

EA02-025

FORD 10/27/03

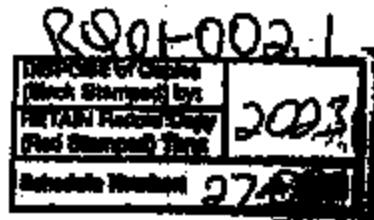
APPENDIX N

BOOK 13 OF 61

PART 1 OF 4

Plaud, Zaida (Z.)

From: Ott, David (D.J.)
Sent: Thursday, January 16, 2003 11:55 AM
To: Plaud, Zaida (Z.); Wickenheiser, Francis (F.J.)
Cc: Newl, Ray (R.A.)
Subject: FW: EA02-025 Engine Compartment Fires



Zaida, please log this as RQ01-002.1

Joe, let's talk when you have a minute or two.

-----Original Message-----

From: York, Bruce <NHTSA> (mailto:Bruce.York@nhtsa.dot.gov)
Sent: Tuesday, January 14, 2003 10:12 AM
To: dott@ford.com
Cc: York, Bruce <NHTSA>; Quandt, Jeff <NHTSA>
Subject: RE: EA02-025 Engine Compartment Fires

David,

It's been a few weeks since we spoke. I hope your holidays went well. When we spoke a few weeks ago, I mentioned that I would be sending over a spread sheet with a list of VINs that I am trying to get some additional information on.

I have attached a spread sheet to this e-mail that includes these numbers. Could you take a look at this attached spread sheet and complete the following information by filling in the appropriate column:

Based on the VIN, was the vehicle included in recall 99V124?

If the vehicle was included in recall 99V124, was the recall performed prior to the fire?

If the vehicle was included in recall 99V124, what date was the service performed?

Please provide the build dated for each of the VINs in the spread sheet that are not already complete.

Also provide the incident date and in service date for the VINs that do not already have the information complete.

I appreciate you helping me fill in this information. If you have any questions, please call at the number below. If you are calling back today I can be reached at 703-330-5873.

Thank You,

Bruce York
Department Of Transportation
Office of Defects Investigation
(202) 368-6938
(800) 986-9678 Ext. 66938

>>> dott@ford.com 12/04/02 13:06 PM >>>

I believe the information contained in Appendix I of our 2/15/99 response to the PE provides the complete list of vehicles, by model year, that used this switch. This list shows that '93-'95 NY Mark VIII vehicles also used the switch.

Other matrices that reflected speed control deactivation switch usage across other vehicle lines were developed by our engineering community through their normal course of business, however these matrices include information on switches that differ from the switch used on the subject vehicles.

Regards,

David J. Ott
External Investigations and TREAD Reporting Manager
Automotive Safety Office
Fairlane Plaza South, Ste. 500
330 Town Center Drive
Dearborn, MI 48126

Phone: 313-33-76645
Fax: 313-59-42268

-----Original Message-----

From: York, Bruce <NHTSA> [mailto:Bruce.York@nhtsa.dot.gov]
Sent: Tuesday, December 03, 2002 12:12 PM
To: dott@ford.com
Subject: RE: EAD2-025 Engine Compartment Fires

David,

Thanks for the information. Was this switch used on any other Ford, Lincoln, Mercury vehicles? I have some spread sheet that shows it used on Broncos, Capri, Club Wagons, Explorers and others.

Thank You,

Bruce York
Department Of Transportation
Office of Defects Investigation
(202) 366-6938
(800) 986-9678 Ext. 66938

>>> dott@ford.com 12/03/02 11:56AM >>>
The subject speed control deactivation switch (was used on Town Car vehicles built between November, 1991 (1992 MY) and November, 1997 (1997 MY). It was also used on Crown Victoria and Grand Marquis vehicles built between February, 1 992 (1992 MY) and November 1997 (1997 MY). This is the same part number switch as that used on the recalled vehicles (99815).

Regards,

David J. Ott
External Investigations and TREAD Reporting Manager
Automotive Safety Office
Fairlane Plaza South, Ste. 500
330 Town Center Drive
Dearborn, MI 48126

Phone: 313-33-76645
Fax: 313-59-42268

-----Original Message-----

From: York, Bruce <NHTSA> [mailto:Bruce.York@nhtsa.dot.gov]
Sent: Tuesday, December 03, 2002 11:02 AM
To: dott@ford.com
Subject: EAD2-025 Engine Compartment Fires

Dave,

As we spoke about today, I am looking for a complete model and model year list of Ford, Lincoln, or Mercury vehicles that used a speed control deactivation switch that is the same or substantially similar to the switch that was the subject of Ford recall 99815. I believe the part number for this switch is xxxx 9F924 xx. Once I have a chance to review this list of model and model years, I will send over a list of VINs to get some information on.

Thanks for your help on this.

Thank You,

Bruce York
Department Of Transportation
Office of Defects Investigation
(202) 366-6938
(800) 986-9678 Ext. 66938

1993 Town Line Fire - cruise control Deteriorated Source
MISC F150

OPENED: TUE 26, 2001

CLOSED:

RPO1-002
EAO2-025

1993-025 0000

CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)

File: →	MISC	Opened:	June 26, 2001	Closed:	
VLD → (Lead)	Sue Pacheco LINCOLN-MERCURY	Assisting Activities:	DAE/GCE/ASO	CAMPAIGN:	
Contacts: →	Brian Goughtry - 40088 Larry Mounce (Baton Rouge Fire Dept) - 229-384-1416			Kris Christensen - 38467 Dave Ott - 76645	

MODELS:	1992-97 TOWN CAR/CROWN VIC/GRAND MARQUIS
Input Source:	DESIGN ANALYSIS
Input Source:	NHTSA INQUIRY RQ01-002 (Re: 98S16) (10-23-01) – Closed RQ01-002 (pe-06-02)
Input Source:	NHTSA INQUIRY EA02-025 (pe-06-02)
Concern Description:	Fires – Cruise control deactivation switch

Mtn #/Date:

CONCERN INVESTIGATION DATA

- 1909/Jun 26 Walk-In by [REDACTED] 993 Town Cars.
 2001 A local Baton Rouge, Louisiana radio station did a report that the fire department is investigating fires on 4 1993 Lincoln Town Cars and has heard of 3 more. The Fire Department spokesman said he would contact NHTSA about 2 outside of 98S16 (1992-93 Town Car/Grand Marquis/Crown Victoria–Cruise Control Deactivation Switch). Attached is an e-mail from the Fire Department to Ford Public Affairs and a copy of an article from the web site of a local newspaper, THE ADVOCATE. The article indicated, among other things:
- One blaze destroyed the home and belongings of a Baton Rouge couple. The car caught fire after it was parked near the house for six hours. The car was included in the recall but had not been brought into a dealership.
 - The NHTSA will receive a report about the two vehicles not included in the recall that caught fire. The Fire Department called NHTSA after a check on the two Town Cars' vehicle identification numbers showed the vehicles were not included in the recall.
- DAE Investigating.
- 1911/Jul 3 DAE:
- Found, confirmed one of the vehicles is outside the recall. Appears high probability caused by the switch. Car has not been moved. When moved, will get contact points to say whether or not was the switch. Burn pattern clearly came from the left side of vehicle.
 - Still trying to find the other two plus the other 3 alleged vehicles.
 - Six (6) notices on one vehicle inside the recall, hadn't brought it back.
- 1912/Jul 10 DAE:
- Have come across several F-150 fires with what appears to be this same switch and cause. Investigations in process.
- CCRG:
- These F-150 incidents (and any others) are noted herein only as information unless confirmed the same cause and switch application.
- 1913/Jul 12 DAE:
- A 1994 F150 Inspected by EAA in Cleveland, MI, had burn patterns similar to those seen in the recall population.
 - DAE Inspected 3 switches from 1994, 1995 & 1997 F-Series/Broncos that had been involved in fires. One of the switches was from the Cleveland vehicle.
- Baton Rouge Fire Department Inspections Executive Summary attached.

CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)

FR:→	MISC	Opened:	June 26, 2001	Closed:
VLD→	Sue Pacheco (Lead) LINCOLN-MERCURY	Assisting Activities: DAE/GCE/ASO		CAMPAIGN:
Contacts: →	Brian Geraghty - 40088	Billy Mounce (Baton Rouge Fire Dept) - 225-334-1410	Kyle Christensen - 35487 Dawn Ott - 762646	

MODELS:	1992-97 TOWN CAR/CROWN VIC/GRAND MARQUIS
Input Source:	DESIGN ANALYSIS
Input Source:	NHTSA INQUIRY RQ01-002 (re: 99S15) (10-23-01) -- Closed RQ01-002 (re: 99S15)
Input Source:	NHTSA INQUIRY EA02-026 (re: 99S15)
Concern Description:	Fires – Cruise control deactivation switch

Mtn. ID Date:

CONCERN INVESTIGATION DATA

1928/Sep 4 ASO: Another article in the Baton Rouge, LA, *THE ADVOCATE*, published 15 August 2001. Photo included. Two excerpts:

- *A man sleeping in a 1992 Mercury Grand Marquis escaped injury last week in a fire only after someone woke him up. "Someone walked by and said, 'Your car's on fire';* said [redacted] a Fire Department spokesman.
- *The Fire Department released information Friday on two Ford Motor Co.-manufactured cars that spontaneously ignited in the past week. That brings to seven the number of similar Ford car fires in the past seven months.*
- *The article continues and quotes a Ford Company spokesman that Ford has looked and investigated and that the investigation is ongoing.*

1943/Oct 30
2001 NOTE: RQ01-002 was listed separately as Agenda Issue AB (CCRG issue #01-1023-07) on today's Agenda pending confirmation it is this issue. Confirmation received that the RQ is in response to these Baton Rouge Incidents. Therefore the RQ01-002 CCRG notes from October 23, 2001 are transferred to this issue (see below) and re-titled.

Walk-In by Lynn Edwards. NHTSA ODI RESUME RQ01-002 (re: 99S15) attached.

MODELS/YEARS: 1992-94 Town Car/Crown Victoria/Grand Marquis

PROBLEM DESCRIPTION:

- *An engine compartment fire can develop during vehicle storage with the engine off and the vehicle unattended.*

DESCRIPTION OF OTHER:

- *The City of Baton Rouge Fire Department provided nine fire reports in the subject population. Each of the fire reports alleges that the fire initiated in the engine compartment.*

SUMMARY:

- *The Office of Defects Investigation (ODI) has received six complaints and nine fire department reports involving a total of 15 engine compartment fires on model year 1992-1994 Lincoln Town Car, Mercury Grand Marquis and Ford Crown Victoria vehicles. Each report includes an allegation that the vehicle caught fire while parked with the engine off.*
- *The SUMMARY goes on to discuss NHTSA's EA99-008 and Ford's Safety Recall 99S15 and notes that 11 of the 15 complaints are confirmed beyond the scope of the recall, one was within but not known if recall was performed, and 3 are unknown at this time.*

ASO will schedule a kick-off meeting upon receipt of the inquiry.

Put under "C – GOVERNMENT INQUIRIES"

- Page 2 -

CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)

File: →	MISC	Opened:	June 26, 2001	Closed:	
VLD →	Sue Pacheco (Lead) LINCOLN-MERCURY	Assisting Activities: DAE/GCE/ASO		CAMPAIGN:	
Contacts: →	Brian Geraghty - 40008	Barry Mounce (MotorRouge Fins Dept) - 220-384-1410		Kris Christiansen - 38497	Dave Ott - 78845

MODELS:	1992-97 TOWN CAR/CROWN VIC/GRAND MARQUIS
Input Source:	DESIGN ANALYSIS
Input Source:	NHTSA INQUIRY RQ01-002 (Re: 99S15) (10-23-01) – Closed RQ01-002 (09-08-02)
Input Source:	NHTSA INQUIRY EA02-025 (08-08-02)
Concern Description:	Fires – Cruise control deactivation switch

Mtg #/Date:

CONCERN INVESTIGATION DATA

2018/Sep 10 ASO: NHTSA has closed RQ01-002 and upgraded the investigation to EA02-025 (09-08-02)
 2002 MODEL YEARS: 1992-97 Town Car / Crown Vic / Grand Marquis

PROBLEM DESCRIPTION: *The speed control deactivation switch can develop an internal short resulting in a fire.*
 SUMMARY:

- In its letter dated May 13, 1999 to ODI, Ford indicated that it would conduct a safety recall (NHTSA Recall number 99V-124 or Ford 99S15) to remedy an overheating speed control deactivation switch in approximately 279,000 subject vehicles. The vehicles Ford determined to be affected by the recall are model year (MY) 1992-93 Lincoln Town Car vehicles built from November 4, 1991 through November 30, 1992 and MY 1992-93 Ford Crown Victoria and Mercury Grand Marquis vehicles built from February 5, 1992 through November 30, 1992.
- Since opening RQ01-002, ODI has identified eight additional reports of engine compartment fires in Ford vehicles equipped with a nearly identical speed control deactivation switch but beyond the scope of Ford's recall. Ford's response to ODI's October 19, 2001 letter also provided 31 reports of engine compartment fires in subject vehicles not included in Ford's recall.

ASO will schedule a kick-off meeting upon receipt of the Inquiry.

EPIC-525 000

5962-025 0016

Paul Anton	John Kunz		FAX
Scott Bauer	John Maddox		Christine Sabaitis
Linda Wilkins	Ray Nevi		Rob Biskup 42921
Lynn Edwards	David Ott		Joe Bradley 51024
Ardene Exel	Zalda Plaud		James Vondale 49770
Donna Baker	Joe Renouf		Tom Falahsee 79257
Frank Gaunt	Joe Wickenheiser		Tim Green 86862
Muhammed Ghazali	Dave Yu		Jay Logel 79257
Bill Koeppel	Mike Tokarsky		Mike Vaughn 71165
Kevin Kirschke	Lisa Mokienko		Jim Douglas 03620
Stephanie Sweeney	Tara Brush		Tom Trujillo 79257

NHTSA ODI RESUME

NUMBER OF PAGES 2

DATE: 9/20/01 NHTSA INDIVIDUAL: J. Dennis

INQUIRY NUMBER: R001-002

SUBJECT: Crash Compensation File

ACTION:

NEW Investigation Date: _____

UPGRADED Investigation Date: _____ New Number: _____

CLOSED Investigation Date: _____

COMMENTS: See Attached Resume

Transmission sent by: Zalda Plaud 313-322-0528
 Automotive Safety Office
 Production Vehicle Safety and Compliance

Fax8z-ODI
 09/05/01

ENR2-225 0911



OFFICE OF DEFECTS INVESTIGATION RESUME

INVESTIGATION: RQ01-002

DATE OPENED: 9-20-01

SUBJECT: Engine Compartment Fires

DATE CLOSED:

PROMPTED BY: IB01-042

PRINCIPAL ENGINEER: F. Boris

MANUFACTURER: Ford Motor Company

MODEL(S): Town Car, Crown Victoria, Grand Marquis

MODEL YEAR(S): 1992-1994

VEHICLE POPULATION: TBD

PROBLEM DESCRIPTION: An engine compartment fire can develop during vehicle storage with the engine off and the vehicle unattended.

FAILURE REPORT SUMMARY

	ODI	MANUFACTURER	TOTAL
COMPLAINTS:	6	TBD	6
CRASHES:	0	0	0
INT CRASHES:	0	0	0
# INJURIES:	0	0	0
FAT CRASHES	0	0	0
OTHER: *	9	0	9

Description of Other: The City of Baton Rouge Fire Department provided nine fire reports in the subject population. Each of the fire reports alleges that the fire initiated in the engine compartment.

ACTION: A Recall Query has been opened.

ENGINEER: F. Boris

DIV CHF:

CRE DIR:

DATE: 9/20/01

DATE: 9/20/01

DATE: 9/20/01

SUMMARY: The Office of Defects Investigation (ODI) has received six complaints and nine fire department reports involving a total of 15 engine compartment fires on model year 1992-1994 Lincoln Town Car, Mercury Grand Marquis and Ford Crown Victoria vehicles. Each report includes an allegation that the vehicle caught fire while parked with the engine off.

ODI opened a Preliminary Evaluation (PE98-055) after receiving 12 reports of under hood fires in the subject vehicles. ODI's investigation was later upgraded to an Engineering Analysis (EA99-006) during which an additional 101 reports were identified from both ODI and Ford sources.

In its Letter dated May 13, 1999 to ODI, Ford indicated that it would conduct a safety recall (99V-124 or Ford 99S15) to remedy a overheating speed control deactivation switch in approximately 279,000 subject vehicles. The vehicles Ford determined to be affected by the recall are model year (MY) 1992-1993 Lincoln Town Car vehicles built from November 4, 1991 through November 30, 1992 and MY 1992-1993 Ford Crown Victoria and Mercury Grand Marquis vehicles built from February 5, 1992 through November 30, 1992. However, 11 of the 15 complaints identified above have been confirmed as having build dates beyond the scope of Ford's recall. One of the complaints was within the scope, but it is not known whether the recall remedy had been performed. At the time of this writing, ODI does not have adequate information on the three remaining complaints to determine their build dates.

A Recall Query is warranted to determine the appropriateness of the scope of Recall 99V-124.

Edwards, Lynn (L.M.)

From: Kinchla, Kevin (K.K.)
Sent: Wednesday, August 29, 2001 8:51 AM
To: Patel, Bharat (B.J.); Edwards, Lynn (L.M.)
Cc: Tolarky, Michael (M.); Swanson, Stephanie (S.L.)
Subject: 26 August 2001 - Article from AP on CV/GM/TC

Bharat and Lynn,

The Baton Rouge, LA paper the Advocate published the following article on 25 August, 2001.
<http://www.theadvocate.com/news/story.asp?StoryID=23991>

[redacted] Published on 8/25/01

Fire Department sees pattern in Ford fires, hopes for remedy

By MARLENE VAAINA <marlenev@bentonmail.com>
Advocate staff writer

A man sleeping in a 1992 Mercury Grand Marquis escaped injury last week in a fire only after someone woke him up.

"Someone walked by and said, 'Your car's on fire,' " said [redacted] a Fire Department spokesman.

The Fire Department released information Friday on two Ford Motor Co.-manufactured cars that spontaneously ignited in the past week. That brings to seven the number of similar Ford car fires in the past seven months.

The fires resemble ones involving recalled Ford cars, [redacted] id. Ford blamed a faulty speed control deactivation switch in the cruise control system for the burned cars included in the 1999 nationwide recall.

A company spokesman, Mike Vaughn, said there is no pattern to the fires that spontaneously begin in the front, left-hand side of 1992, 1993 or 1994 Lincoln Town Cars, Mercury Grand Marquis or Ford Crown Victorias.

"We have looked and investigated statistically into this issue, and the data did not indicate there is a problem," Vaughn said. "The investigation is ongoing."

The Fire Department began investigating the car fires in June. The latest fire involved a 1993 Lincoln Town Car that ignited in a Mall of Louisiana parking lot Thursday afternoon and damaged four other cars.

No one has been injured in the fires.

All seven cars were parked for several hours, and most of the resulting fires damaged homes or other cars.

Mounce said.

Mounce said he believes a pattern has developed and that he hopes Ford's investigation produces information that may save lives and property.

"Since it happens when the car is parked, it's a higher potential for someone to be in a house next door and get hurt," Mounce said.

A fire involving a 1993 Lincoln Town Car burned a Shermoor Drive house to the ground. One of two previous Ford manufactured car fires set an East Magna Carta Place apartment complex afire in 1999, causing \$600,000 worth of damage, Fire Department officials have said.

