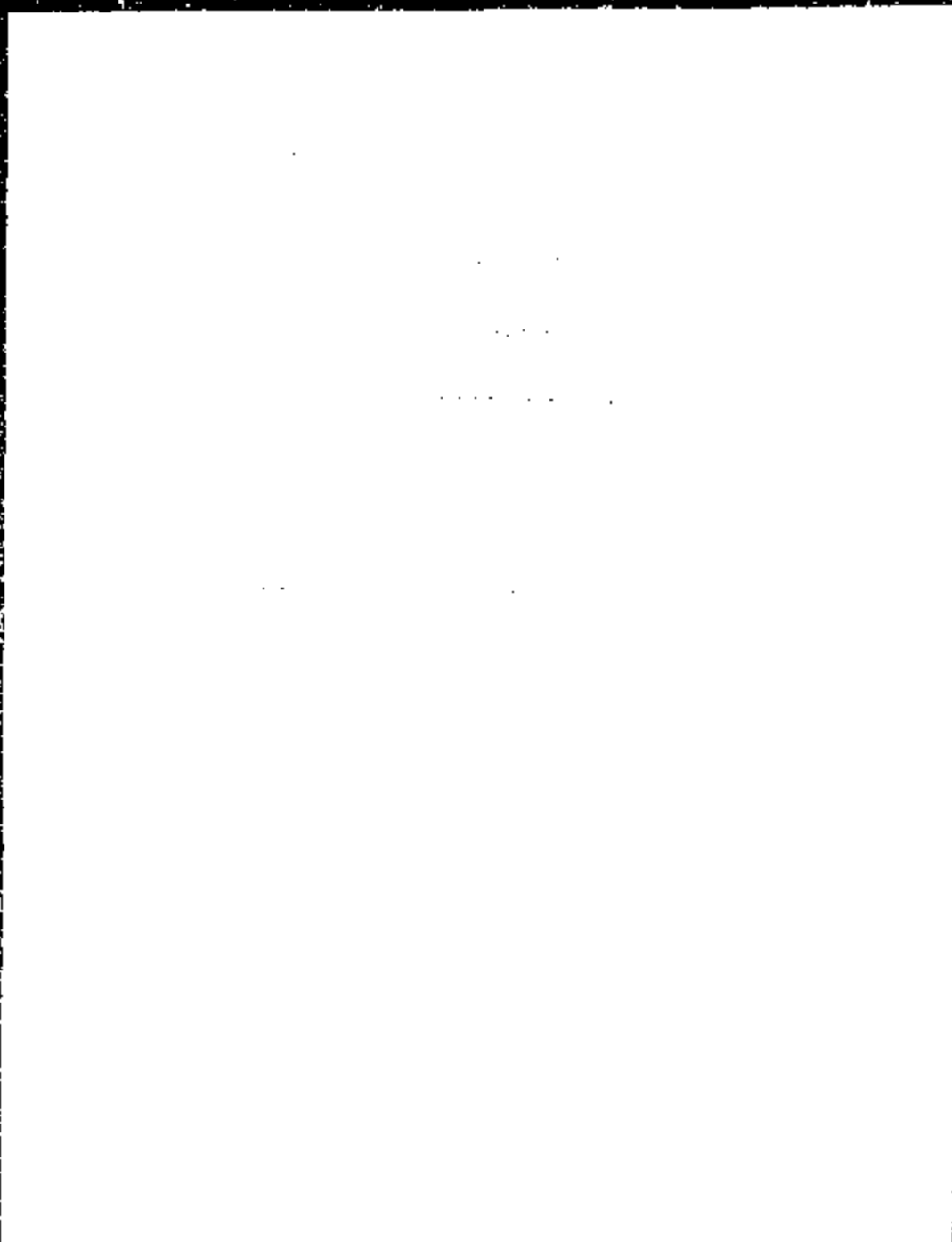




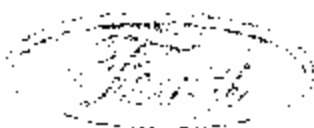








100-100000-100000



Facsimile Cover Sheet



STATE OF TEXAS, COUNTY OF DALLAS

NOTICE OF SALE

TO ALL WHOM THESE PRESENTS SHALL COME, I, the undersigned, Clerk of the County of Dallas, Texas, do hereby give notice that

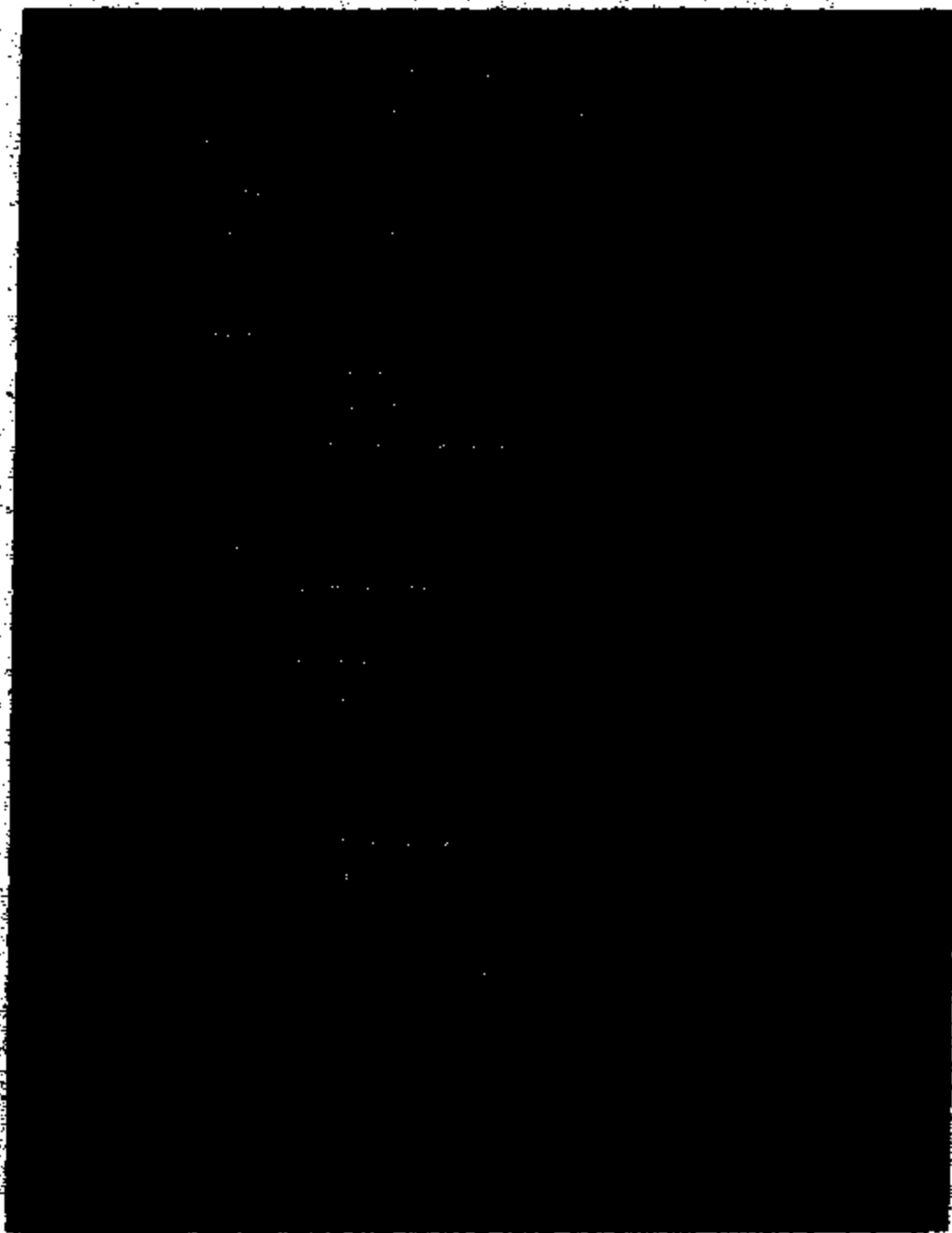
WHEREAS

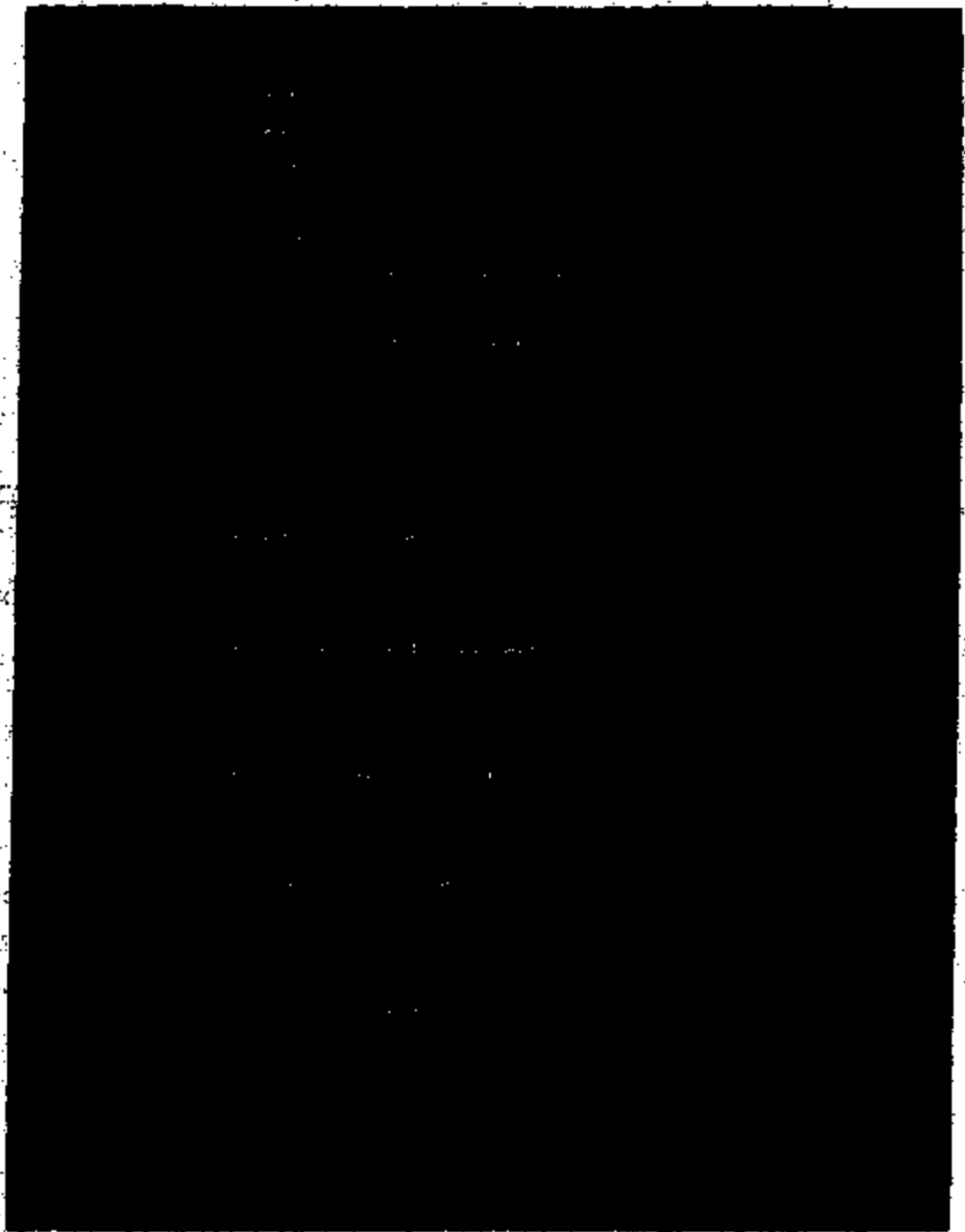
the undersigned, Clerk of the County of Dallas, Texas, do hereby give notice that the following property is being sold at public auction, to-wit:

Tract of land in the County of Dallas, State of Texas, containing approximately 100 acres, more or less, situated in the North East Quarter of Section 10, Township 10 North, Range 10 East, of the 10th Principal Meridian, Dallas County, Texas.

TO-WIT:

Tract of land in the County of Dallas, State of Texas, containing approximately 100 acres, more or less, situated in the North East Quarter of Section 10, Township 10 North, Range 10 East, of the 10th Principal Meridian, Dallas County, Texas.





THE UNITED STATES OF AMERICA
DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION

MEMORANDUM

TO : DIRECTOR, FBI

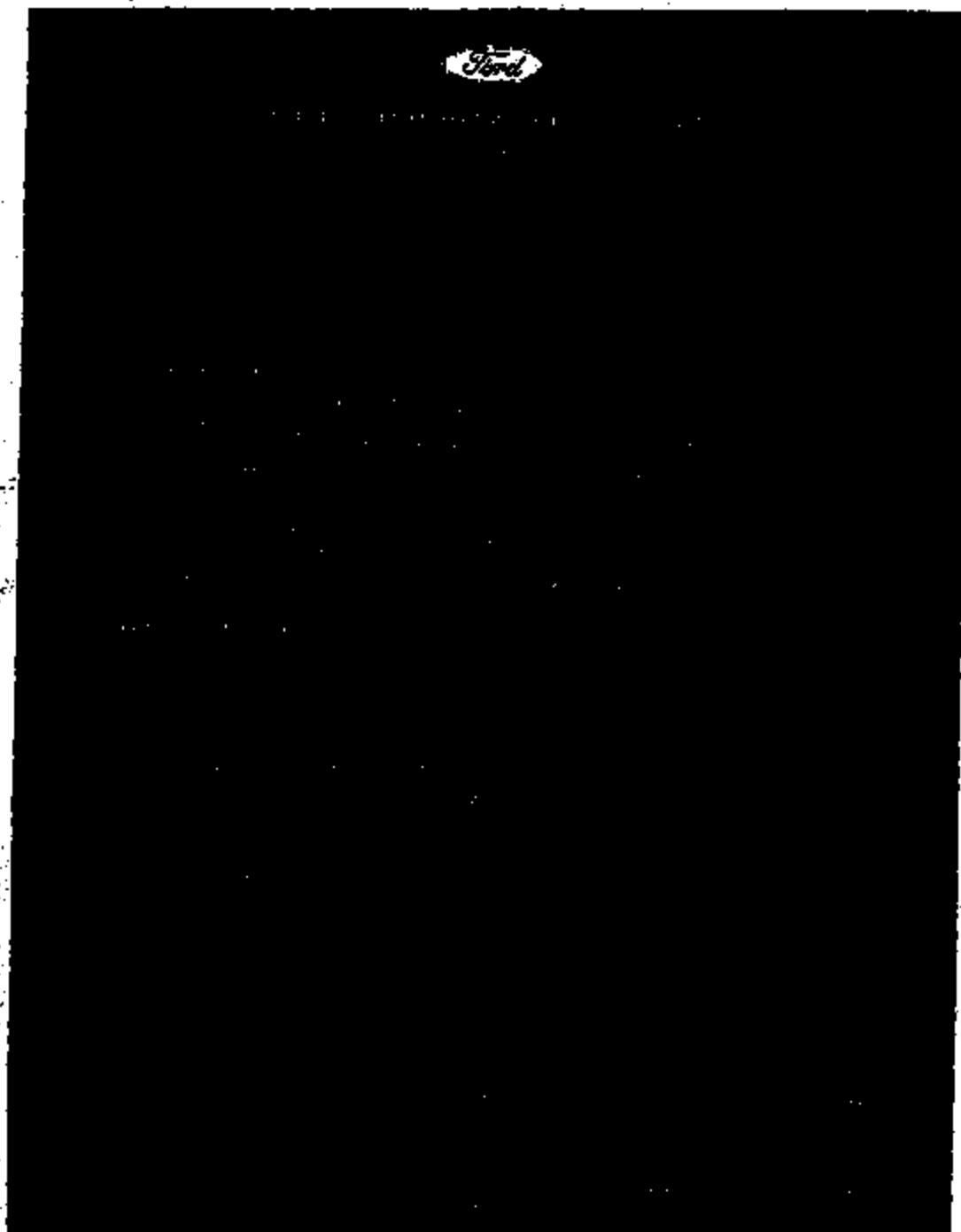
FROM : SAC, NEW YORK

SUBJECT: [REDACTED]

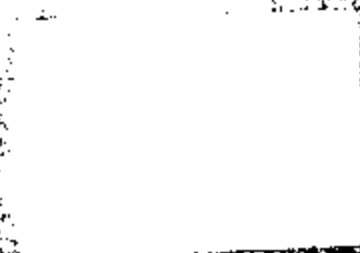
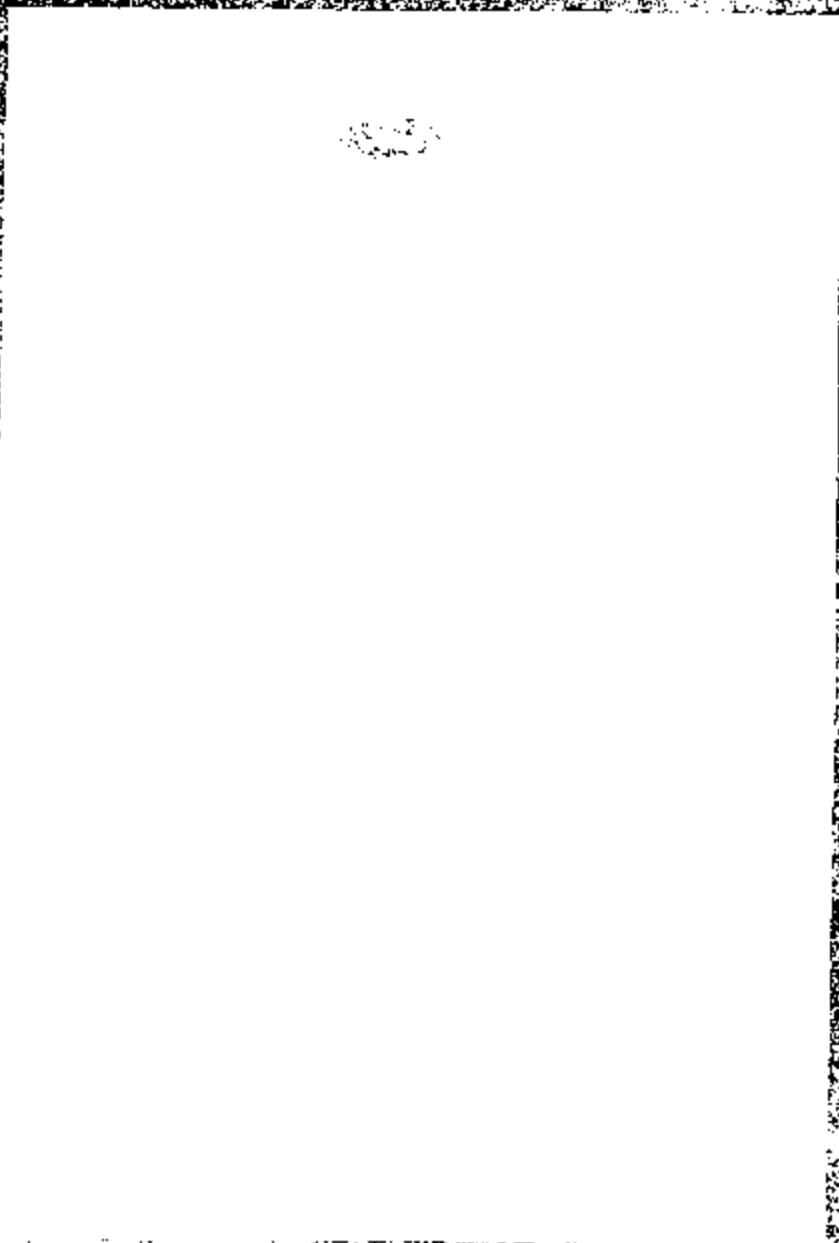
[REDACTED]



