

EA02-025

FORD 10/27/03

APPENDIX N

BOOK 13 OF 61

PART 2 OF 4

EMO2-028 0170

MORS RESPONSIVE
REPORTS

Inquiry: RQ01-002

Region:

Issue INFORMATION

Zone:

Source: MCRS II

Case: 30808009

VIN: 2MELU7B46P

Engine: W

Veh Type: C

Opened: 8/17/1999

Contact_Key: 090809009141 2080002

Closed: 8/17/1999

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: SUNPSS

State: FL

ZIP:

Phone:

Model Year: 1983

Model: GRAND MARQUE LS 4DR

Mileage:

17000

Busd Date: 1/29/1993

Dealer Name:

Sales Code:

P and As

Reason Code: 1141

AWA - OUTSIDE CRITERIA, REQUESTING AWA

Symptoms: 208200

HPF8PD CNTRL SPEED CONTROL

Origin: OAC08 US CONCERN CASE BASE

PHONE

8/17/1999 10:04:40 AM

Action: 825

ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE

CUSTOMER SAYS: CUST STATES THAT HE HAS A NUMBER OF VEH'S R
REGISTERED TO THE BUSINESS AND ONE OF THEM CAUGHT FIRE DUE TO
THE CONCERN REGARDING RECALL 98S15. CUST STATES THAT LAST
NIGHT HE WAS ABLE TO PREVENT THIS VEH FROM CATCHING FIRE.
CUST STATES THAT HIS MECHANIC TOOK THE PART OUT AND IT WAS O
N FIRE AND IT IS NOW MELTED DOWN. CUST STATES THAT HE FEELS
THAT ALL THE VEH'S HE HAS SHOULD BE COVERED UNDER THE RECA
LL 98S15. CUST WOULD LIKE TO SPEAK TO A MANAGER. PER CUSTO
MER, DEALER SAYS: NONE. OAC ADVISED: - ADVISED CUST THAT
FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR A RECALL IF T
HE VEH DOES NOT FALL UNDER THE RECALL. ADVISE CUST THAT A R
EQUEST FOR A SUPERVISOR TO CALL HIM BACK HAS BEEN FILLED OUT
AND THEY WILL CONTACT HIM WITHIN 48 BUS. HPL INFERIOR CAS
E ID: 1760

Origin: OAO GENERAL OAO

PHONE

8/17/1999 10:04:40 AM

Action: DR001 NO ACTION REQUIRED; INFORMATION ONLY

CUSTOMER SAYS: CUST STATES THAT HE HAS A NUMBER OF VEH'S R
REGISTERED TO THE BUSINESS AND ONE OF THEM CAUGHT FIRE DUE TO
THE CONCERN REGARDING RECALL 98S15. CUST STATES THAT LAST
NIGHT HE WAS ABLE TO PREVENT THIS VEH FROM CATCHING FIRE.
CUST STATES THAT HIS MECHANIC TOOK THE PART OUT AND IT WAS O
N FIRE AND IT IS NOW MELTED DOWN. CUST STATES THAT HE FEELS
THAT ALL THE VEH'S HE HAS SHOULD BE COVERED UNDER THE RECA
LL 98S15. CUST WOULD LIKE TO SPEAK TO A MANAGER. PER CUSTO
MER, DEALER SAYS: NONE. OAO ADVISED: - ADVISED CUST THAT
FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR A RECALL IF T
HE VEH DOES NOT FALL UNDER THE RECALL. ADVISE CUST THAT A R
EQUEST FOR A SUPERVISOR TO CALL HIM BACK HAS BEEN FILLED OUT
AND THEY WILL CONTACT HIM WITHIN 48 BUS. HPL INFERIOR CAS
E ID: 1760

Tuesday, January 29, 2002

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ERR2-825 8171

Origin: CAGM02MANUAL - PHONE CSR

PHONE

01/17/1998 11:42:58 AM

Action: 226 SUPERVISOR REFERRAL FOLLOW-UP

CUSTOMER SAYS: -CUST SAID OWNS A TRANSPORTATION COMPANY AND IS A MECHANIC -CUST HAS 18 VEHICLES IN THE COMPANY -VEHICLE WOULD NOT START AND BURNING SMELL -CUST CHANGED PANTHER AND FEELS THE PROBLEM IS RELATED TO THE 2001S RECALL -CUST WANTS FORD TO PERFORM THE RECALL ON ALL HIS VEHICLES WHETHER OR NOT THEY ARE INVOLVED IN THAT RECALL AS THIS IS CONSIDERED A SAFETY ISSUE PER CUSTOMER, DEALER SAYS: NO COVERAGE CAD ADVISED: SUPERVISOR CSR: -SUPPORT PREVIOUS DECISION -WARRANTY HAS EXPIRED AND THERE ARE NO RECALLS OR PROGRAMS RELATING TO THE CONCERN -FORD WILL NOT PROVIDE A RESTITUTION -DOCUMENTED INFORMATION ANNETTE 01/17/98-JMS
UE CLOSED

MORRIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

Thursday, January 29, 2002

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ERR2-025 0172

Inquiry: R081-002 Source: MOFIS IN
Region: 24 ORLANDO Joseph LEBAL Zone: A2 Case: 402548980
Veh: 1LNLMWTF [REDACTED] Engine: W Veh Type: C Opened: 10/25/1998
Contact_Key: 0402542080708 70414707 Closed: 10/25/1998

Last Name: [REDACTED] Title: SM First Name: JESUS Status: CLOSED
Address: [REDACTED] City: MIAMI State: FL Zip: [REDACTED]
Phone: [REDACTED]
Model Year: 1993 Model: TOWN CAR SIGNATURE Mileage: 1 Built Date: 8/14/1992
Dealer Name: METRO FORD INC Sales Code: FM008 P and A: 04871

Reason Code: 0709 LEGAL - FIRE CLAIM
Symptoms: 704147 FIRE/SMOKE VISIBLE FLAME UNDER VEHICLE

Origin: CACISB US CONCERN CASE BASE PHONE: 10/25/1998 1:07:08 PM
Action: 884 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT

RECALL # 98818
CUSTOMER SAYS: - FIRE OCCURRED ON 10/18/98; - VEH CAUGHT ON FIRE WHILE IT WAS PARKED IN THE GARAGE; - FIRE DEPARTMENT WAS NOT CONTACTED; CUST TOOK CARE OF FIRE WITH FIRE EXTINGUISHER; - INSURANCE COMPANY WAS CONTACTED, AND THEY SAID THAT THEY WILL NOT COVER B/C FIRE WAS DUE TO A MECHANICAL FAILURE; - RECEIVED A LETTER IN REGARDS TO A RECALL ON THE IGNITION SWITCH 98818; - VEH CURRENTLY AT METRO FORD; VEH IS REPAIRABLE, BUT NO ONE IS TAKING RESPONSIBILITY; - ELECTRICAL SYSTEM IS A BURNT; PER CUSTOMER, DEALER SAYS: NONE CAC 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 - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IMMEDIATE CASE ID: 77

Origin: CAC GENERAL CAC PHONE: 10/25/1998 1:07:38 PM
Action: 09001 NO ACTION REQUIRED; INFORMATION ONLY
CUSTOMER SAYS: - FIRE OCCURRED ON 10/18/98; - VEH CAUGHT ON FIRE WHILE IT WAS PARKED IN THE GARAGE; - FIRE DEPARTMENT WAS NOT CONTACTED; CUST TOOK CARE OF FIRE WITH FIRE EXTINGUISHER; - INSURANCE COMPANY WAS CONTACTED, AND THEY SAID THAT THEY WILL NOT COVER B/C FIRE WAS DUE TO A MECHANICAL FAILURE; - RECEIVED A LETTER IN REGARDS TO A RECALL ON THE IGNITION SWITCH 98818; - VEH CURRENTLY AT METRO FORD; VEH IS REPAIRABLE, BUT NO ONE IS TAKING RESPONSIBILITY; - ELECTRICAL SYSTEM IS A BURNT; PER CUSTOMER, DEALER SAYS: NONE CAC 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 - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IMMEDIATE CASE ID: 77

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP800 MAKE OUTBOUND CALL TO DEALER
CONTACT PERSON CARY PEREZ

10/25/2000 2:31:40 PM

"LPA MADE CSC TO CARY PEREZ @ METRO FORD. SHE INDICATED TH
AT THE VEHICLE IS CURRENTLY AT THE DEALER AND THEY HAVE NOT
YET DETERMINED WHAT MAY HAVE CAUSED THE VEHICLE FIRE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP422 INFORMATION CALL/FAX WITH DEALER

11/1/2000 2:32:00 PM

"PER CARY PEREZ @ METRO FORD, THE VEHICLE FIRE APPEARS TO B
E RELATED TO RECALL 00616. THE VEHICLE REPAIRS ARE ESTIMATED
TO COST \$5,000. THE REPAIR ESTIMATE WILL BE SENT TO LPA.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: CAC008 OFFER

11/1/2000 2:32:04 PM

PROJECTED \$ AMOUNT 8000
"LPA CONTACTED [REDACTED] SPANISH TRANSLATION PROVIDED BY
[REDACTED] INDICATED THAT THERE WERE NO
INJURIES AS A RESULT OF THE FIRE AND NO PROPERTY DAMAGE. A
GOODWILL CASH SETTLEMENT OFFER OF \$5,000 WAS PROVIDED. MR.
FUENTES WILL CALL LPA BACK WITH A DECISION.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP818 PAY FOR REPAIRS - ESTIMATE & RELEASE PENDING (P00)

11/1/2000 2:42:16 PM

PROJECTED \$ AMOUNT 180
DEALER P & A CODE 04871
ACTUAL \$ AMOUNT 180
LINE # 01
LAST FOUR OF P.O. # 0800
COMMITMENT CODE J017U

"LPA PROVIDED CARY PEREZ @ METRO FORD THE COMMITMENT CODE
TO PAY FOR TECH. TIME SPENT ON THE VEHICLE'S FIRE DAMAGE BY
ESTIMATION.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP1801 UPDATEADDCO CASE

11/2/2000 9:25:06 AM

"THE GOODWILL OFFER LETTER WAS FAX TO CARY PEREZ @ METRO FO
RD. LPA IS WAITING FOR MR. FUENTES' DECISION.
"LPA RECEIVED THE REPAIR ESTIMATE FROM CARY PEREZ @ METRO F
ORD.

Origin: CALGAL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 1202/1000 2:22:34 PM
Action: LP1702 CUSTOMER REQUESTS OFFER DUE TO NO RESPONSE- CLOSE CASE [REDACTED] 10/14/07

ANSWER Y/N N
**LPA RECEIVED NO RESPONSE FROM CUSTOMER REGARDING OFFER.

MORSE Duplicate (Y/N):

VOQ Duplicate (Y/N): 8/16/

Tuesday, January 26, 2009

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EP02-025 0170

Inquiry: R081-002

Source: MORRIS

Region: 10 SDR

Issue: INFORMATION

Zone: P1

Case: 1001372000

VIN: 2MECM74H900

Engine: W

Veh Type: G

Opened: 9/22/1999

Contact_Key: 10013720001100 00021000

Closed: 9/29/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: FORT WASHAKE

State: WY

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1998

Model: GRAND MARQUE GS 4DR

Mileage: 120000

Build Date: 4/15/1998

Dealer Name: FREMONT MOTOR SHOPS

Sales Code: F00416

Part A: 00000

Reason Code: 1308 AWA - OUT CRITERIA, REQUEST AWA AFTER REPAIR

Symptoms: 200210 HFN05FD ONTR. SPEED CONTROL ATTACHMENT

Origin: CAC336 US CONCERN CASE BASE

PHONE

9/22/1999 9:51:25 PM

Action: 430 ADVISE CUST ALL REPAIRS ELIGIBLE FOR COVERAGE MUST BE PERFORMED BY

CUSTOMER SAYS: - THAT HE WOULD LIKE TO KNOW IF THERE IS A RECALL ON THE VEH. - HE SAYS THAT HE RECEIVED INFORMATION ON THE INTERNET ON FROM THE NHTSA THAT THERE IS A RECALL ALERT ON THE VIN NUMBER 00012400, AND IS RELATED ELECTRICAL OVER HEATING OF THE SPEED CONTROL DEACTIVATION SWITCH. - HE SAYS THAT HE HAS HAD THIS HAPPEN ON HIS VEH BEFORE WHERE HE REPAIRED THE SWITCH. - HE SAYS THAT HE WOULD LIKE TO KNOW IF THE RECALL AFFECTS THE VEH. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED BY AN AUTHORIZED FORD/M DEALERSHIP - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE - ADVISED CUST THAT THERE IS NO RECALL ON THE VEH AT THIS TIME. REFERENCE CASE ID: 4000

Origin: CAC GENERAL CAC

PHONE

9/23/1999 9:51:25 PM

Action: 000001 NO ACTION REQUIRED; INFORMATION ONLY

CUSTOMER SAYS: - THAT HE WOULD LIKE TO KNOW IF THERE IS A RECALL ON THE VEH. - HE SAYS THAT HE RECEIVED INFORMATION ON THE INTERNET ON FROM THE NHTSA THAT THERE IS A RECALL ALERT ON THE VIN NUMBER 00012400, AND IS RELATED ELECTRICAL OVER HEATING OF THE SPEED CONTROL DEACTIVATION SWITCH. - HE SAYS THAT HE HAS HAD THIS HAPPEN ON HIS VEH BEFORE WHERE HE REPAIRED THE SWITCH. - HE SAYS THAT HE WOULD LIKE TO KNOW IF THE RECALL AFFECTS THE VEH. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: - ALL WARRANTY REPAIRS MUST BE PERFORMED BY AN AUTHORIZED FORD/M DEALERSHIP - FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE - ADVISED CUST THAT THERE IS NO RECALL ON THE VEH AT THIS TIME. REFERENCE CASE ID: 4000

MORRIS Duplicate (Y/N):

V02 Duplicate (Y/N):

Tuesday, January 20, 2002

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8002-825 8176

Inquiry: R001-082

Source: MORRIS

Region: 21 ATLANTA

Issue: INFORMATION

Zone: C2

Case: 1710402501

VIN: 1LNLM81W451

Engine: W

Veh Type: C

Opened: 8/14/2001

Contact_Key: 1710402501005 30182002

Closed: 8/14/2001

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: COLUMBUS

State: GA

ZIP:

Phone:

Model Year: 1998

Model: TOWN CAR EXECUTIVE

Mileage:

61575 Bu52_Data:

8/1/1994

Dealer Name: GATEWAY LINCOLN-MER

Sales Code: L20116

F and A:

10135

Reason Code: 3028

PROBABLE DEFECT - VEHICLE QUALITY

Symptoms: 301820

SERVICE BRAKE LEAKS FLUID

Origin: CASES US CONCERN CASE BASE

PHONE

8/14/2001 7:44:40 PM

Action: 059 ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

1710402501005 30182002

CUSTOMER SAYS: CUST STATED THAT HE HAD FIRE UNDER THE HOOD, BRAKE PRESSURE SWITCH, FUSE WAS BLOWN, REPLACE THE FUSE AND THE VEH CAUGHT ON FIRE. THEN BRAKE BOOSTER FLUID DRIP DOWN AND CAUSE FIRE. INSURANCE PAY OF MOST OF THE REPAIR. BRAKE FLUID IS STILL IN THE VEH. PER CUSTOMER, DEALER SAYS: NONE. OAO ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/MER DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR ADVISE CUST TO TAKE THE VEH IN FOR DIAGNOSIS. REFERENCE CASE ID: 4804

MORRIS Duplicate (VIN):

VDC Duplicate (VIN):

Inquiry: R081-002
Region: 41 CHICAGO Issues: LEGAL Zone: B1 Case: 1816775370
VIN: 1JRLJ82W5P Engine: W Veh Type: C Opened: 5/24/2000
Contact_Key: 18167753700700 70414807 Closed: 5/24/2000

Last Name: Title: First Name: Status: CLOSED
Address: City: CHICAGO State: IL ZIP: 60644
Phone:
Model Year: 1993 Model: TOWN CAR SIGNATURE Mileage: 135000 Build Date: 5/1/1992
Dealer Name: JOE PIZZA LINCOLN-M Sales Code: L42402 P and S: 12151

Reason Code: 0700 LEGAL - FIRE CLAIM
Symptoms: 704148 FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Origin: CACIS US CONCERN CASE BASE PHONE: 5/24/2000 3:21:32 PM
Action: 507 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS 18167753700700 70414807

CUSTOMER SAYS: - VEH CAUGHT ON FIRE WHILE THE CUST WAS DRIVING - CUST STATES THAT THE WAY THE FIRE STARTED HE BELIEVES IT IS RELATED TO RECALL #6616 - CUST STATES THAT HE HAD TAKEN VEH IN TO DLR FOR RECALL PRIOR TO FIRE AND IS CONCERNED THAT THE RECALL WAS NOT HANDLED CORRECTLY AND IN TURN CAUSED THE FIRE IN HIS VEH. FIRE DETAILS: - 20TH JUNE 2000 - UNDER HOOD ORIGIN - NORTH AND CLAYBORN ST. - WAS REPORTED AT FIRE DEPT. - NO CAUSE GIVEN, BUT REPORT WAS FILED - NO FIRE REPORTS, FILED IN CHICAGO - HAS FILED CLAIM WITH INSURANCE - TOTAL LOSS WILL GIVE MONEY TO CUST TO PURCHASE ANOTHER VEH. - NOT REPAIRABLE PER CUSTOMER, DEALER SAYS: NONE. DAD 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 THE INCIDENT - (NOTE TO CUST: IF CUSTOMER IS WORKING WITH A NON-FORD DEALERSHIP, PLEASE ASSIGN THE NEAREST FORD DEALERSHIP TO THE CONTACT) INTERVIEW CASE ID: 4746

Origin: CALDI CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE: 5/24/2000 4:23:14 PM
Action: LP801 MAKE OUTBOUND CALL TO CUSTOMER 18167753700700 70414807
LPA CALLED THE CUSTOMER. INSURANCE COMPANY HAS POSSESSION OF THE VEHICLE AND HAVE OFFERED THE CUSTOMER A SETTLEMENT. LPA EXPLAINED SUBROGATION TO THE CUSTOMER, WILL FOLLOW UP WITH A LETTER.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 01232000 4:51:12 PM
Action: LP008 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
INVOLVED

LPA MAILED LETTER TO CUSTOMER INDICATING THAT BECAUSE HIS
INSURANCE COMPANY IS ALREADY INVOLVED THEY HAVE THE OPTION
TO SUBROGATE IF THEY FEEL THAT A FORD DEFECT CAUSED THE
FIRE. NO FURTHER ASSISTANCE.

MOREBI Duplicate (Y/N):

VOQ Duplicate (Y/N): 221

Inquiry: R091-002

Region: 15 NEW YORK

Issue: LEGAL

Zone: B1

Source: MCRB IN

Case: 894551030

VIN: 2FALP74V6P2

Engine: W

Veh Type: C

Opened: 10/29/1999

Contact_Key: 03645510300700 20220007

Closed: 10/29/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: JAMAICA

State: NY

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1999

Model: LTD CROWN VIC LX 4DR

Mileage: 22000

Build Date: 10/18/1992

Dealer Name: GOLDSMITH FORD, LTD

State Code: F13030

Panel A:

00000

Reason Code: 0709

LEGAL - FIRE CLAIM

Symptoms: 202200 HTNSPD CNTRL SPEED CONTROL

Origin: 04035 US CONCERN CASE BASE

PHONE

10/29/1999 3:52:22 PM

Action: 884 ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS DEPT

03645510300700 20220007

RECALL #

00015

CUSTOMER SAYS: CUST STATES VEH CAUGHT ON FIRE, CUST FEELS THE FIRE WAS CAUSED BY THE SPD CONTROL RECALL. VEH IS CURRENTLY BURNING. THE FIRE OCCURRED ON 10/25/99, THE FIRE ORIGINATED IN THE WIRING UNDER THE HOOD, THE LOCATION OF THE VEH WAS ON THE STREET. A FIRE REPORT WAS FILED IN NEW YORK, CUST DOES NOT HAVE FIRE REPORTS. INSURANCE CO. WAS CONTACTED, VEH IS NOT REPAIRABLE. PER CUSTOMER, DEALER SAYS: NONE CAG A DIVISION: - 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 - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IMMEDIATELY
E ID: 77

Origin: 040 GENERAL CAG

PHONE

10/29/1999 3:52:22 PM

Action: D0001 NO ACTION REQUIRED; INFORMATION ONLY

03645510300700 20220007

CUSTOMER SAYS: CUST STATES VEH CAUGHT ON FIRE, CUST FEELS THE FIRE WAS CAUSED BY THE SPD CONTROL RECALL. VEH IS CURRENTLY BURNING. THE FIRE OCCURRED ON 10/25/99, THE FIRE ORIGINATED IN THE WIRING UNDER THE HOOD, THE LOCATION OF THE VEH WAS ON THE STREET. A FIRE REPORT WAS FILED IN NEW YORK, CUST DOES NOT HAVE FIRE REPORTS. INSURANCE CO. WAS CONTACTED, VEH IS NOT REPAIRABLE. PER CUSTOMER, DEALER SAYS: NONE CAG A DIVISION: - 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 - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE CONCERN, PLEASE DO SO IMMEDIATELY
E ID: 77

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE
Action: LP001 MAKE OUTBOUND CALL TO CUSTOMER
CONTACT PERSON ANSWERING MACHINE
ON CALL TO CUSTOMER TO ACKNOWLEDGE CALL TO CAO

10/7/1999 11:24:40 AM
004081030703 0000007

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 10/7/1999 11:28:11 AM
Action: LP008 REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY 004081030703 0000007
INVOLVED

DENY - REFER TO INSURANCE COMPANY. CUSTOMER HAS ALREADY
CONTACTED INSURANCE COMPANY. VEHICLE HAD SPEED CONTROL
RECALL 90918 PERFORMED AND SAYS FIRE BECAUSE OF POOR WORK-
MANSHIP. ADVISED TO CONTINUE WORKING WITH INSURANCE CO WHO
CAN SUBROGATE IF THEY FEEL THERE WAS ANY DEFECTS

NOBBR Duplicate (Y/N):

VOQ Duplicate (Y/N): 924

Inquiry: R041-002

Region: 41 CHICAGO

Issue: INFORMATION

Zone: B1

Source: MORIS W

Case: 1642200000

Veh: 1L1LMBTWHN

Engine: W

Veh Type: C

Opened: 2/22/2006

Control_Key: 1642200000778 70414802

Closed: 2/22/2006

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: CHICAGO

State: IL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: TOWN CAR EXECUTIVE