Ford recalled 1992 Lincoln Town Cars, Mercury Grand Marquis and Ford Crown Victorias in 1999 after receiving 147 reports of the cars spontaneously igniting because of the faulty switch.

The recall urged owners of 279,000 vehicles to take the cars to a dealership to get the faulty switch replaced.

Six of the seven burned cars in Baton Rouge were not part of the recall. Ford Motor Co. sent investigators in June to look at two 1993 Lincoln Town Cars that caught fire.

Investigators found that one of the cars was included in the recall, Vaughn said.

"That recall was not carried out and could have resulted in a fire," he said.

Vaughn said in June that owners of recalled vehicles were notified through the mail numerous times until they took their cars to a dealership.

Investigators came to Baton Rouge twice to look at the other Town Car, which was not part of the recall.

"We have, thus far, not been able to determine the cause in that case," Vaughn said.

Mounce said Ford consumer relations representatives refused to check vehicle identification numbers of the two cars that burned this month. The numbers are used to determine if the cars were part of the 1999 recall.

In addition, public relations representatives to whom Mounce was told to report additional fires never returned his calls.

However, Vaughn said he and the chief investigator in the car fire cases will look up the numbers and investigate every new case that comes up.

"We hope to look at the remains of the vehicles in the weeks ahead," Vaughn said. "We've looked at cases they've provided and if there are more vehicles, we'd be happy to look at them."

Mounce has passed information on the fires to Ford and the National Highway Traffic Safety Administration.

"(The Fire Department) is kind of at an end here for what we can do about it," he said.

The following is the photo and caption that appeared in the article:



Advocate staff photo by Arthur D. Leuck
Jefferson Opal walks by a burned out 1993 Mercury Grand Marquis



ENR2-623 6615

BATON ROUGE FIRE DEPARTMENT INSPECTIONS
- EXECUTIVE SUMMARY -

BACKGROUND

- The Automotive Consumer Services Group, Public Affairs Office, was contacted by Barry Mounce of the Baton Rouge Fire Department Public Information Office on or about 6/21/2001, regarding four 1993MY Lincoln Town Cars that were involved in fires in the Baton Rouge area in the last four months. Mr. Mounce was also planning on notifying the NHTSA about these vehicles.
- On June 22, Public Affairs contacted Automotive Safety Office & Design Analysis Engineering, also, the Baton Rouge Advocate published a newspaper story regarding these vehicles and the fact that some of them were not subject to Ford Safety Recall #99S15, involving the Speed Control Deactivation Switch (copy of news article included as Attachment I).
- On June 28, a Design Analysis Engineer participated in inspections of two of these vehicles with Haley Carter, the Baton Rouge Fire Department's Chief Fire Investigator.

INITIAL INSPECTIONS

- FIRST vehicle, inspected at the fire scene, was 1993 Town Car, VIN 1LNLM82W3PY[REDACTED], owned by [REDACTED]. Vehicle build date was 5/28/1993, approximately 7 months after the 99S15 recall population. Burn patterns on the vehicle were similar to those found on recall vehicles which had experienced a fire. [REDACTED] interviewee interviewed and reported that he had recently noticed his speed control did not work, but he had not taken vehicle in for service yet (this is a symptom which could be caused by a failing Speed Control Deactivation Switch). The switch was removed from the vehicle and retained by Mr. Carter for analysis (switch build date code is 4/14/1993). Mr. Carter also agreed to return when the vehicle is removed from the scene to gather fall-down material under the vehicle, also for analysis. Analysis scheduled for TBD date.
- SECOND vehicle (inspected at CoParts Salvage Yard, Greenwell Springs, La) was 1993 Town Car, VIN 1LNLM82WRP[REDACTED], owned by [REDACTED]. Vehicle build date was 10/9/1992, making this vehicle part of the 99S15 recall population. Vehicle was totally destroyed in the fire incident and the Proportioning Valve Assembly, which includes the Speed Control Deactivation Switch, had been removed by an unknown, previous inspector.
- Neither of the other two vehicles mentioned by Mr. Mounce could be located at this time. The second fire incident mentioned in the Advocate article occurred at the [REDACTED] residence. The vehicle VIN is 1LNLM81W4PY[REDACTED] (build date 1/6/1993, 7 weeks after end of recall population) and the last known owner in Ford records is [REDACTED] of New Orleans, La. Mr. Carter thought he recalled that the vehicle was in storage in Metairie, La (New Orleans area).
- The last vehicle, VIN 1LNLM81W7PY[REDACTED] (build date 7/29/1993, 8-1/2 months after end of recall population) last owner in Ford records is [REDACTED] Baton Rouge, La. A drive-by inspection of this address indicated that major exterior renovation/reconstruction was underway but the vehicle was no longer present.

OTHER INFORMATION

- On June 28, 2001, a 1994MY F150 with 125,000 miles, was inspected by EAA personnel in Cleveland, Mississippi. The inspector reported burn patterns similar to those seen in vehicles in the recall population (refer to Investigation Report in Attachment II). The Speed Control Deactivation switch had already been removed by [REDACTED], a plaintiff's witness who is an acquaintance of the owner.

BATON ROUGE FIRE DEPARTMENT INSPECTIONS
- EXECUTIVE SUMMARY -

- Ford has been contacted by [REDACTED] an associate of [REDACTED] who is also familiar with Recall #99S15. He invited Design Analysis Engineering to participate in the dis-assembly of three switches he has in his possession that came from 1994, 1995 & 1997 F-Series/Broncos that had been involved in fires (Attachment III). One of the switches [REDACTED] has is from the F150 inspected by EAA in Cleveland, Ma., mentioned above.

NEXT STEPS

- (1) Contact Mr. Carter to schedule inspection of debris from [REDACTED] vehicle; dis-assemble switch (left voice mail message 7/10).
- (2) Attempt to locate the [REDACTED] vehicles, first through Mr. Carter, then via direct contact.
- (3) Review vehicles & switches from three vehicles identified by plaintiff's expert, [REDACTED] of Hoschton, Georgia, as possible switch failures (scheduled for 7/27).
- (4) Search NHTSA data for other possible occurrences (by 7/13).

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ATTACHMENT I

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Ford investigating fires in Lincoln Town Cars

By MARLENE HAANES
Advocate staff writer

Ford Motor Co. will put investigators to work on three of four cases of 1993 Lincoln Town Cars spontaneously catching fire in the past four months in Baton Rouge, a company spokesman said Thursday.

The fires apparently started under the left side of the hoods of the cars, and one blaze destroyed the home and belongings of a Baton Rouge couple, said Barry Mounce, a spokesman for the Fire Department.



Advocate staff photo by
Bradley J. Bassett
Patty and Terry Cook said
they found the car on fire in
the courtyard June 14, and a
neighbor helped keep
flames at bay with a garden
hose until the Fire
Department arrived.

One of the four cars was part of a 1999 recall by the company for a faulty switch in the electrical system, which could possibly ignite the car. The recall was in response to 147 reports of fires due to the switch, said Miles Vaughn, a spokesman for Ford Motor Co.

The company recalled 279,000 Lincoln Town Cars, Mercury Grand Marquis and Ford Crown Victorias because of the faulty switch in vehicles produced between dates in 1991 and 1992.

The electrical-system recall was also listed in a National Highway Traffic Safety Administration recall database. The agency was investigating 49 reports of spontaneous fires before Ford Motor Co. began its recall, according to an agency report.

Ford sent letters to car owners "strongly urging" them to bring their cars into a dealership to replace the faulty switch, Vaughn said.

The company kept track of cars that owners brought in through an outside agency and then sent out reminder postcards and letters to owners who did not bring in their cars, he said.

The Town Car in Baton Rouge included in the recall was not brought into a dealership. The car caught fire May 13

A-I
PG 2 of 4

at [REDACTED] after it was parked near the house for six hours.

The fire, which began under the hood, destroyed the house, Mounce said.

Two of the four car fires in question involved 1993 Lincoln Town Cars not included in the recall, Mounce said.

The latest fire occurred June 14 at [REDACTED] causing damage to the Town Car, a carport and a Chevrolet Tahoe parked next to the Town Car.

The owners of that Town Car, [REDACTED] and [REDACTED] said they were getting ready for bed when they heard three explosions.

[REDACTED] then got his wife and two small children out of the house, and saw the Town Car on fire. It was parked for five hours before it ignited.

"If we had been asleep, (the car) would have burned the house down," [REDACTED] said. "It's about as big as my thumb, that little switch."

[REDACTED] said her insurance company is covering her damages, and she only hopes that Ford Motor Co. looks into why her car and another car in Baton Rouge not included in the recall caught fire in a similar way to cars included in the recall.

Vaughn said Ford's investigators will look into the fires, but added that fires can start other ways than faulty speed-control switches.

"If a fire were to occur from the switch, it would originate in the left, front under-hood area," Vaughn said. "We have to look into it because fires can happen for a lot of reasons."

[REDACTED] said the similarities are too strong for her car not to be affected by the same faulty switch.

"We didn't get a recall notice, and we're going, 'Why?' It was a 1993 Town Car," she said. "People need to know about this."

Mounce said fires due to the faulty switch occur in the left, front area of the car and may ignite from a couple minutes to several hours after a car is parked.

The NHTSA will receive a report about the two vehicles not included in the recall that caught fire, Mounce said.

The Fire Department called the agency Thursday after Mounce ran a check on the two Town Cars' vehicle identification numbers.

A - I
Pg 3 of 4

The numbers showed the vehicles were not included in the recall. NHTSA officials told Mounce they would investigate any cars not included in the recall that seemed to spontaneously catch fire in the area of the electrical-system switch.

The third of the four recent fires is still under investigation. The VIN was too burned to retrieve.

At least three other Town Cars have caught fire in Baton Rouge in recent years, but the nature of the fires were not as consistent as the past four months' fires, Mounce said.

One fire began in the left front area of a Lincoln Town Car and set an apartment complex at 1907 E. Magna Carta Place on fire Feb. 19, 1999, causing \$600,000 worth of damage, Mounce said.

Fire Department investigators are also going through records of car fires and checking to see if 1992 or 1993 Town Cars, Grand Marquises or Crown Victorias were involved.

"If anyone has these cars, they need to contact their local dealer," Mounce said. "If they find they are not on the recall list and still have concerns, dealers can give them numbers for help."

Concerned car owners can call and check if their car was recalled by running their VINs, which is located in the left-hand, front corner of a car's dashboard, through Ford Motor Co.'s Customer Relations Center at 800-392-3673.

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CASE #1559791761

PRODUCT INVESTIGATION REPORT

FIRES

P-1

ATTACHMENT I

PG 1 of 6

Mail #1559791761

Date of Incident 6/19/01 19 Hour 5:45 P.M.I. OWNER-DRIVER-CLAIMANT

Owner [REDACTED] Age [REDACTED]
 Address [REDACTED] Phone No. [REDACTED]
 Driver Name [REDACTED] Age [REDACTED]
 Address [REDACTED] CLEVELAND, MS Phone No. [REDACTED]
 Claimant Name [REDACTED] Age [REDACTED]
 Address [REDACTED] CLEVELAND, MS Phone No. [REDACTED]

Is claimant represented by an attorney? Yes NoIf "Yes", give name and address _____

_____II. VEHICLE

Make FORD V.I.N. 1FTEX15N2RK4 Year 1994 Model F150
 Miles 125,000 Trans. Type AUTOMATIC Axis Type SINGLE Engine Type 5.0 LITER
 Delivery Date 1/29/94 New, Used or Demo NEW Lis. No. _____ State MS
 Dealer BOB'S FORD Address CLEVELAND, MS
 Inspection Sticker No. _____ Inspection Station No. _____ Exp. Date _____
 Principal use(s) of vehicle BUSINESS-SERVICE TRUCK
 Special vehicle feature, equipment, modifications MOBILE PHONE
 If vehicle is a truck, state gross pay load and location and description of load at time of incident. N/A

Nature and extent of damage to vehicle and estimated cost of repairs. (Attach copy of witness.) NO ESTIMATE OF REPAIR AVAILABLE, HOOD, WIRING HARNESSSES, LEFT SIDE UNDERHOOD NEAR MASTER CYL, AND ALLEGED MASTER CYLINDER AND CRUISE DE-ACTIVATION SWITCH.

Is vehicle subject to any recall campaign? Yes No If "Yes", identify _____

Was campaign performed? Yes No

III. PROPERTY DAMAGE

Was another vehicle involved? NO Year, make and model _____
 Other vehicle speed estimate _____ MPH By whom _____
 Owner name and address _____
 Driver name and address _____
 Extent of damage _____
 Was property (other than a motor vehicle) damaged? (list extent and nature of damage, name of owner) NO

IV. ELECTRICAL SYSTEM

A. Apparent point of fire origin UNDERHOOD IN THE VICINITY OF THE BRAKE MASTER CYLINDER AND THE FUSE RELAY CENTER ON THE LEFT SIDE OF VEHICLE.

B. Fault Trends:

1. fuse/switch breakers blown #8, 15a, COURTESY, SPEEDOMETER, ETC,

2. overheat fuses used NONE

C. Note electrical component(s) damaged/destroyed FUSE RELAY CENTER AND WIRING HARNESES.

D. Wiring at point of fire origin:

1. wires penetrated by sheet metal or screws/solder applied NONE

2. proper/improper routing NONE

3. insulation/insulator condition - subject to chafing erosion NONE

4. color of any bare copper wire COPPER ONLY

5. wire strands fused/welded together NONE

6. bending or kinking of wires where separated NONE

E. Check condition of components:

1. utilize external power source to determine if component still functions (excessive draw? drag?) NONE

2. attempt to manually rotate electromechanical components (e.g. blower motor, etc.) NO DAMAGE

V. EXHAUST SYSTEM

A. Check appearance of:

1. catalytic converter N/A

2. muffler N/A

3. exhaust manifold N/A

4. component clearance to floor pan, crossmembers, other components, etc. N/A

5. note any holes, dents, separation, missing components (e.g. heat shields, manifold bolts, etc.) NONE

V.**FUEL SYSTEM**

A. Examine tank, lines, fuel metering system for evidence of fuel leaks N/A

B. Note any evidence of modified or non standard items N/A

VII.**CHASSIS/STEERING/DRIVELINE**

A. Inspect engine for evidence of possible oil leaks NONE DETECTED

B. Possible brake fluid leak BRAKE FLUID RESERVOIR DESTROYED PER DRIVER

C. Transmission cooler connection leak NONE DETECTED

D. Power steering fluid leak NONE DETECTED

VIII. GENERAL COMMENTS:

A. Analyze and describe burn patterns:

1. paint baked/poked/battered, PAINT BURNED, PEELED, HOOD PANEL, ABOVE MASTER CYL.
2. bare metal/oxidized (not red) NO RED RUST METAL
3. low temperature burns heat damaged (refer to "Black Report" sheet if possible available at most local fire departments) GRAY BURN ABOVE MASTER CYLINDER ON INNER & OUTER HOOD PANEL
4. condition of plastic, rubber, cloth fabric WIRING HARNESSES DAMAGED UNDERHOOD ON THE LEFT SIDE OF VEHICLE

B. Results of analysis There was a fire in the vicinity of the master cylinder and fuse/relay center on the left side of the vehicle, underhood. Wires harnesses and fuse/relay center were damaged. The master cylinder/cruise de-activation switch had been removed and were not available for inspection.

C. When was the last time the customer was in for service? Customer performed it's own vehicle service.

D. Results of observations (smell or observe the condition(s) what(s)) I MUST DISAVOW THAT THE MASTER CYLINDER/CRUISE DE-ACTIVATION SWITCH CAUSED THE FIRE SINCE THEY HAD BEEN REMOVED AND TAKEN TO FORD BY ANOTHER INSPECTOR, PER HENRY ESCH.

E. Additional comment HENRY ESCH STATED THAT AN INSPECTOR REPRESENTING FORD HAD REMOVED THE MASTER CYLINDER/CRUISE DE-ACTIVATION SWITCH AND TAKEN IT TO FORD IN ATLANTA, GA. I WAS UNABLE TO CONTACT THE INSPECTOR, CHARLIE MILLER, COMPANY UNKNOWN.

Inspector RICHARD R. MUNN, I.C.

Service Manager EAA SERVICE ASSOCIATE

Date JUNE 28, 2001

Customer _____

21p. _____

Case Number _____

Date 07/24/01

1. How was the vehicle being used when the fire was first noticed? DRIVER, [REDACTED] HAD JUST COME HOME FROM TRAVELING APPROXIMATELY 240 MILES DURING THE DAY, MAKING SEVERAL STOPS. THE TRUCK WAS PARKED AT HIS HOME AND A NEIGHBOR ADVISED HIM THAT SMOKE WAS COMING FROM UNDER THE HOOD. FIRE DEPT. WAS CALLED BUT [REDACTED] NEIGHBOR HAD FIRE EXTINGUISHED WHEN THEY ARRIVED.

2. Driver observations of vehicle performance prior to noticing fire (e.g. swerving rough, smoked bad, etc.) THERE WAS NO INDICATION OF A PROBLEM PRIOR TO PARKING THE TRUCK AT HIS HOME.

3. Location of initial fire (e.g. under dash-right side, etc.) THE INITIAL FIRE WAS IN THE VICINITY OF THE BRAKE MASTER CYLINDER/CRUISE DE-ACTIVATION SWITCH, PER [REDACTED] LOCATION ON THE LEFT SIDE OF ENGINE UNDERHOOD.

4. Location of initial smoke (e.g. under dash-right side, etc.) LOCATION OF SMOKE CAME FROM UNDER THE HOOD ON THE LEFT SIDE IN THE VICINITY OF THE BRAKE MASTER CYLINDER/CRUISE DE-ACTIVATION SWITCH.

5. Additional comment [REDACTED] DRIVER, STATED THAT THE MASTER CYLINDER/CRUISE DE-ACTIVATION SWITCH HAD BEEN REMOVED BY AN INSPECTOR FOR FORD. ALSO, IT HAD BEEN TAKEN TO FORD IN ATLANTA, GA. [REDACTED] WAS UNABLE TO COMPLETE THE INSPECTION SINCE THE ALLEGED PART THAT CAUSED THE FIRE WAS NOT AVAILABLE FOR INSPECTION.

THIS SHOULD BE RETURNED WITH THE PRIVATE INVESTIGATOR'S STATEMENT TO CONSUMER AFFAIRS,
FAX (313) 444-0471

CASE #1569791781

A-II
Pa Soft

Division: FORD	VIN: 1FTEV46M9KA [REDACTED]
Claimant's Name [REDACTED]	[REDACTED]
Inspected By: RICHARD E. MUNN	

Inspection Date: 6 / 28 / 01

Mileage at Inspection: 125,000

No. # Description

- 0 1994 FORD F150 EXTENDED CAB PICKUP
1. MASTER CYLINDER/CRUISE DE-ACTIVATION SWITCH ON COMPARABLE VEHICLE
2.
3.
4. VIN & GVWR STICKER
5. INSTRUMENT CLUSTER AND STEERING WHEEL
6. FRONT VIEW
7. FRONT VIEW-HOOD PANEL
8. HOOD PANEL-EXTERIOR-DAMAGED
9. HOOD PANEL-INNER-DAMAGED
10. RIGHT SIDE VIEW
11. LEFT SIDE VIEW
12. REAR VIEW
13. BRAKE BOOSTER (O PSS,MASTER CYLINDER)
14. WIRING HARNESS TO WINDSHIELD WIPER MOTOR
15. DAMAGED WIRING HARNESSES-NO SHORTS
16. DAMAGED WIRING HARNESSES-NO SHORTS
17. WIRING HARNESS AT FUSERLAY CENTER
18. LEFT SIDE OF ENGINE
19. WIRING HARNESS/HOSE DAMAGE AT COWL
20. PEELING AND BURNED PAINT-HOOD PANEL-CUTTER
21. FUSERLAY CENTER
22. FUSERLAY CENTER
23. UNDERHOOD-RIGHT SIDE
24.
25.
26.
27.
28.
29.
30.
31.
32.
33.
34.
35.
36.
37.