FORD MOTOR COMPANY







Ford

██████████
#1425851813

2013
ORLANDO

2013-02-01 11:00

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] DEBARY FL [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

ESP / Recall Information

VIN: 1LNLM82W9RY653454

Contract: 1 01

Status: Expire

ESP Purchase Details

Purchaser: [REDACTED]

Expiration Date: 1995-11-12

Plan Type: USA 1994 NEW 24/30,000 RENTAL CARE

Rental: 30

Purchase Type: N

Options:

Plan Year: 1994

Expiration Miles: 30,000

Selling Dealer: NORTH FLORIDA LINCOLN-MERCURY

Deductible:

Towing Allowance:

ESP Cancellation Details

Cancel Date:

Refund Percent:

Dealer Credit:

Process Date:

Dealer Received Date:

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
98L12	L	PASS AIR BAG	FORCED COMPLETION	1998-01-22	AUTOC
94E56	O	ANTI-THEFT	COMPLETE		N/A

ESP-025-A 11/97

Vehicle Information Report

GENERAL VEHICLE
INFORMATION:

VIN: 1LNBM2W9RYAS3451
Model Year: 1993
Veh Type: C
Inv. Number: 11630

Veh Line:
Market District:
Drive Code:
Body Csh Style:
Version/Serial:

(Related Claims)

CVE - TOWN CAR (F336/F3116) [91-97] Eng Serial No: W
CM - MERCURY DIVISION INHERITIVE Body Shell: *
CDB - 2 WHL 1.8L REAR DRIVE
CPC - 4 DOOR SEDAN 6 LITR
CYR - SIGNATURE VERSION
Region: CVN - R-M 4.6L SCHEFF NA CIVIC G-AP
Transmission: CYK - 4 SPD AUTO TRANS NAAO ADDE

BUILD INFORMATION:

Region: NA - 000000000 Plant: BA - WIXOM PLANT BUILD
Country: USA - 000000000 Prod Date: 19-OCT-1993

SALE INFORMATION:

Region: NA - 000000000 Selling District: 325062 - *
Country: USA - 000000000 Selling Div: FL
Buyer Software: FL

Arrival Date: 27-OCT-1993 Prod Control Letter: J
Sale Date: 12-NOV-1993 Fleet/Dealer's Letter: R
Warranty Start Date: 12-NOV-1993 Modified Vehicle: *
Orig Warranty Date: 12-NOV-1993 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1 2 3 4 5 6 7 8 9
R2HYA51454 3 A 3 116620 4X R NOV 1993 3 16 SA 38 250003 3 DV 02 5 8 R
16663 9 D 5 755A 91P 2

INSTALLED OPTION INFORMATION:

Air Conditioning: CX - ATC AIR CONDITIONER

Alternator Amp Rating: *

Audio Data: * - [N/A]

Auto Ratio: HGATC - 7.00 FINAL DRIVE RATIO

Auto Type: EGAB - 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]

Mileage (Driver Mile): * - [N/A]

Mileage (Passenger Mile): * - [N/A]

Paint: PNEYA - PUMPT: CX

Power Antenna: * - [N/A]

Radios: AQ - FLEET PREMIUM AM-FM STEREO

Calibration Code: 412R000A
Color(Accents): * - [N/A]
Color(Trim): 00000 -
Delivery Type: R
Delayed Shift Code: *
Front Seats: * - [N/A]
Fuel Type: * - [N/A]

Naval Systems: * - [N/A]
Rear Traction Axle:
Tire Brand: AJ - MICHELIN
Tire Size: 235/70R15 WSW
Traction Control: AB - ANTI-SKID TRAC-BRAKES W/TC
Wheel Base:

TIRE DOT INFORMATION:

LF: * BF: *
LR: * BR: *
LE: * BL: *
SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: L Emission Code: C/B - C/B
ESP Coverage(Miles): 030 Emission Cert Type: F
ESP Coverage(Time): 034 Emission Decal Suffix: KRL
ESP Plan Year: 1994 Engine Family: R1M46V8AFA
ESP Signature Date: 12-NOV-1993

Standard Claims List For Model Year 1994

VIN	VEN LINE	MKT DERIV	BODY CAR	VER SERIES	DRIVE TYPE	PLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TES	WCY	CTSC_4	PREF	BASE	SUPE	CYC	CD	DIST (Miles)	
1LNLM82W9RY653454	CYB	CYB	CYC	CYB	OB	BA	CYB	CYB	19-OCT-1993	12-NOV-1993	325062	USA	1	6Y05	000001	*	PREP	*	M99	62	809	
AWS Claim Key:		124891		Trs Code:		LNC		Labor Hrs:		1												
Dr Ctl-Sub Ctl:		11630*		Name:		NORTH FLORIDA LINCOLN-MERCURY			Ph:		904-6424100		St: FL		City Ctl:		USA Reg Ctl:		NA		Regr Date: 06-1992 Doc #0409224	
Cust Comments:		1000 MILE INSPECTION																				
Tech Comments:		LINCOLN COMMITMENT PERFORM 1000 MILE CHECK UP																				
1LNLM82W9RY653454	CYB	CYB	CYC	CYB	OB	BA	CYB	CYB	19-OCT-1993	12-NOV-1993	325062	USA	13	7M17	150403	*	TR84P	*	A17	08	11570	
AWS Claim Key:		000002		Trs Code:		2		Labor Hrs:		1.7												
Dr Ctl-Sub Ctl:		10130*		Name:		PLUGGABLE LINCOLN-MERCURY INC			Ph:		770-9522261		St: GA		City Ctl:		USA Reg Ctl:		NA		Regr Date: 11-NOV-1994 Doc #0406999	
Cust Comments:		RATTLE NOISE FROM REAR OF CAR CUST THINKS MAYBE THE REAR																				
Tech Comments:		AMPLIFIER LOOKS TIME TO TEST WITH CHASSIS BAR AND INSULATE AMP AND TIGHTEN BRACKET																				
1LNLM82W9RY653454	CYB	CYB	CYC	CYB	OB	BA	CYB	CYB	19-OCT-1993	12-NOV-1993	325062	USA	14	6Y16	010508	*	544668	*	N59	08	13052	
AWS Claim Key:		201099		Trs Code:		104		Labor Hrs:		1												
Dr Ctl-Sub Ctl:		11630*		Name:		NORTH FLORIDA LINCOLN-MERCURY			Ph:		904-6424100		St: FL		City Ctl:		USA Reg Ctl:		NA		Regr Date: 04-JAN-1995 Doc #0457651	
Cust Comments:		R16 RATTLE IN TURN ROUGH ROADS																				
Tech Comments:		RATTLE ROAD TEST THREE TIMES ISOLATE RATTLE, REPOSITION REAR PACKAGE TRAY & ROAD TEST																				
1LNLM82W9RY653454	CYB	CYB	CYC	CYB	OB	BA	CYB	CYB	19-OCT-1993	12-NOV-1993	325062	USA	27	6Y04	010505	*	543542	*	R03	42	24758	
AWS Claim Key:		1314632		Trs Code:		584		Labor Hrs:		9												
Dr Ctl-Sub Ctl:		11642*		Name:		VIC GOSMAN LINCOLN-MERCURY INC			Ph:		351-7251100		St: FL		City Ctl:		USA Reg Ctl:		NA		Regr Date: 11-JAN-1996 Doc #0457651	
Cust Comments:		CRK RT REAR DOOR WILL NOT OPEN FROM INSIDE CHILD LOCK IS ON																				
Tech Comments:		RMVE DOOR PANEL FOR ACCESS REPAIR TRIM PANEL FRONT DOOR - REMOVE AND INSTALL																				
1LNLM82W9RY653454	CYB	CYB	CYC	CYB	OB	BA	CYB	CYB	19-OCT-1993	12-NOV-1993	325062	USA	27	5Y01	000301	*	1125	*	N37	02	24239	

0002-025-9 11000

AWS Chain Key:	1316897	Trx Code:	F24	Labour Hrs:	4.1													
Dir Cd-Sub Cd:	11642 *	Name:	YIC OSMAN LINCOLN-MERCURY INC	Ph:	321-7251100	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-JAN-1996	Doc:	0102626851				
Cost Comments:	CK VIB WHEN BRAKING HIGHWAY SPEEDS- RICHARD SEE RICHARD																	
Tech Comments:	WARPED VIBRATE ON BRAK AT HWY SPEEDS- BRAKE SHIMS - PAD ASSEMBLIES - HYDRAULIC - REMOVE AND INSTALL OR R																	
11.NLM82W9RY653454 CVR	CVM	CPC	CBR	CB	BA	CYK	CVN	19-OCT-1993	12-NOV-1993	325062	USA	27	7502	180102 *	14401 *	1.25	XI	24259
AWS Chain Key:	1316898	Trx Code:	E23	Labour Hrs:	2													
Dir Cd-Sub Cd:	11642 *	Name:	VIC OSMAN LINCOLN-MERCURY INC	Ph:	321-7251100	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-JAN-1996	Doc:	0102626852				
Cost Comments:	CK TURN SIGNALS BOP																	
Tech Comments:	BROKEN WIRE RUBBER DASH BRACE WIRING ASSEMBLY - REPAIR																	
11.NLM82W9RY653454 CVR	CVM	CPC	CBR	CB	BA	CYK	CVN	19-OCT-1993	12-NOV-1993	325062	USA	30	7110	131303 FAXY	190900 A	C05	DI	27063
AWS Chain Key:	1431281	Trx Code:	E23	Labour Hrs:	2.1													
Dir Cd-Sub Cd:	11642 *	Name:	LONGWOOD LINCOLN-MERCURY INC	Ph:	407-8318090	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-APR-1996	Doc:	010787278				
Cost Comments:	WP40 CTS CK AC DOES NOT BLOW COLD																	
Tech Comments:	48 WP40 27065 ATC DIAG ROAD TEST PARTIAL CH LEAK CK RECOVER FREON REPLACE ORIFICE TUBES SYS O RINGS EVAC & RECHARGE																	
11.NLM82W9RY653454 CVR	CVM	CPC	CBR	CB	BA	CYK	CVN	19-OCT-1993	12-NOV-1993	325062	USA	30	6803	011404 FAXY	5421819 A	205	01	27063
AWS Chain Key:	1431282	Trx Code:	E23	Labour Hrs:	2													
Dir Cd-Sub Cd:	11642 *	Name:	LONGWOOD LINCOLN-MERCURY INC	Ph:	407-8318090	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-APR-1996	Doc:	010787278				
Cost Comments:	WP40 CTS CK LEFT REAR INSIDE DOOR HANDLE STICKS AND SOMETIMES WILL NOT OPEN																	
Tech Comments:	01 WP40 REPLACE LR INSIDE DOOR HANDLE																	
11.NLM82W9RY653454 CVR	CVM	CPC	CBR	CB	BA	CYK	CVN	19-OCT-1993	12-NOV-1993	325062	USA	30	6803	011404 FAXY	5421819 A	153	14	27063
AWS Chain Key:	1431283	Trx Code:	E24	Labour Hrs:	3													
Dir Cd-Sub Cd:	11642 *	Name:	LONGWOOD LINCOLN-MERCURY INC	Ph:	407-8318090	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-APR-1996	Doc:	010787278				
Cost Comments:	WP40 CTS CK SCUFF PLATE RIGHT FRONT DOOR WARPED																	
Tech Comments:	14 WP40 27065 REPLACE SCUFF PLATE																	
11.NLM82W9RY653454 CVR	CVM	CPC	CBR	CB	BA	CYK	CVN	19-OCT-1993	12-NOV-1993	325062	USA	30	6803	011404 FAXY	5421819 A	190	08	27063
AWS Chain Key:	1431284	Trx Code:	E24	Labour Hrs:	4													
Dir Cd-Sub Cd:	11642 *	Name:	LONGWOOD LINCOLN-MERCURY INC	Ph:	407-8318090	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-APR-1996	Doc:	010787278				
Cost Comments:	WP40 CTS CK SCUFF PLATE RIGHT FRONT DOOR WARPED																	
Tech Comments:	14 WP40 27065 REPLACE SCUFF PLATE																	
11.NLM82W9RY653454 CVR	CVM	CPC	CBR	CB	BA	CYK	CVN	19-OCT-1993	12-NOV-1993	325062	USA	30	6803	011404 FAXY	5421819 A	190	08	27063
AWS Chain Key:	1431285	Trx Code:	E24	Labour Hrs:	4													
Dir Cd-Sub Cd:	11642 *	Name:	LONGWOOD LINCOLN-MERCURY INC	Ph:	407-8318090	St: FL	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-APR-1996	Doc:	010787278				
Cost Comments:	WP40 CTS CK SCUFF PLATE RIGHT FRONT DOOR WARPED																	
Tech Comments:	14 WP40 27065 REPLACE SCUFF PLATE																	

Dr. CA-Sub Cb	11609*	Name:	LONGWOOD LINCOLN-MERCURY INC.	Ph:	407-8318090	St:	FL	City Cb:		USA Reg Cb:	NA	Repr Dates:	02-APR-1996	Doc:	8-0787276
Dist Comments:	WP40.B43.CK CARPET ON RIGHT REAR DOOR LOOSE WHERE MEETS VINYL PANEL.														
Tech Comments:	83 WP40 27063 REGULAR CARPET														
ILNLM82W9RY653454 C/VB	C/M	C/C	C/R	C/B	BA	C/DK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	30	6P86 00001 *	5439134 *	G05 41 27063
AWS Chain Keys:	14313284	Tax Code:	EM	Labor Hrs:	5										
Dr. CA-Sub Cb	11609*	Name:	LONGWOOD LINCOLN-MERCURY INC.	Ph:	407-8318090	St:	FL	City Cb:		USA Reg Cb:	NA	Repr Dates:	02-APR-1996	Doc:	8-0787276
Dist Comments:	WP40.L85.CK LEFT FRONT WINDOW VIBRATES GO UP AND DOWN														
Tech Comments:	41 WP40 27063 LUBE TRACKS&SLIDES														
ILNLM82W9RY653454 C/VB	C/M	C/C	C/R	C/B	BA	C/DK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	30	6P07 00002 *	5424630 *	G05 41 27063
AWS Chain Keys:	14313285	Tax Code:	EM	Labor Hrs:	5										
Dr. CA-Sub Cb	11609*	Name:	LONGWOOD LINCOLN-MERCURY INC.	Ph:	407-8318090	St:	FL	City Cb:		USA Reg Cb:	NA	Repr Dates:	02-APR-1996	Doc:	8-0787276
Dist Comments:	WP40.D85.CK RIGHT REAR WINDOW VIBRATES GOING UP AND DOWN														
Tech Comments:	41 WP40 27063 LUBE TRACKS & SLIDES														
ILNLM82W9RY653454 C/VB	C/M	C/C	C/R	C/B	BA	C/DK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	30	7P88 000613 *	NPT *	W10 N1 27063
AWS Chain Keys:	14313322	Tax Code:	EM	Labor Hrs:	4										
Dr. CA-Sub Cb	11609*	Name:	LONGWOOD LINCOLN-MERCURY INC.	Ph:	407-8318090	St:	FL	City Cb:		USA Reg Cb:	NA	Repr Dates:	02-APR-1996	Doc:	8-0787276
Dist Comments:	WP46.W09.CK WIPERS MAKE KNOCK NOISE														
Tech Comments:	N1 WP40 27063 CK SYS NORMAL OPERATION														
ILNLM82W9RY653454 C/VB	C/M	C/C	C/R	C/B	BA	C/DK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	30	6E04 011001 *	5463100 *	S10 12 27063
AWS Chain Keys:	14313328	Tax Code:	PS	Labor Hrs:	2										
Dr. CA-Sub Cb	11609*	Name:	LONGWOOD LINCOLN-MERCURY INC.	Ph:	407-8318090	St:	FL	City Cb:		USA Reg Cb:	NA	Repr Dates:	02-APR-1996	Doc:	8-0787276
Dist Comments:	WP40.B43.CK LEFT FRONT DOOR ARM REST COMPARTMENT LID DOES NOT OPEN PROPERLY														
Tech Comments:	35 WP40 27063 ADJ ARM REST														
ILNLM82W9RY653454 C/VB	C/M	C/C	C/R	C/B	BA	C/DK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	30	* * * * *	* * * * *	27063
AWS Chain Keys:	14313786	Tax Code:	99856	Labor Hrs:	0										
LONGWOOD LINCOLN-MERCURY															
												Repr Dates:	02-APR-1996	Doc:	

8000-020-0 11002

Plt CA Sub Cb	11609*	Name	RYC	Plt	407-8318090	St	FL	City Cb	USA Reg Cb	NA	1996	8-078727K					
Chm Comments	WPA0 MAC 0826 RECALL ANTI THEFT ALARM SYSTEM MOD																
Tech Comments	22 WPA0 37065 0826 RECALL																
H.NLMB2W9RY653454 C/VB	CRM	CFC	COR	C/B	BA	COR	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	30	6CDH 010501 *	3413000 *	ARM 33	27063	
AWS Chain Key	1435127	Trx Code	PIS		Labor Hrs		2										
Plt CA Sub Cb	11609*	Name	LONGWOOD LINCOLN-MERCURY INC			Plt	407-8318090	St	FL	City Cb	USA Reg Cb	NA	1996	8-078727L	8-078727L		
Chm Comments	WPA0 TECH 108 CK LEFT FRONT FLOOR MAT HOLDER BROKEN																
Tech Comments	01 WPA0 27063 REPLACE HOLDER																
H.NLMB2W9RY653454 C/VB	CRM	CFC	COR	C/B	BA	COR	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	31	3ADB 070108 1572	7902	ARM P66	35	28290
AWS Chain Key	1435127	Trx Code	PIS		Labor Hrs		43										
Plt CA Sub Cb	11609*	Name	LONGWOOD LINCOLN-MERCURY INC			Plt	407-8318090	St	FL	City Cb	USA Reg Cb	NA	1996	8-078727M	8-078727M		
Chm Comments	WPA0 P16 CUSTOMER NOTICED A BOD VIBRATION WHEN TRANSMISSION SHIFTS AROUND 40MPH/LOP IS IN.																
Tech Comments	57 WPA0 28294 PERFORMED TESTS. TLM REPLACED TORQUE CONVERTER ASSY.																
H.NLMB2W9RY653454 C/VB	CRM	CFC	COR	C/B	BA	COR	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	31	5J07 040902 *	RIADJ *	N32	08	28290
AWS Chain Key	1435128	Trx Code	PIS		Labor Hrs		6										
Plt CA Sub Cb	11609*	Name	LONGWOOD LINCOLN-MERCURY INC			Plt	407-8318090	St	FL	City Cb	USA Reg Cb	NA	1996	8-078727N	8-078727N		
Chm Comments	WPA0 R22 CK REAR END LOOSE HAS A LOT OF PLAY																
Tech Comments	87 WPA0 28292 ROAD TEST. PERFORM AIR SUSPENSION SELF TEST. ADJUST REAR HEIGHT SENSOR TO LOWER VEHICLE.																
H.NLMB2W9RY653454 C/VB	CRM	CFC	COR	C/B	BA	COR	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	31	6P01 010001 *	5120125 *	009	08	28290
AWS Chain Key	1435128	Trx Code	PIS		Labor Hrs		3										
Plt CA Sub Cb	11609*	Name	LONGWOOD LINCOLN-MERCURY INC			Plt	407-8318090	St	FL	City Cb	USA Reg Cb	NA	1996	8-078727O	8-078727O		
Chm Comments	WPA0 809 EXCESSIVE CREAKING NOISE																
Tech Comments	36 WPA0 LUBE RIGHT AND LEFT DOOR HINGES. RECHECK.																
H.NLMB2W9RY653454 C/VB	CRM	CFC	COR	C/B	BA	COR	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	32	6X01 011101 *	17698 *	3450	33	30240
AWS Chain Key	1528263	Trx Code	PIS		Labor Hrs		5										
Plt CA Sub Cb	11609*	Name	LONGWOOD LINCOLN-MERCURY INC			Plt	407-8318090	St	FL	City Cb	USA Reg Cb	NA	1996	8-078727P	8-078727P		