Mileage: 106746

Build Date: 3/31/1992

Dealer Name: HAWK LINCOLN-MERCURY Sales Code: L42102

F and A: 10236

Reason Code: 0778 LEGAL - REFER TO INSURANCE COMPANY

Symptoms: 704145 FIRE/NOCKE VISIBLE FLAME UNDERHOOD

Origin: CACBS US CONCERN CASE BASE

PHONE: 2/22/2006 3:03:59 PM

Action: 505 ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE

CUSTOMER SAYS: -RE TOWN CAR -DEACTIVATOR SWITCH CAUG
HT FIRE -VEH IS OPERATIONAL -WIRING HARNESS AND PLASTI
C BRACKET WERE DAMAGED -SERVICE RECORDS INDICATE THAT SA
FETY RECALL 88615 WAS PERFORMED ON 5/7/87 -SEEMING TO HA
VE THE VEH REPAIRED -VEH CAUGHT FIRE ON 02/27/2006 -TH
E FIRE ORIGINATED UNDER THE HOOD, VISIBLE SMOKE AND FLAMES U
NDER THE HOOD -THE VEH IS CURRENTLY AT THE CUST'S RESIDEN
CE -NO REPORT FILED WITH THE FIRE DEPT. -HAS NOT FILED
A CLAIM WITH INSURANCE COMPANY -VEH IS REPAIRABLE -CU
ST WAS ABLE TO EXTINGUISH THE FIRE BY HIMSELF PER CUSTOMER,
DEALER SAYS: -CALL CAC CAC ADVISED: -THIS IS NOT A B
ITUATION THAT FMC IS ABLE TO ASSIST YOU WITH. PLEASE CONTA
CT YOUR INSURANCE CARRIER FOR DIRECTIONS. REFERENCE CASE ID:
78

MORIS Duplicate (Y/N):

VOQ Duplicate (Y/N): 6/23

Tuesday, January 24, 2006

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ER02-025 8102

Requity: R081-002

Region: 21 ATLANTA

Issue: LEGAL

Zone: E1

Source: MORIS II

Case: 873842818

VIN: 2MECM75W226

Engine: W

Veh Type: D

Opened: 8/18/1998

Contact_Key: 05738428180709 70400007

Closed: 8/18/1998

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: ROSWELL

State: GA

ZIP:

Phone:

Model Year: 1992

Model: GRAND MARQUIS LS 40R

Mileage:

151008

Build Date: 5/1/1992

Dealer Name: WADE LINCOLN MERCOUR

Sales Code:

P and A: 10000

Reason Code: 0708

LEGAL - FIRE CLAIM

Symptoms: 704000 FIRE/SMOKE SCORCHED/BURNT

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/18/1998 3:58:34 PM

Action: LP808 OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED

05738428180709 70400007

RECALL #

88818

***** DEALER REQUEST LETTER *****

REC'D / R8

DEALERSHIP CONTACT: HANK HANCOCKSON @ (770) 475-0822.
ALLEGED DEFECTIVE VEHICLE. VEHICLE CAUGHT FIRE WHILE AT THE
DEALERSHIP, KEYS OUT OF IGNITION AND NO ONE NEAR VEHICLE.
WIRING CAUGHT FIRE AT CONNECTOR. VEHICLE IS UNDER RECALL.
*** CUSTOMER REQUESTS FORD REPAIR VEHICLE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/20/1998 11:27:58 AM

Action: LP422 INFORMATION CALL/FAX WITH DEALER

05738428180709 70400007

-LPA CONTACTED DEALERSHIP TO OBTAIN ADDITIONAL INFORMATION RE
BOARDING FIRE. RECALL 88818 WAS PERFORMED 7/99 AND HAS CAUGHT
T FIRE SINCE THEN. FBE WAS AT DEALERSHIP AND INSPECTED VEHIC
LE. DEALER (HANK HANCOCKSON) STATES THAT FBE DETERMINED PARTS
WERE DEFECTIVE AND SHOULD BE COVERED UNDER SERVICE PART WAR
RANTY. LPA CALLED FBE TO VERIFY DECISION. WAITING ON RETURN
CALL FROM FBE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

8/20/1998 4:17:15 PM

Action: LP400 FINAL CASE DISPOSITION

05738428180709 70400007

-LPA CONTACTED FBE THAT INSPECTED THE VEHICLE AT THE DEALERS
HIP. FBE CONFIRMED THAT THE RECALL THAT WAS PERFORMED ON THE
VEHICLE IN 7/99 (88818) WAS PERFORMED PROPERLY AND THE REC
ENT FIRE WAS DUE TO PRODUCT DEFECT. THE FBE ALSO CONCLUDED T
HAT THE REPAIR SHOULD BE COVERED UNDER PARTS AND SERVICE WAR
RANTY. NO FURTHER ACTION IS REQUIRED.

MORIS Duplicate (Y/N):

VOC Duplicate (Y/N): 6/15/

Tuesday, January 29, 2002

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8082-028 8183

Inquiry: R081-008

Region:

Issue: CONCERN

Zone:

Source: MORIS W

Case: 1455812575

VIN: 2MELM74WCV7

Engine: W

Veh Type: C

Opened: 8/2/2000

Contact_Key: 1455812575140 70414803

Closed: 8/2/2000

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: SPRINGFIELD

State: NY

Zip: 11418

Phone:

Model Year: 1987

Model: GRAND MARQUIS GS 4DR

Mileage:

40000

Build Date: 11/5/1986

Dealer Name:

Sales Code:

P and A:

Reason Code: 1140

AWA - WITHIN CRITERIA, REQUESTING AWA

Symptoms: 704148

FIRE/SMOKE VISIBLE PLANE UNDERHOOD

Origin: GAC038 US CONCERN CASE BASE

PHONE

8/2/2000 4:15:30 PM

Action: 188

ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CPM

1455812575140 70414803

CUSTOMER SAYS: - WHILE DRIVING VEH, SAW SMOKE COMING FROM UNDER THE HOOD; - WHEN WAS ON FIRE; - JUNCTION BOX UNDER BATH MASTER CYLINDER; - FLUID WAS RUNNING OUT FROM UNDERNEATH; - FIRE WAS PUT OUT BY EXTINGUISHER; - VEH IS AT MECHANIC GARAGE; PER CUSTOMER, DEALER SAYS: - NONE. CAC ADVISED: - WARRANTY HAS EXPIRED - FORWARDED INFORMATION TO THE DEALER FOR FINANCIAL CONSIDERATION - REQUESTED OPERATING MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS IN RESPONSE CASE ID: 2345

Origin: DEALER/DEALER

PHONE

8/18/2000 7:25:25 AM

Action: 188

CUSTOMER PAID REPAIR MADE

1455812575140 70414803

VEHICLE CAUGHT FIRE FROM REPAIR MADE BY OUTSIDE SHOP DEALER IS REPAIRING VEHICLE AS PER ESTIMATE FROM CUSTOMER'S INSURANCE COMPANY

Origin: GAC038 MARSHAL - PHONE CDR

PHONE

10/9/2000 2:30:24 PM

Action: 208

FOUND IN OUTSIDE SOURCE

1455812575140 70414803

CUSTOMER SAYS: CUST HAS A GRAND MARQUIS HAD AN ELECTRICAL FIRE IN ALUG UNDER THE HOOD. DAMAGE WAS COVERED BY INSURANCE EXCEPT \$800 WHICH CUST PAID. SAYS A LOT OF PLASTIC MELT ED IN VEH. CUST SAYS HIS INTAKE MANIFOLD OPENED UP ON TOP OF ENGINE IT IS MADE OF PLASTIC AND NOW CUST WANTS FINANCIAL REPAIR IT BUT CUST FEELS THAT THIS IS CAUSED BY THE FIRE BUT ALSO SAYS THAT FORD SHOULD NOT HAVE THIS PART ON TOP OF AN ENGINE. PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: ADVISED CUST TO CONTACT INSURANCE COMPANY FOR GUIDANCE AND TO SEE IF THIS PROBLEM RELATED TO FIRE. ADVISED CUST HIS INSURANCE HAS RIGHT TO SUBROGATE FORD.

MORIS Duplicate (Y/N):

VOG Duplicate (Y/N):

Tuesday, January 23, 2002

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ENR2-825 8184

Inquiry: R001-002

Source: MORIS II

Region: 10 GDR

Issue: INFORMATION

Zone: HI

Case: 1054412149

VIN: SMELM7BW5FD

Engine: W

Veh Type: C

Opened: 02/1999

Contact_Key: 10544121491012 20320002

Closed: 02/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: JEDALIA

State: MO

Zip: [REDACTED]

Phone: [REDACTED]

Model Year: 1994

Model: GRAND MARQUIS LS 4DR

Mileage:

Build Date:

07/1993

Dealer Name: TOWN & COUNTRY MOTO Sales Code: US004

F and A:

12214

Reason Code: 1012 PARTS - BACKORDER DELAY

Symptoms: 203200 STARTCHARGE WIRING - BASED

Origin: GAC038 US CONCERN CASE BASE

PHONE

02/1999 6:29:00 PM

Action: 600 ADVISE CUST UNABLE TO ASSIST IN OBTAINING PART; CONTACT PARTS MGR

CUSTOMER SAYS: THE CUST STATES THAT THE VEH CAUGHT ON FIRE . THE VEH IS CURRENTLY AT THE DEALERSHIP AWAITING ON PARTS, HO WEVER, THE PARTS ARE ON BACK ORDER. THE CUST IS WAITING FOR A WIRING HARNESS AND A DE-ACTIVATION SWITCH FOR THE SPEED CONTROL SYSTEM PER CUSTOMER, DEALER SAYS: PART ON BACK OR DER. GAC ADVISED: OUR OFFICE IS UNABLE TO EXPEDITE THE PART STAY IN CONTACT WITH THE CRMPARTS MANAGER - SPOKE TO THE BOB - AND HE STATED THAT THE WIRING HARNESS IS ON A D99 (N ATIONAL BACK ORDER) THE DE-ACTIVATION SWITCH - IS AT A DEPOT - PART EXPECTED AT ANY TIME SOON INFERENCE CASE ID: 4882

Origin: GAO GENERAL GAO

PHONE

02/1999 6:29:00 PM

Action: D9000 REQUEST PARTS MGR TO CONTACT CUSTOMER

CUSTOMER SAYS: THE CUST STATES THAT THE VEH CAUGHT ON FIRE . THE VEH IS CURRENTLY AT THE DEALERSHIP AWAITING ON PARTS, HO WEVER, THE PARTS ARE ON BACK ORDER. THE CUST IS WAITING FOR A WIRING HARNESS AND A DE-ACTIVATION SWITCH FOR THE SPEED CONTROL SYSTEM PER CUSTOMER, DEALER SAYS: PART ON BACK OR DER. GAC ADVISED: OUR OFFICE IS UNABLE TO EXPEDITE THE PART STAY IN CONTACT WITH THE CRMPARTS MANAGER - SPOKE TO THE BOB - AND HE STATED THAT THE WIRING HARNESS IS ON A D99 (N ATIONAL BACK ORDER) THE DE-ACTIVATION SWITCH - IS AT A DEPOT - PART EXPECTED AT ANY TIME SOON INFERENCE CASE ID: 4882

MORIS Duplicate (Y/N):

VOQ Duplicate (Y/N):

Tuesday, January 25, 2002

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1002-025 0185

Inquiry: RG91-888

Region: 10 SCF

Issue: LEGAL

Zone: P3

Source: MORIS R

Case: 1200000000

Veh: 1LNEJMS2H4N1

Engine: W

Veh Type: C

Open: 9/10/1999

Contact_Key: 12000000000708 70434507

Close: 9/10/1999

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: TRION

State: GA

Zip: [REDACTED]

Phone: [REDACTED]

Model Year: 1992

Model: TOWN CAR SIGNATURE

Mileage: 110000

Build Date: 9/10/1999

Dealer Name: CARL BLACK FORD

Sales Code: F21437

F and A: 00004

Reason Code: 0706 LEGAL - FIRE CLAIM

Symptoms: 704345 FIRE/SMOKE SCORCHED/BURNED UNDERHOOD

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/10/1999 8:12:46 AM

Action: LP308 OPEN LEGAL CONTACT - PRODUCT LIABILITY RECALL RELATED

12000000000708 70434507

***** DEALER REQUEST LETTER *****

REC'D 09/09/99

DEALER/REP CONTACT: RON ROWLAND @ (706) 887-1128

ALLEGES DEFECTIVE VEHICLE. THE CUSTOMER DISCOVERED THE VEHICLE BURNING UNDER THE HOOD IN HIS GARAGE.

*** CUSTOMER REQUESTS FORD COMPENSATE FOR THE REPLACEMENT VALUE OF THE VEHICLE.***

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/10/1999 3:55:20 PM

Action: LP482 INFORMATION CALL/FAX WITH DEALER

12000000000708 70434507

***LPA MADE CBO TO THE DEALER AND SPOKE WITH THE SERVICE MANAGER, RON ROWLAND**INQUIRED ABOUT WHAT HAPPENED AND RON ADVISED THAT THE VEHICLE CAUGHT FIRE AFTER THE PART WAS REPLACED AS REQUIRED BY THE RECALL, 99018**SHOULD SEND AN INDEPENDENT INSPECTOR TO LOOK AT THE VEHICLE AS THERE IS NO SIGN THAT THE PART WAS INSTALLED INCORRECTLY**

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/10/1999 3:55:45 PM

Action: LP481 INFORMATIONAL CALL/FAX WITH EAA

12000000000708 70434507

***LPA MADE CBO TO THE EAA INSPECTOR, DONALD HUTELIN**DONALD ADVISED LPA THAT HE CAN DO THE INSPECTION FOR LPA AT THE DEALERSHIP**LPA FAXED THE INFORMATION TO HIM WITH CONFIRMATION RECEIVED**

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

9/10/1999 4:00:30 PM

Action: LP806 SEND FAX TO EAA

12000000000708 70434507

***LPA FAXED ALL CUSTOMER/VEHICLE INFORMATION TO THE EAA INSPECTOR, DONALD HUTELIN**CONFIRMATION WAS RECEIVED**

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP423 INFORMATIONAL CALL/FAX WITH CUSTOMER
LPA, JBAWOL COMMENTS

8/18/1998 4:10:48 PM
100000000000 70404007

-LPA MADE OBO TO THE CUSTOMER AND SPOKE WITH MR. WOODS WHO
ADVISED THAT THE RECALL 00015 WAS PERFORMED LAST FRIDAY AND
THS WEDNESDAY (SUBSEQUENTLY) IT CAUGHT FIRE UNDER THE HOOD
-LPA ADVISED THAT AN INSPECTION WILL NEED TO BE DONE AND THE
CUSTOMER ADVISED THAT THE SERVICE MANAGER, RON, HAS LOOKED A
T THE VEHICLE BUT HE DOESNT KNOW IF IT'S BEEN INSPECTED
-LPA ADVISED HE WILL BE CONTACTED BACK ONCE THE DEALER IS
CONTACTED

***LPA MADE OBO TO THE CUSTOMER, SPOKE WITH JERRY AND IVON
WOODS**LPA ADVISED THAT THE VEHICLE SHOULD BE TOWED TO THE D
EALER AS SOON AS POSSIBLE AS AN EAA INSPECTOR HAS ALREADY BE
EN NOTIFIED**PER JERRY: THE DEALER HAS CALLED AND MADE APPA
RAGEMENTS AND THE DEALER KNOWS WHERE HE LIVES SO THEY CAN PIC
K THE VEHICLE UP ANYTIME; LPA ADVISED THAT HE WILL BE RESPON
SIBLE FOR THE TOW BILL UNTIL THE INSPECTION REPORT IS COMPLE
TE AND IT IS DETERMINED THAT WE ARE AT FAULT**JERRY AGREED**

***LPA MADE OBO TO THE CUSTOMER AND SPOKE WITH MRS. WOODS**
-LPA REQUESTED A COPY OF THE LIEN-FREE TITLE, REGISTRATION,
SALES INFORMATION AND PROOF OF PURCHASE**
-REQUESTED ALL BE SENT VIA FACSIMILE
-LPA AWAITS THE REQUESTED INFO

8/27/1998 12:35:44 PM
100000000000 70404007

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP404 RECEIVE VEHICLE INSPECTION BACK

***LPA RECEIVED THE VEHICLE INSPECTION BACK FROM THE EAA INS
PECTOR**INSPECTION AND PHONE CALL RECEIVED FROM THE INSPECTO
R ON 8/21/98 ADVISED THAT THE FIRE APPEARS TO BE RELATED TO
THE RECALL ALTHOUGH IT WAS NOTED BY THE DEALER THAT THE RECA
LL WAS PERFORMED THE WEEK BEFORE**LPA WILL REVIEW WITH TEAM
LEADER AND MAKE A DECISION**

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP425 RECEIVE REQUESTED DOCUMENT FROM CUSTOMER
***10/1/98: LPA RECEIVED THE REQUESTED DOCUMENTS FROM THE
CUSTOMER VIA FACSIMILE**TITLE IS LIEN-FREE**

10/1/1998 5:48:02 PM
100000000000 70404007

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: CA0008 OFFER
***LPA PUT OFFER TO REFUND THE CUSTOMER KELLEY BLUE BOOK TRA
DE-IN VALUE IN THE AMOUNT OF \$4,100.00 IN WRITING AND SENT I
T TO THE CUSTOMER VIA FACSIMILE AT THE DEALER AND VIA CERTIF
IED MAIL***GAVE THEM 5 BUSINESS DAYS TO FORMALLY ACCEPT THE
OFFER**

10/5/1998 2:44:44 PM
100000000000 70404007

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP1700 CUSTOMER ACCEPTS OFFER
10/12/99: LPA RECEIVED THE SIGNED ACCEPTANCE OF OUR OFFER FROM THE CUSTOMER; RAV WAS HAVING A SYSTEM FAILURE AND REQUESTED THAT ALL UPLOADS BE POSTPONED BY A DAY OR SO; LPA WAS OUT OF THE OFFICE 10/14/99 AND WILL NOW PROCESS THE UPLOAD AS KIM JAKLIC STATED IT IS FINE NOW

10/15/1999 11:58:32 AM
120525330708 70434037

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: CA0012 RAVFAST UPLOADED
LPA UPLOADED THE INFORMATION TO RAV AND FAXED ALL PERTINENT INFORMATION

10/15/1999 12:09:40 PM
120525330708 70434037

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX
Action: LP4000 FINAL CASE DISPOSITION
LPA CLOSING THE CASE AS ALL TRANSACTIONS ARE IN PROCESS
NO FURTHER ACTION IS REQUIRED

10/15/1999 12:10:15 PM
120525330708 70434037

MORRIS Duplicate (Y/N):

VOC Duplicate (Y/N): 9/9/2

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ER02-025 0155

1002-425 0100

REPORTS

Warranty Claims

Not Order

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 21381323 RPR_DT: 4/7/1994 BRG: 37218 TXN_CD: E33
REL_YR: 1994 AWR_VL_CD: VB VIN_CD: 1JNLM8T1W6R
PART_NUM_CAUSE_PRFP: F2VY FROM_DT: 6/31/1994
PART_NUM_CAUSE_BASE: 8P804 WRTY_START_DT: 4/15/1995
PART_NUM_CAUSE_SUPP: A TRANS_CD: GOK
DEALER: MARSHALL BROS. LINCOLN MERCURY BRG_CD: CVM
CUST_CONG_CD: A35 COND_CD: 28 DLN_CD: 1235 ST_PROV_CD: LA CTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL INOPERATIVE

TECH_TXT1: "37218 CC 28 8P18A 0.7 8P18A 0.3 SPEED CONTROL DIAGNOSIS, REPLACED REDUNDANT CANCEL SWITCH AND REPAIRED CONNECTOR."

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 23300454 RPR_DT: 8/5/1993 BRG: 40282 TXN_CD: E33
REL_YR: 1993 AWR_VL_CD: VB VIN_CD: 1JNLM8T1W6R
PART_NUM_CAUSE_PRFP: F2VY FROM_DT: 6/30/1995
PART_NUM_CAUSE_BASE: 8P804 WRTY_START_DT: 6/21/1995
PART_NUM_CAUSE_SUPP: A TRANS_CD: C0U
DEALER: HOLLYWOOD LINCOLN-MERCURY INC BRG_CD: CVM
CUST_CONG_CD: A35 COND_CD: 42 DLN_CD: 11036 ST_PROV_CD: FL CTRY_SOLD: USA

CUST_TXT: A35 CRUISE CONTROL INOP WARR

TECH_TXT1: 40282 WITH CRUISE INOP 42 TECH 9177 DIAG OF SPEED CONTROL REPLACE BRAKE PRESSURE SWITCH WIRE REPAIR TO SWITCH CONNECTOR REPAIR LOOSE FMS RESECURE AND RETEST OK

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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ER62-025 9100

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 28100002 RPR_DT: 222/1999 NLGE: 28029 TXN_CD: E88
MDL_YR: 1995 AWS_VL_CD: VB VIN_CD: 1J4LM67N257
PART_NUM_CAUSE_PREF: F80Y PRODN_DT: 11/10/1994
PART_NUM_CAUSE_BASE: 00888 WRTY_START_DT: 7/2/1996
PART_NUM_CAUSE_SUPP: A TRANS_CD: CDU
DEALER: HARRODSBURG FORD MERCURY, ENG_CD: CVM
LLC
CUST_CONG_CD: A85 COND_CD: 48 DLN_CD: 1871 ST_PROV_CD: KY CNTRY_SOLD: USA

CUST_TXT: CUSTOMER STATES THAT CRUISE CONTROL IS INOP.

TECH_TXT1: OK CRUISE DIAG TEST RPL CRUISE SWITCHES AND SERVO BOTH SHORT ED OUT RETEST OK

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 28100003 RPR_DT: 2/19/1999 NLGE: 40016 TXN_CD: E88
MDL_YR: 1995 AWS_VL_CD: VB VIN_CD: 1J4LM67N257
PART_NUM_CAUSE_PREF: F2YV PRODN_DT: 5/22/1995
PART_NUM_CAUSE_BASE: 0F004 WRTY_START_DT: 6/8/1996
PART_NUM_CAUSE_SUPP: A TRANS_CD: CDU
DEALER: DICK EDWARDS FORD/LIN INC ENG_CD: CVM
CUST_CONG_CD: A85 COND_CD: 42 DLN_CD: 5305 ST_PROV_CD: KS CNTRY_SOLD: USA

CUST_TXT: CUST STATES CRUISE WONT SET AT TIMES

TECH_TXT1: 40714 BRAKE PRESSURE SWITCH DEFECTIVE. BLEF TESTED CRUISE. PIN POINT DIAG FOR NO SET (PP A) FOUND SLOW RELEASE OF BRAKE PRESSURE SWITCH. FLUID SEEPING AROUND SWITCH. R&R BRAKE PRESSURE SWITCH. BLEED

TECH_TXT2: BRAKE PROPORTIONING VALVE. ROAD TESTED. CRUISE FUNCTION CHECK. CRUISE FUNCTIONING NORMALLY.