INCIDENT REPORT
Cleveland Volunteer Fire Department

A-II
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NFIRS-1

FDID	INCIDENT NO. 000443	EXP NO. 09	MO 6	DAY 19	YR 01	DAY OF WEEK Tuesday	3	ALARM TIME 18:55	ARRIVAL TIME 18:57	IN SERVICE 00:15
TYPE OF SITUATION FOUND Vehicle fire						TYPE OF ACTION TAKEN Investigation only				MUTUAL AID None
FIXED PROPERTY USE One-family dwls; year-round use						IGNITION FACTOR Sht electrical				64
CORRECT ADDRESS [REDACTED]						ZIP CODE [REDACTED]	CENSUS TRACT [REDACTED]			
OCCUPANT NAME [REDACTED]						TELEPHONE [REDACTED]	ROOM OR APT. [REDACTED]			
OWNER NAME [REDACTED]						ADDRESS [REDACTED]	TELEPHONE [REDACTED]			
METHOD OF ALARM FROM PUBLIC Telephone direct to fire department						CD. INSPECTION DIST. 1	SHIFT	NO. ALARMS 1		
NO. FIRE SERVICE PERSONNEL RESPONDING 26			NO. ENGINES RESPONDING 2	NO. AERIAL APPARATUS RESPONDING 0			NO OTHER VEHICLES RESPONDING 2			
NUMBER OF INJURIES FIRE SERVICE 0						NUMBER OF FATALITIES FIRE SERVICE 0	OTHER 0			
COMPLEX Dwelling (1-2 family)						MOBILE PROPERTY TYPE Gen'l use sm. items - 1 ton				
AREA OF FIRE ORIGIN Engine/wheel area, running gear.						EQUIPMENT INVOLVED IN IGNITION [REDACTED]	22			
FORM OF HEAT IGNITION Specified arc						TYPE OF MATERIAL IGNITED Polyvinyl	43	FORM OF MATERIAL IGNITED Elect wire/cbl frst	61	
METHOD OF EXTINGUISHMENT Portable extinguisher						LEVEL OF FIRE ORIGIN Grade to 9 feet	1	ESTIMATED LOSS (DOLLARS ONLY)		
						NUMBER OF STORIES	CONSTRUCTION TYPE			
EXTENT OF FLAME DAMAGE						EXTENT OF SMOKE DAMAGE				
DETECTOR PERFORMANCE						SPRINKLER PERFORMANCE				
IF SMOKE BEYOND ROOM OF ORIGIN		TYPE OF MATERIAL GENERATING MOST SMOKE				AVENUE OF SMOKE TRAVEL				
		FORM OF MATERIAL GENERATING MOST SMOKE								
IF MOBILE PROPERTY		YEAR	MAKE	MODEL		SERIAL NO.		LICENSE NO.		
IF EQUIPMENT INVOLVED IN IGNITION		YEAR	MAKE	MODEL		SERIAL NO.				
OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT) Chief John Abide										DATE 6/18/01
MEMBER MAKING REPORT (IF DIFFERENT FROM ABOVE) Inspector Gene Bishop										DATE 6/20/01

ATTACHMENT III
P610PL

CLARKE AUTOMOTIVE CONSULTANTS, INC.

Richard A. Clarke

3955 Highway 53 • Hoschton, Georgia 30548 • (706) 654-4830 • Fax (706) 654-2188
Email: richardclarke@mail.netzero.net

July 10, 2001

Mark Hoffman
Ford Motor Company
528 Parklane Towers West
Three Parklane Blvd.
Dearborn, MI 48126

RE: Ford Fires

Dear Mr. Hoffman:

As requested, please find the following information:

1994 Ford F-150 Vin. #1FTEX15N2R [REDACTED] with build date of 1/94

1995 Ford Bronco Vin. #1FMEU15NSSL [REDACTED] with build date of 4/95

1997 Ford F-150 Vin. #1FTEX17L6VN [REDACTED] with build date of 9/96

Mark as you well know Richard and I are going on vacation in the morning so if you have any questions or concerns, please feel free to call Charlie Miller At Merigold Automotive his number is 662-743-2328.

Sincerely,



Mary A. Clarke

cc: Charlie Miller

5982-826 8828

7-3-01

BATON ROUGE FIRE DEPARTMENT INSPECTIONS

- Met with Fire Investigator Haley Carter on Thursday, June 28. Reviewed four cases he has involving 1993-1994 Town Car fires. Also reviewed facts of Recall 99S15 involving 1992 & 1993 Town Cars, Crown Vic, Grand Marquis.
- Inspected vehicle at fire scene (home of [REDACTED] VIN 1LNLM82W3PY [REDACTED] build date, 5/28/1993).
- Viewed vehicle remains in a second case (E. L. Poulds, VIN 1LNLM82W3PY [REDACTED] build date, 10/9/92).
- Mr. Carter could not locate other two vehicles.
- Attached photographs of inspection of [REDACTED] vehicle, show similar patterns to fires in recalled vehicles. [REDACTED] reported that a few weeks before the fire he noticed trouble keeping his speed control turned on, but he hadn't had time to get it to the dealer yet. This is a sign that the part may be failing.
- Poulds vehicle had part removed already.
- Next Steps: Meet again with Mr. Carter to inspect fallback from [REDACTED] fire scene and locate 3rd vehicle for inspection.

Vaughn, Mike (M.C.)

From:
Sent:
To:
Subject:

BARRY MOUNCE [BMOUNCE@ci.baton-rouge.la.us] — Baton Rouge
Thursday, June 21, 2001 6:15 PM
'mvaughn@ford.com'
VIN

Baton Rouge
FIRE DEPT.

1LNLM82W8P1 ✓
1LNLM81W4P1 ✓
1LNLM82W3P1 ✓
1LNLM81W7P1 ✓

225-354-1410

IF I DO NOT ANSWER MY OFFICE NUMBER, PLEASE CALL ME ON MY CELL
(225) 963-6346

Barry Mounce

4 fires Lincoln Town Cars
heated of 3 more
HE will contact NHTSA
ABOUT 2 outside
of 79SIS

Phone/Fax/Note	7671	Date	7/1/01
To	Brian Gernert	Name	MIKE VAUGHN
Car/Bus	ZBB Wheelock	Do.	
Phone #	449-22	Phone #	72786
Fax #	450-68	Fax #	

Vehicle Previous - New Registration Status
Vehicle History Report

Vehicle: 1993 TOWN CAR Body: 4 DR SEDAN
SIGNATURE
Trans: 4 SPD OD AODE Engine: 4.6L SOHC Cntr: 318JR10A
Axle: AXLE CD: JY
(ROMEO)

Vehicle History Report - 1993 TOWN CAR
1993 SPEED CONTROL DEACTIVATION SWITCH

WARRANTY START DATE 12/21/1992 BUILD DATE 10/08/1992
START ODOM Special Message: LESS THAN TWO DEALER APPROVED
MORSE: AWA REPAIR VISITS PAID TO DATE

Extended Service Plan
There is no Extended Service Plan information associated with this vehicle

Vehicle History Report
System Message: NO REPAIR HISTORY ON VEHICLE

Vehicle History Report
There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNLM82W8P

Vehicle: 1993 TOWN CAR Body: 4 DR SEDAN Engine: 4.6L SOHC Cyls: 318DR11A
(ROMEO)

Trans: 4 SPD OD AODE Axles: AXLE CD: JY

There are no recalls associated with this vehicle

WARRANTY START DATE 02/09/1993 BUILD DATE 01/08/1993
START ODOM Special Message: LESS THAN TWO DEALER APPROVED
AWA REPAIR VISITS PAID TO DATE

MORSE:

CODE: 759

EXPIRED

STANDARD INDOCTIBLE: 50 USD

OWNER NAME:

OPTIONS:

EXPIRATION DATE: 03/09/1999 DISTANCE: 75,000

RENTAL: 30 USD UP TO 5 DAYS TOWING: 45 USD

CONTRACT SOLD BY: USA 12039

System Message:

NO REPAIR HISTORY ON VEHICLE

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNLM81W4P

Vehicle: 1993 TOWN CAR

Body: 4 DR SEDAN
SIGNATUREEngine: 4.6L SOHC Cyls: 318JR11A
(ROMEO)

Trans: 4 SPD OD AODE

Axle: AXLE CD: JY

There are no recalls associated with this vehicle

WARRANTY START DATE 08/25/1993
START ODOM

BUILD DATE 05/28/1993

Special Message: LESS THAN TWO DEALER APPROVED
AWA REPAIR VISITS PAID TO DATEMORSE: "THIS VEHICLE HAD A CUDLIMORS
CONTACT CLOSED WITHIN THE PAST
180 DAYSCODE:741
USA 1998 USED 36/36,000 EXTRACARE
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: [REDACTED]
OPTIONS:
EXPIRATION DATE: 08/11/2001 DISTANCE: 71,342
RENEWAL: 33 USD UP TO 5 DAYS TOWING: 50 USD
CONTRACT SOLD BY: USA 12294

System Message:

NO REPAIR HISTORY ON VEHICLE

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1LNLM82W3P757208 [REDACTED]

Main

Odometer:

Customer Information

BATON ROUGE LOUISIANA

Vehicle Information

Reference #: Reference #:

Model: Model:

Year: Year:

VIN: VIN:

Previous Owner: Previous Owner:

Owner Status: Owner Status:

Sales Type: Sales Type:

367961651

TOWN CAR

1993

1LNLM82W3PY

SUBSEQUENT

SESSIONS

Individual RN

miles

Warranty Start Date: Warranty Start Date:

08/25/1993

Day:

New Field

Recall/ONP

Campaign	Description	Status	Status Date	Dealer
94L12	PASS AIR BAG (FORCED COMPLETION)		01/22/1991	

8882-825 6635

Vehicle Information			
Vehicle: VIN NOT FOUND		Body: VERIFY ENTRY	Engine:
Trans:		Axle:	Cab/Ch:
Recalls			
There are no recalls associated with this vehicle			
Extended Service Plan			
There is no Extended Service Plan information associated with this vehicle			
System Messages		NO REPAIR HISTORY ON VEHICLE	
There is no repair history on this vehicle.			
There is no Extended Service Plan information associated with this vehicle			

End of OASIS report for JLNLM81W7PW [REDACTED]

Q&A



FOR USE ON INQUIRY

Public Affairs

Contact: Karen Shaughnessy 313-337-2786

99n15 - 1992-1993 TOWN CAR/GRAND MARQUIS/CROWN VICTORIA - CRUISE CONTROL DEACTIVATION SWITCH

Q1. Is this a safety recall?

A. Yes, this is a Ford-initiated voluntary safety recall.

Q2. Was there a NHTSA investigation on this issue?

A. Yes, NHTSA has an open investigation, however, this action is being initiated by Ford.

Q3. What circumstances led you to issuing a safety recall?

A. Ford has been investigating reports and possible causes in cooperation with customers, our switch supplier and NHTSA. After conducting an intensive investigation, we have determined that the switch may be susceptible to overheating.

Q4. What vehicles are involved?

A. Approximately 279,000 vehicles are affected, including certain 1992 and 1993 model-year Town Car vehicles equipped with cruise control built at the Wixom Assembly Plant from Nov. 4, 1991, through Nov. 30, 1992, and certain 1992-1993 model-year Grand Marquis and Crown Victoria vehicles equipped with cruise control and built at the St. Thomas Assembly Plant from Feb. 5, 1992, through Nov. 30, 1992.

Q5. What is the concern?

A. The cruise control deactivation switch may short circuit, creating the potential for overheating, smoke and possibly fire. Also, a short may disable the cruise control system or blow the brake light fuse.

Q6. Is there obvious warning to customers?

A. If a short does occur, customers may notice vehicle symptoms such as: the cruise control not functioning, not being able to shift out of park, battery losing charge, brake lights not functioning, brake light warning lamp illuminated and a blown fuse for the brake light.

Q7. Where is the cruise control deactivation switch located and what is its purpose?

A. The switch is in the left side of the engine compartment. The switch is hydraulically operated by brake fluid pressure as a redundant deactivation device for the cruise control.

Q8. Is the switch defective?

A. Yes. This condition is limited to switches produced when these vehicles were built.

Q9. Where would the fire likely occur in affected vehicles?

A. If a fire were to occur, it likely would originate in the left front underhood area.

Q10. Is this a condition that can occur when the vehicle is turned off?

A. Yes. There is electric current running to the switch when the vehicle is turned off.

Q11. How many reports of fires have you received?

A. We are aware of 147 allegations of fires in the left side of the engine compartment.

Q12. Have there been any injuries?

A. We are aware of two alleged injuries, no fatalities.

Q13. What is the repair and how long will it take?

- A. We are implementing a two-stage repair. We're sending letters to customers instructing them to bring their vehicle to their dealer to have the cruise control deactivation switch disconnected to prevent a fire from occurring. This interim repair also will disable the cruise control system.

When replacement switches and connectors become available, dealers will install the new parts. The cruise control system will be restored at this time. Owners will receive a postcard when replacement parts are available. All work will be completed at no expense to owners, and the time needed for either repair is less than one-half day.

Q14. So you don't have replacement switches available now?

- A. We expect replacement parts to be available by mid-June.

Q15. Are you confident that the interim repair will work?

- A. Yes (because it eliminates any electric current for the switch).

Q16. If you have an interim repair, why didn't you inform customers sooner?

- A. Ford has moved quickly to investigate this concern and has just concluded that the switch is defective and the interim repair is appropriate.

Q17. Your letter to NHTSA does not indicate an interim repair. Why?

- A. Ford has moved quickly to investigate this concern and has just concluded that the switch is defective and the interim repair is appropriate.

Q18. Shouldn't these vehicles be parked?

- A. The best action for customers to take is to have their dealer perform the interim repair. We have notified dealers of the interim repair. We recognize that customers may regard the inability to use their cruise control option as an inconvenience, however, we believe this action to be in the best interest of our customers' safety.

Q19. When will you begin mailing customer letters?

- A. We expect to begin mailing customer letters the week of May 24.

Q20. Does this concern have anything to do with the ignition switch recall?

A. No.

Q21. Does Ford use the same cruise control deactivation switch in other vehicles?

A. Similarly designed switches are used in other vehicles but our investigation indicates they do not have the same safety defect.

Q22. What have you done in production to correct this concern?

A. This condition is limited to switches produced when these vehicles were built.

Q23. Are you confident that current production switches won't experience the same problem?

A. Yes (issue is related to a certain period of production of the switch).

Q24. Who makes the switch?

A. We don't disclose names of suppliers in these actions.

Q25. Is this a design issue?

A. No. This condition is limited to switches produced when these vehicles were built.

Q26. Are there any affected vehicles in affiliate and export markets?

A. Affiliate: 1,149

Federalized: 206

Non-Federalized: 3,892

Canada: 10,917

Customer issues:

Q27. What about people who have had a vehicle fire?

A. Fires happen in vehicles for a number of reasons. For example, a fire could be the result of improper vehicle modification (aftermarket accessories), arson, prior accident damage or a faulty repair. Generally, vehicle losses are covered by insurance. Each allegation must be considered on a case-by-case basis depending on the facts.

Q28. What about people who have had property damage – how will they be compensated?

A. Fires happen in vehicles for a number of reasons. For example, a fire could be the result of improper vehicle modification (aftermarket accessories), arson, prior accident damage or a faulty repair. Generally, vehicle losses are covered by insurance. Each allegation must be considered on a case-by-case basis depending on the facts.

Q29. Are you instructing customers to park vehicles outside of their garages/car ports?

A. The best action for customers to take is to have their dealer perform the interim repair. If customers are concerned they should contact their dealer – dealers have been advised of customer handling procedures for the interim repair.

Q30. Many of these vehicles may be in the hands of second and third owners. How will you ensure that you've contacted everyone?

A. As a matter of practice, Ford updates owner name and address records using standard industry practices (Polk).

Reputation issues:

Q31. This is yet another switch-related recall for Ford. Aren't you concerned about the company's reputation?

A. The safety and satisfaction of our customers is our number one priority.

#

5/18/99

Ford Motor Company

AUTOMOTIVE CONSUMER
SERVICES GROUP
PUBLIC AFFAIRS

18000 EXECUTIVE PLAZA DRIVE

2BW-1D

DEARBORN, MI 48126

FAX NUMBER: (313) 337-1165



FROM:	JERREE MARTIN DENISE MORAN MIKE VAUGHN	(313) 337-2899 (313) 337-2826 (313) 337-2789	DATE _____ number of pages _____
TO:	BOB WHEELOCK · BRIAN GERRITY <i>9/22/98</i> <i>9/15/98</i>		
COMMENTS:	JIM CAIN 57119		

Ford investigating fires in Lincoln Town Cars

<http://www.theadvocate.com/news/story.asp?StoryID=22515>

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Ford investigating fires in Lincoln Town Cars

By MARLENE NAANES
Advocate staff writer

Ford Motor Co. will pair investigators to work on three of four cases of 1993 Lincoln Town Cars spontaneously catching fire in the past four months in Baton Rouge, a company spokesman said Thursday.

The fires apparently started under the left side of the hoods of the cars, and one blaze destroyed the home and belongings of a Baton Rouge couple, said Barry Mounce, a spokesman for the Fire Department.



Advocate staff photo by Brady J. Bonner
Patty and Trey Cook said they found the car on fire in the airport June 14, and a neighbor helped keep flames at bay with a garden hose until the Fire Department arrived.

One of the four cars was part of a 1999 recall by the company for a faulty switch in the electrical system, which could possibly ignite the car. The recall was in response to 147 reports of fires due to the switch, said Mike Vaughn, a spokesman for Ford Motor Co.

The company recalled 279,000 Lincoln Town Cars, Mercury Grand Marquis and Ford Crown Victorias because of the faulty switch in vehicles produced between 1991 and 1992.

The electrical-system recall was also listed in a National Highway Traffic Safety Administration recall database. The agency was investigating 49 reports of spontaneous fires before Ford Motor Co. began its recall, according to an agency report.

Ford sent letters to car owners "strongly urging" them to bring their cars into a dealership to replace the faulty switch, Vaughn said.

The company kept track of cars that owners brought in through an outside agency and then sent out reminder postcards and letters to owners who did not bring in their cars, he said.

The Town Car in Baton Rouge included in the recall was not brought into a dealership. The car caught fire May 13

5042-625 8843

6/22/01 1:30 PM

at [REDACTED] after it was parked near the house for six hours.

The fire, which began under the hood, destroyed the house, Mounce said.

Two of the four car fires in question involved 1993 Lincoln Town Cars not included in the recall, Mounce said.

The latest fire occurred June 14 at [REDACTED] causing damage to the Town Car, a carport and a Chevrolet Tahoe parked next to the Town Car.

The owners of that Town Car [REDACTED] and [REDACTED] said they were getting ready for bed when they heard three explosions.

Trey [REDACTED] then got his wife and two small children out of the house, and saw the Town Car on fire. It was parked for five hours before it ignited.

"If we had been asleep, (the car) would have burned the house down," [REDACTED] said. "It's about as big as my thumb, that little switch."

[REDACTED] said her insurance company is covering her damages, and she only hopes that Ford Motor Co. looks into why her car and another car in Baton Rouge not included in the recall caught fire in a similar way to cars included in the recall.