Tech Comments: 33 WIND REGULATOR REARVIEW MIRROR														
11NLM82W9RY653454 C/VN	CM	CFC	CRR	CR	BA	CDK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	39	7109 12800 FVY 1980 A	ITB DI 34230
AWS Chassis Key:	175372M	Trs Code:	EB3	Label Rev:	4									
Dr C&Sub C&:	11609*	Name:	LONGWOOD LINCOLN-MERCURY INC			Ph:	407-431-0090	St:	FL	City C&:	USA Reg C&:	NA	Repr Date: 10-1-93	Doc: 8-075991J
Tech Comments: WIND REGULATOR DOES NOT BLOW COLD														
Tech Comments: REPAIR WIND TEMP CK PRESSURE CK PARTIAL CHARGE LEAK CK RECYCLE FREON PRESSURE CK EVAP REPLACE EVAP LEAK LINE ACCUM OR INJECTOR TUBE VACC AND RECHARGE RETEST SYSTEM														
11NLM82W9RY653454 C/VN	CM	CFC	CRR	CR	BA	CDK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	40	3408 070401 7002	N22 49 40234
AWS Chassis Key:	175372Z	Trs Code:	EB4	Label Rev:	1.7									
Dr C&Sub C&:	11609*	Name:	LONGWOOD LINCOLN-MERCURY INC			Ph:	407-431-0090	St:	FL	City C&:	USA Reg C&:	NA	Repr Date: 12-FEB-1997	Doc: 8-077851A
Tech Comments: WIND REGULATOR IN TRANS FUEL LINE COULD OVER WASHBOARD														
Tech Comments: 40234 49 WIND ROAD TEST BRAIN FLUID PLEUSE COOLER LINE CLEAN PAN AND GASKET REUSE ADD ADDITIVE ROAD TEST														
11NLM82W9RY653454 C/VN	CM	CFC	CRR	CR	BA	CDK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	40	6004 080585 FVY 5423042	ADD B15 14 48234
AWS Chassis Key:	175372Z	Trs Code:	EB4	Label Rev:	3									
Dr C&Sub C&:	11609*	Name:	LONGWOOD LINCOLN-MERCURY INC			Ph:	407-431-0090	St:	FL	City C&:	USA Reg C&:	NA	Repr Date: 12-FEB-1997	Doc: 8-077851B
Tech Comments: WIND TECH NR INSTALL SOP DOOR PANEL INSERT CUT TOO SHORT														
Tech Comments: 40234 54 WIND DIAG WAMPED PANEL RE PASS SIDE PANEL TRANSFER ALL CLIPS AND FIXTURES INSTALL NEW PANEL														
11NLM82W9RY653454 C/VN	CM	CFC	CRR	CR	BA	CDK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	40	7004 1506XX F512Z 15K601 B	L20 08 40234
AWS Chassis Key:	175372Z	Trs Code:	EB3	Label Rev:	4									
Dr C&Sub C&:	11609*	Name:	LONGWOOD LINCOLN-MERCURY INC			Ph:	407-431-0090	St:	FL	City C&:	USA Reg C&:	NA	Repr Date: 12-FEB-1997	Doc: 8-077851E
Tech Comments: WIND LBS CK KEY FOR ONLY WORKS WHEN CLOSE TO VEHICLE														
Tech Comments: 40234 55 WIND PERF KEY FOR FUNCTION TEST REPROGRAM KEY FOR AND TEST NEW FOR														
11NLM82W9RY653454 C/VN	CM	CFC	CRR	CR	BA	CDK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	40	6114 081407 FSVY 5425595 A	L17 08 40234
AWS Chassis Key:	175372Z	Trs Code:	EB4	Label Rev:	7									
Dr C&Sub C&:	11609*	Name:	LONGWOOD LINCOLN-MERCURY INC			Ph:	407-431-0090	St:	FL	City C&:	USA Reg C&:	NA	Repr Date: 12-FEB-1997	Doc: 8-077851F
Tech Comments: WIND LBS CK POWER DOOR LOCKS MAKE NOISE														

Tech Comments: 40238 56 WP40 PERFORM DOOR LOCK FUNCTION TEST RR DOOR PANEL. REPLACE DOOR LOCK ACTUATOR. RETEST																							
ILNLM82W9RY653454 C/VB	C/M	CPC	CYR	C/B	BA	C/DK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	40	7N03 011100	F2VY 542384 H	C/M 42 40238								
AWS Claim Key:		1766281		Trx Code:		EB3		Labor Hrs:		5													
Dir Ctl-Sub Ctl:		11609*		Name:		LONGWOOD LINCOLN-MERCURY INC		Ph:		407-8318090		St: FL		City Ctl:		USA Reg Ctl:		NA		Repr Date: 12-FEB-1997		Doc #: 097884H	
Cust Comments:		WPG40.009. CK RIGHT REAR WINDOW NOISE WHEN GOING UP AND DOWN																					
Tech Comments:		40238 63 WP40 PERFORM WINDOW FUNCTION TEST RR REAR DOOR PANEL RR REAR WINDOW GLASS RR REQ REPLACE WINDOW MOTOR																					
ILNLM82W9RY653454 C/VB	C/M	CPC	CYR	C/B	BA	C/DK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	43	7A01 140101	RXT 65	650 003 08 44367								
AWS Claim Key:		1820650		Trx Code:		EB3		Labor Hrs:		5													
Dir Ctl-Sub Ctl:		11609*		Name:		LONGWOOD LINCOLN-MERCURY INC		Ph:		407-8318090		St: FL		City Ctl:		USA Reg Ctl:		NA		Repr Date: 05-MAY-1997		Doc #: 103092A	
Cust Comments:		WPG40.003. ENGINE WONT TURN OVER																					
Tech Comments:		44387 15 PERFORM BATTERY & CHARGING SYSTEM TEST. REPLACE BATTERY.																					
ILNLM82W9RY653454 C/VB	C/M	CPC	CYR	C/B	BA	C/DK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	43	6C04 011404	F4VY 542384 D	1.15 0H 44876								
AWS Claim Key:		1820650		Trx Code:		EB4		Labor Hrs:		8													
Dir Ctl-Sub Ctl:		11609*		Name:		LONGWOOD LINCOLN-MERCURY INC		Ph:		407-8318090		St: FL		City Ctl:		USA Reg Ctl:		NA		Repr Date: 21-MAY-1997		Doc #: 103005A	
Cust Comments:		WPG40.185. S.O.P. CLIP HANDLE																					
Tech Comments:		44882 01 RR RE DOOR TRIM. REPLACE HANDLE CLIP.																					
ILNLM82W9RY653454 C/VB	C/M	CPC	CYR	C/B	BA	C/DK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	43	7G03 120102 *	ODOR *	C10 42 44876								
AWS Claim Key:		1820650		Trx Code:		EB3		Labor Hrs:		4													
Dir Ctl-Sub Ctl:		11609*		Name:		LONGWOOD LINCOLN-MERCURY INC		Ph:		407-8318090		St: FL		City Ctl:		USA Reg Ctl:		NA		Repr Date: 21-MAY-1997		Doc #: 103005D	
Cust Comments:		WPG40.030. AC ODOR																					
Tech Comments:		44882 43 DEODORIZE AC SYSTEM.																					
ILNLM82W9RY653454 C/VB	C/M	CPC	CYR	C/B	BA	C/DK	C/VN	19-OCT-1993	12-NOV-1993	325062	USA	43	2X04 100615 *	THAO *	P66 82 44876								
AWS Claim Key:		1820650		Trx Code:		EB4		Labor Hrs:		4													
Dir Ctl-Sub Ctl:		11609*		Name:		LONGWOOD LINCOLN-MERCURY INC		Ph:		407-8318090		St: FL		City Ctl:		USA Reg Ctl:		NA		Repr Date: 21-MAY-1997		Doc #: 103005E	
Cust Comments:		WPG40.066. TRANSMISSION BEAKS ON DECEL.																					
Tech Comments:		44882 82 ROAD TEST SIX MILES. PERFORM IEC SELFTEST SYSTEM PASSES ALL TEST MODES. NOTHING UNUSUAL NOTED AT THIS TIME.																					

ILNLM82W9RY653454	C7VB	C7M	C7C	C7B	BA	C7DK	C7VN	19-OCT-1993	12-NOV-1993	325062	USA	30	2004	030704	F4PZ	12259	KD	D30	42	56982									
AWS Chain Key:		2040003		Trs Code:		P01		Labor Hrs:		1.6																			
Dir C4-Sub C4:		11609*		Name:		LONGWOOD LINCOLN-MERCURY INC		Ph:		407-8318090		St:		FL		Ctry C4:		USA		Reg C4:		NA		Rgr Date:08-DEC-1997		Doc #:		11403351	
Cust Complaint:		VEHICLE BUCKS AND JERKS ON ACCEL																											
Tech Complaint:		SERIES STARTUP,PERFORM EEC TEST,PASS,POWER BALANCE AND SPARK DURATION TEST REFL SECONDARY IGNITION WIRES TEST DRIVE RECHECK																											
ILNLM82W9RY653454	C7VB	C7M	C7C	C7B	BA	C7DK	C7VN	19-OCT-1993	12-NOV-1993	325062	USA	30	6714	011407	PSVY	5426095	A	1.15	42	56982									
AWS Chain Key:		20434117		Trs Code:		P01		Labor Hrs:		.7																			
Dir C4-Sub C4:		11609*		Name:		LONGWOOD LINCOLN-MERCURY INC		Ph:		407-8318090		St:		FL		Ctry C4:		USA		Reg C4:		NA		Rgr Date:08-DEC-1997		Doc #:		11403352	
Cust Complaint:		LFT REAR DOOR LOCK MAKES GRINDING NOISE																											
Tech Complaint:		TEST RR LFT REAR DOOR PANEL REFL LFT REAR DOOR LOCK ACTUATOR																											

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PSA Code	Sales Code
24-ORLANDO	25-ORLANDO	C	D2	10550	L25028

Dealer Name: DELAND LINCOLN MERCURY
 Dealer Address: 2855 NORTH VOLUSIA AVENUE
 ORANGE CITY FL 32769
 Dealer Main Phone: 904-775-1000

Dealer Service Phone: 904-775-1000

Position	Employee Name
CUST RELATIONS MGR	TINA R HONEYMAN
GENERAL MANAGER	PAULA TABER
PARTS MANAGER	SUEAN E SMYTHOLD
SALES MANAGER	LARRY L HELSEY, JR
SERVICE MANAGER	RON MARSH

Service Hours

MON TO FRI 8:AM TO 5:PM

Directions

Trained

Y

Additional Information

10001 11-020-01007

Ford Motor Company

Consumer Affairs

*Sent via U.S. Mail

July 1, 2003

[REDACTED]
Deary, FL [REDACTED]

RE: 1994 Lincoln Town Car
VIN: 1LNLM82W9RY653434

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

All Action Details for Issue

Print

VIN: 1LNLM82W8RY853454

Year: 1994

Model: TOWN CAR

Case: 1425051813

Name: [REDACTED]

Owner Status: Subsequent

WSD: 2003-08-30

Symptoms Desc: FIRESMOKE VISIBLE FLAME UNDERHOOD

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ACCIDENT / FIRE

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Origin Desc: US CONCERN CASE BASE

Dealer: 10559 DELAND LINCOLN MERCURY

Odometer: 85000 MI

Comm Type: PHONE

Analyst Name: JORGE RAMOS

Analyst: JRAMOS49

Action Date: 08/30/2003

Action Time: 11:47:25.329

Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

DEBBIE

DALTON

SPOUSE

Comments CUSTOMER SAYS: DAVI, [REDACTED] VIN 1LNLM82W8RY853454 - I HAVE A 94 LINCOLN. -THE VEH CAUGHT ON FIRE MONDAY MORNING AT 3 AM ON THE 28TH. - THE CAR WAS SITTING ON THE DRIVE WAY FOR 11 HOURS. THE VEH SUDDENLY CAUGHT ON FIRE. - THE FIRE MARSHALL SAID THAT PROBABLY COULD BE THE IGNITION OR SPEEDOMETER CABLE. - THE VEH WAS NOT HIT. NOBODY THOUGHT ANYTHING INSIDE THE VEH. - THE FIRE DEPARTMENT TOOK CARE OF THE FIRE. I DO NOT HAVE THE REPORT YET - I TALKED TO THE INSURANCED AT THE HOME OWNERS. - I HAVE NOT TALKING TO A LAWYER YET. - MY CAR WAS AN EXCELLENT CONDITION - MY DAUGHTER'S CAR WAS COMPLETED BURNED. - I WANT TO SEE WHAT KIND OF COMPENSATION I AM GOING TO GET. FROM FORD - I DO NOT REMEMBER HOW MANY MILES THE VEH HAD. - FORTUNATLY NO ONE WAS HURT. THERE WERE NO INJURIES - 1LNLM82W8RY853454 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 COULD NOT DETERMINE IF THE FIRE WAS CAUSED FOR THE ALLEGUED DEFECT. CSR SENT THE FILE TO CONSUMER AFFAIRS. - CSR ADVISED CUST OF SMART ANSWER. INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Dealer: 10559 DELAND LINCOLN MERCURY

Odometer: 85000 MI

Comm Type: MAIL

Analyst Name: CASSANDRA JONES

Analyst: CJONES

Action Date: 08/30/2003

Action Time: 17:01:37.413

Action Date: Yes

Comments: THERE ARE NO OPEN FSA'S ADDRESSING CUST CURRENT CONCERN. SITUATION BEST HANDLED BY THE INSURANCE CO. LETTER OF CLOSING WILL BE SENT TO CUSTOMER.

Data Element NameData Value

CERTIFIED LETTER #

USMAIL

Action: FINAL CASE DISPOSITION

Dealer: 10558 DELAND LINCOLN MERCURY

Odometer: 05000 MI

Analyst Name: CASSANDRA JONES

Action Date: 06/30/2003

Comm Type: MAIL

Analyst: CJONES

Action Time: 17.02.08.361

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments: LETTER OF CLOSING SENT.

1360891489

New York

1982-020-4 18226

"IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED"

1360891489

DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

***** FOR DEALER USE ONLY *****

Requesting Dealer: Summit 4/m P&A: 13317 Region: 13 (NY)Contact Person: Bruce Howard Phone Number: 908-273-5270New or Used: N Date of Purchase: 4/25/93 Yr/Model: 92/TC Mileage: 131573VIN: 16ALLM82W4NY755223Customer Name: [REDACTED]Address: [REDACTED]City: NO. ARLINGTON County: [REDACTED] State: MS Zip Code: [REDACTED]Home Phone: [REDACTED]Business Phone: [REDACTED]Incident Involves: Accident: [REDACTED] Fire: ☒ Other: [REDACTED]Date of Incident: 5/21/99 2:00 AMIf customer is alleging product defect, what type: 72.5 SPEED CONTROL DEACTIVATION SWITCHPersonal Injury? NO Was medical attention sought? [REDACTED]Was a police report filed (where)? NOHas the insurance company been contacted? NOWhat did the insurance company advise? NOName and phone of owner's insurance company (agent's name): [REDACTED]If the vehicle is a conversion unit, name of the body builder: NOAccident details (date, where, how, etc.): CUST DROVE TO WORKParked car & someone jaw broke from car.
Cust saw fire put fire out w/ extinguisherWhat is the customer requesting? Cust RequestingFOR CAR TO BE REPAIRED UNDER WARRANTY
Due to Recall

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

Fax to: (313) 486-9471 or (313) 446-9347

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED.