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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EP02-025 0101

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18178818 RPR_DT: 3/30/1999 NLGB: 20071 TXN_CD: E63
 MDL_YR: 1998 AWR_VL_CD: FP VIN_CD: 8MELM74WXT7
 PART_NUM_CAUSE_PREF: F2AZ FROM_DT: 04/1995
 PART_NUM_CAUSE_BASE: 9F924 WRTY_START_DT: 03/01/1995
 PART_NUM_CAUSE_SUPP: A TRANS_CD: CDU
 DEALER: "KINGEL FORD, INC." ENG_CD: GVN
 CUST_CONG_CD: A28 COND_CD: 28 DLR_CD: 4413 ST_PROV_CD: TX CNTRY_BOLD: USA

CUST_TXT: CUSTOMER STATES CRUISE CONTROL INOP SEE PREVIOUS ROB ATTACHED

TECH_TXT1: CHECK CRUISE REPLACE BRAKE PRESSURE SWITCH INTO PERMANENT OPEN CIRCUIT CAUSING CRUISE TO BE INOP

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17978868 RPR_DT: 03/01/1999 NLGB: 20082 TXN_CD: E63
 MDL_YR: 1998 AWR_VL_CD: VB VIN_CD: 1LJLMB2WHTY
 PART_NUM_CAUSE_PREF: F2AZ FROM_DT: 01/19/1999
 PART_NUM_CAUSE_BASE: 9F924 WRTY_START_DT: 05/1999
 PART_NUM_CAUSE_SUPP: A TRANS_CD: CDU
 DEALER: WORDEN-MARTIN LIN-MERC INC ENG_CD: GVN
 CUST_CONG_CD: A28 COND_CD: 28 DLR_CD: 13824 ST_PROV_CD: IL CNTRY_BOLD: USA

CUST_TXT: BRAKE LIGHTS ARE INOP AND CRUISE HARD TO SHUT OFF

TECH_TXT1: FOUND THE SWITCH TO BE BAD REPLACED SWITCH

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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ERN2-826 0182

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1000406 RPR_DT: 01/18/1988 MILE: 20001 TXL_CD: 030
 MDL_YR: 1986 AWS_VL_CD: FF VIN_CD: 2MELM0WWT
 PART_NUM_CAUSE_PRT: F2VY PRODN_DT: 05/23/1986
 PART_NUM_CAUSE_BASE: 0F004 WRTY_START_DT: 7/22/1986
 PART_NUM_CAUSE_SUPP: A TRANS_CD: GDU
 DEALER: BAY LINCOLN-MERCURY/DODGE ENH_CD: GVN
 CUST_CONG_CD: A05 COND_CD: 42 DLR_CD: 1000 ST_PROV_CD: FL CTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL WONT ENGAGE PARTS IN

TECH_TXT: 20001 INTERMITTENT HYDRAULIC SWITCH STICKING. PREVIOUS TEST INC TEST DRIVE ETO R AND R CRUISE CONTROL HYDRAULIC POWER INTERRUPT SWITCH TEST DRIVE

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 10000575 RPR_DT: 02/04/1988 MILE: 45335 TXL_CD: 030
 MDL_YR: 1986 AWS_VL_CD: YB VIN_CD: 1LALM0WWT
 PART_NUM_CAUSE_PRT: F2VY PRODN_DT: 10/24/1985
 PART_NUM_CAUSE_BASE: 0F004 WRTY_START_DT: 11/30/1985
 PART_NUM_CAUSE_SUPP: A TRANS_CD: GDU
 DEALER: PLAINFIELD LINCOLN-MERCURY INC ENH_CD: GVN
 CUST_CONG_CD: A05 COND_CD: 42 DLR_CD: 1000 ST_PROV_CD: NJ CTRY_SOLD: USA

CUST_TXT: SPEED CONTROL INOP

TECH_TXT: SWITCH INOP REPLACE DEACTIVATION SWITCH. NECESSARY TO RE WIRE CONNECTOR. FIRST REPAIR ON SPEED CONTROL TO REPLACE DIFFERENT PARTS 0C735 AND 14K147. THIS REPAIR FOR ADDITIONAL PARTS TER

TECH_TXT2: "MINAL, CONNECTOR, AND 0F004"

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18781448 RPR_DT: 7/12/1998 MELGE: 42182 TIN_CD: E33
 MDL_YR: 1998 AWS_VL_CD: YB VIN_CD: 1LNLM67N6T
 PART_NUM_CAUSE_PRRP: D1A2 PRODN_DT: 2/27/1998
 PART_NUM_CAUSE_BASE: 13430 WRTY_START_DT: 3/14/1998
 PART_NUM_CAUSE_SUPP: A TRANS_CD: GDU
 DEALER: "OGDEN AVENUE MOTORS, INC." INQ_CD: GVN
 CUST_CONG_CD: P08 COND_CD: 46 DLR_CD: 1000 ST_PROV_CD: IL CNTRY_SOLD: USA

CUST_TXT: CAN NOT GET CAR OUT OF PARK

TECH_TXT1: 42182 BAD WIRING FOR BRAKE LIGHTS AND SWITCH REPLACED SWITCH AND WIRING

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18188076 RPR_DT: 3/29/1998 MELGE: 40650 TIN_CD: E33
 MDL_YR: 1995 AWS_VL_CD: YB VIN_CD: 1LNLM67N6T
 PART_NUM_CAUSE_PRRP: * PRODN_DT: 8/10/1995
 PART_NUM_CAUSE_BASE: D4840 WRTY_START_DT: 8/27/1995
 PART_NUM_CAUSE_SUPP: * TRANS_CD: GDU
 DEALER: SAN GABRIEL VALLEY LINCOLN MER INQ_CD: GVN
 CUST_CONG_CD: A65 COND_CD: 46 DLR_CD: 11000 ST_PROV_CD: CA CNTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL INOP

TECH_TXT1: SHORT SPEED CONTROL TEST

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1807979 RPR_DT: 7/29/1998 MLSE: 41250 TIN_CD: E99
MDL_YR: 1996 AWS_VL_CD: V8 VIN_CD: 1LNLM81W4TY
PART_NUM_CAUSE_PREF: FBAZ PRDN_DT: 5/9/1996
PART_NUM_CAUSE_BASE: 8C738 WRKY_START_DT: 6/21/1996
PART_NUM_CAUSE_SUPP: AA TRANE_CD: C7U
DEALER: SHAWKETS LINCOLN-MERCURY ENG_CD: CVM
CUST_CONC_CD: A85 COND_CD: 48 DLR_CD: 13423 ST_PROV_CD: CT CHTRY_SOLD: USA

CUST_TXT: CUST STATES CRUISE CONTROL INFO

TECH_TXT1: OK AND REPLACE CRUISE CONTROL SERVO AND REPAIR WIRE CONNECTION

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18378047 RPR_DT: 4/23/1998 MLSE: 20514 TIN_CD: E99
MDL_YR: 1996 AWS_VL_CD: F8 VIN_CD: 2FALP74WRT
PART_NUM_CAUSE_PREF: FBAZ PRDN_DT: 5/4/1996
PART_NUM_CAUSE_BASE: 9P284 WRKY_START_DT: 10/2/1996
PART_NUM_CAUSE_SUPP: A TRANE_CD: C0U
DEALER: "TRI FORD MERCURY, INC." ENG_CD: CVM
CUST_CONC_CD: A25 COND_CD: 42 DLR_CD: 8284 ST_PROV_CD: IL CHTRY_SOLD: USA

CUST_TXT: "CRUISE CONTROL SHUTS OFF ON ITS OWN WHILE DRIVING. CUST HAS TO TURN ON AND SET TO RE-ENGAGE."

TECH_TXT1: CRD SPEED CONTROL OPERATION. INSPECTED FOUND DEACTIVATOR SWITCH FAULTY. REMOVED AND REPLACED
RETEST DRIVE OK.

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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EP02-025 0195

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1854172 RPT_DT: 3/12/1998 MFG: 45388 TDM_CD: E88
 MCL_YR: 1998 AWS_VL_CD: V8 VIN_CD: KLNLM2WNT
 PART_NUM_CAUSE_PREF: DZZZ FROM_DT: 10/25/1998
 PART_NUM_CAUSE_BASE: 1428 WRTY_START_DT: 3/19/1997
 PART_NUM_CAUSE_SUFF: G TRANS_CD: QDU
 DEALER: "WAYNE FORD, INC." ENG_CD: CYN
 CUST_COMP_CD: A88 COND_CD: 48 DLN_CD: 8416 ST_PROV_CD: NS CENTRY_SOLD: USA

CURT_TXT: CHECK CRUISE NOT WORKING

TECH_TXT1: NO POWER FUSE BLOWN SPEED CONTROL TEST

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 1852700 RPT_DT: 5/29/1998 MFG: 29430 TDM_CD: E88
 MCL_YR: 1998 AWS_VL_CD: FB VIN_CD: 2FALP74W7T
 PART_NUM_CAUSE_PREF: FOAZ FROM_DT: 2/22/1998
 PART_NUM_CAUSE_BASE: 13480 WRTY_START_DT: 9/17/1996
 PART_NUM_CAUSE_SUFF: A TRANS_CD: QDU
 DEALER: RUFFO FORD ENG_CD: CYN
 CUST_COMP_CD: H05 COND_CD: 48 DLN_CD: 1202 ST_PROV_CD: NJ CENTRY_SOLD: USA

CURT_TXT: CURT STS GEAR SELECTOR WONT MOVE OUT OF PARK AT TIMES

TECH_TXT1: SWITCH 48 H05 REPLACE BRAKE SWITCH

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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ES02-025 0100

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 10012534 RPT_DT: 01/10/00 MISC: 31070 TOL_CD: B20
 MOD_YR: 1000 AWS_VL_CD: FP VIN_CD: 2J6LN07W0701000000
 PART_NUM_CAUSE_PREF: FBY PRODN_DT: 09/1000
 PART_NUM_CAUSE_BASE: 0F004 WRTY_START_DT: 09/23/000
 PART_NUM_CAUSE_SUPP: A TRAIL_CD: C0U
 DEALER: MIAMI LINCOLN-MERCURY INC ENG_CD: CVM
 CUST_COND_CD: A05 COND_CD: 42 DLR_CD: 11002 ST_PROV_CD: FL CTRY_SOLD: USA

CUST_TXT: A05 CRUISE CONTROL WILL NOT ENGAGE

TECH_TXT: "31070 PRESSURE SWITCH DEFECT W/ CRUISE CONTROL SYSTEM DIAGNOSIS, PINPOINT TEST AND REPLACE BRAKE PRESSURE SWITCH, ROAD TEST SYSTEM NOW OK"

TECH_TXT:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 10013401 RPT_DT: 01/10/00 MISC: 43701 TOL_CD: B20
 MOD_YR: 1000 AWS_VL_CD: VB VIN_CD: 1J1LM07W0701000000
 PART_NUM_CAUSE_PREF: FBOY PRODN_DT: 09/1000
 PART_NUM_CAUSE_BASE: 0C000 WRTY_START_DT: 01/13/000
 PART_NUM_CAUSE_SUPP: A TRAIL_CD: C0U
 DEALER: FORDHAM LINCOLN-MERCURY INC ENG_CD: CVM
 CUST_COND_CD: A05 COND_CD: 20 DLR_CD: 11047 ST_PROV_CD: FL CTRY_SOLD: USA

CUST_TXT: "CK CRUISE CONTROL INOP, WONT SET"

TECH_TXT: "DNG CRUISE, OPEN CIRCUIT ON BUTTON AND HI RESISTANCE IN BRAKE PRESSURE SWITCH. REPL NBOC TO RM MASTER CYL."

TECH_TXT:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1044857 RPR_DT: 11/23/1998 REL_CD: 48910 TXN_CD: E29
 DEL_YR: 1998 AWS_VL_CD: VB VIN_CD: 1LNLM82WST
 PART_NUM_CAUSE_PRRP: * PROCD_DT: 12/11/1998
 PART_NUM_CAUSE_BASE: 14526 WRTY_START_DT: 12/29/1998
 PART_NUM_CAUSE_SUPP: * TRANS_CD: GDU
 DEALER: "SKINNER-DAWLEY, INC." ENR_CD: GYM
 CURT_CONG_CD: A25 COMD_CD: 48 DLR_CD: 881 ST_PROV_CD: NY CTRY_SOLD: USA

CURT_TXT: CRUISE CONTROL IN OP

TECH_TXT1: "TEST CRUISE CONTROL, REPLACED FUSE"

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 1794706 RPR_DT: 2/17/1999 REL_CD: 7890 TXN_CD: E29
 DEL_YR: 1998 AWS_VL_CD: FP VIN_CD: 2MELM95WXT
 PART_NUM_CAUSE_PRRP: * PROCD_DT: 12/24/1998
 PART_NUM_CAUSE_BASE: 04940 WRTY_START_DT: 02/27/1999
 PART_NUM_CAUSE_SUPP: * TRANS_CD: GDU
 DEALER: "SAN GABRIEL VALLEY LINCOLN MER" ENR_CD: GYM
 CURT_CONG_CD: A25 COMD_CD: 48 DLR_CD: 11882 ST_PROV_CD: CA CTRY_SOLD: USA

CURT_TXT: CRUISE CONTROL IN OP

TECH_TXT1: SHORT SPEED CONTROL DIAGNOSIS

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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EP82-025 0100

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1758888 RPR_DT: 12/14/1988 MLSE: 45479 TXN_CD: B83
 MDL_YR: 1988 AWR_VL_CD: V8 VIL_CD: 1LNLM8YH4TY888888
 PART_NUM_CAUSE_PREF: P2AZ PRGM_DT: 8/15/1985
 PART_NUM_CAUSE_BASE: 8F8M4 WRTY_START_DT: 8/30/1985
 PART_NUM_CAUSE_SUPP: A TRAIL_CD: C0U
 DEALER: "BAYWAY LINCOLN MERCURY, INC." INQ_CD: CVM
 CUST_CONG_CD: G89 COND_CD: D1 DLR_CD: 1008 ST_PROV_CD: TX CNTRY_BOLD: USA

CUST_TXT: BRAKE WARNING LIGHT COMES ON WHILE DRIVING
 TECH_TXT1: "SWITCH LEAKING SPEED CONTROL ACTINATOR SWITCH LEAKING FLUID, REPLACED SWITCH"

TECH_TXT2:

AWR Duplicate Report (Y/N): Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17755116 RPR_DT: 1/10/1989 MLSE: 25330 TXN_CD: B83
 MDL_YR: 1988 AWR_VL_CD: PP VIL_CD: 2MELM74WXT888888
 PART_NUM_CAUSE_PREF: P2AZ PRGM_DT: 3/7/1986
 PART_NUM_CAUSE_BASE: 8F8M4 WRTY_START_DT: 3/27/1986
 PART_NUM_CAUSE_SUPP: A TRAIL_CD: C0U
 DEALER: POMPANO LINCOLN-MERCURY INC INQ_CD: CVM
 CUST_CONG_CD: A88 COND_CD: 42 DLR_CD: 11640 ST_PROV_CD: FL CNTRY_BOLD: USA

CUST_TXT: A20 CRUISE DOESNT ENGAGE AT 1100
 TECH_TXT1: "25330 42 W RAN CRUISE CONTROL TEST, CIRCUIT TEST, REPLACE BRAKE PRESSURE SWITCH. GA"

TECH_TXT2:

AWR Duplicate Report (Y/N): Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 10064940 RPR_DT: 1/14/2000 MILGE: 3421 TDM_CD: E83
 MDL_YR: 1999 AWD_VL_CD: VB VIN_CD: 1LNJME2W7Y
 PART_NUM_CAUSE_PREF: F2YY PROCN_DT: 8/7/1998
 PART_NUM_CAUSE_BASE: 8F364 WRTY_START_DT: 7/1/1998
 PART_NUM_CAUSE_SUPP: A TRAIL_CD: C0U
 DEALER: SOUTHWEST LINCOLN-MERCURY INC ENQ_CD: CVM
 CUST_CONG_CD: C85 COND_CD: E5 DLJ_CD: 11468 ST_PROV_CD: TX CTRY_BOLD: USA

CURT_TXT: "TRUCK ELECT COMPLETELY DEAD, CUSTOMER HEARD SOMETHING RUNNING WITH IGNITION OFF FROM 100021 1 5 00
 ML00000"

TECH_TXT1: "DIAG, RECHARGE, TEST BYS. HAS SAMP DRAW ON BATTERY PINPOINT TEST. BRAKE MASTER CYLINDER PRESSURE
 SWITCH LEAKING FLUID. FLD DRAINING DOWN CONDUIT INTO PCM AND REMAINING CONNECTION OF HARNESS 124001.
 RE"

TECH_TXT2: PL MAIN HARNESS FOR FLD DAMAGE. PCM FOR BRAKE FLD CONTAMINATION AND BRAKE PRESS SWITCH. M
 TME TO REPL MAIN HARNESS AND PRESSURE SWITCH AND DIAG

AWB Duplicate Report (1/1/0):

Duplicate of VOQ (1/1/0):

Inquiry: RQ01-002

CLAIM_KEY: 10018723 RPR_DT: 2/23/2000 MILGE: 30249 TDM_CD: E83
 MDL_YR: 1998 AWD_VL_CD: VB VIN_CD: 1LNJME2W7Y
 PART_NUM_CAUSE_PREF: FBZ PROCN_DT: 5/23/1998
 PART_NUM_CAUSE_BASE: 00735 WRTY_START_DT: 6/20/1998
 PART_NUM_CAUSE_SUPP: AA TRAIL_CD: C0U
 DEALER: "ASTORG FLIN OF PARKERSBURG,
 INC" ENQ_CD: CVM
 CUST_CONG_CD: A85 COND_CD: 42 DLJ_CD: 2775 ST_PROV_CD: WV CTRY_BOLD: USA

CURT_TXT: CUST STATED THAT THE CRUISE IS INOP

TECH_TXT1: "TEST DRIVE TO VERIFY, CRUISE IS INOP. RAN CRUISE CONTROL TEST FOUND CRUISE SERVO BAD AND BOOSTER
 SWITCH FULL OF BRAKE FLUID. REMOVED AND REPLACED SWITCH AND SERVO AND RETEST ON NOW"

TECH_TXT2:

AWB Duplicate Report (1/1/0):

Duplicate of VOQ (1/1/0):

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E002-025 0200

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 17432738 RPR_DT: 12/22/1998 MISC: 35433 TDM_CD: E33
 MDL_YR: 1998 AWS_VL_CD: FP VIN_CD: 2MELM7W7T
 PART_NUM_CAUSE_PREF: F2VY PROCR_DT: 28/1998
 PART_NUM_CAUSE_BASE: 9F384 WRTY_START_DT: 2/25/1999
 PART_NUM_CAUSE_SUPP: A TRANS_CD: CDU
 DEALER: NORTHGATE LINCOLN-MERCURY INC ENR_CD: CYN
 CUST_COND_CD: A25 COND_CD: X2 DLR_CD: 11645 ST_PROV_CD: FL CTRY_BOLD: USA

CUST_TXT: CRUISE CONTROL NOP

TECH_TXT: "VERIFIED PINPOINT TEST A IN SHOP MANUAL, UNABLE TO LOCATE FAULT, BY PASSED SWITCH INPUT CKT 184 DIRECTLY TO SERVO, NO KNOWN GOOD SWITCH. 3 OHMS, REPLACED SWITCH, RETEST OK."

TECH_YATE:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 2018003 RPR_DT: 05/20/2000 MISC: 44828 TDM_CD: E33
 MDL_YR: 1999 AWS_VL_CD: VS VIN_CD: 1LNLM3W7Y
 PART_NUM_CAUSE_PREF: XMYZ PROCR_DT: 03/1999
 PART_NUM_CAUSE_BASE: 9C735 WRTY_START_DT: 10/1/1999
 PART_NUM_CAUSE_SUPP: AA TRANS_CD: CDU
 DEALER: AUTOWAY LINCOLN MERCURY ENR_CD: CYN
 CUST_COND_CD: A25 COND_CD: 42 DLR_CD: 11400 ST_PROV_CD: FL CTRY_BOLD: USA

CUST_TXT: A25 CRUISE NOP PER CUST SOP IN

TECH_TXT: TJK CIRCUIT TEST CRUISE CONTROL SYSTEM PER PINPOINT TEST SERVO NOP AND BRAKE DE ACTIVATION SWITCH LEAKING FLUID

TECH_YATE:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 10012000 RPT_DT: 9/20/1999 MIL_OB: 31254 TDM_CD: E89
 MDL_YR: 1999 AWS_VL_CD: V8 VIN_CD: 1JNLM82N3T
 PART_NUM_CAUSE_PIMP: F8AZ PROCD_DT: 10/27/1995
 PART_NUM_CAUSE_BASE: 0C735 WRTY_START_DT: 09/1995
 PART_NUM_CAUSE_SUPP: AA TRANS_CD: C/DU
 DEALER: JACK DEMMER LINCOLN MERCURY, F ENG_CD: C/VN
 CUST_CONC_CD: A88 COND_CD: X1 DLR_CD: 10346 ST_PROV_CD: MI CNTRY_SOLD: USA

CUST_TXT: SPEED CONTROL IONP

TECH_TXT1: 31254 DID PIN POINT TEST FROM SERVICE BOOK. REPLACED BRAKE SWITCH AND SERVO (SHORTED)

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 10070002 RPT_DT: 9/10/2000 MIL_OB: 40089 TDM_CD: E89
 MDL_YR: 1999 AWS_VL_CD: V8 VIN_CD: 1JNLM82N3T
 PART_NUM_CAUSE_PIMP: * PROCD_DT: 9/13/1998
 PART_NUM_CAUSE_BASE: 14A411 WRTY_START_DT: 09/27/1998
 PART_NUM_CAUSE_SUPP: * TRANS_CD: C/DU
 DEALER: HOLMAN LINCOLN MERCURY ENG_CD: C/VN
 CUST_CONC_CD: P01 COND_CD: 48 DLR_CD: 10400 ST_PROV_CD: NJ CNTRY_SOLD: USA

CUST_TXT: WONT SHIFT FROM PARK

TECH_TXT1: 40089 ELEC DIAG REPLACED BRAKE SWITCH CONNECTOR BROKEN

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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0002-025 0202

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18367838 NPR_DT: 4/9/1999 MILGE: 15888 TXN_CD: 683
REL_YR: 1997 AWR_VL_CD: VB VIN_CD: 1LNLM82WXXV
PART_NUM_CAUSE_PNEP: F2VY PRODN_DT: 8/7/1997
PART_NUM_CAUSE_BASE: 9F8M WRTY_START_DT: 8/28/1997
PART_NUM_CAUSE_SUPP: A TRANS_CD: GDU
DEALER: DODGE LINCOLN MERCURY ENG_CD: GYN
CURT_CONC_CD: A27 CORRL_CD: 86 DLR_CD: 12947 ST_PROV_CD: LA CNTRY_BOLD: USA

CURT_TXT: C8 ENGINE WANTS TO TAKE OFF WITH CURT

TECH_TXT1: TEST SPEED CONTROL AND REPLACE DEACTIVATION SWITCH SHORT CIRCUIT

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 14178508 NPR_DT: 12/18/1998 MILGE: 28671 TXN_CD: E23
REL_YR: 1997 AWR_VL_CD: VB VIN_CD: 1LNLM82WXXV
PART_NUM_CAUSE_PNEP: F2VY PRODN_DT: 5/1/1997
PART_NUM_CAUSE_BASE: 9F8M WRTY_START_DT: 5/13/1997
PART_NUM_CAUSE_SUPP: A TRANS_CD: GDU
DEALER: FRANK JACKSON LINCOLN MERCURY ENG_CD: GYN
CURT_CONC_CD: A85 CORRL_CD: 42 DLR_CD: 10104 ST_PROV_CD: GA CNTRY_BOLD: USA

CURT_TXT: A85 CHECK CRUISE OPERATION INSTALL SOP

TECH_TXT1: 250P1 42 WARR RD TEST FOR CRUISE PINPOINT TEST FOUND SHORTED DEACTIVATOR SWITCH REPLACE SWITCH AND RETEST OK AT THIS TIME

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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8932-625 8223

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18791872 RPR_DT: 5/13/1988 MILE: 8005 TXN_CD: E83
 MDL_YR: 1987 AWS_VL_CD: VB VIN_CD: 1JN1N82N8V7
 PART_NUM_CAUSE_PREF: F2V7 FROM_DT: 11/22/1988
 PART_NUM_CAUSE_BASE: 0F2M WRTY_START_DT: 12/11/1988
 PART_NUM_CAUSE_SUPP: A TRANS_CD: CDU
 DEALER: DICK JONES LINCOLN-MERCURY INC ENG_CD: QVN
 CUST_CONG_CD: A27 COND_CD: 42 DLJ_CD: 1235 ST_PROV_CD: MD CNTRY_BOLN: USA

CUST_TXT: SPEED CONTROL KICKS OFF FOR NO REASON

TECH_TXT1: DIAG CRUISE CONTROL. FOUND BLOWN 30 AMP REPLACED 30 AMP FUSE. FOUND INTERMITTENT OPEN IN SWITCH.
 ORDERED BRAKE PRESSURE SWITCH. INSTALLED BRAKE SWITCH. RETEST OK.