Vaughn said Ford's investigators will look into the fires, but added that fires can start other ways than faulty speed-control switches.

"If a fire were to occur from the switch, it would originate in the left, front under-hood area," Vaughn said. "We have to look into it because fires can happen for a lot of reasons."

[REDACTED] said the similarities are too strong for her car not to be affected by the same faulty switch.

"We didn't get a recall notice, and we're going, 'Why? It was a 1993 Town Car,'" she said. "People need to know about this."

Mounce said fires due to the faulty switch occur in the left, front area of the car and may ignite from a couple minutes to several hours after a car is parked.

The NHTSA will receive a report about the two vehicles not included in the recall that caught fire, Mounce said.

The Fire Department called the agency Thursday after Mounce ran a check on the two Town Cars' vehicle identification numbers.

ENR2-625 0044

6/22/01 1:30 PM

The numbers showed the vehicles were not included in the recall. NHTSA officials told Mounce they would investigate any cars not included in the recall that seemed to spontaneously catch fire in the area of the electrical-system switch.

The third of the four recent fires is still under investigation. The VIN was too burned to retrieve.

At least three other Town Cars have caught fire in Baton Rouge in recent years, but the nature of the fires were not as consistent as the past four months' fires, Mounce said.

One fire began in the left front area of a Lincoln Town Car and set an apartment complex at 1907 E. Magna Carta Place on fire Feb. 19, 1999, causing \$600,000 worth of damage, Mounce said.

Fire Department investigators are also going through records of car fires and checking to see if 1992 or 1993 Town Cars, Grand Marquises or Crown Victorias were involved.

"If anyone has these cars, they need to contact their local dealer," Mounce said. "If they find they are not on the recall list and still have concerns, dealers can give them numbers for help."

Concerned car owners can call and check if their car was recalled by running their VINs, which is located in the left-hand, front corner of a car's dashboard, through Ford Motor Co.'s Customer Relations Center at 800-392-3673.

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ADVOCATE *Advocating Free
A VANTAGES The Advocate newspaper*



EOE Assignment Form

DATE ISSUED: 3-Oct-01

Model Year: 1992-1998
Vehicle line: EC/CV/EM
Mileage range: Any
Part number: F2VC-9F924-AB and AA
of units to be checked: 10/POE
Torque spec:
Tolerances:
Engineer's name: Jay Fash
Phone number: 313-248-7485
Email address: Jfash@ford.com
DUE DATE: Nov. 01, 01

John Domka	Michigan
Don Christoff	Florida
Gordie Kaltz	California
Tom Peeler	Georgia
Brian Howe	Nevada
Don Hammock	Texas
Harry Ireland	California
Tony Dionisi	Colorado
Tony Colarossi	Mich/Ohio
Tom Hecker	Minn./ND
Mark Hayduk	Penn.
Lynn Sorenson	Texas
Dave Pilgrim/David Cox	Texas
Ron Treuer	Florida
Don Myers	Iowa
All	X

Problem description

This is the assignment from Jay Fash, redundant cruise control switch that I want you all a note on how to obtain parts from these vehicles that I have talked to Jay today and we agreed on the following: We(POEs) would obtain parts from local dealer part inventories(new) use L-Account to purchase up to \$0 for use at any location. Use the L-Account(L-04) for labor to replace these switches on used cars sitting on the lots and customer vehicles if applicable. Send all parts replaced to Maria, do not issue CQDS report unless vehicle was in shop for this repair.

What specific information are you requesting

Jay has a meeting with Ann O'Neil next week, we need to insure he has parts by then, so he can tell her we supplied these on a very timely basis. With this direction, please start on this assignment on Wed 10/3 and continue working on it until you complete 10 vehicles. Do not hold the parts to ship all at once, send them in daily until assignment of 10 vehicles is complete.

Any other information that will insure your assignment is a success

Use any and all sources for getting defective switches returned. A copy of the all you comments on how best to complete is attached.

Assignment No. #01-65

SUMMARY OF FQE SUGGESTIONS ON OBTAINING SWITCHES

1. Collision Shops
2. Shops that deal with speedometers/aftermarket speed control systems
3. Large fleets, i.e., Budget/Hertz/Police/Limo
4. FQE to have switch supply and make change when visiting dealer
5. Post on QC Dealer switch return request
6. Broadcast Message
7. Run part history and try to retrieve parts recently sold
8. Have dealer contact FQE when concern arises
9. Refund the customer money for the part
10. Salvage yards
11. Special Service Message
12. Parts Distribution Warehouse/put note in box that dealer should return part

MAR 11 '82 15183 FR CHASSIS ELECTRONICS 313 358 4145 TO 51832

2002/03/12

P.81/13

KRIS CHRISTENSEN

51832

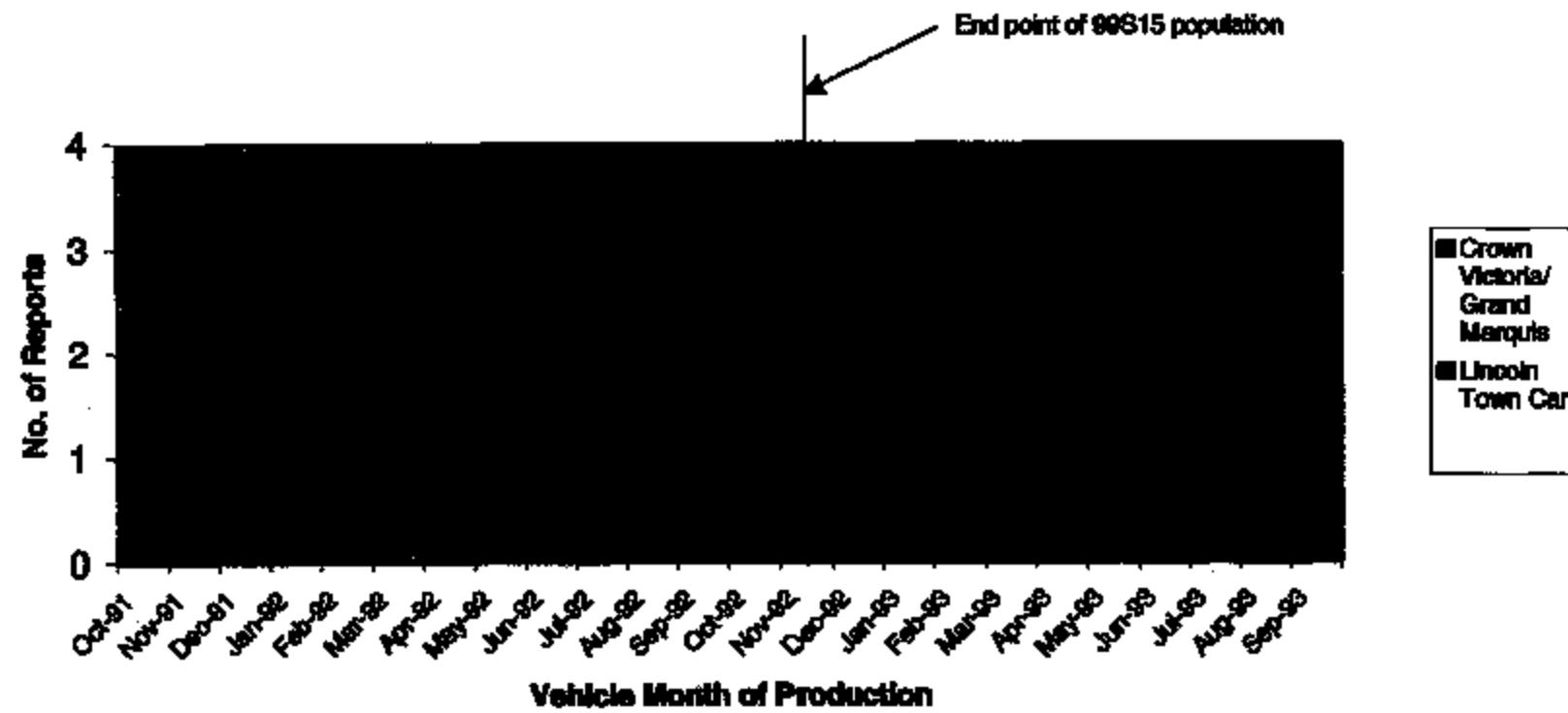
(A) Getting parts back from Denmark flight
parts going to Fred Porter

51832-025-0000

NATSA 79515 RECL
1000WY - PAJARO - 16 MC

1000WY

**NHTSA 99S15 Recall Inquiry
Panther Car Lines
(16) Incidents**



EXTRA HOUSE

Baton Rouge Fire Department Incidents

MY and Car Line	Investigation Group	Vehicle Build Date	Switch Build Date	Remarks
1993 Town Car; 1992 Grand Marquis 1992 Grand Marquis	June 2001; Aug 2001; Aug 2001	Mar 1992 Apr 1992	Not avail. Not avail.	Within 00515 population Within 00515 population Within 00515 population Not a recent incident. It was identified in a 1995 fire department report.
1993 Town Car 1993 Town Car 1993 Town Car	June 2001 June 2001 Aug 2001	Jan 1993 May 1993 Mar 1993	Not avail. Apr 1993 Jan 1993	Outside 00515 population Outside 00515 population Outside 00515 population Fuel pump had been replaced at a non-Ford service location. Brake light/deactivation switch circuit 15A fuse had been replaced with a 25A fuse.
1993 Town Car	June 2001	Jul 1993	Not avail.	Vehicle and parts not available. Vehicle build date identified by VIN provided by Baton Rouge

Note: during second Ford Design Analysis Investigation of August group, a NHTSA investigator accompanied the Ford representative.

BATON ROUGE FIRE DEPARTMENT INSPECTIONS

- CURRENT STATUS -

BACKGROUND

- 6/21/2001- The Automobile Consumer Services Group, Public Affairs Office, was contacted by Barry Monroe of the Baton Rouge Fire Department's Public Information Office, regarding four 1993/MY Lincoln Town Cars that were involved in fires in the Baton Rouge area in the last four months. Mr. Monroe was also planning on notifying the NHTSA about these vehicles.
- 6/22/2001- Public Affairs contacted Automotive Safety Office & Design Analysis Engineering.
 - The Baton Rouge Advocate published a newspaper story regarding these vehicles including the fact that only 2 of them were not subject to Ford Safety Recall #99315 (copy of news article attached).
- 6/28/2001- Design Analysis Engineering participated in inspections of 2 of the 4 vehicles with Haley Carter, the Baton Rouge Fire Department's Chief Fire Investigator.

INITIAL INSPECTIONS

- FIRST vehicle, inspected at the fire scene, was 1993 Town Car, VIN 1LNLM82W3PY789700 owned by [REDACTED] Vehicle build date was 5/26/1993, approximately 7 months after the 99315 recall population. [REDACTED] was interviewed and reported that he had recently noticed his speed control did not work, but he had not taken vehicle in for service yet. This hydraulic portion of the switch was removed from the vehicle and retained by Mr. Carter for future analysis (switch build date code is 4/14/1993). Mr. Carter has subsequently returned to the fire scene and collected all fall-down under the left side of the engine compartment of the vehicle for future analysis, too.
- SECOND vehicle (inspected at CoPats Salvage Yard, Greenvale Springs, La) was 1993 Town Car, VIN 1LNLM82W8PY[REDACTED] owned by [REDACTED] Vehicle build date was 10/9/1992, making this vehicle part of the 99315 recall population.
- THIRD vehicle could not be located during 6/28 inspection trip. This fire incident, mentioned in the Advocate article, occurred at the Cook residence. The vehicle VIN is 1LNLM821W4P[REDACTED] (build date 1/6/1993, 7 weeks after end of recall population) and the last known owner is Ford records [REDACTED] of New Orleans, La. Subsequent investigation by Design Analysis Engineering located the vehicle in St. Rose, La. and also discovered the State Farm personnel to contact for a possible inspection.
- The last vehicle, VIN 1LNLM81W7PY[REDACTED] (build date 7/29/1993, 8-1/2 months after end of recall population) was also not located for the 6/28 inspection and still has not been located. The last owner had Ford records [REDACTED] Baton Rouge, La. A drive-by inspection of this address indicated that major exterior renovation/reconstruction was underway but the vehicle was no longer present.

OTHER INFORMATION

- On June 26, 2001, a 1994/MY F150 with 125,000 miles, was inspected by EAA personnel in Cleveland, Mississippi. The inspector reported burn patterns similar to those seen in vehicles in the recall population. The Speed Control Deactivation switch had already been removed by [REDACTED] a plaintiff's witness who is an acquaintance of the owner.
- Ford has been contacted by [REDACTED], an associate of [REDACTED] who is also familiar with Recall #99315. He invited Design Analysis Engineering to participate in the disassembly of three switches he has in his possession that came from 1994, 1995 & 1997 F-Series/Broncos that had been involved in fires. One of the switches [REDACTED] has is from the F150 inspected by EAA in Cleveland, Ms., mentioned above.



The Advocate ONLINE

Local News

Local news in a flash

Published on 6/22/01



Ford investigating fires in Lincoln Town Cars

By MARILYN NAAMAN
Advocate Staff Writer

Ford Motor Co. will put investigators to work on three of four cases of 1993 Lincoln Town Cars spontaneously catching fire in the past five months in Baton Rouge, a company spokesman said Thursday.

The fires apparently started under the left side of the hoods of the cars, and one blaze destroyed the home and belongings of a Baton Rouge couple, said Barry Monroe, a spokesman for the Fire Department.

One of the four cars was part of a 1999 recall by the company for a faulty switch in the electrical system, which could possibly ignite the car. The recall was in response to 147 reports of fires due to the switch, said Mike Vaughn, a spokesman for Ford Motor Co.

The company recalled 279,000 Lincoln Town Cars, Mercury Grand Marquis and Ford Crown Victorias because of the faulty switch in vehicles produced between 1991 and 1992.

The electrical-system recall was also listed in a National Highway Traffic Safety Administration recall database. The agency was investigating 49 reports of spontaneous fires before Ford Motor Co. began its recall, according to an agency report.

Ford sent letters to car owners "strongly urging" them to bring their cars into a dealership to replace the faulty switch, Vaughn said.

The company kept track of cars that owners brought in through an outside agency and then sent out reminders postcards and letters to owners who did not bring in their cars, he said.

The Town Car in Baton Rouge included in the recall was not brought into a dealership. The car caught fire May 13



Advocate staff photo by
Brendy L. Russell
Patty and Troy Cook said
they found the car on fire in
the driveway June 14, and a
neighbor helped keep
flames at bay with a garden
hose until the Fire
Department arrived.

[REDACTED] after it was parked near the house for six hours.

The fire, which began under the hood, destroyed the house, Monroe said.

Two of the four car fires in question involved 1993 Lincoln Town Cars not included in the recall, Monroe said.

The latest fire occurred June 14 at 4112 Country Hill Drive, causing damage to the Town Car, a compact and a Chevrolet Tahoe parked next to the Town Car.

The owners of that Town Car, [REDACTED] and [REDACTED] said they were getting ready for bed when they heard their explosion.

[REDACTED] then got his wife and two small children out of the house, and saw the Town Car on fire. It was parked for five hours before it ignited.

"If we had been asleep, (the car) would have burned the house down," [REDACTED] said. "It's about as big as my thumb, that little switch."

[REDACTED] said her insurance company is covering her damages, and she only hopes that Ford Motor Co. looks into why her car and another car in Baton Rouge not included in the recall caught fire in a similar way to cars included in the recall.

Vasquez said Ford's investigators will look into the fires, but added that fires can start other ways than faulty speed-control switches.

"If a fire were to occur from the switch, it would originate in the left, front underhood area," Vasquez said. "We have to look into it because fires can happen for a lot of reasons."

[REDACTED] said the similarities are too strong for her car not to be affected by the same faulty switch.

"We didn't get a recall notice, and we're going, 'Why?' It was a 1993 Town Car," she said. "People need to know about this."

Monroe said fires due to the faulty switch occur in the left, front area of the car and may ignite from a couple minutes to several hours after a car is parked.

The NHTSA will receive a report about the two vehicles not included in the recall that caught fire, Monroe said.

The Fire Department called the agency Thursday after Monroe ran a check on the two Town Cars' vehicle identification numbers.

The numbers showed the vehicles were not included in the recall. NHTSA officials told Motonc they would investigate any cars not included in the recall that seemed to spontaneously catch fire in the area of the electrical-system switch.

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Fire Department investigators are also going through records of car fires and checking to see if 1992 or 1993 Town Cars, Grand Marquises or Crown Victorias were involved.

"If anyone has these cars, they need to contact their local dealer," Motonc said. "If they find they are not on the recall list and still have concerns, dealers can give them numbers for help."

Concerned car owners can call and check if their car was recalled by running their VINs, which is located in the left-hand, front corner of a car's dashboard, through Ford Motor Co.'s Customer Relations Center at 800-392-3671.

Tom Johnson

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The Advocate's Magazine

2002-025 0000

100-000-001

OTHER INCIDENTS



Inter Office

Lincoln Chassis
Brakes Systems

October 28, 2001

Re: Status of speed control deactivation switch returned parts investigations

Returned parts summary:

Panther:

- Warranty return center -6 identified, none returned.
- Field Service Engineering - 134 parts returned
- Greenleaf - 93 parts returned

Most of the returned parts were taken off of vehicles in salvage yards.

Total returned parts == 236.

Of these 236 have associated VIN numbers.

- 8 of 236 give visual indications for further investigation.
 - 2 of these are not associated with VINs and the date codes are within the recall period.
 - 1 of these is from a 94 TU (BD 1/26/94, switch BD 7/27/93)
- 11 of 236 give electrical indications and are being inspected further.

Of the 236 vehicle parts returned, three of the vehicles had the switches serviced.

Windstar:

- Warranty return center -200 parts returned from warranty service
- 1 part gives visual indications for further inspection
- The remaining parts were of normal function
- There is a known issue with the Windstar that explains some low mileage returns.

VOC & CUSTOMER
SIDE COATS

1000-000-000

Eisenhauer, Gary (G.D.)

From: Christensen, Kris (K.S.)
To: Eisenhauer, Gary (G.D.)
Subject: RE: Brake Pressure Activated Cruise Deactivation Switch VOQ and Cust. CQIS

Kris S. Christensen

Lincoln-Mercury Critical Concern Manager
MD X3 1WB02 EVB
Bus.: (313) 923-8497 Fax: (313) 845-1832
Pager: (313) 796-3825 or (866) 442-1143
CD8ID: kchrist1 E-mail: kchrist1@ford.com

—Original Message—

From: Hagan, Dale (D.)
To: Christensen, Kris (K.S.)
Subject: Brake Pressure Activated Cruise Deactivation Switch VOQ and Cust. CQIS

Kris

Attached is the VOQ and customer side of CQIS data you requested. With the customer side of CQIS, please be aware that CQIS coding does not allow for location specific information for the source of the fires. So the data could conceivably contain fires that were started for other causes i.e., fuel leaks, etc. Any questions on the data please call.

Dale Hagan
ECI Chassis
813-248-7874

[REDACTED]
Cruise switch VOQ
customer side

[REDACTED]
Cruise Deactivation
VOQ Customer

Coffee Dose Ratio VDQ C

卷之三

CGSB Customer Site

Vehicle Line	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
Town Car	90	15	4	4	3	3					
Crown Victoria/Marquis	58	8	5		3	6					
Sedan/line	10	2	7	6	5	4	1	1	4		
E-Series Light		21	32	11	11	16	10	8	5	5	
Transpo		1	5	1							
Colored/Moulded/				5	10	16	10	9	9	2	1
Ranger					6	7	7	6	7	10	9
Expedition/New/other						3	1	6	4		
Excursion											
Unmarked		40	43	63							
Mark					2		1				
Whistler				37	9	2	8	3	8		
Total											

*Search Code 7 04 1 45 Unit, Source: Pneu/Gasoline, Visible Flame, Under hood
 CGSB coding does not allow location specific information as to the cause a fire.