<<>

VIN: 1LNLM82W4NY755223 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 04/28/93 Mileage: 131873
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1360891489 Day Ph:
Symptom: FIRE/SMOKE SCORCHED/BURNT
Reason: LEGAL - FIRE CLAIM
Dealer: SUMMIT LINCOLN-MERCURY INC
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: 0 OPEN CAN Award: MORSI Contact: Y

A/C DATE Origin Description

05/28/99 CALGL OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED

F1-Help F2-AddAction F4-ActionDetail F6-DealerInfo
F7-Prev F8-Next F9-ViewMORSII F11-Menu P12-Return
NO MORE RECORDS AVAILABLE LPREL02

0618 0588 2869

==>

VIN: _____ CASE: 1360891489 HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
-	-----	-----	-----	-----	-----
	NORTH ARLINGTON	NJ		USA	

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

LPREL02

0618 0588 2870

DEALER: 314388 SUMMIT LINCOLN-MERCURY INC

Address:

City: SUMMIT

State/Prov: NJ ZIP/Postal: 07902

Country: USA Trained: Y

Dlr Phone: 908 273 2828

Svc Phone: 908 273 7400

Svc Hours: 7:30 A.M. - 6:00 P.M. MON. - FRI. MERKUR DEALER

Directions:

P&A Code: 13317

Sales Region: 14 NEW YORK

Sales Zone: E

FCSD Region: 13 NEW YORK

Market: D1

Market Area:

A

C POSITION

Employee Name

DEALER/PARTNER

BARCELLONA, ROBERT S

PARTS MANAGER

DEO, FRANK

SALES MANAGER

MATHEWSON, DOUGLAS

SERVICE MANAGER

HOWARD, BRUCE

F1-Help

F2-IssueList

F7-Prev

F8-Next

F11-Menu

F12-Return

NO MORE RECORDS AVAILABLE

LPREL02

0610 0500 2871

SFCHADMA

Action Detail

05/28/99 11:58:39

==>

VIN: 1LNLM82W4NY755223 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 04/28/93
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1360891489 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT
Reason Desc: LEGAL - FIRE CLAIM
Dealer: SUMMIT LINCOLN-MERCURY INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 131873 MI
Analyst: 4636LS LUVENIA SMITH Document Number:
Action Date: 05/28/99 Action Data: Y Action Time: 10:01:29 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED
Comments: ***** DEALER REQUEST LETTER *****
REC'D 05/27/99

DEALERSHIP CONTACT: BRUCE HOWARD @ (908) 273-5270
ALLEGES DEFECTIVE VEHICLE. CITES SPEED CONTROL DEACTIVATION
SWITCH - RECALL # 99S15 AS CAUSE OF FIRE. VEHICLE WAS PARKED

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

LPREL02

0618 0508 2872

EPM2-025-A 10031

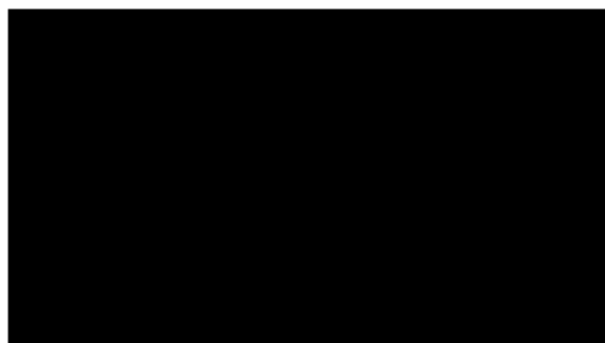
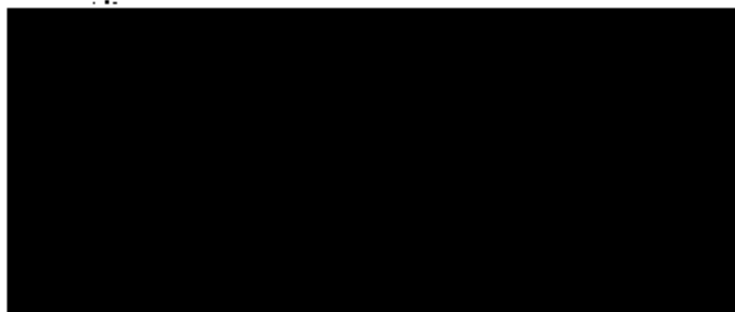
==>

VIN: 1LNLM82W4NY755223 Year: 1992 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 04/28/93
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1360891489 Day Ph:
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT
Reason Desc: LEGAL - FIRE CLAIM
Dealer: SUMMIT LINCOLN-MERCURY INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 131873 MI
Analyst: 4636LS LUVENIA SMITH Document Number:
Action Date: 05/28/99 Action Data: Y Action Time: 10:01:29 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED
Comments: SWITCH - RECALL # 99815 AS CAUSE OF FIRE. VEHICLE WAS PARKED
SOMEONE AT WORK SAW FIRE FROM ENGINE AND NOTIFIED CUSTOMER.
CUSTOMER WAS ABLE TO EXTINGUISH FIRE.
CUSTOMER REQUESTS FORD REPAIR VEHICLE UNDER WARRANTY.

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

LPREL02

0618 0588 2872



1994



TO William J. Cowell
Ford Motor Co.
OWNER RELATIONS OPERATIONS
800 RENAISSANCE CENTER
DETROIT, MI
FAX (313) 446-9347

FROM T. D. Hawkins
EAA
New London, N.C.
TEL. 704-982-4173

TEL.

41

NO. 11 1/2

51

PRODUCT INVESTIGATION REPORT

Date of Occurrence 5-2 1976 Hour 10:45 P.M.

NAME OF DRIVER CARROLL

VEHICLE

Is damage represented by a sketch? ☐ Yes ☒ No
 If "Yes", give sketch and description _____
 Make Cadillac VIN 2700071037 Year 74 Model DeVille
 Mileage 15000 Transmission Auto Engine Type V-8
 Delivery Date 5-1-74 New/Used or Date 2-2-75 Use Private Subject 440
 Dealer Don Ferguson & Son, Inc. - 10000 W. Highway - Dallas, Texas
 Inspection Station No. 101 1347037 Station Name None Date 5-1-76
 Principal use(s) of vehicle Personal
 Special vehicle features, equipment, modifications None
 If vehicle is a truck, state gross weight and type of load or kind of material _____

Nature and extent of damage to vehicle and contents of cargo (Attach copy of estimate)

Minor damage to front end of car.

Is vehicle subject to any recall campaign? ☐ Yes ☒ No If "Yes", identify _____
 Was campaign performed? ☐ Yes ☒ No

PROPERTY DAMAGE

Was another vehicle involved? No Year, make and model _____
 Other vehicle speed at time _____ MPH Direction _____
 Driver name and address _____
 Other name and address _____
 Nature of damage _____
 Was property other than a motor vehicle damaged? None Nature and extent of damage, name of owner _____

INVESTIGATION REPORT

Investigator: John J. [illegible]

IV. ELECTRICAL SYSTEM

A. Apparent point of trouble: WIRING, CONDUITS, CONNECTORS

B. Fault Found:

1. Overcurrent breakers: None
2. Overvoltage surge: None
3. Other electrical components: WIRING, CONDUITS, CONNECTORS

C. Wiring:

1. Wiring at point of trouble:

- a. Wire protected by sheet metal or other enclosure: No
- b. Properly protected: Proper
- c. Insulation: None - subject to damage from Heat and Corrosion
- d. Color of any bare copper wire: N/A
- e. Wire strands frayed/broken together: No
- f. Stranding or other of wire where repaired: None

2. Condition of wiring:

Other wires: None - source to determine if component will function properly and

3. Check for readily visible electrical components (e.g., blown fuses, etc.): N/A

COMPLAINT SHEET

1. ENGINE

Engine type _____

Model _____

Year _____

Describe condition of engine, transmission, other components, etc. _____

Is there any noise, smoke, vibration, missing components (e.g. belt, shield, cap, bolt, etc.) _____

2. If catalyst/muffler appear to be location of fire origin, check engine bay, front, ignition, fuel, etc. _____

3. FUEL SYSTEM

A. Examine tank, lines, fuel metering systems for evidence of fire, leaks _____

Along to Fuel Tank, Fuel Lines

B. Make any evidence of evidence of fire, evidence of fire _____

4. OTHER PLUMBING

A. Examine engine bay, evidence of evidence of fire _____

B. Examine engine bay, evidence of evidence of fire _____

C. Examine engine bay, evidence of evidence of fire _____

D. Examine engine bay, evidence of evidence of fire _____

10. GENERAL COMMENTS

A. Analysis and description of the specimen

1. Color of body, translucent _____ NONE
2. Color of surface (from top) _____ NONE
3. Color of surface of points (from bottom) _____ NONE
4. Condition of points, surface, and others _____ NONE

B. Results of analysis

THAT THE ONLY FIBER GOING TO FRONT BONDING WAS BEARING PILE ON ELECTRICAL CONNECTOR - CONDUCTED CONNECTION IN CABLE CARRYING FIBER TO FRONT BOND.

C. What was the last time the specimen was in the water?

D. History of observations (location or direction the conditions exist)

THAT THE ONLY FIBER GOING TO FRONT BONDING WAS BEARING PILE ON ELECTRICAL CONNECTOR - CONDUCTED CONNECTION IN CABLE CARRYING FIBER TO FRONT BOND.

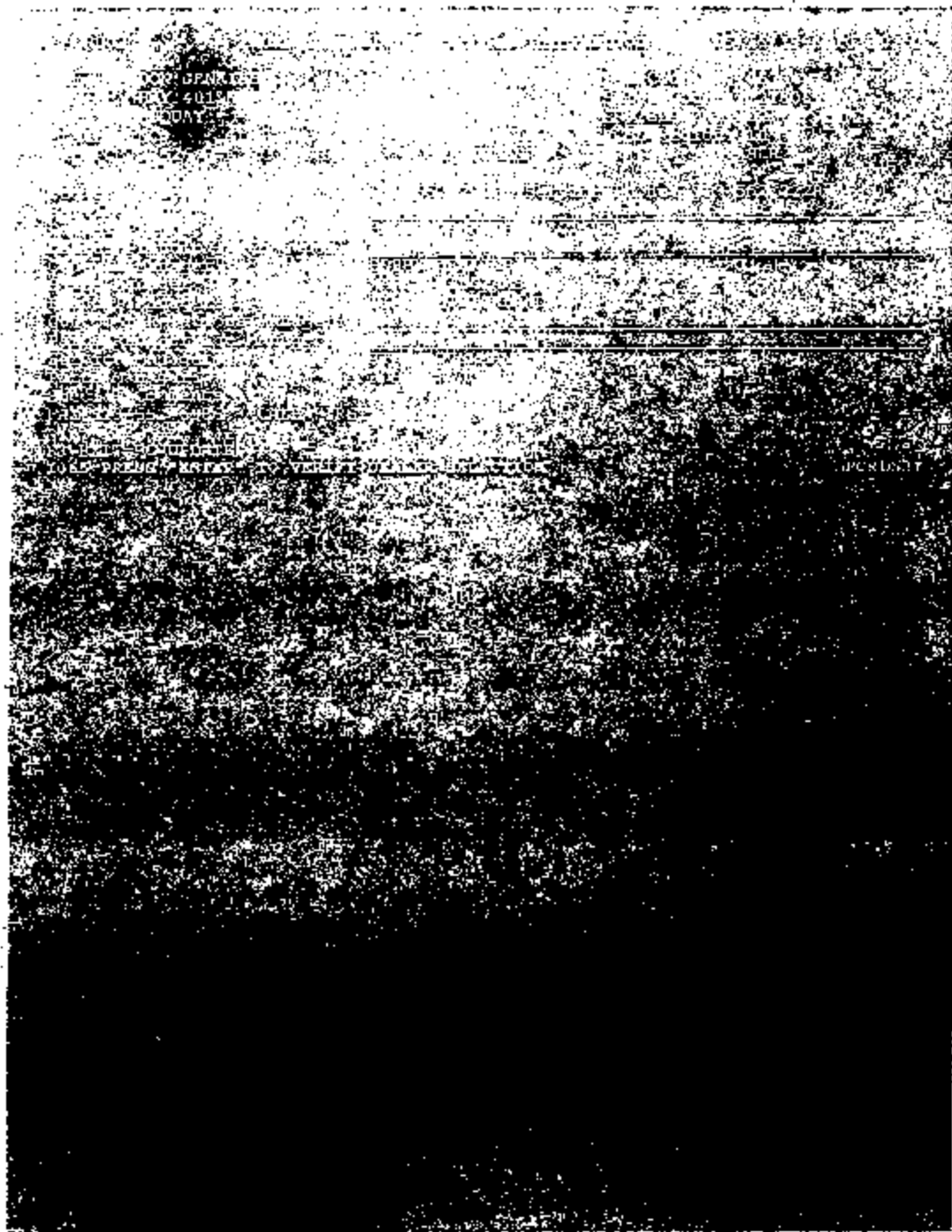
E. Additional comments

THAT THE ONLY FIBER GOING TO FRONT BONDING WAS BEARING PILE ON ELECTRICAL CONNECTOR - CONDUCTED CONNECTION IN CABLE CARRYING FIBER TO FRONT BOND.

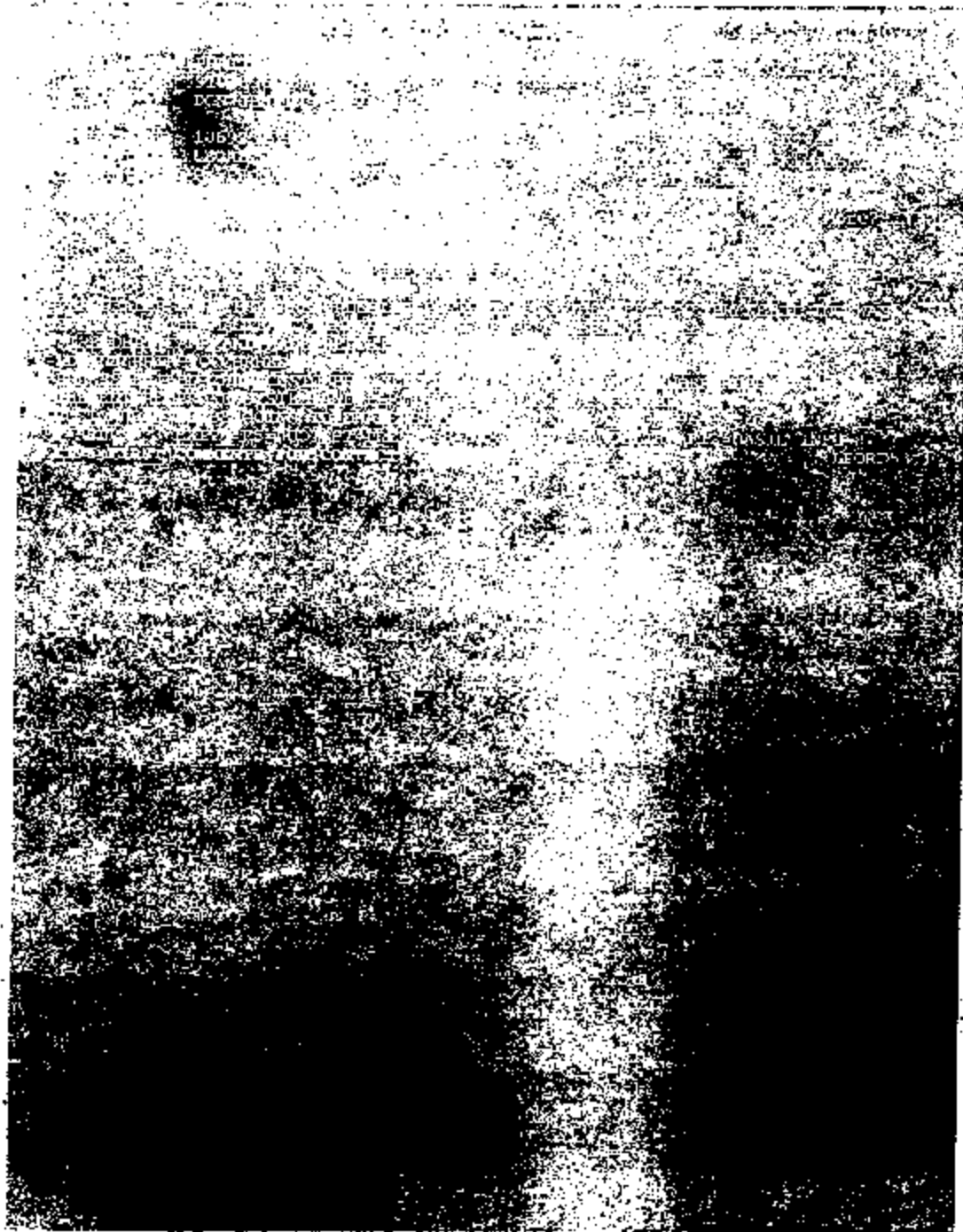
Inspector T. D. Hall

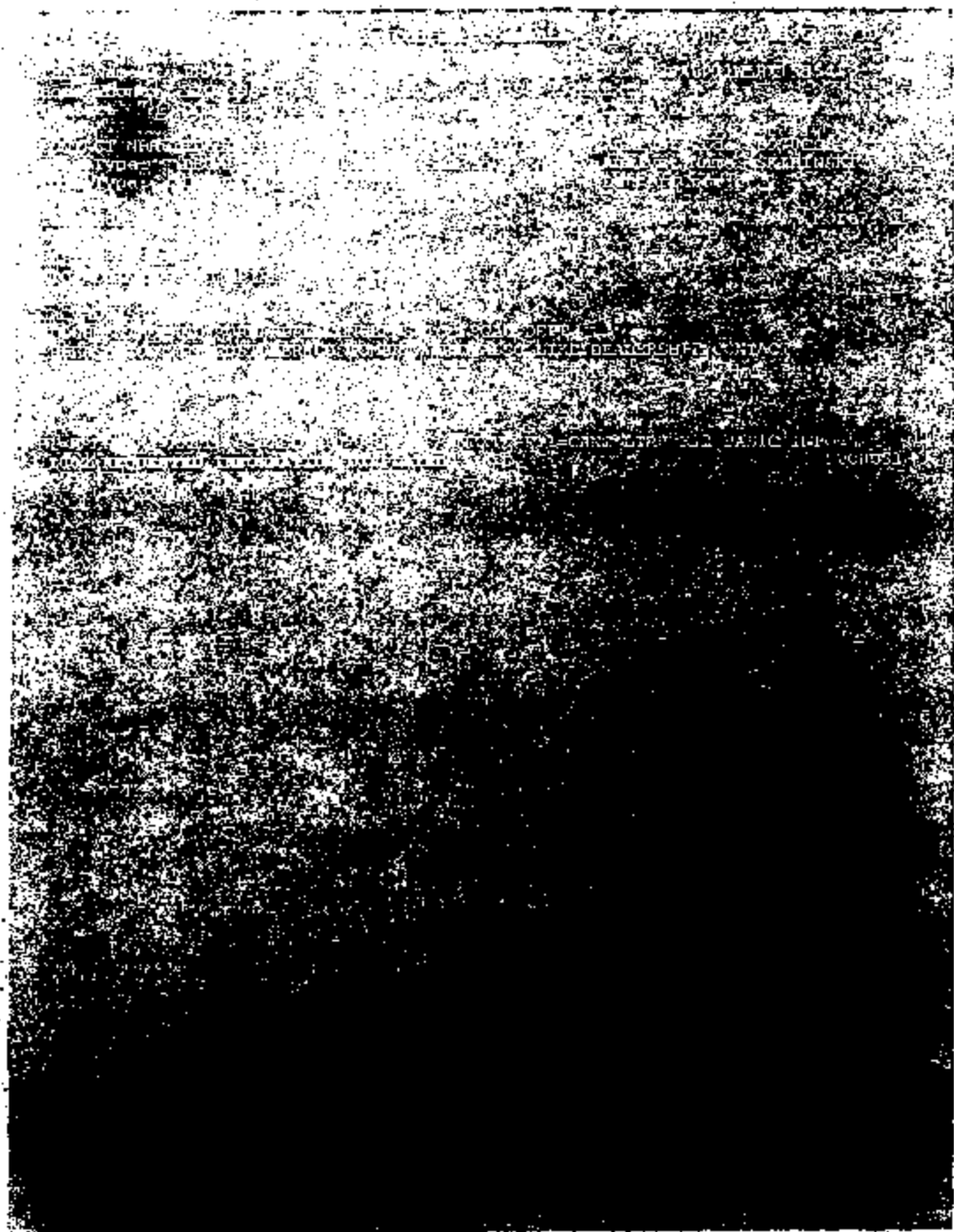
Special Agent

Date 11/11/61











2002

0499561762 SOUTHWEST

2002-0225-A 11320

VIN: 1LNLM81W5RY633475 Year: 1994 Model: TOWN CAR
Name: XXXXXXXXXX
Trmt: XXXXXXXXXX Case: 499561762
Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
Comm Type: PH PHONE Odometer Reading: 1
Dealer: 11408 WEST POINT LINCOLN-M Odometer Type: MI
Symptom Desc: FIRE/SMOKE VISIBLE FLAME COLL. Document Number: _____
Reason Desc: FIRESTONE TIRE ISSUE Legal Issue Type: _____
Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: _____
Action Desc: REFER TO INSURANCE CARRIER - I CAN Award Code: _____
Comments: LPA WILL FOLLOW-UP WITH INSURANCE SUBROGATION LETTER. _____

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL33

Ford Motor Company

COPY

Consumer Affairs

June 26, 2002

[REDACTED]
Houston, TX [REDACTED]

Re: 1994 Town Car
VIN: 1LNLM81W5RY633476

Dear [REDACTED]

Thank you for contacting our Ford Customer Assistance Center. We regret to learn of your experience.