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 1882881 RPR_DT: 4/28/1988 MILE: 3303 TXN_CD: E83
 MDL_YR: 1987 AWS_VL_CD: FB VIN_CD: 2FALP74N7V7
 PART_NUM_CAUSE_PREF: D02Z FROM_DT: 5/18/1988
 PART_NUM_CAUSE_BASE: 1435 WRTY_START_DT: 10/22/1988
 PART_NUM_CAUSE_SUPP: D TRANS_CD: CDU
 DEALER: "MERIDIAN FORD SALES, INC." ENG_CD: QVN
 CUST_CONG_CD: P01 COND_CD: 48 DLJ_CD: 6578 ST_PROV_CD: ID CNTRY_BOLN: USA

CUST_TXT: "VEH WILL NOT SHIFT OUT OF PARK AFTER STARTED, NO BRAKE LIGHTS OR CRUISE CONTROL"

TECH_TXT1: "C DIAG. REPLACE FUSE. CK CIRCUITS, COULD NOT GET TO BLOW"

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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8082-025 8284

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 14367789 RPR_DT: 4/20/1989 MILE: 20320 TXL_CD: E83
MOL_YR: 1987 AWP_VL_CD: FP VIN_CD: 2ME1M7472V7
PART_NUM_CAUSE_PREF: F2VY PRODN_DT: 3/25/1987
PART_NUM_CAUSE_BASE: 9P124 WRTY_START_DT: 9/19/1987
PART_NUM_CAUSE_SUPP: A TRANS_CD: CDS
DEALER: 1804H LINCOLN-MERCURY INC ENQ_CD: GVN
CUST_COMP_CD: H19 COND_CD: 42 DLJ_CD: 11822 ST_PROV_CD: FL CNTRY_BOLD: USA

CUST_TXT: RED BRAKE LAMP COMES ON WHEN YOU PRESS BRAKES

TECH_TXT1: 2032H DIAG BRAKE LIGHT ON SYSTEM LOW ON FLUID R AND R 4 WHEELS FOR INSP OK.FIND LEAKING BRAKE SWITCH
AT DIFFERENTIAL VALBE REPLACE SWITCH ADD FLUID ROAD TEST OK

TECH_TXT2:

1 AWS Duplicate Report (Y2N)

Duplicate of VOQ (Y2N)

Inquiry: RQ01-002

CLAIM_KEY: 14250690 RPR_DT: 12/17/1988 MILE: 20865 TXL_CD: E83
MOL_YR: 1987 AWP_VL_CD: FP VIN_CD: 2ME1M75W9V7
PART_NUM_CAUSE_PREF: * PRODN_DT: 11/8/1988
PART_NUM_CAUSE_BASE: 14528 WRTY_START_DT: 12/27/1988
PART_NUM_CAUSE_SUPP: * TRANS_CD: CDU
DEALER: LONG-LENS FORD ENQ_CD: GVN
CUST_COMP_CD: A85 COND_CD: 48 DLJ_CD: 225 ST_PROV_CD: AL CNTRY_BOLD: USA

CUST_TXT: A85 CRUISE CONTROL WILL NOT ENGAGE

TECH_TXT1: 1987 ROAD TEST,SPEED CONTROL DIAGNOSIS,NSS SELF TTEST,PASS NO V88 CODES,DOL MONITOR RECORD W N88
TO TEST V88,REPLACE BLOWN SPEED CONTROL FUSE,WIGGLE WIRING TO ATTEMPT TO BLOW FUSE,OK.CC88

TECH_TXT2:

1 AWS Duplicate Report (Y2N)

Duplicate of VOQ (Y2N)

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1535510 RPR_DT: 2/15/1997 MLGE: 32002 TAX_CD: EIS
MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1LNLM1H0V
PART_NUM_CAUS_PREF: FOAZ PRCON_DT: 2/21/1997
PART_NUM_CAUS_BASE: 13400 WRTY_START_DT: 3/24/1997
PART_NUM_CAUS_SUFF: A TRANS_CD: CQU
DEALER: BENTLEY LINCOLN-MERCURY & S INC ENG_CD: CYN
CUST_CONG_CD: P01 COND_CD: 40 DLJ_CD: 18130 ST_PROV_CD: MA CNTRY_BOLD: USA

CURT_TXT: 08 CAR WILL NOT SHIFT OUT OF PARK

TECH_TXT: TEST AND REPL SWITCH REWIRE AS NEC

TECH_TXT:

0 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 1489044 RPR_DT: 1/15/1998 MLGE: 23230 TAX_CD: EIS
MDL_YR: 1997 AWS_VL_CD: PB VIN_CD: 2FALP7TNDV
PART_NUM_CAUS_PREF: D022 PRCON_DT: 8/22/1997
PART_NUM_CAUS_BASE: 14588 WRTY_START_DT: 11/25/1997
PART_NUM_CAUS_SUFF: D TRANS_CD: CQU
DEALER: SKEETON MOTOR COMPANY ENG_CD: CYN
CUST_CONG_CD: A25 COND_CD: 40 DLJ_CD: 5054 ST_PROV_CD: MO CNTRY_BOLD: USA

CURT_TXT: CHECK CRUISE INDP

TECH_TXT: FUSE BLOWN FOR CRUISE CONTROL RPL FUSE

TECH_TXT:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

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EP02-025 R200

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 16340669 RPR_DT: 2/18/1989 MEL_CD: 28801 TXN_CD: EIS
 MDL_YR: 1987 AWS_VL_CD: VS VIN_CD: 1LNLS1W8V[REDACTED]
 PART_NUM_CAUSE_PIEP: F2YY PRODN_DT: 1/21/1987
 PART_NUM_CAUSE_BASE: SP284 WRTY_START_DT: 1/31/1987
 PART_NUM_CAUSE_SUPP: A TRANS_CD: CDD
 DEALER: ADVANTAGE FORD ENG_CD: CYN
 CUST_CONG_CD: D41 COND_CD: 42 DLR_CD: 2877 ST_PROV_CD: CA CNTRY_SOLD: USA

CUST_TXT: CRUISE OUTS OUT INTERMIT AT 56MPH OR WITH 2 OR MORE IN CAR ON SLIGHT RIGHTTURNS

TECH_TXT1: SECOND. REPLACED DEACTIVATOR SWITCH. REPLACED CONNECTOR ON HARNESS TO DEACTIVATOR SWITCH. 16.74
 18.00 8.89 14.10 8.98 10.08

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-082

CLAIM_KEY: 14202215 RPR_DT: 12/7/1986 MEL_CD: 13285 TXN_CD: 1
 MDL_YR: 1987 AWS_VL_CD: PP VIN_CD: 2MELM74N1V[REDACTED]
 PART_NUM_CAUSE_PIEP: D2ZZ PRODN_DT: 8/9/1987
 PART_NUM_CAUSE_BASE: 14889 WRTY_START_DT: 8/24/1987
 PART_NUM_CAUSE_SUPP: D TRANS_CD: CDS
 DEALER: ROCKLAND LINCOLN MERCURY SALES ENG_CD: CYN
 CUST_CONG_CD: A34 COND_CD: 48 DLR_CD: 10089 ST_PROV_CD: NY CNTRY_SOLD: USA

CUST_TXT: CUST STATES CRUISE CONTROL AND HORN DOES NOT WORK

TECH_TXT1: "VERIFIED CONCERN, FUSE BLOWN PERFORMED SRS SYSTEM DIAGNOSIS, REPLACED FUSE"

TECH_TXT2:

• AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 15767665 RPR_DT: 10/2/1998 MISC: 81885 TEN_CD: E84
 MDL_YR: 1007 AWS_VL_CD: FB VIN_CD: 2FALP7T1W8V
 PART_NUM_CAUSE_PREF: * PROD_DT: 8/18/1997
 PART_NUM_CAUSE_BASE: 2076 WRTY_START_DT: 12/2/1997
 PART_NUM_CAUSE_SUPP: * TRANS_CD: C/DJ
 DEALER: "WATCH AUTO SALES, INC." ENG_CD: QVN
 CUST_CONQ_CD: L88 COND_CD: D8 DLN_CD: 9189 ST_PROV_CD: MA CNTRY_BOLN: USA

CUST_TXT: CK BRAKE FLUID LOSS SEC TIME BRAKE LITE ON

TECH_TXT: REPLACED SPEED CONTROL SHUT OFF SWITCH AND BLEED SYSTEM.

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 21410601 RPR_DT: 10/2/2000 MISC: 28055 TEN_CD: E83
 MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP74W1WV
 PART_NUM_CAUSE_PREF: XW7Z PROD_DT: 8/4/1997
 PART_NUM_CAUSE_BASE: 80736 WRTY_START_DT: 11/24/1997
 PART_NUM_CAUSE_SUPP: AA TRANS_CD: C/D8
 DEALER: LANSDALE FORD CO ENG_CD: QVN
 CUST_CONQ_CD: A85 COND_CD: 28 DLN_CD: 4888 ST_PROV_CD: GA CNTRY_BOLN: USA

CUST_TXT: CK FOR CRUISE INOP PART HERE

TECH_TXT: SERVO AND SWITCH SHORTED REPLACED SERVO AND DEACTIVATION SWITCH

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 21481089 RPR_DT: 9/30/2000 MISC: 41889 TXN_CD: E83
 MDL_YR: 1987 AWE_VL_CD: VB VIN_CD: 1LNLM87W39Y1
 PART_NUM_CAUSE_PREF: FEVY PRODN_DT: 8/8/1987
 PART_NUM_CAUSE_BASE: 8P284 WRTY_START_DT: 9/17/1987
 PART_NUM_CAUSE_SUPP: A TRMNR_CD: QDU
 DEALER: NORTHEAST LINCOLN-MERCURY ENG_CD: GVN
 CUST_CONG_CD: L29 COND_CD: 42 DLR_CD: 10484 ST_PROV_CD: PA CNTRY_SOLD: USA

CUST_TXT: CUSTOMER STATED BRAKE LIGHT IS ON

TECH_TXT1: SWITCH ON SIDE OF MASTER CYL LEAKING REMOVED AND REPLACED SWITCH

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 20821118 RPR_DT: 8/14/2000 MISC: 37820 TXN_CD: E83
 MDL_YR: 1987 AWE_VL_CD: VB VIN_CD: 1LNLM87W39Y1
 PART_NUM_CAUSE_PREF: XN7Z PRODN_DT: 8/4/1987
 PART_NUM_CAUSE_BASE: 90452 WRTY_START_DT: 7/28/1987
 PART_NUM_CAUSE_SUPP: AA TRMNR_CD: QDU
 DEALER: STUART LINCOLN-MERCURY ENG_CD: GVN
 CUST_CONG_CD: A85 COND_CD: 42 DLR_CD: 10163 ST_PROV_CD: FL CNTRY_SOLD: USA

CUST_TXT: CRUISE WILL NOT SHUT OFF A85

TECH_TXT1: 87682 ELECTRONIC DIAG NGS TESTED PIN POINT TESTED REPLACE CRUISE CONTROL. BRAKE SWITCH BROKEN CD 01

TECH_TXT2:

AWB Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 8972886 RPR_DT: 8703000 MLOD: 14990 TXN_CD: E99
 MDL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP74H9V7
 PART_NUM_CAUSE_PREF: D6ZZ PRODN_DT: 89/1997
 PART_NUM_CAUSE_BASE: 1428 WRTY_START_DT: 10/1/1997
 PART_NUM_CAUSE_SUFF: D TRANS_CD: QDS
 DEALER: WEST-HERFORD OF AMHERST, ENG_CD: CYN
 LLC
 CUST_CONG_CD: A85 COND_CD: 46 DLJ_CD: 2980 ST_PROV_CD: NY CTRY_SOLD: USA

CURT_TXT: CHECK CRUISE CONTROL INOP AND HORN INOP

TECH_TXT1: CHECK CRUISE AND HORN INOP, CHECK GROUNDS AND POWER, TRACE FEEDS FIND FUSE BLOWN REPLACE FUSE, TEST BRAKE OK TEST DRIVE OK

TECH_TXT2:

1 AWS Duplicate Report (Y79):

Duplicate of VOQ (Y79):

Inquiry: RQ01-002

CLAIM_KEY: 8947977 RPR_DT: 4/6/2008 MLOD: 18210 TXN_CD: E99
 MDL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELN74H9V7
 PART_NUM_CAUSE_PREF: FBAZ PRODN_DT: 8/28/1997
 PART_NUM_CAUSE_BASE: 0F084 WRTY_START_DT: 8/18/1997
 PART_NUM_CAUSE_SUFF: A TRANS_CD: QDS
 DEALER: FOX LINCOLN-MERCURY ENG_CD: CYN
 CUST_CONG_CD: A85 COND_CD: 42 DLJ_CD: 10046 ST_PROV_CD: MD CTRY_SOLD: USA

CURT_TXT: ST STATES CRUISE CONTROL INOP OF 0816A MT9F084 A28 42

TECH_TXT1: DIAG. FOUND DEACTIVATION SWITCH HAS HIGH RESISTANCE 68 OHMS SHOULD READ LESS THAN 1 OHMS REPLACED DEACTIVATION SWITCH ON MASTER CYLINDER AND BLEED SYSTEM, WORKS OK

TECH_TXT2:

1 AWS Duplicate Report (Y79):

Duplicate of VOQ (Y79):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 20012794 RFR_DT: 3/23/2005 NLSE: 27065 TXN_CD: E00
 MDL_YR: 1997 AWS_VL_CD: PP VIN_CD: 2N6LM75W2E7
 PART_NUM_CAUSE_PREF: P2A2 PRODN_DT: 7/29/1997
 PART_NUM_CAUSE_BASE: 2F2M4 WRTY_START_DT: 8/12/1997
 PART_NUM_CAUSE_SUPP: A TRANS_CD: CDS
 DEALER: FRED JONES FORD OF OKC ENCL_CD: GVN
 CUST_CONG_CD: A27 COND_CD: 42 DLR_CD: 0057 ST_PROV_CD: OK CNTY_SOLD: USA

CUST_TXT: "CUST STATES CRUISE CONTROL IS INOP"

TECH_TXT1: 27065 BASE PART NUMBER 0F2M4 VERIFIED CRUISE CONTROL INOP PERFORMED DRIVE TEST WITH NOS TO VERIFY SPEED CONTROL OPERATION PERFORMED ELIC TEST FOUND HIGH RESISTANCE IN CRUISE DEACTIVATION SWITCH REM

TECH_TXT2: OVED AND REPLACED CRUISE DEACTIVATION AND BLEED BRAKES TEST DRIVE TO VERIFY REPAIR ALL OK

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 10670005 RFR_DT: 1/12/2005 NLSE: 14045 TXN_CD: E05
 MDL_YR: 1997 AWS_VL_CD: VB VIN_CD: 1N1LM1KX0V
 PART_NUM_CAUSE_PREF: * PRODN_DT: 10/9/1997
 PART_NUM_CAUSE_BASE: 14401 WRTY_START_DT: 6/27/1997
 PART_NUM_CAUSE_SUPP: * TRANS_CD: CDS
 DEALER: AUTOWAY FORD LINCOLN-MERCURY ENCL_CD: GVN
 CUST_CONG_CD: P01 COND_CD: 40 DLR_CD: 4821 ST_PROV_CD: FL CNTY_SOLD: USA

CUST_TXT: VEHICLE WILL NOT COME OUT OF PARK.

TECH_TXT1: SHORTED PERFORM ELECTRICAL PINPOINT TEST ON SHIFT LEVER LOCK FOUND BROKEN WIRE AT BRAKE SWITCH CONNECTOR CUT OFF PIG TAIL &

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 10700051 RPT_DT: 1/7/2008 MLSE: 24014 TXN_CD: 500
MOL_YR: 1997 AWS_VL_CD: FB VIN_CD: 2FALP71W3V [REDACTED]
PART_NUM_CAUS_PREF: PEAZ FROM_DT: 10/31/97
PART_NUM_CAUS_BASE: 0F04 WRTY_START_DT: 10/27/97
PART_NUM_CAUS_SUPP: A TRANS_CD: CDU
DEALER: B & C FORD ENG_CD: GVN
CUST_CONC_CD: LBS COND_CD: DB DLR_CD: 7677 ST_PROV_CD: CA CNTRY_SOLD: USA

CUST_TXT: BRAKE FLUID LEAKING AT MASTER CYLINDER

TECH_TXT: "24018 0F04 CDD 300 INSPECT FOR LEAK, FOUND LEAK AT SPEED CONTROL DEACTIVATION SWITCH. DISCONNECT WIRING & DEPRESS BRAKE PEDAL SEVERAL TIMES AND FOUND FLUID LEAKING OUT OF SWITCH. REPLACE SWITCH AND 0"

TECH_TXT: "LEED BRAKE SYSTEM, ROAD TEST OK. WTRP04 REPL. BRAKE SPEED CONTROL SWITCH."

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 10000476 RPT_DT: 12/28/1000 MLSE: 2200 TXN_CD: 500
MOL_YR: 1997 AWS_VL_CD: FP VIN_CD: 2MELM74W0V [REDACTED]
PART_NUM_CAUS_PREF: D022 FROM_DT: 2/15/97
PART_NUM_CAUS_BASE: 1400 WRTY_START_DT: 10/27/97
PART_NUM_CAUS_SUPP: D TRANS_CD: CDS
DEALER: KPLG RIVERTOWN MOTORS ENG_CD: GVN
CUST_CONC_CD: ABS COND_CD: 40 DLR_CD: 9076 ST_PROV_CD: MS CNTRY_SOLD: USA

CUST_TXT: CRUISE INOP

TECH_TXT: FUSE BURNED HORN AND CRUISE INOP. PINPOINT TEST. DIAGNOS CRUISE. REPLACE FUSE AND TEST SYSTEM.

TECH_TXT:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1000707 RPR_DT: 11/29/1999 MEL_CD: 20007 TCM_CD: E33
 MDL_YR: 1997 AWRL_VL_CD: PP VIN_CD: 2MELM70N1V
 PART_NUM_CAUSE_PREF: FCKE PRODN_DT: 02/21/97
 PART_NUM_CAUSE_BASE: 0000 WRTY_START_DT: 04/1997
 PART_NUM_CAUSE_SUPP: BA TRANS_CD: C00
 DEALER: THOMASTON FORD MERCURY INC ENG_CD: CYN
 CUST_CONG_CD: A30 CONEL_CD: 36 DLR_CD: 497 ST_PROV_CD: GA CTRY_SOLD: USA

CURT_TXT: CHECK CRUISE IN OP

TECH_TXT: TEST AND REPLACE CRUISE CONTROL SWITCHS ONE SWITCH SHORTED DAMAGED OTHER

TECH_TXT:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-003

CLAIM_KEY: 17404514 RPR_DT: 7/2/1999 MEL_CD: 44111 TCM_CD: E00
 MDL_YR: 1997 AWRL_VL_CD: VB VIN_CD: 1JLJL6T4N4V
 PART_NUM_CAUSE_PREF: * PRODN_DT: 10/21/97
 PART_NUM_CAUSE_BASE: 14A05 WRTY_START_DT: 01/1/97
 PART_NUM_CAUSE_SUPP: * TRANS_CD: C00
 DEALER: MEL FARR LINCOLN-MERCURY INC ENG_CD: CYN
 CUST_CONG_CD: L20 CONEL_CD: 45 DLR_CD: 10810 ST_PROV_CD: IN CTRY_SOLD: USA

CURT_TXT: "HARD TO GET OUT OF PARK WHEN STARTING UP CAR, NO BRAKE LIGHTS"

TECH_TXT: 44111 45 BURNED OUT TEST BRAKE LAMP OPERATION TEST FUSES ALL OK INSPECT SWITCH FOUND SWITCH AND WIRE CIRCUITS TO L & R & 011 L& R BURNED REPLACED CONNETER 2008 AND WIRE TERMINAL HARNESS 14A005 RETEST

TECH_TXT: ALL NORMAL AT THIS TIME.