S73 523-2002

1000 000-200

MORE AMBIGUOUS
REPORTS

Inquiry: R091-000

Region: 24 ORLANDO

Issue: LEGAL

Zone: A1

Source: MORB III

Claim: 702821200

VIN: 2MEUH72W9C000000

Engine: W

Veh Type: C

Open date: 8/18/1999

Contact Key: 07028212000700 70414807

Closed: 8/18/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: TAMPA

State: FL

Zip: [REDACTED]

Phone: [REDACTED]

Model Year: 1998 Model: GRAND MARQUIS LS 4DR

Mileage:

1_Start Date: 12/4/1991

Dealer Name: MARGATE LINCOLN-MER Sales Order: L28286

Paid At: 11638

Reason Code: 0700 LEGAL - FIRE CLAIM

Symptom: 704148 FIRE/SMOKING VISIBLE FLAMES UNDERHOOD

Origin: CACRS US CONCERN CASE BASE

PHONE: 8/18/1999 2:34:18 PM

Action: 004 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER 07028212000700 70414807
APPRAIS DEPT

CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1997; QUST J
UST HEARD ABOUT RECALL NO. 98015 AND WANTS COMPENSATION FO
R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS:
NONE GAO ADVISED - THIS INFORMATION HAS BEEN FORWARDED T
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N
O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED
YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO!
REFERENCE CASE ID: 77

Origin: GAO GENERAL GAO

PHONE:

8/18/1999 2:34:18 PM

Action: DR8001 NO ACTION REQUIRED; INFORMATION ONLY

07028212000700 70414807

CUSTOMER SAYS: VEH BURNED AND WRITTEN OFF IN 1997; QUST J
UST HEARD ABOUT RECALL NO. 98015 AND WANTS COMPENSATION FO
R HER HAVING TO BUY A NEW VEH PER CUSTOMER, DEALER SAYS:
NONE GAO ADVISED - THIS INFORMATION HAS BEEN FORWARDED T
O THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTA
TIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - N
O TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED
YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO!
REFERENCE CASE ID: 77

Origin: CALBL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE

6/20/1999 8:08:13 PM

Action: LP801 MAKE OUTBOUND CALL TO CUSTOMER

07028212000700 70414807

"LPA ATTEMPTED TO CONTACT [REDACTED] THE PHONE NUMBER IN TH
E CONTACT IS A PAGER.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Address: LP1801 UPDATE ADDDOC000 CASE
"LPA HAS BEEN UNABLE TO CONTACT [REDACTED] BY PHONE. LPA SENT A LETTER REQUESTING [REDACTED] CONTACT LPA.

6/21/1999 10:26:44 AM
07020128007007041407

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Address: LP4000 FINAL CASE DISPOSITION
"LPA SPOKE TO [REDACTED]. SHE INDICATED THERE WERE NO INJURIES AS A RESULT OF THE FIRE. ALSO, HER INSURANCE CO. HAS PAID HER CLAIM AND SHE NO LONGER OWNS THE VEHICLE.
"LPA ADVISED [REDACTED] THAT SINCE SHE NO LONGER OWNS THE VEHICLE SHE IS UNABLE TO INSPECT THE VEHICLE TO DETERMINE IF THE FIRE WAS THE RESULT OF RECALL 09816. LPA ALSO ADVISED THAT HER INSURANCE WAS ALREADY INVOLVED. NO FURTHER ASSISTANCE OFFERED.

6/1/1999 0:58:38 AM
07020128007007041407

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Address: LP1818 REQUEST TO OGO - REQUEST FOR DISCOVERY
"CASE FILE FORWARDED TO OGO.

6/1/1999 0:58:37 AM
07020128007007041407

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Address: BL803 ADD MICRO NUMBERDOC ID

6/18/1999 1:28:20 PM
07020128007007041407

MORRIS Duplicate (Y/N):

VOG Duplicate (Y/N):

Inquiry: R081-002
 Region: Issue: INFORMATION Zone:
 VIN: Engine: V6 Van Type: G Source: MORB II
 Contact_Ext: 047134140911422000002 Case: 471341409
 Opened: 02/07/1998 Closed: 02/07/1998
 Last Name: Title: MR First Name: Status: CLOSED
 Address: City: BEL AIR State: MD Zip:
 Phone:
 Model Year: 1998 Model: LTD CROWN VIC 4DR Miles: 6700 Build Date: 7/27/1998
 Dealer Name: Sales Order: P and A
 Reason Code: 1142 AWA - INDEPENDENT FACILITY, NO ASSISTANCE
 Telephone: 301360 HYUNDAI CRUISE SPEED CONTROL
 Origin: OAC98 US CONCERN CASE BASE PHONE: 6/20/1998 11:16:00 AM
 Action: 607 ADVISE CUST FORD DOES NOT SUPPORT DIAGNOSIS OF INDEPENDENT 1142 RECALLS

CUSTOMER SAYS: CUST READ ABOUT THE RECALL REGARDING THE SPE
 ED CONTROL; CUST HAS HAD PROBLEMS WITH THE SPEED CONTROL SO
 SOMETIMES IT DOES NOT WORK AND ONE TIME THERE WAS SMOKE COMING
 OUT AND CUST JUST STOPED USING IT; CUST HAS NOT BEEN TO THE
 DEALER ABOUT THE PROBLEM; CUST WANTS OT KNOW WHAT TO DO AND
 UT THAT PER CUSTOMER, DEALER SAYS: NONE OAO ADVISED;
 - VEHICLE IS NOT INVOLVED IN RECALL - RECALLS ARE ANNOUNCED O
 N A SEQUENCE OF VEHICLES BUILT AT A SPECIFIC ASSEMBLY PLANT
 DURING A PARTICULAR TIME PERIOD - RECALLS ARE VIN SPECIFIC
 - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL A
 SSISTANCE INFERENCE CASE ID: 10

MORBII Duplicate (Y/N):

VOG Duplicate (Y/N):

Inquiry: R081-982
 Region: 24 ORLANDO Issue INFORMATION Zone: D1
 Veh: 1LNLM6TWPY788940 Origin: W
 Contact: Mop: 1362509400776 70414602
 Bureau: MORSE II
 Case: 1362509400776
 Opened: 08/02/00
 Closed: 20/04/00
 Status: CLOSED
 State: FL ZIP: [REDACTED]
 Model Year: 1999 Status: TOWN CAR EXECUTIVE
 Dealer Name: NORTH FLORIDA LINCO Sales Code: U8602
 Reason Code: 0776 Legal - REFER TO INSURANCE COMPANY
 Symptom: 704146 FIRE/SMOKE/WIPE FLAME UNDERHOOD
 Origin: CAC08 US CONCERN CASE BASED PHONE: 202/3000 10:00:10 AM
 Action: END ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR 1362509400776 70414602
 ASSISTANCE
 CUSTOMER SAYS: -VEH CAUGHT FIRE IN DEC 1999 IN HER HOME OR
 I'M MAY -GALLER NOT SURE IF THE VEH WAS RUNNING -CALMIE UNION
 OWN -NOT SURE IF THERE WAS INSURANCE COVERAGE PER CUSTOMER
 , DEALER SAYS: -NONE CAC ADVISED - THIS IS NOT A SITUAT
 ION THAT FMC IS ABLE TO ASSIST YOU WITH, PLEASE CONTACT YOUR
 INSURANCE CARRIER FOR DIRECTIONAL INFORMATION CASE ID: 79

MORSE Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: RD91-022
 Region: 21 ATLANTA Issue INFORMATION Zone: C1 Source: MORS II
 VIN: 2MEBLMT4W8G1106 Bright: W Veh Type: C Case: 1424300089
 Contact: Karp 1424300089/1106 20380002 Opened: 1/5/1994
 Closed: 1/5/1994
 Lost Name: [REDACTED] First Name: [REDACTED] Status: CLOSED
 Address: [REDACTED] City: ALPHARETTA State: GA Zip: [REDACTED]
 Phone: [REDACTED]
 Model Year: 1995 Model: GRAND MARQUIS GS 4DR Mfg Date: 54000 B4M4_DMK 01/5/1994
 Dealer Name: BARANCO LINCOLN-MER Sales Code: L29087 P and A: 10167
 Reason Code: 1106 AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR
 Symptoms: 30330 START/CHARGE/WIRING - BASIC
 Origin: OACBIS US CONCERN CASE BASED PHONE: 1/5/1995 11:43:00 AM
 Action: 628 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE 1424300089/1106 20380002
 CUSTOMER SAYS: CUST TOOK VEHICLE TO DEALER DUE TO HAVING THE WIRES BURNED OUT; CUST FEELS THAT THERE IS A DEFECT IN THE WIRES; PER CUSTOMER, DEALER SAYS: DEALER SAID THE WIRES ARE BURNED OUT; OAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE INQUIRE CASE ID: 5879
 Origin: OAC GENERAL OAC PHONE: 1/5/1995 11:43:00 AM
 Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY 1424300089/1106 20380002
 CUSTOMER SAYS: CUST TOOK VEHICLE TO DEALER DUE TO HAVING THE WIRES BURNED OUT; CUST FEELS THAT THERE IS A DEFECT IN THE WIRES; PER CUSTOMER, DEALER SAYS: DEALER SAID THE WIRES ARE BURNED OUT; OAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE INQUIRE CASE ID: 5879

MORSII Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: R001-601
Region: 29 MEMPHIS Issue INFORMATION Zone: B1
VIN: 2M2ELJW70V1234567 Regloc: W Veh Type: C
Contact_Key: 14275125001141 46050002 Source: MORB III
Case: 1427512500
Opened: 07/16/2000
Closed: 07/16/2000

Last Name: [REDACTED] TBox: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: NASHVILLE State: TN Zip: [REDACTED]
Phone: [REDACTED]
Model Year: 1995 Model: GRAND MARQUIS LS 4DR Mileage: 7000 Build Date: 02/26/1995
Dealer Name: PERFORMANCE FORD, L Sales Order: P23600
Prepid Ar: 01140

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptome: 460500 ENGINE GENERAL CONCERN MECH FAILURE

Origin: CADIS US CONCERN CASE BASED PHONE: 07/16/2000 11:59:52 AM
Action: [REDACTED] ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ARBITRATION
CUSTOMER SAYS: -CUST SAYS VEH WAS IN FOR REPAIRS AND WHEN
VEH WAS PARKED UP IT DROPPED OFF AT THE TRAFFIC LIGHTS AT STOP
SIGN AND CHECK ENGINE STAYS ON -CUST SAYS WHEN THE VEH CAM
IN INTO DLR IT WAS NOT SHAKING -CUST THINKS THAT VEH WAS NO
T DIAGNOSED RIGHT AND DLRS WANT TO CHARGE ANOTHER DIAGNOSTIC
FEE -CUST STATES THAT SHE TOOK VEH TO A NONGEORGE DLRSHP A
ND THEY STATED THAT VEH NEED MOUTH SENSOR WHICH HAD SOMETHIN
G TO DO WITH THE COMPUTER PER CUSTOMER, DEALER SAYS: -DLR
STATES THAT SOMETHING ELSE IS WRONG WITH VEH AND IT WOULD C
OST MORE MONEY TO HAVE THE REST OF THE REPAIRS FIX. DAO ADVI
SED: -WARRANTY HAS EXPIRED -FORD WILL NOT PROVIDE FINANC
IAL ASSISTANCE -CUST TO DLRSHP TO GEORGE LISA WHO STATED
CUST BROUGHT VEH IN FOR FIRE DAMAGE GAVE CUST THE ESTIMATE
AND WAS CLAIMED BY HIS INS -LISA SAID THAT SHE TOLD CUST
THAT VEH NEEDED MAINT WORK TO BE DONE -LISA SAYS CUST THE
NKS THAT EVERYTHING THAT IS WRONG WITH VEH WAS RELATED TO TH
E FIRE -WHEN VEH LEFT DLRSHP IT WAS RUNNING ROUGH -DLR STA
TS THAT CUST SHOULD BRING VEH IN FOR THEM TO DIAGNOSE THE CO
NERN -DLR ALSO STATES THAT IF CUST IS NOT SATISFIED HE SH
OULD CONTACT THE INS COMPANY -LISA SAYS THAT CUST WOULD HAV
E TO PAY A DIAGNOSTIC FEE -ADVISED CUST AS PER DLRSHP CONVE
NATION TO CONTACT INS COMPANY AND TO CONTACT DLRSHP THEY ARE
IN THE BEST POSITION TO ASSESS INFECTION CASE ID: 4605

MORB Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: N001-008
Region: 13 NEW YORK Issue: INFORMATION Zone: H1
VIN: 2M4C0M74W7N0 Engine: W Veh Type: C Source: MCRS II
Contact_Keys: 13840818881141 20590002 Case: 1384081888
Opened: 9/7/1999 Closed: 9/7/1999

Last Name: [REDACTED] Title: MR First Name: ALICE Status: CLOSED
Address: [REDACTED] City: KINGSTON State: NY Zip: [REDACTED]
Phone: [REDACTED]
Model Year: 1992 Model: GRAND MARQUIS 98 4DR Miles: 45 Build Date: 10/18/1991
Owner Name: COLONIAL MOTOR CARS Sales Code: L14888 P and A: 13300
Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA
Symptom: 200900 HRWSPD CNTRL SPEED CONTROL

Origin: CAC188 US CONCERN CASE BABE PHONE: 9/7/1999 4:16:57 PM
Action: 000 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
CUSTOMER SAYS: CUST IS CALLING TO FIND OUT IF HER VEH WAS
INVOLVED IN ANY RECALLS; THERE HAS BEEN 7 TIMES WHERE THERE
HAS BEEN SMOKE COMING FROM THE ENGINE; PER CUSTOMER, DEALER
SAYS: NONE CAC ADVISED: -WARRANTY HAS EXPIRED - FORD
WILL NOT PROVIDE FINANCIAL ASSISTANCE IN PREFERENCE CASE ID: 1
788

Origin: GAO GENERAL CAC PHONE: 9/7/1999 4:16:57 PM
Action: 0001 NO ACTION REQUIRED; INFORMATION ONLY
CUSTOMER SAYS: CUST IS CALLING TO FIND OUT IF HER VEH WAS
INVOLVED IN ANY RECALLS; THERE HAS BEEN 7 TIMES WHERE THERE
HAS BEEN SMOKE COMING FROM THE ENGINE; PER CUSTOMER, DEALER
SAYS: NONE CAC ADVISED: -WARRANTY HAS EXPIRED - FORD
WILL NOT PROVIDE FINANCIAL ASSISTANCE IN PREFERENCE CASE ID: 1
788

INCIDENT Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: RGM1-988
Region: 11 BOSTON Issue: INFORMATION Zone: E1 Source: MORB II
VME: SNELM74W7V██████████ Engine: W Veh Type: O Case: 891791400
Contact_Keys: 08917214801108 20820002 Opened: 8/26/2000
Closed: 8/26/2000

Last Name: ██████████ Title: First Name: ██████████ Status: CLOSED
Address: ██████████ City: PRINCETON State: WV Zip: ██████████
Phone:

Model Year: 1997 Model: GRAND MARQUIS 98 4DR Miles: 39000 Build Date: 8/12/1997
Dealer Name: WALL'S LINCOLN-MERC Sales Code: L12174 P and A: 18129

Reason Code: 1105 AWA - VM CRITERIA, REQUEST AWA AFTER REPAIR
Symptom: EDSE00 START/CHARGE/WIND - BASIC

Origin: CACR99 US CONCERN CASE BASED PHONE: 8/26/2000 4:34:49 PM
Action: 828 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE ██████████
CUSTOMER SAYS: - CUST HAD A FIRE IN ENGINE ABOUT A MONTH AGO - SAW A FIRE SAFETY RECALL LETTER ON THE INTERNET FOR A CRUISE CONTROL SWITCH - WOULD LIKE TO KNOW IF VEH IS COVERED AND WOULD LIKE REIMBURSEMENT - THE REPAIRS HAVE BEEN PAID AND THE INSURANCE PAID A PORTION OF IT - CUST IS OF THE OPINION THAT HE IS PAYING FOR AN ISCP - PER CUSTOMER, OS ALER SAYS: ADVISED THERE IS NO COVERAGE FOR THE REPAIRS OS ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE ADVISED CUST THERE IS NO RECALL FOR THE CONCERN INQUIRIES CASE ID: #444

MORBI Duplicate (YN):

VOQ Duplicate (YN):

Inquiry R001-462

Region:

Issue CONCERN

Zone:

Source: MORB III

VIN: 2FALP71WBT[REDACTED]

Engines W

Vehicle Type: C

Owner: 620682170

Contact_Key: 05206821704104 70430003

Opened: 8/4/2000

Closed: 8/4/2000

Last Name: [REDACTED]

Title:

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: PENSACOLA

State: FL

Zip: [REDACTED]

Phone:

Model Year: 1996

Model: CROWN VIC P 4DR

Mileage:

68000, Build Date: 8/20/1996

Dealer Name:

Sales Code:

P and A

Reason Code: 4104 ICCD - FORWARDED-CONSUMER AFFAIRS

Symptom: 704300 FIRE/SMOKE SCORCHED/BURNED

Origin: NAFB NORTH AMERICAN FLEET SERVICE
Action: DAC071 WARRANTY REPAIR DENIED - INSURANCE ISSUE
Dealers: CONTACT [REDACTED]

PHONE:

8/4/2000 2:48:06 PM

ADVISED RENTAL PREVENTION SPECIALIST OF FIRE
IN A FORD VEHICLE THAT CAUSED PROPERTY DAMAGE
TO A RENTAL PROPERTY OWNED BY [REDACTED]
THE RENTER IS AN EMPLOYEE IN THE [REDACTED]
THE FIRE UNIT WAS THE VEHICLE DRIVEN BY THE
RENTER. [REDACTED] HAS ADVISED
THEY ARE ABSOLVING ALL RESPONSIBILITY AND ADVISED
HER TO CONTACT FORD MOTOR COMPANY.
NAFB: CONTACTED PROPERTY OWNER AND ADVISED HER THIS IS
AN INSURANCE ISSUE. INSURANCE COMPANY CAN FILE
A SUBROGATION CLAIM IF IT CHOOSES.
NO FURTHER ACTION NECESSARY.