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.

We appreciate the opportunity to review your concern.

Sincerely,

Lourdes Fonseca-Neuron
Consumer Affairs

==>

VIN: 1LNLM81W5RY633476
WSD: 09/29/93

Year: 1994

Model: TOWN CAR
Build Date: 09/14/93

A	-----Campaign-----	Status	Dealer
C	Number Type Description Status	Date	Code
-	-----	-----	-----
	96L12 L PASS AIR BAG FORCED COMPLETION	01/22/98	AUTOC

F1-Help F7-Prev F8-Next F11-Menu F12-Return
MORE RECORDS AVAILABLE

LPREL331

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1LNLM81W3RY633476 Veh Line: C/VB - TOWN CAR (FND6/PN116) [91-97] Eng Serial No: W
 Model Year: 1994 Market Derived: C/M - L-M DIVISION DERIVATIVE Body Style: *
 Veh Type: C Drive Code: C/B - 2 WHL L/H REAR DRIVE Engine: C/VN - R-M 4.6L SOHC EFI
 Inv. Dealer: 11493 Body Cab Style: C/FC - 4 DOOR SEDAN-6 LITE Transmission: C/DK - 4 SPD AUTO TRAN
 Version/Series: C/AB - BASE VERSION - CAR

BUILD INFORMATION:

Region: NA - #000000000 Plant: BA - WIXOM PLANT BUILD
 Country: USA - #000000000 Prod Date: 14-SEP-1993

SALE INFORMATION:

Region: NA - #000000000 Selling Dealer: 367745 - *
 Country: USA - #000000000 Selling Dir St/Prov: TX
 Buyer St/Prov: OK

Arrival Date: 28-SEP-1993 Rad Carpet Lease: *
 Sale Date: 25-SEP-1993 Fleet/Rent/Co. Lease: F
 Warranty Start Date: 20-SEP-1993 Modified Vehicle: *
 Orig Warranty Date: 20-SEP-1993 Resequenced Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 H818V633476 3 B113J001B UG F 3 INT 3P GL6 7 2675745 3VMP BC WL
 LMS 4 B 2X 2751A MP XH001 A

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/C - A/C AIR CONDITIONER	GVW Code:	-
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	EQACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axis Type:	EQJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	72	Paint:	PNEWC - ELEC CURRENT T/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radios:	AQ - ELETR PREMIUM AM/FM STROACSTE
Calibration Code:	418JR00A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Super Traction Axle:	* - [N/A]
Color(Trim):	000HC -	Tire Manufacturer:	AJ -
Delivery Type:	H	Tire Brand:	* -
Driveshaft Code:	*	Tire Size:	D3QSF - P215/70R15 WSW
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: * RF: *
 LR: * RR: *
 LH: * RH: *
 SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION:

ESP Code: K
 ESP Coverage(Miles): 100
 ESP Coverage(Time): 072
 ESP Plan Year: 1994
 ESP Signature Date: 15-AUG-1994

EMISSIONS INFORMATION:

Emission Code: C/B - C/B
 Emission Cert Type: P
 Emission Decal Suffix: KBL
 Engine Family: RFM46V8QAEA

Any comments? You can contact

webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 26-JAN-2002
 Note: All Costs are in US Dollars

11N1M1W5RY633476	VB	CVB	CM	CPC	CAB	CB	BA	CDK	CVN	14-09-93	29-09-93	367745	USA	4	Q28	3802	FOVY	541228	K	SM	V74	T33	01
AWS Claim Key:	1724580	Doc #:	068874	Trx Code:	ES4	Labr Hrs:	3	Labr Cost:	11.99	Material Cost:	11.41	Total Cost:	23.4										
Mr CA Sub Cdt:	45281-*	Name:	HERTZ RAC - HOUSTON	Pic:	**	St:	TX	City:	USA	Reg Cd:	NA	Repr Date:	20-JAN-1994	DEST(Mile):	14891								
Cost Comments: VIBRATION SHIELDER IN O.D.																							
11N1M1W5RY633476	VB	CVB	CM	CPC	CAB	CB	BA	CDK	CVN	14-09-93	29-09-93	367745	USA	24	T10	3A08	PSAZ	7902	ARM	S10	V89	N22	49
AWS Claim Key:	11413904	Doc #:	3844571	Trx Code:	8759D	Labr Hrs:	5.1	Labr Cost:	281.31	Material Cost:	174.88	Total Cost:	556.14										
Mr CA Sub Cdt:	11448-*	Name:	LELAND LINCOLN-MERCURY	Pic:	281-3394908	St:	TX	City:	USA	Reg Cd:	NA	Repr Date:	18-SEP-1993	DEST(Mile):	53453								
Cost Comments: VIBRATION SHIELDER IN O.D.																							
11N1M1W5RY633476	VB	CVB	CM	CPC	CAB	CB	BA	CDK	CVN	14-09-93	29-09-93	367745	USA	42	T04	1H03	F1AZ	91468	A	S11	V41	D36	49
AWS Claim Key:	17678304	Doc #:	846709A	Trx Code:	8759D	Labr Hrs:	2.5	Labr Cost:	129.75	Material Cost:	39.66	Total Cost:	176.21										
Mr CA Sub Cdt:	04474-*	Name:	TOMMIE VAUGHN MOTORS, INC.	Pic:	713-8694661	St:	TX	City:	USA	Reg Cd:	NA	Repr Date:	13-FEB-1997	DEST(Mile):	93899								
Cost Comments: D36 ENGINE MISSES ON ACCELERATION, ALSO HAS ROUGH IDLE ALL THE TIME																							
Tech Comments: 93089 CK MISS AND AMBER CK ENG LT ON ERRATIC CC 49 ROAD TEST SBDS START UP DIAG SBDS GUIDED DIAG SBDS ETC TEST KOBO 335-10 634 KOER 40 10 326 DCL DISPLAY FUEL PRESSURE AND LEAKDOWN TEST KOER 39.8 PSI KOER 30.2 PSI SPARK DURATION POWER BALANCE TEST IDLE DATA DISPLAY PINPOINT DIAG REPLACE DPFE AND RETEST KOBO 111 10-111 KOER 40 10-111 GIVE SBDS LOG TO DISPATCH OFFICE..																							

Any comments? You can contact

webmaster

SFCHADMA

Action Detail

06/26/02 13:13:32

==>

VIN: 1LNLM81W5RY633476 Year: 1994 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 09/29/93
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 499561762 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME COLL. RELATED
Reason Desc: FIRESTONE TIRE ISSUE
Dealer: WEST POINT LINCOLN-MERCURY
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FH PHONE Odometer Reading: MI
Analyst: AFUEGA ADELYN FUEGA Document Number:
Action Date: 06/25/02 Action Data: Action Time: 13:51:00 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS
Comments: CUSTOMER SAYS: - VEH WAS IN GARAGE 4-5 HOURS AFTER USE BE
FORE VEH CAUGHT ON FIRE - FIRE ORIGINATED FROM THE EN
GINE - THE WHOLE VEH IS COMPLETELY BURN - OCCURED JUNE
21, 2002 FRIDAY - IN CUSTOMERS GARAGE - NOTIFIED INSURA
NCE COMPANY - " I AM THE INSURANCE ADJUSTOR," - FIRE DE
PATMENT RULED OUT ARSON - WAITING FOR THE ORIGIN REPORT
F1-Help F2-AddAction F4-PrevAction F5-NextAction F6-ActionData
F9-PrevComments F10-NextComments F11-Menu F12-Return F13-ESP
MORE COMMENTS AVAILABLE

LPREL331



313343502 *Perf.*

1982-023-1 11323

Ford Motor Company

copy

Consumer Affairs

Sent Via U.S. Mail

December 17, 2002

[REDACTED]
Natchez, MS [REDACTED]

Re: 1994 Town Car
VIN: 1LNLM81W4RY722987

Dear [REDACTED]

Thank you for contacting us regarding your 1994 Town Car.

We sincerely regret the circumstances you described. However, a situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Maureen Pawelek-Murray
Consumer Affairs

CUSTOMER NAME/PHONE NUMBER

[REDACTED]
PREVIOUS OWNER

CUSTOMER LIST

ADDRESS

[REDACTED]
NATCHEZ MS [REDACTED]

STATUS

Open Issues Exists

2002-02-01 11:38

Action Detail

VIN: 1LNLM81W4RY722887	Year: 1994	Model: TOWN CAR	Case: 373343502
Name: [REDACTED]	Owner Status: Subsequent	WED: 1994-04-02	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME PASSENGER AREA		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: NATCHIEZ FORD LINCOLN-MERCURY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 06922	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 80000 MI	Comms Type: PHONE		
Action Date: 12/16/2002	Action Time: 10:21:08:920	Action Date: Yes	
Analyst Name:	Analyst: RSALLER		

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
LEE	E	SCOTT	8014428204	SPOUSE

COMMENTS: CUSTOMER SAYS: CUST SAYS: -CUST SAYS VEHICLE CAUGHT ON FIRE -CUST SAYS THEY HADN'T DRIVEN VEHICLE FOR AN HOUR AND A HALF -CUST SAYS FIRE STARTED FROM FUSE BOX -CUST WANTS TO KNOW IF THERE IS A RECALL OR SOMETHING *****ACCIDENT DOCUMENTATION***** -VEHICLE CAUGHT ON FIRE 12/12/02 -CUST BELIEVES FIRE CAME FROM FUSE BOX -VEHICLE LOCATED IN FRONT OF CUST MOTHER'S HOME 55 GAYLOR RD -NO REPORT WAS FILED AT FIRE DEPARTMENT -NO CUSTOMER DID FILE A CLAIM WITH INSURANCE COMPANY -CUST IS NOT SURE IF VEHICLE IS REPAIRABLE BUT CUSTOMER IS CONCERNED THIS MAY HAPPEN AGAIN 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: 5346

Action Detail

VIN: 1LNLM91W4RY722957	Year: 1994	Model: TOWN CAR	Case: 373343502
Name: [REDACTED]	Owner Status: Subsequent	WBD: 1994-04-02	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME PASSENGER AREA		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: NATCHEZ FORD LINCOLN-MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 05822	
Action Desc: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER			
Odometer: 90000 MI	Comm Type: MAIL		
Action Date: 12/17/2002	Action Time: 16:21:11:880	Action Data: Yes	
Analyst Name: PAWELEK, MAUREEN (M.L.)	Analyst: MPAWELEK		
COMMENTS: SENDING LETTER REFERRING CUSTOMER TO INSURANCE CARRIER.			

E002-025-A 11332

Action Detail

VIN: 1LNLMR1WARY722967	Year: 1994	Model: TOWN CAR	Case: 373343502
Name: [REDACTED]	Owner Status: Subsequent	WSD: 1994-04-02	
Symptom Desc: FIRE/SMOKE VISIBLE FLAME PASSENGER AREA		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: NATCHEZ FORD LINCOLN-MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 06922	
Action Desc: REFER TO INSURANCE CARRIER- BEYOND WARRANTY			
Odometer: 90000 MI	Comm Type: MAIL		
Action Date: 12/17/2002	Action Time: 16:21:49:583	Action Data: No	
Analyst Name: PAWELEK, MAUREEN (M.L.)	Analyst: MPAWELEK		
COMMENTS: NO FURTHER ACTION.			

BMS-025-A 11333

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1JNLM81W4RY722987	Veh Line:	C/VB - TOWN CAR (F336/FN114) (91-97)	Eng Serial No:	*
Model Year:	1994	Market Derivat:	C/M - L-M DIVISION DERIVATIVE	Body Style:	*
Veh Type:	C	Drive Code:	C/B - 2 WHL L/H REAR DRIVE	Engine:	C/VN - R-M 4.6L SOHC R
Inv. Dealer:	12026	Body Cab Style:	C/PC - 4 DOOR SEDAN-4 LITE	Transmission:	C/DK - 4 SPD AUTO TRA
		Version/Serial:	C/AB - BASE VERSION - CAR		

BUILD INFORMATION:

Region: NA - 8888888888 Plant: BA - WIXOM PLANT BUILD
 Country: USA - 8888888888 Prod Date: 18-MAR-1994

SALE INFORMATION:

Region: NA - 8888888888 Selling Dealer: 122534 - *
 Country: USA - 8888888888 Selling Dir St/Prov: MO
 Buyer St/Prov: MO
 Arrival Date: 31-MAR-1994 Red Carpet Lease: *
 Sale Date: 02-APR-1994 Fleet/Lease/Ca. Lease: F
 Warranty Start Date: 02-APR-1994 Modified Vehicle: *
 Orig Warranty Date: 02-APR-1994 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 HRLNY722987 SF14C2007 7G T FJY 3P GL42 P T22AB34 D XB BP M
 LINE1 9 8 2 A751A 4B E8001 A

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/C - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Dist:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	EQACC - 3.08 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axis Type:	EQIAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	72	Paint:	PNKXB - DK PORTOFINO C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR PREMIUM AM/FM STEREO/STE
Calibration Code:	418J800A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Super Traction Axle:	
Color(Trim):	000KX -	Tire Brand:	AJ - MICHELIN - RECYCLABLE
Delivery Type:	4	Tire Size:	ESCRF - P215/70R15 WSW
Driveshaft Code:	*	Traction Control:	* - [N/A]
Front Seat:	CK - SEAT-SPLIT BENCH	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RL:	*
LI:	*	RI:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	C/B - C/B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Suffix:	KBL
ESP Plan Year:	• Engine Family:	RPM446V8GAEA
ESP Signature Date:		

Standard Claims List For Model Year 1994

VIN	VEH LINE	KEY DERV	BODY CAB	VEH SERIES	DRIVE TYPE	FLT CD	TIS CD	IRG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_5	PREP BASE	SUFF CCC CD	CD	DESY (Miles)	
1LNLM81W4RY722967	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	5	6813	011404	POVY 5422152	A	L16 30	17137	
AWS Chain Mfg:		722534	Tis Code:	54	Labor Hrs:	3														
Rr Cb Sub Cb:		00206*	Name:	DIERVILLE FORD, INC.				Ph:	601-3923530	St:	MS	City Cb:	USA Reg Cb:		NA	Rear Date:	29-APR-1994	Dec:	0-20/9900	
Cust Comments:		DRIVERS DOOR WONT LOCK OR UNLOCK WITH KEY.																		
Tech Comments:		IN TRUCK NO LAMOR OF LATCHER FROM PANEL AND REPLACED KEY REED ACTUATOR. TESTING OKAY PROBLEM CORRECTED																		
1LNLM81W4RY722967	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	7	7812	128308	P4VY 10940	A	C20 01	19984	
AWS Chain Mfg:		422534	Tis Code:	54	Labor Hrs:	1.4														
Rr Cb Sub Cb:		00378*	Name:	COUNTRY MOTORS, INC.				Ph:	601-5478111	St:	MS	City Cb:	USA Reg Cb:		NA	Rear Date:	25-OCT-1994	Dec:	0-002221	
Cust Comments:																				
Tech Comments:																				
1LNLM81W4RY722967	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	9	1105	030804	FIAZ 93468	A	E20 28	20130	
AWS Chain Mfg:		722534	Tis Code:	54	Labor Hrs:	1.5														
Rr Cb Sub Cb:		00923*	Name:	HATCHER FORD LINCOLN MERCURY				Ph:	601-4438076	St:	MS	City Cb:	USA Reg Cb:		NA	Rear Date:	16-DEC-1994	Dec:	0-011599	
Cust Comments:		CHECK DRIVEN LIGHTS, ALARM ON																		
Tech Comments:		SWIR, EYES TEST, BUSH 3/5, DCL DISPLAY, REPORT TEST, OPEN CIRCUIT IN DYE SENSOR, A AND B SENSOR, RETEST, ROAD TEST																		
1LNLM81W4RY722967	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	9	5Y04	NAMANA *	CAMPON *	A99 42	20130		
AWS Chain Mfg:		722534	Tis Code:	54	Labor Hrs:	1.5														
Rr Cb Sub Cb:		00923*	Name:	HATCHER FORD LINCOLN MERCURY				Ph:	601-4438076	St:	MS	City Cb:	USA Reg Cb:		NA	Rear Date:	16-DEC-1994	Dec:	0-011599	
Cust Comments:		REAR JACK SHAFT BRACK BACKWARDS AS PER RECALL																		
Tech Comments:																				
1LNLM81W4RY722967	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	12	6803	011404	P4VY 5421849	A	B05 01	23040	
AWS Chain Mfg:		002247	Tis Code:	54	Labor Hrs:	5														
Rr Cb Sub Cb:		05922*	Name:	HATCHER FORD LINCOLN MERCURY				Ph:	601-4438076	St:	MS	City Cb:	USA Reg Cb:		NA	Rear Date:	06-MAR-1995	Dec:	0-01310004	
Cust Comments:		LEFT REAR DOOR HANDLE WONT OPEN FROM INSIDE																		
Tech Comments:		PLASTIC CLAMP BROKEN INSIDE HANDLE & AND LEFT REAR DOOR PANEL, REPLACE INSIDE HANDLE																		