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1070046 RPR_DT: 10/11/1998 REL_CD: 2842 TXN_CD: E80
 MDL_YR: 1987 AWS_VL_CD: FP VIN_CD: 2MELM75W40
 PART_NUM_CAUSE_PREF: FBAZ PROCN_DT: 4/22/1997
 PART_NUM_CAUSE_BASE: 0F064 WRTY_START_DT: 8/1/1997
 PART_NUM_CAUSE_SUPP: A TRANS_CD: C08
 DEALER: WITT LINCOLN MERCURY ENS_CD: CVM
 CUST_CORC_CD: N80 COND_CD: 42 DLR_CD: 10474 ST_PROV_CD: CA CENTRY_BOLD: USA

CUST_TXT: "CUST STATES LOUD CLICK NOISE WHEN BRAKING, CLICK CLICK NOISE N11"

TECH_TXT: SPEED CONTROL DEACTIVATION SWITCH HAS INTERNAL FAILURE FEEDING BACK THROUGH STOPLAMP CIRCUIT
 C042 REPLACE CRUISE CONTROL SWITCH ROAD TEST CONCERN GONE

TECH_TXT:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 1008879 RPR_DT: 02/7/1998 REL_CD: 1830 TXN_CD: E80
 MDL_YR: 1987 AWS_VL_CD: FP VIN_CD: 2MELM75W40
 PART_NUM_CAUSE_PREF: FBAZ PROCN_DT: 7/25/1997
 PART_NUM_CAUSE_BASE: 0F064 WRTY_START_DT: 8/1/1997
 PART_NUM_CAUSE_SUPP: A TRANS_CD: C08
 DEALER: MARGATE LINCOLN-MERCURY INC ENS_CD: CVM
 CUST_CORC_CD: A85 COND_CD: 42 DLR_CD: 11036 ST_PROV_CD: FL CENTRY_BOLD: USA

CUST_TXT: A85 CRUISE CONTROL NOP

TECH_TXT: 10088 C042 0F064 W VERIFIED CRUISE CONTROL NOP. FOUND FUSE BLOWN, REPLACED FUSE, PERFORMED
 PINPOINT TEST. FOUND SPEED CONTROL DEACTIVATION SWITCH SHORTING OUT. REPLACED SWITCH. ROAD TEST.
 N1 TIM

TECH_TXT: E TO REPLACE SWITCH

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Tuesday, January 29, 2002

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0002-025 0214

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1908773 RPR_DT: 8/28/1986 MISC: 28007 TXN_CD: E83
 MDL_YR: 1987 AWS_VL_CD: PP VIN_CD: 2MEJN75M8V7
 PART_NUM_CAUSE_PREF: F8AZ PRODN_DT: 2/10/1987
 PART_NUM_CAUSE_BASE: 8C735 WRTY_START_DT: 8/13/1987
 PART_NUM_CAUSE_BUFF: AA TRANS_CD: C03
 DEALER: PAGAN-LEWIS MOTORS INC BNG_CD: QYN
 CUST_CONG_CD: A25 COND_CD: 28 DLR_CD: 1418 ST_PROV_CD: TX CTRY_SOLD: USA

CUST_TXT: CUST STATED THE CRUISE CONTROL DOESNT WORK

TECH_TXT1: CRUISE CONTROL NOT WORKING RUN TEST ON SPEED CONTROL SERVO HAS INTERNAL OPEN AND ACTUATOR SWITCH HAS CLOSE LOOP REPLACE SERVO & SWITCH.

TECH_TXT2:

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 18874308 RPR_DT: 8/14/1986 MISC: 38816 TXN_CD: E83
 MDL_YR: 1987 AWS_VL_CD: VB VIN_CD: 1JNEM75M8V7
 PART_NUM_CAUSE_PREF: XV7Z PRODN_DT: 1/21/1987
 PART_NUM_CAUSE_BASE: 8C882 WRTY_START_DT: 4/8/1987
 PART_NUM_CAUSE_BUFF: AA TRANS_CD: C03
 DEALER: BORGAN MOTOR COMPANY BNG_CD: QYN
 CUST_CONG_CD: A25 COND_CD: 42 DLR_CD: 3048 ST_PROV_CD: NM CTRY_SOLD: USA

CUST_TXT: "AS, CUSTOMER STATES CRUISE CONTROL IS INOP CHECK AND ADVISE"

TECH_TXT1: "VERIFIED CONCERN. SPEED CONTROL INOP. RUN NSS TESTER. RUN SERVO TEST, BOO SWITCH, TRACED PROBLEM TO BRAKE CUT OFF SWITCH SHORT TO GROUND. REPLACED BRAKE CUT OFF SWITCH, OPERATION NORMAL. CLEAR CODES."

TECH_TXT2: TECH145 8418

1 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Tuesday, January 28, 2002

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EP82-825 0215

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18221204 RPR_DT: 02/25/1993 MILSE: 28805 TSN_CD: E83
 MDL_YR: 1987 AWB_VL_CD: FP VIN_CD: 2MELM76W8V7
 PART_NUM_CAUS_PRRP: F8AZ PROCR_DT: 11/15/1990
 PART_NUM_CAUS_BASE: 9P824 WRTY_START_DT: 12/31/1995
 PART_NUM_CAUS_SUPP: A TRANS_CD: QCU
 DEALER: "BROWN'S SALES & LEASING, INC." ENR_CD: QVN
 CUST_CONG_CD: A25 COND_CD: 42 DLR_CD: 2040 ST_PROV_CD: IA CNTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL INOP

TECH_TXT1: "CHECK CRUISE INOP. PINPOINT TESTS FOR CRUISE. T FIED DIFFERENT SERVO, WORKS INTERMITTENTLY. CLL ED
 HOTLINE, CHECK FWD UNDER LOAD. BRAKE DEACT IVATION SWITCH NOT WORKING SOMETIMES. INSTALLED SWIT
 TECH_TXT2: "ON ROAD TEST DID NOT WORK, CHECK REPAIR D WIRE ENDS, NO CONNECTION THAWNS, JETMOE"

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-082

CLAIM_KEY: 18170055 RPR_DT: 08/24/1990 MILSE: 41300 TSN_CD: E81
 MDL_YR: 1987 AWB_VL_CD: FB VIN_CD: 2FALP7T1W8V7
 PART_NUM_CAUS_PRRP: * PROCR_DT: 2/13/1987
 PART_NUM_CAUS_BASE: 14328 WRTY_START_DT: 2/28/1987
 PART_NUM_CAUS_SUPP: * TRANS_CD: QCU
 DEALER: CROWN FORD ENR_CD: QVN
 CUST_CONG_CD: L25 COND_CD: 48 DLR_CD: 5846 ST_PROV_CD: TN CNTRY_SOLD: USA

CUST_TXT: "WONT COME OUT OF PARK,BRAKE LIGHTS INOP.CC L25"

TECH_TXT1: 14328 48 OK FUSES OK POWER BETWEEN MULTIFUNCTION SWITCH AND BOD SWITCH REPLACED 15AMP FUSE

TECH_TXT2:

■ AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 18157485 RPR_DT: 8/24/1989 MLSE: 80570 TXN_CD: E88
 MDL_YR: 1987 AWS_VL_CD: VB VIN_CD: 1LNLM8TW1Y7
 PART_NUM_CAUSE_PRMP: FCAZ PRCON_DT: 8/21/1987
 PART_NUM_CAUSE_BASIS: 13480 WRTY_START_DT: 7/7/1987
 PART_NUM_CAUSE_SUPP: A TRANS_CD: CDU
 DEALER: BOB WILLIAMS LM INC ENQ_CD: CVM
 CUST_CONC_CD: A25 COND_CD: 42 DLN_CD: 18710 ST_PROV_CD: TN CTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL NOT WORKING

TECH_TXT1: "HGB DIAG PINPOINT TESTS REPLACED CLOCK SPRING, HORN RELAY, BRAKE LITE SWITCH, BRAKE PRESSURE SWITCH,
 AND REPAIRED WIRING"

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 17707400 RPR_DT: 7/21/1989 MLSE: 21491 TXN_CD: E83
 MDL_YR: 1987 AWS_VL_CD: FP VIN_CD: 1MELM7W1Y7
 PART_NUM_CAUSE_PRMP: D42Z PRCON_DT: 10/10/1985
 PART_NUM_CAUSE_BASIS: 14628 WRTY_START_DT: 6/18/1987
 PART_NUM_CAUSE_SUPP: F TRANS_CD: CDU
 DEALER: MUELLER LINCOLN-MERCURY ENQ_CD: CVM
 CUST_CONC_CD: P01 COND_CD: 40 DLN_CD: 10832 ST_PROV_CD: WI CTRY_SOLD: USA

CUST_TXT: WONT SHIFT OUT OF PARK

TECH_TXT1: "CHECKED BRAKE LIGHT SWITCH, HOOKED UP OK. NO BRAKE LIGHTS, TESTED FUSE, BLOWN, REPLACED FUSE."

TECH_TXT2:

8 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 2016000 RPR_DT: 4/11/2001 MLGE: 42500 TXN_CD: BNS
REL_YR: 1987 AWS_VL_CD: VS VIN_CD: 1LNLM8WTV
PART_NUM_CAUSE_PREF: P0VY PRODM_DT: 8/20/1987
PART_NUM_CAUSE_BASE: 14K147 WRTY_START_DT: 8/18/1987
PART_NUM_CAUSE_SUPP: B TRAIL_CD: CDU
DEALER: SIGNATURE LINCOLN MERCURY ENG_CD: CAVN
CUST_CONG_CD: A35 COND_CD: 40 DLN_CD: 12730 ST_PROV_CD: NY CENTRY_BOLD: USA

CUST_TXT: CRUISE CONTROL WONT ENGAGE MOST TIMES 80PART HERE

TECH_TXT1: BURNED OUT SPEED CONTROL TEST THIS RD IS A CLAIM DELAY TO RD J0390 WHERE PARTS
WERE
ORDERO

TECH_TXT2:

• AWS Duplicate Report (Y70):

Duplicate of VOQ (Y70):

Inquiry: RQ01-002

CLAIM_KEY: 1700005 RPR_DT: 2/14/1988 MLGE: 17200 TXN_CD: BNS
REL_YR: 1987 AWS_VL_CD: VS VIN_CD: 1LNLM8WTV
PART_NUM_CAUSE_PREF: P0VY PRODM_DT: 8/20/1987
PART_NUM_CAUSE_BASE: 14K147 WRTY_START_DT: 8/18/1987
PART_NUM_CAUSE_SUPP: A TRAIL_CD: CDU
DEALER: CHARLOTTE COUNTY LINCOLN MERCURY ENG_CD: CAVN
CUST_CONG_CD: L68 COND_CD: D1 DLN_CD: 10567 ST_PROV_CD: FL CENTRY_BOLD: USA

CUST_TXT: CK BRAKE FLUID LEAK AT MASTER CYLINDER WAS TOWED IN IS STOCK UNIT

TECH_TXT1: LEAK REPLACED PRESSURE SWITCH ON MASTER CYLINDER, BLED SYSTEM, RETEST

TECH_TXT2:

• AWS Duplicate Report (Y70):

Duplicate of VOQ (Y70):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 1400005 RPR_DT: 12/4/1988 MILE: 14000 TXL_CD: E88
 MDL_YR: 1987 AWS_YL_CD: FB VIN_CD: 2FALP71W070
 PART_NUM_CAUSE_PREF: D82Z PRODN_DT: 1/18/1987
 PART_NUM_CAUSE_BASE: 14000 WRTY_START_DT: 7/11/1987
 PART_NUM_CAUSE_SUFF: D TRAIL_CD: CDU
 DEALER: RAY ANDREWS FORD BRQ_CD: QVN
 CUST_CONG_CD: A8 COND_CD: 45 DLR_CD: 788 ST_PROV_CD: CA CNTRY_BOLD: USA

CUST_TXT: WONT COME OUT OF PARK BRAKE LIGHTS INOP

TECH_TXT: TEST CBR REPL, BLOWN FUSE INSPECT FOR SHORT WFF POSS SHORT

TECH_TXT2:

0 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Inquiry: RQ01-002

CLAIM_KEY: 1710009 RPR_DT: 8/7/1988 MILE: 28304 TXL_CD: E88
 MDL_YR: 1987 AWS_YL_CD: FB VIN_CD: 2FALP71W070
 PART_NUM_CAUSE_PREF: FEVY PRODN_DT: 12/10/1988
 PART_NUM_CAUSE_BASE: 0F84 WRTY_START_DT: 12/30/1988
 PART_NUM_CAUSE_SUFF: A TRAIL_CD: CDU
 DEALER: PALM BEACH LINCOLN-MERCURY INC BRQ_CD: QVN
 CUST_CONG_CD: L88 COND_CD: D8 DLR_CD: 1100 ST_PROV_CD: FL CNTRY_BOLD: USA

CUST_TXT: L88 CUSTOMER STATES BRAKE FLUID LEAKING FROM MASTER CYLINDER SWITCH.

TECH_TXT: 8888 LEAKING PRESSURE SWITCH SIDE OF MASTER C8 W. F PRESSURE TESTED FOUND LEAKING SWITCH REPLACED
 SWITCH 0F84 ROAD TESTED TESTED AGAIN NO MORE L EAK

TECH_TXT2:

0 AWS Duplicate Report (Y/N):

Duplicate of VOQ (Y/N):

Claims for Inquiry: RQ01-002

Inquiry: RQ01-002

CLAIM_KEY: 10010448 RPR_DT: 10/29/1999 MLCD: 00211 TOL_CD: 003
MOA_YR: 1997 AWS_FL_CD: FP VIN_CD: 8MELM744W07
PART_NUM_CALL_PREF: XW72 FROM_DT: 02/2/1998
PART_NUM_CALL_BASE: 00002 WRTY_START_DT: 10/30/1998
PART_NUM_OAUS_SUFF: AA TRANS_CD: C/DU
DEALER: BOB RIDINGS LINCOLN-MERCURY, F ENG_CD: GVN
CUST_COMP_CD: A05 COND_CD: X2 DLN_CD: 1202 ST_PROV_CD: IL CTRY_SOLD: USA

CUST_TXT: CRUISE CONTROL DOES NOT OPERATE PROPERLY

TECH_TXT: "PINPOINT TEST FOUND DEACTIVATION SWITCH LEAKING, SHORTING OUT CONNECTOR. ALSO FOUND SERVO NOT WORKING PROPERLY"

TECH_TITE:

1 AWS Duplicate Report (Y799)

Duplicate of VOQ (Y799)

EN02-025 R221

ALL VEHICLES-WARRANTY

Eisenhauer, Gary (G.D.)

From: Eisenhauer, Gary (G.D.)
Sent: Friday, February 01, 2002 11:08 AM
To: Christensen, Kris (K.S.)
Subject: FW: L-M CCRG GOVERNMENT INQUIRIES

Kris:

See Panther row 11, F series rows 25 and 145, Winstar row 80, Taurus row 9. Used burnt for search criteria. See below note from me also.

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

From: Eisenhauer, Gary (G.D.)
Sent: Friday, February 01, 2002 10:32 AM
To: Christensen, Kris (K.S.)
Subject: FW: L-M CCRG GOVERNMENT INQUIRIES

Kris:

I searched the below AWS files (using the excel data, filter, auto filter, custom, contains method) and found no AWS claims with dealer technician or customer reference to smoke or fire.

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

From: Paul, Rob (R.)
Sent: Thursday, January 31, 2002 4:37 PM
To: Eisenhauer, Gary (G.D.)
Subject: FW: L-M CCRG GOVERNMENT INQUIRIES

Gary -

This file contains the claims for 9F924.

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

From: Upaski, Richard (R.S.)
Sent: Wednesday, January 30, 2002 12:49 PM
To: Paul, Rob (R.)
Subject: FW: L-M CCRG GOVERNMENT INQUIRIES

Rob,

Please contact Gary Eisenhauer and see if you can help him out on these

Thanks

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

From: Eisenhauer, Gary (G.D.)
Sent: Wednesday, January 30, 2002 12:36 PM
To: Upaski, Richard (R.S.)
Subject: FW: L-M CCRG GOVERNMENT INQUIRIES

2/7/02

0902-020 0222

Richard:

Is your activity able to help?

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

From: Deane, Glen (G.R.)

Sent: Thursday, January 24, 2002 4:04 PM

To: Liggett, Richard (R.S.)

Cc: Eisenhauer, Gary (G.D.)

Subject: FW: L-M CORG GOVERNMENT INQUIRIES

Dick, we need some analyst support to respond to a NHTSA inquiry. Can you please help Gary out? Thanks.

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

From: Eisenhauer, Gary (G.D.)

Sent: Thursday, January 24, 2002 3:54 PM

To: Deane, Glen (G.R.)

Subject: L-M CORG GOVERNMENT INQUIRIES

Glen:

There is a NHTSA inquiry on the 1992 - 1994 Town Car/Crown Victoria/Grand Marquis relative to the brake speed control deact switch. We have been asked to provide AWS info on all affected car lines (92 thru 97 Town Car, Crown Vio, Grand Marquis; 92 thru 02 Econoline/Club Wagon; 93 thru 02 F Series; 93 thru 96 Bronco; 01 thru 02 Escape; 95 thru 02 Explorer; 01 thru 02 Sport Trac; 97 thru 02 Mountaineer; 95 thru 02 Ranger; 97 thru 02 Navigator; 00 thru 02 Excursion; 93 thru 95 Taurus SHO; 93 thru 96 Mark VIII; 95 thru 02 Windstar; 94 Capri).

Is your activity able to provide AWS data using search words similar to what has already been used for CQIS. Search Code 7 04 1 45 Unk. Source; Fire/Smoke; Visible Flame; Under hood. The engineering part numbers are:

F2VC-9F924-AB

F6LC-9F924-AA

F2AC-9F924-AA

F58A-9F924-AA

FSTA-9F924-CA

94DA-9F924-AA

F3DC-9F924-AA

94JA-9F924-AB

If unable to provide can you route me to the activity that can obtain. Thanks

Gary D. Eisenhauer
Lincoln Car / Truck
Chassis Engineering
Ford Motor Company
Cube 1CB19, MD LM904

2/7/02

EP92-025 0223

Dearborn, Michigan 48121
Phone: 313 390 5782
Fax: 313 323 1763
E Mail: gaissenha@ford.com

2/1/02

0002-025 0224

Report Selection Criteria:	Report Name-Elm ent Claims List	Model Year-198 7, 1988, 1989, 1994, 1995, 1996	Order By-Cond ition Code	Maximum Claims-50 p 000	Logis-Cor Tis Claims-A LL	Chase With Comment s-Com ONLY	Requeste d Currency- USD	Reported Currency- USD	Requeste d Distance- Miles	Reported Distance- Miles	Descripti on-Yes	Default Claims (No Date Filter)-U p to current claim date
----------------------------------	---	--	--------------------------------	-------------------------------	------------------------------------	---	-----------------------------------	------------------------------	-------------------------------------	--------------------------------	---------------------	---

[illegible]

800-368-6273 0223

1-800-833-8221

ENCLOSURE 0121

RECEIVED

CQIS Reports for Inquiry RQ01-002

Inquiry: RQ01-002	Report No: Y04BC017	Sort Order:	Report Date: 8/30/2000	Source: CQIS
Model Year: 1994	Model:	VIN: 1LNLM82V8Y	PGM Type:	
Symptoms: 7 64 3 45	UNKNOWN SCORCHED/BURNT	FIRE/SMOKE UNDERHOOD		
Add. Symptoms:		Odometer: 10 MI		
Engine:	Transmission:	Build Date: 9/15/1993	Warranty Start: 8/30/1993	
Dealer: K0032 Al Jazirah Vehicles A	PCSD Region: 03	City: Riyadh	State:	
Customer First Name: N/A	Last Name: N/A	City:	State:	
Cancel Components:			Phone:	
Comment Type: Comments				

CONCERN THERE WAS A FIRE UNDER THE HOOD. DAMAGE CONCENTRATED ON THE LEFT SIDE
CONCERN OF THE ENGINE.
REPAIR THE VEHICLE WAS SEVERELY DAMAGED BY THE FIRE. THE CAUSE IS UNDER
REPAIR INVESTIGATION AT THIS TIME.

Inquiry: R081-803 Report No: 1D7D7005 Report Date: 4/26/2001 Source: CONS
 Model Year: 1994 Model: VIN: 2FALP71H4R00 PQM Type:
 Symptoms: 7 04 3 00 UICN & RC FIRE/SMOKE
 SCORCHED/BURNT OTHER
 Addl. Symptoms: Odometer: 100000 MI
 Region: Transmission: Build Date: 5/5/1994 Warranty Start: 6/15/1994
 Dealer: 80847 Ford Motor Co. Ppado FORD Region: 45 City: Dearborn State: MI
 Customer First Name: Last Name: City: State:
 Contact Component: Phone:
 Comment Type: Comment:

NISC CUSTOMER CALLED LOOKING FOR ASSISTANCE/TECHNICAL INFORMATION ON
 NISSO VEHICLE BURSTING INTO FLAMES AFTER SITTING. CALLED THE INSURANCE
 NISSO COMPANY AND THEY SAID THEY HAVE 4 OTHER VEHICLES IN WHICH THIS HAS
 NISSO HAPPENED TO. NO OUTSTANDING RECALLS, VEHICLE WAS SOLD TO ONE OF THE
 NISSO OFFICERS AS A PERSONAL CAR. DID NOT GET HIS NAME, OR ADDRESS, BUT
 NISSO DID GET THE TELEPHONE NUMBER.
 NISSO CUSTOMER'S TELEPHONE NUMBER WAS [REDACTED]

TECH STS THAT THE SPEED CONTROL IS INOP. THE TECH HAS REPLACED THE SERVO MOTOR AND THE NEW SERVO WORK FOR A LITTLE WHILE AND THEN QUIT AGAIN. ADVISE TECH TO DISCONNECT SPEED CONTROL SERVO AND CHECK ALL FUSES WITH A TEST LIGHT AND VOLTMETER AND ORDER FOR VOLTAGE DROP. ADVISE TECH TO CHECK ALL CIRCUITS COMING INTO SERVO WITH VOLTMETER AND SEE IF WERE GETTING A FIRM INTO THE SERVO; CAUSING SERVO TO BURN INTERNALLY. ADVISE TECH TO CHECK FUSE OF SERVO AND FUSES THE CONTROL SWITCHES AND CHECK THE DIFFERENT VOLTAGES FROM THE CONTROL SWITCH.

Inquiry: RC091-003 Report No: 1JMK0003 Report Date: 9/16/2001 Source: CCIS
 Model Year: 1997 Model: GRAND MARQUIS VIN: 2MELM75W9V PCM Type:
 Symptoms: 2 03 2 00 ELECT. START/CHARGE
 WIRING - BASIC OTHER
 Addl. Symptoms: VEHICLE CAUGHT FIRE Odometer: 98088 M
 Engine: 4.6L PCM B Transmission: Build Date: 4/15/1997 Warranty Start: 05/01/1998
 Dealer: 10096 Vista Lincoln-Mercury FORD Region: 71 City: Woodland Hills State: CA
 Customer First Name: Last Name: City: State:
 Causal Components: Photo:
 Customer Type: Comments:

REPAIR SH STATED THAT CUSTOMER WENT INTO STORE, STORE CALLED 911 BECAUSE CAR
 REPAIR WAS ON FIRE. STATED THAT HE THOUGHT THERE WAS A WIRING RECALL ON THIS
 REPAIR VEHICLE.
 RECORDS ADVISED TECH THAT QC DEALER SHOWED A RECALL FOR 00816,00816,00837, AND
 RECORDS 08L12. THESE DEALT WITH SEATBELTS, AIRBAG, AND LOWER CONTROL ARMS.
 RECORDS 08L12 DID NOT SHOW A DESCRIPTION. SAME STATES NO RECALLS FOR WIRING TO
 RECORDS PREVENT FIRES FOR THIS VEHICLE.

MISSO CUSTOMER IS USING A OLD POLICE VEHICLE AS A TAXI. HE STATED THAT
MISSO THE VEHICLE CAUGHT FIRE UNDER THE HOOD FOR NO APPARANT REASON.
MISSO DUE TO THE MILEAGE THE VEHICLE HE WAS REPIURED TO HIS INSURANCE COMP
MISSO ANY

END-025 0127

REPORTS

CQIS Reports for Inquiry RQ01-002

Inquiry: RQ01-002

Report No: X3VIF004

Rep Order:

Report Date: 7/22/1999

Source: CQIS

Model Year: 1994

Model:

VE: R/FALPTWFO

PQM Type:

Symptoms: 2 05 2 00

ELECT.