MORB III Duplicate (Y/N):

VOG Duplicate (Y/N):

Inquiry: F004-002

Requester: 10 SDR

Issue: INFORMATION

Zones: A1

Source: MORB II

Case#: 1420600000

VIN: 2FADCP74WBD00000

Engine: W

Vehicle Type: C

Opened: 3/22/00

Customer_Key: 1420600000114170484002

Closed: 3/23/00

Last Name: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: YORK HARBOR

State: ME

Zip: [REDACTED]

Phone: [REDACTED]

Model Year: 1999

Model: LTD CROWN VIO LX 4DR

Mileage:

66000

Build Date: 04/27/1999

Dealer Name: WHITED FORD

Make/Code: FT1919

Prod At: 00489

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptom: 704346 PRESMOKE SCORCHED/BURNT UNDERHOOD

Origin: CADRS US CONCERN CASE BASE

PHONE: 2062000 114020 AM

Action: 489 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

CUSTOMER SAYS: A FEW MONTHS WHILE SHE WAS DRIVING SHE NOTICED A BURNING SMELL COMING FROM THE VEHICLE. SHE SAYS THAT SHE READ AN ARTICLE ABOUT A RECALL ON THE CRUISE CONTROL AND

WOULD LIKE TO KNOW IF HER VEHICLE IS INVOLVED. PER CUSTOMER

DEALER SAID: NONE DAD ADVISED; - WARRANTY HAS EXPIRED

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE IN PERTINENT CASE

ID: 4983

MORBII Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: ROM-008
Region: 66 DENVER Issue: CONCERN Zone: B1 Status: OPEN
VIA: SPACP7441004 Engine: W Veh Type: C Opened: 11/22/2000
Contact_Keys: 0987148070104R 80880008 Closed: 11/22/2000

Last Name: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: PANGUITCH State: UT Zip: [REDACTED]
Phone: [REDACTED]

Model Year: 1992 Model: LTD CROWN VIC LX 4DR Manager: 09000 Build Date: 2/6/1991
Dealer Name: PARKWAY MOTORS Sales Order: F00864
P and A: 09004

Reason Code: 10MR PARTS - MULTIPLE REPAIR

Symptoms: 808800 HORN/SD CNTRL/WIRED CONTROL

Origin: OACB8 US CONCERN CARE BASE PHONE: 11/22/2000 10:11:31 AM
Action: 128 ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT OEM CUSTOMER SAYS: - HAD THE DRIVENE CONTROL REPAIRED AT JONES FORD IN ARIZONA - AFTER THE REPAIR TRAVELED APPROX 450 MILES ALL THE WIRES HARNESS MELTED - HAD TO VEH TOWED TO THE NEAREST DEALSHIP - DEALSHIP WHERE VEH IS AT NOW STATED THAT SOMEONE PUT IN A 30AMP CIRCUIT BREAKER WHICH CAUSED THE WIRES TO MELT - WOULD LIKE TO KNOW IF THIS IS COVERED PER CUSTOMER, DEALER SAYS: - NONE OEM ADVISED - POSSIBLE COVERAGE - FORWA RED INFORMATION TO THE DEALERSHIP - REQUESTED GRAMMERIV MFR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - CSC TO JONES FORD IN ARIZONA, SPOKE TO THE BM GARY CALLIS - GARY ADVISED THAT PARKWAY FORD CAN CALL HIM AND EXPLAIN THE PROBLEM WITH VEH AND AT THAT TIME HE WILL BE ABLE TO DETERMINE IF THE PROBLE M IS RELATED TO THE NEW PART PUT IN THE VEH - RELAY INFORMAT ION TO CUSTOMER IN PREFERENCE ORDER ID: 4904

Origin: DEALER/DEALER PHONE: 11/19/2000 1:10:12 PM
Action: DA0082 CUSTOMER PAID REPAIR MADE
CONTACT DEALER IN AZ. CONFIRMED THAT THERE REPAIR WAS ON A DIFFERENT CIRCUIT THAN 30 AMP CIRCUIT BREAKER. CUSTOMER WILL HAVE TO PAY FOR REPAIR.

MOROM DupMode (Y/N):

VOC DupMode (Y/N):

Inquiry: R091-008
Region: 71 CALIFORNIA Issue: LEGAL
VIN: 2FALPT1W87X_____ Engine: W
Contact_Keys: 13787732680700 70430057 Zone: Y
Source: MORB II
Class: 1575775000
Veh Type: C Opened: 11/22/1998
Closed: 11/29/1998

Last Name: [REDACTED] Title: First Name: Status: CLOSED
Address: [REDACTED] City: LOS ANGELES State: CA Zip: [REDACTED]
Phone: [REDACTED]
Model Year: 1998 Model: CROWN VIC P 4DR
Dealer Name: FORD MOTOR COMPANY- Sales Code: P71000 Milesper: 26225 Build Date: 3/29/1998
P and A: 68071
Reason Code: 0709 LEGAL - FIRE CLAIM
Symptom: 704300 FIRE/SMOKE SCORCHED/BURNED
Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX: 11/28/1998 10:38:17 AM
Actions: LP800 OPEN LEGAL CONTACT - PRODUCT LIABILITY
***** FLEET FAX RECD 11/19/98 *****
FLEET CONTACT: [REDACTED]
ALLEGES DEFECTIVE VEHICLE.
CUSTOMER ALLEGES TEMP GAUGE WAS RISING , VEHICLE CAUGHT FIRE
NO RESOLUTION STATED.

FORD FLEET SERVICE CONTACT: MARILYN BOREKY @ (323) 881-4844
Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX: 11/24/1998 2:31:59 PM
Actions: LP807 MAKE OUTBOUND CALL TO OTHER 13787732680700 70430057
LPA COMMENTS
LPA TRIED TO CONTACT FORD FLEET SERVICE CONTACT: [REDACTED]
[REDACTED] BUT THE NUMBER IS A NON-WORKING NUMBER. LPA WILL PASS INFORMATION ON THE COLLEAGUE: [REDACTED] IN 11/28/98.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX: 11/20/1998 4:40:47 PM
Actions: LP801 REQUEST FOR VEHICLE INSPECTION- CVO REQUEST
LPA HAS LEFT A MESSAGE FOR BAA INSPECTOR MARTY GUERRERO
ASKING IF HE CAN INSPECT VEHICLE.
LPA HAS LEFT A MESSAGE FOR BAA INSPECTOR RON JENSEN ASKING
THAT HE CONTACT ME BACK AT 312 945-5847

Origin: NAPS NORTH AMERICAN FLEET SERVICE FAX 12/20/1999 10:14:09 AM
Action: NAP183 MISCELLANEOUS [REDACTED]
RECEIVED CALL FROM TOM OKEEPE, FORD REP ASSIGNED TO FLT, REQS
UPDATING AN UPDATE ON THE INVESTIGATION. NAPS LEFT A VOICE
MAIL FOR [REDACTED] TO CALL BACK WITH ANY NEW INFO.
RECEIVED INVESTIGATION FROM NAPS, FORWARDED TO FORD REP, TOM
OKEEPE AIRMIL # 6526539W12.

Origin: CAULI CONSUMER AFFAIRS - LITIGATION PREVENTION FAX 1/3/2000 11:01:31 AM
Action: LP4000 FINAL CASE DISPOSITION [REDACTED]
ORIGINAL REPORT/PICTURES RECEIVED AND FORWARDED TO GVO FOR
PREVIOUS HANDLING.

MORRIN Duplicate (Y/N):

VCO Duplicate (Y/N):

Inquiry: P001-003

Region:

Issue: INFORMATION

Zone:

Status: MORE III

Open: 12/26/1998

VIN: 1LNLM22W0P

Engine: W

Vehicle Type: C

Closed: 12/7/1998

Contact_Keys: 18000000000000000000000000000000

Closed: 12/7/1998

Last Name: [REDACTED]

Middle Name: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

CITY: BROOKLYN

State: NY

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1993

Make: TOWN CAR SIGNATURE

Model:

20000 Build Date: 2/5/1993

Dealer Name:

Sales Code: [REDACTED]

P and A:

Reason Code: 0776 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704146 FIRE/SMOKE/VISIBLE FLAMES UNDERHOOD

Origin: QAC138 US CONCERN CASE BABS

PHONE: 12/7/1998 02:28 AM

Action: 000 ADVISED CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE

CUSTOMER SAYS: 1993 TOWN CAR; IT JUST CAUGHT ON FIRE PARKED IT WAS UNDER THE HOOD AREA; THE HOOD IS BURNED OFF COMPLETELY HAVEN'T CONTACT INSURANCE COMPANY THE FIRE DEPARTMENT WAS CONTACTED PER CUSTOMER, DEALER SAYS: NONE QAD ADVISED - THIS IS NOT A SITUATION THAT FMIC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECT! ONS. INQUIRIES CASE ID: 79

Origin: CAD GENERAL CAD

PHONE: 12/7/1998 02:28 AM

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY
CUSTOMER SAYS: 1993 TOWN CAR; IT JUST CAUGHT ON FIRE PARKED IT WAS UNDER THE HOOD AREA; THE HOOD IS BURNED OFF COMPLETELY HAVEN'T CONTACT INSURANCE COMPANY THE FIRE DEPARTMENT WAS CONTACTED PER CUSTOMER, DEALER SAYS: NONE QAD ADVISED - THIS IS NOT A SITUATION THAT FMIC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECT! ONS. INQUIRIES CASE ID: 79

Origin: QAC000MANUAL - PHONE 03R

PHONE: 12/7/1998 12:04:18 PM

Action: 224 UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: QAC ADVISED D: CUST WAS ADVISED THAT UNTIL IT IS ESTABLISHED BY HIS INSURANCE CO. AS TO THE REASON AND SOURCE OF THE FIRE IN THE VEHICLE, THERE IS NOTHING THAT CAN BE DONE AT THIS POINT.

MORE III Duplicate (Y/N):

VOO Duplicate (Y/N):

• Tuesday, January 29, 2002

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ER02-025 0146

Inquiry: 70391-000
 Region: 13 NEW YORK Issue INFORMATION Zone: 21
 VIN: 2FALP74WXPX000000 Engine: W
 Web Type: C Contact_Keys: 1819860040077870414802
 Source: MORB II Case: 1819860040
 Opened: 1/4/2000 Closed: 1/4/2000
 Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED]
 Address: [REDACTED] City: BROOKLYN State: NY Zip: [REDACTED]
 Phone: [REDACTED]
 Model Year: 1999 Model: LTD CROWN VICTORIA LX-4DR
 Dealer Name: POPULAR FORD SALES Sales Order: P18091
 Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY
 Symptom: 704146 FIRE/SMOKE/VISIBLE FLAME UNDERHOOD
 Origin: CADRS US CONCERN CASE BASE PHONE: 1449000 2:12:09 PM
 Action: 006 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR
 ASSISTANCE
 CUSTOMER SAYS: - I OWNED A 95 CROWN VICTORIA - THE ENGINE
 WENT UP - THIS HAPPENED 1/28/2000 - THE FIRE CAME FROM UNDER
 THE HOOD - THE VEHICLE IS AT A JUNK YARD IN BROOKLYN NEW
 YORK - A FIRE REPORT WAS FILED AND IS BEING PROCESSED. - K
 INDIA COUNTY , NEW YORK - I DO NOT HAVE FULL COVERAGE ON THIS
 VEHICLE , DID NOT CONTACT THE INSURANCE - THE VEHICLE IS REPAIRABLE
 BUT, HOWEVER THE REPAIRS WILL COST MORE THAN VEHICLE IS WORTH. -
 I FEEL THAT THE RECALL CREATED THIS FIRE. PER CUSTOMER, DIA
 USA SAYS: - NONE CAC ADVISED: - THIS IS NOT A SITUATION
 THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE
 CARRIER FOR DIRECTIONS. INQUIRIES DATE ID: 79

MORBII Duplicate (VIN):

VDC Duplicate (VIN): 7041

Inquiry: 1001-000
Region: 24 ORLANDO Issue: D69
VIN: 2FALPT9W4T2 [REDACTED] Engine: V
Contact_Keys: 03021436588417870430008
Zone: 02
Vehicle Type: C
Owner: MCPHS H
C郊: 3621436588
Operate: 3/1/1999
Closeout: 3/1/1999

Last Name: [REDACTED] First Name: [REDACTED]
Address: [REDACTED] City: TALLAHASSEE
Phone: [REDACTED] State: FL Zip: [REDACTED]

Model Year: 1998 Model: CROWN VIT 5 4DR
Dealer Name: TALLAHASSEE FORD Sales Code: P24827
Mileage: 26000 Build Date: 10/20/1998
P.Mid As: 04044

Reason Code: 33178 D68-OTHER REQUESTED-VEH DOESN'T MEET EXPECT
Symptom: 704300 FIRE/SMOKE/SCORCHED/BURNED

Origin: CAPG PHOENIX GROUP MAIL
Action: D61824 INELIGIBLE-PERSONAL INJURY, PRODUCT LIABILITY,
LITIGATION-OTHER P

CUSTOMER STATED VEHICLE CAUGHT ON FIRE AND FEELS THAT WARRANTY SHOULD COVER EXPENSES. INELIGIBLE DUE TO INSURANCE ISSUE.
OMW

MOPRI Duplate (Y/N):

VCO Duplate (Y/N):

Inquiry: 1001-000
Region: SOUTHWEST Issue: INFORMATION Zone: HI
VIN: 1EANL674990000000 Engine: W
Contact_Keys: 04577406300454 70484802
Control: MORB II
Cust: 487740000
Operat: 3223000
Classif: 3223000

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: BAY CITY State: TX Zip: [REDACTED]
Phone: [REDACTED]
Model Year: 1995 Model: GRAND MARQUIS GS 4DR Manager: 00006 Build Date: 4/7/1995
Dealer Name: BAY CITY AUTO & SAL Sales Order: LS7054 Part No: 04411
Reason Codes: 0484 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
Symptoms: 704848 FIRE/SMOKE SMOKING PASSENGER AREA
Comments: OACMIS US CONCERN CODE BASE PHONE 3195000 1:30PM PM
Action: 803 DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE [REDACTED] CONCERN

CUSTOMER SAYS: -THERE IS SMOKE COMING INTO THE VEH -THIS IS A INTERMITTENT PROBLEM -WANTS THIS PROBLEM FIXED PER CUSTOMER, DEALER SAYS: -WE CANNOT FIND THE PROBLEM OAC A ADVISED: -INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF REVOE -ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INQUIRIES CODE ID: 1488

MORBI Duplicate (YN):

VOC Duplicate (YN):

Inquiry: R001-000
Region: 24 ORLANDO Issue: INFORMATION Zone: C1
VME 2002-01-29 141 20316702
Contact_Keys 14030002001141 20316702

Source: MORB IR
Date: 1403000200
Opened: 4/6/2000
Closed: 4/6/2000

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED]
Address: [REDACTED] City: NAPERVILLE State: IL Zip: [REDACTED]

Phone: [REDACTED]
Model Year: 1997 Model: GRAND MARQUIS LS 4DR Miles: 41237 Ref ID: Deter 0001007
Dealer Name: ROCK STAR LINCOLN Sales Order: 125043 P and A: 11601

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA.

Symptoms: 0001007 START/CHARGE CHARGING SYSTEM HORSE

Origin: CAC00 US CONCERN CASE BASED PHONE: 4048000 2/10/00 2PM
Action: 200 ADVISE CUSTOMER VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
CUSTOMER SAYS: - VEH WONT START, - WANT TO KNOW IF THERE
RE ARE ANY RECALLS ON THE VEH. - THERE WAS A WIRE MELTED
IN THE WIRING HARNESS. - DID NOT STATE FINANCIAL ASST
PER CUSTOMER, DEALER SAYS: - NONE. ONG ADVISED: - WA
RANTY HAS EXPIRED. - FORD WILL NOT PROVIDE FINANCIAL ASST
STANCE. - NO OPEN RECALL OR OMP RELATED TO THE CONCERN.

MORBI Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: R091-001
 Region: 22 MEMPHIS Issue: INFORMATION Zone: A1 Status: MOPB II
 VIN: 2PALP71W4T-█████████████████████ Owner: 1805000000
 Engine: W Veh Type: C Opened: 9/18/1999
 Contact Key: 18050000004013 70480008 Closed: 9/18/1999

 Last Name: ██████████ Title: First Name: Status: CLOSED
 Address: ██████████ City: MEMPHIS State: TN Zip: ██████████
 Phone:
 Model Year: 1998 Model: CROWN VIC P 4DR Manager: 13116 Build_Year: 03/01/1998
 Dealer Name: DOWNS FORD AT WOLFC Sales Code: P2002 P and A: 04357
 Reason Order 4013: MBD INQUIRY - GENERAL/OTHER
 Symptoms: 704300 FIRE/SMOKE SCORCH/BURN/T

 Origin: NAPS - NORTH AMERICAN FLEET SERVICE PHONE: 91161999 449848 P18
 Action: NAPS OPEN NAPS CONTACT-PRODUCT LIABILITY
 FLT CALLED REGARDING VEHICLE FIRE FROM ENGINE COMPARTMENT.
 NAPS WILL INFORM CONSUMER AFFAIRS TO SEND OUT AN INSPECTOR.
 VEHICLE FIRE BEGAN WHILE PARKED. NO INJURIES; NO PROPERTY
 DAMAGE. FIRE DEPT INVESTIGATION STATES THAT THERE WAS A SHO
 RT CIRCUIT.

Origin: DEALER/DEALER PHONE: 1/18/2000 10:42:17 AM
 Action: DAC0070 NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER" 18050000004013 70480008
 THE FIRE DEPT HAS THE TRUCK IN THEIR SHOP FOR REPAIRS

MOPBII Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: R081-008
Region: 28 MEMPHIS Inquiry LEGAL
VIN: 2FALP7NW4TX█████████████████████ Engine: W
Contact_Keys: 10000000000000000000000000000000

Status: NOR5 III
Owner: 10000000000000000000000000000000
Opened: 07/7/1998
Closed: 07/7/1998

Last Name: ██████████ Title: First Name: Status: CLOSED
Address: ██████████ City: MEMPHIS State: TN Zip: ██████████
Phone:

Model Year: 1996 Model: CROWN VIC P 4DR
Dealer Name: FORD MOTOR COMPANY- Sales Order: F23000
F2nd A: 62065

Reason Code: 0709 LEGAL - FIRE CLAIM
Symptom: 704300 FIRE/SMOKE SCORCHED/BURNED
Origin: DALBL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX: 07/7/1998 09:11:14 AM
Actions: LP800 OPEN LEGAL CONTACT - PRODUCT LIABILITY
PLDIT FAX PHCD 06/19/98

FLEET CONTACT: ██████████
ALL OTHER DEFECTIVE VEHICLE:
THE VEHICLE CAUGHT FIRE IN THE ENGINE AREA WHILE PARKED.
" CUSTOMER REQUESTS FORD REIMBURSE FOR REPAIRS."
NOTE: THE VEHICLE WAS REPAIRED AT OAKLEY KEEBRE FORD.
"
FORD FLEET SERVICE CONTACT: KEITH MAJERSKI @ (313) 360-1800.

Origin: DALBL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX: 07/7/1998 09:25:48 PM
Actions: LP800 SEND FAX TO EAA
LPA FAXED INFO TO JOHN O'SHERIDAN, EAA.

10000000000000000000000000000000

Origin: DALBL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX: 07/7/1998 09:45:30 AM
Actions: LP8015 REDIRECT TO NAPR
LPA FORWARDED INSPECTION REPORT (JOHN O'SHERIDAN, EAA) TO
KEITH MAJERSKI IN CVO.

Origin: NARS NORTH AMERICAN FLEET SERVICE
Action: NAF109 MISCELLANEOUS
FIRE COULD NOT BE CONCLUSIVELY DETERMINED TO BE DUE TO A VEHICLE DEFECT. FLT REQUESTED, AND WILL BE SENT A LETTER STATING THE DECISION.
NARS HAS SUCCESSFULLY TRANSMITTED FAX DIRECTING THE FLT TO THEIR INSURANCE CO.