0002-000-0-11330

ILNLM81W4RY722987	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	11-MAR-1994	02-APR-1994	322534	USA	14	2G02	031201	F2VY	12B579	A	E29	28	25395
AWS Claim Key:	9159405	Trk Code:	507	Labor Hrs:	12																
Mr C/S-Sub C/S:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Ph:	601-4450076	St:	MS	City C/S:	USA	Reg C/S:	NA	Repair Date:	28-APR-1995	Doc #:	01430601						
Cost Comments:	CHECK ENGINE LIGHT GONE OFF AND ON GREEN COLUMBIA																				
Tech Comments:	BROS ROAD KODER DOL DISPLAY REPORT TEST R AND R MASS AIR FLOW SENSOR REYST AND TEST DRIVE																				
ILNLM81W4RY722987	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	11-MAR-1994	02-APR-1994	322534	USA	14	6R03	011404	F4VY	5421B18	A	B05	01	25395
AWS Claim Key:	9159405	Trk Code:	508	Labor Hrs:	5																
Mr C/S-Sub C/S:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Ph:	601-4450076	St:	MS	City C/S:	USA	Reg C/S:	NA	Repair Date:	28-APR-1995	Doc #:	01430602						
Cost Comments:	PASS BACK DOOR LATCH CANNOT OPEN DOOR																				
Tech Comments:	BROS ROAD KODER CLEAR STRIPPED R AND R INSIDE DOOR HANDLE ON RIGHT REAR																				
ILNLM81W4RY722987	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	11-MAR-1994	02-APR-1994	322534	USA	14	2G02	031201	F2VY	12B579	A	E29	28	25395
AWS Claim Key:	10995380	Trk Code:	507	Labor Hrs:	1.1																
Mr C/S-Sub C/S:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Ph:	601-4450076	St:	MS	City C/S:	USA	Reg C/S:	NA	Repair Date:	01-MAY-1995	Doc #:	01434601						
Cost Comments:	CHECK ENGINE LIGHT GONE OFF AND ON																				
Tech Comments:	BROS 3P NEW GENERATION BROS KODER REPORT TEST R AND R MASS AIR FLOW SENSOR REYST CHECK FUEL PRESS 35 LBS AIM WILE ROAD TEST																				
ILNLM81W4RY722987	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	11-MAR-1994	02-APR-1994	322534	USA	14	6R03	011404	F4VY	5421B18	A	B05	42	25395
AWS Claim Key:	10995381	Trk Code:	508	Labor Hrs:	5																
Mr C/S-Sub C/S:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Ph:	601-4450076	St:	MS	City C/S:	USA	Reg C/S:	NA	Repair Date:	01-MAY-1995	Doc #:	01434602						
Cost Comments:	PASS BACK DOOR LATCH CANNOT OPEN DOOR																				
Tech Comments:	RIGHT REAR DOOR LATCH AND CONTROL. BROTHERATIVE R AND R LATCH AND CONTROL																				
ILNLM81W4RY722987	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	11-MAR-1994	02-APR-1994	322534	USA	15	2AB1	000801	F5AZ	9ED06	A	N11	08	27994
AWS Claim Key:	1033551	Trk Code:	507	Labor Hrs:	3																
Mr C/S-Sub C/S:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Ph:	601-4450076	St:	MS	City C/S:	USA	Reg C/S:	NA	Repair Date:	22-JUN-1995	Doc #:	01549501						
Cost Comments:	LOAD ROSE WHILE DRIVING DOWN ROAD																				
Tech Comments:	BROS ROAD KODER RPT DLT TEST R AND R MUFFLER LINE ASSY TO CORRECT NOISE																				
ILNLM81W4RY722987	CVB	CM	CPC	CAB	CB	BA	C/DK	C/VN	11-MAR-1994	02-APR-1994	322534	USA	16	6C04	010503	F4VY	5423943	AKX	B50	31	28478
AWS Claim Key:	10724461	Trk Code:	507	Labor Hrs:	1																

0002-025-A 12357

DLR Cl-Sub Cb:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Plc:	601-4450076	St:	MS	Chy Cb:	USA Reg Cb:	NA	Reg Date:	14-JUL-1995	Dec:	#01598501
Chk Comments:	DRIVERS FRONT DOOR ARM REST CAME APART													
Trck Comments:	SEAM ON ARM REST SPLIT SEAM CAME APART REMOVE PANEL AND REPLACE BUSHES													
11.NL.M81W4RY722987 C/VB	CM	CPC	CAB	CB	BA	C/DK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	16	6802 010307	PVVY 3413208 K T33 31 28478
AWS Claim Key:	10724452	Trk Code:	EM	Labour Hrs:	3									
DLR Cl-Sub Cb:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Plc:	601-4450076	St:	MS	Chy Cb:	USA Reg Cb:	NA	Reg Date:	14-JUL-1995	Dec:	#01598502
Chk Comments:	BLACK BUSHES STOP CAME APART AT BOTTOM OF DRIVERS DOOR													
Trck Comments:	SCUFF PLATE LOCKER WILL NOT STAY IN PLACE R AND R SCUFF PLATE ON DRIVERS SIDE													
11.NL.M81W4RY722987 C/VB	CM	CPC	CAB	CB	BA	C/DK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	19	5V01 060304	* 1125 * N17 14 31686
AWS Claim Key:	11432196	Trk Code:	EM	Labour Hrs:	1.9									
DLR Cl-Sub Cb:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Plc:	601-4450076	St:	MS	Chy Cb:	USA Reg Cb:	NA	Reg Date:	14-JUL-1995	Dec:	#01776101
Chk Comments:	CHECK BRAKES DO NOT FEEL BUMPY AND MAKING NOISE													
Trck Comments:	THEY DRIVE REMOVE WHEEL CALIPERS ON FRONT ROTORS OUT OF BOUND RESURFACE FRONT ROTORS BUNOUT ON LEFT 60 IN, RIGHT BUNOUT 60 IN													
11.NL.M81W4RY722987 C/VB	CM	CPC	CAB	CB	BA	C/DK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	19	3A08 070106	PSZZ 7902 ARM N17 49 32514
AWS Claim Key:	12189292	Trk Code:	EM	Labour Hrs:	2.9									
DLR Cl-Sub Cb:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Plc:	601-4450076	St:	MS	Chy Cb:	USA Reg Cb:	NA	Reg Date:	17-OCT-1995	Dec:	#01812901
Chk Comments:	SOUND LIKE RIDING OVER CATTLE GAP													
Trck Comments:	RUN TEST ON TEARS TORQUE CONVERTOR CONTAMINATED R AND R TORQUE FLUID FILTER TEST DRIVE													
11.NL.M81W4RY722987 C/VB	CM	CPC	CAB	CB	BA	C/DK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	20	3V02 060302	P4AZ 2001 B N17 06 33564
AWS Claim Key:	12080177	Trk Code:	EM	Labour Hrs:	9									
DLR Cl-Sub Cb:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Plc:	601-4450076	St:	MS	Chy Cb:	USA Reg Cb:	NA	Reg Date:	13-NOV-1995	Dec:	#01869201
Chk Comments:	CHECK BRAKES THEY ARE STILL SQUEALING													
Trck Comments:	REMOVE WHEEL AND CALIPERS R MOTOR FOR PART R AND R PAIR													
11.NL.M81W4RY722987 C/VB	CM	CPC	CAB	CB	BA	C/DK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	25	7F08 011605	P2VY 17508 A W05 08 39802
AWS Claim Key:	14307314	Trk Code:	EM	Labour Hrs:	3									
DLR Cl-Sub Cb:	05922-*	Name:	NATCHEZ FORD LINCOLN MERCURY	Plc:	601-4450076	St:	MS	Chy Cb:	USA Reg Cb:	NA	Reg Date:	04-APR-1996	Dec:	#02169001
Chk Comments:	WHEELS OLD WIRES WILL NOT WASH AND DO NOT WORK GOOD													
Trck Comments:	WHEEL MOTOR MISSING AND STOPPING R AND R WHEEL MOTOR													

800-828-4113

11.NEALM81W4RY722987 C/VB	CM	OFC	CIAB	CB	BA	CDK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	28	7901	110501	FLAZ	13K359	B	W05	28	41903
AWS Claim Key: 1503199 Yrs Code: 883 Labor Item: 5																				
Mr. Ct-Sub Ct:	05922 *	Name:	NATEL FORD LINCOLN		Plr:	601-4430076	St:	MS	City Ct:	USA	Reg Ct:	NA	Reg Date:	03-JUL-1994	Doc:	#02387901				
Cust Complaint:		WINDSHIELD WIPERS DO NOT WORK RIGHT																		
Tech Complaint:		OPEN CIRCUIT IN SWITCH BEHIND STEERING WHEEL COVER R AND X SWITCH RESET																		
22-APR-1994																				
11.NEALM81W4RY722987 C/VB	CM	OFC	CIAB	CB	BA	CDK	C/VN	18-MAR-1994	02-APR-1994	322534	USA	28	7901	110501	*	13K359	*	L15	XI	41978
AWS Claim Key: 1503199 Yrs Code: 883 Labor Item: 5																				
Mr. Ct-Sub Ct:	05922 *	Name:	NATEL FORD LINCOLN		Plr:	601-4430076	St:	MS	City Ct:	USA	Reg Ct:	NA	Reg Date:	03-JUL-1994	Doc:	#02387901				
Cust Complaint:		BRAKES WILL NOT COME ON																		
Tech Complaint:		DISCONNECT DISC BRK AND X STEERING COLUMN PAD AND CONNECT WIRING HARNESS TO SWITCH NO LAMP OF AVAIL																		
22-APR-1994																				

ESP / Recall Information

VIN: 1LNLM81W4RY722987

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
94589	S	ADAPTER PLT.		COMPLETE	1994-12-16	05922
96L12	L	PASS AIR BAG		FORCED COMPLETION	1998-01-22	AUTOC

1572993372

Doc
Call

All Action Details for Issue

VIN: 1N1MA1W0PYZ53005	Year: 1993	Model: TOWN CAR	Case: 510363242
Name: [REDACTED]	Owner Status: Original	WSD: 1993-06-05	
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF
 Dealer: 04870 AL PACKER FORD
 Odometer: 100000 MI
 Analyst Name: DEJA SPEARS
 Action Date: 11/20/2002

Origin Desc: US CONCERN CASE BASE

Comm Type: PHONE

Analyst: DSPEARS

Action Time: 2:10 PM

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name Day Phone Relationship

Comments CUSTOMER SAYS: -CUSTOMERS VEHICLE BURNED UP IN HIS GARAGE -CUSTOMER CLAIMS THAT IT WAS DUE TO A RECALL PERTAINING TO THE CRUISE CONTROL PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 3341

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER

Dealer: 04870 AL PACKER FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 100000 MI

Comm Type: PHONE

Analyst Name: CASSANDR JONES

Analyst: CJONES

Action Date: 11/20/2002

Action Time: 4:03 PM

Action Data: Yes

Comments THERE ARE NO OPEN FSA'S RELATING TO CUSTOMER CONCERNS. LETTER OF CLOSING SENT ADVISING OF SUBROGATION.

Data Element Name

Data Value

CERTIFIED LETTER #

USMAIL

Action: FINAL CASE DISPOSITION

Dealer: 04870 AL PACKER FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 100000 MI

Comm Type: PHONE

Analyst Name: CASSANDR JONES

Analyst: CJONES

Action Date: 11/20/2002

Action Time: 4:03 PM

Action Data: No

Comments LETTER OF CLOSING SENT.

Customer Info

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

B982-025-A 11343

Standard Claims List For Model Year 1993

VIN	VEH LINE	MKT DERIV	BODY CAR	VER SERIES	DRIVE TYPE	FLT CD	TYS CD	ENQ CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC.6	PREV	BASE	SUFF	CCC	CD	DST (Miles)						
1LNLM81W0PY753016 CVB		CM	CPC	CAB	CB	BA	CDK	CVN	21- MAY- 1993	05-JUN- 1993	354777	USA	38	7M83	D11108	PZVY	5423304	B	007	41	34210						
AWS Claim Key:		20664576		Trx Code:		883		Labor Hrs:		1.2																	
Dlr Cd-Sub Cd:		13568-*		Name:		FRED JONES L-M OF TULSA INC		Ph:		918-6639910		St:		OK		City Cd:		USA		Reg Cd:		NA		Rptg Date: 16-JUL-1996		Doc #00254050	
Cust Comments:		N99 085 RR POWER WINDOW INOP																									
Tech Comments:		34210 WAR VARIP CUST CONC DIAG AS MOTOR LOCKS UP AT TIMES REMOVED RR DOOR PANEL TO REPL RR WIND MOTOR OPER OK AT THIS TIME CODE 41 BINDING INSIDE MOTOR																									
1LNLM81W0PY753015 CVB		CM	CPC	CAB	CB	BA	CDK	CVN	21- MAY- 1993	05-JUN- 1993	354777	USA	38	2A01	030001	PSAZ	W8306	A	A99	06	34210						
AWS Claim Key:		20664577		Trx Code:		507		Labor Hrs:		2																	
Dlr Cd-Sub Cd:		13568-*		Name:		FRED JONES L-M OF TULSA INC		Ph:		918-6639910		St:		OK		City Cd:		USA		Reg Cd:		NA		Rptg Date: 16-JUL-1996		Doc #00254050	
Cust Comments:		N99 N92 HUM UNDER HOOD WHEN DRIVING																									
Tech Comments:		34210 WAR. TEST FOR HUMMING SOUND UNDER HOOD AND IDLE TOO FAST AT TIMES, SENS STARTUP, REC SELF TEST, KOBO III CONT. 172 176, KOER III, DCL DISPLAY PASS, IDLE DATA DISPLAY PASS, FUEL PRESS. AND LEAKDOWN TEST PASS, RELATIVE INL FLOW TEST PASS, REPAIR WITH TSB 94 22 4, REPLACE IDLE AIR BYPASS TUBE, 9408, COND. CODE 56, 9423048, RETEST KOER III, KOED III CONT. III.																									
1LNLM81W0PY753005 CVB		CM	CPC	CAB	CB	BA	CDK	CVN	21- MAY- 1993	05-JUN- 1993	354777	USA	53	5307	000001	PSAZ	5319	AA	H45	30	55594						
AWS Claim Key:		22413317		Trx Code:		07503		Labor Hrs:		3																	
Dlr Cd-Sub Cd:		13568-1		Name:		FRED JONES L-M OF TULSA INC		Ph:		918-6639910		St:		OK		City Cd:		USA		Reg Cd:		NA		Rptg Date: 25-SEP-1997		Doc #0047838A	
Cust Comments:		SUSP TOO HE IN REAR & SUSP LIGHT IS ON. REPORT																									
Tech Comments:		55594 2.0 HRS CP DIAGNOSE AIR SUSPENSION SYSTEM. BLN P OINT TESTS REPLACED SUSPENSION PUMP AND DRYER ASSY. RETEST SYSTEM																									

ENR-423-0 11344

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	B	C1	04870	F24218

Dealer Name: AL PACKER FORD
Dealer Address: 1530 N MILITARY TRAIL
 WEST PALM BEACH FL 33409
Dealer Main Phone: 561-689-6550

Dealer Service Phone: 561-689-6550

Position	Employee Name
DEALER/PARTNER	MARK PACKER
PARTS MANAGER	ROBERT KEETH
PARTS & SERVICE DIRECTOR	RICHARD A KLOTZ
SALES MANAGER	YVONNE M COTTEY

Service Hours 7:00 AM TO 5:30 PM MON-FRI

Directions

Trained Y

Additional Information LSG ENROLLED VWX-# TIGON BODY SHOP MANAGER: RAY O'DONOVAN

Ford Motor Company

Consumer Affairs

*Sent via U.S. Mail

December 5, 2002

[REDACTED]
Bonita Springs, FL [REDACTED]

RE: 1993 Lincoln Town Car
VIN: 1LNLM81WDPY753005

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

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

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.

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

[REDACTED]
433863312

ORLANDO

442-020-A 11475

Ford Motor Company

Consumer Affairs

Sent via U.S. Mail

December 23, 2002

[REDACTED]
Pensacola, FL [REDACTED]

RE: 1994 Lincoln Town Car
VIN: 1LNLM82W9RY707769

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

Our review indicates that there are no open recalls on your 1994 Town Car. Recalls are specific to the Vehicle Identification Number (VIN) and model year of the vehicle. Should there be any future recalls on your vehicle, you will be notified via first class mail.

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] PENSACOLA FL [REDACTED]
Country: USA Language: EN
Cell Phone: 850-291-4802 Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

ES02-025-A 11477

All Action Details for Issue

Print

VIN: 1LNLM82W9RY707789 Year: 1994 Model: TOWN CAR Case: 433663392
 Name: [REDACTED] Owner Status: Original WBD: 1994-03-10
 Symptom Desc: ENGINE GENERAL CONCERN APPEARANCE 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: 11618 ASTRO LINCOLN-MERCURY INC Origin Desc: US CONCERN CASE BASE
 Odometer: 100000 MI Comm Type: PHONE
 Analyst Name: SONIA PIEPENBRIN Analyst: SPIEPENB
 Action Date: 12/05/2002 Action Time: 12:02 PM Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
JACK		GARDNER		FRIEND

Comments CUSTOMER SAYS: [REDACTED] HAS THROAT PROBLEMS UNABLE TO SPEAK DUE TO A SURGERY [REDACTED] IS HIS CONTACT [REDACTED] CUST FRIEND IS CALLING IN ON HIS BEHALF TO REPORT INCIDENT & CONTACTS ARE [REDACTED] INFO. [REDACTED] -HIM & DAY TIME FOR [REDACTED] CELL IS [REDACTED] HOME TELEPHONE NUMBER - CUST SAYS [REDACTED] VEH CAUGHT ON FIRE WHILE IN GARAGE -CUST SAYS WHEN FIRE DEPT CAME OUT / THEY SAID BELIEVED THERE WAS SOME TYPE OF RECALL FOR THIS -CUST SAYS FIRE WAS IN THE ENGINE AREA -CUST SAYS VEH HAD BEEN PARKED & OFF FOR ABOUT 3-4 HRS PREVIOUS TO FIRE -CUST SAYS NO ONE HURT NO ADDITIONAL DAMAGE -CUST SAYS [REDACTED] HAS SPOKEN TO INSURANCE / BUT IS WEARY ABOUT DEDUCTIBLE SO HAS PROCEEDED YET WITH THE CLAIM -CUST SAYS SEEKING RECALL / PROGRAMM INFO IF ANY RELATION PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: [REDACTED] FOR CONSUMER AFFAIRS DEPT [REDACTED] MR STEPHENS HAS THROAT PROBLEMS UNABLE TO SPEAK DUE TO A SURGERY [REDACTED] IS HIS CONTACT [REDACTED] CUST FRIEND IS CALLING IN ON HIS BEHALF TO REPORT INCIDENT & CONTACTS ARE [REDACTED] INFO. [REDACTED] -HOME & DAY TIME NUMBERS FOR [REDACTED] & CELL IS [REDACTED] HOME TELEPHONE NUMBER -CAC ADVISED CUST 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. -CAC ADVISED CUST NOT SHOWING ANY OPEN PROGRAMMS OR RECALLS IN RELATION TO INCIDENT INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

F

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 11618 ASTRO LINCOLN-MERCURY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 100000 MI Comm Type: PHONE
 Analyst Name: CASSANDR JONES Analyst: CJONES
 Action Date: 12/05/2002 Action Time: 5:50 PM Action Data: Yes
 Comments CALLED JACK GARDNER AT HOME#. NOT IN. WILL CALL IN THE AM AT WORK #.

Data Element Name

Data Value

CONTACT PERSON

HOME

Action: CREATE CLOSED INFO CONTACT**Dealer:** 11616 ASTRO LINCOLN-MERCURY INC**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 100000 MI**Comm Type:** MAIL**Analyst Name:** CASSANDR
JONES**Analyst:** CJONES**Action Date:** 12/20/2002**Action Time:** 9:20
AM**Action Date:** No**Comments:** THERE ARE NO OPEN FSAS RELATED TO CUSTOMER CONCERN. STILL NOT ABLE TO ADVISE
CUSTOMER CONTACT. SENDING LETTER OF CLOSING TO CUST.