PERMPTD CNTRL

SPEED CONTROL

OTHER

Adtl. Symptoms: NOT COVERED BY 99-9-15

Odometer: 115400 MI

Engine:

Transmission:

Build Date:

12/8/1993

Warranty Start: 12/30/1993

Dealer: 04885 Payton Wells Ford Lin

FCSD Region: 47

City: Anderson

State: IN

Customer First Name:

Last Name:

City:

State:

Cancel Component:

Phone:

Comment Type: Comment

REPAIR DLR STATES THE DEAD SWITCH WAS BURNED UP AND THE VEHICLE WAS NOT COVER
REPAIR ED UNDER RECALL 99-9-15.
RECOMM ADV TO FILE ECR, AND REPAIR VEHICLE AS NECESSARY.

Inquiry: R001-002 Report No: 1JCF0001 Report Date: 10/11/2001 Source: CQIS
 Model Year: 1994 Model: VIN: 1JALMB1W1R PGM Type:
 Symptoms: S 01 0 ED CHASS. SERVICE BRAKE
 LEAKS FLUID
 Actl. Symptoms: Odometer: 118000 M
 Engines: Transmission: Build Date: 1/28/1994 Warranty Start: 4/8/1994
 Dealer: 11467 Mac Churchill Lincoln FORD Region: 52 City: Fort Worth State: TX
 Customer First Name: Last Name: City: State:
 Causal Component: SP084 SWITCH Photo:
 General Type: Comments:

CONCERN CRUISE CONTROL INOP. SMELLED BURNING SMELL UNDER HOOD AND SAW SMOKE.
 REPAIR TECH VERIFIED CRUISE INOP AND FOUND THE REDUNDANT SWITCH HAD LEAKED
 REPAIR AND THE FLUID CAUGHT FIRE AND BURNED THE SWITCH AND HARNESS CONNECTOR.
 REPAIR THE TECH REPLACED THE SWITCH AND HARNESS CONNECTOR AND RELEASED THE
 REPAIR VEHICLE.
 REPAIR PCE NOTED THAT THIS IS THE SAME ISSUE THAT 00815 RECALL COVERED ON THE
 REPAIR 0088 TOWN CARS. THIS VEHICLE FALLS OUT OF THE RECALL COVERAGE. THE
 REPAIR PART WAS RETRIEVED AND RETURNED TO EDI AS PART OF REQ01-05.
 REPAIR DAVE FLOREN, PCE DALLAS/FT.WORTH, 973-318-1059

Tuesday, January 29, 2002

CQIS Duplicate:

VOG Duplicate:

Report_NBR: 1JCF0001

Page 2 of 3

0002-020 0120

Inquiry: R001-082 Report No: 1DKAD880 Report Date: 4/11/2001 Source: CCRB
 Model Year: 1996 Model: OROWN VICTORIA VIN: 2FALP71W6T PCM Type:
 Symptoms: 2 03 2 00 ELECT. START/CHARGE
 WIRING - BASIC OTHER
 Addl. Symptoms Odometer: 157834 MI
 Engine: 4.6L FOM B Transmission: 4F20W Build Date: 10/30/1995 Warranty Start: 2/21/1996
 Dealer: 03009 Newline Bay Shore Ford PCSD Region: 13 City: Bay Shore State: NY
 Customer First Name: Last Name: City: State:
 Casual Components: 9F884 SWITCH Phone:
 Comment Type: Comments:

CONCERN VEHICLE IS NOT COMING OUT OF PARK.
 TECHIC FOUND FUSE BLOWN. P.P.T. FOUND SPEED CONTROL OUT OUT SWITCH BURNIT
 TECHIC (FIRE). NOTE SAME PROBLEM AS IN REDALL 99-8-18L

98S15 Deactivation Switch - 1992-94 Town, Crown Victoria & Grand Marquis
Retention:

Please return to Al Leese, Ph (313)396-8677, at your earliest convenience.

Thank you,

Al Leese

TRANSMITTAL:

LEONA WEBSTER (ENKING) _____

JOHN OLNEY (WEB) _____

SUE HORNER (FAX: 903-45-1000) _____

ANALYST A. L. LESTER ☒ _____

DAWN ROSETTI (CNACS) _____

NOTEBOOK COPY (FILE) _____

DIRECT MARKETS (L22, FBP-HI) _____

HEIDI KESSLER, TFS (CMF, FBP-HI) _____

TODD BAY, CLOH (E26C, FBP-HI) _____

DAVID YU, ASD (STL, SBL, FTS) _____

MELINDA JOHNSON, ACES (CM42, SC) _____

REST OF WORLD (ROW) _____

RECALL/PROGRAM99S15-S1**FAXGRAM:**5/28/99**WEB:**6/1/99**DEALER:**6/7-11/99**OWNER:**N/A**OASIS ACTIVATION:**N/A**OASIS/CNACS EXPIRATION:**
(U.S./Canada)N/A**OASIS/CNACS EXPIRATION:**
(ROW)N/A

Mail dates. Web

ENC2-825 6478



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

RECALL / SERVICE PROGRAM INFORMATION

May, 1999

IMPORTANT RECALL/SERVICE PROGRAM INFORMATION

**FROM: FORD CUSTOMER SERVICE DIVISION
RECALL/SERVICE PROGRAMS**

**SUBJECT: Safety Recall 99S15 Supplement #1: Vacuum Controlled
Speed Control - Inspection Operation Added**

This document replaces Safety Recall 99S15

REASON FOR NOTICE

Some of the early production 1992 vehicles affected by this recall may be equipped with a vacuum operated speed control system. These vehicles have a vacuum diaphragm on the speed control servo and a vacuum valve mounted above the brake pedal.

Vehicles with vacuum controlled speed control systems do NOT use a Speed Control Deactivation Switch and are not affected by this recall. An "Inspection" Labor Operation has been activated to reimburse you for inspecting these vehicles and close the recall.

ABOUT THIS SUPPLEMENT

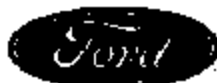
This document (Supplement #1) includes all information previously provided and adds the inspection procedure noted. Text that has changed from the original bulletin is identified by a vertical bar (|) in the left margin.

See "Labor Allowance" (Attachment II). Submit an inspection claim for each of the vehicles inspected and found to have a vacuum operated speed control system.

Please discard Safety Recall Bulletin 99S15 and replace it with this Recall Bulletin.

PLEASE PROVIDE COPIES TO:

☒ **SERVICE MANAGER**
☒ **PARTS MANAGER**
☒ **DEALER PRINCIPAL**



Service Recall Bulletin

May, 1999

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 99S15 Including Supplement #1: Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed Control Deactivation Switch

AFFECTED VEHICLES

Certain 1992 and 1993 Crown Victoria and Grand Marquis with Speed Control built at the St. Thomas assembly plant from February 5, 1992 through November 30, 1992. Also, certain 1992 and 1993 Town Cars built at the Wixom Assembly plant from November 4, 1991 through November 30, 1992.

REASON FOR RECALL

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause a fuse to open.

SERVICE ACTION

Repair parts will not be available until mid-June, 1999. Until parts are available, the interim repair described in Attachment III should be used. When parts are available the permanent repair must be completed to close this recall.

Interim Repair: This repair should be performed immediately to eliminate the possibility of a fire. This interim repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch, taping the connector end to protect it from contamination and securing the connector with a tie-strap. The speed control system will be inoperative until the permanent repair is performed.

Permanent Repair: The parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances, Parts Ordering Information, Disposition of Removed Parts

Attachment III: Technical Information

QUESTIONS?

Claims Information: 1-800-423-8851

Other Recall Questions: 1-800-325-5821

Sincerely,



A. R. O'Neill

Director

Vehicle Service and Programs

**Safety Recall 99815 Including Supplement #1
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars
with Speed Control - Speed Control Deactivation Switch**

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

Please note that the Interim Repair will not remove the VIN from OASIS.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

PROMPTLY CORRECT

Promptly correct affected vehicles on the enclosed list and other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACEBII Manual for claims preparation and submission information.
- After performing the Permanent Repair, the replaced parts must be returned to the Warranty Parts Return Center for inspection (See Attachment II page 2). FCB 700 tags will be sent as soon as the claim for the Permanent Repair is submitted.

OWNER REFUNDS

Ford Motor will only refund for owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACEBII Manual for Refund Information.

**Safety Recall 99S15 including Supplement #1
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
Speed Control - Speed Control Deactivation Switch**

LABOR ALLOWANCES**Inspection**

Description	Labor Operation	Labor Time
Inspection Only (Vehicle has vacuum operated speed control system).	99S15A	0.2 Hour

Interim Repair

Description	Labor Operation	Labor Time
Remove, Tape and Secure the Speed Control Deactivation Switch *	99S15E*	0.3 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

* Labor Operation 99S15E will NOT close the Recall.

Permanent Repair

Description	Labor Operation	Labor Time
Replace Speed Control Deactivation Switch and Hard-shell Connector	99S15B	0.6 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

Safety Recall 99816 Including Supplement #1
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
Speed Control - Speed Control Deactivation Switch

PARTS REQUIREMENTS

Parts Ordering Information

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	after July 1, 1999	Normal order process
Emergency Orders	before July 1, 1999	Call 1-800-325-5821

Part Number	Description	Quantity
XW7Z-9G852-AA	Speed Control Deactivation Switch Kit	1

DEALER PRICE

For latest prices, check:

- DOES II
- Updated Price Book

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

DISPOSITION OF REMOVED PARTS

Parts Return Requested (after completion of Permanent Repair):

We are requesting that the removed parts be returned to Ford Motor Company:

- Speed Control Deactivation Switch
- Switch Hardshell Connector

Packaging and Shipping:

- Speed Control Deactivation Switch
 - Do not drain the brake fluid from inside the Speed Control Deactivation Switch.
 - Use the plastic cap from the new switch to trap and seal as much oil inside the switch as possible.
- Switch Hardshell Connector
 - Connect the hardshell connector to the Speed Control Deactivation Switch.
 - Attach the FCS 700 tag to the part.
 - Place the part in a plastic bag and secure with twist-tie.
- Shipping Instructions
 - Follow direction on FCS 700 tag
 - See Section 3 of the ACES II manual for more details

INTERIM REPAIR

DISABLE SPEED CONTROL DEACTIVATION SWITCH

SERVICE PROCEDURE

1. Inspect the vehicle for the type of speed control servo installed.
 - If the vehicle is equipped with a (round) vacuum operated-type servo, no further action is required. Release the vehicle to the owner.
 - If the vehicle is equipped with a (square) electronic-type servo, proceed to Step 2.
2. Disconnect the electrical connector from the speed control deactivation switch. See Figure 1.

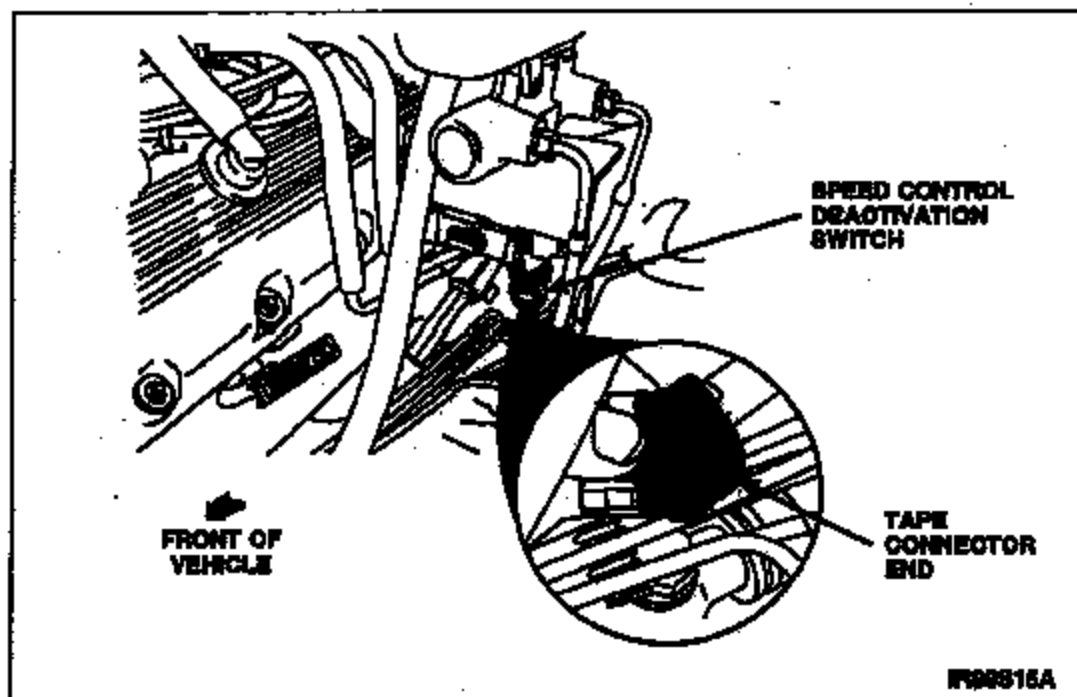


FIGURE 1

3. Tape the end of the connector to prevent contamination from entering the end of the connector.
4. Tie strap the connector to the wiring harness located on the left splash shield.

PERMANENT REPAIR

SPEED CONTROL DEACTIVATION SWITCH AND CONNECTOR REPLACEMENT

AFFECTED VEHICLES: CERTAIN 1992 AND 1993 CROWN VICTORIA, GRAND MARQUIS AND TOWN CAR WITH SPEED CONTROL

OVERVIEW

This repair involves replacement of the speed control deactivation switch and the hard shell of the switch electrical connector. The connector terminals will be removed from the old connector hard shell and inserted into the new connector hard shell.

PROCEDURE

1. Inspect the vehicle for the type of speed control servo installed.
 - If the vehicle is equipped with a (round) vacuum operated-type servo, no further action is required. Release the vehicle to the owner.
 - If the vehicle is equipped with a (square) electronic-type servo, proceed to Step 2.
2. Install a memory saver and disconnect the negative battery terminal.
3. Disconnect the electrical connector from the speed control deactivation switch. See Figure 2.

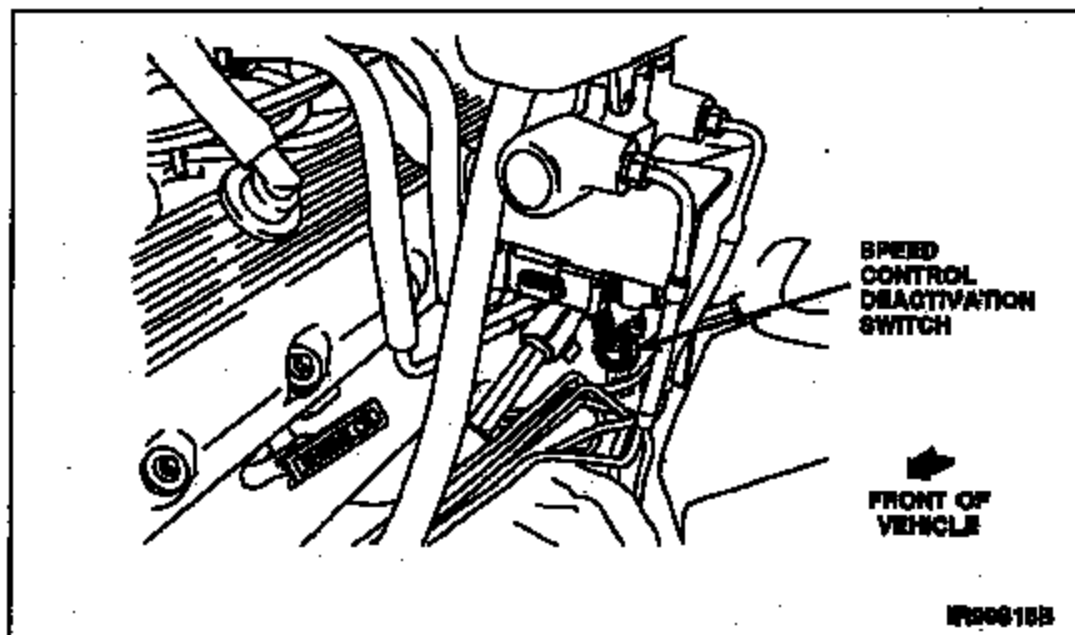
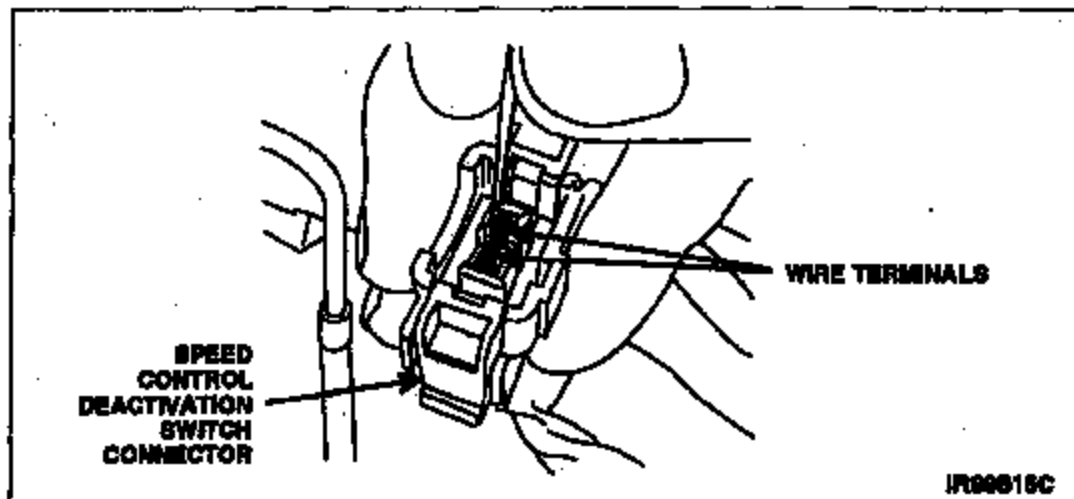


FIGURE 2

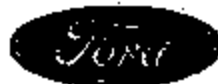
OPR © 1993 FORD MOTOR COMPANY
DEARBORN, MICHIGAN 48121
508

4. Remove the locking wedge from the end of the connector. Then, disengage the locking tabs and remove the wire terminals from the connector. See Figure 3.



5. Obtain the new connector from the kit. Insert both wire terminal ends through the connector seal and into the connector hard shell. (The wire terminal ends may be installed into either of the connector cavities).
6. Check the connector to make sure the locking tabs have engaged both terminal ends. Also, make sure the seal is fully seated in the back of the connector. Then, install the red locking wedge to secure the terminals in the connector.
7. Obtain the speed control deactivation switch from the parts kit.
8. Remove the old speed control deactivation switch.
9. Fill the new speed control deactivation switch with High Performance DOT 3 Brake Fluid and install the speed control deactivation switch. Tighten the switch to 18 Nm (13 lb-ft).
10. Attach the electrical connector to the speed control deactivation switch.
11. Connect the battery negative cable and remove the memory saver.
12. Raise the vehicle on a hoist.
13. Connect a clear drain tube to the RH rear bleeder screw and the other end in a container partially filled with the recommended brake fluid.
14. Have an assistant pump the brake pedal and then hold firm pressure on the brake pedal.
15. Loosen the RH rear bleeder screw until a stream of brake fluid comes out. While the assistant maintains pressure on the brake pedal, tighten the bleeder screw.
- Repeat until clear, bubble-free fluid comes out.
 - Refill the brake master cylinder reservoir as necessary.
16. Repeat Steps 12-14 for the LH rear bleeder screw.
17. Lower the vehicle.

A. R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division



Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

May, 1989

Safety Recall 99S15

Mr. John Sample
123 Main Street
Anytown, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control.

SAFETY DEFECT

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause the brake light fuse to open.

REPAIRS

Repair parts may not be available until mid-June, 1989. If your dealer is not able to obtain the parts needed for this recall, an Interim Repair can be performed at no charge to you. However a second visit to your dealer will be required at a later date to have the permanent repair performed. We regret this inconvenience, but your safety is our primary concern.

Interim Repair: If parts are not available, the Interim Repair should be performed immediately. This repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch and protecting the connector end from contamination. The Speed Control system will be inoperative until the Permanent Repair is performed; normal vehicle operation without Speed Control is not affected.

Permanent Repair: Parts for this repair are expected to become available the middle of June, 1989. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

HOW LONG WILL IT TAKE?

The time needed for either of the repairs is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time. Please call your dealer for a service date.

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 99S15.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. If available, parts would be expected to arrive within a week after ordering. If parts are not available, your dealer can perform the Interim Repair free of charge. When parts are available, your dealer will perform the Permanent Repair free of charge.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE VEHICLE?

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

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 5248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-8383 (Washington, D. C. area residents may call 366-0123).

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

Sincerely,



A. R. O'Neill

Director

Vehicle Service and Programs

TRANSMITTAL:

LEONA WEBSTER (BENCOM) _____

JODI OLSEN (WEB) _____

SUE HORNER (FAX: 904/945-9090) _____

ANALYST A. L. GOSSE ☒ _____

DAWN ROBERTS (CNAC) _____

NOTEBOOK COPY (FILE) _____

DIRECT MARKETS (142F, FBP-111) _____

HEIDI KESLER, TFS (204F, FBP-111) _____

TODD DAY, CLOS (226C, FBP-111) _____

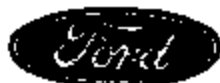
DAVID YU, ASD (STE. 300, TFS) _____

MELINDA JOHNSON, ACES (204E2, NC) _____

BEST OF WORLD (ROW) _____

RECALL/PROGRAM99515**FAXGRAM:**5-17-99**WEB:**5-18-99**DEALER:**5/24-28/99**OWNER:**5/20-21/99**OASIS ACTIVATION:**5-18-99**OASIS/CNACS EXPIRATION:**
(U.S./Canada)n/a**OASIS/CNACS EXPIRATION:**
(ROW)n/a

Mail dates Web



Service Recall Bulletin

May, 1999

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 99B15: Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed Control Deactivation Switch

AFFECTED VEHICLES

Certain 1992 and 1993 Crown Victoria and Grand Marquis with Speed Control built at the St. Thomas assembly plant from February 5, 1992 through November 30, 1992. Also, certain 1992 and 1993 Town Cars built at the Wixom Assembly plant from November 4, 1991 through November 30, 1992.

REASON FOR RECALL

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause a fuse to open.

SERVICE ACTION

Repair parts will not be available until mid-June, 1999. Until parts are available, the interim repair described in Attachment III should be used. When parts are available the permanent repair must be completed to close this recall.

Interim Repair: This repair should be performed immediately to eliminate the possibility of a fire. This interim repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch, taping the connector end to protect it from contamination and securing the connector with a tie-strap. The speed control system will be inoperative until the permanent repair is performed.

Permanent Repair: The parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances, Parts Ordering Information, Disposition of Removed Parts

Attachment III: Technical Information

QUESTIONS?