FAX

10/29/1999 4:56:07 PM

MORSTIN Duplicate (VM)?:

VOQ Duplicate (VM):

Inquiry: R001-002
Region: 22 MEMPHIS Issue: LEGAL Zone: A3
VIN: 1LNLM35D9VY_____ Engine: V
Vehicle Type: C
Contact_Keys: 15884777910709 70434507
Source: MORB III
Owner: 1588471721
OpenBy: 6/22/2001
Closed: 6/22/2001

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED]
Address: [REDACTED] City: LEANDER State: TX ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 1997 Model: TOWN CAR SIGNATURE Miles: 57000 Build Date: 6/19/1997
Dealer Name: JOHN DECKER LINCOLN Sales Code: L22522 P and A: 12229

Reason Code: 0709 LEGAL - FIRE CLAIM

Symptom: 704846 FIRE/SMOKE/SCORCHED/BURNT UNDERHOOD

Origin: DA0088 US CONCERN DATA BASE PHONE: 6/22/2001 4:04:08 PM
Action: 547 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS [REDACTED]

CUSTOMER SAYS: - HOME HAD A FIRE AND BELIEVES IT MAY BE FROM THE VEH - PROBLEMS WITH VEH ...BURNED UP. PER CUSTOMER, DEALER SAYS: - NONE. GAO ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - PLEASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT - (NOTE TO CCR: IF CUSTOMER IS WORKING WITH A NON-FORD DEALER/RMIP, PLEASE ASSIGN THE NEAREST FORD DEALERSHIP TO THE CONTACT; INQUIRIES CASE ID: 26)

Origin: CAL01 CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE: 6/22/2001 2:18:46 PM
Action: LP001 MAKE OUTBOUND CALL TO CUSTOMER LPA CALLED CUSTOMER-NO ANSWER, NO VOICE MAIL. LPA WILL MAIL POSTCARD.

Origin: CAL01 CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE: 7/10/2001 3:04:08 PM
Action: LP102 CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE [REDACTED]

CUSTOMER DID NOT CONTACT LPA, LPA WILL REOPEN IF CUSTOMER RECONTACTS.

MORBIII Duplicate (Y/N):

VOG Duplicate (Y/N):

Inquiry# R091-008	Source: MOPR II		
Region: 71 CALIFORNIA	Issue: CONCERN	Zone: D1	Case: 658808540
VIN: 1FADP24H01W072	Engines: W	Vehicle Type: C	Opened: 01/14/2001
Contact_Keys: 0688085401141 901Ac008		Closed:	01/14/2001
Last Name: [REDACTED] Title: [REDACTED]		First Name: [REDACTED]	Status: CLOSED
Address: [REDACTED]		City: SAN CLEMENTE	State: CA Zip: [REDACTED]
Phone: [REDACTED]			
Model Year: 1995	Model: GRAND MARQUIS LS-4DR	Mileage: 67000	Entered Date: 01/10/1998
Dealer Name: CAPISTRANO FORD	Sales Order: F71088	P and A#:	00712
Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA			
Symptom(s): 301A00 SERVICE BRAKE INDICATOR			
Origin: CANC86 US CONCERN CASE BASE		PHONE	[REDACTED]
Action: 446 ADVISE CUSTOMER NO REIMBURSEMENT ASSISTANCE			
CUSTOMER SAYS: --CUST LIGHT WOULD NOT GO OFF -CUST TOOK VEH IN FOR BRAKE LIGHT -DLR CHECK VEH AND CHARGE \$180.00			
-CUST WANTS A REIMBURSEMENT PER CUSTOMER, DEALER SAYS: -DLR SAYS THAT IT WAS THE CONTROL SWITCH -THE WIRE WAS BURNT OUT -DAG ADVISED: AS - ALL WARRANTIES HAVE EXPIRED -DLR WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE -CBO TO DLR -			
SPOKE WITH SHIRLEY - CRM -SAID CUST IS LOYAL AND HAS BEEN IN AND OUT QUITE ALOT TO SERVICE VEH -DIAGNOSED IS NOT NORMAL -SAID IT WOULD UP TO OUR DISCRETION WHETHER TO REIMBURSE OR NOT INQUIRIES CASE ID: 1334			

Modern Database Systems

VOD Duflosoft (270-3467)

Inquiry: RI001-002
Region: 10 SDR Issue INFORMATION Zone: 01 Source: MORB II
VIN: 2PACPTKWN0X187700 Engine: V6 Veh Type: C Case: 1549991818
Contact_Keys: 18400818101141 48910008 Opened: 03/01/988
Closed: 03/07/988

Last Name: [REDACTED] Title: MAM First Name: CHARLES Status: CLOSED
Address: [REDACTED] City: CALVERT CITY State: KY Zip: [REDACTED]
Phone: [REDACTED]
Model Year: 1992 Model: LTD CROWN VIC LX-SDR Mfg Date: 10/00 Build Date: 1/17/1992
Dealer Name: LEON RILEY FORD INC Sales Code: P23048 P and A: 08725

Reason Code: 11141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptom: 489100 ENGINE GENERAL CONCERN APPEARANCE

Origin: OAO36 US CONCERN CASE BASE PHONE: 03011888 2:04:27 PM
Action: 888 - ADVISE CUSTOMER VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE [REDACTED]
Customer Says: - CUST STATED THAT HEARD RECALL ON THE NEW
S AND WANTS TO KNOW IF VEH IS INVOLVED IN THIS RECALL. - CU
ST STATED THAT IS HAVING SMOKE COME FROM THE VEH PER CUSTOM
ER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRE
D - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INference OA
88 ID: 1910

Origin: OAO - GENERAL OAO. PHONE: 03011888 2:04:27 PM
Action: DR0081 NO ACTION REQUICED; INFORMATION ONLY
Customer Says: - CUST STATED THAT HEARD RECALL ON THE NEW
S AND WANTS TO KNOW IF VEH IS INVOLVED IN THIS RECALL. - CU
ST STATED THAT IS HAVING SMOKE COME FROM THE VEH PER CUSTOM
ER, DEALER SAYS: NONE CAC ADVISED: - WARRANTY HAS EXPIRE
D - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INference OA
88 ID: 1910

MORBI Duplicate (Y/N):

VOD Duplicate (Y/N):

Inquiry: R001-002

Region: 41 CHICAGO Issue: INFORMATION Zone: E1
VHS: SUBCAT70W2P1 Length: W Veh Type: C
Contact_Keys: 14331112311114 70426798

Status: MORB II

Cust: 1433111231
Opened: 04/02/01
Closed: 05/20/01

Last Name: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: MILWAUKEE State: WI Zip: [REDACTED]
Phone: [REDACTED]
Model Year: 1994 Model: GRAND MARQUIS LS 4DR
Dealer Name: UPTOWN MOTORS, INC. Sales Order: L42897
Reason Code: 1114 AWA - AWA DENIED
Symptoms: 704267 PREMATURE SMOKE UNDER VEHICLE

Origin: CACB6 US CONCERN CASE BASE PHONE: 05/20/01 120129 PM
Author: 025 ADVISE CUSTOMER VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
CUSTOMER SAYS: SAYS THE ENGINE CAUGHT ON FIRE SAYS NONE OF
THE GAUGES WHERE SHOWING HOT SAYS WAS DRIVING FOR APPROX
HALF AN HOUR IN TOTAL WHEN THE VEHICLE FILLED WITH SMOKE
AND WAS ADVISED BY INSURANCE THIS IS A MECHANICAL CONCERN NO
INSURANCE SO THEY WILL NOT COVER COST OF REPAIR REQUEST
NO FINANCIAL ASSISTANCE PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT
PROVIDE FINANCIAL ASSISTANCE - SUPPORT DEALERS REPAIR WITH
ODS INFERENCIA CASE ID: 8300

MORB II Duplicate (YN):

VOC Duplicate (YN):

Inquiry: RQ81-088
Region: 24 ORLANDO INFORMATION Zone: E1
VIA: 00ELM07040P/00000000000000000000000000000000
Contact_Ext: 06199413000773 70410402

Status: MORB IS
Case: 010041308
Opened: 01011999
Closed: 01011999

Last Name: [REDACTED] Title: MRS First Name: CRYSTAL
Address: [REDACTED] City: [REDACTED]
Phone: [REDACTED]

Status: CLOSED
State: FL Zip: [REDACTED]

Model Year: 1993 Model: GRAND MARQUIS LS 4DR
Dealer Name: JANETTE FORD Sales Code: P24409

Mileage: 174000 BLDK_DWN 24/1999
Panel As: 03000

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY
Symptom: 704104 FIRE/SMOKE/VISIBLE FLAME COLL. RELATED

Origin: CAC08 US CONCERN CASE BASED PHONE: 8/10/1999 03200 AM
Action: 000 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR [REDACTED]
ASSISTANCE

CUSTOMER SAYS: FILED A REPORT ABOUT VEHICLE BURNING; VEHICLE WAS SITTING IN DRIVE WAY FOR 3 HRS AND SUDDENLY CAUGHT ON FIRE NO ONE WAS IN THE VEHICLE AND NO ONE WAS DRIVING THE VEHICLE; - FIRE WAS 2 WEEKS AGO DONT REMEMBER THE EXACT DATE - FIRE DEPT WAS NOTIFIED AND SAID THE CAUSE OF THE FIRE WAS THE WIRING HARNESS -REPORT NUMBER WILL BE AVAILABLE ON MAY 10, 99 -INSURANCE COMPANY SAID NOT COVERED - VEHICLE WAS IN CUST DRIVE WAY -CITY WAS TAVERNER , FL - VEHICLE IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CACA ADVISED: - THIS IS NOT A SITUATION THAT FMO IS ABLE TO ASSIST YOU WITH, PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. -UNLESS THERE IS A RECALL FORD IS NOT RESPONSIBLE FOR THE FIRE INFECTION CASE ID: 79

Origin: CAC GENERAL QAO PHONE: 8/10/1999 03200 AM
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

CUSTOMER SAYS: FILED A REPORT ABOUT VEHICLE BURNING; VEHICLE WAS SITTING IN DRIVE WAY FOR 3 HRS AND SUDDENLY CAUGHT ON FIRE NO ONE WAS IN THE VEHICLE AND NO ONE WAS DRIVING THE VEHICLE; - FIRE WAS 2 WEEKS AGO DONT REMEMBER THE EXACT DATE - FIRE DEPT WAS NOTIFIED AND SAID THE CAUSE OF THE FIRE WAS THE WIRING HARNESS -REPORT NUMBER WILL BE AVAILABLE ON MAY 10, 99 -INSURANCE COMPANY SAID NOT COVERED - VEHICLE WAS IN CUST DRIVE WAY -CITY WAS TAVERNER , FL - VEHICLE IS NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE CACA ADVISED: - THIS IS NOT A SITUATION THAT FMO IS ABLE TO ASSIST YOU WITH, PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS. -UNLESS THERE IS A RECALL FORD IS NOT RESPONSIBLE FOR THE FIRE INFECTION CASE ID: 79

MORB Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: R091-002
 Region: 94 ORLANDO Issue INFORMATION Zone: E1
 VIN: 2A6ELM7D9WZ720000 Engine: W
 Contact_Ext: 08198418091141 20380002
 Source: MORB II
 Case: 010941900
 Opened: 01/09/2000
 Closed: 01/10/2000

 Last Name: [REDACTED] First Name: [REDACTED] Status: CLOSED
 Address: [REDACTED] City: TAVERNER State: FL Zip: 33079
 Phone: [REDACTED]
 Model Year: 1998 Model: GRAND MARQUIS LS 4DR Manager: [REDACTED] Birth Date: 01/09/2003
 Dealer Name: JARRETT FORD Sales Code: PM485 P and A: 03089
 Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA
 Symptom: 203800 START/CHARGE/WIRING - RADIO

 Origin: GAC98 US CONCERN CASE BASED PHONE: 8138000 8486144
 Action: 500 ADVISED CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE.
 CUSTOMER SAYS: -CUST WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS ON VEH -CUST SAYS VEH CAUGHT ON FIRE A YEAR AGO -CUST SAYS SHE WAS TOLD BY POLICE DEPT THAT THE FIRE WAS DUE TO FAULTY WIRING -CUST WANTS TO KNOW WHAT SHE SHOULD DO IN ORDER TO SUE FORD PER CUSTOMER, DEALER SAYS: NONE GAC ADVISED -WARRANTY HAS EXPIRED -FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE -NO RECALL ON VEH -ADVISED CUST TO GET IN CONTACT WITH HER LAWYER -GAC UNABLE TO PROVIDE LEGAL ADVISE
 Reference Case ID: 4663

MORBI Duplicate (YN): Y

VOC Duplicate (YN):

Inquiry: RQ91-002	Region: 10 SDR	Issue: INFORMATION	Zone: D1	Source: MOPR IS
VIN: 1M1ELM79WPC[REDACTED]	Brnghter W	Veh Type: C	Open: 09/09/1998	Closed: 10/02/1998
Contact_Keys: 08918822391141 20260008				
Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED]		Status: CLOSED		
Address: [REDACTED] City: CORRY		State: PA Zip: [REDACTED]		
Phone: [REDACTED]				
Model Year: 1995	Model: GRAND MARQUIS LS 4DR	Mileage: 81000	Build_Dates:	7/9/1993
Dealer Name: GUY M FISH COMPANY, Sales Code: F44441		P and A:	02861	
Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA				
Symptom(s): 303200 START/CHARGE/WIRING - BASIC				
Owner: GACRS UN CONCERN CASE BASE		PHONE: 10201998	E:1805 PM	[REDACTED]
Action: BBS ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE CUSTOMER SAID: CLAIM THAT SHE IS CALLING REGARDING A REDA LL ON HER VEHICLE. SHE IS HAVING AN ELECTRICAL PROBLEM, IT W AS SMOKING AND BURNED OUT THE CIGARRY SWITCH. PER CUSTOMER, DEALER SAID: NONE GAC ADVISED: -WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE IN PERTINENT CASE ID: 1698				

Origin: OAO GENERAL QAC
Action: OREGON NO ACTION REQUIRED; INFORMATION ONLY
Customer Says: CLAIMS THAT SHE IS CALLING REGARDING A RECALL
LL ON HER VEHICLE. SHE IS HAVING AN ELECTRICAL PROBLEM, IT WOULD
BE SWICKING AND BURN OUT THE CUTOFF SWITCH. PER CUSTOMER,
Dealer Says: NONE! QAC ADVISED: - WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE IN PRESENCE CASE
ID: 1999

WOMEN'S Doubles CY/RD:

VCC OneNote (V7702)

• Tuesday, January 29, 2002

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1992-073 0170

Inquiry: R021-002

Region: 41 CHICAGO

Issue: INFORMATION

Zamm Dt

Source: MORB II

Case: 1498372039

VIN: 2MBCM475402C

Engine: V

Veh Type: C

Opened: 7/22/1999

Contact: Keys 1498372039/141 30154002

Closed: 7/22/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: PEDRA

State: IL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1998 Model: GRAND MARQUIS LS 4DR

Mileage:

80000 Build Date: 6/26/1998

Dealer Name: VELDE LINCOLN MERUO Sales Order: L45008

P and A: 15886

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 301548 SERVICE BRAKE PEDAL ABS SELF ACT.

Origin: CAC98 US CONCERN CASE BASE

PHONE: 7/22/1999 1:39:24 PM

Address: 595 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF THERE ARE ANY RE

CALL ON HIS VEH. THE ABS SYSTEM. THE FRONT BRAKES ON HIS LO

CK UP. THE CUST WAS ON HIS WAY TO HAVE THE VEH REPAIRED. AT

THE GARAGE THE VEH WAS SMOKING AND BURNING UNDER THE HOOD. N

O ONE WAS CONTACT. THE VEH WAS TAKEN TO A FORD DLR FOR REPA

IRIS PART HAD BEEN ORDERED TO HAVE THE VEH REPAIRED. PER O

USTOMER, DEALER SAYS: NONE GAO ADVISED: -WARRANTY HAS E

XPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFEREN

CE CASE ID: 4800

Origin: OAC GENERAL CAC

PHONE: 7/22/1999 1:39:24 PM

Address: CD0001 NO ACTION REQUIRED; INFORMATION ONLY

CUSTOMER SAYS: CUST WOULD LIKE TO KNOW IF THERE ARE ANY RE

CALL ON HIS VEH. THE ABS SYSTEM. THE FRONT BRAKES ON HIS LO

CK UP. THE CUST WAS ON HIS WAY TO HAVE THE VEH REPAIRED. AT

THE GARAGE THE VEH WAS SMOKING AND BURNING UNDER THE HOOD. N

O ONE WAS CONTACT. THE VEH WAS TAKEN TO A FORD DLR FOR REPA

IRIS PART HAD BEEN ORDERED TO HAVE THE VEH REPAIRED. PER O

USTOMER, DEALER SAYS: NONE GAO ADVISED: -WARRANTY HAS E

XPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFEREN

CE CASE ID: 4800

MORBI Duplicate (Y/N):

VOO Duplicate (Y/N): 551

Inquiry: RD01-062
 Region: 24 ORLANDO Issue: CONCERN Zone: A1 Status: MORS II
 Veh: 1L8LM2W07█████ Engine: W Veh Type: C Opened: 01/14/1999
 Control Key: 08000000791200 20000000 Closest: 01/14/1999

Last Name: ██████████	Title: ██████████	First Name: ██████████	Block: CLOSED
Address: ██████████	City: MIAMI SPRINGS	State: FL	ZIP: ██████████
Phone: ██████████			

Model Year: 1993 Model: TOWN CAR SIGNATURE Mileage: 46500 Read Date: 10/14/1992
 Dealer Name: MIAMI LINCOLN-MERIDIAN Sales Code: L2000 P and A: 11002

Reason Code: 1806 RECALL/COMP - REFUND
 Symptom: 205000 HRRVSPD CNTRL SPEED CONTROL

Origin: CADB# US CONCERN CASE BASE MAIL: 01/14/1999 0:26:00 PM
 Action: 696 ADVISE CUSTOMER TO SUBMIT ORIGINAL RECEIPTS TO DEALER FOR REVIEW

CUSTOMER SAYS: AUG 27THY 98 —REPAIR WORK WAS DONE ON THE VEH BECAUSE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED —
 —WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTROL SWITCH —WAS BILLED AT \$6994.42 —WAS JUST MADE AWARE TH
 AT THERE WAS A RECALL. —IS REQUESTING A PROMPT COMPENSATION OF THE BILL BECAUSE OF THE DEPOSIT PER CUSTOMER, DEALER
 SAYS: NONE DAO ADVISED: SUBMIT ORIGINAL RECEIPTS TO A D
 EALERSHIP FOR REIMBURSEMENT REVIEW. THE SERVICE MANAGER IS
 IN BEST POSITION TO DETERMINE ELIGIBILITY. INference CASE ID
 : 4600

Origin: CAC GENERAL CAC MAIL: 01/14/1999 2:06:00 PM
 Action: DR0004 REQUEST CR0004 MGR TO CONTACT CUSTOMER.
 CUSTOMER SAYS: AUG 27THY 98 —REPAIR WORK WAS DONE ON THE VEH BECAUSE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED —
 —WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTROL SWITCH —WAS BILLED AT \$6994.42 —WAS JUST MADE AWARE TH
 AT THERE WAS A RECALL. —IS REQUESTING A PROMPT COMPENSATION OF THE BILL BECAUSE OF THE DEPOSIT PER CUSTOMER, DEALER
 SAYS: NONE DAO ADVISED: SUBMIT ORIGINAL RECEIPTS TO A D
 EALERSHIP FOR REIMBURSEMENT REVIEW. THE SERVICE MANAGER IS
 IN BEST POSITION TO DETERMINE ELIGIBILITY. INference CASE ID
 : 4600

Origin: DEALER/DEALER MAIL: 01/15/1999 0:26:28 AM
 Action: DA0014 FORD COVERED REPAIR MADE - RECALL
 MS TRUJUELA WILL SUBMIT HER ORIGINAL REPAIR RECEIPTS FOR REIMBURSEMENT REVIEW BY SERVICE MANAGEMENT.