Standard Claims List For Model Year 1994

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRT CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	JELL CNT	TIS	WCC	CPSC	PREP	BASE
ILNLM82W9RY707760	CVB	CM	CPC	CBR	C/B	BA	C/DK	C/VN	23-10- FEB-1994	MAR-1994	325707	USA 4	6/03	011404	FIVY	54219	
AWS Claim Key:		4164806	Trx Code:		2	Labor Hrs:		1.1									
Dir Cd-Sub Cd:		45161-*	Name:		BUDGET RAC-SARASOTA		Ph:	4-*	St FL		City Cd:	USA Reg Cd:		NA		Rapr 1994	
ILNLM82W9RY707760	CVB	CM	CPC	CBR	C/B	BA	C/DK	C/VN	23-10- FEB-1994	MAR-1994	325707	USA 4	7C05	060903	FIDZ	3C01	
AWS Claim Key:		4644319	Trx Code:		2	Labor Hrs:		.8									
Dir Cd-Sub Cd:		45161-*	Name:		BUDGET RAC-SARASOTA		Ph:	4-*	St FL		City Cd:	USA Reg Cd:		NA		Rapr 1994	
ILNLM82W9RY707760	CVB	CM	CPC	CBR	C/B	BA	C/DK	C/VN	23-10- FEB-1994	MAR-1994	325707	USA 4	6/03	011404	FIVY	54219	
AWS Claim Key:		4164802	Trx Code:		884	Labor Hrs:		.6									
Dir Cd-Sub Cd:		46111-*	Name:		BUDGET RAC-TAMPA		Ph:	4-*	St FL		City Cd:	USA Reg Cd:		NA		Rapr 1994	
ILNLM82W9RY707760	CVB	CM	CPC	CBR	C/B	BA	C/DK	C/VN	23-10- FEB-1994	MAR-1994	325707	USA 6	7H13	120308	F4VY	19981	
AWS Claim Key:		5303306	Trx Code:		884	Labor Hrs:		.9									
Dir Cd-Sub Cd:		46164-*	Name:		BUDGET RAC-JACKSONVILLE		Ph:	4-*	St FL		City Cd:	USA Reg Cd:		NA		Rapr 1994	
ILNLM82W9RY707760	CVB	CM	CPC	CBR	C/B	BA	C/DK	C/VN	23-10- FEB-1994	MAR-1994	325707	USA 10	5Y04	NANANA *	CAM		
AWS Claim Key:		7382034	Trx Code:		94880	Labor Hrs:		1.5									
Dir Cd-Sub Cd:		11666-*	Name:		BEAL PARKWAY LINCOLN-MERCURY		Ph:	850-8623116	St FL		City Cd:	USA Reg Cd:		NA		Rapr 1994	
ILNLM82W9RY707760	CVB	CM	CPC	CBR	C/B	BA	C/DK	C/VN	23-10- FEB-1994	MAR-1994	325707	USA 18	3A04	070102	F3AZ	7A10	
AWS Claim Key:		13076800	Trx Code:		884	Labor Hrs:		3.8									
Dir Cd-Sub Cd:		11666-*	Name:		BEAL PARKWAY LINCOLN-MERCURY		Ph:	850-8623116	St FL		City Cd:	USA Reg Cd:		NA		Rapr 1995	
ILNLM82W9RY707760	CVB	CM	CPC	CBR	C/B	BA	C/DK	C/VN	23-10- FEB-1994	MAR-1994	325707	USA 18	3E03	030001	F2AZ	9P71	
AWS Claim Key:		11153104	Trx Code:		307	Labor Hrs:		1									
Dir Cd-Sub Cd:		11666-*	Name:		BEAL PARKWAY LINCOLN-MERCURY		Ph:	850-8623116	St FL		City Cd:	USA Reg Cd:		NA		Rapr 1995	
ILNLM82W9RY707760	CVB	CM	CPC	CBR	C/B	BA	C/DK	C/VN	23-10- FEB-1994	MAR-1994	325707	USA 19	7T02	040502	FOVY	5359	
AWS Claim Key:		13705127	Trx Code:		883	Labor Hrs:		.7									
Dir Cd-Sub Cd:		11666-*	Name:		BEAL PARKWAY LINCOLN-MERCURY		Ph:	850-8623116	St FL		City Cd:	USA Reg Cd:		NA		Rapr 1995	
Cust Comments:		SUSPENSION LIGHT IS ON GOING DOWN AT NIGHT															

Tech Comments:	REPLACE REAR SUSPENSION SENSOR
----------------	--------------------------------

0002-025-0 11401

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code												
24-ORLANDO	25-ORLANDO	E	E1	11616	L25123												
Dealer Name:		ASTRO LINCOLN-MERCURY INC															
Dealer Address:		6350 PENSACOLA BLVD PENSACOLA FL 32505															
Dealer Main Phone:		850-478-8531	Dealer Service Phone:		850-478-8531												
		<table border="1"> <thead> <tr> <th>Position</th> <th>Employee Name</th> </tr> </thead> <tbody> <tr> <td>DEALER/PARTNER</td> <td>WARREN CULBERTSON</td> </tr> <tr> <td>GENERAL MANAGER</td> <td>ANDY KIRK</td> </tr> <tr> <td>PARTS MANAGER</td> <td>DARRELL W MCCALL</td> </tr> <tr> <td>SALES MANAGER</td> <td>GREG N STEED</td> </tr> <tr> <td>SERVICE MANAGER</td> <td>JANDY C BONIFAY</td> </tr> </tbody> </table>				Position	Employee Name	DEALER/PARTNER	WARREN CULBERTSON	GENERAL MANAGER	ANDY KIRK	PARTS MANAGER	DARRELL W MCCALL	SALES MANAGER	GREG N STEED	SERVICE MANAGER	JANDY C BONIFAY
Position	Employee Name																
DEALER/PARTNER	WARREN CULBERTSON																
GENERAL MANAGER	ANDY KIRK																
PARTS MANAGER	DARRELL W MCCALL																
SALES MANAGER	GREG N STEED																
SERVICE MANAGER	JANDY C BONIFAY																
Service Hours		7:30 - 5:00 M-F MERKUR DEALER															
Directions																	
Trained		Y															
Additional Information		LSG ENROLLED BODY SHOP MANAGER: KERRY RODRI -															

2002

0693222802 SOUTHWEST

2002-020-A 11413

SFCHNAMA

Add Action

10/08/02 14:06:28

==>

VIN: 1LNLM81W7PY677976 Year: 1993 Model: TOWN CAR
Name: XXXXXXXXXX
Trmt:
Issue Type: 07 LEGAL Case: 693222802
Comm Type: PH PHONE Issue Status: C ACKNOWLEDG
Dealer: 10164 NORTHWOOD LINCOLN-ME Odometer Reading: 100000
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDER Odometer Type: MI
Reason Desc: LEGAL - ACCIDENT / FIRE Document Number:
Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type:
Action Desc: REDIRECT TO OGC - PROPERTY DAM CAN Court Code:
Comments: CAN Award Code:
FORWARDING TO OGC DUE TO EXTENT OF ALLEGED DAMAGES.

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL33

SFCHREMA

Recall/ONP Information

10/08/02 13:55:52

VIN: 1LNLM81W7PY677976
WSD: 01/01/93

Year: 1993

Model: TOWN CAR
Build Date: 12/16/92

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 RELEASED FOR MAILING	00/00/00	N/A

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

LPREL331

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1LNLM81W7PYG77976	Vehicle Line:	CIVIC - TOWN CAR (FNG6FN116) [91-97]	Eng. Serial No:	W
Model Year:	1993	Market Derivative:	CM - L-M DIVISION DERIVATIVE	Body Style:	*
Vehicle Type:	C	Drive Code:	GB - 2 WHL. L-M REAR DRIVE	Engine:	CIVIC - R-M 4.5L SOHC EFI NA CIVIC G-MP
Inv. Dealer:	11493	Body Code Style:	GFC - 4 DOOR SEDAN-6 LITE	Transmission:	C/DK - 4 SPD AUTO TRANS NAAD AODE
Vehicle Status Code:	Y	Vehicle Series:	CAR - BASE VERSION - CAR		

BUILD INFORMATION:

Region: NA - 44444444 Plant: BA - WILSON PLANT BUILD
Country: USA - 44444444 Prod Date: 16-DEC-1992

SALE INFORMATION:

Region: NA - 44444444 Selling Dealer: 367725 - *
Country: USA - 44444444 Selling Div StProv: TX
Super StProv: IL

Arrival Date: 04-JAN-1993 Red Carpet Lease: *
Sale Date: 01-JAN-1993 Fleet/Retail/Co. Lease: F
Warranty Start Date: 04-JAN-1993 Manufacturer Vehicle: * Vehicle Count Flag: Y
Orig. Warranty Date: 04-JAN-1993 Resequenced Vehicle: * Vehicle Report Flag: N

VOC/EOC:

1 2 3 4 5 6 7 8 9 10

W81PYG77976 GL 361444574 GL B NY SP 4 ZGLA P 0675725 4 AXZ BI R BI

LXL7 B B 2 A751A MP 00011 A

INSTALLED OPTION INFORMATION:

Air Conditioning:	OC - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	L
Audio Blk:	* - [N/A]	Instrumentation:	AC - ELECTRONIC INSTRUMENTATION
Axle Ratio:	EQACC - 3.08 FINAL DRIVE RATIO	Mirrors(Driver Side):	* - [N/A]
Axle Type:	EQIAC - LIMITED SLIP REAR AXLE	Mirrors(Passg Side):	* - [N/A]
Battery Amp Rating:	72	Paint:	PHYW3 - OXFORD WHITE SOLID CC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELCTR PREMIUM AM/FM STEREO
Calibration Code:	318DR11A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Manufacturer:	AJ -
Delivery Type:	M	Tire Brand:	*
Drivetrain Code:	*	Tire Size:	D3GBF - P215/70R15 WSW
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Size:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

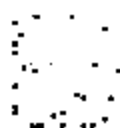
LS: * RS: *

SPARE: * DOT Plant Manufacturer: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	CR - CR
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Thous):	* Emission Decal Suffix:	LV
ESP Plan Year:	* Engine Family:	FFM46V5TDW2
ESP Signature Note:		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 08-OCT-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WBS VL	MET DEX	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TLS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD	
1LNLM81W7PY677976	VB	CVB	CM	CPC	CAB	CB	BA	CRK	C/VN	16-12-92	01-01-93	367725	USA	32	*	3A08	F5AZ	7902	ARM	S11	V40	P59	40	
AWS Claim Key:		1663972	Doc #:		3815791		Trx Code:		E04	Labor Hrs:		6.6	Labor Cost:		364.85	Material Cost:		232.66	Total Cost:		697.41			
Rtr Cd-Rtr Cb:		11440	Name:		LELAND LINCOLN-MERCURY		Ph:		281-539-9900	St: TX		Chy Cb:	USA	Reg Cb:		NA	Rtr Date:		25-JUL-1993		DST (Date): 00002			
Cust Comments:		CUST. REPORTS A TRANS-SELENDERS																						
1LNLM81W7PY677976	VB	CVB	CM	CPC	CAB	CB	BA	CRK	C/VN	16-12-92	01-01-93	367725	USA	32	*	7806	F2AZ	190498	B	S09	V79	C05	D1	
AWS Claim Key:		1663973	Doc #:		3815791		Trx Code:		E03	Labor Hrs:		2.7	Labor Cost:		148.93	Material Cost:		22.5	Total Cost:		179.31			
Rtr Cd-Rtr Cb:		11440	Name:		LELAND LINCOLN-MERCURY		Ph:		281-539-9900	St: TX		Chy Cb:	USA	Reg Cb:		NA	Rtr Date:		25-JUL-1993		DST (Date): 00002			
1LNLM81W7PY677976	VB	CVB	CM	CPC	CAB	CB	BA	CRK	C/VN	16-12-92	01-01-93	367725	USA	32	*	2804	F3PZ	12286	C	S11	V40	D13	46	
AWS Claim Key:		1663974	Doc #:		3815793		Trx Code:		S07	Labor Hrs:		1.3	Labor Cost:		71.71	Material Cost:		6.71	Total Cost:		88.77			
Rtr Cd-Rtr Cb:		11440	Name:		LELAND LINCOLN-MERCURY		Ph:		281-539-9900	St: TX		Chy Cb:	USA	Reg Cb:		NA	Rtr Date:		25-JUL-1993		DST (Date): 00002			

Any comments? You can contact

webmaster

0802-025-0 11440

VIN: 1LNLM81W7PY677976 Year: 1993 Model: TOWN CAR
Owner Status: SUBSEQUENT WSD: 01/01/93
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 693222802 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: NORTHWOOD LINCOLN-MERCURY
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 100000 MI
Analyst: DGELUZ DEAN GELUZ Document Number:
Action Date: 10/07/02 Action Data: Y Action Time: 19:14:35 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: CUSTOMER SAYS: -CUST STATED THAT 9/7/2002 A FIRE THAT STAT
RTED IN THE VEH BURNED DOWN PART OF CUST HOME -SMOKE DAMAGE
AND BURNED DOWN GARAGE -CUST STATED THAT THE FIRE INVESTIG
ATOR FROM HARCO INSURANCE STATED THAT IT WAS STOP LIGHT SWIT
CH -BILL LOOT IS THE FIRE INVESTIGATOR 903-425-8635 -CUST
STATED THAT IT WILL COST OVER \$60,000 IN HOME DAMAGES -CUST
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL331



2002

Okendo

2002-020-A 11490

Ford Motor Company

Consumer Affairs

*Sent Via U.S. Mail

October 1, 2002

[REDACTED]
Coconut Creek, FL [REDACTED]

RE: 1993 Lincoln Town Car
VIN: 1LNLM81W3PY753211

Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

Our review indicates that there are no open recalls on your 1991 Aerostar. Recalls and Owner Notification Programs (ONP) are Vehicle Identification Number (VIN) and model year specific. Should there be any future recalls on your vehicle, you will be notified via first class mail.

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	LAKELAND	FL 33801-6889		
Country:	USA	Language:	EN		
Cell Phone:	[REDACTED]	Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:	[REDACTED]		

E002-025-R 11/02

Standard Claims List For Model Year 1998

VIN	VEH LINE	MKT DERIV	BODY CAS	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE
1PMYU22X9WUC19016	T/U3	T/F	T/WC	T/EF	T/B	AN	T/TC	T/LT	16- APR- 1998	23- JUN- 1998	147004	USA 0		7802	180102	*	14401
AWS Claim Key		2418240	Trx Code		1	Labor Hrs		1.8									
Dir Cd-Sub Cd		01982*	Name		WILLIAMS FORD SALES INC		Ph	513- 8916500	St OH Ctry Cd		USA Reg Cd		NA	Rpt Ds		1998	
Cust Comments		CK AIR BAG LIGHT ON															
Tech Comments		TEST AIR BAG SYSTEM B1932 RUN PINPOINT TEST REPAIR OPEN CONNECTOR PIN OUT UNDER IF ABOVE STEERING															
1PMYU22X9WUC19016	T/U3	T/F	T/WC	T/EF	T/B	AN	T/TC	T/LT	16- APR- 1998	23- JUN- 1998	147004	USA 3		7722	011601	*	17528
AWS Claim Key		3816250	Trx Code		2	Labor Hrs		3									
Dir Cd-Sub Cd		02058*	Name		BEECHMONT FORD INC		Ph	513- 7326611	St OH Ctry Cd		USA Reg Cd		NA	Rpt Ds		1998	
Cust Comments		CHECK FOR FRONT WIPER BLADES STREAK WINDSHIELD SEVERELY WHEN RAINING															
Tech Comments		4434 CHECK FOR FRONT WIPER BLADES STREAK WINDSHIELD SEVERELY WHEN RAINING REPLACE FRONT WIPER BI OPERATION															
1PMYU22X9WUC19016	T/U3	T/F	T/WC	T/EF	T/B	AN	T/TC	T/LT	16- APR- 1998	23- JUN- 1998	147004	USA 10	*	*	*	*	*
AWS Claim Key		7791665	Trx Code		99509	Labor Hrs		2									
Dir Cd-Sub Cd		02058*	Name		BEECHMONT FORD INC		Ph	513- 7326611	St OH Ctry Cd		USA Reg Cd		NA	Rpt Ds		1998	
Cust Comments		SAFETY RECALL 99509 FOR SPEED CONTROL CABLE INSPECTION.															
Tech Comments		14737 99509 PERFORMED RECALL 99509 INSPECT AND DISCONNECT															
1PMYU22X9WUC19016	T/U3	T/F	T/WC	T/EF	T/B	AN	T/TC	T/LT	16- APR- 1998	23- JUN- 1998	147004	USA 12	*	*	*	*	*
AWS Claim Key		2418240	Trx Code		99809	Labor Hrs		3									
Dir Cd-Sub Cd		02058*	Name		BEECHMONT FORD INC		Ph	513- 7326611	St OH Ctry Cd		USA Reg Cd		NA	Rpt Ds		1998	
Tech Comments		INSTALL SPEED CONTROL CABLE															
1PMYU22X9WUC19016	T/U3	T/F	T/WC	T/EF	T/B	AN	T/TC	T/LT	16- APR- 1998	23- JUN- 1998	147004	USA 14	*	*	*	*	*
AWS Claim Key		1081296	Trx Code		99818	Labor Hrs		3									
Dir Cd-Sub Cd		02058*	Name		BEECHMONT FORD INC		Ph	513- 7326611	St OH Ctry Cd		USA Reg Cd		NA	Rpt Ds		1998	
Cust Comments		CERTAIN 1998 99 EXPLORER & MOUNTAINEER VEHICLES SECONDARY HOOD LATCH REPLACEMENT															
Tech Comments		20686 99818 HOOD LATCH REPLACEMENT															
1PMYU22X9WUC19016	T/U3	T/F	T/WC	T/EF	T/B	AN	T/TC	T/LT	16- APR- 1998	23- JUN- 1998	147004	USA 20		6Y20	000001	*	COUPON
AWS Claim Key		1483641	Trx Code		R9K	Labor Hrs		3									
Dir Cd-Sub Cd		02058*	Name		BEECHMONT FORD INC		Ph	513- 7326611	St OH Ctry Cd		USA Reg Cd		NA	Rpt Ds		2000	
Cust Comments		ROTATE TIRES (12)															
Tech Comments		28132 5 ROTATE TIRES															

1FMYU22X9WUC19016 T/U3	T/F	T/WC	T/EP	T/B	AN	T/TC	T/LT	16- 1998	23- JUN- 1998	147004	USA	41	5K06 *	*	*
AWS Claim Key: 30611848 Trs Codes 01877 Labor Hrs 1.2															
Dir Cd-Sub Cd:	02058 *	Name: SEBCHMONT FORD INC				Pa:	513- 7926011	St OH Ctry Cd:				USA	Reg Cd:	NA	Rep Do 3001
Claim Comments:	TIRE RECALL														
Tech Comments:	54716 TIRE RECALL RECALL REPLACED 5 TIRES OLD TIRE DOT CODE (5)W2HL 1PY 198 NEW TIRE DOT CODE (5)M6H2														

Dealer Information

PCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	C	E1	01741	F24476

Dealer Name:	LAKELAND FORD		
Dealer Address:	1430 WEST MEMORIAL BOULEVARD LAKELAND FL 33815		
Dealer Main Phone:	941-682-1102	Dealer Service Phone:	941-682-1102

Position	Employee Name
CUST RELATIONS MGR	RUSSELL A PAULEY
DEALER/PARTNER	H WILLIAM MUTZ
PARTS MANAGER	BERNIE HOWARD
PARTS & SERVICE DIRECTOR	RONALD SCOTT
SALES MANAGER	THOMAS A DIFILIPPO

Service Hours	7:00 TO 7:00 MON TO THUR 7:00 TO 6:00 FRI
Directions	
Trained	Y
Additional Information	LSG ENROLLED TOWING: 941-687-0304 WEBB'S TOWING

2003

1595931.703 TWIN CITIES

2002-020-A 11408



LITIGATION PREVENTION

CASE HANDL

PRODUCT LIABILITY CHECKLIST

Required Documents

AWS Report
Mora III Opening Screen
Mora III Closing Screen
Offer/Denial letter

YES

NO

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Documents Required if Applicable

Email to GSM
Team Leader Approval
Dealer Request for Consumer Affairs
Review Form or Customer Letter
EAA, FSE and/or Dealer Inspection
R.A.V. Checklist
Recall History
NAVIS Report
Release Form
Service File
Sales File
Proof of ownership
Police/Fire report
Fax Confirmation
Kelly Blue Book

YES

NO

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Customer Name: [REDACTED]

Case # [REDACTED]

Vin # 2FMP74W2PX146451

DATE: 06/23/2003

Analyst: ROBERTA C. GRIFFIN

April 7, 2000

3

3.0

Unom ~~See back~~!!