Claims Information: 1-800-423-8861

Other Recall Questions: 1-800-325-5821

Sincerely,



A. R. O'Neill

Director

Vehicle Service and Programs

Safety Recall 99815
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars
with Speed Control - Speed Control Deactivation Switch

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

Please note that the Interim Repair will not remove the VIN from OASIS.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

PROMPTLY CORRECT

Promptly correct affected vehicles on the enclosed list and other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted,
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.
- After performing the Permanent Repair, the replaced parts must be returned to the Warranty Parts Return Center for inspection (See Attachment II page 2). FCS 700 tags will be sent as soon as the claim for the Permanent Repair is submitted.

OWNER REFUNDS

Ford Motor will only refund for owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII Manual for Refund Information.

Safety Recall 99S15
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
Speed Control - Speed Control Deactivation Switch

LABOR ALLOWANCES

Interim Repair

Description	Labor Operation	Labor Time
Remove, Tape and Secure the Speed Control Deactivation Switch *	99S15E*	0.3 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

* Labor Operation 99S15E will NOT close the Recall.

Permanent Repair

Description	Labor Operation	Labor Time
Replace Speed Control Deactivation Switch and Hard-shell Connector	99S15B	0.5 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

PARTS REQUIREMENTS

Parts Ordering Information

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	after July 1, 1999	Normal order process
Emergency Orders	before July 1, 1999	Call 1-800-325-5621

Part Number	Description	Quantity
XW7Z-9G852-AA	Speed Control Deactivation Switch Kit	1

Safety Recall 89816
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
Speed Control - Speed Control Deactivation Switch

DEALER PRICE

For latest prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

DISPOSITION OF REMOVED PARTS

Parts Return Requested (after completion of Permanent Repair):

We are requesting that the removed parts be returned to Ford Motor Company:

- Speed Control Deactivation Switch
- Switch Hardshell Connector

Packaging and Shipping:

- Speed Control Deactivation Switch
 - Do not drain the brake fluid from inside the Speed Control Deactivation Switch.
 - Use the plastic cap from the new switch to trap and seal as much oil inside the switch as possible.
- Switch Hardshell Connector
 - Connect the hardshell connector to the Speed Control Deactivation Switch.
 - Attach the FCS 700 tag to the part
 - Place the part in a plastic bag and secure with twist-tie.
- Shipping Instructions
 - Follow direction on FCS 700 tag
 - See Section 3 of the ACES II manual for more details

INTERIM REPAIR

DISABLE SPEED CONTROL DEACTIVATION SWITCH

SERVICE PROCEDURE

1. Disconnect the electrical connector from the speed control deactivation switch. See Figure 1.

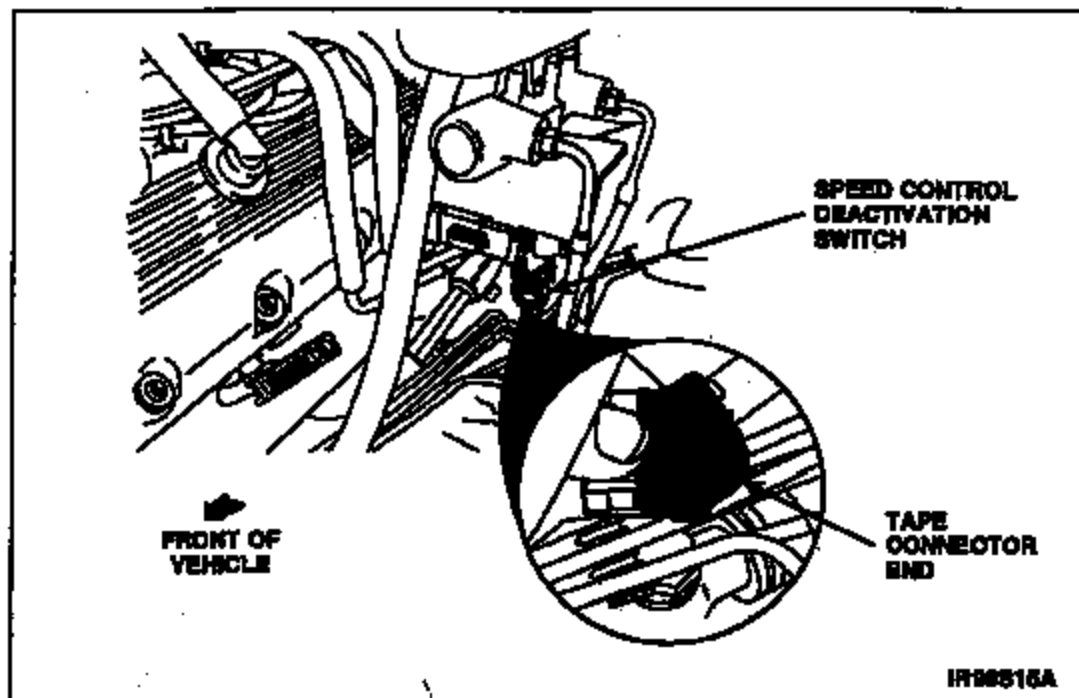


FIGURE 1

2. Tape the end of the connector to prevent contamination from entering the end of the connector.
3. Tie strap the connector to the wiring harness located on the left splash shield.

PERMANENT REPAIR

SPEED CONTROL DEACTIVATION SWITCH AND CONNECTOR REPLACEMENT

AFFECTED VEHICLES: CERTAIN 1992 AND 1993 CROWN VICTORIA, GRAND MARQUIS
AND TOWN CAR WITH SPEED CONTROL

OVERVIEW

This repair involves replacement of the speed control deactivation switch and the hard shell of the switch electrical connector. The connector terminals will be removed from the old connector hard shell and inserted into the new connector hard shell.

PROCEDURE

1. Install a memory saver and disconnect the negative battery terminal.
2. Disconnect the electrical connector from the speed control deactivation switch. See Figure 2.

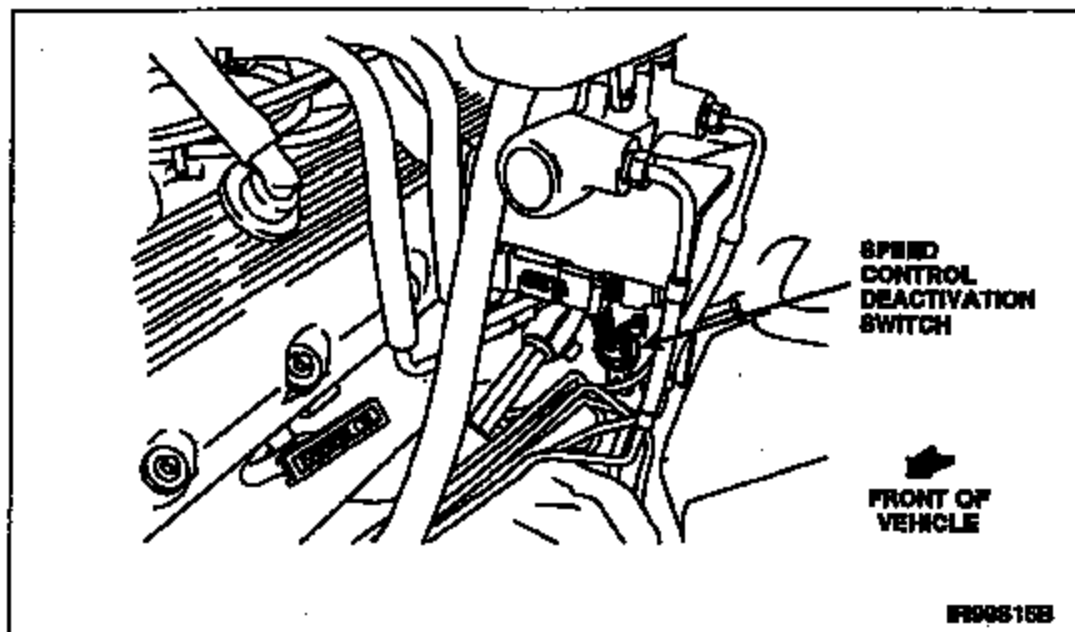


FIGURE 2

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DEARBORN, MICHIGAN 48121
5/99

3. Remove the locking wedge from the end of the connector. Then, disengage the locking tabs and remove the wire terminals from the connector. See Figure 3.

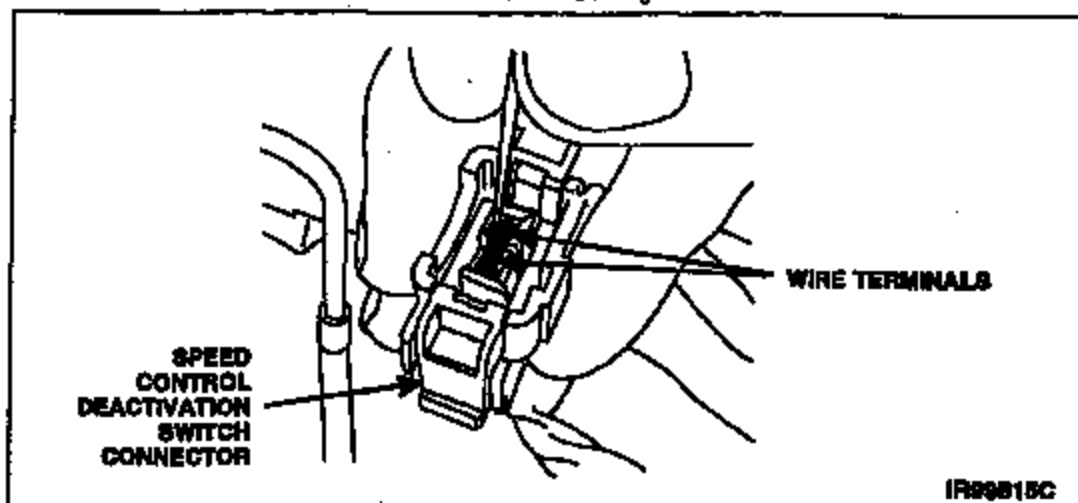


FIGURE 3

4. Obtain the new connector from the kit. Insert both wire terminal ends through the connector seal and into the connector hard shell. (The wire terminal ends may be installed into either of the connector cavities).
5. Check the connector to make sure the locking tabs have engaged both terminal ends. Also, make sure the seal is fully seated in the back of the connector. Then, install the red locking wedge to secure the terminals in the connector.
6. Obtain the speed control deactivation switch from the parts kit.
7. Remove the old speed control deactivation switch.
8. Fill the new speed control deactivation switch with High Performance DOT 3 Brake Fluid and install the speed control deactivation switch. Tighten the switch to 18 Nm (13 lb-ft).
9. Attach the electrical connector to the speed control deactivation switch.
10. Connect the battery negative cable and remove the memory saver.
11. Raise the vehicle on a hoist.
12. Connect a clear drain tube to the RH rear bleeder screw and the other end in a container partially filled with the recommended brake fluid.
13. Have an assistant pump the brake pedal and then hold firm pressure on the brake pedal.
14. Loosen the RH rear bleeder screw until a stream of brake fluid comes out. While the assistant maintains pressure on the brake pedal, tighten the bleeder screw.
 - Repeat until clear, bubble-free fluid comes out.
 - Refill the brake master cylinder reservoir as necessary.
15. Repeat Steps 12-14 for the LH rear bleeder screw.
16. Lower the vehicle.

A. R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division



Ford Motor Company
P. O. Box 1004
Dearborn, Michigan 48121

May, 1999

Safety Recall 99S15

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control.

SAFETY DEFECT

Some Speed Control Deactivation Switches on the affected vehicles may develop a relative short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause the brake light fuse to open.

REPAIRS

Repair parts may not be available until mid-June, 1999. If your dealer is not able to obtain the parts needed for this recall, an Interim Repair can be performed at no charge to you. However a second visit to your dealer will be required at a later date to have the permanent repair performed. We regret this inconvenience, but your safety is our primary concern.

Interim Repair: If parts are not available, the Interim Repair should be performed immediately. This repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch and protecting the connector end from contamination. The Speed Control system will be inoperative until the Permanent Repair is performed; normal vehicle operation without Speed Control is not affected.

Permanent Repair: Parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

HOW LONG WILL IT TAKE?

The time needed for either of the repairs is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time. Please call your dealer for a service date.

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 99S15.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. If available, parts would be expected to arrive within a week after ordering. If parts are not available, your dealer can perform the Interim Repair free of charge. When parts are available, your dealer will perform the Permanent Repair free of charge.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE VEHICLE?

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

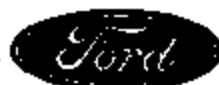
If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-6393 (Washington, D. C. area residents may call 306-0129).

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

Sincerely,



A. R. O'Neill
Director
Vehicle Service and Programs



To: All FCSD Regional Managers

cc: All Regional Sales Managers
Ford Division and Lincoln Mercury
All PDC Managers

Subject: Safety Recall 99S15: Certain 1992 and 1993 Crown Victoria, Grand Marquis,
and Lincoln Town Cars with Speed Control - Speed Control Deactivation Switch

See the Dealer Bulletin for program details.

REGIONAL/DEALER ACTION

Federal law requires that dealer stock vehicles must be corrected before delivery.

Advise FCSD, using Form 7258, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedures before assisting dealers or customers.

QUESTIONS?

Claims Information	1-800-423-8851
Other Recall Questions	1-800-325-5621

A. R. O'Neill
Director
Vehicle Service and Programs



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

RECALL/SERVICE PROGRAM INFORMATION

May, 1999

IMPORTANT RECALL/SERVICE PROGRAM INFORMATION

**FROM: FORD CUSTOMER SERVICE DIVISION
RECALL/SERVICE PROGRAMS**

**SUBJECT: Safety Recall 99S15 Supplement #1: Vacuum Controlled
Speed Control - Inspection Operation Added**

This document replaces Safety Recall 99S15

REASON FOR NOTICE

Some of the early production 1992 vehicles affected by this recall may be equipped with a vacuum operated speed control system. These vehicles have a vacuum diaphragm on the speed control servo and a vacuum valve mounted above the brake pedal.

Vehicles with vacuum controlled speed control systems do NOT use a Speed Control Deactivation Switch and are not affected by this recall. An "Inspection" Labor Operation has been activated to reimburse you for inspecting these vehicles and close the recall.

ABOUT THIS SUPPLEMENT

This document (Supplement #1) includes all information previously provided and adds the inspection procedure noted. Text that has changed from the original bulletin is identified by a vertical bar (|) in the left margin.

See "Labor Allowance" (Attachment II). Submit an Inspection claim for each of the vehicles inspected and found to have a vacuum operated speed control system.

Please discard Safety Recall Bulletin 99S15 and replace it with this Recall Bulletin.

PLEASE PROVIDE COPIES TO:

☒ **SERVICE MANAGER**
☒ **PARTS MANAGER**
☒ **DEALER PRINCIPAL**



Service Recall Bulletin

May, 1999

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 99S15 Including Supplement #1: Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed Control Deactivation Switch

AFFECTED VEHICLES

Certain 1992 and 1993 Crown Victoria and Grand Marquis with Speed Control built at the St. Thomas assembly plant from February 5, 1992 through November 30, 1992. Also, certain 1992 and 1993 Town Cars built at the Wixom Assembly plant from November 4, 1991 through November 30, 1992.

REASON FOR RECALL

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause a fuse to open.

SERVICE ACTION

Repair parts will not be available until mid-June, 1999. Until parts are available, the interim repair described in Attachment III should be used. When parts are available the permanent repair must be completed to close this recall.

Interim Repair: This repair should be performed immediately to eliminate the possibility of a fire. This interim repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch, taping the connector end to protect it from contamination and securing the connector with a tie-strap. The speed control system will be inoperative until the permanent repair is performed.

Permanent Repair: The parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances, Parts Ordering Information, Disposition of Removed Parts

Attachment III: Technical Information

QUESTIONS?

Claims Information: 1-800-423-8851

Other Recall Questions: 1-800-325-5821

Sincerely,



A. R. O'Neill

Director

Vehicle Service and Programs

**Safety Recall 99S15 Including Supplement #1
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars
with Speed Control - Speed Control Deactivation Switch**

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

Please note that the Interim Repair will not remove the VIN from OASIS.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

PROMPTLY CORRECT

Promptly correct affected vehicles on the enclosed list and other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DVE.
- Refer to ACESII Manual for claims preparation and submission information.
- After performing the Permanent Repair, the replaced parts must be returned to the Warranty Parts Return Center for inspection (See Attachment II page 2). FCS 700 tags will be sent as soon as the claim for the Permanent Repair is submitted.

OWNER REFUNDS

Ford Motor will only refund for owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII Manual for Refund Information.

Safety Recall 99S15 Including Supplement #1
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
Speed Control - Speed Control Deactivation Switch

LABOR ALLOWANCES

Inspection

Description	Labor Operation	Labor Time
Inspection Only (Vehicle has vacuum operated speed control system).	99S15A	0.2 Hour

Interim Repair

Description	Labor Operation	Labor Time
Remove, Tape and Secure the Speed Control Deactivation Switch *	99S15E*	0.3 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

* Labor Operation 99S15E will NOT close the Recall.

Permanent Repair

Description	Labor Operation	Labor Time
Replace Speed Control Deactivation Switch and Hard-shell Connector	99S15B	0.6 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

Safety Recall 98815 including Supplement #1
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
Speed Control - Speed Control Deactivation Switch

PARTS REQUIREMENTS**Parts Ordering Information**

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective Immediately	Normal order process
Interim Orders	Effective Immediately	Normal order process
Emergency Orders	after July 1, 1999	Normal order process
Emergency Orders	before July 1, 1999	Call 1-800-325-8621

Part Number	Description	Quantity
XW7Z-9G852-AA	Speed Control Deactivation Switch Kit	1

DEALER PRICE

For latest prices, check:

- DOES II
- Updated Price Book

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

DISPOSITION OF REMOVED PARTS

Parts Return Requested (after completion of Permanent Repair):

We are requesting that the removed parts be returned to Ford Motor Company:

- Speed Control Deactivation Switch
- Switch Hardshell Connector

Packaging and Shipping:

- Speed Control Deactivation Switch
 - Do not drain the brake fluid from inside the Speed Control Deactivation Switch.
 - Use the plastic cap from the new switch to trap and seal as much oil inside the switch as possible.
- Switch Hardshell Connector
 - Connect the hardshell connector to the Speed Control Deactivation Switch.
 - Attach the FCS 700 tag to the part.
 - Place the part in a plastic bag and secure with twist-tie.
- Shipping Instructions
 - Follow direction on FCS 700 tag
 - See Section 3 of the ACES II manual for more details

INTERIM REPAIR

DISABLE SPEED CONTROL DEACTIVATION SWITCH

SERVICE PROCEDURE

1. Inspect the vehicle for the type of speed control servo installed.
 - If the vehicle is equipped with a (round) vacuum operated-type servo, no further action is required. Release the vehicle to the owner.
 - If the vehicle is equipped with a (square) electronic-type servo, proceed to Step 2.
2. Disconnect the electrical connector from the speed control deactivation switch. See Figure 1.

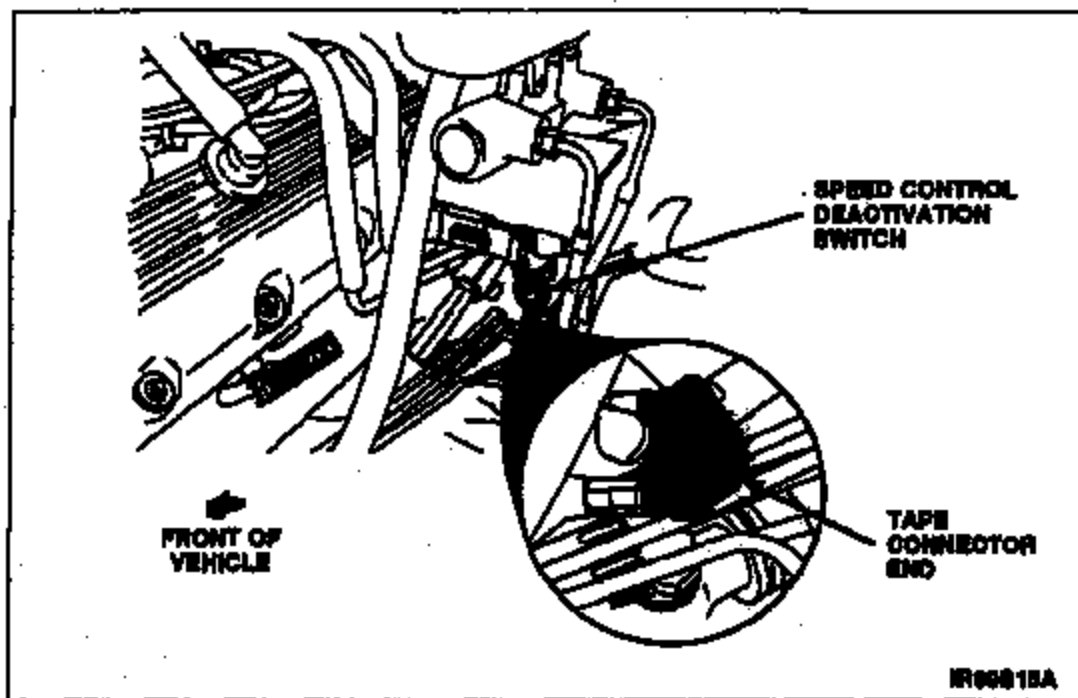


FIGURE 1

3. Tape the end of the connector to prevent contamination from entering the end of the connector.
4. Tie strap the connector to the wiring harness located on the left splash shield.

PERMANENT REPAIR

SPEED CONTROL DEACTIVATION SWITCH AND CONNECTOR REPLACEMENT

AFFECTED VEHICLES: CERTAIN 1992 AND 1993 CROWN VICTORIA, GRAND MARQUIS
AND TOWN CAR WITH SPEED CONTROL

OVERVIEW

This repair involves replacement of the speed control deactivation switch and the hard shell of the switch electrical connector. The connector terminals will be removed from the old connector hard shell and inserted into the new connector hard shell.

PROCEDURE

1. Inspect the vehicle for the type of speed control servo installed.
 - If the vehicle is equipped with a (round) vacuum operated-type servo, no further action is required. Release the vehicle to the owner.
 - If the vehicle is equipped with a (square) electronic-type servo, proceed to Step 2.
2. Install a memory saver and disconnect the negative battery terminal.
3. Disconnect the electrical connector from the speed control deactivation switch. See Figure 2.