MORSII Duplicate (Y/N):

VOC Duplicate (Y/N): 7/16

Inquiry: R001-098

Region: 24 ORLANDO

Issue: INFORMATION

Zone: A1

Status: MOBIE IN

Case: 0000000000

VIN: 1UJLJAMWNP[REDACTED]

Model: W

Vehicle Type: C

Opened: 02/01/1999

Contact_Keys: 00000000000000000000000000000000

Closed: 02/01/1999

Last Name: [REDACTED]

Title: MRS First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: MIAMI SPRINGS

State: FL

Zip: [REDACTED]

Phone: [REDACTED]

Model Year: 1998

Model: TOWN CAR SIGNATURE

Mileage: 48000

Date_Del: 10/14/1999

Dealer Name: MIAMI LINCOLN-MERCIER Sales Order: L20005

P and A: 11000

Reason Code: 1108 AWA - OUT CRITERIA, FREQUENT AWA AFTER REPAIR

Symptoms: 200200 HHRSPD CNTRL SPEED CONTROL

Origin: CACRM US CONCERN CASE BASE

MAIL: 02/01/1999 4:08:59 PM

Action: 000 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE [REDACTED] 00000000000000000000000000000000

CUSTOMER SAYS: AUG 27TH 98 --REPAIR WORK WAS DONE ON T

HE VEH BECAUSE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED --

--WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTR

L SWITCH --WAS BILLED AT \$694.48 --WAS JUST MADE AWARE TH

AT THERE WAS A RECALL --IS REQUESTING A P/PROMPT COMPENSATIO

N OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER

SAYS: NONE CAC ADVISED: - FORD WILL NOT PROVIDE REIMBUR

SEMENT ASSISTANCE --FURTHER RESEARCH WAS DONE (APPOLOGI

ZE FOR MISINFORMATION) --ON THE INVOICE IT STATED THAT T

HE RECALL WAS DONE FOR THE SPEED CONTROL --THERE WAS

NO INDICATION THAT THE CUST PAID FOR THE SPEED CONTR

OL --THE BILL WAS FOR OTHER REPAIRS SEPARATE FROM THE

RECALL --THEREFORE THE CUST WILL NOT BE REIMBURSED.

REINFORCE CASE ID: 3001

MAIL:

02/01/1999 4:08:59 PM

[REDACTED] 00000000000000000000000000000000

Origin: CAC GENERAL CAC

Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY

CUSTOMER SAYS: AUG 27TH 98 --REPAIR WORK WAS DONE ON T

HE VEH BECAUSE A FIRE TOOK PLACE WHILE THE VEH WAS PARKED --

--WAS NOT INFORMED THAT IT WAS DUE TO A FAULTY SPEED CONTR

L SWITCH --WAS BILLED AT \$694.48 --WAS JUST MADE AWARE TH

AT THERE WAS A RECALL --IS REQUESTING A P/PROMPT COMPENSATIO

N OF THE BILL BECAUSE OF THE DEFECT PER CUSTOMER, DEALER

SAYS: NONE CAC ADVISED: - FORD WILL NOT PROVIDE REIMBUR

SEMENT ASSISTANCE --FURTHER RESEARCH WAS DONE (APPOLOGI

ZE FOR MISINFORMATION) --ON THE INVOICE IT STATED THAT T

HE RECALL WAS DONE FOR THE SPEED CONTROL --THERE WAS

NO INDICATION THAT THE CUST PAID FOR THE SPEED CONTR

OL --THE BILL WAS FOR OTHER REPAIRS SEPARATE FROM THE

RECALL --THEREFORE THE CUST WILL NOT BE REIMBURSED.

REINFORCE CASE ID: 3001

MOBIE Duplicate (VM):

VOQ Duplicate (VM): 1/14

Inquiry: R061-022
 Register: 21 ATLANTA Issue INFORMATION Zone: C1
 Veh: 2M2CM75WKA2 Engine: IV Visit Type: O Owner: MORB II
 Contact_Keys: 10315721460779 20321102 Case: 1031572146
 Address: [REDACTED] City: FAIRBURN Status: CLOSED
 Phone: [REDACTED] State: GA ZIP: [REDACTED]
 Model Year: 1998 Model: GRAND MARQUIS LS 4DR Mileage: 1 Build Date: 02/01/98
 Dealer Name: AKINS FORD CORP Sales Order: P21480 P and A: 00402
 Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY
 Symptomer: 203211 START/CHARGE/WIRING - BASIC ROUTING
 Origin: CACRS US CONCERN CASE BASED PHONE: 8271000 4:30:30 PM
 Action: 098 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR [REDACTED]
 ASSISTANCE
 CUSTOMER SAYS: -WANTED TO KNOW IF THERE IS A RECALL ON VEC
 H -BAD VECH CAUGHT FIRE ON SATURDAY IN DRIVEWAY AND VECH
 VECH WOULDNT START -HAS NOT BEEN TO DRWHP -HAS NOT FILED
 CLAM WITH INSURANCE COMP -SEEING FROM FORD FINANCIAL AS
 ASSISTANCE FOR REPAIR -HE HAS NO WAY OF GETTING TO WORK -HAS
 NOT FILED CLAM WITH INSURANCE COMP PER CUSTOMER, DEALER &
 AYS: NONE CAD ADVISED -THIS IS NOT A SITUATION THAT FM
 C IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE
 CARRIER FOR DIRECTIONS. INQUIRIES CASE ID: 78
 Origin: OAG GENERAL QAO PHONE: 8271000 4:30:30 PM.
 Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY
 CUSTOMER SAYS: -WANTED TO KNOW IF THERE IS A RECALL ON VEC
 H -BAD VECH CAUGHT FIRE ON SATURDAY IN DRIVEWAY AND VECH
 VECH WOULDNT START -HAS NOT BEEN TO DRWHP -HAS NOT FILED
 CLAM WITH INSURANCE COMP -SEEING FROM FORD FINANCIAL AS
 ASSISTANCE FOR REPAIR -HE HAS NO WAY OF GETTING TO WORK -HAS
 NOT FILED CLAM WITH INSURANCE COMP PER CUSTOMER, DEALER &
 AYS: NONE OAG ADVISED -THIS IS NOT A SITUATION THAT FM
 C IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE
 CARRIER FOR DIRECTIONS. INQUIRIES CASE ID: 78

MORBII Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry #091-061

Region: 24 ORLANDO

Issue: LEGAL

Zone: A2

Status: MORS H

Date: 2000-04-09

VIN: 2HECM7EW5A0[REDACTED]

Engines: W

Vehicle Type: C

Opened: 12/9/1999

Contact_Keys:[REDACTED]

Closed: 12/9/1999

Last Name:[REDACTED]

Title:[REDACTED]

Middle Name:[REDACTED]

Status: CLOSED

Address:[REDACTED]

City: PEMBROKE PINES

State: FL

Zip:[REDACTED]

Phone:[REDACTED]

Model Year: 1998

Model: GRAND MARQUIS LS 4DR

Mileage:

80000

Build Date: 3/8/1992

Dealer Name: WORLD

Sales Order: FB4014

Part #: 04677

Reason Code: 0771 LEGAL - FIRE/PERSONAL PROPERTY DAMAGE CLAIM

Symptom: 704145 FIRE/MORE VISIBLE FLAME UNDERHOOD

Origin: CAL036 US CONCERN CASE BASE

PHONE 12/9/1999 8:30:28 AM

Action: 864 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER
AFFAIRS DEPT

RIDALL, S 99816

CUSTOMER SAYS: CUST HAD EARLIER RECEIVED A RECALL ON THE 8
PINT CONTROL CABLE. CUST HAD GOT THE RECALL PERFORMED ON 09
/20/99. HOWEVER YESTERDAY IN THE AFTERNOON AT 0215 THE VEH
CUE CAUGHT FIRE UPTO THE GROUND. THE FIRE DEPT AND POLICE W
ERE NOTIFIED AND THE REPORT HAS BEEN FILED WITH PEMBROKE PIN
BS FIRE DEPT AND THE REPORT # IS 991200018. THE FINDINGS ARE
NOT YET CONCLUDED BUT THE FIRE STARTED UNDERNEATH THE HOOD.
NO PROPERTY DAMAGE EXCEPT FOR THE DRIVE WAY. THE VEHICLE I
S TOTALLED AND CURRENTLY SITTING ON THE DRIVE WAY. THE INSU
RANCE COMPANY HAS BEEN NOTIFIED BUT STILL HAVEN'T INSPECTED
THE CLAIM. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED:

- THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFA
IRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER
AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILA
BLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARR
IER TO REPORT THE CONCERN, PLEASE DO SO. INQUIRY CASE ID:
78

Origin: CAL01 CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE

12/9/1999 1:26:28 PM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER

CONTACT PERSON: LEFT MESSAGE

"LPA MADE OMC, LEFT MSG. ON ANEL MACHINE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP-698 INFORMATIONAL CALL/FAX WITH CUSTOMER
"LPA SPOKE TO [REDACTED] AND [REDACTED]. THEY INDICATED THAT THE
INCIDENT DATE WAS 12-6-99. THERE WERE NO INJURIES. THE V
EHICLE BURNED IN THE DRIVEWAY, THEREFORE THERE IS SOME DRIVE
WAY DAMAGE. IT IS UNKNOWN HOW MUCH DAMAGE OCCURRED. THERE
IS A POLICE REPORT, #091260018 AND A FIRE REPORT, #14780. T
HEIR INSURANCE CO. HAS BEEN NOTIFIED AND IS IN THE PROCESS O
F SETTLING THE CLAIM. THE CUSTOMER IS SEEKING A VEHICLE RE
PENTION AND ASSISTANCE FROM PMO.

12/9/1999 8:18:58 PM

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 12/9/1999 8:22:29 PM
Action: LP-698 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY 090803/00717041407
INVOLVED

"LPA ADVISED [REDACTED] AND [REDACTED] THAT BASED ON THE INFORMA
TION PROVIDED, THEIR INSURANCE CO. IS INVOLVED. IF THE INS.
CO. FINDS PMO LIABLE FOR THE FIRE THEY HAVE THE OPTION TO SU
BROGATE. NO FURTHER ASSISTANCE OFFERED.

MORSW Duplicate (Y/N):

VCG Duplicate (Y/N): n/a

Inquiry: R041-002
 Region: 13 NEW YORK Issue: LEGAL
 VIN: 1LNLM4nW3P1██████████ Engine: W
 Contact_Keys: 04678918410708 70420007
 Zone: KT Web Type: O
 Source: MORB II
 Owner: 457801341
 Opened: 6/14/2001
 Closed: 6/14/2001

Last Name: ██████████	Title: ██████████	First Name: ██████████	Status: CLOSED
Address: ██████████		City: JENKIN BEACH	State: FL Zip: ██████████
Phone: ██████████			
Model Year: 1994	Model: TOWN CAR EXECUTIVE	Wheeler:	1 Email Date: 6/14/2001
Dealer Name: TOWN MOTORS	Sales Code: L14431	P and A:	11218
Reason Code: 0708 LEGAL - FIRE CLAIM			
Part/Name: 704200 FIRE/SMOKE SMOKE			
Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION	MAIL		
Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY			
WWW - DEALER REQUEST LETTER, WWW			
RECD 06/14/01			
DEALERSHIP CONTACT:			
ALLIED			
CUSTOMER ALLEGED THAT HIS VEHICLE IS DEFECTIVE.			
"CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO DISCUSS THIS MATTER."			
Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION	MAIL	6/14/2001	3:55:42 PM
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER			
LPA LEFT MESSAGE TO CUSTOMER ADVISING IN RPT OF DEMAND LTR REGARDING FIRE, WILL INVESTIGATE AND FOLLOW-UP. LPA LEFT IDENTIFYING INFO AND NPIR (313) 849-6354.			
Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION	MAIL	6/17/2001	10:16:08 AM
Action: LP610 DENY ASSISTANCE - BEYOND WARRANTY			
LPA ADVISED CUSTOMER VEH OUT OF WARRANTY, NO RECALLS ASSOCIATED WITH CONCERN, DENY ASSISTANCE, NO FURTHER ACTION WILL TAKE PLACE.			

MORBII Duplicate (Y/N):

VOC Duplicate (Y/N):

Inquiry: R081-002
 Register: 10-00R Issue: INFORMATION Zone: O1 Source: MORB M
 VIN: 2FACP7W024 [REDACTED] Engine: N Val Type: C Case: 1000200300
 Contact_Keys: 1000000000100100000002 Opened: 08/01/00
 Closed: 08/01/00
 Last Name: [REDACTED] First Name: [REDACTED] Status: CLOSED
 Address: [REDACTED] City: PHOENIXVILLE State: PA ZIP: [REDACTED]
 Phone: [REDACTED]
 Model Year: 1998 Model: LTD CROWN VIO LX 4DR Mileage: 27000 Build Date: 10/01/00
 Dealer Name: HERITAGE FORD INC Sales Code: P10001 P and A: D1000
 Reason Code: 1106 AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR
 Symptom: 801400 SERVICE BRAKE INOP/N/EFFECTIVE
 Origin: CAC008 US CONCERN CASE BASE PHONE: 08/01/00 12:52 PM
 Action: 400 ADVISE CUST ALL REPAIRS ELIGIBLE FOR COVERAGE MUST BE
 PERFORMED BY

CUSTOMER SAYS: -IS CONCERNED WITH A POSSIBILITY OF RECALL ON
 VIN FOR BRAKES -APPARENTLY HAD FIRE UNDER VIN THAT AFFECTED THE BRAKE SYSTEM -WANTS TO KNOW IF RECALL COULD HAVE CONTRIBUTED TO THE PROBLEM PER CUSTOMER, DEALER SAYS: -NON-E
 GAO ADVISED: -ALL WARRANTY REPAIRS MUST BE PERFORMED BY AN AUTHORIZED FORD/LIN DEALESHIP -FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE INFERNO CASE ID: 4000

Origin: GAO GENERAL GAO PHONE: 08/01/00 12:52 PM
 Action: G00001 NO ACTION REQUIRED; INFORMATION ONLY
 CUSTOMER SAYS: -IS CONCERNED WITH A POSSIBILITY OF RECALL ON VIN FOR BRAKES -APPARENTLY HAD FIRE UNDER VIN THAT AFFECTED THE BRAKE SYSTEM -WANTS TO KNOW IF RECALL COULD HAVE CONTRIBUTED TO THE PROBLEM PER CUSTOMER, DEALER SAYS: -NON-E
 GAO ADVISED: -ALL WARRANTY REPAIRS MUST BE PERFORMED BY AN AUTHORIZED FORD/LIN DEALESHIP -FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE INFERNO CASE ID: 4000

MORBI Duplicate (Y/N):

VDC Duplicate (Y/N):

Inquiry: R081-002
Region: 10 SDR Issue INFORMATION Zone: X2 Section: MORS II
VIN: 2FADP74W7D0000000 Street: W Van Type: C Case: 407061300
Contract_Xkey: 04070613001141 2000000

Open: 07/07/00
Closed: 07/19/00

Last Name: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: MALTA State: OH Zip: [REDACTED]

Phone: [REDACTED]
Model Year: 1992 Model: LTD CROWN VIC LX 4DR Miles: 149000 Build Date: 5/22/1991
Dealer Name: BROADWAY FORD State Code: PA7000 P and A: 0826

Reason Code: 1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptom: 200000 HRN/SPD CONTRL SPEED CONTROL

Origin: CAC98 US CONCERN CASE BASE PHONE: 6/16/1990 11:01:41 AM
Action: 888 ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
Customer Says: - CUST SAYS THAT ON THE NEWS SHE SAW THAT THERE WAS A RECALL FOR VEHICLE FIRE - ALLEGES THAT HER VEHICLE WAS CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTMENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS NO DAMAGE TO ANY OTHER PROPERTY ASIDE FROM THE VEHICLE - THE INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID NOT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STILL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR THE CRUISE CONTROL. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFECTION CASE ID: 1790

Origin: OAC GENERAL OAC PHONE: 6/19/1990 11:01:41 AM
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY
Customer Says: - CUST SAYS THAT ON THE NEWS SHE SAW THAT THERE WAS A RECALL FOR VEHICLE FIRE - ALLEGES THAT HER VEHICLE WAS CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTMENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS NO DAMAGE TO ANY OTHER PROPERTY ASIDE FROM THE VEHICLE - THE INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID NOT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STILL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR THE CRUISE CONTROL. PER CUSTOMER, DEALER SAYS: OAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE INFECTION CASE ID: 1790

MORSII Duplicate (Y/N):

VOD Duplicate (Y/N):

Inquiry: R0201-082
Region: 10 5DR Issue INFORMATION Zone: K2 Source: MORGAN
VIN: 2PA0P74W7ND█████████████████████ Comm: 407061988
Contact_Keys: 0407061988077870434702 Opened: 5/18/1988
Closed: 5/18/1988

Last Name: ██████████ First Name: ██████████ Status: CLOSED
Address: 2136 W HOWARD RD NW City: MALTA State: OH Zip: ██████████
Phone: 740-8923762 Model Year: 1992 Model: LTD CROWN VIC LX 4DR Miles: 140000 Bu/Rd_Dates: 5/20/1988
Dealer Name: BROADWAY FORD Sales Code: P47083 P and A: 05290

Reason Code: 0775 - LEGAL - REFER TO INSURANCE COMPANY

Symptom(s): 704347 FIRE/SMOKE SCORCHED/BLUNT UNDER VEHICLE

Origin: CAC08 US CONCERN CASE BASE PHONE: 5/18/1988 11:01:41 AM
Action: DR0001 ADVISE OWNER TO CONTACT THEIR INSURANCE COMPANY FOR ██████████
ASSISTANCE

CUSTOMER SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT THERE WAS A RECALL FOR VEHICLE FIRE - ALLEGES THAT HER VEHICLE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTMENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS NO DAMAGE TO ANY OTHER PROPERTY ABIDE FROM THE VEHICLE - THE INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID NOT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STILL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR THE CRUISE CONTROL PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THIS IS NOT A SITUATION THAT FMG IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS.

Origin: GAC - GENERAL GAC PHONE: 5/18/1988 11:01:41 AM
Action: DR0001 NO ACTION REQUIRED; INFORMATION ONLY
Customer SAYS: - CUST SAYS THAT ON THE NEWS SHE SAW THAT THERE WAS A RECALL FOR VEHICLE FIRE - ALLEGES THAT HER VEHICLE CAUGHT ON FIRE APPROX ONE MONTH PRIOR - THE FIRE DEPARTMENT WAS NOT NOTIFIED - THERE WERE NO INJURIES - THERE WAS NO DAMAGE TO ANY OTHER PROPERTY ABIDE FROM THE VEHICLE - THE INSURANCE COMPANY WAS NOT CONTACTED BECAUSE THE CUST DID NOT FEEL THAT IT WAS AN INSURANCE ISSUE - THE VEHICLE IS STILL OPERABLE - CUST IS CALLING TO SEE IF FORD WILL REPAIR THE CRUISE CONTROL. PER CUSTOMER, DEALER SAYS: GAC ADVISED: - THIS IS NOT A SITUATION THAT FMG IS ABLE TO ASSIST YOU WITH. PLEASE CONTACT YOUR INSURANCE CARRIER FOR DIRECTIONS.
INQUIRIES CASE ID: 29

MORGAN Duplicate (Y/N):

VOC Duplicate (Y/N):