1993 Crown Victoria 53,022 mi

No outstanding Recall Cts/Notices

Veh. beyond warranty

Refer to Ins. #

LETTER

HR-NAU

sent 6/00

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 23-JUN-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CMT	TIS	QRT	WCC	PREF	BASE SUFF	VMT	VFG	CCC	CD	
2TAP71W4514431	FB	C/FB	CF	CPC	CAL	CB	AW	CDK	CVN	05-02-93	01-04-93	158017	USA	16	*	5Y01	*	1102	*	510	V21	N27	02
AWS Claim Key:		1042803	Sec #:	983731	Trs Code:		ES4	Labor Hrs:		.6	Labor Cost:		34.8	Material Cost: 113.35 Total Cost: 148.15									
Int-Cl-Sub Cc:		09224	Name:		EDEN FRANK FORD		Pl:	612-9439800		St:	ND	City Cc:	USA	Reg Cc:	NA	Exp Date:		18-JUL-1994		DIST (Mile):			101.99
Cost Comments:		BRAKES PULSATE																					
Tech Comments:		ROTORS, 10161 ROAD TEST. REPLACE FRONT ROTORS. STRAIGHTEN OUT BENT FRONT WHEEL SENSOR FOR ABS. ROAD TEST.																					

Any comments? You can contact



webmaster

All Action Details for Issue

Print

VIN: 2FALP74W2PX144451 Year: 1993 Model: CROWN VICTORIA Case: 1585931703
 Name: [REDACTED] Owner Status: Original WBD: 0001-01-01
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED
 Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02381 METROPOLITAN FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 53000 MI Comm Type: MAIL
 Analyst Name: DEREK MANJOO Analyst: DMANJOO
 Action Date: 08/19/2003 Action Time: 16:40:49.457 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

Comments CUSTOMER SAYS: -ENGINE CAUGHT FIRE HE WOULD LIKE A REGINAL REP TO INSPECT -NO INJURY,NO FIRE REPORT,
 NO DAMAGE TO PERSONAL POSSESSIONS -FIRE WAS 2 WEEK HIGH -CUST WILL BE IN SURGERY UNTIL TUESDAY, PLEASE
 CONTACT ON TUESDAY OR WEDNESDAY PER CUSTOMER, DEALER SAYS: 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: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 02381 METROPOLITAN FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 53000 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 08/20/2003 Action Time: 17:25:10.012 Action Data: Yes

Comments LEFT MESSAGE ON MACHINE FOR CUSTOMER REGARDING VEHICLE FIRE.

Data Element Name

Data Value

CONTACT PERSON

JOHN TEMAN

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 02381 METROPOLITAN FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 53000 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 08/28/2003 Action Time: 17:12:18.688 Action Data: Yes

Comments CONTACTED CUSTOMER... ADVISED NO RELATED RECALLS, AND VEHICLE BEYOND WARRANTY. REFERRED TO INSURANCE CARRIER.

Data Element Name

Data Value

CONTACT PERSON

JOHN TEMAN

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY

Dealer: 02381 METROPOLITAN FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 53000 MI

Comm Type: MAIL

Analyst Name: GRAHAM, ROCHELLE

Analyst: RGRAHA41

Action Date: 06/30/2003

Action Time: 13.50.35.986 Action Data: No

Comments NO RELATED RECALLS, VEHICLE BEYOND WARRANTY. SENT LETTER REFERRING CUSTOMER TO INSURANCE CARRIER. NO FURTHER ACTION REQUIRED.

ENC-025-A 11500

Ford Motor Company

Cope

Consumer Affairs

Sent Via U.S. Mail

June 30, 2003

[REDACTED]
Eden Prairie, MN [REDACTED]

Re: 1993 Crown Victoria
VIN: 2FALP74W2PX146451

Dear [REDACTED]

Thank you for contacting us regarding your 1993 Crown Victoria.

We sincerely regret the circumstances you described. As we discussed June 26, 2003, a situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

R. Graham

Rochelle Graham
Consumer Affairs

ESP / Recall Information

VIN: 2FALP74W2PX146451

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
95864	O	RANGE SENSOR		CAMP/PROG EXPIRED	1998-12-05	
96112	L	PASS AIR BAG		FORCED COMPLETION	1998-01-22	AUTOC

Customer Info

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

2002-02-01 11:50

Update This Information In Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
58-TWIN CITIES	58-TWIN CITIES	B	A1	02381	F58017
Dealer Name:		METROPOLITAN FORD			
Dealer Address:		12700 PLAZA DRIVE EDEN PRAIRIE, MN 55344			
Dealer Main Phone:		812-843-9000	Dealer Service Phone:		612-848-8678

Position	Employee Name
DEALER PARTNER	THOMAS M GROBMAN
GENERAL MANAGER	JOHN J DENNEN
PARTS MANAGER	ROGER B WALTZEN
PARTS & SERVICE DIRECTOR	GREG AMELUXEN
SALES MANAGER	GREGG BRANDT
SALES MANAGER	THOMAS BHA
SALES MANAGER	MICHAEL NELSON
SALES MANAGER	MIKEAL SKOG
SERVICE MANAGER	RUSSELL A STILLER

VIN
2FALP74W2PX148451

Year Model
1993 CROWN VICTORIA
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

2002-02-08 11:05

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 2FALP74W2PX146451	Vehicle Line: C/FB - CROWN VIC (EN33/EN114) (92-04)	Eng Serial No: W
Model Year: 1993	Market Derived: C/F - FORD DIVISION DERIVATIVE	Body Style: *
Vehicle Type: C	Drive Code: C/3 - 2 WHL L/H REAR DRIVE	Engine: C/VN - R-M 4.6L SOHC EFI NA CIVIC G-HP
Int. Dealer: 04056	Body Cab Style: C/PC - 4 DOOR SEDAN-8 LITE	Transmission: C/DK - 4 SPD AUTO TRANS NAAO AODE
	Version/Variant: C/AJ - LX VERSION - CAR	

BUILD INFORMATION:

Region: NA - ##### Plant: AW - ST. THOMAS PLANT BUILD
Country: CAN - ##### Prod Date: 05-FEB-1993

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 138017 - *
Country: USA - ##### Selling Dir/St/Prov: MN
Buyer St/Prov: MN
Arrival Date: 18-FEB-1993 Red Carpet Lot: *
Sale Date: 01-APR-1993 Fleet/Retail/Co. Lease: R
Warranty Start Date: 01-APR-1993 Modified Vehicle: *
Orig Warranty Date: 01-APR-1993 Required Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
P740X146451 2 L A2 08B1214 BA KH BQXJ37 Q7 P3 MFL SC AA BBD8DD 0 MC 683K J M
2FAL2 21D 111A VWV 2 AA

INSTALLED OPTION INFORMATION:

Air Conditioning: C/B - MANUAL AIR CONDITIONER	GVW Code: L
Alternator Amp Rating: *	GVW Class Code: *
Audio Deck: *- [N/A]	Instrumentation: *- [N/A]
Axis Ratio: BGACC - 1.08 FINAL DRIVE RATIO	Mirror(Driver Side): BA - DRIVER POWER/HEATED MIRROR
Axis Type: BGJAC - LIMITED SLIP REAR AXLE	Mirror(Pass Side): BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating: HC	Paint: FNMDC - MED SEAFOAM METALLIC CC
Brake Code: *- [N/A]	Power Antenna: AE - POWER TELESCOPIC RADIO ANTENNA
Brake Code(Service): *- [N/A]	Radio: AE - ELECTRONIC AM/FM STEREO CASSETTE
Calibration Code: 31BQR11A	Signal System: *- [N/A]
Color(Accent): *- [N/A]	Super Traction Axle:
Color(Trip): 000YD -	Tire Brand: AJ - MICHELIN
Delivery Type: 0	Tire Size: D308E - P215/70R15 BSW - STYLE 1
Drivetrain Code: *	Traction Control: AB - ANTI-SPIN TRACT BRAKES W/O IVS
Front Seat: *- [N/A]	Wheel Base:
Fuel Type: *- [N/A]	

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	C/B - C/B
ESP Coverage(Miles):	• Emission Cert Type:	F
ESP Coverage(Time):	• Emission Decal Suffix:	LT
ESP Plan Year:	• Engine Family:	PFM46Y3FDF2
ESP Signature Date:		

OASIS RESULT:
2FALP74W2PX146451

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► **Errors**

VIN OUTSIDE OF SUPPORTED MODEL YEAR RANGE
ALL APPLICABLE F.S.A. WILL DISPLAY

► **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 2FALP74W2PX146451

06/23/2003
09:08:34

ES02-025-0 11503

[REDACTED]

10500000

1997
CHICAGO

ENCL-025 14778

00-215319-8

2-13L-23



Ford Customer Service Division
Ford Motor Company

300 Renaissance Center
P.O. Box 45365, Suite 1200
Detroit, MI 48243

February 11, 1997

[REDACTED]
Menomonee Falls, WI [REDACTED]

RE: 1994 Town Car, VIN 1LNLM8ZWSRY690114

Dear [REDACTED]

This letter is in regards to our telephone conversation on January 30, 1997.

Due to your vehicle having been repaired prior to you contacting Ford, we are unable to verify if a manufacture defect caused the fire.

Based on this information, we propose no further action at this time. We request that you contact your insurance carrier for assistance. The insurance company has the right to file a subrogation claim against Ford Motor Company if they wish to pursue the matter.

Thank you for contacting Ford. We appreciate the opportunity to consider your request.

Sincerely,

Robin Tansil
Consumer Affairs Section
Owner Relations Operations

0227 0494 1062

ERG2-825 14779

CHOR0016

MORS II Legal Contact

01/22/1997 08:56:41

CHICAGO

VIN:

t Name:

Title:

Address:

City:

Home Phone:

Year:

Mileage/Km:

41 Zn/Tr: B1 M/A:

11NLM82W5RY690114

CONTACT NBR: 108000820

First Name:

ST/FV: WI Zip/PC:

Business Phone: 414 251-4402

Model: TOWN CAR

WSD: 01/26/1994

Opened: 01/21/1997

Closed:

Status: OPEN

MI: C

CC: USA

Ext:

Dealer Name: JOE CARINI L-N SALES I

Causal Code: 3001 1108

Serv Sales: 1 (1 or 2) Origin: GO

Veh Repl:

Case Type: 4A FIRES - ELECTRICAL

Atty Name:

Claimed Amt:

CANADA ONLY:

Court Code:

Sales Code: 342538

P&A: 10534

Symptoms: 301A00 704000

Trans Date:

Means Code: H OTHER

Atty Memo:

Award Amt:

Award Code:

F1-HELP F3-EXIT F4-COMMENT F5-ADD F6-UPD F9-CLOSE F12-CANC
1053 REQUESTED CONTACT DISPLAYED

LPORC87

*1/29 mess-yl left with
wife**Day absent regard for \$500, out of
working + no recall
- written info from Dever*

0002-025 14780

CSOR0010

MORS II Contact Comments

01/22/1997 08:56:44

Last Name: [REDACTED]
Home Phone: [REDACTED]
ler: [REDACTED]

Bus. Phone: [REDACTED]

JOE CARINI L-M SALES I

VIN: 1LNLM82W5RY690114
Ext: [REDACTED]
Dist/Reg: 41

CONTACT NBR: 108000820
File Type: LEGAL
Comm Type: P PHONE

Date: 01/21/1997
Time: 14:58:37
Micro:

Analyst Code: 2508JB
Analyst Name: BROWN
Letter Code:

Comments:

More?: Y

*** NAVIS: ORIGINAL ***

CUSTOMER SAYS:

- 4/96, ANTI LOCK BRAKES DID NOT WORK
- 9/96, VEHICLE WOULD NOT START (WAS SMOLDERING NEAR BATTERY)
- 12/21/96, AFTER TWO HOURS IN A PARKING LOT--THERE WERE FLAMES UNDER THE GAS TANK AREA AND ALSO IN THE ENGINE AREA (3 FIRE EXTINGUISHERS WOULD NOT EXTINGUISH)
- ONE BATTERY CABLE WAS REMOVED THEN THE FIRE DEPARTMENT WAS ABLE TO EXTINGUISH
- WAS TOWED TO JOE CARINI
- MOST OF THE DAMAGE WAS TO THE UNDERNEATH OF VEHICLE
- VEHICLE WAS REPAIRED--APPROX. 27TH

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

E196 FIRST COMMENTS FOR CONTACT

LPORC87

CSOR0010

MORS II Contact Comments

01/22/1997 08:56:46

Last Name: [REDACTED] VIN: 1LNLM82W5RY690114
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
aler: JOE CARINI L-M SALES I Dist/Reg: 41

CONTACT NBR: 108000820 Date: 01/21/1997 Analyst Code: 2508JB
File Type: LEGAL Time: 14:58:40 Analyst Name: BROWN
Comm Type: U UPDATE Micro: Letter Code:

Comments:

More?: Y

- CUSTOMER IS AFRAID THAT THIS (A FIRE) IS GOING TO REOCCUR
- 3 DAYS LATER THE ANTI LOCK BRAKE LIGHT CAME ON - 1/3
- PART WAS NOT IN STOCK, HAD TO COME BACK TO REPAIR - 1/20
- ANTI LOCK LIGHT HAS COME ON AGAIN (1/20/97) --TOWED BACK TO CARINI
- TODAY HE RECEIVED A \$500 INVOICE FROM THE FIRE DEPARTMENT
- CUSTOMER FEELS THAT THE REAL CAUSE OF THE FIRE HAS NOT BEEN FOUND, THERE IS SOMETHING ELECTRICAL WRONG WITH THE VEHICLE

*
PER CUSTOMER, DEALER SAYS:

- STICKING FUEL PUMP RELAY CAUSED THE FIRE (PER RUSS ZIMMERMAN)
- 12/23--VEHICLE NEEDS NEW BRAKES, REPLACED

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED

LPORC87

CSOR0010

MORE II Contact Comments

01/22/1997 08:56:48

Last Name: [REDACTED] VIN: 1LNLM82W5RY690114
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
ler: JOE CARINI L-M SALES I Dist/Reg: 41

CONTACT NBR: 108000820 Date: 01/21/1997 Analyst Code: 2508JB
File Type: LEGAL Time: 14:58:45 Analyst Name: BROWN
Comm Type: U UPDATE Micro: Letter Code:

Comments:

More?: Y

- 1/20--IT IS THE BATTERY
- PER FRANK WILLIAMS, ASKED IF THE CUSTOMER WANTED TO TRADE THE VEHICLE
- DEALERSHIP IS IN THE PROCESS OF BEING SOLD TO GORDIE BOUCHER

CUSTOMER SEEKS:

- WOULD LIKE TO KNOW (IN WRITING) WHAT THE (ROOT) CAUSE OF THE FIRE WAS/ WHY DID THE FUEL PUMP STICK--WAS IT AN ELECTRICAL MALFUNCTION?
- WOULD LIKE IN WRITING WHAT WAS REPAIRED AND WHAT SYSTEMS WERE TESTED?
- WOULD LIKE TO KNOW WHAT WAS DAMAGED?
- WOULD LIKE A GUARANTEE THAT THE ROOT CAUSE HAS BEEN REPAIRED AND THAT THE VEHICLE IS SAFE TO LEAVE UNATTENDED?

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED

LPORC87

CSOR0010

MORE II Contact Comments

01/22/1997 08:56:50

Last Name: [REDACTED] VIN: 1LNLM82W5RY690114
Home Phone: [REDACTED] Bus. Phone: [REDACTED] Ext:
ler: JOE CARINI L-M SALES I Dist/Reg: 41

CONTACT NBR: 108000820 Date: 01/21/1997 Analyst Code: 2508JB
File Type: LEGAL Time: 14:58:47 Analyst Name: BROWN
Comm Type: U UPDATE Micro: Letter Code:

Comments:

More?: Y

- ACKNOWLEDGEMENT THAT THERE WERE NO SERVICE BULLETINS OR RECALLS PERTAINING TO THIS CONCERN AND THAT IT IS NOT RELATED TO THE PREVIOUS SMOLDERING.
- WHAT TO DO ABOUT THE \$500 INVOICE

CAC ADVISED:

- REGARDING DIAGNOSING WHAT CAUSED THE FIRE AND ADVISING WHAT WAS REPAIRED:
 - * THERE ARE NO CURRENT RECALLS ON THE VEHICLE
 - * DEALERSHIP IS THE BEST TECHNICAL RESOURCE
 - * MR. RUSS ZIMMERMAN (SVC MGR) IS IN THE BEST POSITION TO ASSIST YOU.
- REGARDING THE FIRE:

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED

LPORC87

CSOR0010

MORE II Contact Comments

01/22/1997 08:56:53

Last Name:
Home Phone:
ler:

JOE CARINI L-M SALES I

Bus. Phone:

VIN: 1LNLM82W5RY690114

Ext:

Dist/Reg: 41

CONTACT NBR: 108000620

Date: 01/21/1997

Analyst Code: 2508JB

File Type: LEGAL

Time: 14:58:52

Analyst Name: BROWN

Comm Type: U UPDATE

Micro:

Letter Code:

Comments:

More?: N

* INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE APPROPRIATE
DEPARTMENT FOR REVIEW (NO TIME FRAME GIVEN)

***CUSTOMER IS AWAY FROM HIS HOME FREQUENTLY, HE REQUESTS THAT THE PERSON WHO
CONTACTS HIM LEAVE A MESSAGE SO HE CAN CALL BACK***

F1-HELP F3-EXIT F5-ADD F7-PREV F8-NEXT F11-CANC LTR F12-BASIC INFO
1002 REQUESTED INFORMATION DISPLAYED

LPORC87