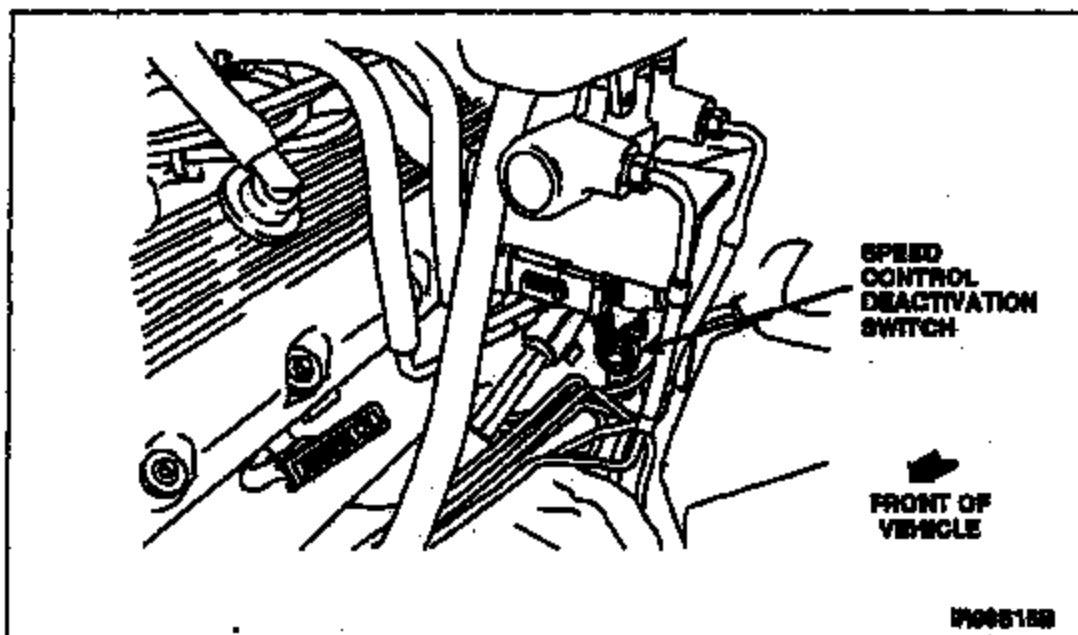


FIGURE 2

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DEARBORN, MICHIGAN 48121

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4. Remove the locking wedge from the end of the connector. Then, disengage the locking tabs and remove the wire terminals from the connector. See Figure 3.

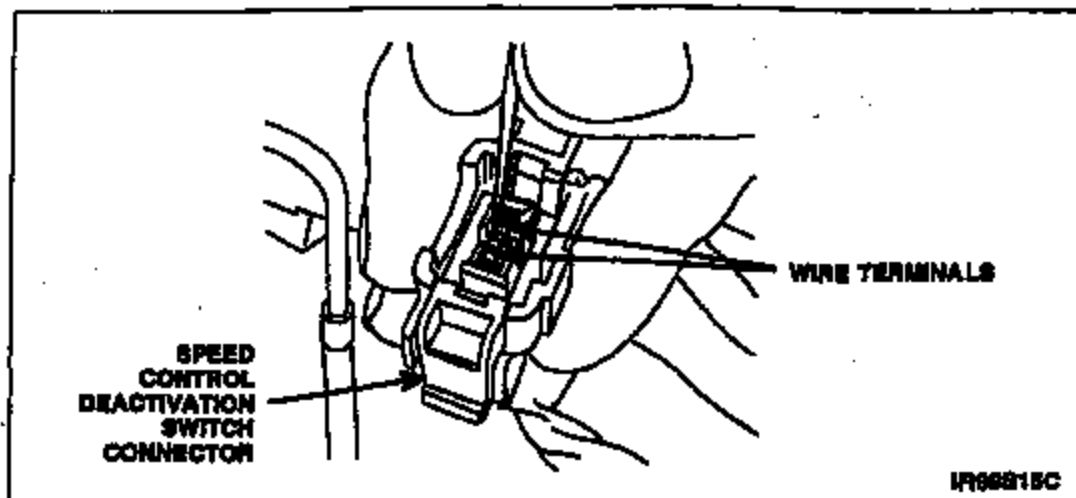


FIGURE 3

5. Obtain the new connector from the kit. Insert both wire terminal ends through the connector seal and into the connector hard shell. (The wire terminal ends may be installed into either of the connector cavities).
6. Check the connector to make sure the locking tabs have engaged both terminal ends. Also, make sure the seal is fully seated in the back of the connector. Then, install the red locking wedge to secure the terminals in the connector.
7. Obtain the speed control deactivation switch from the parts kit.
8. Remove the old speed control deactivation switch.
9. Fill the new speed control deactivation switch with High Performance DOT 3 Brake Fluid and install the speed control deactivation switch. Tighten the switch to 18 Nm (13 lb-ft).
10. Attach the electrical connector to the speed control deactivation switch.
11. Connect the battery negative cable and remove the memory saver.
12. Raise the vehicle on a hoist.
13. Connect a clear drain tube to the RH rear bleeder screw and the other end in a container partially filled with the recommended brake fluid.
14. Have an assistant pump the brake pedal and then hold firm pressure on the brake pedal.
15. Loosen the RH rear bleeder screw until a stream of brake fluid comes out. While the assistant maintains pressure on the brake pedal, tighten the bleeder screw.
 - Repeat until clear, bubble-free fluid comes out.
 - Refill the brake master cylinder reservoir as necessary.
16. Repeat Steps 12-14 for the LH rear bleeder screw.
17. Lower the vehicle.

A. R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division



Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

May, 1999

Safety Recall 99815

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control.

SAFETY DEFECT

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause the brake light fuse to open.

REPAIRS

Repair parts may not be available until mid-June, 1999. If your dealer is not able to obtain the parts needed for this recall, an Interim Repair can be performed at no charge to you. However, a second visit to your dealer will be required at a later date to have the permanent repair performed. We regret this inconvenience, but your safety is our primary concern.

Interim Repair: If parts are not available, the Interim Repair should be performed immediately. This repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch and protecting the connector end from contamination. The Speed Control system will be inoperative until the Permanent Repair is performed; normal vehicle operation without Speed Control is not affected.

Permanent Repair: Parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

HOW LONG WILL IT TAKE?

The time needed for either of the repairs is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time. Please call your dealer for a service date.

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 99S15.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. If available, parts would be expected to arrive within a week after ordering. If parts are not available, your dealer can perform the Interim Repair free of charge. When parts are available, your dealer will perform the Permanent Repair free of charge.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE VEHICLE?

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

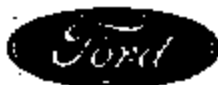
If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 8248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 306-0123).

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

Sincerely,



A. R. O'Neill
Director
Vehicle Service and Programs



To: All FCSD Regional Managers

cc: All Regional Sales Managers
Ford Division and Lincoln Mercury
All PDC Managers

Subject: Safety Recall 99615 Including Supplement #1: Certain 1992 and 1993 Crown
Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed
Control Deactivation Switch

See the Dealer Bulletin for program details.

REGIONAL/DEALER ACTION

Federal law requires that dealer stock vehicles must be corrected before delivery.

Advise FCSD, using Form 725S, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedure before assisting dealers or customers.

QUESTIONS?

Claims Information 1-800-423-8851
Other Recall Questions 1-800-325-5521

A. R. O'Neill
Director
Vehicle Service and Programs



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

RECALL / SERVICE PROGRAM INFORMATION

May, 1989

IMPORTANT RECALL/SERVICE PROGRAM INFORMATION

**FROM: FORD CUSTOMER SERVICE DIVISION
RECALL/SERVICE PROGRAMS**

**SUBJECT: Safety Recall 99S15 Supplement #1: Vacuum Controlled
Speed Control - Inspection Operation Added**

This document replaces Safety Recall 99S15

REASON FOR NOTICE

Some of the early production 1992 vehicles affected by this recall may be equipped with a vacuum operated speed control system. These vehicles have a vacuum diaphragm on the speed control servo and a vacuum valve mounted above the brake pedal.

Vehicles with vacuum controlled speed control systems do NOT use a Speed Control Deactivation Switch and are not affected by this recall. An "Inspection" Labor Operation has been activated to reimburse you for inspecting these vehicles and close the recall.

ABOUT THIS SUPPLEMENT

This document (Supplement #1) includes all information previously provided and adds the inspection procedure noted. Text that has changed from the original bulletin is identified by a vertical bar (|) in the left margin.

See "Labor Allowance" (Attachment II). Submit an inspection claim for each of the vehicles inspected and found to have a vacuum operated speed control system.

Please discard Safety Recall Bulletin 99S15 and replace it with this Recall Bulletin.

PLEASE PROVIDE COPIES TO:

☒ **SERVICE MANAGER**
☒ **PARTS MANAGER**
☒ **DEALER PRINCIPAL**

Service Recall Bulletin

May, 1999

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 99S15 Including Supplement #1: Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed Control Deactivation Switch

AFFECTED VEHICLES

Certain 1992 and 1993 Crown Victoria and Grand Marquis with Speed Control built at the St. Thomas assembly plant from February 5, 1992 through November 30, 1992. Also, certain 1992 and 1993 Town Cars built at the Wixom Assembly plant from November 4, 1991 through November 30, 1992.

REASON FOR RECALL

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause a fuse to open.

SERVICE ACTION

Repair parts will not be available until mid-June, 1999. Until parts are available, the interim repair described in Attachment III should be used. When parts are available the permanent repair must be completed to close this recall.

Interim Repair: This repair should be performed immediately to eliminate the possibility of a fire. This interim repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch, taping the connector and to protect it from contamination and securing the connector with a tie-strap. The speed control system will be inoperative until the permanent repair is performed.

Permanent Repair: The parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances, Parts Ordering Information, Disposition of Removed Parts

Attachment III: Technical Information

QUESTIONS?

Claims Information: 1-800-423-8861

Other Recall Questions: 1-800-325-6821

Sincerely,



A. R. O'Neill

Director

Vehicle Service and Programs

**Safety Recall 99815 Including Supplement #1
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars
with Speed Control - Speed Control Deactivation Switch**

QASIS

You must use QASIS to determine if a vehicle is eligible for this recall.

Please note that the Interim Repair will not remove the VIN from QASIS.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

PROMPTLY CORRECT

Promptly correct affected vehicles on the enclosed list and other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.
- After performing the Permanent Repair, the replaced parts must be returned to the Warranty Parts Return Center for inspection (See Attachment II page 2). FCB 700 tags will be sent as soon as the claim for the Permanent Repair is submitted.

OWNER REFUNDS

Ford Motor will only refund for owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII Manual for Refund Information.

**Safety Recall 99S15 Including Supplement #1
Certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with
Speed Control - Speed Control Deactivation Switch**

LABOR ALLOWANCES**Inspection**

Description	Labor Operation	Labor Time
Inspection Only (Vehicle has vacuum operated speed control system).	99S15A	0.2 Hour

Interim Repair

Description	Labor Operation	Labor Time
Remove, Tape and Secure the Speed Control Deactivation Switch *	99S15E*	0.3 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

* Labor Operation 99S15E will NOT close the Recall.

Permanent Repair

Description	Labor Operation	Labor Time
Replace Speed Control Deactivation Switch and Hard-shell Connector	99S15B	0.6 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

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Speed Control - Speed Control Deactivation Switch

PARTS REQUIREMENTS**Parts Ordering Information**

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	after July 1, 1999	Normal order process
Emergency Orders	before July 1, 1999	Call 1-800-325-6621

Part Number	Description	Quantity
XW7Z-9G052-AA	Speed Control Deactivation Switch Kit	1

DEALER PRICE

For latest prices, check:

- DOES II
- Updated Price Book

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

DISPOSITION OF REMOVED PARTS

Parts Return Requested (after completion of Permanent Repair):

We are requesting that the removed parts be returned to Ford Motor Company:

- Speed Control Deactivation Switch
- Switch Handshell Connector

Packaging and Shipping:

- Speed Control Deactivation Switch
 - Do not drain the brake fluid from inside the Speed Control Deactivation Switch.
 - Use the plastic cap from the new switch to trap and seal as much oil inside the switch as possible.
- Switch Handshell Connector
 - Connect the handheld connector to the Speed Control Deactivation Switch.
 - Attach the FCS 700 tag to the part.
 - Place the part in a plastic bag and secure with twist-tie.
- Shipping Instructions
 - Follow direction on FCS 700 tag
 - See Section 3 of the ACES II manual for more details

INTERIM REPAIR

DISABLE SPEED CONTROL DEACTIVATION SWITCH

SERVICE PROCEDURE

1. Inspect the vehicle for the type of speed control servo installed.
 - If the vehicle is equipped with a (round) vacuum operated-type servo, no further action is required. Release the vehicle to the owner.
 - If the vehicle is equipped with a (square) electronic-type servo, proceed to Step 2.
2. Disconnect the electrical connector from the speed control deactivation switch. See Figure 1.

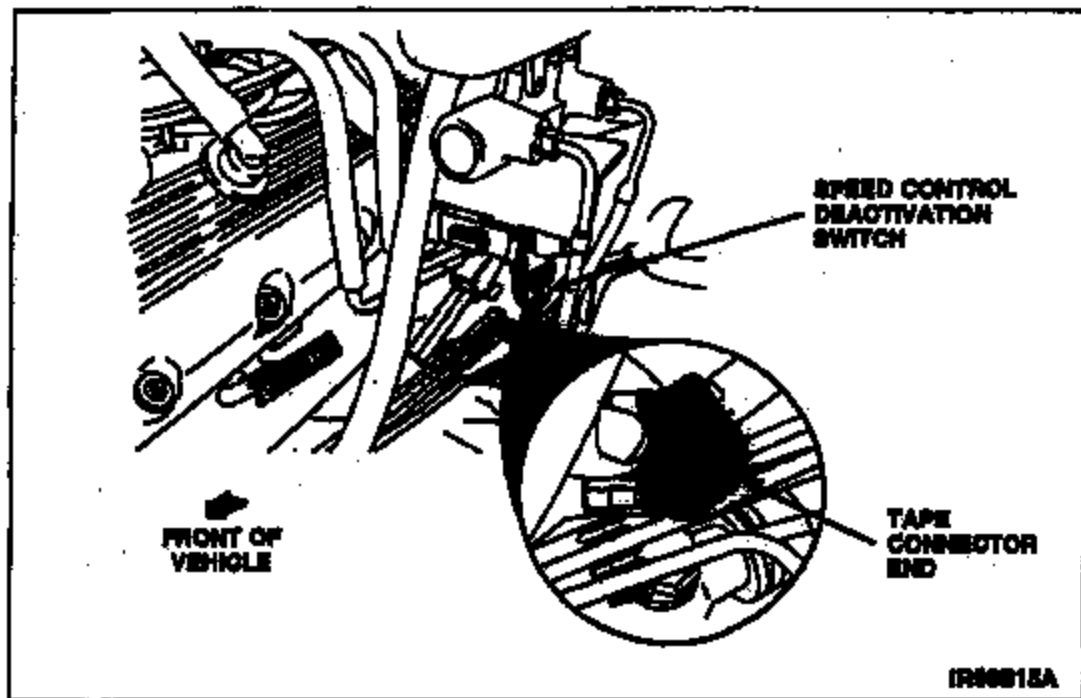


FIGURE 1

3. Tape the end of the connector to prevent contamination from entering the end of the connector.
4. Tie strap the connector to the wiring harness located on the left splash shield.

PERMANENT REPAIR

SPEED CONTROL DEACTIVATION SWITCH AND CONNECTOR REPLACEMENT

AFFECTED VEHICLES: CERTAIN 1992 AND 1993 CROWN VICTORIA, GRAND MARQUIS
AND TOWN CAR WITH SPEED CONTROL

OVERVIEW

This repair involves replacement of the speed control deactivation switch and the hard shell of the switch electrical connector. The connector terminals will be removed from the old connector hard shell and inserted into the new connector hard shell.

PROCEDURE

1. Inspect the vehicle for the type of speed control servo installed.
 - If the vehicle is equipped with a (round) vacuum operated-type servo, no further action is required. Release the vehicle to the owner.
 - If the vehicle is equipped with a (square) electronic-type servo, proceed to Step 2.
2. Install a memory saver and disconnect the negative battery terminal.
3. Disconnect the electrical connector from the speed control deactivation switch. See Figure 2.

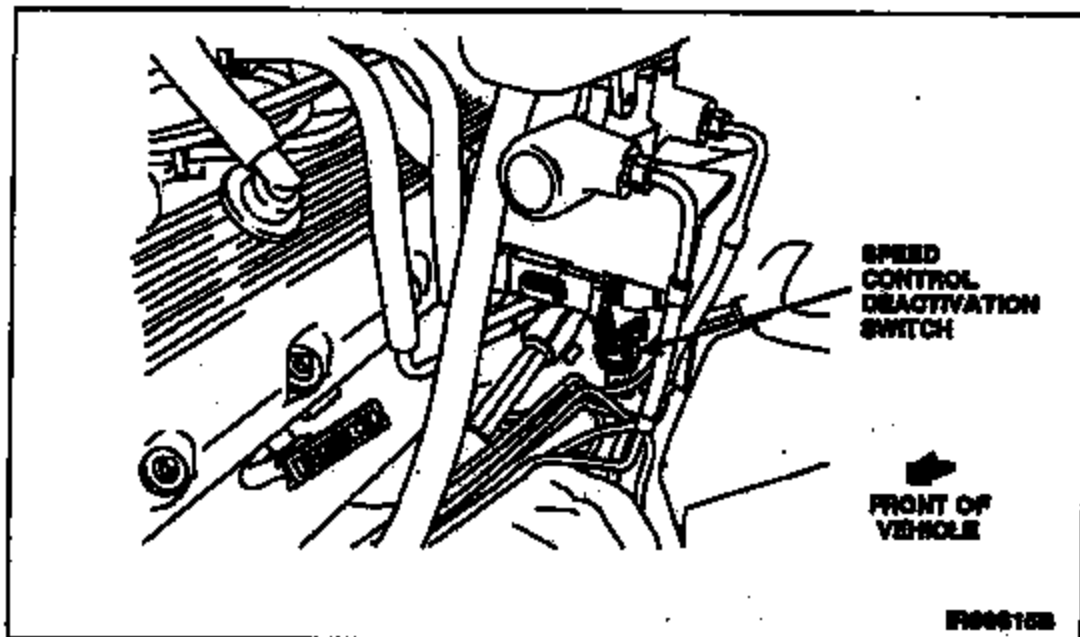
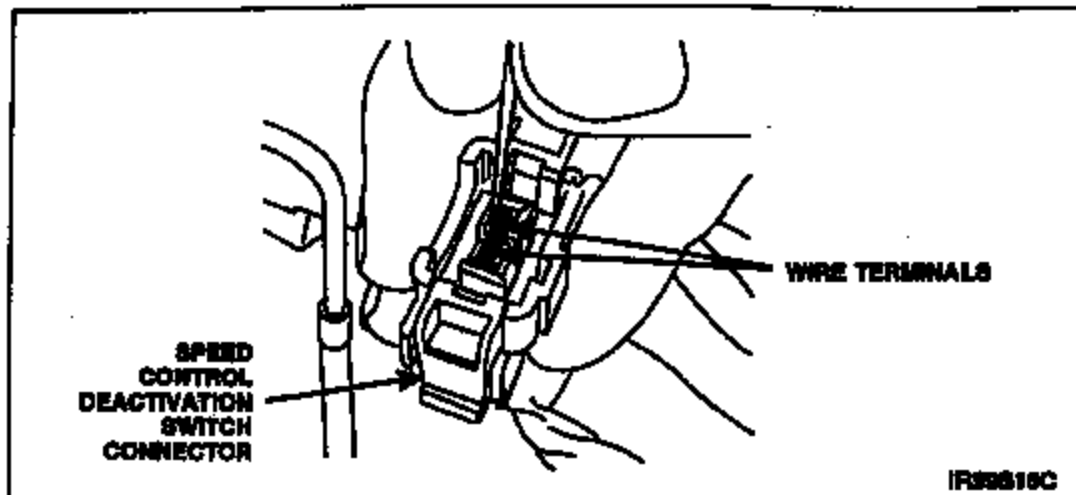


FIGURE 2

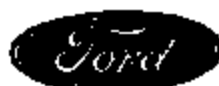
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DEARBORN, MICHIGAN 48121
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4. Remove the locking wedge from the end of the connector. Then, disengage the locking tabs and remove the wire terminals from the connector. See Figure 3.



5. Obtain the new connector from the kit. Insert both wire terminal ends through the connector seal and into the connector hard shell. (The wire terminal ends may be installed into either of the connector cavities).
6. Check the connector to make sure the locking tabs have engaged both terminal ends. Also, make sure the seal is fully seated in the back of the connector. Then, install the red locking wedge to secure the terminals in the connector.
7. Obtain the speed control deactivation switch from the parts kit.
8. Remove the old speed control deactivation switch.
9. Fill the new speed control deactivation switch with High Performance DOT 3 Brake Fluid and install the speed control deactivation switch. Tighten the switch to 18 Nm (13 lb-ft).
10. Attach the electrical connector to the speed control deactivation switch.
11. Connect the battery negative cable and remove the memory saver.
12. Raise the vehicle on a hoist.
13. Connect a clear drain tube to the RH rear bleeder screw and the other end in a container partially filled with the recommended brake fluid.
14. Have an assistant pump the brake pedal and then hold firm pressure on the brake pedal.
15. Loosen the RH rear bleeder screw until a stream of brake fluid comes out. While the assistant maintains pressure on the brake pedal, tighten the bleeder screw.
- Repeat until clear, bubble-free fluid comes out.
 - Refill the brake master cylinder reservoir as necessary.
16. Repeat Steps 12-14 for the LH rear bleeder screw.
17. Lower the vehicle.

A. R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division



Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

May, 1999

Safety Recall 99S15

Mr. John Sample
123 Main Street
Anytown, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control.

SAFETY DEFECT

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause the brake light fuse to open.

REPAIRS

Repair parts may not be available until mid-June, 1999. If your dealer is not able to obtain the parts needed for this recall, an Interim Repair can be performed at no charge to you. However, a second visit to your dealer will be required at a later date to have the permanent repair performed. We regret this inconvenience, but your safety is our primary concern.

Interim Repair: If parts are not available, the Interim Repair should be performed immediately. This repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch and protecting the connector and from contamination. The Speed Control system will be inoperative until the Permanent Repair is performed; normal vehicle operation without Speed Control is not affected.

Permanent Repair: Parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

HOW LONG WILL IT TAKE?

The time needed for either of the repairs is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time. Please call your dealer for a service date.

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 98016.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. If available, parts would be expected to arrive within a week after ordering. If parts are not available, your dealer can perform the Interim Repair free of charge. When parts are available, your dealer will perform the Permanent Repair free of charge.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

REFUND

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE VEHICLE?

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

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 8248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 303-6123).

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

Sincerely,



A. R. O'Neill
Director
Vehicle Service and Programs



To: All FCSD Regional Managers

cc: All Regional Sales Managers
Ford Division and Lincoln Mercury
All PDC Managers

Subject: Safety Recall 99S15 including Supplement #1: Certain 1992 and 1993 Crown
Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control - Speed
Control Deactivation Switch

See the Dealer Bulletin for program details.

REGIONAL/DEALER ACTION

Federal law requires that dealer stock vehicles must be corrected before delivery.

Advise FCSD, using Form 725S, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedures before assisting dealers or customers.

QUESTIONS?

Claims Information	1-800-423-8851
Other Recall Questions	1-800-325-6821

A. R. O'Neil
Director
Vehicle Service and Programs